

# **SPORT LINCOLN ONLINE SERVICES USER GUIDE**

## Contents

Download the Sport Lincoln App .....	4
Members before 4 <sup>th</sup> September 2024.....	4
New to Sport Lincoln online services? .....	5
Step 1: Create Account.....	5
Account Login Page .....	5
Joining – Your venue .....	6
Joining – About you.....	9
Joining – Payment .....	10
PAYG membership fee with no charge .....	10
Membership with up-front charge.....	11
Terms of Membership .....	12
Payment .....	13
Confirmation screen.....	14
Step 2: Login to your Sport Lincoln online account .....	16
Accessing your Sport Lincoln online account for the first time .....	16
University of Lincoln Staff and Students Log-in .....	16
Community members and Lincoln Medical School students.....	17
Accommodation gym access offer .....	20
Step 3: Review your membership .....	21
Upgrade your Membership.....	22
Renew membership .....	22
Change membership .....	23
Home Screen .....	25
Make Bookings.....	26
Sports bookings.....	26
Fitness Classes.....	28
Booking a class with zero charge .....	28
Booking a class with a charge .....	31
Basket expiry .....	34
Bookings.....	35
My Bookings.....	35
View bookings .....	35
Cancel a booking.....	35
Waiting list .....	37

Account Details .....	41
Profile .....	41
My Profile .....	41
Medical Conditions .....	41
Change Password – for community members only .....	42
Change Email Address – for community members only .....	43
Billing.....	44
Payment options .....	45
Communications .....	46
Sign Out.....	47
Troubleshooting .....	48

## 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.



If you are unable to download the App, you can create and access your Sport Lincoln account using the online services platform which is available via a web browser. Please use this guide for help and guidance. If you are using the App please access the Sport Lincoln App user guide which can be accessed via our website: <https://sportscentre.lincoln.ac.uk/sport-lincoln-app/>

## Members before 4<sup>th</sup> September 2024

If you became a member of the Sports Centre before **4<sup>th</sup> 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 your account.

