

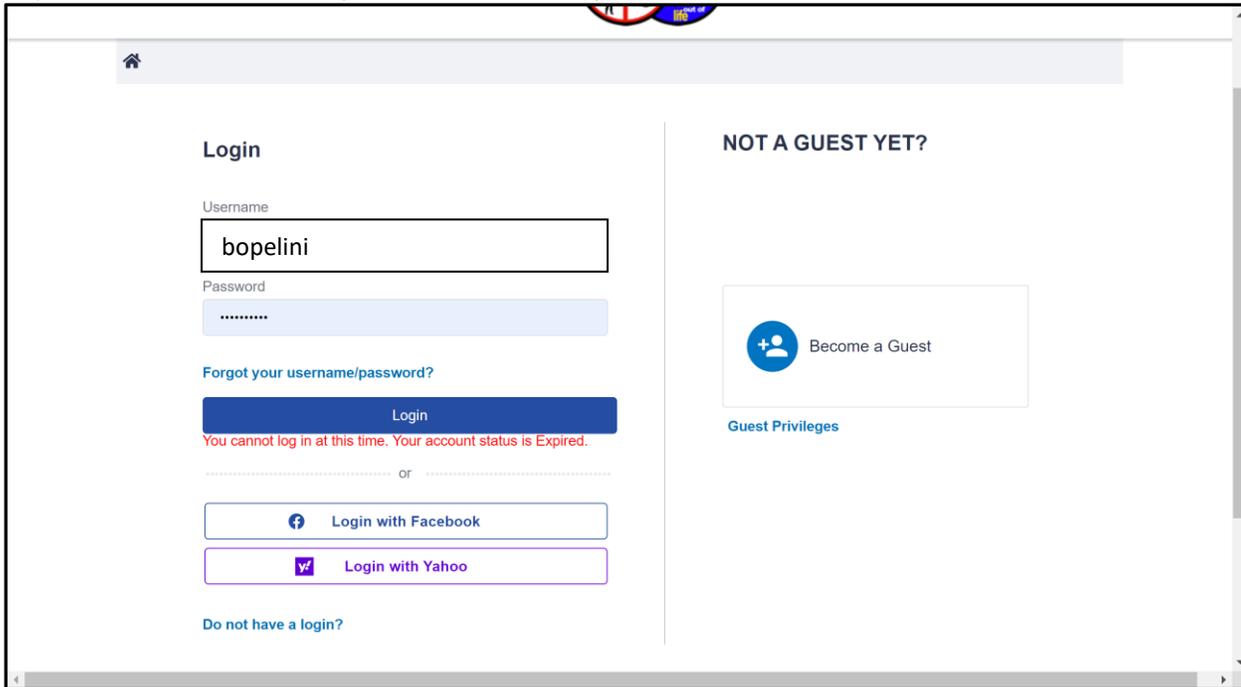


# HELP!

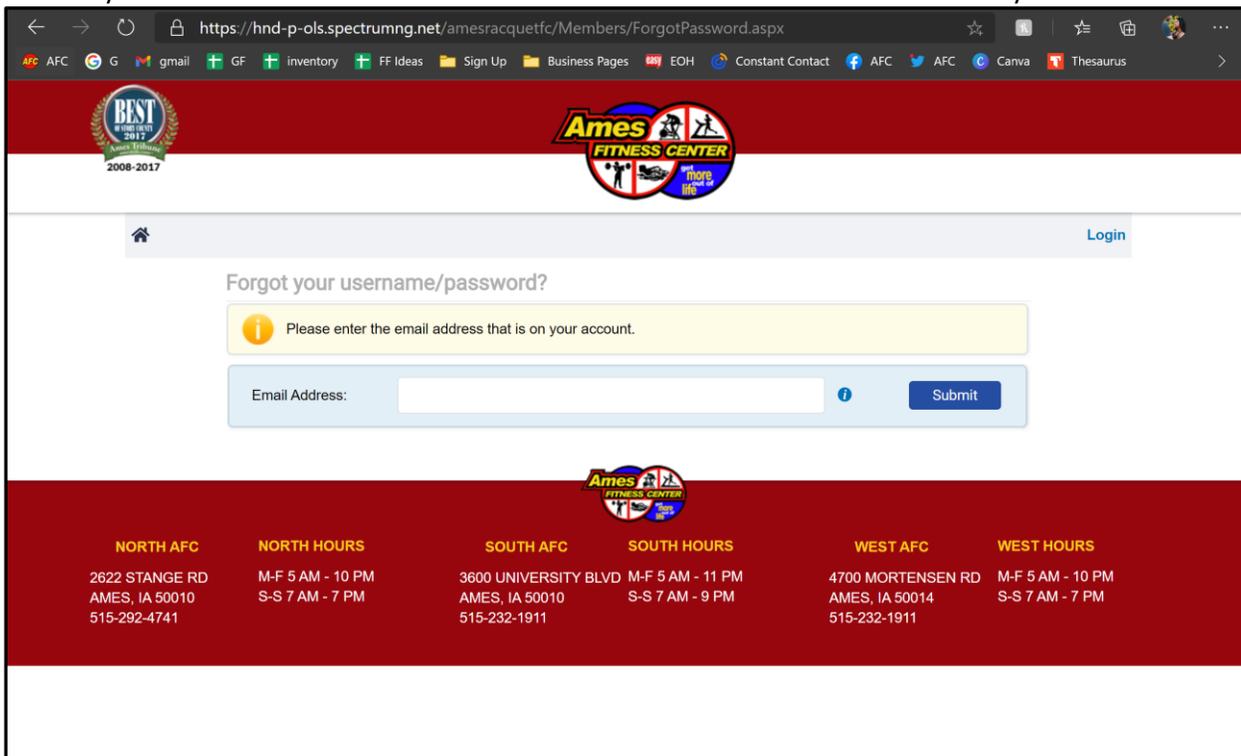
What to do when the online massage scheduler won't let you log in

Forgot your password? Account expired? Select "forgot your username/password" and follow the steps below to reactivate your account!

