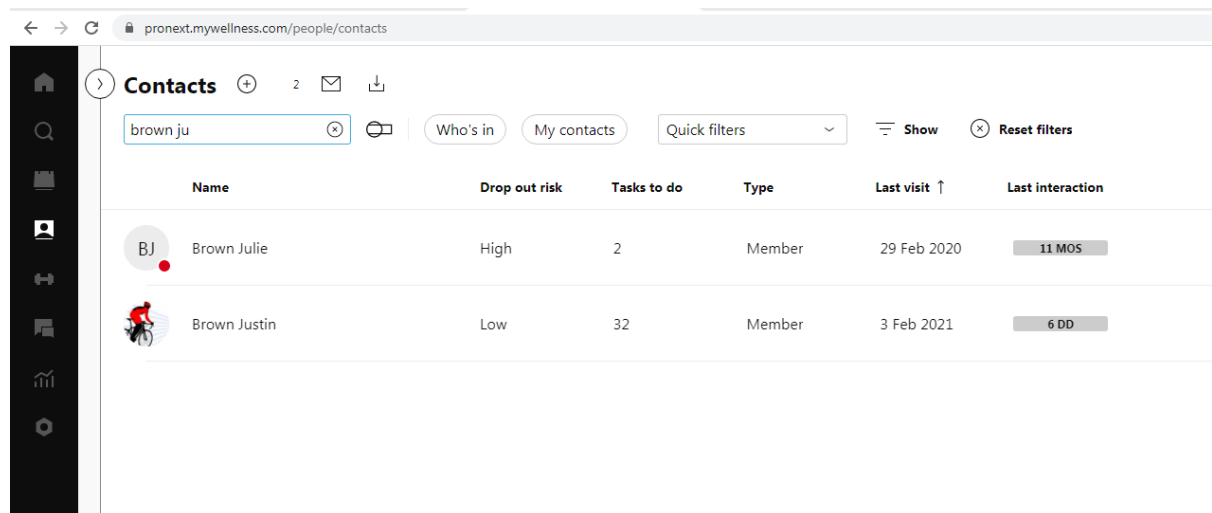# CSO guide to My Wellness

Pro.mywellness.com

Open Google Chrome, click on pro.mywellness.com shortcut, the reception log in details are saved, click the log in box open account.

Click the people icon to go to the contacts screen, find member through the search function, click on their name to open their account.

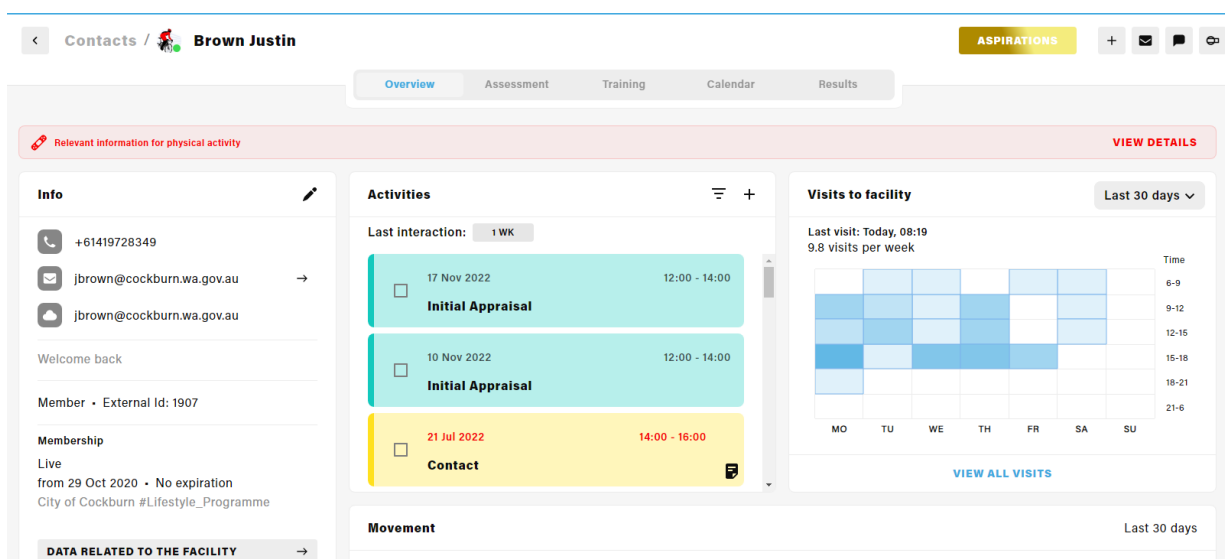**Assigning and revoking membership bands/fobs**

