One Pass Select Member Experience Guide

<u>Program Information</u>
Member visits www.OnePassSelect.com.

Member can view gyms by inputting address or zip code.

Find gyms and classes near you

Distance	Class type / feature	Address or ZIP code	Gym name (optional)	
10 miles	Select multiple			Search

26 gyms

LA Fitness
17364 Southampton Way · 0.2 mi away
Starts at Premium Tier
Details ⌄

Nologo Gym
4000 Chesapeake St · 1.3 mi away
Starts at Classic Tier
Details ⌄

LA Fitness
456 Main Ave · 1.4 mi away
Starts at Elite Tier
Details ⌄

LA Fitness
928SW Roundtree Way · 2.2 mi away
Starts at Standard Tier
Details ⌄

LA Fitness
937 Q St NW · 3.9 mi away
Starts at Elite Tier
Details ⌄

LA Fitness

Orangetheory Fitn
4000 Chesapeake St
Washington, DC 20016
📍 0.2 mi away

© Mapbox © OpenStreet

Available gyms vary by program.

Member can view FAQs at the bottom of the page and select "See more" to view all program FAQs.

Frequently asked questions

What is One Pass Select? ⌄

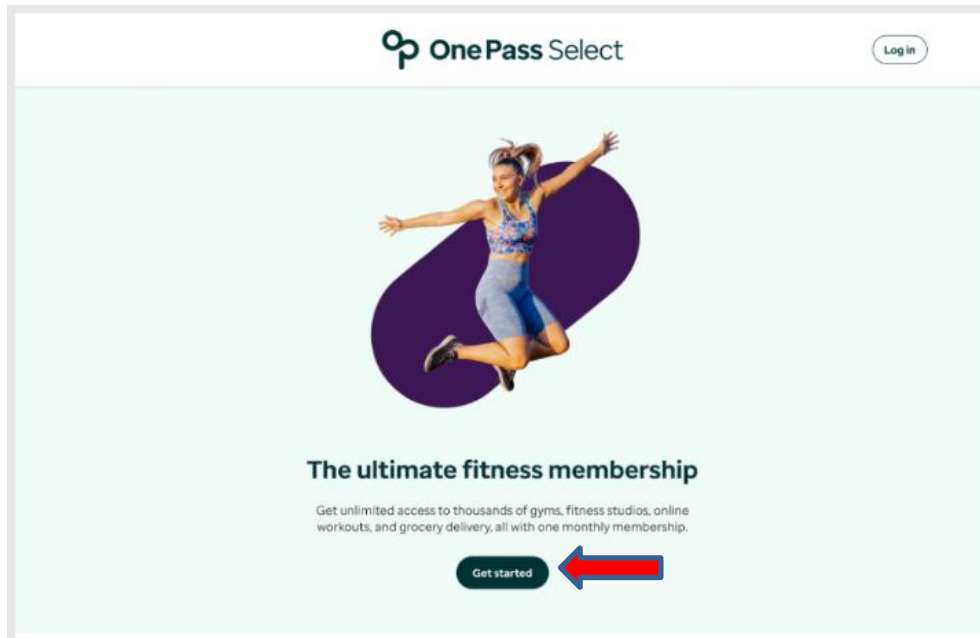Who can use One Pass Select? ⌄

How much does One Pass Select cost? ⌄

How do I get started with One Pass Select? ⌄

See more ›

Registration & Enrollment

Member clicks on the "Get started" button on the homepage.

Member is prompted to register for One Pass Select by creating a HealthSafe ID (HSID). The member will enter their first and last legal names, date of birth and Identification type (employer assigned ID, social security number or health plan member ID depending on their employer's guidance). If the member already has an HSID, they will select "Sign In" at the top right corner of the screen and enter their HSID username and password.

