



CLUB ICE REGISTRATION & MANAGEMENT

QUICK REFERENCE GUIDE 8.18.20

Access the site through this link: <https://fmc.myhalix.io/pages/clubice>

CREATING AN ACCOUNT

- Please read through the information, particularly the COVID waiver / guidelines
- Click on CREATE AN ACCOUNT TO REGISTER.
- When the login box comes up, click on CREATE ACCOUNT underneath the login spaces.

REGISTERING FOR CLUB ICE

- Once the account is created, click on CHOOSE TIMES at the bottom of the screen.
- Click on the day
- Choose the participant / level and then time and location. Multiple sessions (Interim, Back to School, Fall, Winter, Spring, etc.) may show at once and the times may be different.
- After a time is chosen, it will pull up a list of dates available for that day/time and session:
 - It defaults to all of the dates being reserved. To remove a date, click REMOVE next to the date that isn't needed.
 - Please note, choosing all dates removes the ability to manage sessions which allows a customer to withdraw from sessions on their own. Withdrawing from a session will generate an account credit. Refunds require approval and a doctor's medical note. To reserve the ability to manage sessions, only sign up for what is needed.
- Once your dates are chosen, the reservation will show on the page along with the balance due.
- Repeat the process to reserve other sessions.
- When all sessions are chosen, the next step is the ACKNOWLEDGMENTS page. Be sure to read through and click the acknowledgment boxes.
- Click through to PAYMENT. For now, we do not have the ability to save a card for later and if chosen, this often stalls the transaction. Please skip for now.
- You will receive a confirmation that the ice time is reserved and a receipt via email. Be sure to check your receipt to make sure you are registered for the correct day / time and the payment was taken. Enrolled sessions will show on the homepage after you login to your account.

SELF CHECK IN

- Login to your account from your mobile device.
- You should see your sessions listed on your homepage.
- Within an hour of a session's start time, a button will appear that says CHECK IN
- Click this button. It will change to CHECKED IN.

MANAGING SESSIONS

- Login to your account.
- Click CLUB ICE SIGN UP as if you are going to register for something new.
- Click past the account information screen to CHOOSE TIMES.
- When on the CHOOSE TIMES screen, you will see your existing sessions in the calendar. Click on the session you wish to change.
- Each time and date registered will show and if you did not register for all sessions in a series, a WITHDRAW button will appear to the right. (Note: sometimes the button will not show at all or completed if your window is not maximized.)
- Click WITHDRAW next to a date to remove it from your schedule. This will create an account credit.