

Welcome to the new Hawthorn Farm Athletic Club online portal. Accessing the portal allows you to view and update personal information, book reservations, register for classes, view your statement, and more! The guide below outlines the various features available to allow for effective use of the online portal.

1 HOW TO LOG IN

Initial Login: To access the online portal for the first time, begin by opening hfac.clubautomation. Be sure to NOT include www. when opening the online portal.

Once on the site, locate the “Access My Account” button listed under “First time here?”.



Hawthorn Farm Athletic Club

Online Access



First time here?

Click on Access My Account to register for online access for Hawthorn Farm Athletic Club.

Access My Account →

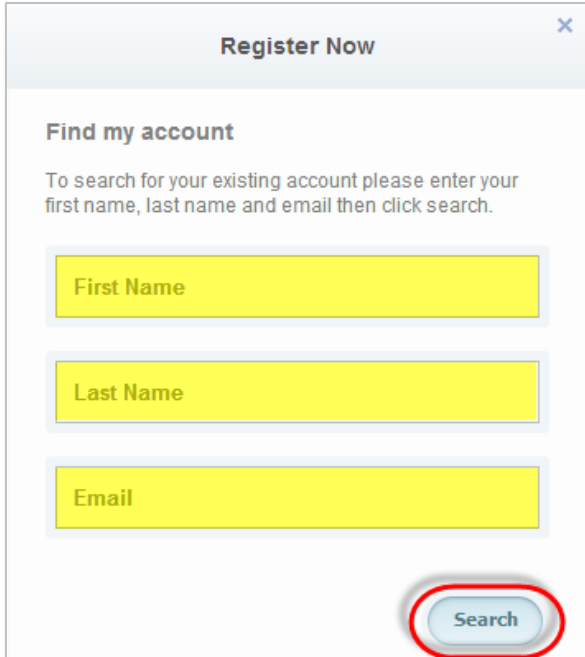
Login to HFAC

[Forgot your password ?](#)

Register for classes

To view or register for a class please click "Get Started Here".

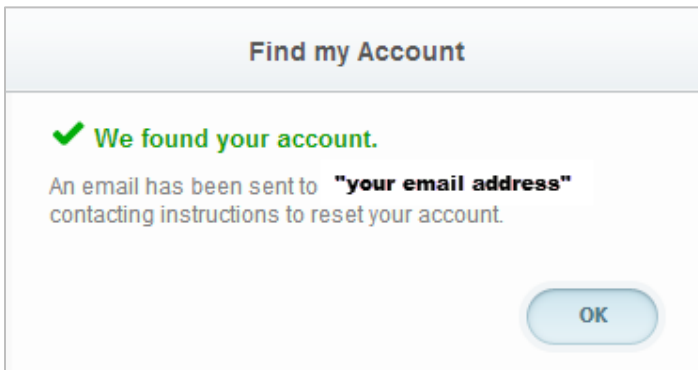
Get Started Here →



The image shows a 'Register Now' dialog box with a close button (X) in the top right corner. Below the title is a section titled 'Find my account' with the instruction: 'To search for your existing account please enter your first name, last name and email then click search.' There are three yellow input fields labeled 'First Name', 'Last Name', and 'Email'. At the bottom right, there is a blue 'Search' button, which is circled in red.

Please use the **Find My Account** option to locate your existing Stone Creek member account:

Once your account has been identified, you will receive a “We found your account” prompt. *A verification email will then be sent to your email address with the final login instructions.* Please open your email to access these instructions.



The image shows a 'Find my Account' dialog box. It features a green checkmark icon followed by the text 'We found your account.' Below this, it says 'An email has been sent to "your email address" contacting instructions to reset your account.' At the bottom right, there is a blue 'OK' button.

The email you receive includes a verification link that must be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: You will only be directed to this information page during your initial log in. Future logins will not require this step.