New and existing members may at times need to assign, re-assign or revoke their membership band due to losing their current device, upgrading, or changing the device they currently have or replacing a lost device.

To assign a new band

- Escort the member to a My Wellness Kiosk or piece of Cardio equipment ask them to enter their account credentials of email and password to open their account
- Once open ask them to hold their band over the scan in symbol until the banner at the top reads' device has been assigned

Revoking a device

The assigned devices icon is in the top right corner of the members account tool bar.

Click on the icon and then revoke link to remove the current device.

Assigned devices

Insert the device and click on Assign to assign it.

Guide the member to a kiosk or piece of cardio equipment, ask then to log on with either their email and password or through the QR code reader in the Cockburn ARC App on their phone or their old band if they have it with them. Once logged on ask them to hold their band over the scan in symbol until the banner at the top reads' device has been assigned.

Checking Accounts, Assessments, Training, Calendar and Results

Clicking the **overview tab** will open the member dashboard showing account information as well as snapshots of their visit and activity history.

Info

- If the email and cloud address are in normal black text the account is correct, some members may change their email address, this won't affect the account, however, to access their account they will need to use the cloud account details.
- If the cloud had a line through it and send an invitation message, it means the account has not been fully created by the member adding a password, My Wellness will send an email with the link to Create Account, ask the member to complete this by creating a password. The account will now be live and can communicate with Perfect Gym via the Cockburn ARC App which they can download onto their mobile device.
- If the email address is red, it means the address is invalid and likely the member won't be able to access their account, best outcome is to create a new account and delete the original one with the error.
- Clicking the Data related to the facility will show their account set up and personal details. Updating information in Perfect Gym will now update My Wellness if the account is live. Members can change some of their information in this screen, however not the actual My Wellness account name.

Tasks, visits, activities

- Upcoming and previous Tasks are displayed, you can see when the member is booked in for their next appointment if they make an enquiry or the date of their last contact or message.
- Visits to the facility show when the member last scanned through the turnstiles, registered for a class through a Perfect Gym kiosk or logged onto a piece of equipment in the health club. Clicking the view button at the bottom will take the member to the calendar tab to show their monthly summaries
- Activities shows a member's logged workouts within the app, this can be by tagging on to connected equipment in the gym, opening their workout in the app, ticking off the exercises completed and closing the workout at the end or through the Outdoor tracking function or connected 3rd party GPS devices and lifestyle trackers. Clicking view results at the bottom will take them to the full results tab.

Goals and Training

- The Goal tile shows the members training experience, how long and often they wish to train, clicking the edit button allows them to update this as their routine and expectations change.
- Training program displays whether the member has a program assigned, the last time it was updated and how often they log a workout using the program. Clicking the view program is a short cut to their full program and workout tab.

Training

- **Adding and updating programs and workouts**
- Select the training tab display the members program and workouts, from here you can amend the workouts within the program, add new workouts from library/scratch, add classes and set up specific interval programs on cardio equipment according to distance, time, or calories.

Assessments and Body Measurements

Clicking the Assessment tab provides access to pre-exercise assessments and Body Measurements.

Assessments

- PAR Q is now completed in Perfect Gym, no longer required in My Wellness
- Pre-Exercise Assessment is completed by the gym staff in the initial appraisal and can be updated by completing another assessment if a member's medical condition changes. Flags as a reminder on the members Overview screen for easy access if required.