Once verified, member is prompted to set up a username, password, and email address. There will be two boxes for them to check, to remember their username and agree to the terms and conditions.
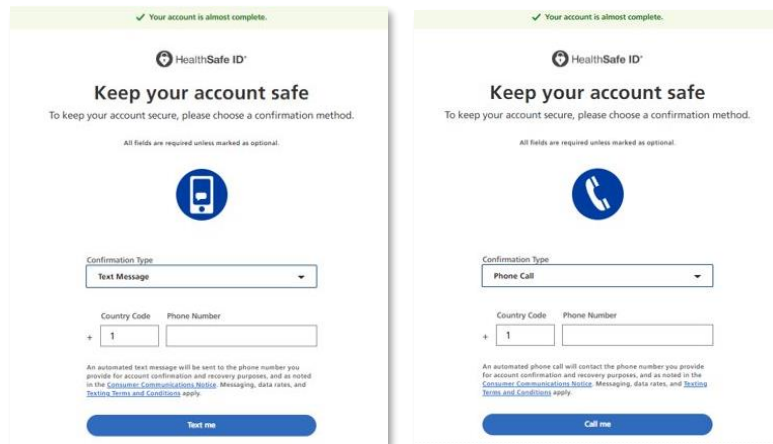
Next, they are prompted to keep their account safe (Multi Factor Authentication) by choosing to receive a code via text message or phone call. They will enter their phone number and select "Text me" or "Call me."

The member will receive the code via text or a phone call, enter the code into the space provided, and click "Create account."
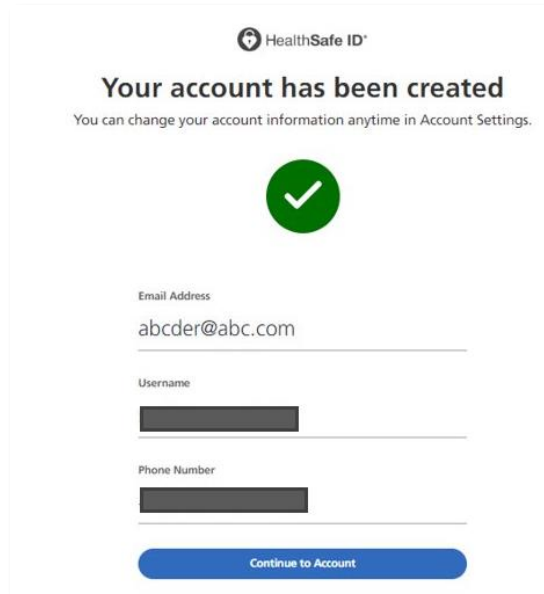
Their account has now been created and they click "Continue to Account." The system may ask the member again for their username, password, and phone number to log into their One Pass Select account.