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select "Save Account". You will then be directed to the online portal home page. See images below:

Please verify & complete your information in the form below

Contact Info

First Name *

Last Name *

Address *

City *

State *

Zip Code *

Home Phone *
 - -

Mobile Phone
 - -

Billing Info

Same as Contact

Name on Card *

Credit Card # *

Expiration Date *

CVV *

Emergency Contact Info

Full Name *

Relationship *

Phone *
 - -

Birthday *
 01 ▾ 01 ▾ 2017 ▾

Login Details

Email *

Password *

Confirm Password *

Enter/confirm correct email address & password. This email address will be your username to login in moving forward.

* Required Field

Please read the following carefully, and check "I agree" when you are ready to proceed.

Liability Release

In checking the box below I agree that HealthQuest Fitness Club is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes at HealthQuest Fitness Club may be physically strenuous and I voluntarily participate in them with full knowledge that there is a risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against HealthQuest Fitness Club or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise. I understand that all persons currently under treatment for any health condition and any pregnant women must present written permission from a licensed physician before participating in any exercise class. I understand that any person with any kind of back or knee injuries must consult with a physician before attending exercise class. I agree to disclose upon my first visit to the front desk any history or injury and/or physical limitation or concern.

I agree with the above terms

Save Account

Standard login: After completing the initial log in steps, your account has been created and you no longer need to use "Access My Account" to log in. Going forward, you will enter your "Username" (your email address) and "Password" (the one you created on your first log in) in the "Login to HQ" box.

Login to HFAC

Username

Password

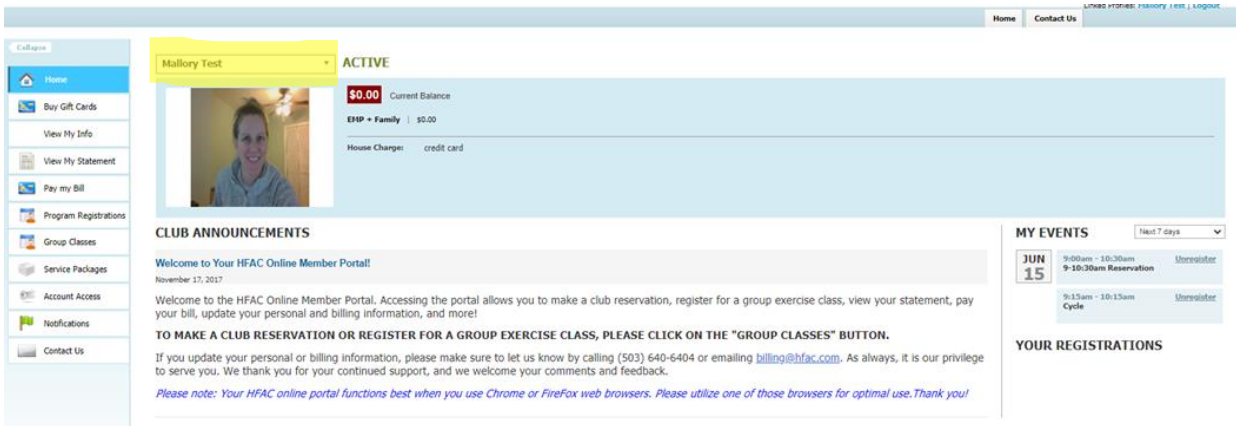
Forgot your password ? **Login**

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the club at (503) 640-6404 for further assistance.

2 ONLINE PORTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance*—listed just below your name
- *Club announcements* – be sure to view announcements from the HFAC Team
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to different family members’ profiles














The screenshot displays the HFAC Online Member Portal interface. At the top, there are navigation links for Home and Contact Us. The user's name, Mallory Test, is highlighted in yellow, with a dropdown menu next to it. Below the name, the account status is shown as ACTIVE, with a current balance of \$0.00 and a family membership. The main content area features a welcome message and instructions on how to use the portal. The left sidebar contains various navigation tabs, and the right sidebar shows upcoming events and registration information.

Online Portal Tabs: Located on the left side of the online portal are the various tabs you will use to access your account profile information, view your statement, and make a payment. Below are the list of tabs you can access through your online portal.

