



SPORT LINCOLN APP USER GUIDE



Contents

Download the Sport Lincoln App	4
Members before 4 th September 2024.....	4
New to Sport Lincoln online services?	5
Step 1: Create Account.....	5
Joining – Your venue	7
Joining – About you.....	10
Joining – Payment	11
PAYG membership fee with no charge	11
Membership with up-front charge.....	12
Terms of Membership	13
Payment	14
Confirmation screen.....	15
Step 2: Login to your Sport Lincoln online account	17
Accessing your Sport Lincoln online account for the first time	17
University of Lincoln Staff and Students Log-in	17
Community members and Lincoln Medical School students.....	19
Accommodation gym access offer	23
Step 3: Review your membership	24
Upgrade your Membership.....	26
Renew membership	27
Change membership	29
Make Bookings.....	31
Sports bookings.....	31
Fitness Class Bookings.....	32
Booking a class with zero charge	33
Booking a class with a charge	35
Basket expiry	36
Bookings.....	37
My Bookings.....	37
Cancel a booking	38
Profile	40

My Online Services.....	40
My Profile	41
Medical Conditions	42
Bills and Payments	42
Payment options	43
Communication preferences.....	45
Change Password – for community members only	45
Change Password – for community members only	46
Change Email Address – for community members only	46
Imps Scheme	47
Gate Access	48
Contact.....	49
Information	50
News Items.....	51

Download the Sport Lincoln App

The Sport Lincoln App allows you to join, manage your membership, browse and book classes all in one place, anytime, anywhere.

Get up-to-date information, news, fitness class timetables, offers, events and receive push notifications for important news.

To download the Sport Lincoln App from the Apple or Google Play store, use the QR code below.



Members before 4th September 2024

If you became a member of the Sports Centre before **4th Sept 2024**, please skip straight to [Step 2: Login to your Sport Lincoln online account](#) to sign in to your Sport Lincoln online account. You will not need to create an account as the sports centre team have completed this step for you. Once you are logged in, you can check and confirm all of your details within the App.

If you are joining after **4th Sept 2024**, please follow the steps below. You will first need to create an account.

New to Sport Lincoln online services?

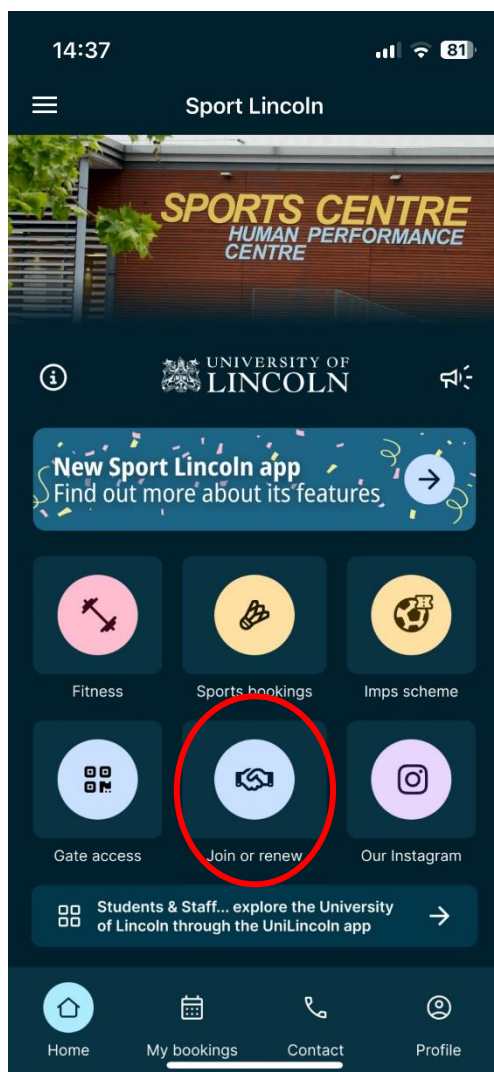
Step 1: Create Account

All new customers should first create an online account following the steps below.

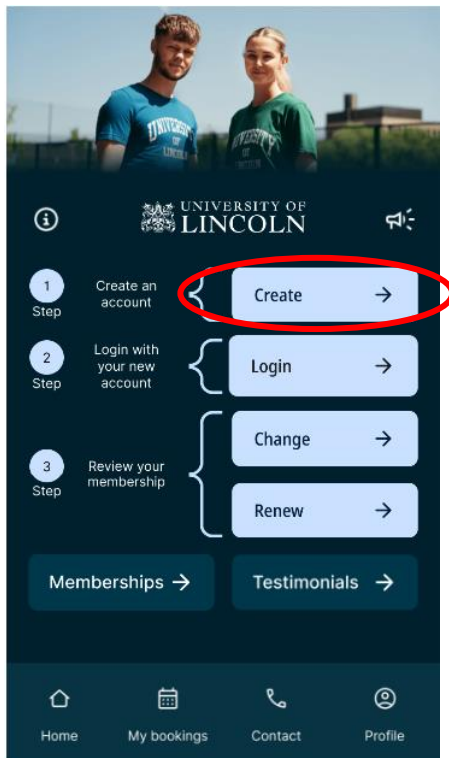
- Once you have downloaded the Sport Lincoln App from the relevant App store, open the App.



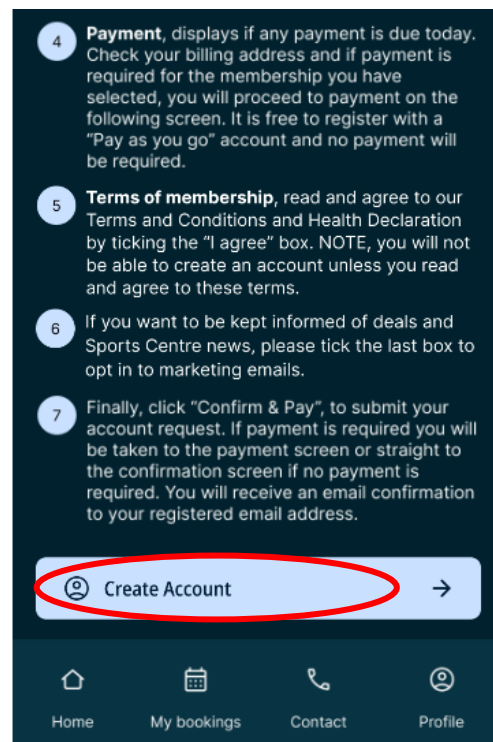
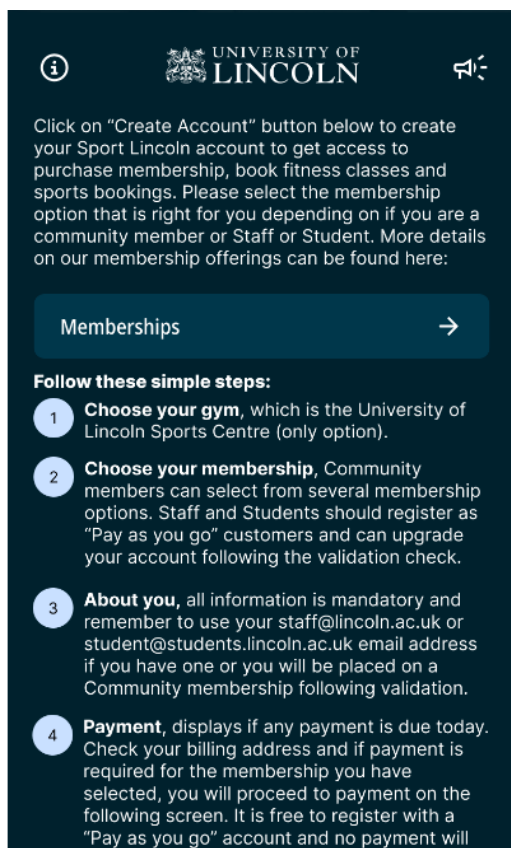
- From the Home screen, click on "Join or Renew"



- Click on “create”



- Read the joining instructions and scroll down to “create account”



Joining – Your venue

- **Choose your gym**- select the only option "University of Lincoln Sports Centre"

Joining

[Your Venue](#) / [About you](#) / [Payment](#)

Choose your Gym

University of Lincoln Sports Centre

University of Lincoln Sports Centre
Brayford Way, Lincoln, Lincolnshire, LN6 7TS

Choose your membership

Select an Agreement

[Next step - About you](#)

- **Choose your membership** - Click on the “select an agreement” drop down menu and select one of the options.

University Students

- You must be a current University of Lincoln student and have a University of Lincoln student email account Eg. 12345678@students.lincoln.ac.uk to register for a student membership.
- Lincoln Medical School students should register for a student “pay as you go” account and sign up using your Nottingham email address (example@nottingham.ac.uk). Following your registration, please speak to the Sports Centre team to validate your account, and following this validation check, you will be able to access student membership.
- For UOL students, there is just one option to select during the registration process. Select the “student pay as you go” option. This allows you to create a Sport Lincoln account with no charge and will allow you to make bookings on a pay as you go student rate. **On the next joining pages please ensure you input your student University of Lincoln email address to ensure you pass the validation check.**

Choose your membership

University of Lincoln Sports Centre
Pay AS YOU GO

Yearly Gym & Class

Staff

Pay As You Go

Student

Pay As You Go

Select an Agreement

Next step - About you

- Following creation of your account the University will validate your student account before you can log in. This will only take approximately 30 minutes.
- Following the registration process, once logged into your new account, you can choose to upgrade to an alternative membership offering. Skip to [this section here](#) for steps on how to do this.
- To review our membership offerings, please view them here:
<https://sportscentre.lincoln.ac.uk/memberships/>

University Staff

- You must have a University of Lincoln staff email account Eg. JBloggs@lincoln.ac.uk. If you are a University of Lincoln staff member without a University email account, please speak to the Sports Centre before registering for an account.
- For staff, there is just one option to select during the registration process. Select the “staff pay as you go” option. This allows you to create a Sport Lincoln account with no charge and will allow you to make bookings on a pay as you go staff rate. **On the next joining pages please ensure you input your staff University of Lincoln staff email address to ensure you pass the validation check.**
- Following creation of your account the University will validate your staff account before you can log in. This will only take approximately 30 minutes.
- Following the registration process, once logged into your new account, you can choose to upgrade to an alternative membership offering. Skip to [this section here](#) on how to do this.
- To review our membership offerings, please view them here:
<https://sportscentre.lincoln.ac.uk/memberships/>
- Following creation of your account, if you wish to upgrade to Staff- Payroll membership, please speak to the Sports Centre team as this upgrade cannot be done online.

Community members

- Please review the membership options available under community and select the membership that is right for you:
 - 3 months
 - 6 months
 - Monthly Gym and Class
 - Pay as you go
 - Yearly Gym & Class

- For more details regarding the membership offerings available, please review them here: <https://sportscentre.lincoln.ac.uk/memberships/>

Once you have selected a membership, the price to pay today will be displayed below. To proceed, click on “next step- about you”

Choose your membership

Standard User

⚠ This agreement has a minimum age of 18.

Community

Community: Open to members of the local community, allowing access to the gym, fitness classes, and sports facilities.