Once the members account is set up, during subsequent visits, they can click the "Log In" button on the top right corner of the www.OnePassSelect.com site and enter their credentials they registered with intially.
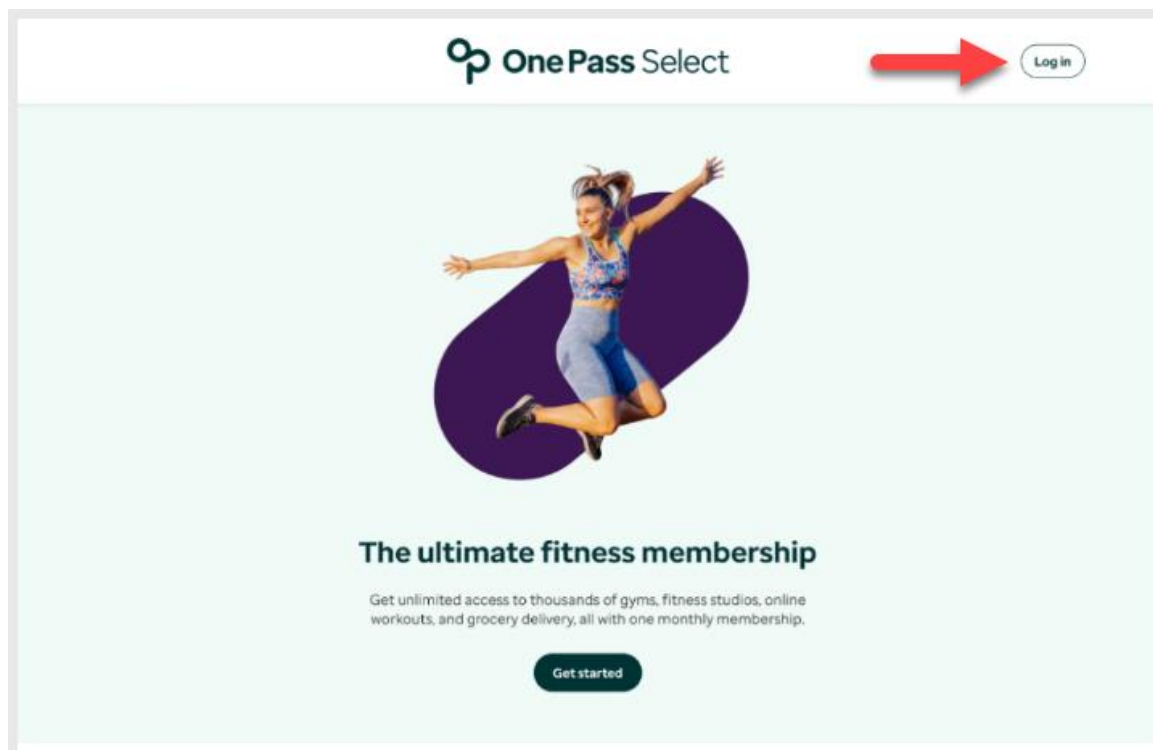
Once the member is logged in, they will be able to view the One Pass Select dashboard and the tiers available to them. They are also able to view the gyms near them as well as the online fitness partners available through One Pass Select.

Digital	Classic	Standard	Premium	Elite
$10/month	**$34**/month	**$69**/month	**$109**/month	**$159**/month
+ $10 enrollment fee	+ $29 enrollment fee	+ $29 enrollment fee	+ $29 enrollment fee	+ $29 enrollment fee
Select Digital	**Select Classic**	**Select Standard**	**Select Premium**	**Select Elite**
Thousands of online fitness classes	12,000+ Fitness locations + Online fitness classes Grocery delivery	14,000+ Fitness locations + Online fitness classes Grocery delivery	16,000+ Fitness locations + Online fitness classes Grocery delivery	19,000+ Fitness locations + Online fitness classes Grocery delivery
	TOP PICK		**BEST VALUE**	

Once the member chooses their desired tier, they will review the One Pass Select Subscription Terms and set up their credit card payment. Member will enter in their credit card information, billing address, email address. They will review the payment details, click the terms, and click "Purchase Membership" to complete enrollment.

Member Dashboard

Once the member purchases a membership, they will be able to see their new 9-digit member code under "Unlock it all with your code!" They can click their code to learn next steps and how to use their code. All One Pass Select partners will need the member's code to verify their eligibility and enroll them with a membership. They can print their code to bring with them to a participating facility or copy their code to use with a digital platform or additional benefit. If they are utilizing their mobile device, they can also add their code to their Apple or Google Wallet.

At the top of the page, they will see the Dashboard, Gyms and Classes, Online Fitness and Your Perks tabs, if applicable. When they click on the "Gyms and Classes" tab they can browse gym partners that are available in their enrolled tier. Under "Explore Fitness" the member can search for gyms in network by entering zip code, desired radius, class type and feature. Enrolled members can also nominate a facility to join the One Pass Select network, by clicking "Don't see your favorite gym? Nominate it here" and completing the form.

Any facility or membership details will display in the search, the member may need to select "Details" to view the entire note. For example, class-based studios (like Orangetheory Fitness) will oftentimes offer One Pass Select members a class-based membership and the details would be noted in the search.