- **Home:** This will navigate you back to the “Home” page screen outlined above
- **View My Info:** View personal info and update address, email, and billing information
- **Program Registrations:** This allows you to register for program classes
- **Group Classes:** This allows you to make club reservations and register for group exercise classes
- **View My Statement:** Select to review charges and payments posted to your statement
- **Pay My Bill:** You can pay the current balance or the statement balance with a credit or debit card
- **Notifications:** This feature allows you to opt in or out of club email communications
- **Contact Us:** You can email the club directly to ask a question

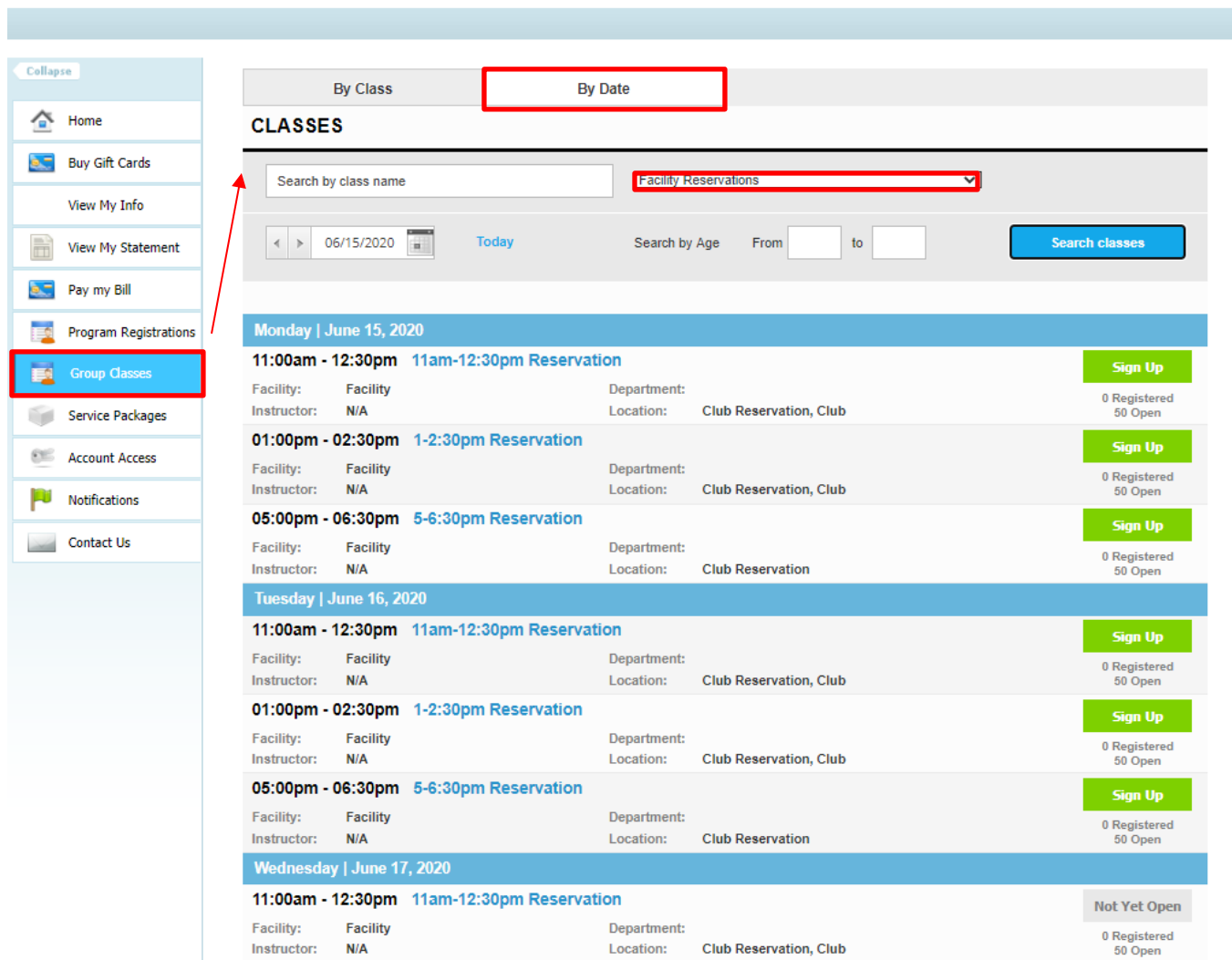
[Collapse](#)