Today's payment

Total due now:	£0.00
----------------	-------

Start Date: 23 Jul, 2024

Next step - About you

About you

First Name (required)

Surname (required)

Date of Birth (DD MMM YYYY) (required)

Email (required)

Phone Number (required)

Postcode (required)

[Find Address](#)

[Enter Address Manually](#)

[Next step - Payment](#)

Please enter the following information:

- First Name
- Surname
- Date of Birth- please select using the calendar icon on the right (eg 01 JAN 2000)
- Email – **important!** Please ensure you use your staff or student University email address if you have one. Lincoln Medical School students should register using your Nottingham email address (example@nottingham.ac.uk). This is essential for us to validate your membership and ensure you are eligible for staff and student discounts. If you do not use your staff/ student email account you will not be eligible for these great discounts. This will also allow

you to sign into your Sport Lincoln online account using you University email and password (single sign on).

- Phone number
- Postcode – enter your postcode. Click the “find address” button and select address from the drop down menu below. Or if not found in the drop down, you can select “enter address manually” to type in your address manually.

Once all details have been completed, click on “Next step- payment” It will not allow you to go to the next screen until you have completed all of the required fields on this page.

Joining – Payment

PAYG membership fee with no charge

If you have selected one of our Pay as you go (PAYG) registration options that incurs no charge to register, the payment will be zero and no payment will be taken at this time.

Joining

[Your Venue](#) / [About you](#) / [Payment](#)

Today's payment details

Today's payment

Total due now:	£0.00
----------------	-------

You will be taken to our checkout page to make this payment when you accept the **Terms of Membership** and use the **Confirm and Pay** button.

Start Date: 23 Jul, 2024

You will need to input your billing details to save for later should you wish to purchase a sports booking or fitness class at a later date.

Billing details

Use previously entered details

First Name (required)	Surname (required)
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Email (required)	Phone Number (required)
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Postcode (required)	Find your address
<input style="width: 90%;" type="text"/>	
Address (required)	City (required)
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
County	Country (required)
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text" value="Select country"/>

- Please manually input your billing address or tick the “use previously entered details” if using the home address details input on the previous page.
- Choose the country for your billing address from the drop down menu.

Membership with up-front charge

If you have selected a membership with a fee to be paid today, the total membership fee will display.

[Your Venue](#) / [About you](#) / [Payment](#)

Today's payment details

Today's payment

Membership fee:	£28.99
Total due now:	£28.99

You will be taken to our checkout page to make this payment when you accept the **Terms of Membership** and use the **Confirm and Pay** button.

Start Date: 15 Aug, 2024

Review and confirm your billing details.

Billing details

Use previously entered details

First Name (required)	Surname (required)
<input type="text"/>	<input type="text"/>
Email (required)	Phone Number (required)
<input type="text"/>	<input type="text"/>
Postcode (required)	<input type="button" value="Find your address"/>
<input type="text"/>	
Address (required)	City (required)
<input type="text"/>	<input type="text"/>
County	Country (required)
<input type="text"/>	<input type="text" value="Select country"/>

- Please manually input your billing address or tick the “use previously entered details” if using the home address details input on the previous page.
- Choose the country for your billing address from the drop down menu.

Terms of Membership

Terms of Membership

It is important to understand, read and agree to our [Terms and Conditions](#) before continuing.

I agree to the Terms and Conditions (required)

It is important to understand, read and agree to our [Health Declaration](#) before continuing.

I agree to the Health Declaration (required)

Stay up to date about our deals and news via email. You can unsubscribe at any time. Please read our [Privacy Policy](#) for more details.

Please email me about deals and news

- To create an account, you will need to tick and agree to the terms and conditions and health declaration before proceeding. Please review these documents using the links provided.
- There is a link to the privacy policy which you can review.

- Please tick the final box if you want to opt in to receive emails and keep up to date with University Sports Centre news and offers.
- To continue please click “confirm & pay”

Payment

- For some community memberships, payment will be required now. You will be taken to the payment screen at this stage. Enter your card details and press submit to pay.
- It is free to register with a “Pay as you go” account and no payment will be required, you will be taken straight to the confirmation screen after accepting the terms of membership.

TRANSACTION DETAILS

£28.99

ORGANISATION
University of Lincoln

MERCHANT REFERENCE
b4k1JQj3F7eAxTxWRhwxw

PAYMENT METHODS

Confirmation

Thank you for joining the University of Lincoln Sports Centre and creating your Sport Lincoln online account. Confirmation has been sent to your registered email address.

Please follow the next steps to log into your new account. You will also receive an email with your joining instructions.

Download the Sport Lincoln App

For quick and easy access to make bookings and manage your account details download the Sport Lincoln App, from the relevant app store <https://mobileapp.legendonlineservices.co.uk/a/A23G?p=6?pv=1>

The Sport Lincoln app will be a one stop shop for managing your membership, booking classes and facilities and providing gate access for your membership.

Next steps- login to your new account

Staff & Students

Please wait 30 minutes for the system to validate your account. Please do not try and login to your account during this period. After 30 minutes, please follow the steps below:

- From the App home page, click on "Join or Renew"
- Click "Login"
- Click "University Login"
- Follow the on screen instructions and use your University credentials to login to your Sport Lincoln online account.
- You can choose to upgrade your membership by going to "Join or renew" in the App. Details of our membership offerings can be found here <https://sportscentre.lincoln.ac.uk/memberships/>

If you are unable to download the App, instead you can visit the Sport Lincoln Online Services platform <https://sportscentrelincoln.legendonlineservices.co.uk>

- Click on the link labelled "UOL student and staff login" to log in with your University credentials.

Community members

If you have selected a community membership, your next step is to create a password.

- From the App home page, click on "Join or Renew"
- Click "Login"
- Click "reset password"
- Follow the steps to create your new online services password.
- Once updated, please return to the App and from the home screen go to "Join or Renew" and click "Login". Enter your new credentials.

If you are unable to download the App, please reset your password on the website and follow the onscreen instructions <https://sportscentrelincoln.legendonlineservices.co.uk/enterprise/account/resetpassword>

Details of our membership offerings can be found here: <https://sportscentre.lincoln.ac.uk/memberships/>

If you need any support with your online account, please visit our website <https://sportscentre.lincoln.ac.uk/sport-lincoln-app/> or contact us at sportscentre@lincoln.ac.uk.

Transaction Date 02 Sep, 2024

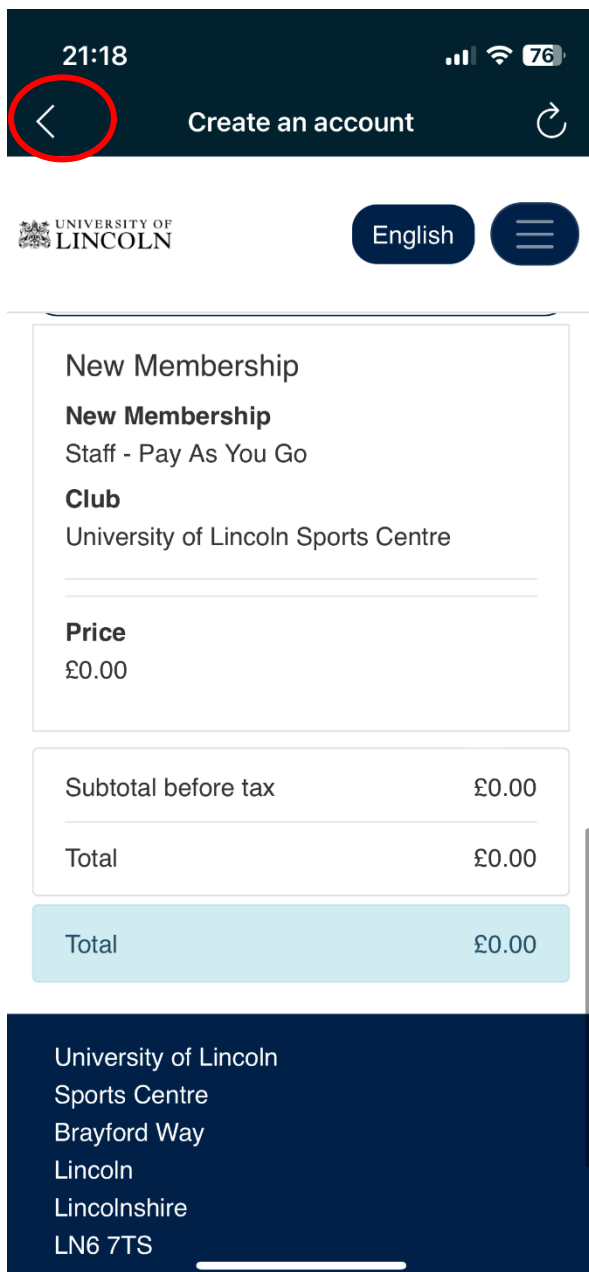
New Membership		Subtotal before tax		£0.00
New Membership	Staff - Pay As You Go	Total	£0.00	
Club	University of Lincoln Sports Centre			
<hr/>				
Price	£0.00	Total		£0.00

Congratulations! You have successfully registered for your Sport Lincoln online account. You can now book fitness classes and sports bookings online. You can also review your membership and upgrade online.

You will receive a confirmation email to your registered email address.

For staff and students, you will go through a validation check which will take **approximately 30 minutes** and following this will be able to log into your new account. If you have any queries regarding this validation, please speak to the Sports Centre team.

When you are ready to log in, click on the back arrow on the confirmation page twice to return to the "Join or renew" page.



Step 2: Login to your Sport Lincoln online account

Accessing your Sport Lincoln online account for the first time

University of Lincoln Staff and Students Log-in

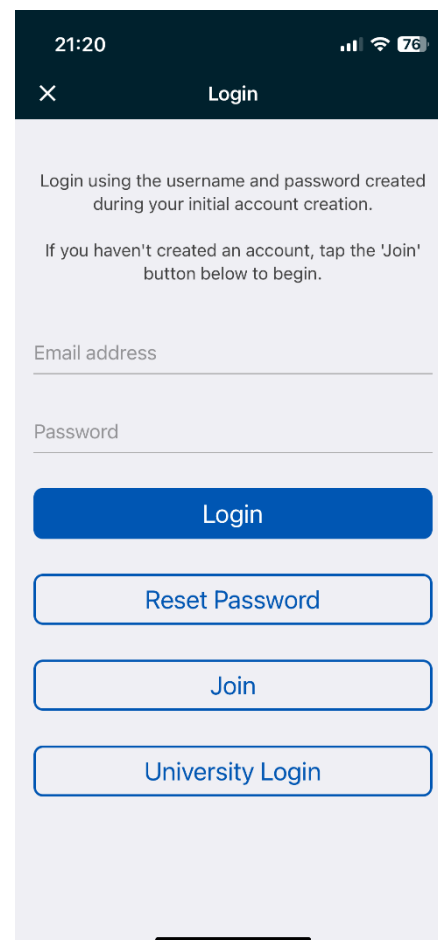
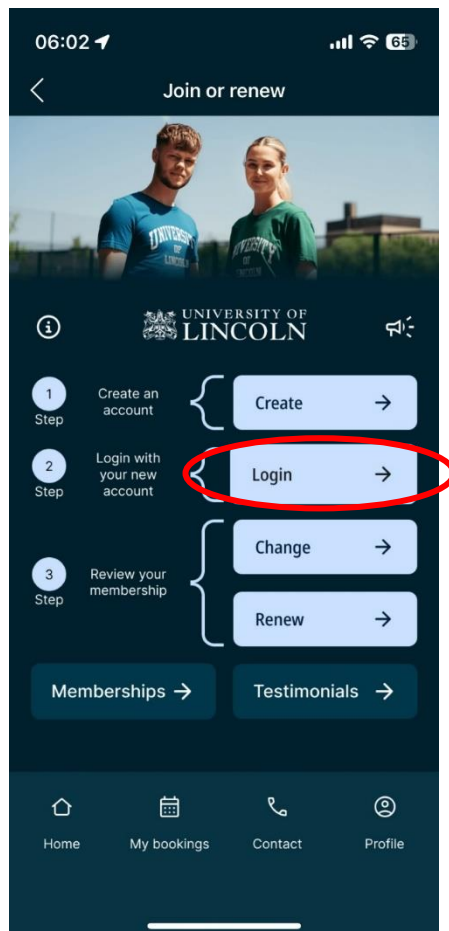
After completing “step 1 - create account process” for all our staff with @lincoln.ac.uk email account and students with @students.lincoln.ac.uk email account, you will automatically go through a validation process to verify your staff and student account. This allows us to verify you as a University of Lincoln student or staff member and ensure you are placed on the correct membership type and eligible to access student membership discounts.