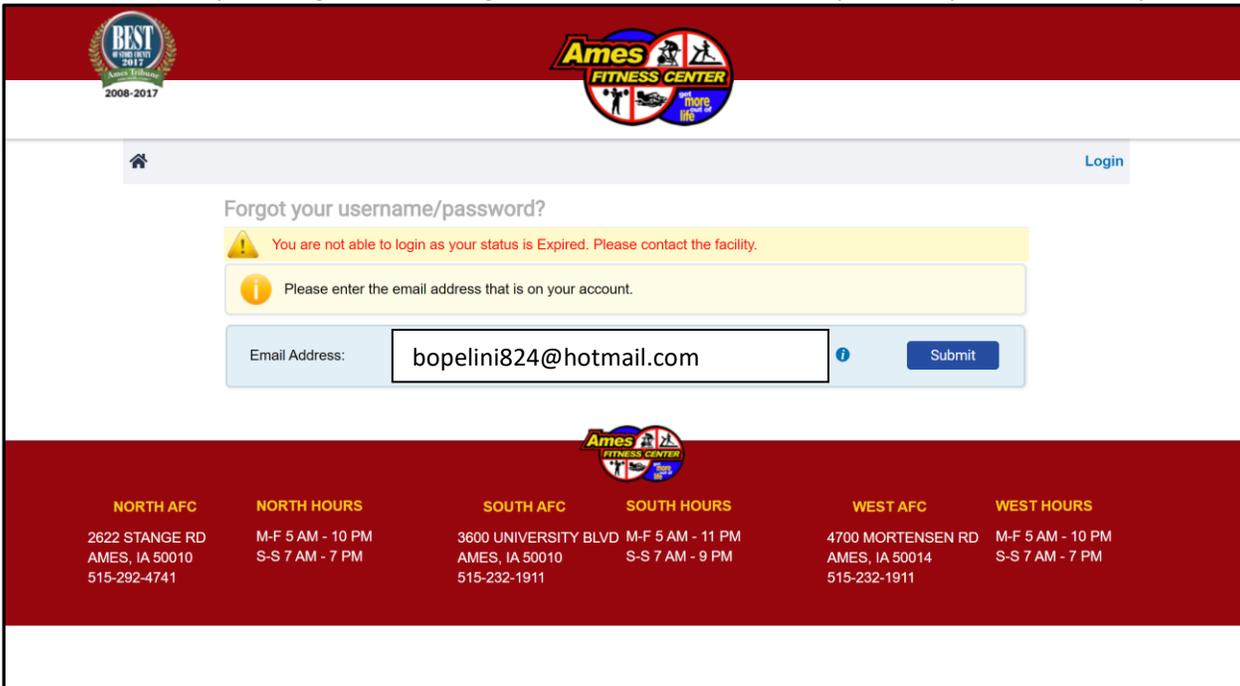
NOTE: Your username is the first part of whatever email AFC has on file for you. So, if your email is [bopelini@amesfitness.com](mailto:bopelini@amesfitness.com), your username is "bopelini".