-  Home
-  View My Info
-  Reservations
-  Program Registrations
-  Group Classes
-  View My Statement
-  Pay my Bill
-  Packages
-  Account Access
-  Notifications
-  Contact Us

3 CLUB RESERVATIONS

This section will show you how to make a reservation to enter the club:

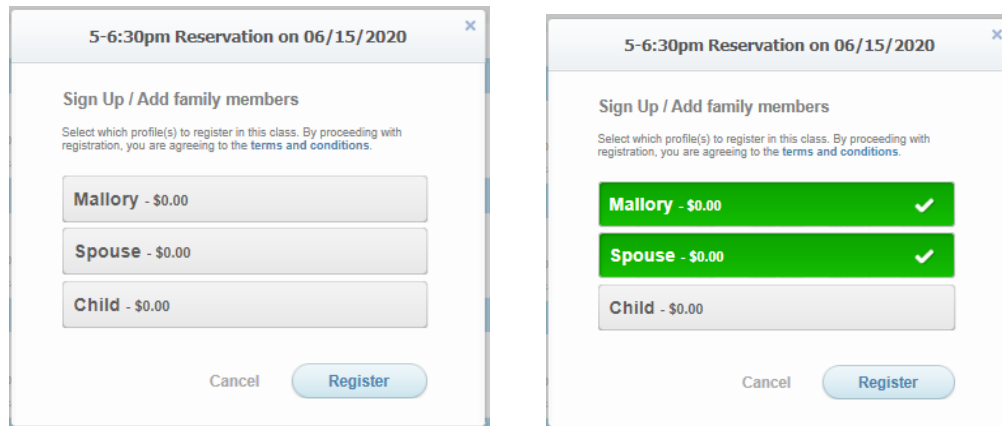
- Begin by locating the Group Classes Button on the toolbar on the left. Click *By Date* to view the list of available reservation times. You will want to select *Facility Reservations* from the drop down list. You can also select a specific date on the calendar button.
- Once you have identified the date and time you want to reserve, either click on the name to learn more or you can select “Sign Up”.



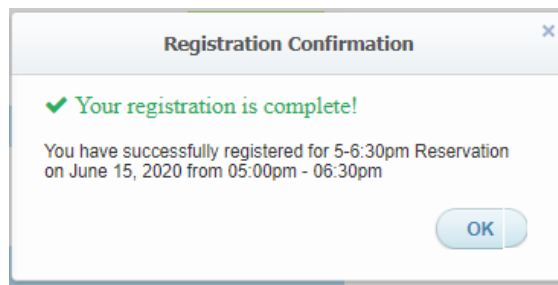
The screenshot displays the 'CLASSES' section of the HFAC Online Portal. The 'By Date' tab is selected. A search filter for 'Facility Reservations' is applied. The page shows reservation options for Monday, Tuesday, and Wednesday, June 15-17, 2020. Each reservation includes time slots, facility, instructor, department, location, and a 'Sign Up' button. The 'Group Classes' button in the left sidebar is highlighted with a red box.