Please wait approximately 30 minutes after creating your account before you login.

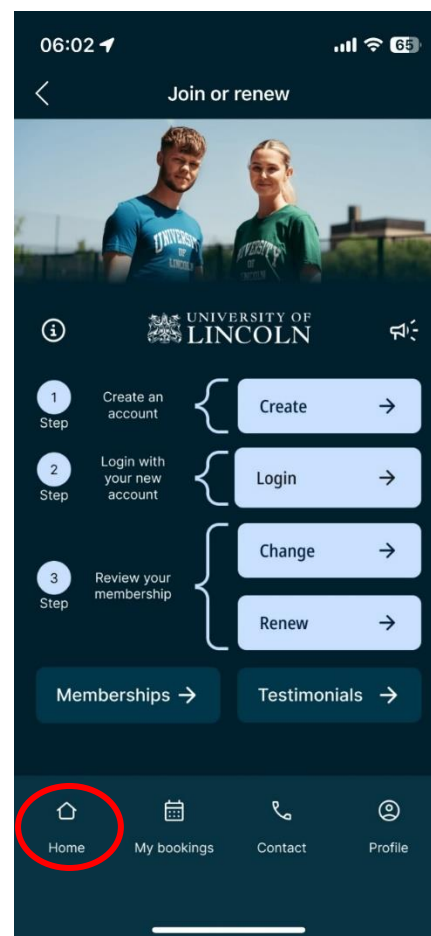
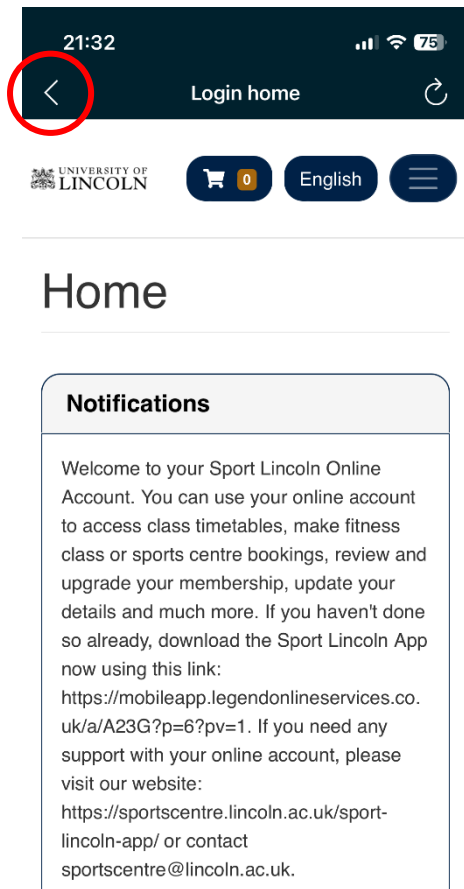
University staff and students will have the functionality to use the “single sign on” which means you can access your Sport Lincoln Online Account using your University of Lincoln Student or Staff email and the same password- no need to remember a new password to access this service.

After 30 minutes please follow the steps below:

- From the App home page, click on “Join or Renew”
- Click “Login”
- Do not enter your credentials on this screen, just select “University Login”
- When prompted, enter your University email address
- When prompted, enter your University account password
- Complete the multi factor authentication check



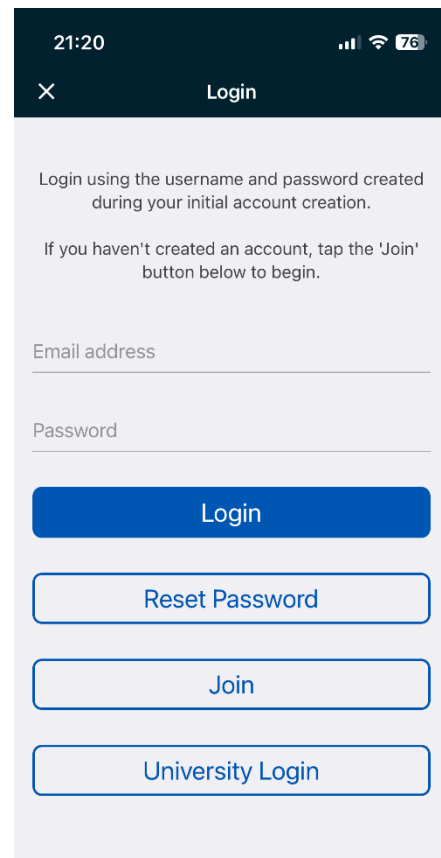
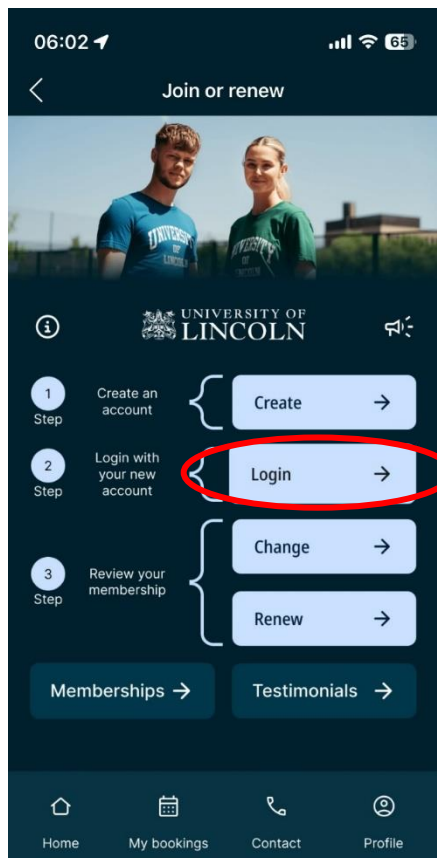
- Congratulations! You are logged in. This will take you to the Home screen.
- Click the back arrow to return to the “Join or renew” page and from there click the home button in the bottom left to return to the home screen and take your next action.



Community members and Lincoln Medical School students

After completing “step 1 - create account process” for all our community members who do not have a University of Lincoln student or staff email address, you will next need to create your new password to access your Sport Lincoln online account. This will also include Lincoln Medical School students who have a University of Nottingham email account.

- From the App home page, click on “Join or Renew”
- Click “Login”
- Do not enter your credentials on this screen, just select “Reset Password”



- Input your email address used in the “create account” process and click “submit”. You will receive the success message below.

21:20 📶 🔋 76

< Password Reset >

UNIVERSITY OF LINCOLN 🛒 0 English ☰

Password Reset

Reset Password

After submitting a valid email address on this form, you will receive instructions telling you how to reset your password.

Email Address (required)

Submit

21:21 📶 🔋 76

< Password Reset >

UNIVERSITY OF LINCOLN 🛒 0 English ☰

Password Reset

Success

Thank you for submitting your request. You will shortly receive an e-mail with instructions detailing how to reset your password.

University of Lincoln
Sports Centre
Brayford Way

- Please check your emails. You will shortly receive an email to your registered email address from sportscentre@lincoln.ac.uk , example below.

Password reset

 sportscentre@lincoln.ac.uk
To [Redacted]

  Re



Dear [Redacted]

Thank you for your request to reset your password. Simply click on the link below and follow the instructions on screen.

[Reset my password](#)

Many thanks,

UOL Sports Centre

- Click the link in the email and follow the steps to create your new online services password.

New Password

New Password

Please provide a new password for your account.
Your password must be at least 10 characters, and include at least 1 lowercase letter, 1 uppercase letter and 1 number.

New Password

Confirm New Password

Reset

- It must meet the following guidelines. For help and advice on creating a strong password, please find our guidance here: <https://digitaltechnologies.lincoln.ac.uk/infosec/protect-yourself/passwords/>

Your password must be at least 10 characters, and include at least 1 lowercase letter, 1 uppercase letter and 1 number.

- Click “reset” and you will get the following success message.

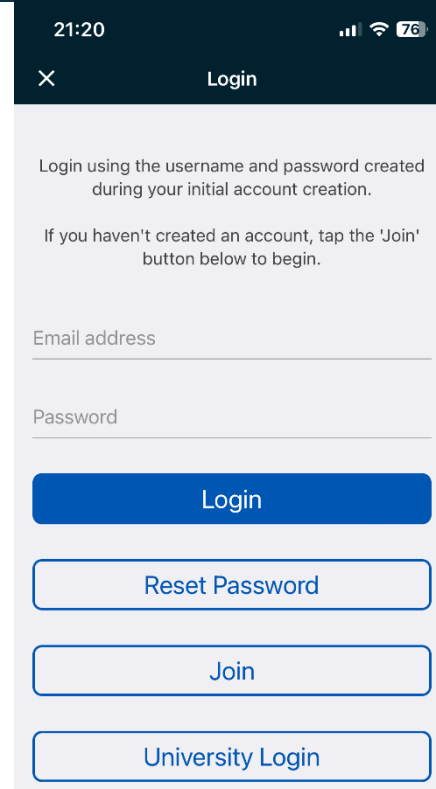
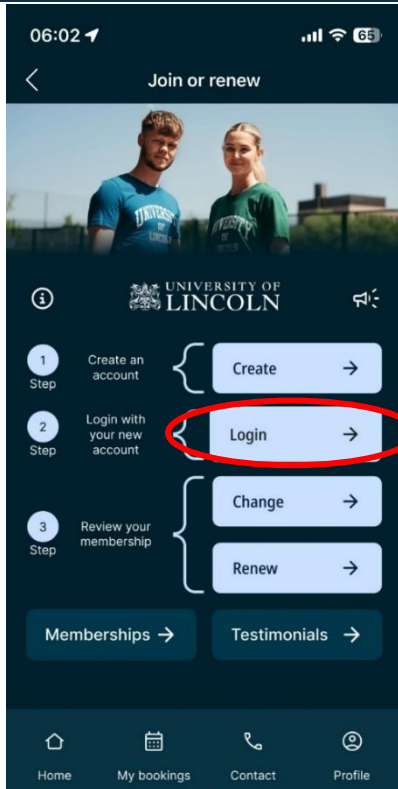
New Password

Success

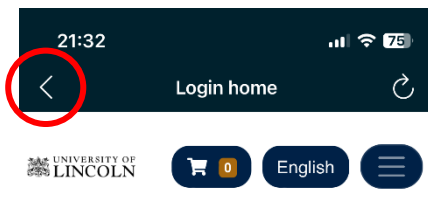
Successfully updated your password. Please log in with your new details.

Login

- Once updated please return to the App and click the back arrow to take you to the log in screen or click “Join or Renew” from the home screen and click “Login”.