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

## New to Sport Lincoln online services?

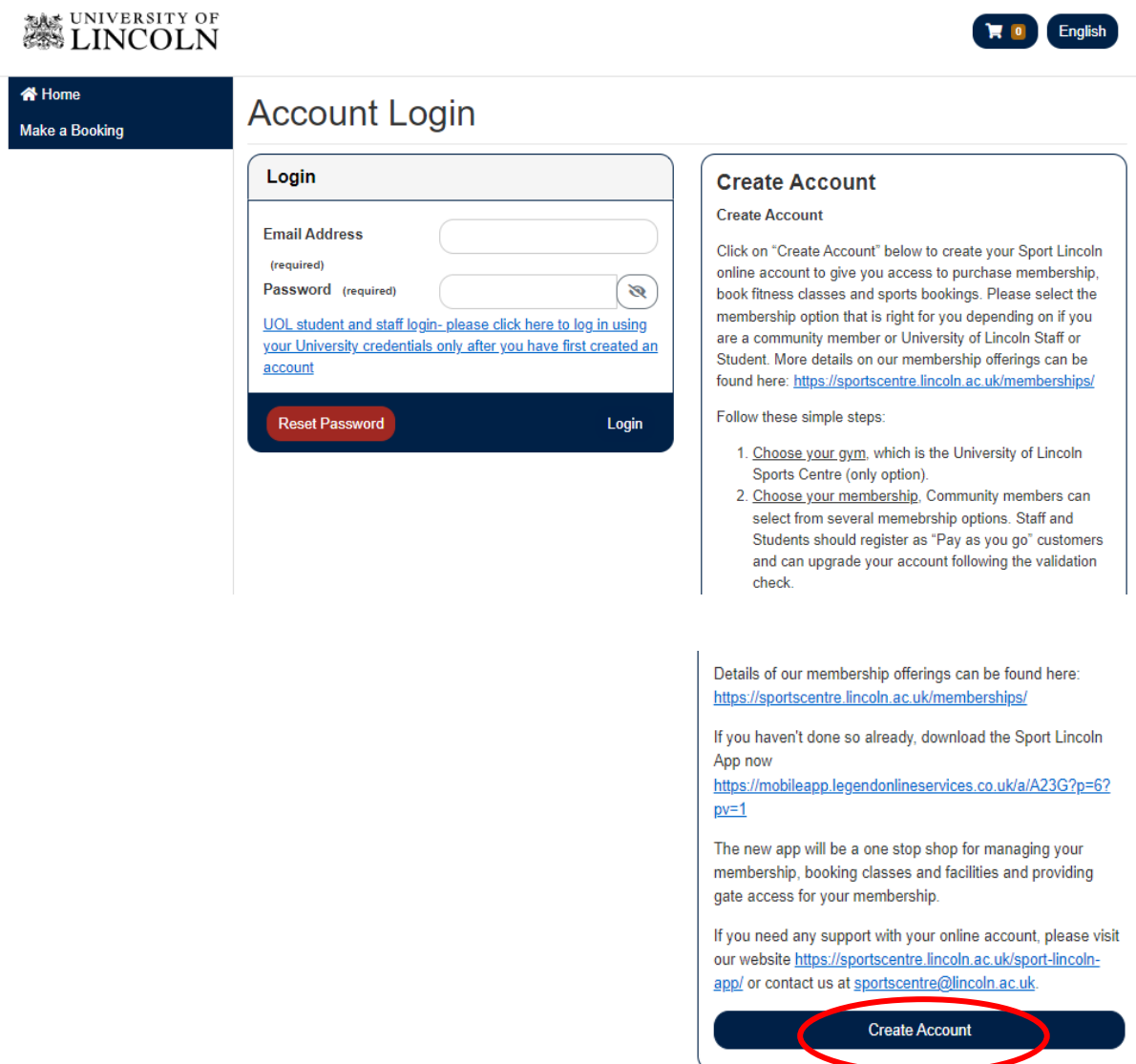
### Step 1: Create Account

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

<https://sportscentrelincoln.legendonlineservices.co.uk>

#### Account Login Page

- From the log in screen, under “create account” read the joining instructions and click on “Create Account” at the bottom.



UNIVERSITY OF  
LINCOLN


English

Home  
Make a Booking

### Account Login

#### Login

Email Address   
(required)

Password (required)  

[UOL student and staff login- please click here to log in using your University credentials only after you have first created an account](#)

[Reset Password](#) [Login](#)

#### Create Account

Create Account

Click on “Create Account” below to create your Sport Lincoln online account to give you access to purchase membership, book fitness classes and sports bookings. Please select the membership option that is right for you depending on if you are a community member or University of Lincoln Staff or Student. More details on our membership offerings can be found here: <https://sportscentre.lincoln.ac.uk/memberships/>

Follow these simple steps:

1. [Choose your gym](#), which is the University of Lincoln Sports Centre (only option).
2. [Choose your membership](#). Community members can select from several membership options. Staff and Students should register as “Pay as you go” customers and can upgrade your account following the validation check.

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

If you haven't done so already, download the Sport Lincoln App now  
<https://mobileapp.legendonlineservices.co.uk/a/A23G?p=6?pv=1>

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

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](mailto:sportscentre@lincoln.ac.uk).

[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](mailto: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](mailto: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](mailto: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](mailto: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

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

<b>Today's payment</b>	
<b>Membership fee:</b>	£28.99
<b>Total due now:</b>	<b>£28.99</b>

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"/>	<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

Confirm & Pay

- 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  
b4k1JOQj3F7eAxTxWRhwxw

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](mailto:sportscentre@lincoln.ac.uk).

Transaction Date 02 Sep, 2024

#### New Membership

New Membership	Staff - Pay As You Go
Club	University of Lincoln Sports Centre
Price	£0.00

Subtotal before tax	£0.00
Total	£0.00
<b>Total</b>	<b>£0.00</b>

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, return to the Home page from the left hand menu to go back to the login screen or click here: <https://sportscentrelincoln.legendonlineservices.co.uk>