Day	Time Slot	Reservation Name	Sign Up Status
Monday June 15, 2020	11:00am - 12:30pm	11am-12:30pm Reservation	Sign Up (0 Registered, 50 Open)
	01:00pm - 02:30pm	1-2:30pm Reservation	Sign Up (0 Registered, 50 Open)
	05:00pm - 06:30pm	5-6:30pm Reservation	Sign Up (0 Registered, 50 Open)
Tuesday June 16, 2020	11:00am - 12:30pm	11am-12:30pm Reservation	Sign Up (0 Registered, 50 Open)
	01:00pm - 02:30pm	1-2:30pm Reservation	Sign Up (0 Registered, 50 Open)
	05:00pm - 06:30pm	5-6:30pm Reservation	Sign Up (0 Registered, 50 Open)
Wednesday June 17, 2020	11:00am - 12:30pm	11am-12:30pm Reservation	Not Yet Open (0 Registered, 50 Open)

- Once you have selected “Sign Up”, a pop up will appear giving you the opportunity to select who you would like to sign up for this time. If the date or time is not available for online registration, it will say “Not Yet Open” or “Please Call.” You can call the club to get more information.



- You will then be asked to select the person(s) who will be reserving a space for
 - **Note:** if you are the primary account holder and have family members linked to your account, all eligible people will be listed in this screen
- After selecting the participant’s name, click “Register”.



- You will receive a confirmation email as well.

4 REGISTERING FOR A GROUP EXERCISE CLASS

This section will show you how to register for a Group Exercise Class. Please make sure that you have also made a Club Reservation for the block of time that the Group Exercise Class falls in.

- Begin by locating the Group Classes Button on the toolbar on the left. Click By Class to view the list of available classes or you can select By Date to view the classes that are on a particular day. You will want to select “Groupex” from the drop-down list.
- Once you have identified the class you want to register for, either click on the name to learn more or you can select “Sign Up”.

- Below shows the list By Class.

Collapse

- [Home](#)
- [Buy Gift Cards](#)
- [View My Info](#)
- [View My Statement](#)
- [Pay my Bill](#)
- [Program Registrations](#)
- [Group Classes](#)
- [Service Packages](#)
- [Account Access](#)
- [Notifications](#)
- [Contact Us](#)

By Class

By Date

CLASSES

Groupex

Search by Age From to
Sun Mon Tue Wed Thu Fri Sat
Search classes

Class Name	Facility	Department	Days of week	
Barre	groupex	Groupex	Mon	Learn More
BODYPUMP	groupex	Groupex	Wed, Sat, Mon, Tue	Learn More
Cycle	groupex	Groupex	Tue, Thu, Mon, Sat, Sun	Learn More

- Click on the class name or the "Learn More" button to find out exact dates and times for a particular class. You will also be able to see who the instructor is and how many spaces are available.


Collapse

- [Home](#)
- [Buy Gift Cards](#)
- [View My Info](#)
- [View My Statement](#)
- [Pay my Bill](#)
- [Program Registrations](#)
- [Group Classes](#)
- [Service Packages](#)
- [Account Access](#)
- [Notifications](#)
- [Contact Us](#)

By Class

By Date

Cycle



Cycle: Take a ride on a Stages™ bike in our updated indoor cycle studio! Indoor cycling is a low-impact workout suitable for all fitness levels that can burn an average of 500 calories per class! New students arrive 10-minutes early to receive your Bike Fit from the instructor.