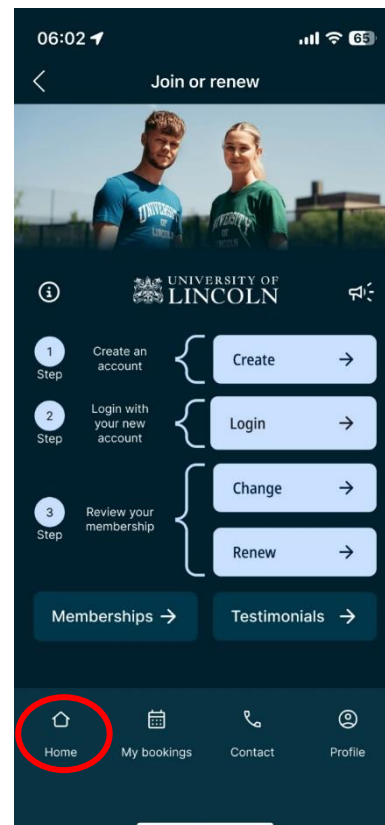
- Enter your email address and new password and click “Login”
- Congratulations! You are logged in. This will take you to the Home screen.
- Click the back arrow to return to the “Join or renew” page and from there click the home button in the bottom left to return to the home screen and take your next action.



Home

Notifications

Welcome to your Sport Lincoln Online Account. You can use your online account to access class timetables, make fitness class or sports centre bookings, review and upgrade your membership, update your details and much more. If you haven't done so already, download the Sport Lincoln App now using this link:
<https://mobileapp.legendonlineservices.co.uk/a/A23G?p=6?pv=1>. If you need any support with your online account, please visit our website:
<https://sportscentre.lincoln.ac.uk/sport-lincoln-app/> or contact sportscentre@lincoln.ac.uk.



Accommodation gym access offer

Students who book a University- managed room for September 2024 will also receive gym membership, with classes access, for the duration of their accommodation contract (40, 44, or 46 weeks), subject to terms and conditions.

If you are taking advantage of this fantastic offer, please follow the “create account” process and choose the “student pay as you go” option. Please ensure you sign up with your UOL student email address eg. 12345678@students.lincoln.ac.uk. When you go through the validation check you will **automatically be placed on our Accommodation gym membership** to give you access to gym and class access. If you have any questions about your membership offer, please speak to the sports centre.

From the “My online services” home page, under “membership details” you will see the following details:

Member status: Active

Membership Type: Student

Price Type: Accommodation

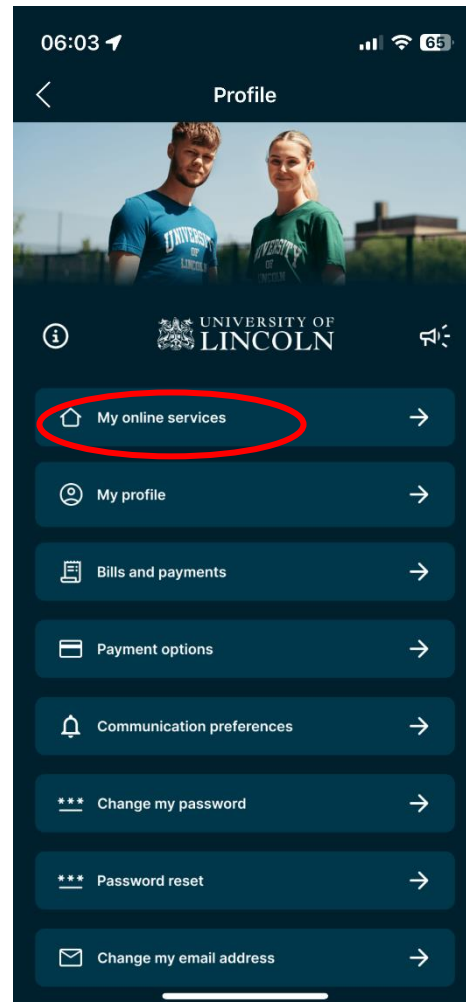
Valid Until: Should align with your accommodation contract end date.

You are all set to enjoy gym and class access!

Membership Details	
Name	TEST3 TEST
Email Address	[REDACTED]test3@gma...
Member Status	Active
Membership Type	Student
Price Type	Accomodation
Membership Number	UOL100 [REDACTED]
Valid Until	02 Jul, 2025

Step 3: Review your membership

- From the home page, go to “profile”
- Go to “My Online Services”
- scroll down to the “Membership Details” box and review your current details.



Membership Details	
Name	TEST3 TEST
Email Address	██████████test3@gma...
Member Status	Active
Membership Type	Student
Price Type	Accommodation
Membership Number	UOL100 ██████
Valid Until	02 Jul, 2025

If you have any questions regarding the information here, please speak to a member of sports centre staff.

Member status

Active = you're good to go! Start booking classes.

Pending = please speak to Sports Centre staff to update your account from pending to active. You will not be able to book classes until you have an active account.

Membership type

This depends on if you are a Student, Staff, Alumni, Associate, Community or other user

Price Type

Your membership you have chosen. Please review our membership offerings here:

<https://sportscentre.lincoln.ac.uk/memberships/>

Membership Number

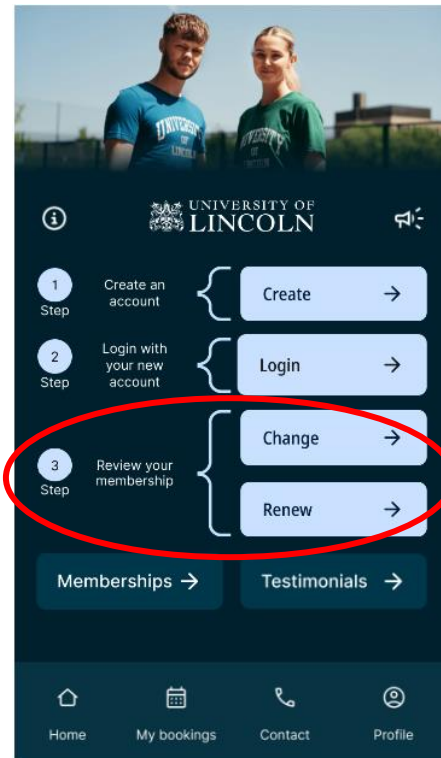
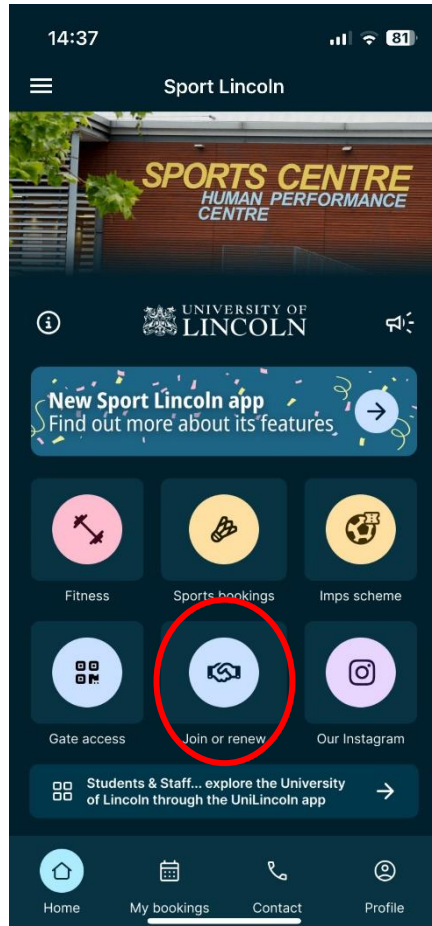
Your unique Sport Lincoln Membership number

Valid until

Expiry date of your current membership.

Upgrade your Membership

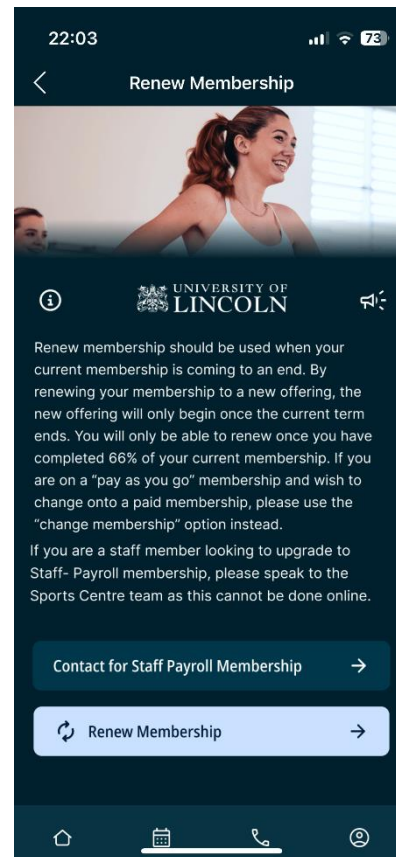
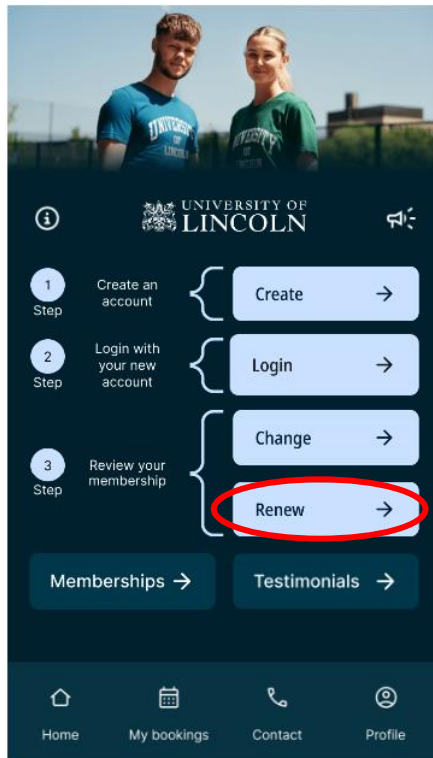
- From the App home page, go to “Join or renew”
- There are 2 options available if you want to upgrade the membership offering you are on.
 - Renew membership
 - Change membership



To view further details of the membership offerings available, review on the Sports Centre website here: <https://sportscentre.lincoln.ac.uk/memberships/>

Renew membership

- Click on “Join or Renew” and then “renew”



- Read the information on the renew information screen
- Renew membership should be used when your current membership is coming to an end. By renewing your membership to a new offering, the new offering **will only begin once the current term ends**. You will only be able to renew once you have completed 66% of your current membership. If you are on a “pay as you go” membership and wish to change onto a paid membership, please use the “change membership” option instead. If you are a staff member looking to upgrade to Staff- Payroll membership, please speak to the Sports Centre team as this cannot be done online.
- Click “renew membership”

- Opens the “Renew membership” page

Renew Membership

Available Memberships

Community - Monthly Gym & Class >

Club: UOL Sports Centre

Membership Type: 1 Month Membership

Community - 3 Months >

Club: UOL Sports Centre

Membership Type: 3 Month Membership

- If no available memberships display and it displays the message below, you are not eligible yet to renew your membership online. You must wait until you have completed 66% of the duration of your current membership before you can renew. Please re-visit this page closer to your membership expiry.

Renew Membership

Your membership is set to auto billing and so cannot be renewed online.

- If there are available memberships available, review the membership offerings.
- Click on the membership you wish to renew onto once your current membership ends.
- Review the details on the “add to basket” pop up screen and click on “view descriptions” to see more information.