Body measurements

- Allows for adding manual measurements such as height, weight, Blood Pressure and Resting HR, Waist Measurement to name a few from the drop-down menu
- Stores Body Scan results and graphs them for future reference by the member

Checking Tasks

Select the Activities icon:

- All completed and to do tasks will be displayed – appraisals, body measurements, training programs, etc.
- Any current or previous challenges that are being attempted or completed.
- Visit log shows member attendance.

Checking History

Click history icon, this shows all workouts:

- Activity performed
- When completed
- Length of workout
- Moves completed
- Calories burnt

Results

Shows in graph format the training completed, over the previous 1, 3, 6 and 12month periods. With data presented as:

- Moves completed
- Calories burnt
- Can also be broken down into distance run or cycled, weights lifted.
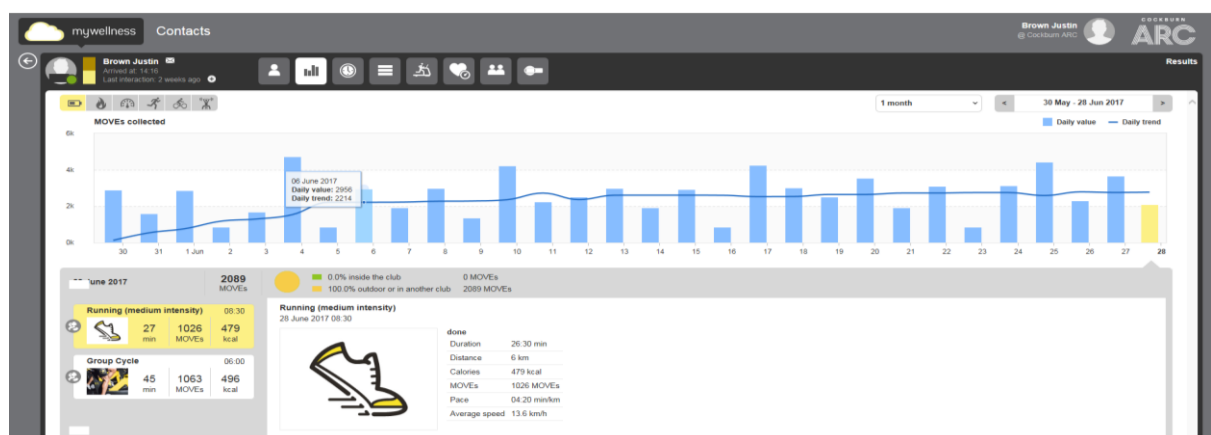
Booking Appointments

Click the My Wellness tile at the top of the screen, select Planner, click staff planner to show the calendar and appointment schedule. Find out the members preferred day and time to find the next available appointment.

Procedure:

Click on the tile that is selected by member

A New Task page will open

Select the type of appointment, Initial Appraisal or Review

Type in contact and select member

In staff member, select ARC Instructor

Confirm the booking time is correct

Click the Share and send a reminder to the contact box

Add any instructions for the member if they asked questions

Click more details to add instructions for the staff member who will do the appointment, this is if there are any specific requirements or health issues.

Click save tab at the bottom of screen to complete the booking.

mywellness.com

This is the web-based version of the App we use on the iPad with some more features so members can amend their account details and add other devices to monitor training away from Cockburn ARC or add classes that aren't part of their program.

Account settings

Click on the down arrow on the right-hand side of the tool bar at the top of the page to reveal the member settings and current email address.

Select settings, this is where they can change details on their:

Personal Data

Linked Accounts – social media, Garmin devices, Fitbit, Strava, etc

Connected devices – Facility Smart Tag

Account settings – Change password, change account details, Delete account.

Notification settings – Receive marketing, weekly summary

Your Club – Link to website, Leave option

Web bookmarks

Allows the member to personalise their account and make any changes required. Follow the prompts with the member to help make their changes and updates. May help with double up contacts and help to complete members log ons.