1. Enter your email. This should be the email that Ames Fitness Center has on file for you. Then select "submit".



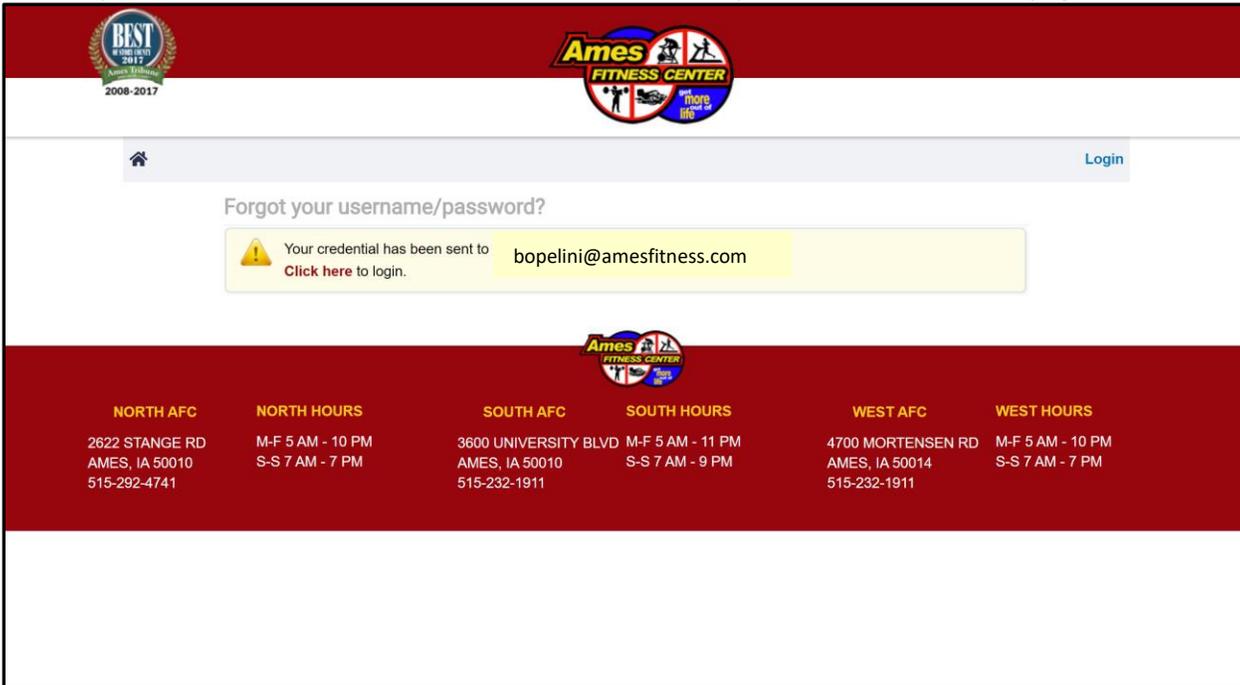
2. If you see this message, that means the email you entered does not match the one AFC has on file. Try entering a different email. If you still get this message, call the front desk and they can tell you what email you have on file.



