SAMENA
•SWIM & RECREATION CLUB•

## Online Account
## Frequently Asked Questions

**Common Issues:**

**Account Information Instructions**:

## Common Issues

### Logging In

If you're a Member:

- It's possible that the email you are trying to set up your online account with is not that email that we have on file for you. Please call the Front Desk to confirm your contact information, and we can send you a temporary username and password.
- Make sure that you are not trying to create a Guest account. You are already in our system, so creating a new account will cause the system to treat that new account as a Non-Member, and you will not get Member access.

If you're not a Member:

- If you have done programs with us before, you should already be in our system. This may cause an error when creating a Guest account because the system will already recognize your email address. Please call the Front Desk to be sent your temporary username and password.
- If you are new to Samena and you are creating a new Guest account, check your email for your online credentials after entering your information. You should have received a temporary username and password to use to login. If you do not see an email after creating the Guest account, please check your SPAM filter for info@samena.com or call the Front Desk to be sent the temporary username and password.

Error that your OLS credentials/passwords are invalid:

- Temporary log-ins expire in 3 days – if you received the OLS credential email more than 3 days ago, please call the Front Desk for them to be resent.
- Did you try to reset your password online? Sometimes people will accidentally reset their password multiple times in a row or try it again if the reset email has not come through yet – this will send you a new, reset password each time. Additionally, if you reset it online and then called the Front Desk to reset it a little bit afterwards, you will now have to wait for two reset emails to come through. If you reset it twice and only receive one email, the first email/password would have since been reset again and will not work.

  Please wait a few more minutes for the next email with the new password to come through. Your password is encrypted in the system, and we cannot view your password for your account security. We can check your account history to see how many times it has been reset and the timestamps so you can know which reset email is the final/correct one.

Error that "There is more than one record that matches this Email Address":

- If you are a Member, it is likely that your email address is listed on both your and your spouse/children's account so they receive confirmation emails. This causes the system to not know which person on the account needs the log-in. Please call the Front Desk to have your log-in sent to you.
- If you are not a Member, you may have accidentally created a duplicate account or the email is also listed under a child on the account. Please call the Front Desk to have your log-in sent to you.

**Account Info**

Unable to See Children on Account:

- If you are a Member, do you have a family membership or were new children born after you originally signed up for membership? You must have a 2 Adult Family Membership or a 1 Adult Family Membership for children to be eligible to be added to your account. If another child has been born since you originally joined, please contact our Membership Coordinator, Elizabeth at [elizabetho@samena.com](mailto:elizabetho@samena.com), in order to add additional sub-members.
- If you are not a Member of Samena, did you add your children when you created your guest account? You can add more children by going back to the home page, clicking Account Information followed by Account Summary. Scroll down to Related Members and click Add Sub Guest to enter the child's information. You can also call the Front Desk at 425-746-1160 with your child's name and birthdate to be added to your profile.

Cannot View/Change Full Account Info

- Are you logging in as a child on the account by accident? The online portal gives different levels of access to the Main account holder and children added on the account (for example, so teenagers can't use credit cards that may be saved on file or change account information for their parents). Please call the Front Desk at 425-746-1160 to confirm that you are using the credentials through an adult on the account.

Cannot See Children's Programs or Full Transaction History

- When searching in Classes/Appointments (also may appear as Reservation Listing) or Transaction History in Account Information, make sure that you have the Include Sub Members drop-down set to Yes in order to see information related to other people on your account. If you do not select this option, it will default to showing only the logged-in person's information.

**Program Registration**

Youth Group Swim Lessons

- How do I tell you what times I want and what level I need for the weekday classes?

  Once you have selected the session and participants, a popup box will ask you for your 1$^{st}$ and 2$^{nd}$ time preferences, along with a place to select your level.

- Why won't it let me register? / I'm getting a "Booking Validations" error

  Are you a Non-Member/Guest? If so, you may be trying to register for a session that is only available to Members at this time. Non-Member registration dates are listed in the swim lesson information page before clicking enroll or in our program brochure.

**Camp**

- How do I pay my balance?

  Balances cannot be paid online – unfortunately, the system does not have that functionality. Please call the Front Desk to make payment.

- It's not letting me select the weeks I want – what do I do?

  Does it give you an error message that says, "None of the listed individuals are eligible for enrollment"? Have you already selected the program Registration fee in your enrollment before attempting to select weeks? Even if you are a Member (it will just cost $0), you will have to select that first. Go back to the beginning of Camp enrollment and make sure that you are clicking Enroll Here before going to Select Weeks.

- How do I enroll two kids at the same time?

  You must go through registration for one child (to the Enrollment Summary page, step 8) first as the Additional Information (age, allergies, etc) are attached to each individual child. Once to Enrollment Summary, scroll to the bottom and click Add Another Camper. This will bring you back to the start of enrollment for any additional campers, while keeping the first camper in your "cart."

**Appointments**

- I'm getting an error message that says "None of the listed individuals are eligible for enrollment"

  This likely means that you are trying to book a class too far in the future. Samena only allows reservations for Lap Swim and Tennis Courts up 7 days in advance, once per day/per member, and with 4 future bookings at a time. If you click the yellow exclamation point next to the name of the person you are trying to enroll, a popup box will list the exact reason.

