

## Member Self Service Quick Start Guide

Visit the online portal to update your account information, make payments, review and print check-in and account history and more.

## Here's how to get started:

- 1. Visit nmhfc.com
- 2. Click Member Login to access the Member Self Service page
- 3. Click the Member Login icon
- 4. First time users will use their **Member ID number** on the back of their membership card as the username and password
- 5. Sign in and create a custom username and password
- 6. On the **dashboard** you'll see your membership information, options to update your account, purchase packages and etc
- 7. To book reservations (such as pool and basketball time) click **Book Appointment**
- 8. Choose the date and answer all questions on the left side of the screen
- 9. Select a time on the right of the screen and click **Book**
- 10. You'll receive a confirmation email and can view your reservations under **My Upcoming Appointments**
- 11. Click the **cog wheel** to change or cancel your appointment

Now you're ready to make the most of your online account! Email us at submission@nmhfc.com or visit the Member Services Desk for more information/ instructions on using the online portal. Northwestern Medicine Crystal Lake Health & Fitness Center 200 East Congress Parkway Crystal Lake, Illinois 60014 815.444.2900 630.933.4833 TTY for the hearing impaired

## Northwestern Medicine

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