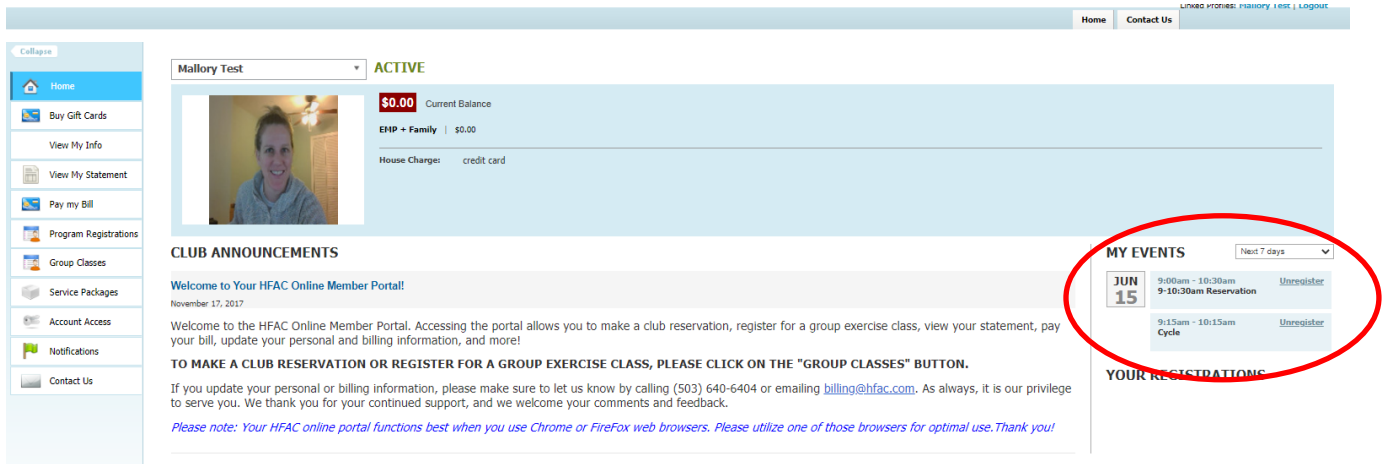
Class #: 82197

Date	Time	Facility	Location	Instructor	Capacity	Register
Monday, June 15	09:15am - 10:15am	groupex	Cycle Studio	Allison Henderson	0 Registered 24 Open	Sign Up
Tuesday, June 16	11:30am - 06:30pm	groupex	Cycle Studio	Wendy Bolinger, Allison Henderson	0 Registered 24 Open	Sign Up
Thursday, June 18	09:15am - 06:30pm	groupex	Cycle Studio	Wendy Bolinger, Allison Henderson	0 Registered 24 Open	Sign Up
Saturday, June 20	09:15am - 10:15am	groupex	Cycle Studio	Wendy Bolinger	0 Registered 24 Open	Not yet open
Sunday, June 21	09:15am - 10:15am	groupex	Cycle Studio	Tina Newton	0 Registered 24 Open	Not yet open
Monday, June 22	09:15am - 10:15am	groupex	Cycle Studio	Allison Henderson	0 Registered 24 Open	Not yet open

- Below shows the list By Date. To register for a particular class, click the “Sign Up” button.

- When you click the “Sign Up” Button, a pop-up will appear to select the members to register. You will receive a confirmation pop-up and email.

- When you return to the Home screen, you will be able to see your reservations listed on the right side of the screen.



Home | Contact Us | [Linked Profiles](#) | [History](#) | [Exit](#) | [Logout](#)

Mallory Test | **ACTIVE**

\$0.00 Current Balance
ENP + Family | \$0.00
 House Charges: credit card

CLUB ANNOUNCEMENTS

Welcome to Your HFAC Online Member Portal!
 November 17, 2017

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TO MAKE A CLUB RESERVATION OR REGISTER FOR A GROUP EXERCISE CLASS, PLEASE CLICK ON THE "GROUP CLASSES" BUTTON.

If you update your personal or billing information, please make sure to let us know by calling (503) 640-6404 or emailing billing@hfac.com. As always, it is our privilege to serve you. We thank you for your continued support, and we welcome your comments and feedback.

Please note: Your HFAC online portal functions best when you use Chrome or Firefox web browsers. Please utilize one of those browsers for optimal use. Thank you!

MY EVENTS | Next 7 days

JUN 15	9:00am - 10:30am 9-10:30am Reservation	Unregister
	9:15am - 10:15am Cycle	Unregister