Under "Online Fitness" the member can view all the partnered digital platforms. Members can enroll with as many online fitness partners as they would like. They can click to copy their code for easy enrollment. Once the member selects a platform, they will be prompted for their member code as well as any other additional information required for enrollment. The initial registration process must be completed through the One Pass Select member portal to activate the benefit, thereafter the member can go directly to the platform's app or website to log in.
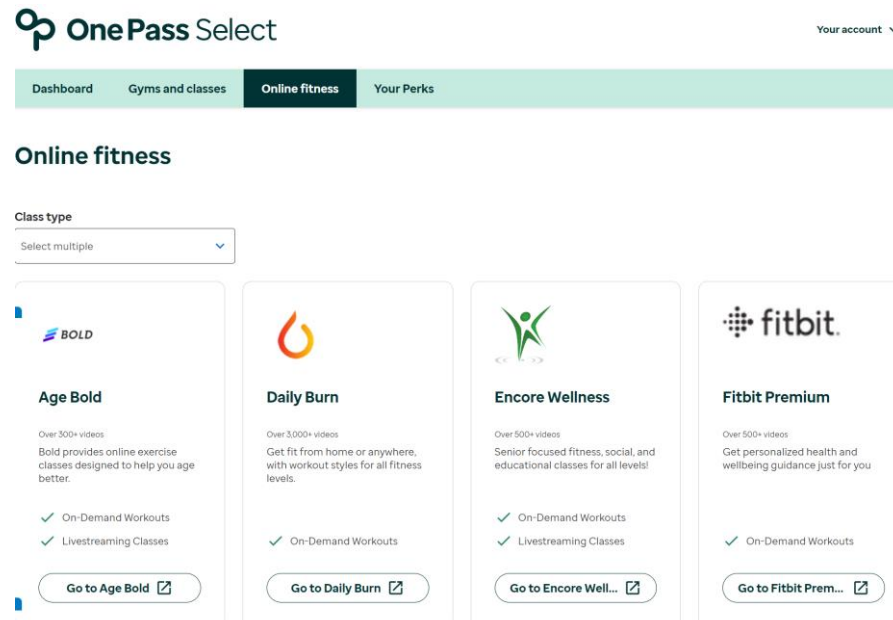
