

mysportaberdeen User Guide

Welcome to **mysportaberdeen**, your new online platform to manage your Sport Aberdeen membership and make bookings!

Registering with mysportaberdeen

This document details how to register with the mysportaberdeen booking system.

To access mysportaberdeen visit

<https://online.sportaberdeen.co.uk/mysportaberdeen/en/Public/Home>

Log in

Log into your account below to continue:

Email address

vmackie@sportaberdeen.co.uk

Password

.....

Remember Me

Log In

[Forgot password?](#)

I'm a Sport Aberdeen/Golf Aberdeen member
but I need to create an online account

Select

I'm a pay and play customer
and would like to sign up

Select

Existing Members

If you have an existing Sport Aberdeen membership click on “I’m a Sport Aberdeen/ Golf Aberdeen member... but I need to create an online account”. The email address used to create your account **MUST** be the email address that you used when you took out your membership. If you need to change your registered email address please contact sportsmembership@sportaberdeen.co.uk

Create an account

If you are already a member but want to sign up for an online account please fill in the required fields below:

* = Required field

Email address *

Card Number

Your password must be at least 8 characters, contain at least one digit, contain at least one lowercase (a-z) letter, contain at least one uppercase (A-Z) letter



Password *

Confirm password *

I accept the [terms and conditions of registration](#).

We'd love to keep you updated with our latest offers, news and information. We'll always treat your personal details with the utmost care and will never provide them to other companies for marketing purposes. Please tick below to opt-in:



I am happy to receive marketing communications.

Create

You will then be taken to the relevant registration page to sign up. You will be required to enter your email address, choose a password and confirm that you accept the terms and conditions. The terms and conditions can be viewed by selecting the hyperlink.

Non-Members

If you do not have an existing Sport Aberdeen membership, but would like to register to book for pay and play activities, click on “**I’m a pay and play customer... and would like to sign up**”.

You will then be taken to the relevant registration page to sign up. You will be required to enter your email address, choose a password and confirm that you accept the terms and conditions. The terms and conditions can be viewed by selecting the hyperlink.

Create an account

Please fill in the required fields below to create a brand new account with us. If you are eligible for concessionary rates (junior, student or hold an ACC Access to Leisure membership) please click [here](#) first to have your concessionary account set up before creating an online booking account. Or alternatively you can make a concessionary booking by phoning the venue directly

* = Required field

First Name *

Last Name *

Date Of Birth *

Contact Number *

Email address *

Confirm email address *

Your password must be at least 8 characters, contain at least one digit, contain at least one lowercase (a-z) letter, contain at least one uppercase (A-Z) letter

Password *

Confirm password *

I accept the [terms and conditions of registration](#).

We'd love to keep you updated with our latest offers, news and information. We'll always treat your personal details with the utmost care and will never provide them to other companies for marketing purposes. Please tick below to opt-in:

I am happy to receive marketing communications.

Create

[Back to log in](#)

Logging In

Once you have registered you will then be able to log in to mysportaberdeen using your email address and chosen password. Enter the details into the relevant boxes and click the 'Log In' button.

If you forget your password you can click the 'Forgot password?' link, and a reset link will be sent to your email address.

Once logged in you will see this page:

Welcome

Options

	Online Booking Book Online Here	Select		My Bookings See the bookings I've made in the last 12 months	Select
	My Payments See the payments I've made in the last 12 months	Select		My Memberships View memberships that I have bought	Select
	Membership Prices View our memberships & prices	Select		My Details View or change my personal details	Select
	My Marketing Preferences Choose my marketing preferences	Select		My Documents View my member documents	Select

Online Booking

This section is where you will book everything to get active, including tee times and fitness classes! Simply select the venue that you are planning to visit then search for availability for your required activity.

NB. If the venue is already fully booked on the date that you have selected you will see the message "there are no bookings that match the selected criteria".

You can apply filters to assist in your search for available bookings.

Type	▼
What do you want to do?	▼
Time	▼
Locations	▼

Type: Will let you select from options - Activity or Class

What do you want to do?: Will offer a list of specific activities or classes available at your selected venue on the date that you have selected. NB If the activity you have selected is fully booked on that date it will not be shown as an option for selection.

Time: You can select all or combinations of morning, afternoon or evening.

Location: If the activity is available in more than one location at your selected venue you will be able to filter by location e.g. at Hazlehead Golf 18 holes – Mackenzie Course or Pines Course.

Choose the correct option for you and then click ‘Add to Basket’.

NB The message “This activity is outside of the book ahead limits allowed” will be displayed if you try to book activities further in advance than is permitted with your membership.

You can then book other activities in the same way. Once you have booked all of the activities that you require, go to your basket in the top right-hand corner and select ‘checkout’. Review your bookings, click to agree to the terms & conditions and select ‘continue’. If your booking is not covered by your membership package you will be taken to a WorldPay screen to pay for your booking. If you are booking an activity which is included in your membership, then there will be no cost.

You will be sent an email confirming your booking(s) and you will also be able to view all bookings in the ‘My Bookings’ section.

Sport Aberdeen members receive eight-day book-ahead privileges, while ‘pay-and-play’ customers can book up to three days ahead. Booking times for the furthest date ahead will be released at 7am each day.

My Booking

The My Bookings section is the place to find all of your previous and upcoming bookings. These can be sorted by any of the fields, and you can rebook activities that you have enjoyed via this section too. Booking cancellations can also be made in this section.

