

Zenplanner Member How To

How to Setup Your Account

If you already have a membership or have attended before you will have been sent a password when you first signed up to your email address.

Your username will be your email address – so be sure to check your email for login information. If you wish to change which email, you'd like to use, simply ask our customer relation team to edit it.

Important note: you must get the login information from your studio or manager. You cannot login through Zen Planner's website. Signing up for a demo or free trial will not give you access to your account.

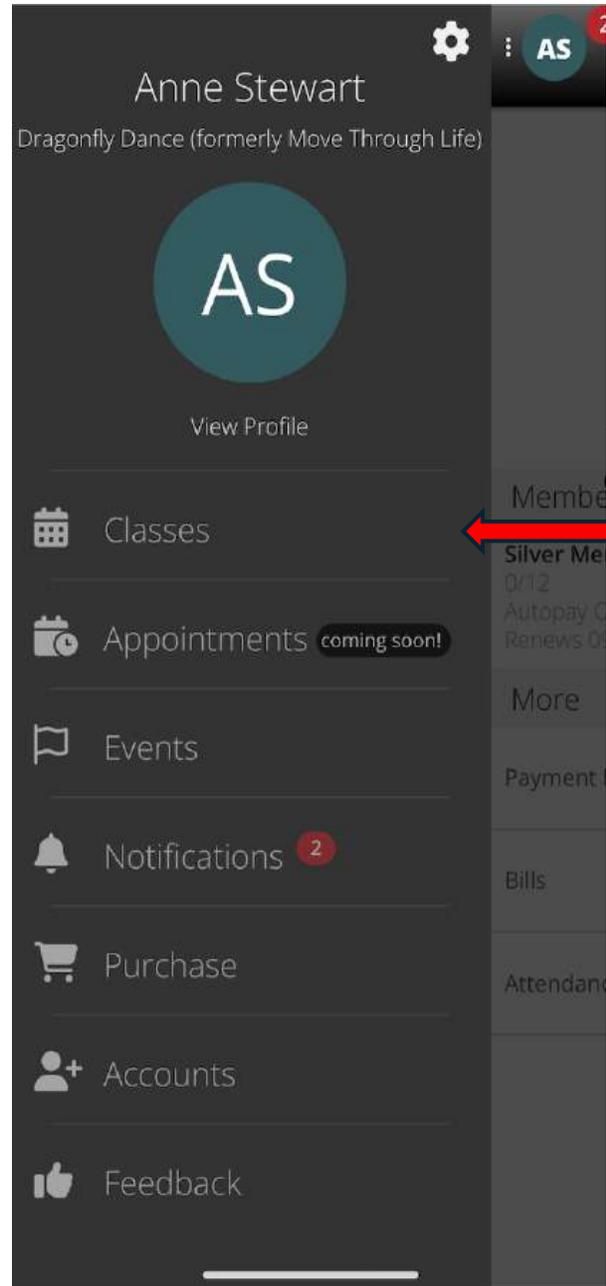
Download the Member App



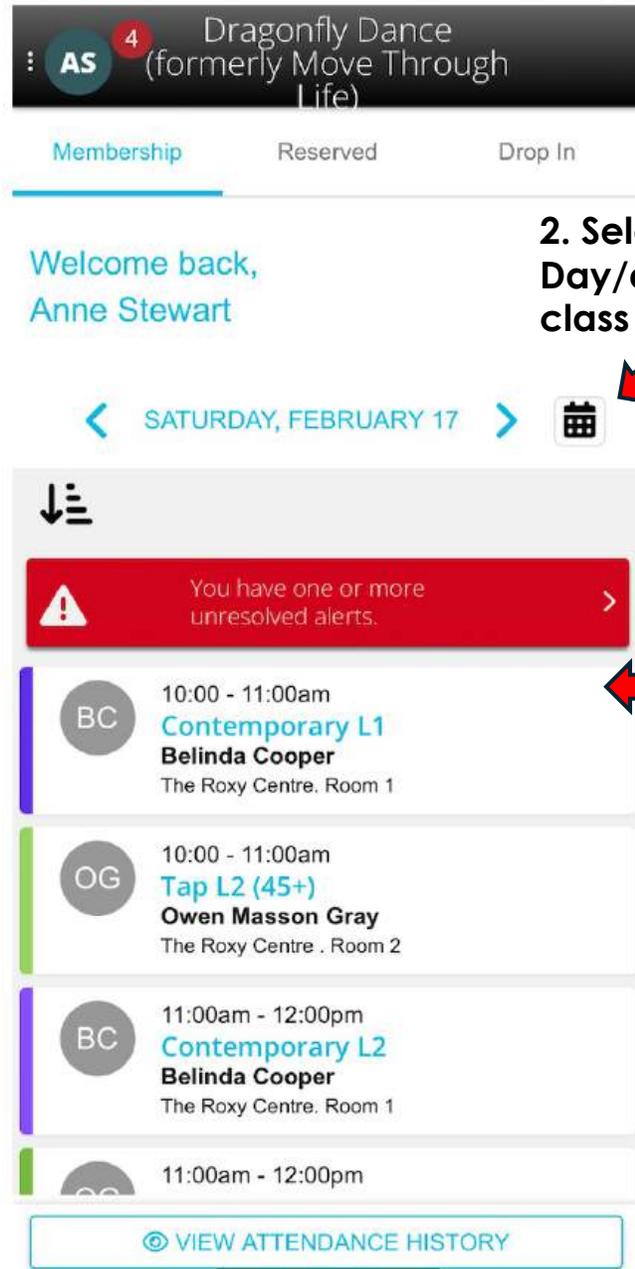
Click the “Z” in the top left corner to setup your profile. Here's what you'll need to add:

- Click on the avatar to add your best selfie.
- Click “Edit” in the top right corner to add your contact information.
- Add your billing information and make your first membership payment. (only if not already done when you signed up) * You can also add other billing information this way but make sure you let the client relationship team know you want to change where your payments are coming from
- Check your alerts to sign important waivers and contracts before you attend your first class.

How to Book a Class

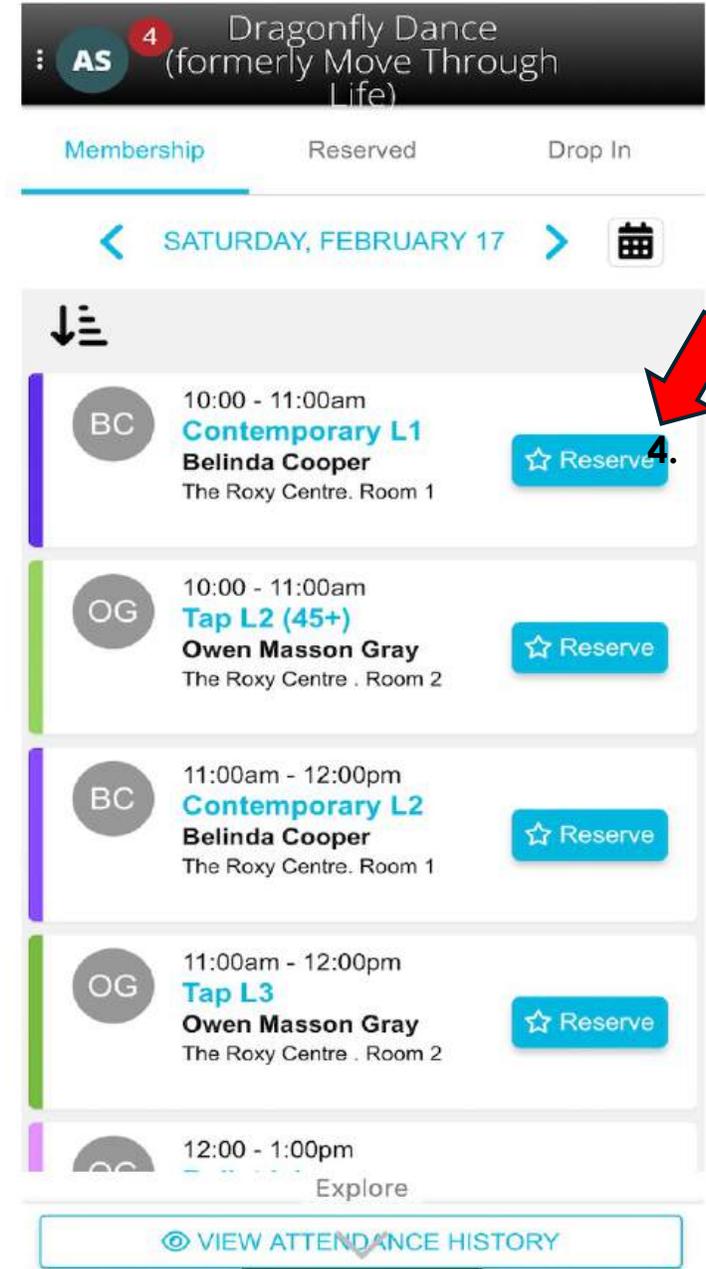


1. Select Classes



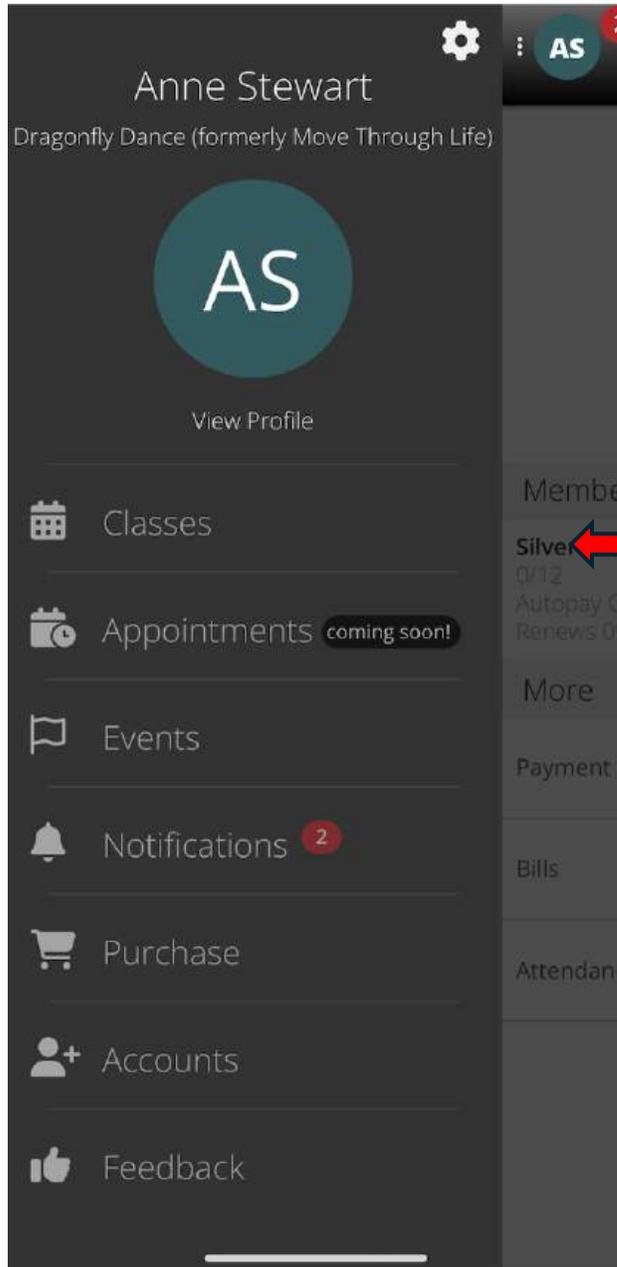
2. Select Day/date of class

3. Select class you want to attend

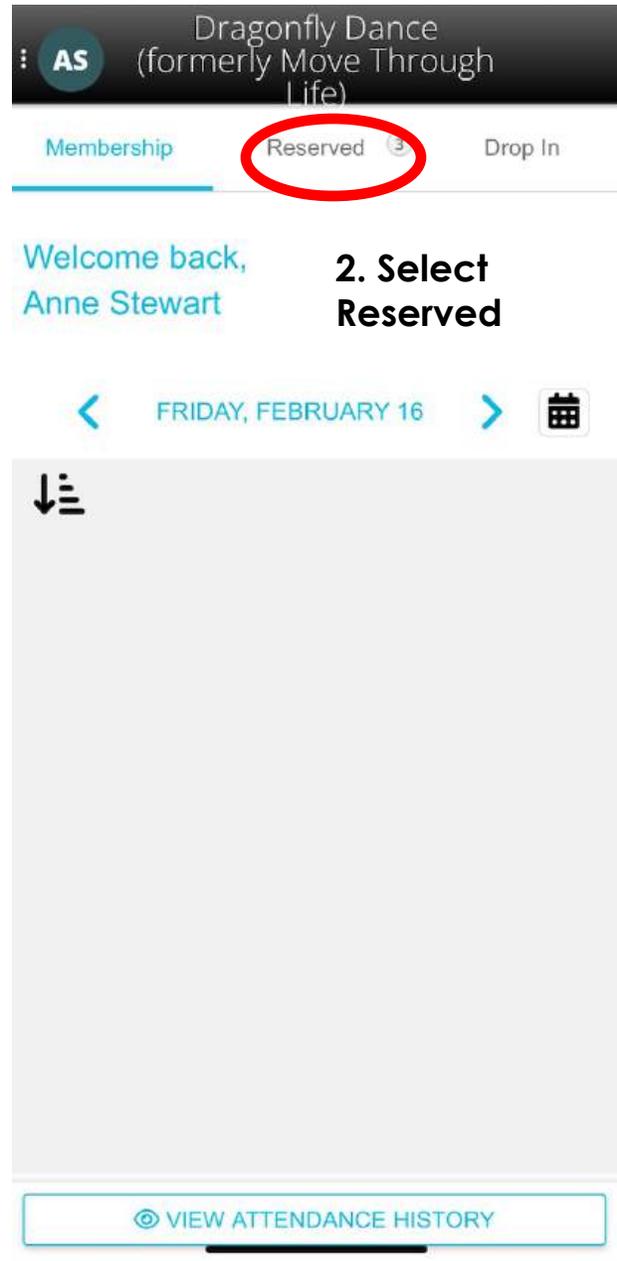


