TOTAL HEALTH SYSTEMS

VALENCIA GRAND

Valencia Grand Resident Guide

Account Setup, Mobile App & Web Portal

Simple steps. A healthier you.

This guide will help you create or access your Total Health Systems account, purchase a class package, book classes, view your schedule and manage your reservations.

How to Use This Guide

Begin with Section 1 to create or access your Total Health Systems account.

Once your account is ready, choose the section that matches how you prefer to manage your classes.

SECTION 1	SECTION 2	SECTION 3
Create or Access Your Account	Using the Mobile App	Using the Web Portal

Use the Mobile App section if you plan to manage your classes on your phone.

Use the Web Portal section if you prefer to manage your classes online.

Need help? Our team is happy to assist you.

561-962-4344 · info@totalhealthsystemsinc.com

Monday-Friday, 8:00 AM-4:00 PM

SECTION 1

Create or Access Your Account

Begin on the Total Health Systems website (steps provided on the next page).

Once your account is ready, download the mobile app and sign in using the same email address and password.

- Complete the account access before attempting to purchase a class package or book classes.

  We do not recommend waiting until registration opens.

  Even if you plan to register for classes by phone, we recommend creating or confirming your account before registration day.

Do You Already Have an Account?

Already Have an Account?

If you have previously booked classes or personal training with Total Health Systems at Valencia Grand, you may already have an account.

Please do not create a new account.

Log in using your existing email address or select "Forgot Password."

Not sure? Call or email us and we'll check for you.

New to Total Health Systems?

If you have never had an account with us, you will need to create one.

Select "Sign Up" on the sign-in page and follow the prompts.

You will be asked to provide your first and last name, email address, phone number and date of birth.

Create or Access Your Account

Follow These Steps

1. **Go to www.totalhealthsystemsinc.com.**
2. **Click "Client Log In" in the top menu.**
3. **Select your community and click "Valencia Grand."**
4. **You will be taken to a sign-in page.**
5. **If you already have an account, enter your email address and password to log in.**
   If needed, click "Forgot Password."
6. **If you are new, click "Sign Up" and follow the prompts to create your account.**

Account Information Required

First and last name	Email address	Phone number
Date of birth		

About Your Date of Birth

Required for Class Eligibility

A date of birth is required because our classes have age requirements. If you prefer not to provide your actual birth year, please enter your correct birth month and day and use 2000 as the year.

For example: 05/14/2000.

Download the Mobile App and Sign In

Use the Account You Created or Accessed

1. **Open the Apple App Store or Google Play Store.**
2. **Search for "Total Health Systems" and look for our official logo.**
3. **Download and open the app.**
4. **Choose your community, "Valencia Grand," and tap "Continue."**
5. **Tap "More" in the bottom-right corner.**
6. **Sign in using the same email address and password you used on the Web Portal.**

   Do not create another account through the app.

You're Ready!

Your Total Health Systems account is now ready.

Choose how you would like to manage your Valencia Grand classes.

Using the Mobile App

Continue to Section 2 if you would like to purchase packages and manage classes on your phone.

Using the Web Portal

Continue to Section 3 if you would like to purchase packages and manage classes online.

Need help?

561-962-4344 · info@totalhealthsystemsinc.com

Monday-Friday, 8:00 AM-4:00 PM

SECTION 2

Using the Mobile App

Purchase Packages and Manage Your Classes on Your Phone

Use this section only when managing classes through the Total Health Systems mobile app.

Purchase a Class Package

You must have an active class package before you can book classes.

1 **Open the Total Health Systems app and log in.**

2 **Tap "Store" in the bottom menu to purchase a class package, if needed.**

Once your package is active, you may begin booking classes.

If you need help purchasing a package, contact our team.

Mobile App

Book a Single Class

1. **Open the app and log in.**
2. **Tap "Store" in the bottom menu to purchase a class package, if needed.**
3. **Tap "Book Now" in the bottom-left corner to view and book your classes.**
4. **Tap "All Classes."**
5. **Find the class on the day and time that you wish to book and tap "Book."**
6. **Tap "Complete booking."**
7. **View your booking in "My Schedule" in the bottom menu.**

Always check "My Schedule" after booking to confirm your reservation.

Mobile App

Book Recurring Classes — Steps 1–10

A recurring booking allows you to reserve multiple dates for the same class.