**Group Exercise**

- I'm getting an error message that says "None of the listed individuals are eligible for enrollment"

  This likely means that you are trying to book a class too far in the future. Samena only allows fitness class registration up to 30 days in advance. If you click the yellow exclamation point next to the name of the person you are trying to enroll, a popup box will list the exact reason.

## Account Information

**Updating Contact Information**

Account Information -> Contact Information

Type directly into fields (some fields may require Club approval, please contact elizabetho@samena.com)

Submit Changes


**Updating Auto-Withdrawal or Credit Cards on File**

Account Information -> Billing Information

Active Auto Pay Information drop-down menu, select Bank Account or Credit Card

If Bank Account, type directly into fields

If Credit Card, click Add New button for credit card number, other information directly into fields

- If you are putting a credit card on file to use online, but do not pay monthly by auto-withdrawal, make sure to change the Active Auto Pay Information back to Bank Account after submitting changes. That way your card will be saved, but you will not be billed automatically for dues through it.

Submit Changes

**Cancelling Reservations**

Only available for Lap Swim/Tennis Court/Fitness Class reservations

Account Information -> Classes/Appointments

Date range under End Time must cover the dates of the reservations

If you are looking for children's reservations, make sure that the Include Sub Members drop-down menu is set to Yes

Show Report

Click the blue text hyperlink of the reservation you wish to cancel

Click Cancel Schedule

**Finding List of Your Current Programs/Reservations**

Account Information -> Classes/Appointments

Date range under End Time must cover the dates of the programs you wish to see

If you only want to see some programs, change the Module drop-down menu:

> Program Registration: Special Events, Group Swim Lessons, Lifeguard Training, Tennis Lessons
>
> Scheduler: Private appointments: Massage, Private Swim Lessons, Private Tennis Lessons, Private Yoga, Shrimp Spot Reservations
>
> Group Exercise: Fitness Classes
>
> Camp Management: Summer Camps, Summer Swim Team

If you are looking for your children's programs, make sure that the Include Sub Members drop-down menu is set to Yes

Show Report

You can also add these programs to your digital calendars by clicking Subscribe to Calendar

**Checking Pre-Paid Packages/Guest Passes**

Account Information -> View Packages

To view Private Lesson packages, Personal Training packages, Massage/MAT packages, Group Fitness Class Punch-Cards, Guest Pass packages

Defaults to Active Series Sales (packages with services remaining)

Click View button to see usage details

Click All Series Sales tab to view used packages

**Paying Dues or Tuition**

Only for Club Membership Dues or payments for Before & After School Care and Preschool tuition

Other program payments cannot be made through here

Account Information -> Make a Payment

**Transaction History or Receipts**

Account Information -> Transaction List

Select date range of desired receipts in Date Quick Pick drop-down menu

Submit to see transactions during that range, click Print List or Export to Excel if desired

**Monthly/Annual Dues Statements**

Account Information -> Statements

Click for a PDF

Past years are condensed, click the desired year and it will expand for each month

## Error Messages

**"Server Error in '/' Application" or Runtime Error While Logging In**

Press the back button in your browser, and you should be taken to the online portal home page.

**"Booking Validations" Pop-up While Registering for Programs**

This error pop-up is letting you know that you may not be allowed to register for this program.

Commonly, this may appear because a program is only open to Samena Members at the time. It will say "Only Members can enroll." If you are not a Member of Samena, Group Swim Lesson sessions are restricted to Non-Members until particular dates. If this is the case, you must wait until the Non-Member Swim Lesson registration date to sign up.

Another reason it may show up is to verify that the person being registered is within the correct age range for the program, which will be listed in the text of the pop-up. The most common cause of this error (besides the child actually being ineligible for the program due to age restrictions) is if a parent has accidentally selected themselves as the participant instead of the child. When the box pops up, click No and ensure that the check-box next to the correct participant is selected on the Add Family Members page. If the list only shows yourself, did you add your children when you created your account? If you are not a Member, it may have an Add Sub Guest button option on that page. You can also add more children by going back to the home page, clicking Account Information followed by Account Summary. Scroll down to Related Members and click Add Sub Guest to enter the child's information.

**"None of the listed individuals are eligible for enrollment. Please click the icon next to the person for further details"**

If this is occurring during an attempt to book an appointment online (like a Lap Lane Reservation or Massage), generally, this is because you may be trying to book outside of our policies (i.e. too far in advance/not far enough, too many reservations already, etc). Click the yellow triangle with the exclamation point in it for more details. Appointment time may look available online, but when you try to book, it will give you an error saying that you are not eligible for enrollment because "reservation must be made at least ___ Hour(s) in advance." Massage/MAT restricts online booking after 24 hours until the appointment, Private Yoga restricts online booking after 48 hours until the appointment, and Private Swim Lessons restrict online booking after 48 hours until the appointment. Lane reservations are restricted to once per day, 7 days in advance, and only 4 bookings at a time.

If this is occurring during Camp registration, this is because you likely have not selected the Registration before selecting the Weeks. Click the yellow triangle with the exclamation point in it for more details, and it will tell you the specific option you need to select before proceeding. Click Back, then select the Registration for your particular camp (there will be a blue square that says "Enroll Here" next to it) and Continue. After selecting the Registration, select the participant and get to the Camp Cart (#3). Click Add More Camp to go back to the main page and then select the weeks of camp (there will be a blue square that says "Select Weeks".