4. Select Reserve

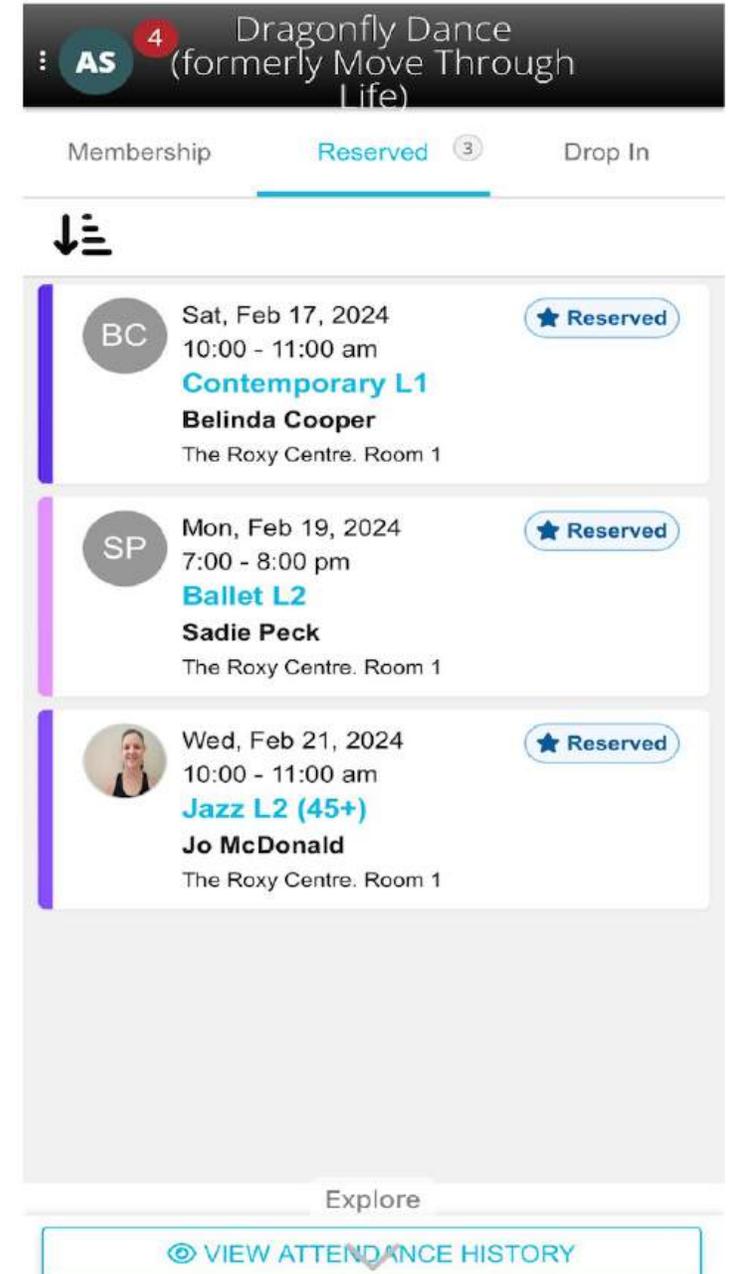
How to see future reserved Classes



1. Select Classes



2. Select Reserved

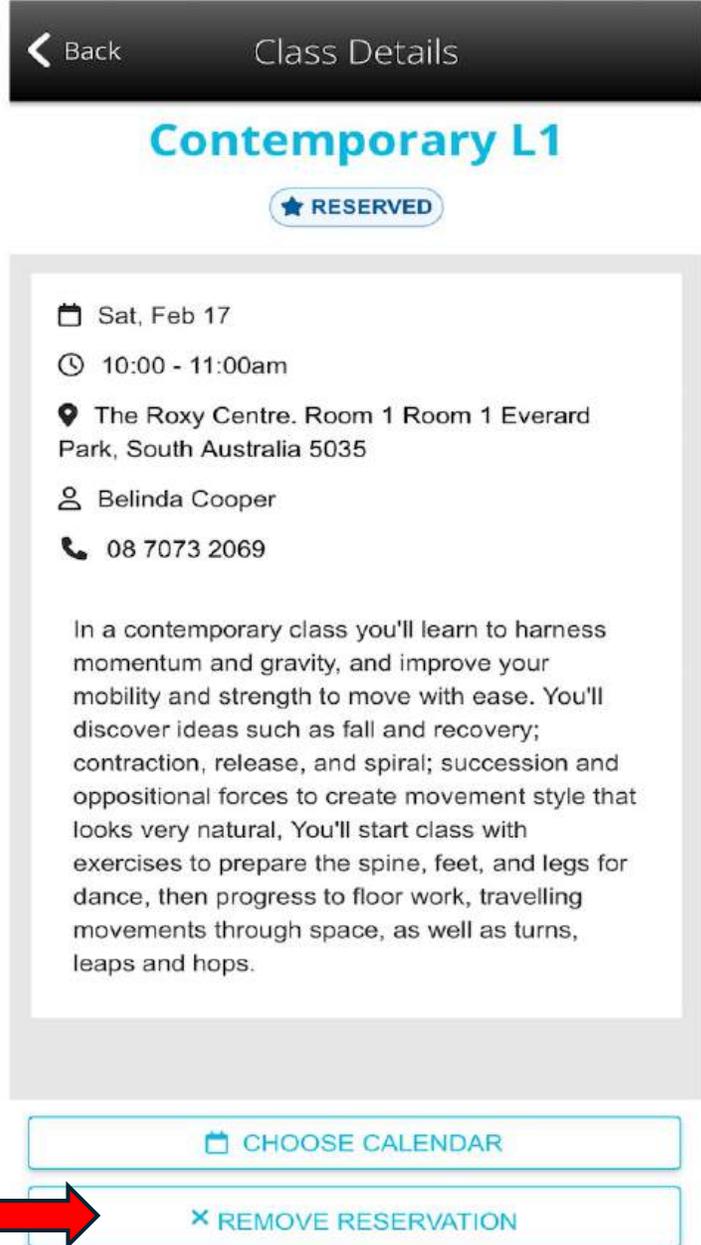
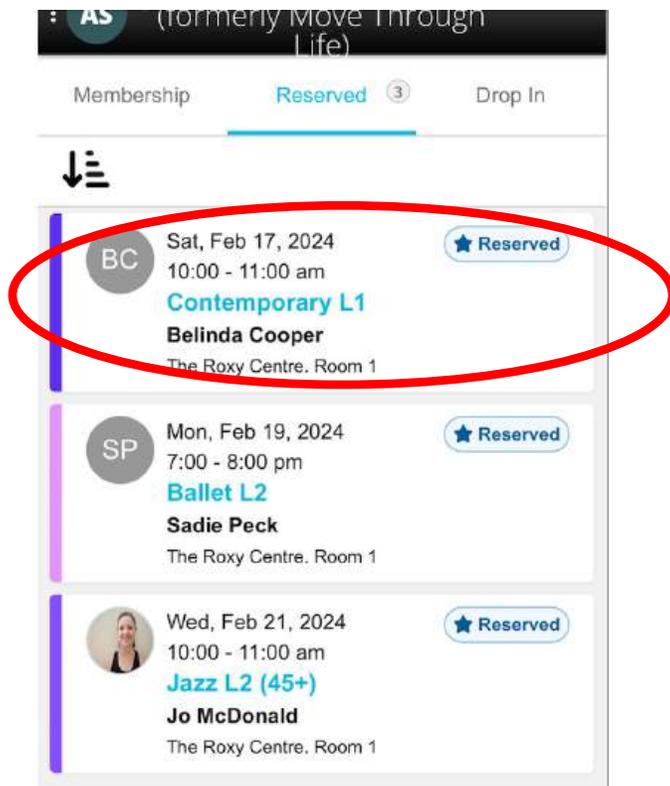