If applicable, under "Your Perks" members can view and enroll with our partners Shipt, Walmart+ and AARP. They can click to copy their code for easy enrollment, then select the link to go to the partner's site. They will be prompted for their member code as well as any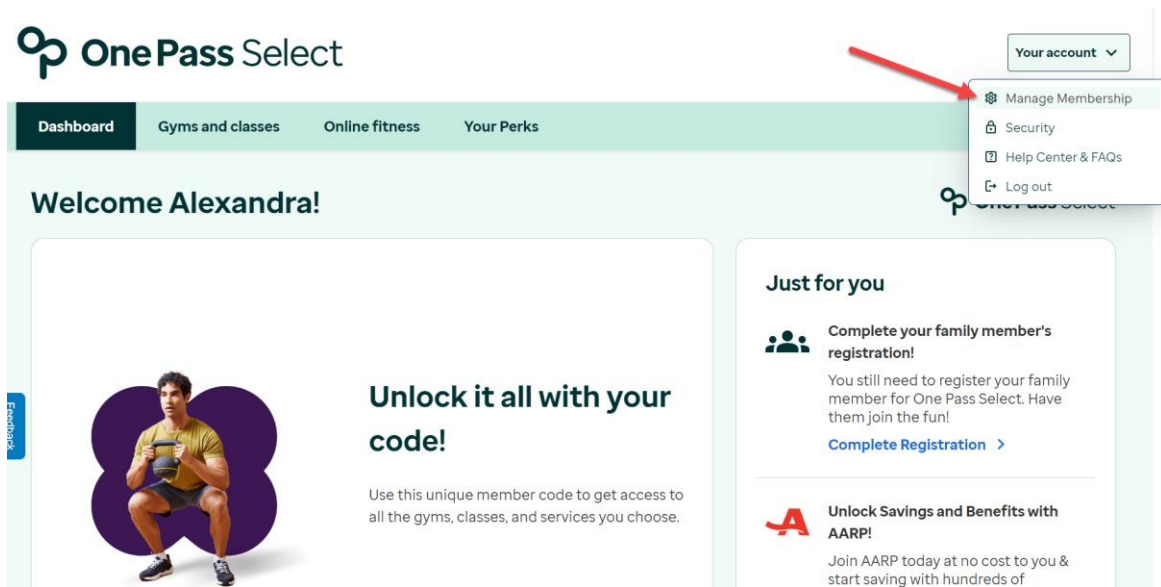 other additional information required for enrollment. The initial registration process must be completed through the One Pass Select member portal to activate the benefit, thereafter the member can go directly to the platform's app or website to log in.
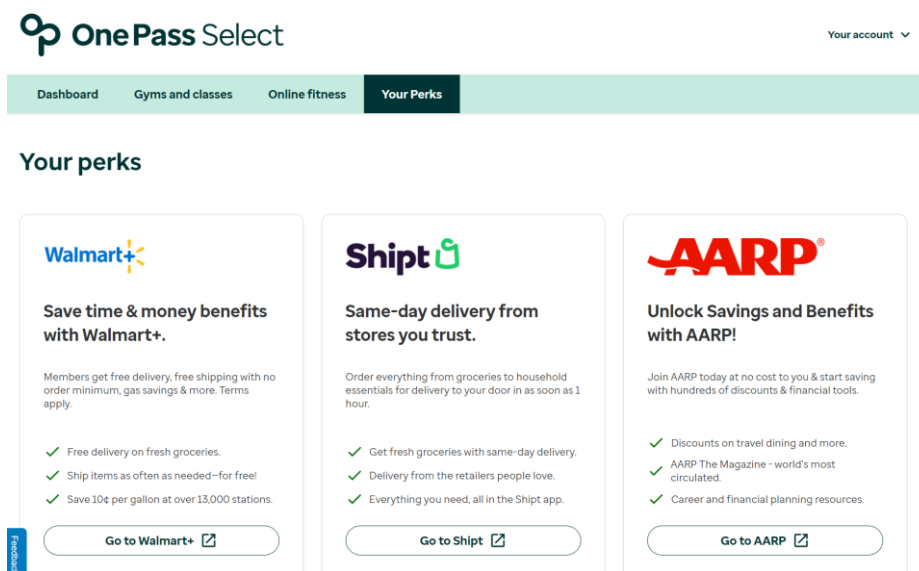
Members can go to "Manage Membership" located under "Your Account" at the top right of their screen.