The screenshot shows the Ames Fitness Center website's login page. At the top left is a 'BEST' award logo for 2008-2017. The main header features the Ames Fitness Center logo with the tagline 'more of life'. Below the header is a navigation bar with a home icon and a 'Login' link. The main content area has the heading 'Forgot your username/password?' and a yellow warning box stating: 'You are not able to login as your status is Expired. Please contact the facility.' Below this is an information box: 'Please enter the email address that is on your account.' A form field labeled 'Email Address:' contains the text 'bopelini824@hotmail.com' and a 'Submit' button.

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

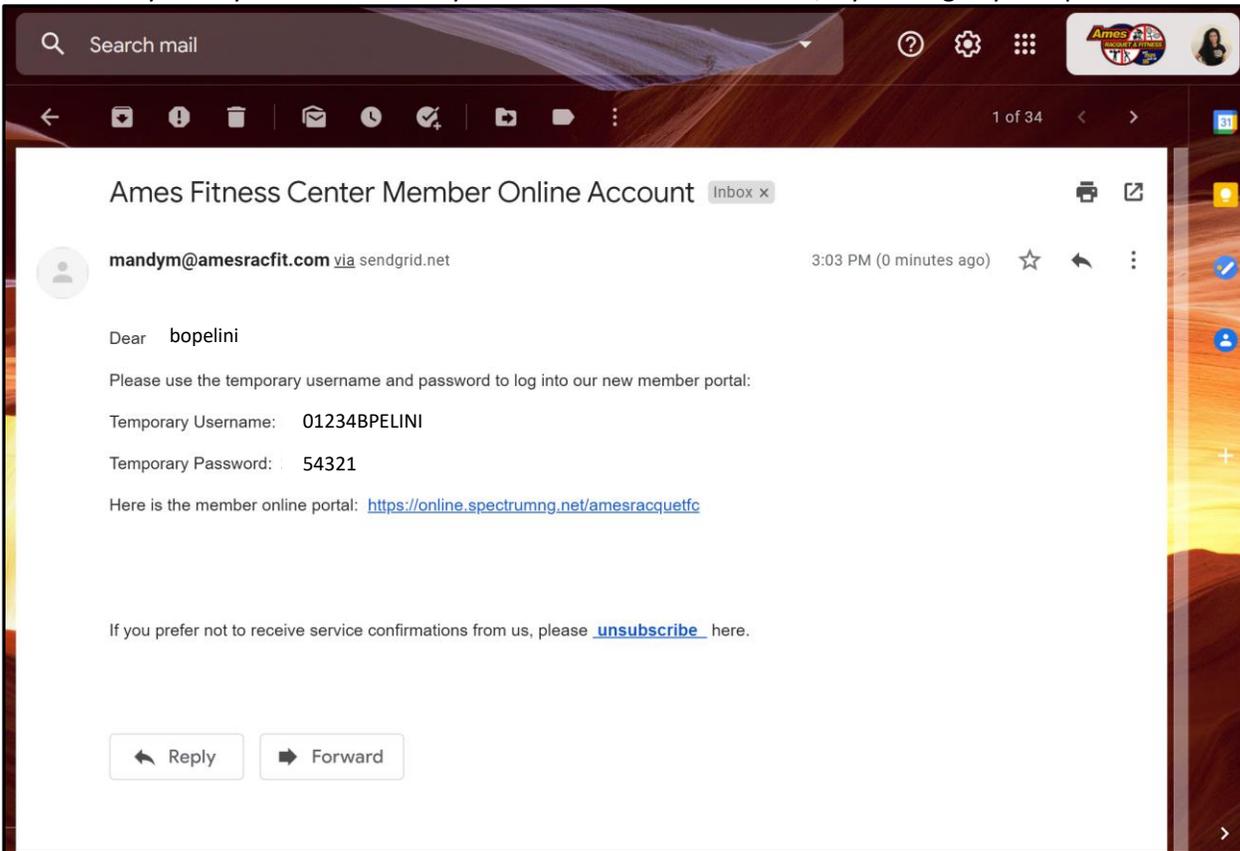
3. Once you've used the correct email and selected "submit", you'll be directed to this page. That means it worked!