## 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

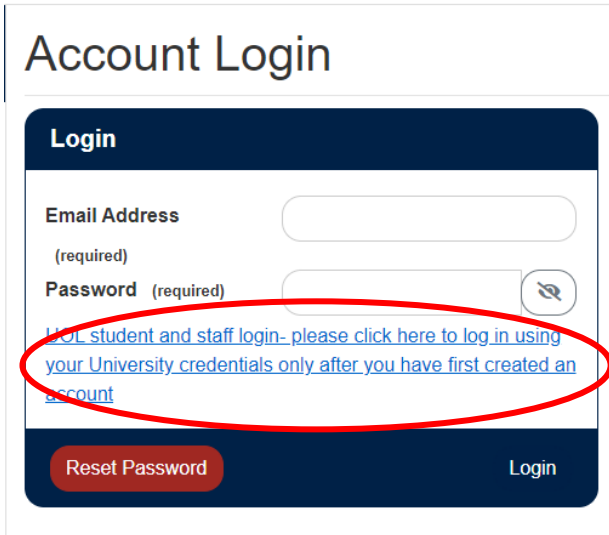
After completing “step 1 - create account process” for all our staff with @lincoln.ac.uk email account and students with @students.lincoln.ac.uk email account, you will automatically go through a validation process to verify your staff and student account. This allows us to verify you as a University 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:

- Go to the Sport Lincoln Online Services Account Login Screen  
<https://sportscentrelincoln.legendonlineservices.co.uk>
- Do not enter your email address and password here, just click on the blue link below “UOL student and staff login- please click here to log in using your University credentials only after you have first created an account” to log in with your University credentials.



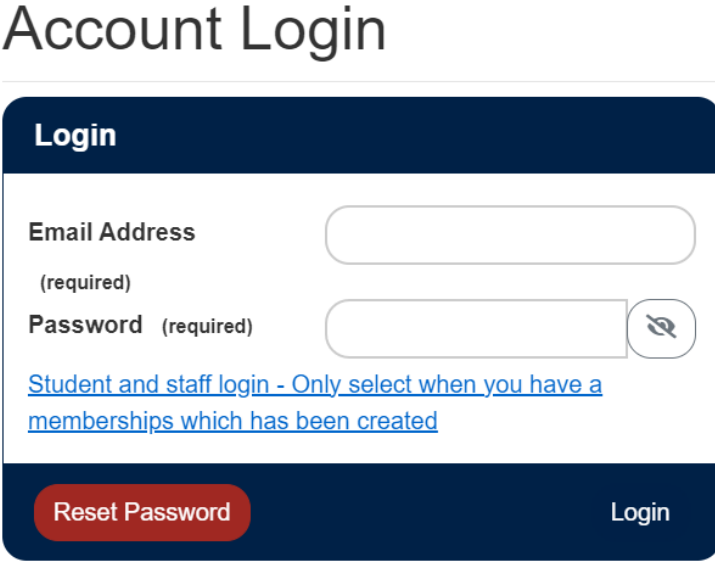
- When prompted, enter your University email address
- When prompted, enter your University account password
- Complete the multi factor authentication check
- Congratulations! You are logged in. This will take you to the Home screen. From here you can review class timetables and make bookings.



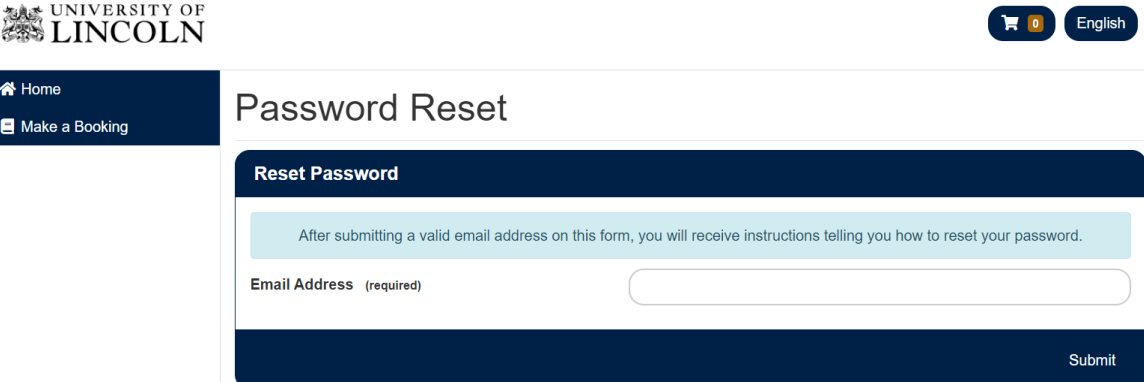
## Community members and Lincoln Medical School students

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.