Under "Manage Plan" members can upgrade or downgrade their tier, which will go into effect on the next billing date (1ˢᵗ of the month). Right below is the ability to cancel their membership. They can also click "Edit" to update their credit card information. Right below is the ability to view their invoices.
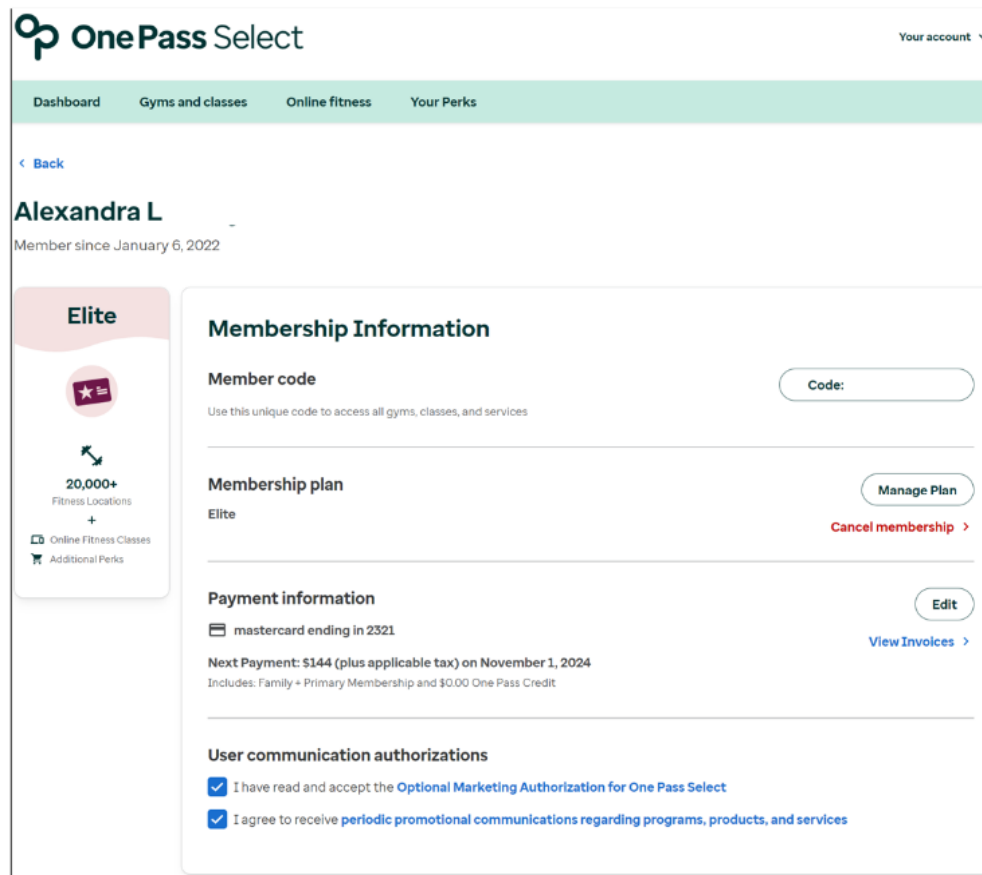
Family Memberships

