

MAC APP FAQ

Apple Link

<https://apps.apple.com/us/app/michigan-athletic-club/id6670171913>

Android Link

https://play.google.com/store/apps/details?id=com.migym.com.Michigan_Athletic_Club_Health_and_Fitness&pli=1



1. Member Card: This will open your Michigan Athletic Club member card to use at check in.
2. My Account: This will direct you to the dashboard view for the online version of the member portal.
3. Classes: This will allow you to view upcoming classes and book up to a week in advance. The app will not allow cancellations any classes or reservation within one hour.
4. Appointments: This will preview all of your upcoming appointments in list view.
5. Programs: This tab allows you to view and book programs (paid sessions) or drop ins if available.
6. Book appointments: Walks you through the step-by-step process to book reservations such as courts, lanes, or ball machines.
7. Pay Balance: Allows you to pay monthly statements through billing if looking to pay off future or current balances.
8. Statements: Quick and easy access to your statements, including details, as well as Credits, Minimums, and Outstanding Balances.
9. Feedback: Directs you to send feedback via email to enhance satisfaction and loyalty.
10. Contact us: Get in touch. We'd love to hear from you!

How to sign in

Use the username and password you were given for the new **Jonas Portal**. If you do not have your credentials, click “forgot password” and use your Keytag number as your username. For more assistance, please stop into Member Services or the Concierge desk.

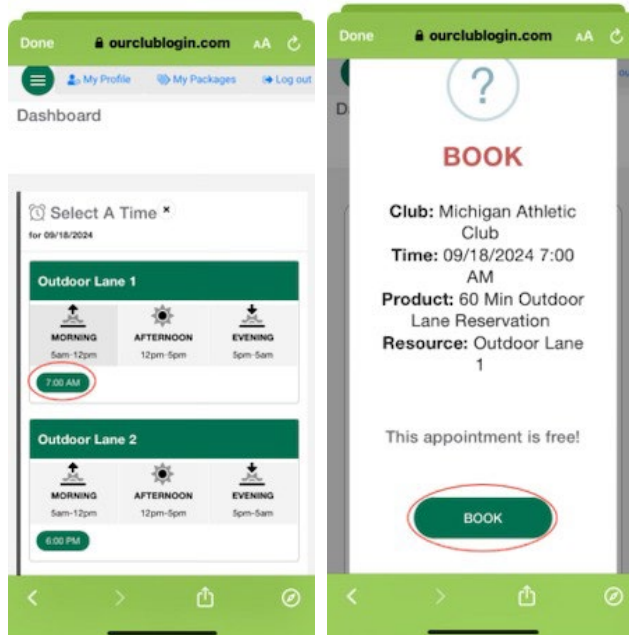
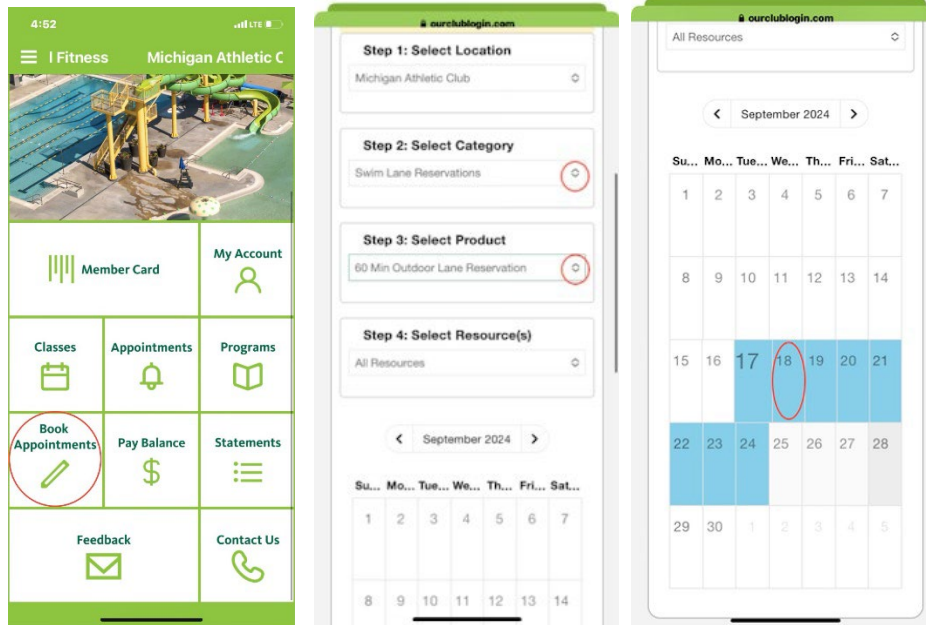
How to use your scan card

Click “Member Card” in the main menu and present your barcode to the Service Desk attendant so they can scan you into the club.