Tool Bar

Across the top of the page is a tool bar:

Movement – displays the moves for the current calendar week as a total and in daily amounts, starting on a Monday. The new activity tab allows the member to add workouts whether performed in the club or externally.
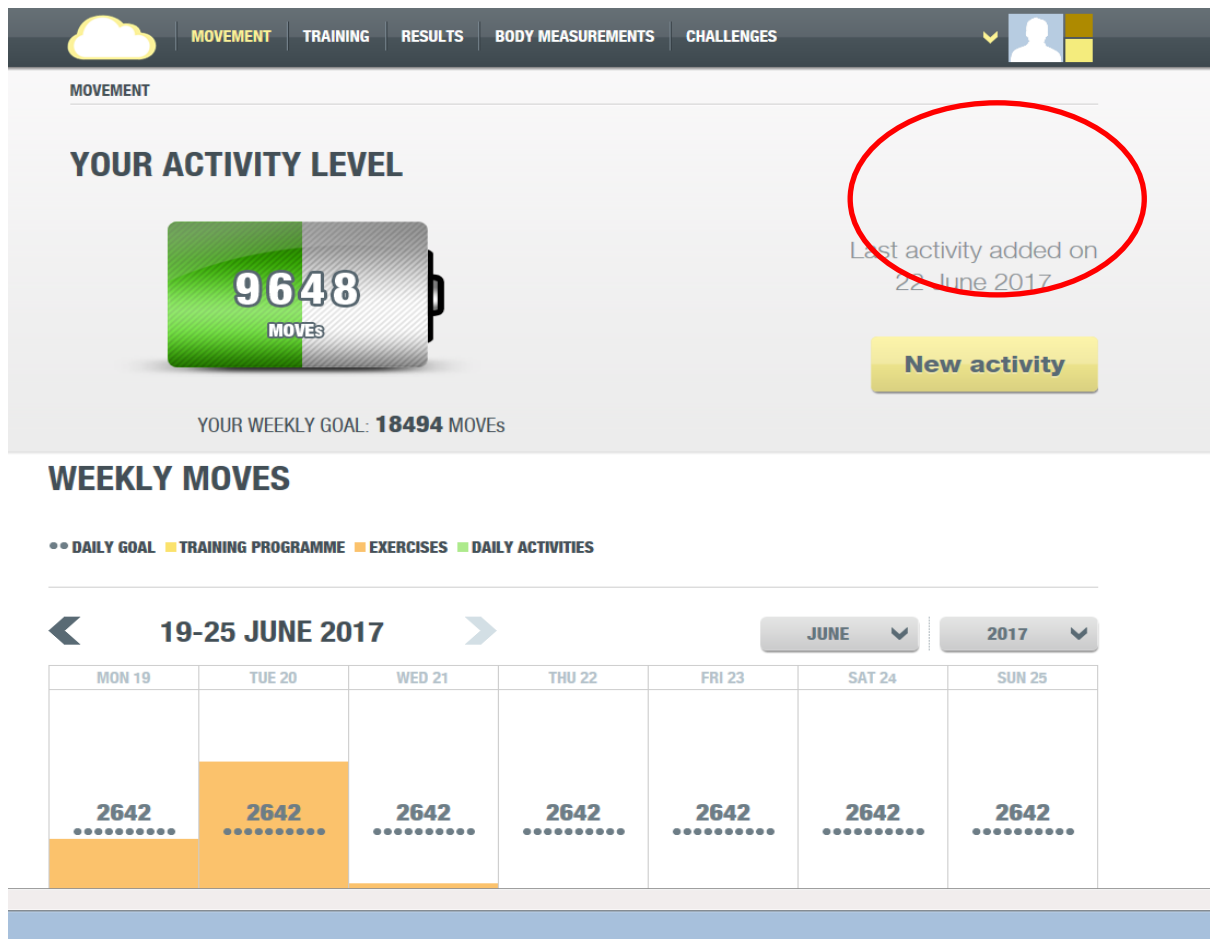
MOVEMENT / NEW ACTIVITY

NEW ACTIVITY

WHERE DID YOU DO THIS ACTIVITY?

