



WAUGH CHAPEL SWIM CLUB

Self-Service & Maintenance Fee Payment Instructions

Dear Waugh Chapel Swim Club Members:

Welcome to WCSC's new self-service portal powered by EZFacility! This exciting new feature will allow members to update contact info, pay annual maintenance fees, add family members, register for teams, and buy tickets to events. Please read through the following instructions so that you set up your account correctly. If you have problems with your account or if you find a glitch that the Board of Directors or EZFacility should know about, please send an email to help@wswimclub.org.

How to set up Self-Service & pay your dues:

1. You will receive an email from Waugh Chapel Swim Club with the subject line "Waugh Chapel Swim Club has invited you to register for self service."
 - If you did not receive the email, please check your Spam folder.
 - If you still did not receive the email, please send an email to help@wswimclub.org with your full name and member number (if you know it). It is possible WCSC has an old email address for you.
2. Click "Accept Invitation" or copy and paste the link (not shown).

You have been invited to register for an account on the self-service website of Waugh Chapel Swim Club. Review your schedule and billing online, twenty-four hours a day. Follow the link below to get started!

Accept Invitation

If you are unable to complete your registration by clicking on the button above, click the link below or copy and paste it into the address bar of your web browser.

WCSC
PO BOX 212
GAMBRILLS, MD 21054
410-672-5089
help@wswimclub.org



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- This will take you to a Registration Page.


Waugh Chapel Swim Club

Invitation Registration

[Privacy Policy](#)

- Choose a Username and Password, then click "Register." If you ever forget your Username or Password, contact help@wcswimclub.org.

- To update your information, click on your name in the upper left hand corner. This will

take you to your "Profile" page. Click the pencil  to update the required fields. If you cannot edit a field that needs to be updated, send an email to help@wcswimclub.org and we will make the correction. WCSC will take your picture for your profile when you visit the pool.

The screenshot shows a user profile page for Shell Stanley. On the left is a navigation menu with items: Shell Stanley, Invoices, Buy, My Schedule, Book A Party?, Registrations, Toggle Width, and Logout. The main content area is titled 'PROFILE' and has three tabs: ABOUT, RELATIONSHIPS, and PAYMENT INFORMATION. The 'ABOUT' tab is active and shows a 'Profile Summary' with fields for Name (Shell Stanley), Address (Gambrells, MD 21054), and Membership Information (Member Id, Type: Permanent Members, Description: Maintenance Fee - Paid in Full - Early Bird 2019). Below this is a 'Basic Information' section with fields for Full Name (Shell Stanley), Gender (Female), Birthday, and T-shirt Size (M). A pencil icon is visible next to the Basic Information section.

WCSC
PO BOX 212
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6. Next, add your family members. Click “Add Relationship” and add the family members who are on your membership (screenshots below). Please take note of the following:
- There are some relationship options available in EZFacility that are not valid relationships for WCSC - these options are a default for EZFacility and we cannot modify the choices available at this time.
 - Refer to the Membership Agreement and Media Waiver for list of qualified family members.
 - You cannot edit a family member once added. If you make a mistake, send an email describing the problem to help@wscswimclub.org and we will make the correction for you.
 - Please do not delete the family member and try to reenter. This will create a duplicate record in our database. WCSC can fix it - just send us an email describing the problem that needs to be fixed.
 - An email address is required for all family members, even children - WCSC cannot change this setting at this time. The email address can be the same for all members, if you prefer.
 - You will not receive multiple emails - EZFacility automatically removes duplicates.
 - The Membership Director will verify relationships and link them together within EZFacility. Please provide any additional information or verification documents to the Membership Director, if they are requested.

Click “Add Relationship”





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Choose the appropriate relationship, then select “Next”

The screenshot shows a web form with a blue header. A dropdown menu is open, listing relationship types: Child, Coach, Employee, Employer, Grandchild, Grandparent, Other, Parent, and Player. The form has tabs for ABOUT, RELATIONSHIPS, and PAYMENT INFORMATION. Below the dropdown, there is a field labeled 'I want to add a/an' with a dropdown arrow. At the bottom, there are buttons for '< PREVIOUS', 'NEXT >', and 'CANCEL'.