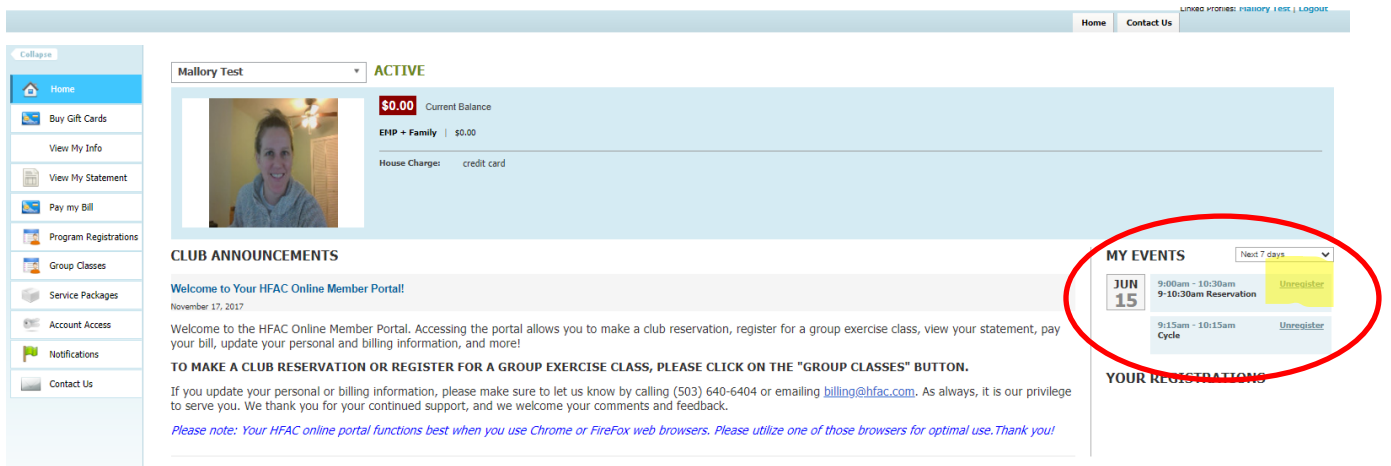
YOUR REGISTRATIONS

5 HOW TO CANCEL YOUR CLUB RESERVATION OR UNREGISTER FROM A CLASS

This section will show you how to cancel your club reservation and unregister from a class. Please make sure you cancel your reservations at least 24 hours in advance to avoid a late cancellation charge.

TO CANCEL/UNREGISTER A RESERVATION OR REGISTRATION FOR A SINGLE INDIVIDUAL:

- On the Home screen, located your registered/reserved events under My Events on the right side of the screen. Click the Unregister button next to the reservation or registration you wish to cancel.



Home | Contact Us | [Linked Profiles](#) | [History](#) | [Logout](#)

Mallory Test | **ACTIVE**

\$0.00 Current Balance
ENP + Family | \$0.00
 House Charges: credit card

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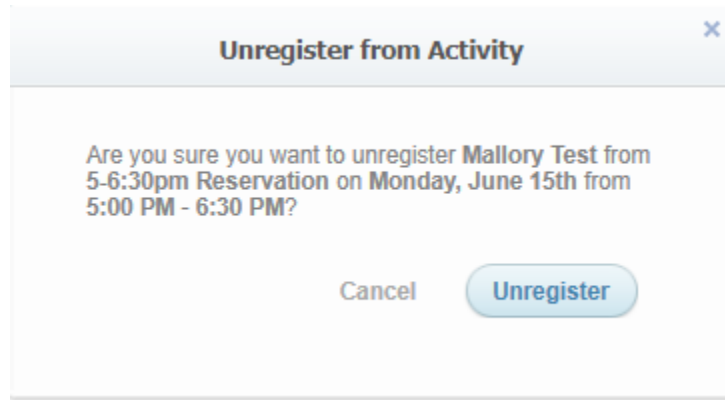
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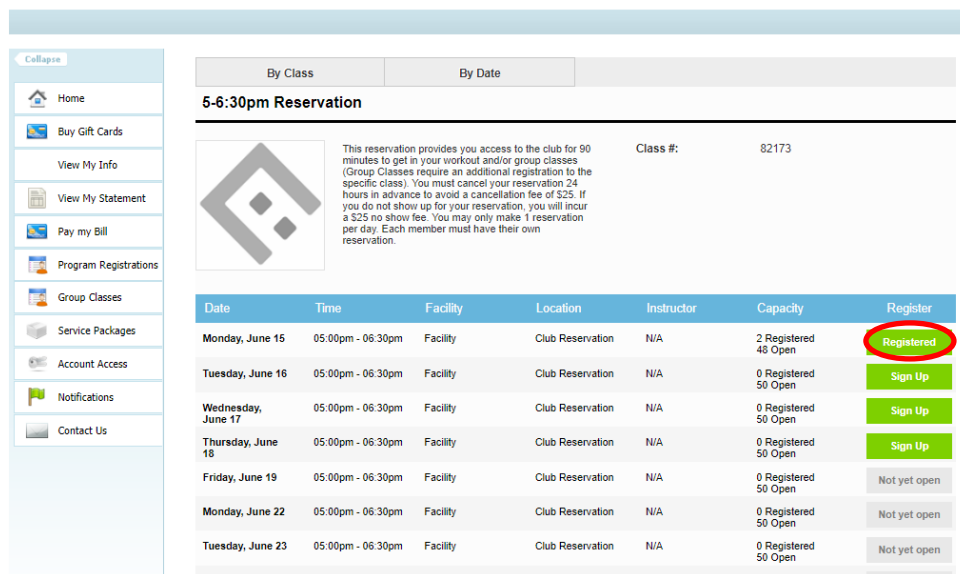
YOUR REGISTRATIONS