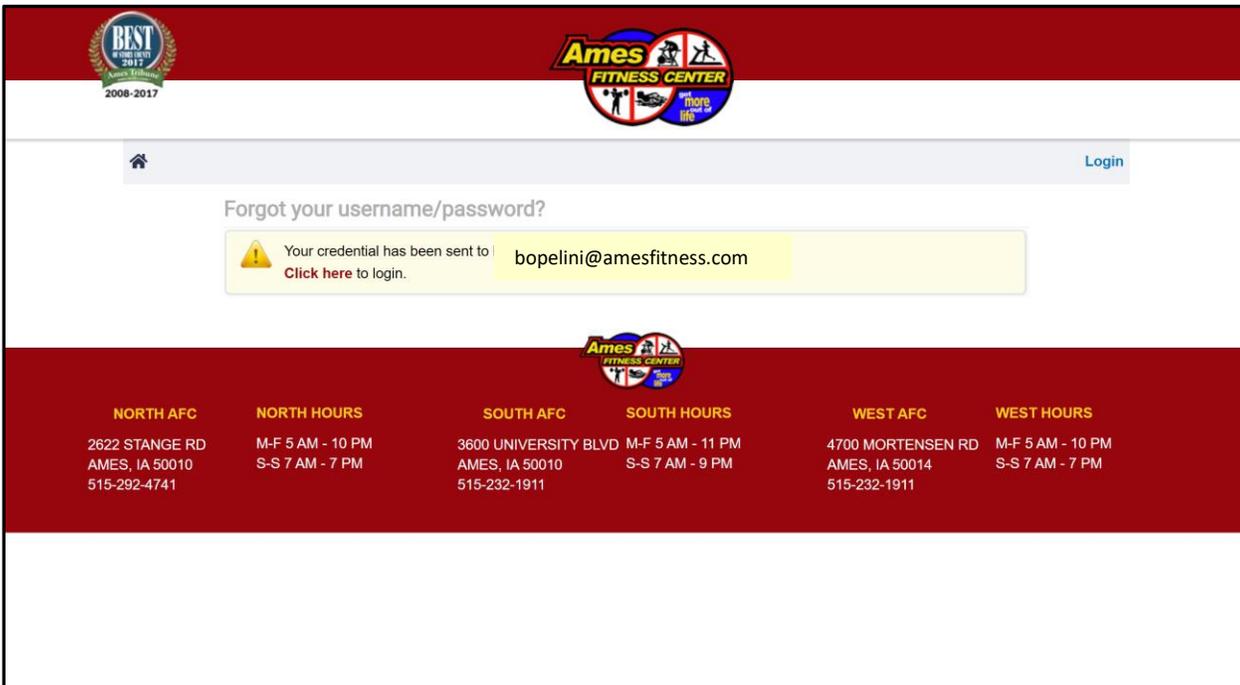
The screenshot shows the Ames Fitness Center website's login page after a successful login attempt. The layout is identical to the previous screenshot, but the error message is replaced by a yellow information box stating: 'Your credential has been sent to bopelini@amesfitness.com. Click here to login.' The 'Submit' button is no longer visible.

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

4. Open up your personal email using the email address you entered. In your email inbox, you'll see there is a message from "mandym". If you don't see it in your inbox after a few minutes, try looking in your "promotions" or "spam" box.



5. Go back to the online scheduler and select "click here".



6. It will take you back to the login page. Enter the temporary username and temporary password that was provided in the email you received from “mandym”.

