

# The East Renfrewshire Leisure app



## **WHO IS THIS GUIDE FOR?**

Customers who have already used the *Online Booking website* and would like to use the new *East Renfrewshire Leisure app*.

Keep a note of your account details somewhere safe – you may need them later:

<b>ONLINE BOOKING details</b>	<b>Member ID:</b>	
<b>E-mail address:</b>		
<b>ONLINE BOOKING password:</b>		

## **STEP 1: Download the *East Renfrewshire Leisure app***

Tap the relevant link below for your device type, to go directly to the app store:

- Download *ER Leisure* app for **Android**:  
<https://play.google.com/store/apps/details?id=com.innovatise.erleisure>
- Download *ER Leisure* app for **Apple**:  
<https://apps.apple.com/gb/app/er-leisure/id1528940727>

## ALTERNATIVELY:

1. Open the app store on your device – **App Store** on iOS/Apple devices, or **Play Store** on Android devices.

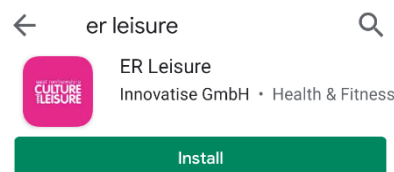
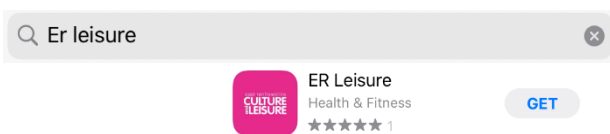


App Store



Play Store

2. Search for *ER Leisure*



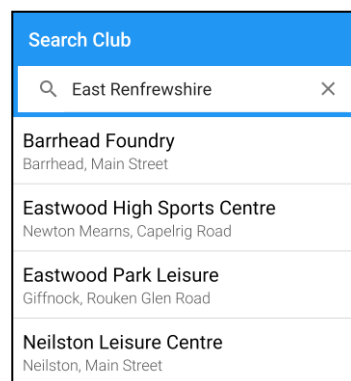
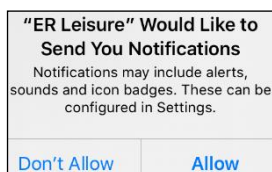
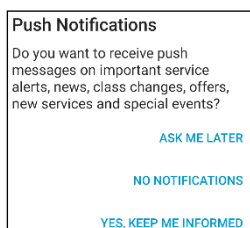
3. Tap on the *ER Leisure* icon for more details

4. Tap **Get** and/or **Install**

## STEP 2: Set up the app



1. Open the **ER Leisure** app on your device.
2. Select your **preferred venue** – you can always change this later.



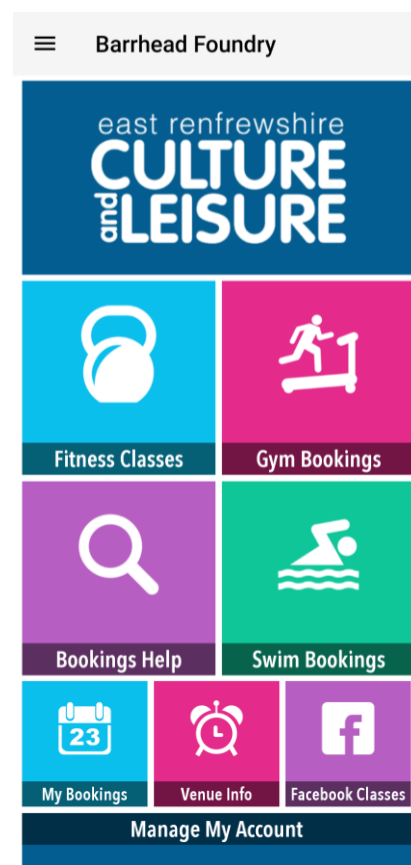
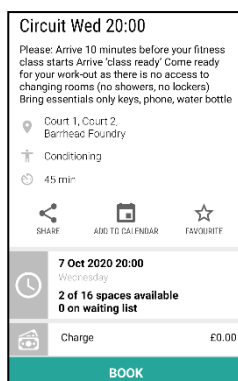
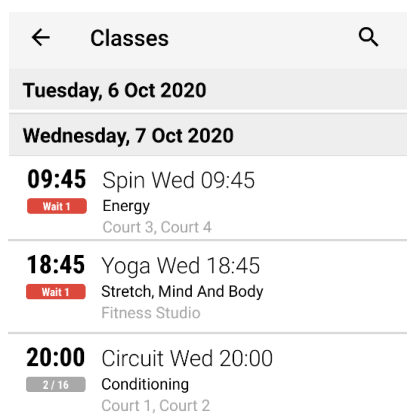
3. If prompted about **Notifications**, you can opt in, in order to get alerts, or not – you can also change this later.

It is best to **allow notifications**, in order to receive updates regarding your class or session bookings – for example, if your class/session gets cancelled, timings change, or a space becomes available, then we can let you know as soon as possible.