SELECT YOUR FACILITY

| Select your facility |
| Cockburn ARC |
| Home or somewhere else |

SELECT FROM THE LIST WHERE YOU TRAINED

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MOVEMENT / NEW ACTIVITY

NEW ACTIVITY

WHERE DID YOU DO THIS ACTIVITY?

HOME OR SOMEWHERE ELSE

SELECT A CATEGORY

| RECENT (4) | CLASSES (14) | SPORT (70) | DAILY (10) |

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Once the option has been selected, complete the information in the screen below.

Training – Allows members to view their current program, edit the program and start their workout in a similar fashion to the App on the iPad, so is an option for those who can't load the App on their device. Click on the View tab to open the current program, members can then select the required workout that they are about to complete.

DETAILS

VALIDITY	**8 WEEKS**
WORKOUTS	**4**
WORKOUT ROTATION	**CYCLICAL PER WEEK**
CREATED BY	**TECHNOGYM**

YOUR TRAINING PROGRAMME

🖶 PRINT

SUGGESTED WORKOUT

WORKOUT 1	EXERCISES				
7 EXERCISES **33** MINUTES DURATION **349 MOVEs** MOVEMENT	**1** Synchro	**2** Barbell	**3** Kettlebell	**4** Kinesis Omega/One: High	**5** Dumbbells

WORKOUT 2	EXERCISES				
7 EXERCISES **45** MINUTES DURATION	**1** Plyobox	**2** Kettlebell	**3** Kettlebell	**4** Barbell	**5** Omnia

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EXERCISES

1   **Custom exercise in time**
Synchro

2   **Deadlift**
Barbell

3   **Double arm swing**
Kettlebell

4   **Wood Chop Pattern: L6**
Kinesis Omega/One: High

5   **Front squat – one dumbbell**
Dumbbells

6   **Glutes – seated**
Stretching

7   **Lats with side reach – kneeling**
Stretching

🖶 PRINT   CHANGE WORKOUT   ADD EXERCISE   START WORKOUT

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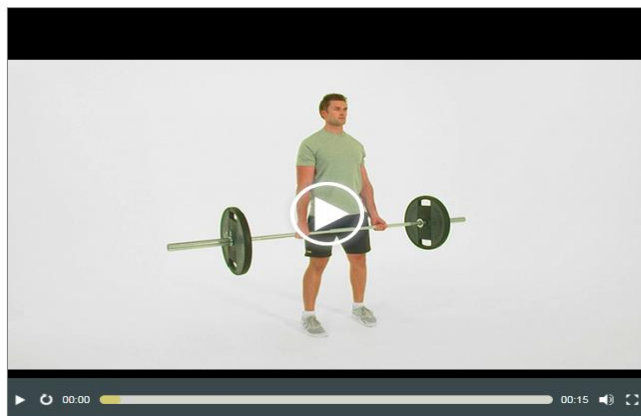
TRAINING / YOUR TRAINING PROGRAMME / WORKOUT / DEADLIFT

DEADLIFT

Duration 6 min
Calories 34 kcal
Movement 72 MOVEs

< BACK   NEXT >

MUSCLES

VIDEO

SETS	REPS	WORKLOAD [KG]	REST TIME [SEC]
1	8	40	45
2	8	40	45
3	8	40	45
4	8	40	45

Delete   Edit

Sets

Reps [-] 8 [+] reps Workload [-] 40.00 [+] kg Rest time [-] 45 [+] sec [-]

Reps [-] 8 [+] reps Workload [-] 40.00 [+] kg Rest time [-] 45 [+] sec [-]

Reps [-] 8 [+] reps Workload [-] 40.00 [+] kg Rest time [-] 45 [+] sec [-]

Reps [-] 8 [+] reps Workload [-] 40.00 [+] kg Rest time [-] 45 [+] sec [-] [+]

Back   Save

Workouts and exercises can then be adjusted by opening the required workout, changes to the exercises and adding extras occurs in the exercises screen, editing the specific details such as sets, reps and load occurs once the individual exercise is selected.