**Login**

Username  
01234BPHELINI

Password  
54321

[Forgot Password/Create Logins? Click Here.](#)

Login

or

[Login with Facebook](#)

[Login with Yahoo](#)

[Do not have a login?](#)

**NOT A GUEST YET?**

[Become a Guest](#)

[Guest Privileges](#)

7. After selecting “log in”, you’ll be directed to this page. Under “Old Password”, enter the temporary password that was provided in the email from “mandym”. Then, come up with a new password and enter it. If you use the same password as the temporary password or the original password to the account, it will not work. It must be something it hasn’t seen from you before.

**Ames FITNESS CENTER**

**BEST**  
2008-2017

Welcome, KAT KILLEEN (24925A) | [Sign Out](#)

**Change Username/Password**

You have logged-in for the first time. Please change your password.  
Specify Information related to change password!

Old Password: 54321

New Password: ilovecats

Confirm New Password: ilovecats

[Update](#) [Cancel](#)

**Ames FITNESS CENTER**

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

8. Select "no" when it asks you to change the username.

The screenshot shows the Ames Fitness Center website's user interface. At the top left is a 'BEST' award logo for 2008-2017. The main header features the Ames Fitness Center logo with the tagline 'get more life'. Below the header, a navigation bar includes a home icon, the text 'Welcome, KAT KILLEEN (24925A) | Sign Out', and a shopping cart icon showing '(0)'. The main content area is titled 'Change Username/Password' and contains a form with fields for 'Old Password', 'New Password', and 'Confirm New Password'. A modal dialog box is open, asking 'Do you want to change the username?' with 'Yes' and 'No' buttons. Below the form are 'Update' and 'Cancel' buttons. The footer contains contact information for three locations: North AFC, South AFC, and West AFC, including addresses and phone numbers.

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

9. This means it worked! Select the home button (the little house on the left-hand side).

The screenshot shows the Ames Fitness Center website after a successful password change. The layout is identical to the previous screenshot, but the main content area now displays a yellow information icon followed by the text 'Password changed successfully.' The 'Change Username/Password' title and form fields are no longer visible. The footer remains the same, listing contact information for the three locations.

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

10. Select "scheduler" to complete the scheduling process.

The screenshot shows the Ames Fitness Center website dashboard. At the top left is a "BEST of WEST 2017" award logo for Ames, IA. The main header features the Ames Fitness Center logo. Below the header, a navigation bar displays "Welcome, KAT KILLEEN (24925A) | Sign Out". The main content area contains three large buttons: "Account Information" (with a person icon), "Group Exercise" (with a group of people icon), and "Scheduler" (with a calendar icon). The footer is a dark red banner with the Ames Fitness Center logo and contact information for three locations: North AFC, South AFC, and West AFC, each with their respective addresses, hours, and phone numbers.

NORTH AFC	NORTH HOURS	SOUTH AFC	SOUTH HOURS	WEST AFC	WEST HOURS
2622 STANGE RD AMES, IA 50010 515-292-4741	M-F 5 AM - 10 PM S-S 7 AM - 7 PM	3600 UNIVERSITY BLVD AMES, IA 50010 515-232-1911	M-F 5 AM - 11 PM S-S 7 AM - 9 PM	4700 MORTENSEN RD AMES, IA 50014 515-232-1911	M-F 5 AM - 10 PM S-S 7 AM - 7 PM

11. Next time you login, enter your username and the new password you came up with and select "login".

The screenshot shows the Ames Fitness Center website login page. The main heading is "Login". Below it are two input fields: "Username" with the value "bopelini" and "Password" with the value "ilovecats". A link "Forgot Password/Create Logins? Click Here." is positioned below the password field. A blue "Login" button is located below the input fields. Below the button, there is an "OR" separator and two social login buttons: "Login with Facebook" and "Login with Yahoo". At the bottom left, there is a link "Do not have a login?". On the right side of the page, under the heading "NOT A GUEST YET?", there is a button "Become a Guest" with a plus sign and person icon, and a link "Guest Privileges" below it.

Thank you for choosing AFC massage!