4. The app looks like this:

## STEP 3: Make a Booking

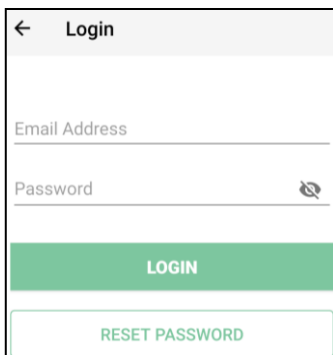
1. Tap on **Fitness Classes**, **Gym Bookings**, or **Swim Bookings**
2. You can swipe through the list of classes/sessions on offer:
  - **Available** spaces are shown by a **grey** button, and the number of spaces remaining - for example, **2/16**.
  - Classes/sessions that are **fully-booked** display a **red** button, and the number of people on a **waiting list**.
3. Tap on a **class/session name** for more details



4. Read the important information on attending.

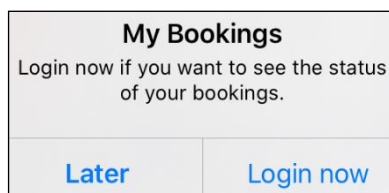
5. Tap **BOOK**, then **YES**.

## STEP 4: Log into the app



The login screen features a back arrow in the top left corner. Below it is a header 'Login'. There are two input fields: 'Email Address' and 'Password'. The 'Password' field has an eye icon to its right. At the bottom, there are two buttons: a green 'LOGIN' button and a white 'RESET PASSWORD' button.

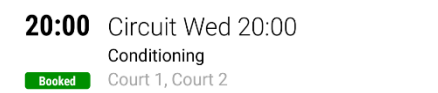
4. If prompted, login with your **e-mail address** and **password**.  
This is the e-mail address and password you use for our *Online Booking website*.



The 'My Bookings' screen has a title 'My Bookings' and a subtitle 'Login now if you want to see the status of your bookings.' At the bottom, there are two buttons: 'Later' and 'Login now'.

5. After this, the app will store your details automatically.

6. Once logged in, tap **BOOK**, then **YES**, then **OK**.  
The app will show that you have **booked**.



A confirmation card for a booking. It shows '20:00 Circuit Wed 20:00' and 'Conditioning'. Below that, it says 'Booked' in a green box, followed by 'Court 1, Court 2'.

## STEP 5: Cancel a Booking (if required)

If you are unable to attend your booked class/session, it is important to **cancel** your booking, to free up that space for someone else.

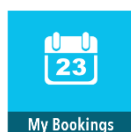
To do this:

1. On the detail page of your booking, tap **CANCEL**, then **YES**, then **OK**.

OR

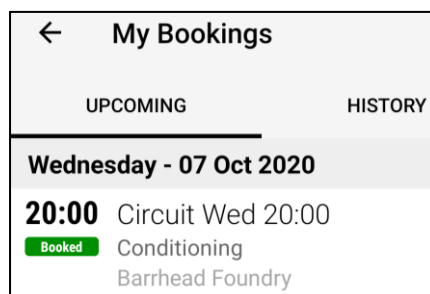
2. Go **Back** (top left arrow) until at the main app screen.

3. Tap **My Bookings**.

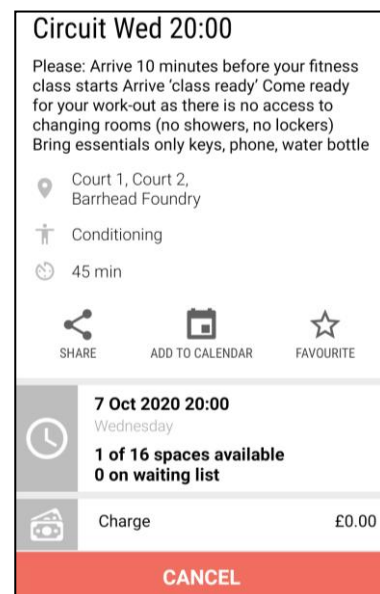


4. Tap on the booking you wish to cancel.

5. Tap **CANCEL**, then **YES**, then **OK**.



The 'My Bookings' screen shows a back arrow and the title 'My Bookings'. There are two tabs: 'UPCOMING' and 'HISTORY'. Under 'UPCOMING', there is a section for 'Wednesday - 07 Oct 2020' with a listing for '20:00 Circuit Wed 20:00' in 'Conditioning' at 'Barrhead Foundry'. A green 'Booked' tag is next to the time.



The booking detail screen for 'Circuit Wed 20:00'. It includes instructions: 'Please: Arrive 10 minutes before your fitness class starts Arrive 'class ready' Come ready for your work-out as there is no access to changing rooms (no showers, no lockers) Bring essentials only keys, phone, water bottle'. It also shows the location 'Court 1, Court 2, Barrhead Foundry', the activity 'Conditioning', and duration '45 min'. There are icons for 'SHARE', 'ADD TO CALENDAR', and 'FAVOURITE'. Below that, it shows '7 Oct 2020 20:00 Wednesday' and '1 of 16 spaces available 0 on waiting list'. At the bottom, it shows 'Charge £0.00' and a large red 'CANCEL' button.