- A pop-up will appear confirming that you would like to unregister.



TO CANCEL/UNREGISTER A RESERVATION OR REGISTRATION FOR A MULTIPLE FAMILY MEMBERS:

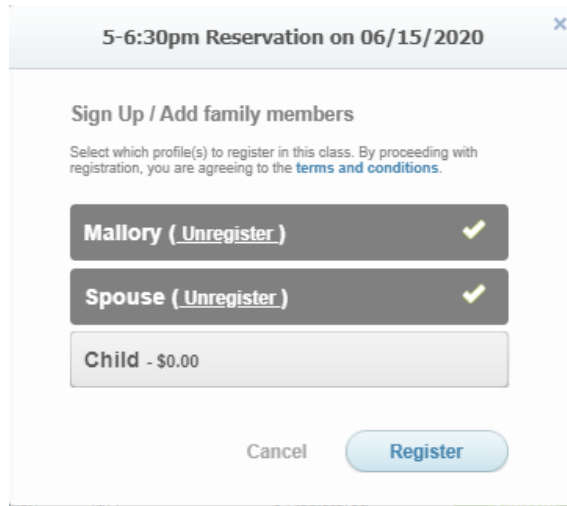
- Follow the same instructions as if you were making a club reservation or registering for a group class by selecting the Group Class button on the toolbar.
- Locate your reservation.



The screenshot shows the "5-6:30pm Reservation" page. On the left is a navigation sidebar with options like Home, Buy Gift Cards, View My Info, View My Statement, Pay my Bill, Program Registrations, Group Classes, Service Packages, Account Access, Notifications, and Contact Us. The main content area has tabs for "By Class" and "By Date". Below the tabs is a detailed reservation card for Class # 82173, including a description of the reservation and a cancellation policy. Below the card is a table listing reservation dates and status.

Date	Time	Facility	Location	Instructor	Capacity	Register
Monday, June 15	05:00pm - 06:30pm	Facility	Club Reservation	N/A	2 Registered 48 Open	Registered
Tuesday, June 16	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Sign Up
Wednesday, June 17	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Sign Up
Thursday, June 18	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Sign Up
Friday, June 19	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Not yet open
Monday, June 22	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Not yet open
Tuesday, June 23	05:00pm - 06:30pm	Facility	Club Reservation	N/A	0 Registered 50 Open	Not yet open

- Click on the Registered button. A pop-up will appear to select the members you would like to unregister.



5-6:30pm Reservation on 06/15/2020

Sign Up / Add family members

Select which profile(s) to register in this class. By proceeding with registration, you are agreeing to the [terms and conditions](#).

Mallory (Unregister) ✓

Spouse (Unregister) ✓

Child - \$0.00

Cancel Register