Add To Basket

Agreement Details

Agreement Community
Monthly Gym & Class

Cycle Fee

To Pay Now

Membership Fee

UOL Tax

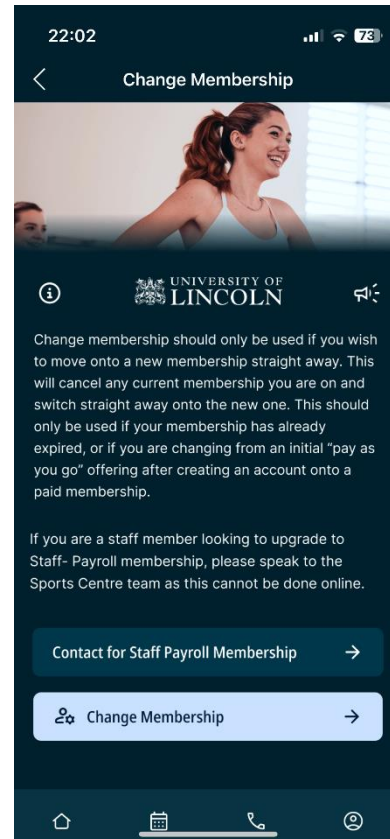
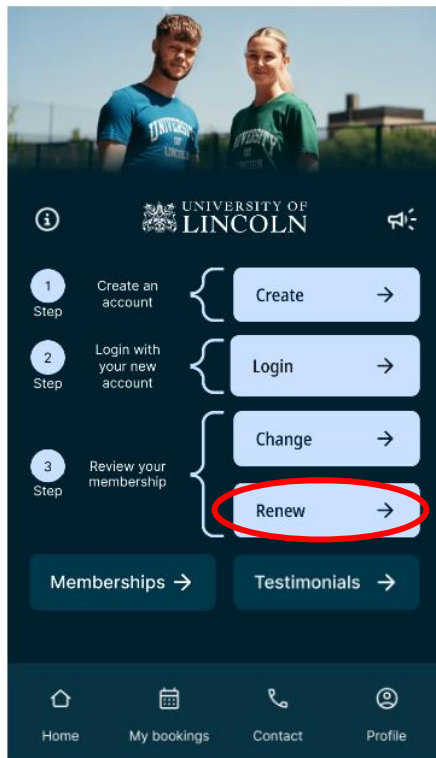
Total Cost

View Descriptions
Add to basket
Close

- Click “Add to Basket”
- Go to your Basket screen and follow the steps to pay and check out.

Change membership

- Click on “Join or Renew” and then “Change”
- Read the information on the change information screen



- Change membership should be used if you wish to move onto a new membership **offering straight away**. This will cancel any current membership you are on and switch straight away onto the new offering. This should only be used if your membership has already expired, or if you are changing from an initial “pay as you go” offering after creating an account and switching onto a paid membership. If you are a staff member looking to upgrade to Staff- Payroll membership, please speak to the Sports Centre team as this cannot be done online.
- Click on “change membership”
- Opens the “Change membership” page

Your basket is reserved for 19:29



Change Membership

Available Memberships

Community - Monthly Gym & Class

Club: UOL Sports Centre

Membership Type: 1 Month Membership

Community - 3 Months

Club: UOL Sports Centre

Membership Type: 3 Month Membership

Community - 6 Months

Club: UOL Sports Centre

Membership Type: 6 Month Membership

Community - Yearly Gym & Class

Club: UOL Sports Centre

- Review the membership offerings available.
- Click on the membership you wish to change onto. **Please be aware, this will cancel any current membership you are on and switch straight away onto the new offering.**
- Review the details on the “add to basket” pop up screen and click on “view descriptions” to see more information.

Add To Basket

Agreement Details

Agreement	Community Monthly Gym & Class
Cycle Fee	-----

To Pay Now

Membership Fee	-----
UOL Tax	-----
Total Cost	-----

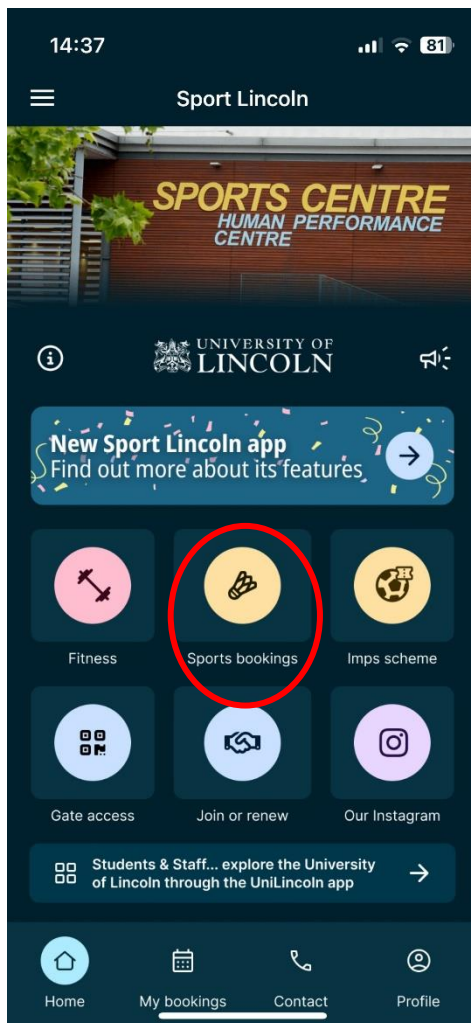
View Descriptions
Add to basket
Close

- Click “Add to Basket”
- Go to your Basket screen and follow the steps to pay and check out.

Make Bookings

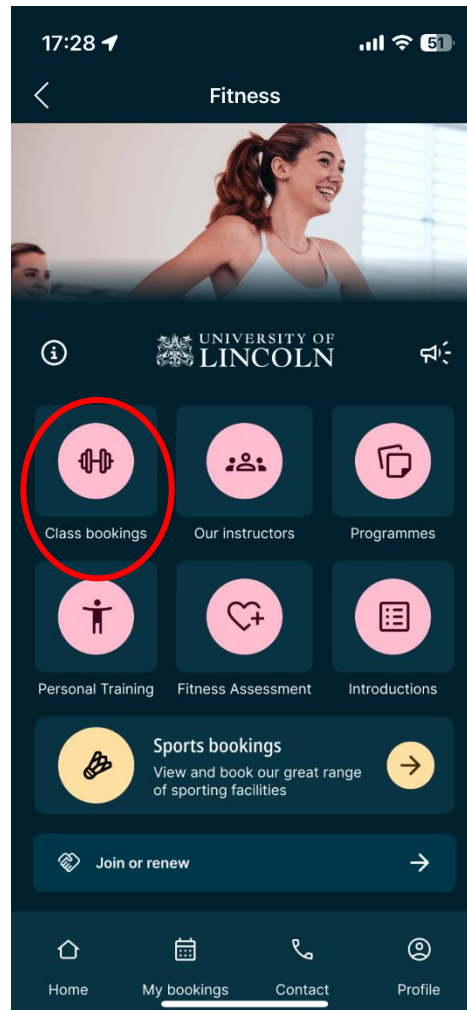
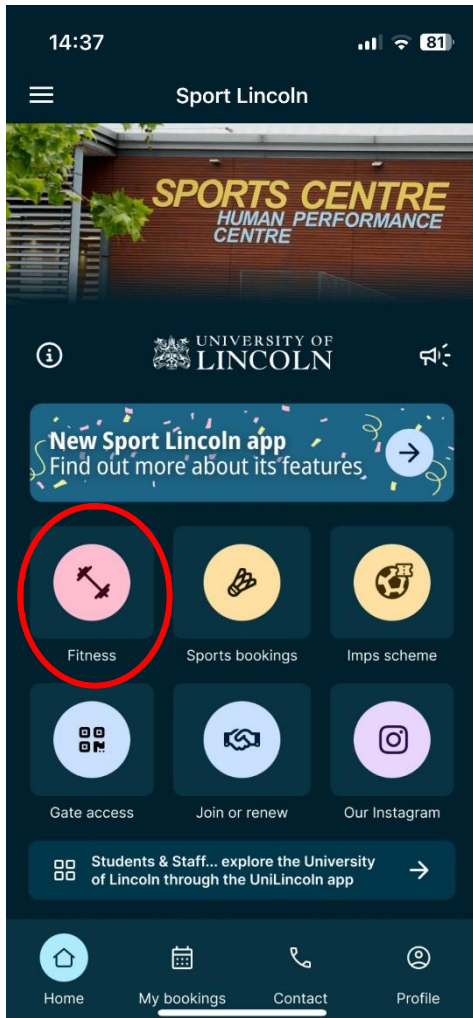
Sports bookings

- From the App home page, click on “Sports Bookings”
- Provides all the details you need to book indoor and outdoor sports facilities such as basketball, table tennis, squash courts, hockey pitches and much more.
- Watch this space as new functionality is coming soon to enable you to book your facilities directly through the App.



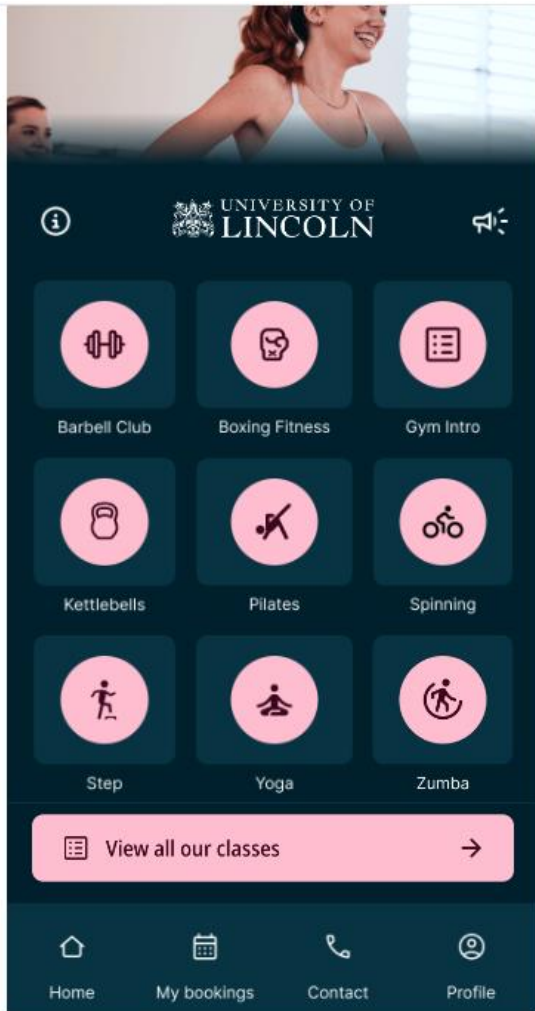
Fitness Class Bookings

- From the App home page, click on “Fitness”
- Select “Class bookings”