- **1. Open the app and tap "Book Now" in the bottom-left corner.**
- **2. Tap "All Classes."**
- **3. Tap the month toward the top center of the screen to expose the calendar.**

  Use the calendar to jump to the month for which you would like to book the class.
- **4. Find the class you want to book and tap "Book."**
- **5. Under "Who are you booking for?" ensure your name is selected.**

  If you book on behalf of someone else in your household, select that family member instead.
- **6. Under "Single or recurring visit," tap "Change."**
- **7. "Recurring" should be selected.**
- **8. Under "Frequency settings," leave the "Book every" setting as "1 week(s)."**
- **9. Under "On the following days," select the days you wish to attend the class each week.**
- **10. Under "Ends after," tap "On a specific date."**

Mobile App

Book Recurring Classes — Steps 11–16

- **11. Tap the "Start date" field to expose the calendar.**

  Tap the first day of the month for which you are booking.

- **12. Tap the "End date" field to expose the calendar.**

  Tap the last day of the month for which you are booking.

- **13. Review your "Selected visits" and uncheck any dates you do not want to attend.**

- **14. Tap "Save."**

- **15. Tap "Complete Booking."**

- **16. You will be taken to a confirmation screen.**

  Tap "Done."

Always check "My Schedule" after booking to confirm all of your reservations.

Mobile App

View Your Schedule

1. **Open the Total Health Systems app and log in.**
2. **Tap "My Schedule" in the bottom menu.**
3. **Review your upcoming reservations.**

Always check "My Schedule" after booking to confirm that every reservation appears correctly.

Cancel a Class

Please check with Total Health Systems or your community for your current cancellation policy.

You can cancel through the mobile app by logging in and tapping "My Schedule."

You may also contact our team by phone or email during regular business hours.

If our office is closed, you must cancel through the mobile app or Web Portal.

Messages sent outside business hours will be processed when the office reopens.

SECTION 3

Using the Web Portal

Purchase Packages and Manage Your Classes Online

Use this section only when managing classes through the Total Health Systems Web Portal.

Purchase a Package and Book a Single Class

Web Portal

1. **Go to www.totalhealthsystemsinc.com and select Valencia Grand.**
2. **Log in using your email address and password.**
3. **Click "Store" in the top-right corner to purchase your class package.**
   You must have an active class package before you can book classes.
4. **Click "Book Now" in the top-right corner to view and book your classes.**
5. **Find the class on the day and time that you wish to book.**
   Click "Book" to the right of that class.
6. **Click "Complete booking."**
7. **View your booking in "My Schedule" at the top of the page.**

Always check "My Schedule" after booking to confirm your reservation.

Web Portal

Book Recurring Classes — Steps 1–10

A recurring booking allows you to reserve multiple dates for the same class.

- **1. Log in and click "Book Now" in the top-right corner.**
- **2. Click the dates toward the top center of the screen to expose the calendar.**

  Use the calendar to jump to the month for which you would like to book the class.
- **3. Find the class you want to book and click "Book Now."**
- **4. Under "Who are you booking for?" ensure your name is selected.**

  If you book on someone else's behalf, select that family member instead.
- **5. Under "Single or recurring visit," click "Change."**
- **6. "Recurring" should be selected.**
- **7. Under "Frequency settings," leave the "Book every" setting as "1 week(s)."**
- **8. Under "On the following days," select the days you wish to attend the class each week.**
- **9. Under "Ends after," click "On a specific date."**
- **10. Click the "Start date" field to expose the calendar.**

  Click the first day of the month for which you are booking.

Web Portal

Book Recurring Classes — Steps 11–15

- **11. Click the "End date" field to expose the calendar.**

  Click the last day of the month for which you are booking.

- **12. Review your "Selected visits" and uncheck any dates you do not want to attend.**

- **13. Click "Save."**

- **14. Click "Complete Booking."**

- **15. You will be taken to a confirmation screen.**

  Click "Done."

Always check "My Schedule" after booking to confirm all of your reservations.

Important Booking Information

Please Keep in Mind

Registration

Registration opens at 8:00 AM on the second Thursday of each month for the following month.

Classes are first-come, first-served based on system order.

Email or voicemail does not hold a spot.

Waitlist

If a class is full, you may join the waitlist.

If space becomes available, residents are automatically moved into the class in waitlist order.

Being on the waitlist does not guarantee a spot.

Cancellations

Please check with Total Health Systems or your community for your current cancellation policy.

You may cancel through "My Schedule" in the mobile app or Web Portal.

You may also contact our team by phone or email during regular business hours.

If the office is closed, you must cancel through the mobile app or Web Portal.

Messages sent outside business hours will be processed when the office reopens.

Recurring Bookings

You choose the start date, end date and day or days of the week.

Recurring bookings do not continue indefinitely.

If you attempt to book outside the permitted month, you will not be able to complete the booking.

You may cancel individual dates through "My Schedule."

Always check "My Schedule" after booking to confirm your reservations.

Need Help?

Our team is happy to help.

561-962-4344
info@totalhealthsystemsinc.com
Monday-Friday, 8:00 AM-4:00 PM