My Payments

My Payments is the place to find all of the activities that you have paid for outside of your membership package.

My Memberships

My Memberships is the place to find details of your current memberships and expiry dates. This will list any paid for memberships as well any concessionary eligibility and for Pay and Play Customers show their MySportAberdeen online registration.

Membership Prices

Membership Prices is the place to find information on all of our memberships available and a link to join now.

My Details

Here you can view and edit your personal details.

My Marketing Preferences

Choose the activities and areas that you are interested in, and never miss a thing with Sport Aberdeen!

Troubleshooting

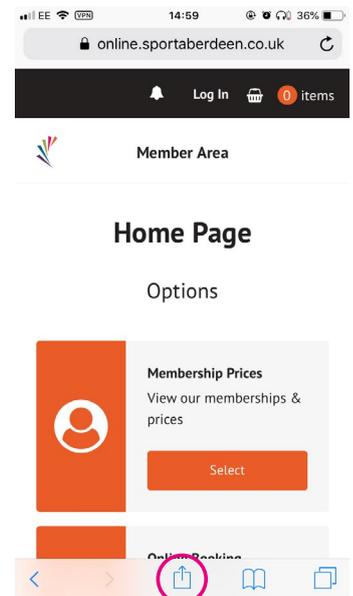
If you have any questions or require support please contact information@sportaberdeen.co.uk and one of our friendly team will be happy to help you.

Using MySportAberdeen as an App

On a smartphone you can also download a shortcut to mysportaberdeen to display it as an app, giving you handy access from your home screen!

iPhone / iPad Homepage Shortcut Instructions

1. Open Safari.
2. Navigate to <https://online.sportaberdeen.co.uk/mysportaberdeen/en/Public/Home>
3. Select the highlighted icon at the bottom of the screen as shown:

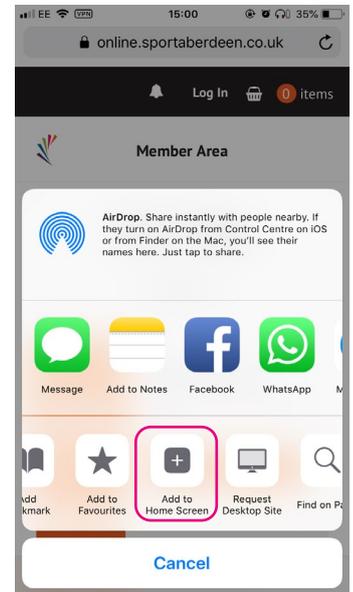


4. The options menu will show.



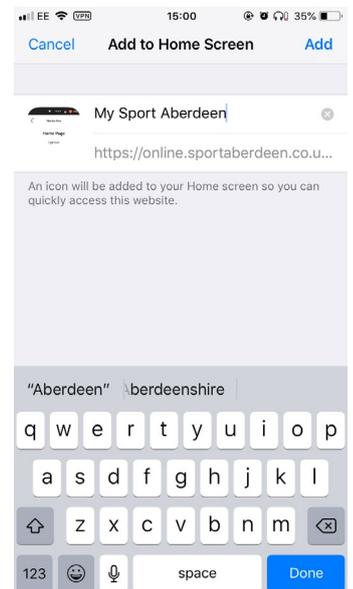
5. Pull up on the menu to display more options.

6. Select 'Add to Home Screen'.



7. You will then be prompted to enter a name for the shortcut, the default of 'My Sport Aberdeen' will be displayed.

8. Select 'Add' at the top right of the screen to save the shortcut to your home screen.

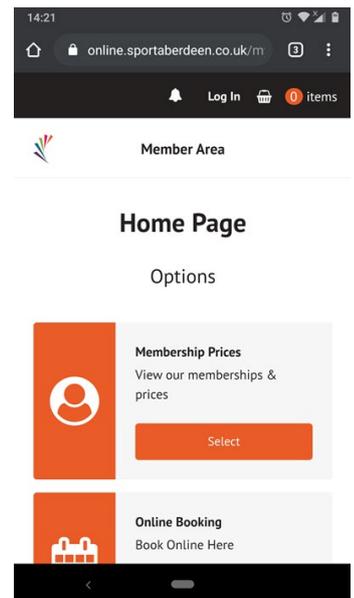


9. The 'My Sport Aberdeen' shortcut will now be shown on your home screen.

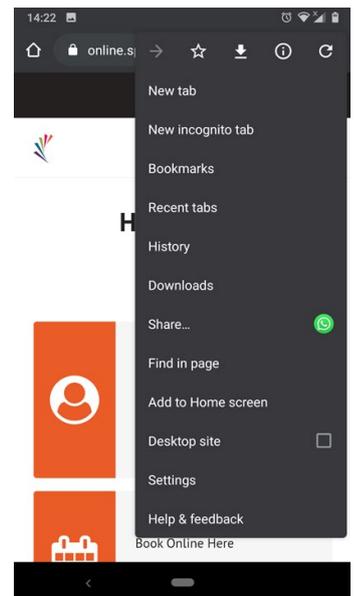


Chrome on Android Shortcut Instructions

1. Open Chrome.
2. Navigate to <https://online.sportaberdeen.co.uk/mysportaberdeen/en/Public/Home>
3. Select the three vertical dots at the top right of the screen.



4. Select 'Add to Home Screen'.



5. Name your shortcut as desired then select 'Add' to add the shortcut to your devices home screen.