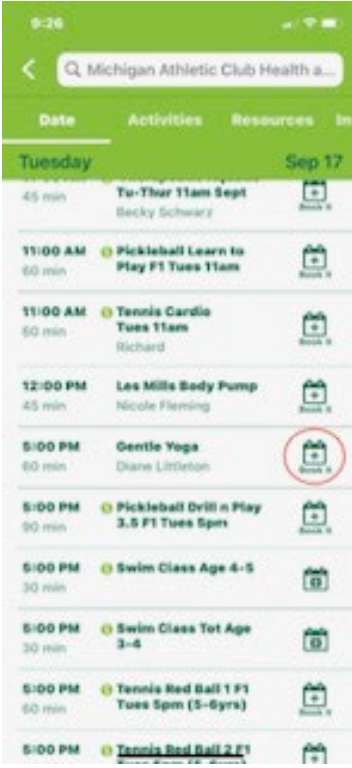
How to book an Appointment (Swim lane, Tennis/Pickleball Court)

Click “Book Appointments” and select options from the drop-down menus. Once all are complete, choose the day you wish to come in (available days highlighted in blue), Select an available time, click “Book”.



How to book a Group Fitness Class

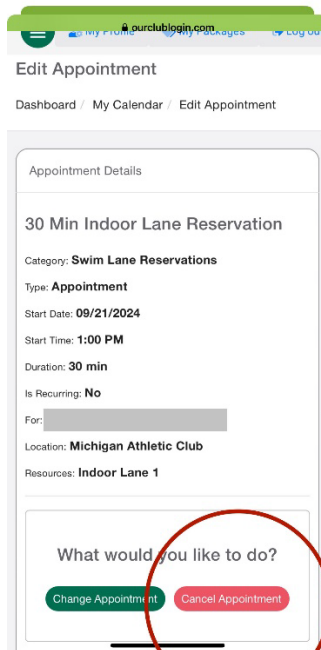
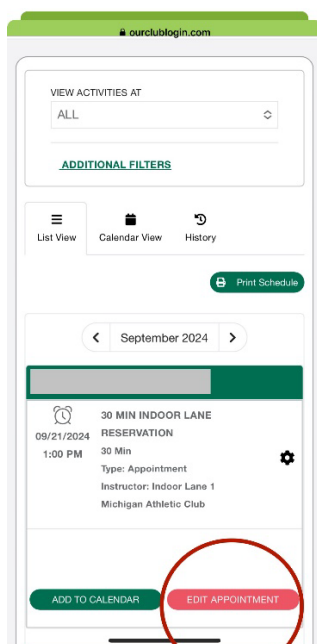
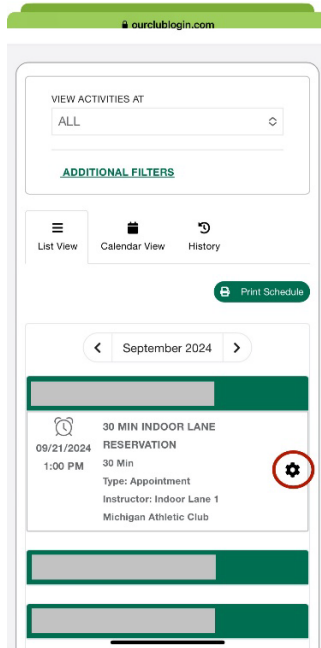
Click "Classes", find the class you want, and click "Book It".



How to cancel an Appointment

Click “Appointments”, click the wheel icon, click edit, scroll down, and click “cancel”*.

***You can cancel up to one hour before your appointment. Cancellations made within the hour of the appointment will be charged a no-show fee. This is to allow time for other members to utilize the spot.**



How to pay account balance

Click “Pay Balance” and choose the pay method you wish to pay with, click “Pay with this Method”.