3. View all future bookings

How to Cancel a Class

1. Follow the steps to see your future reserved classes

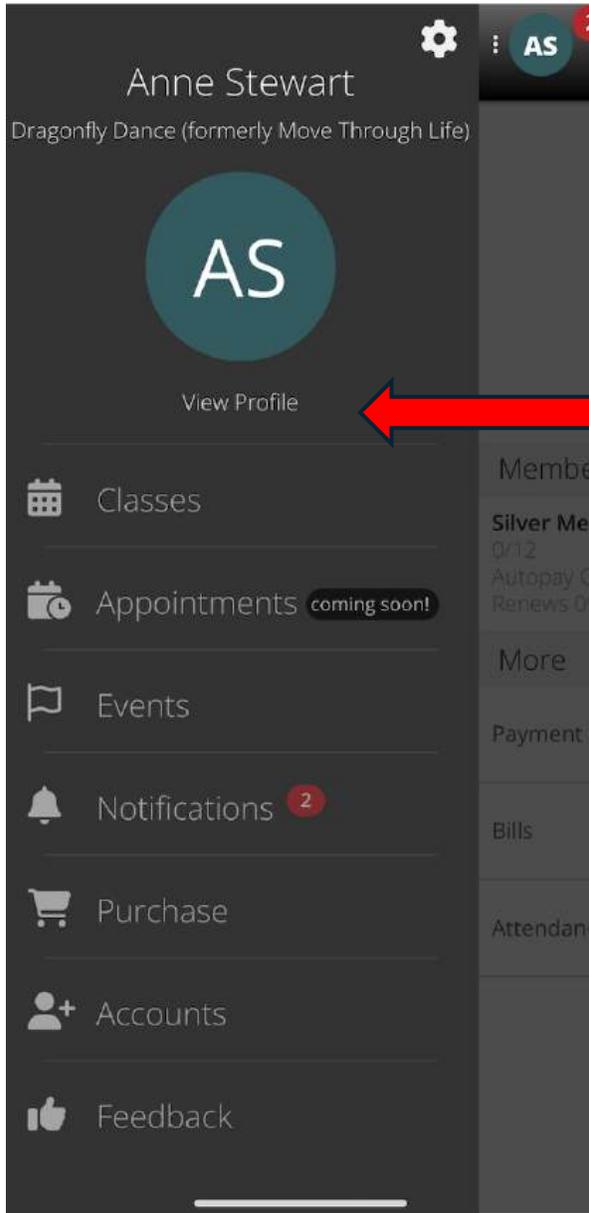
2. Select the Reserved Class you want to cancel



3. Select Remove Reservation

How to See how many classes you have and your 12-week Time Frame to use classes

Select View Profile



Type of Membership

Memberships

Silver Membership -paid every 4 weeks #6978
0/12
Autopay OFF
Renews 09/05/2024

This shows that zero classes have been used out of the 12 allocated classes on a silver membership

This date is the end of your Current 12 -week membership . Any classes left after this date will expire

More

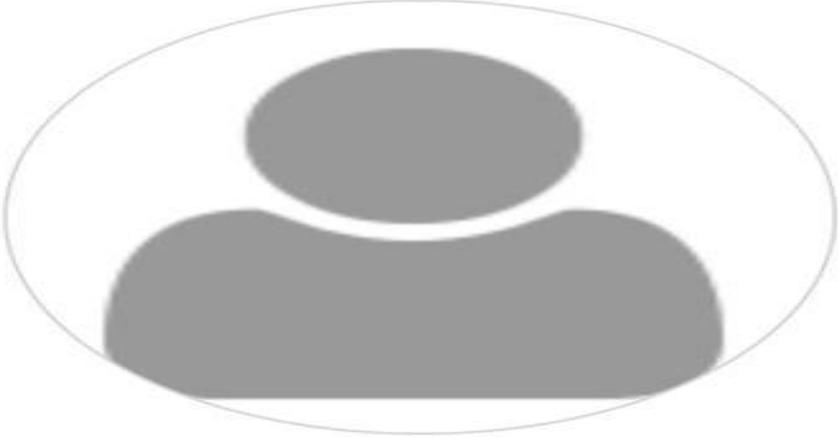
Payment Methods >

Bills >

Attendance History >

Larger View for you to see the information

AS 2 Profile Edit



Memberships

Silver Membership -paid every 4 weeks #6978
0/12
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Renews 09/05/2024

More

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