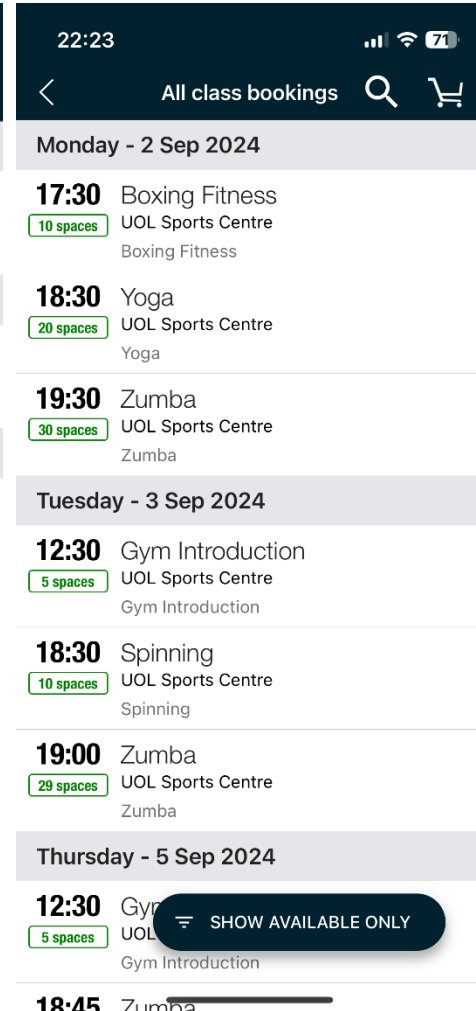
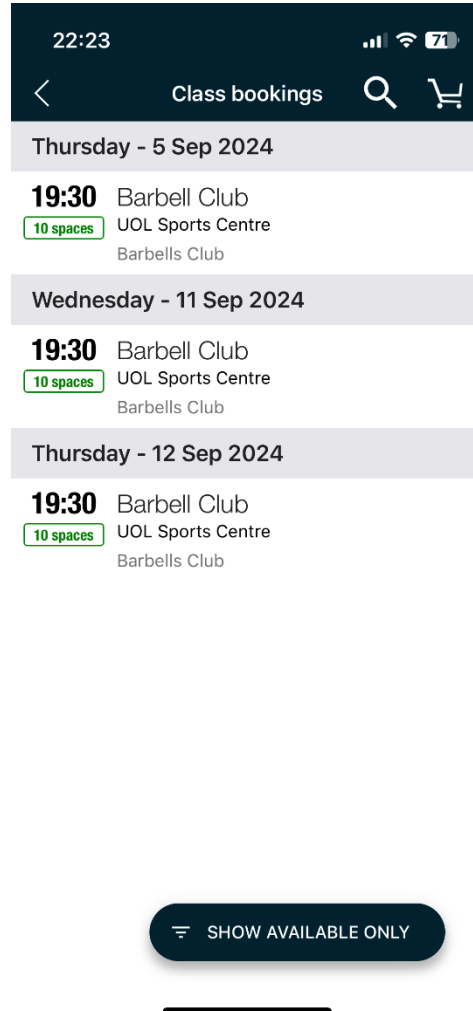


Booking a class with zero charge

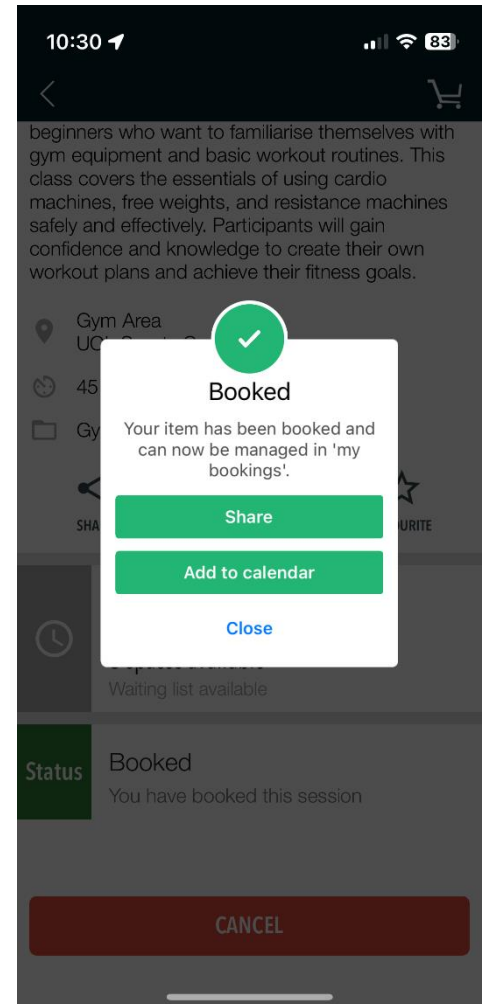
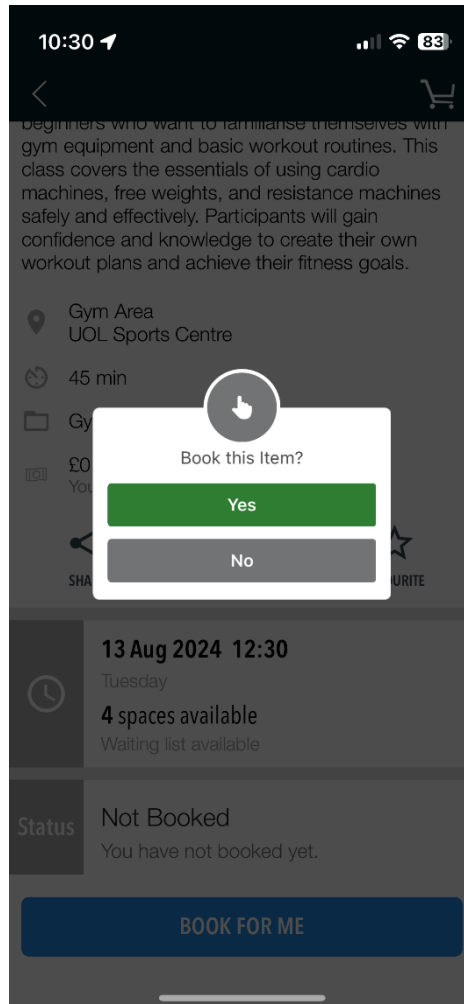
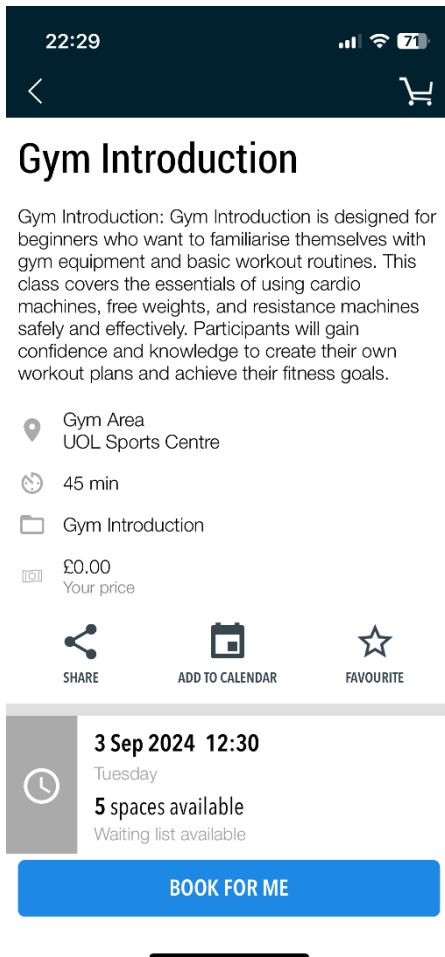
- Click on the class you wish to book
- This will allow you to view all upcoming classes for that category.
- Or click on “view all our classes” to view a list of all upcoming classes available to book.



- Click on the class you wish to book.



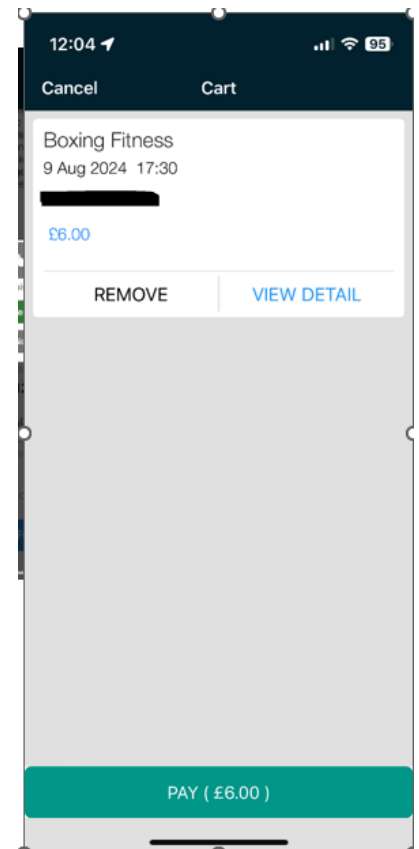
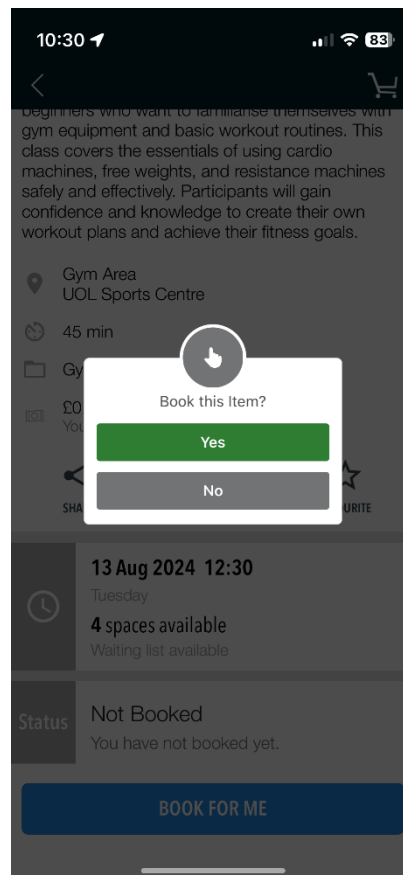
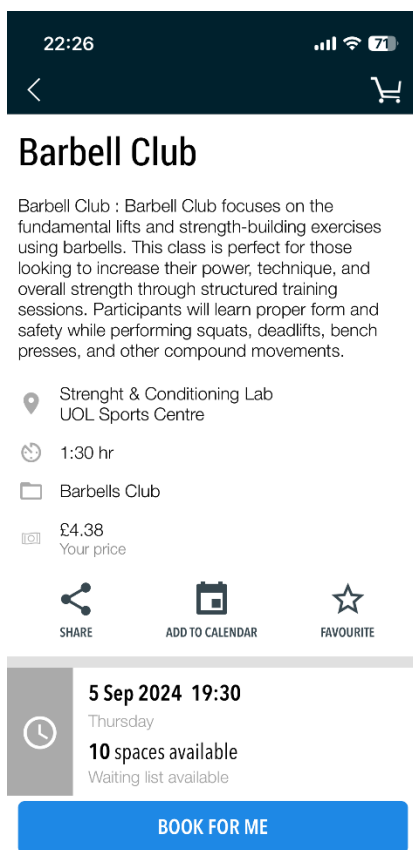
- This takes you to the class description page. This gives you a description of the class, the time, date and location of the class you have selected. It shows how many spaces are available on this class and if there is a charge for the class. If you have class access included in your membership, this will show as zero charge as your discount has been applied.



