

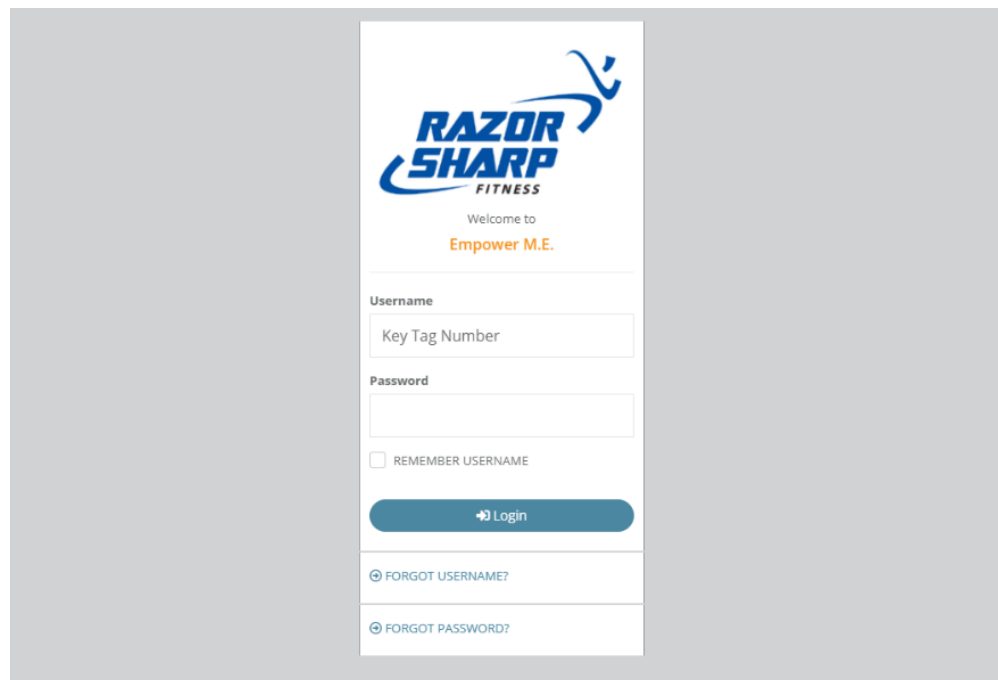
# MEMBER PORTAL INSTRUCTIONS

Razor Sharp's member portal is a great way to manage your member account. You can see your account balance, manage your payment methods, update contact information, book classes and team training sessions, reserve lap pool lanes, and reserve basketball court times. You can also see your visits by month!

## 1) Accessing the Member Portal

- a. Access the member portal through "Razor Account" on our app, at the member portal link in the navigation bar on our website, or the direct link is

<http://www.ourclublogin.com/510344>.

The image shows a screenshot of the Razor Sharp Fitness member portal login page. At the top, there is the Razor Sharp Fitness logo, which includes a stylized blue figure. Below the logo, it says "Welcome to Empower M.E.". The login form has two input fields: "Username" with the placeholder text "Key Tag Number" and "Password". Below the password field is a checkbox labeled "REMEMBER USERNAME". There is a blue "Login" button with a right-pointing arrow. At the bottom of the form, there are two links: "FORGOT USERNAME?" and "FORGOT PASSWORD?".

## b. I haven't set up my member portal yet.

Username: KEY TAG NUMBER

Password: KEY TAG NUMBER

If you have lost your key tag (membership number is on the back), e-mail [jthomas@razorsharpfit.com](mailto:jthomas@razorsharpfit.com) from the e-mail we have on file and he will provide your member number.

Follow prompts to finish setting up your account.

**c. I do not remember my password.**

1. Put in your key tag number in "Username" and hit "Forgot Password" if you need to reset a password.
2. Check your personal email that we have on file in your member contact for "Razor Sharp Fitness Washington Password Assistance" for the temporary password and the link to set it up in the email account linked to the club.
3. Make sure you **write the password down** on a piece of paper.  
**Do not attempt to copy and paste it, it will give you an error message.**
4. Click the link to the portal in the email.
5. Re-enter your key tag number on the next screen and the temporary password from your email. **Do not attempt to copy and paste it, it will give you an error message.**
6. You will be given the option to change your username. **We advise you to keep it as your key tag number in order for us to be able to assist you if you ever need it.** Click "Continue without updating".
7. Input the temporary password one more time here and select a new password and input it twice.
8. Keep both your username and password handy!

**Tip: Save it in your phone under notes or somewhere close to the device you will use to when you log in.**