Results – shows the workouts and training that the member has completed and logged for the current week.
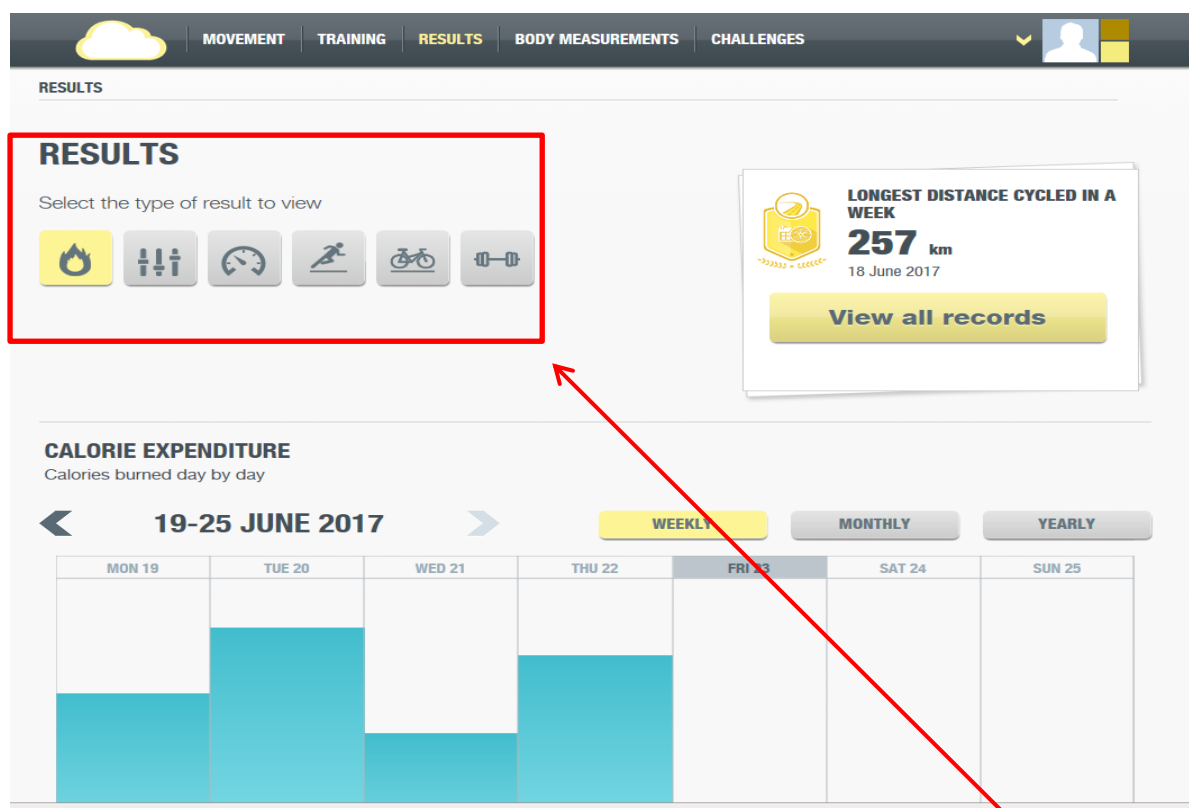
Different graphs are displayed depending on the icon selected under the results title above, calories, intensity, effectiveness and a breakdown of running, cycling or weights lifted for the week. By using the arrows on either side of the date members can cycle back through previous weeks to check training loads, graphs can also be expanded to monthly and yearly to see training cycles.

Body Measurements – as this is very similar to the App all body measurements entered at the appraisal and Bio Scan results are here for members to check, new measurements can be added as per the drop-down menu in the task section of the App used during the appraisal. Each measurement is graphed separately and can be checked against recognised norms for the general population.

Challenges – These are set up by the club to allow the members to chase a measured goal over a specific time and will be set up at different times of the year to help motivate members into being More Active More Often! Technogym also offer a global challenge of - Move More for a Better World which we will encourage members to be part of.