Click “Add”.

The screenshot shows the 'Relationships' section of the website. There are tabs for 'TYPE', 'WHO', and 'REVIEW'. Below the tabs is a search bar labeled 'Find Client' with a search icon. A yellow box highlights the search bar with the text 'Disregard this field'. To the right of the search bar, the text 'Choose Add' is displayed. Below this text, the 'ADD' button is circled in red. At the bottom, there are buttons for '< PREVIOUS', 'NEXT >', and 'CANCEL'.



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Complete all required information. An email address is required, but you can use your email address if your children or spouse do not want to receive email. Email is required for team and event registration, which is why it is required for each person added to your membership.

Enter all information, then click “Next”.

Relationships

TYPE WHO REVIEW

First Name *

Last Name *

Gender Male

BirthDay MM DD YYYY *

Email *

< Search for Client

< PREVIOUS NEXT >

CANCEL

Click “Submit”.

Relationships

TYPE WHO REVIEW

Fake Child is Child of Shelli Stanley.

< PREVIOUS SUBMIT >

CANCEL



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7. If you'd like, you can store your payment details by clicking on the "Payment Information" tab. **This is optional.**

8. Now that you've saved your relationships and added payment information, you can pay your Annual Maintenance Fee. Click "Buy" then click "Memberships."

\$ Buy

Packages

Memberships



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9. Choose your desired payment plan. Do not worry about the start or end dates of the membership or the term length - at this time, we cannot disable the dates from showing up in self-service. Once you pay your dues, your membership is valid for all of 2019.

MEMBERSHIP TYPE	DESCRIPTION	TERM LENGTH	TERM QUANTITY	AUTO-RENEW	START DATE	END DATE	TERM FEE	INITIATION FEE	ADD-ONS
Permanent Members	Maintenance Fee - Paid in Full - Early Bird 2019	1 Year	1	No	2/1/2019	1/31/2020	\$522.50	\$0.00	View Add-Ons <input type="button" value="BUY"/>
Permanent Members	Maintenance Fee - Two Payments 2019	45 Days	2	Yes	2/1/2019	5/1/2019	\$275.00	\$0.00	View Add-Ons <input type="button" value="BUY"/>
Annual Members	Annual Dues - Paid in Full 2019	1 Year	1	No	5/25/2019	5/24/2020	\$700.00	\$0.00	View Add-Ons <input type="button" value="BUY"/>

10. If you choose to pay online by credit card, complete the required fields and submit. You will also sign the Membership Agreement and Media Waiver. You will receive an email with your payment confirmation. That's it! You're done.

[← BACK](#)

Apply Coupon

Coupon Code

Cards Accepted

Payment Method

Use New Payment Information

First Name Last Name

Debit/Credit Card Number

Month Year Security Code

Save Card

Summary

Items: \$522.50

Discount: (\$0.00)

SubTotal: \$522.50

Tax: \$0.00

Total: **\$522.50**

Due: **\$522.50**



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11. **You do not have to pay by credit card.** You can also choose to pay by cash or check. If you choose one of these options, log out of self-service and do one of the following:

- **To pay by check:** Mail check made out to WCSC to PO Box 212, Gambrills, MD 21054. Include your membership number and any other name associated with your membership on the memo line so that the correct account is credited. Please include a signed copy of the Membership Agreement & Media Waiver. You will not be allowed to enter the facility until this form is signed and on file.
- **To pay by cash:** Keep an eye out for an email with dates when our Membership Director will be at the pool accepting cash payments. **Please do not mail cash, this is not secure.** If you would like to make a cash payment sooner, please contact the Membership Director at membership@wswimclub.org.

12. Once your payment is received and processed, you should receive a receipt via email.

Beginning in May, online registration will be available for Swim Team and Dive Team. We also plan to roll out online party registration, ticket sales for events such as the Crab Feast and Luau, as well as spirit wear and guest passes.

Please be patient during this process, the Board of Directors is learning this software, too. If you have questions or difficulty, please email help@wswimclub.org.

Thank you,

WCSC Board of Directors