Within "Manage Membership" members can add family and friends (18 years or older) onto their account. They do not need to be household members or on the primary member's medical plan.

Members can also add family members from their Dashboard, a Family Membership tile displays under "Just for you."

The member will enter their family or friend's first and last legal names, date of birth, relationship to the member, and email address. Click "Continue."

Add family member

First, tell us about them.

First name *

Last name *

Date of birth (Must be 18 years or older) *

MM/DD/YYYY

Relationship *

Select

Email address *

Continue

Cancel

They will be prompted to select the family or friend's tier; it does not have to be the same as the primary member. Family memberships receive a 10% discount off tier prices and do not have an enrollment fee to join One Pass Select.

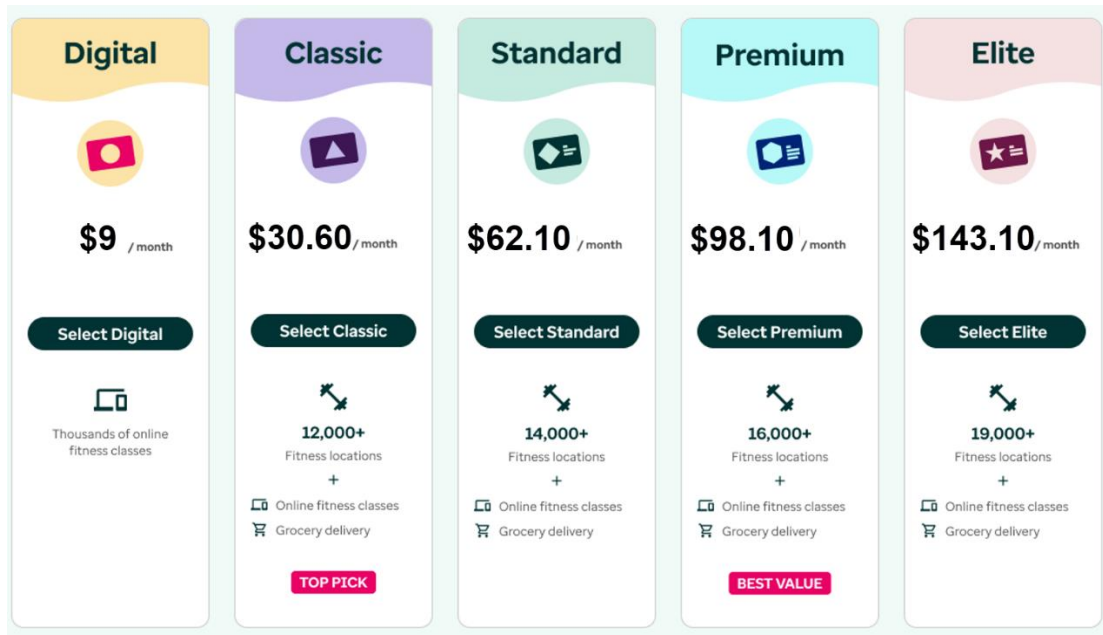| Digital	Classic	Standard	Premium	Elite
$9 / month	$30.60 / month	$62.10 / month	$98.10 / month	$143.10 / month
Select Digital	Select Classic	Select Standard	Select Premium	Select Elite
Thousands of online fitness classes	12,000+ Fitness locations + Online fitness classes Grocery delivery	14,000+ Fitness locations + Online fitness classes Grocery delivery	16,000+ Fitness locations + Online fitness classes Grocery delivery	19,000+ Fitness locations + Online fitness classes Grocery delivery
	TOP PICK		BEST VALUE	

Once the member selects the tier for the family or friend, they will be able to review and pay. The family membership will bill to the primary member's card on file. The member can review the Subscription Terms and then click "Add Family Member."

Review and pay

Digital membership
Thousands of Online Fitness Classes
Change tier >

Add Family Member $9 / month

Due Today $9.00 + Tax
MasterCard ending in 2321

☐ Membership is instant, and you will be charged for the full current calendar month on the day you sign up your family member.

Add family member

Cancel

Once complete, the family membership will display within "Manage Membership" for the primary member. The primary member can edit the family or friend's info, upgrade or downgrade their tier, as well as cancel their membership.

The family member will receive an email with their member code and instructions to get started. The family member will be directed to the login page where they will provide the One Pass Select member code that was provided in the email. They will check the terms & conditions box and click "Submit."

The family member will enter the One Pass Select family member experience. The experience is the same as the primary member but will not have the ability to view the "Manage Membership" page. All changes to the family membership must be completed by the primary member.

Help Center & FAQs

Members can click on their name in the top right-hand corner of their experience and select "Help Center & FAQs.
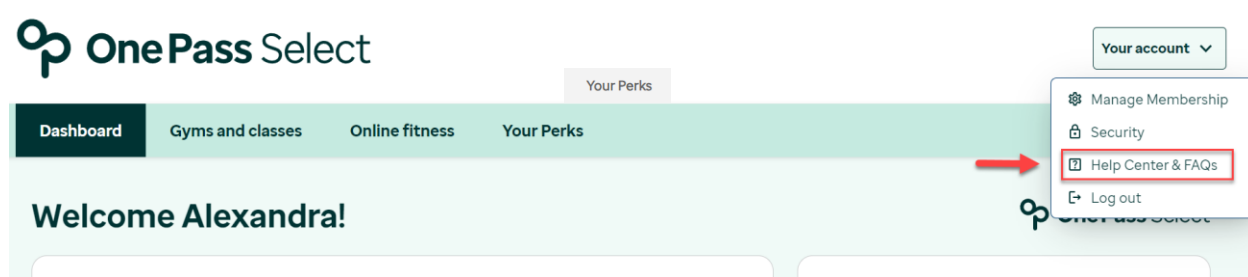
Members can view FAQs and contact customer service. (Holidays observed by customer service: New Years Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day)

One Pass Select FAQs - https://www.OnePassSelect.com/faqs