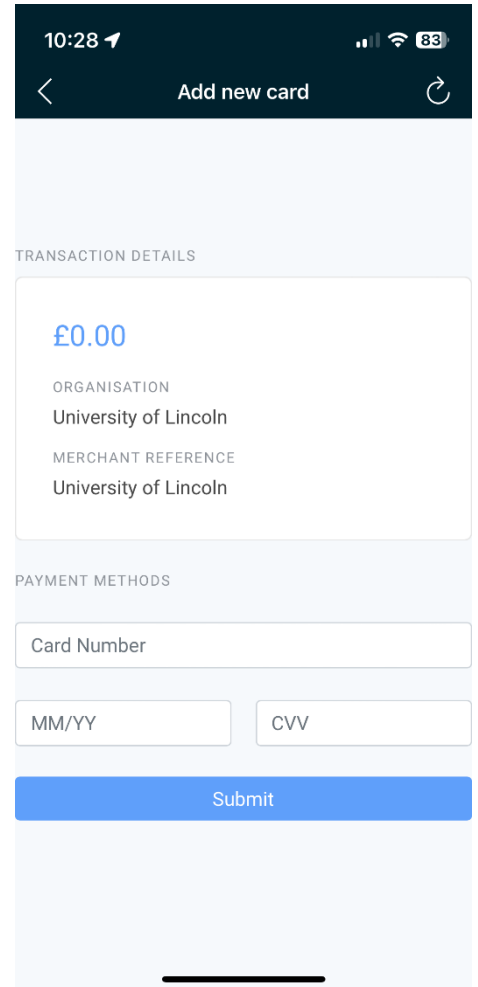
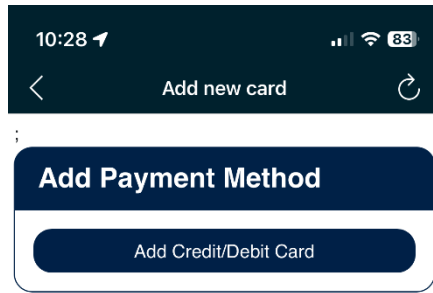
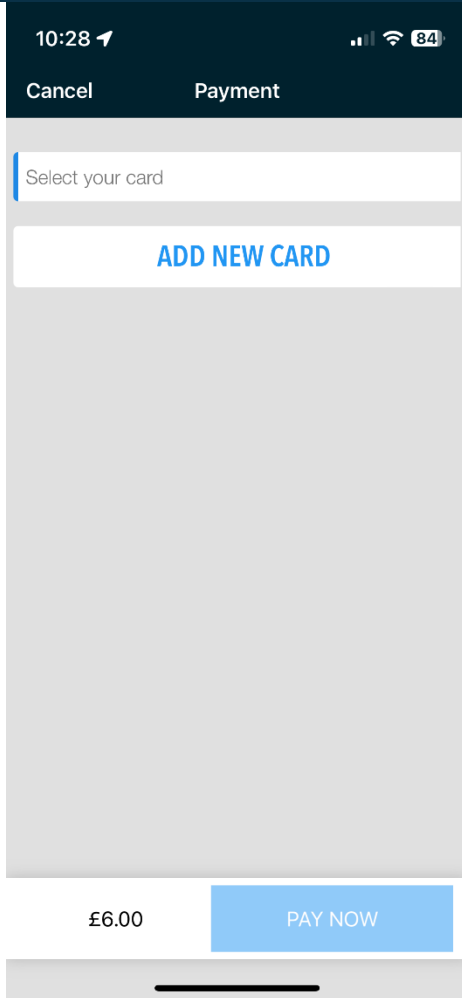
- Click on “book for me”
- A pop up will appear “book this item?” select “yes”
- If no charge, the item will confirm as “booked”. You can close and return to book more classes if you wish.
- You can review your bookings from the “my bookings” page.

Booking a class with a charge

- Click on “book for me”
- A pop up will appear “book this item?” select “yes”
- If you have added card details it will display your shopping cart and give you the option to pay now. Simply click “pay” to make payment and secure the booking. Or click cancel to return to the previous screen. Your request will stay in your shopping cart for 20 minutes before you check out. You will need to select the shopping cart when ready to make your payment.
- Once you have made your payment, it will confirm your booking is complete and the class will display as “booked”.
- You can review your bookings from the “my bookings” page.

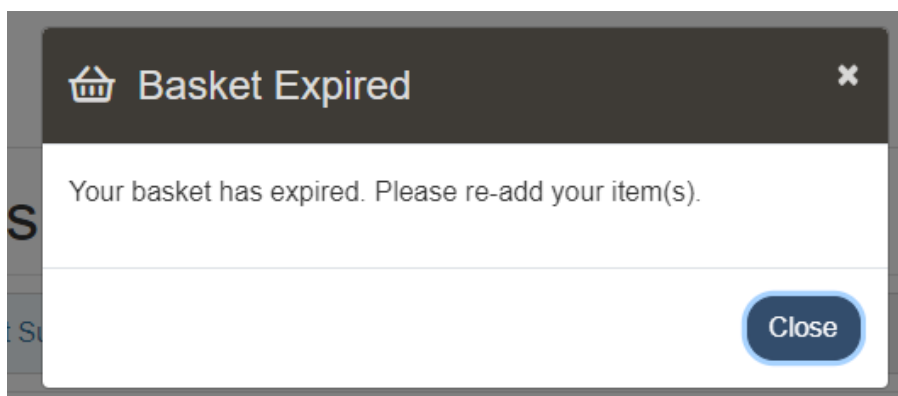


- If you do not yet have a card added to your account, once you have selected an item to book, it will request that you need to add a new card.
- Click “add new card” and follow the details to add a new card.
- Enter your card details and press “submit”
- Select the card you have just added and click “pay now”
- Check billing information and click “pay now”
- You will receive a pop up to confirm your booking is complete. The class will confirm as “booked” and will appear in your “My bookings”. You will also receive a payment confirmation email.



Basket expiry

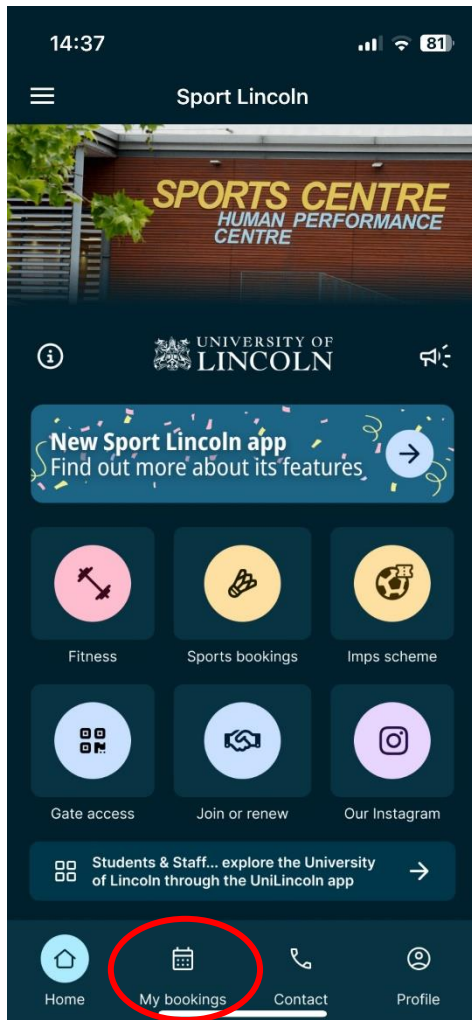
Basket items are held for 20 minutes in the basket, after which they will be removed if not purchased and released to another customer. You will receive the following notification.



Bookings

My Bookings

- From the home screen, click on “My Bookings”

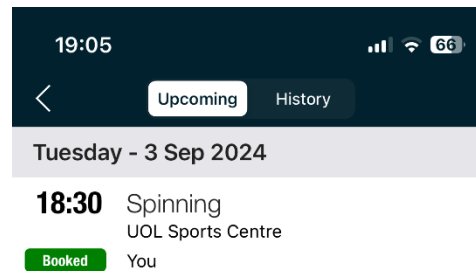


From here you can:

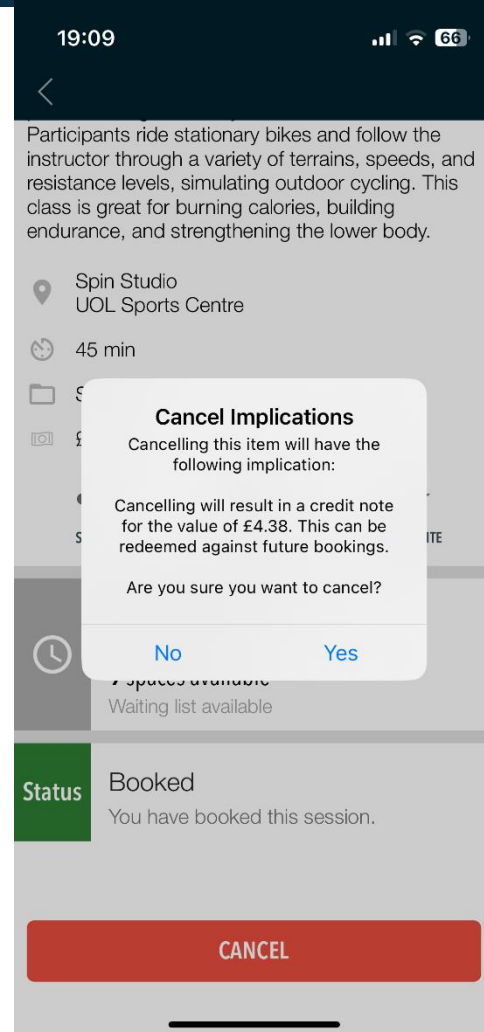
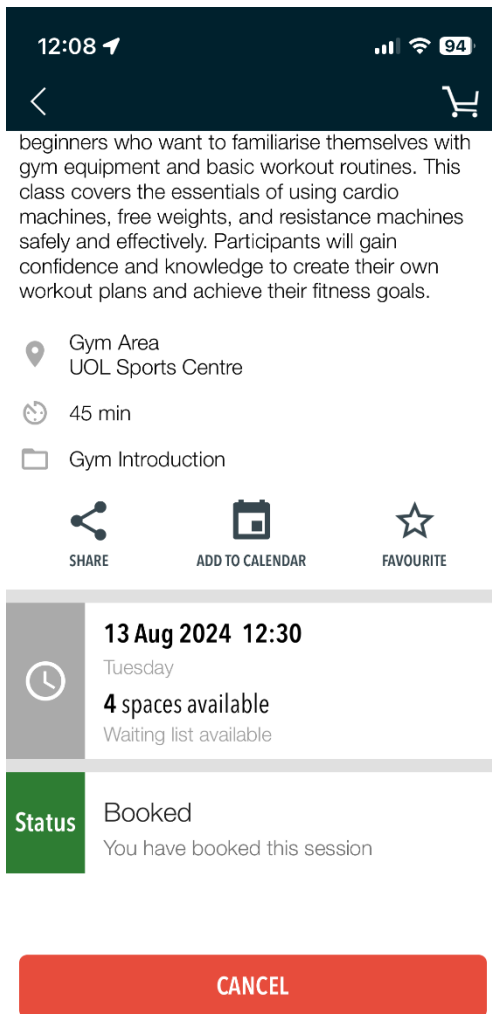
- View any upcoming booked classes or history of passed classes.

Cancel a booking

- Refer to the terms and conditions regarding any fees for cancelling at short notice.
- Go to “My Bookings”



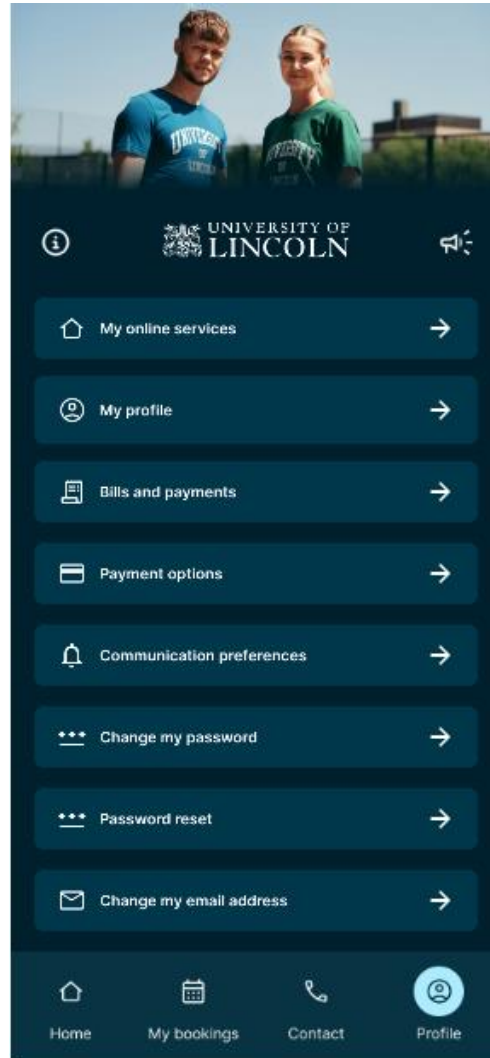
- From here within “upcoming” you can view your booked activities.
- Click on the activity you wish to cancel.
- Click “cancel”



- A pop up message will display to ask if you are sure you can to cancel and warn if there are any implications of you cancelling the class.
- If you click “yes” then a pop up will confirm that the session has been successfully cancelled. Click ok to return to the previous screen.

Profile

- From the App Home Screen, click on “Profile” in the bottom right.
- From here you can access lots of information about your profile.



My Online Services

From the “My Online Services” home screen you can:

- View any notifications relevant to your account
- View any booking suggestions or quick links to view the fitness class timetable and make fitness class bookings
- Review your current membership details

Home

Notifications

Welcome to your Sport Lincoln Online Account. You can use your online account to access class timetables, make fitness class or sports centre bookings, review and upgrade your membership, update your details and much more. If you haven't done so already, download the Sport Lincoln App now using this link:

<https://mobileapp.legendonlineservices.co.uk/a/A23G?p=6?pv=1>. If you need any support with your online account, please visit our website: <https://sportscentre.lincoln.ac.uk/sport-lincoln-app/> or contact sportscentre@lincoln.ac.uk.

You have successfully set up your online registration.

Membership Details

Make a Booking

Activities

Booking Suggestions

Spinning

Club UOL Sports Centre
Session Date 27 Aug, 2024 18:30

[View details](#)

Spinning

Club UOL Sports Centre
Session Date 30 Aug, 2024 19:00

[View details](#)

My Profile

Keep your personal details up to date by reviewing and updating your personal information from this screen.

My Profile



Personal Information

Emergency Details

- You can review and update the following:
 - Personal Information
 - Home address and phone number
 - Emergency contact details
- Simply update the details required and then click the green save button in the top right corner when ready to save.
- You will get the success message below once saved.

My Profile






Thank you for updating your personal information. Your request has been processed and will be updated with immediate effect.

Medical Conditions

- Click on the heart icon at the top of the screen.
- Keep your information up to date by providing details of your medical conditions if you wish to inform the sports centre of these.
- Simply update the details required and then click the green save button in the top right corner when ready to save.
- You will get the success message below once saved.




Medical Conditions



If you wish to update the medical conditions, please select from the following options. Any pre-existing conditions we've been notified of have already been selected.

Medical Conditions	Allergies
ADHD Not Selected	Not Required Not Selected
ASD with ADHD Not Selected	
Asthma Not Selected	
Asthma - slight Not Selected	
Autism Not Selected	
Autistic / Aspergers Not Selected	

Medical Conditions



Thank you for updating the medical conditions. Your request has been processed and will be updated with immediate effect.

Bills and Payments

From this screen you can:

- **Bills**- Review any outstanding bills

Bills And Payments

[Bills](#)
[Vouchers](#)
[Credit Notes](#)
[Statement](#)

You have no outstanding debt or bills to pay

- **Vouchers** - Review any vouchers
- **Credit notes** - Review any credit notes
 - If you have a credit note, it will look like this:

Bills And Payments

[Bills](#)
[Vouchers](#)
[Credit Notes](#)
[Statement](#)

Reason	Issued	Expiry Date	Credit Amount
Barbell Club on 05/09/2024 19:30 - 05/09/2024 21:00 at UOL Sports Centre	28 Aug, 2024		£4.38
			Total Credit: £4.38

- **Statement** - View statement of past purchases.
 - Use the calendar picker to select dates to view any past statements

Bills And Payments

[Bills](#)
[Vouchers](#)
[Credit Notes](#)
[Statement](#)

Click to view any outstanding debt/bills

Search Filter

From Date (DD MMM YYYY) (required)
 To Date (DD MMM YYYY) (required)

<input type="checkbox"/>	Sale Date	Member	Item	Dates	Quantity	To Pay	Amount Due
<input type="checkbox"/>	28 Aug 2024	UOL100237	Booking Charge Of: Barbell Club On: 05 Sep 2024 19:30. At: UOL Sports Centre		1	£6.00	£0.00

Payment options

Use this page to add any preferred payment methods

- Home
- Make Bookings
- Bookings
- Membership Details
- Account Details
 - Profile
 - Change Password
 - Change Email Address
 - Billing
 - Payment Options

Payment Options

Payment Methods

We were unable to find any active payment methods.

Add Payment Method

Add Credit/Debit Card

- Under “add payment method” select “Add credit/ debit card”
- Follow the onscreen instructions to add your card

Payment Options

Payment Methods

We were unable to find any active payment methods.

Add Payment Method

Add Credit/Debit Card

This is the correct billing information (required)

Change billing information

- Check and update your billing information- change billing information if required
- Click “Continue” to redirect to the payment provider to securely enter your card details.
- Visit the secure payment portal
- Input your card details and press Submit.

TRANSACTION DETAILS

£0.00

ORGANISATION
University of Lincoln

MERCHANT REFERENCE
University of Lincoln

PAYMENT METHODS

Card Number

MM/YY CVV

Submit

- Your card details will be added and stored successfully for future payments and be displayed on the Payment Options screen.

Communication preferences

- From this screen you can choose to opt in and opt out of marketing on the subjects listed on this page.
- If you do not want to receive further marketing from the sports centre, please unsubscribe by clicking the “unsubscribe” box below. Please speak to the sports centre if you have any queries regarding this.

Unsubscribe from Emails

Click here to unsubscribe from all email communications. We will remember your detailed preferences for use if you decide to re-subscribe in the future.

Unsubscribe

Change Password – for community members only

- If you are a University of Lincoln staff or student and use single sign on, **do not** use this function to update your password. To change your University account password, follow the instructions here: <https://digitaltechnologies.lincoln.ac.uk/2022/08/17/how-to-change-your-password/> If you are unsure, speak to a member of the sports centre team.
- If you are a community member you can update your password on this screen.
- Follow the on screen instructions to change your password.

Change My Password

Account Details

Old Password (required)

New Password (required)

Confirm Password (required)

Submit

Change Password – for community members only


- Follow the on screen instructions if you need a password reset.

Change Email Address – for community members only

- If you are a University of Lincoln staff or student and use single sign on, **do not** use this function to change your email address. If you have now left the University, please speak to a member of the sports centre team to update your membership and update your email address accordingly.
- If you are a community member you can update your email address by going to “Account details” and then “Change Email Address”.
- Follow the on screen instructions to change your email address.

Change My Email Address

Account Details

Your current email address is 

New Email Address (required)

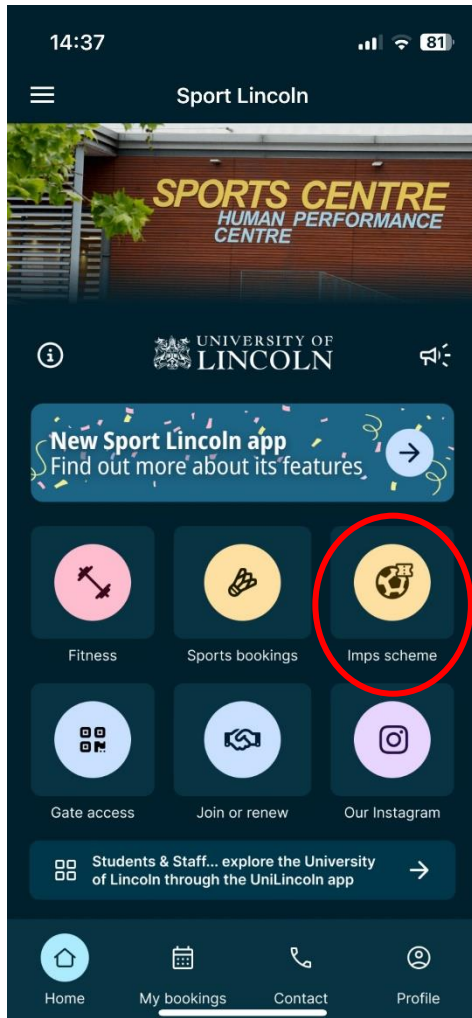
Confirm New Email Address (required)

Existing Password (required)

Submit

Imps Scheme

- From the App home screen, click on “Imps scheme” to learn more about our Lincoln Imps Scheme.



Gate Access

- With paid membership, members will no longer need to carry a separate key fob for entry, access will be granted through the Sports Centre reception turnstiles using the new Sport Lincoln App, by scanning your phone. Follow these simple steps below:
- Open the App
- From the home screen, click on “Gate Access”
- Scan the QR code on the gate or click “tap phone”, hold your phone on the access tile.
- You will receive the “proceed to gate” confirmation and can move through the gate.
- If you receive a notification that your access has been denied, please speak to a member of staff on reception and they will support you further.



Contact

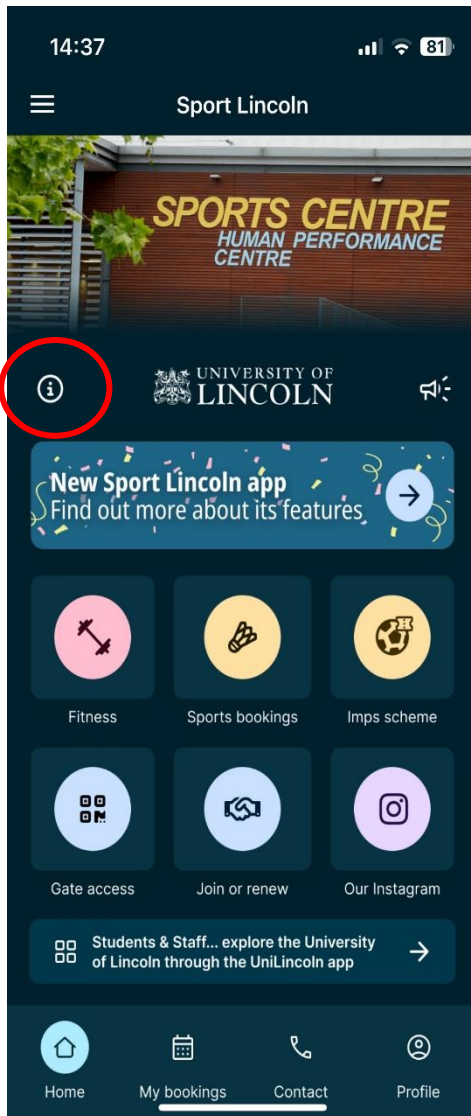
Need support?

- From the App homepage, from the buttons at the bottom of the screen click “contact” and you will find the Sports Centre’s current opening hours and links to contact the Sports Centre team via email or phone or provide facilities feedback.



Information

- From the App homepage, click on the “i” information button to access Sports Centre opening hours, how to find us and more.



News Items

- From the App homepage, click on the megaphone icon to view the latest news coming directly from the sports centre. Keep your notifications turned on to keep up to date with the latest news and information sent directly to your phone, so you never miss any important news, offers or information.