- Go to the Sport Lincoln Online Services Account Login Screen  
<https://sportscentrelincoln.legendonlineservices.co.uk>
- Do not enter your credentials on this screen, just select “Reset Password”



The screenshot shows the 'Account Login' page. It features a dark blue header with the word 'Login' in white. Below the header, there are two input fields: 'Email Address (required)' and 'Password (required)'. The password field has a toggle icon to the right. A blue link below the password field reads: 'Student and staff login - Only select when you have a memberships which has been created'. At the bottom of the form, there are two buttons: a red 'Reset Password' button and a white 'Login' button.



The screenshot shows the 'Password Reset' page. It features a dark blue header with the University of Lincoln logo and the text 'UNIVERSITY OF LINCOLN'. In the top right corner, there are two buttons: a shopping cart icon with '0' and an 'English' button. A dark blue sidebar on the left contains two links: 'Home' and 'Make a Booking'. The main content area has a dark blue header with 'Reset Password' in white. Below the header, there is a light blue message box that says: 'After submitting a valid email address on this form, you will receive instructions telling you how to reset your password.' Below the message box is an 'Email Address (required)' input field. At the bottom right of the form, there is a 'Submit' button.

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

## Password Reset

### Success

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

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

### Password reset



sportscentre@lincoln.ac.uk  
To [redacted]



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 click “Login” and it will return you to the homepage to log in by entering your email address and new password. Or go back to the log in screen here: <https://sportscentrelincoln.legendonlineservices.co.uk>

## Account Login

**Login**

**Email Address**   
(required)

**Password** (required)  

[UOL student and staff login- please click here to log in using your University credentials only after you have first created an account](#)

[Reset Password](#) [Login](#)

- Congratulations! You are logged in. This will take you to the Home screen. From here you can review class timetables and make bookings.

- [Home](#)
- [Make Bookings](#)
- [Bookings](#)
- [Membership Details](#)
- [Account Details](#)
- [Sign Out](#)

### 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](mailto: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](#)

## 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](mailto: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 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	██████████test3@gma...
Member Status	Active
Membership Type	Student
Price Type	Accomodation
Membership Number	UOL100 █████
Valid Until	02 Jul, 2025

## Step 3: Review your membership

From the home screen scroll down to the “Membership Details” box and review your current details. If you have any questions regarding the information here, please speak to a member of sports centre staff.

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

### 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

There are 2 options available if you want to change 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

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.

- From the Home Screen, select “membership Details” and “renew membership”
- Opens the “Renew membership” page

## Renew Membership

### Available Memberships

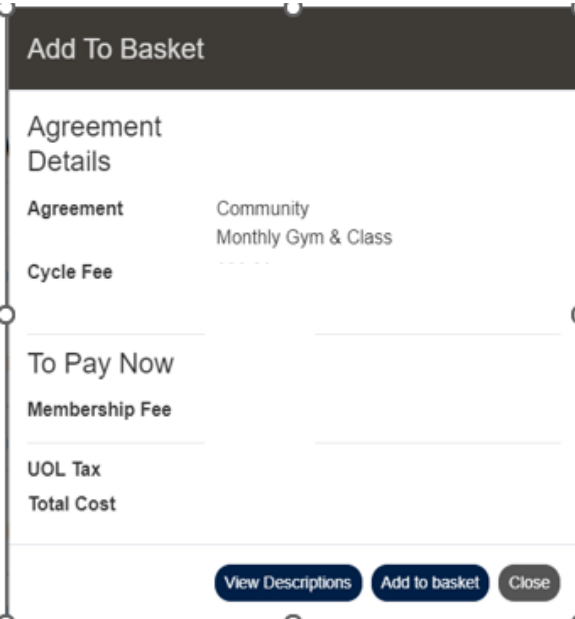
Community - Monthly Gym & Class	>
<b>Club:</b> UOL Sports Centre	
<b>Membership Type:</b> 1 Month Membership	
Community - 3 Months	>
<b>Club:</b> UOL Sports Centre	
<b>Membership Type:</b> 3 Month Membership	

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.

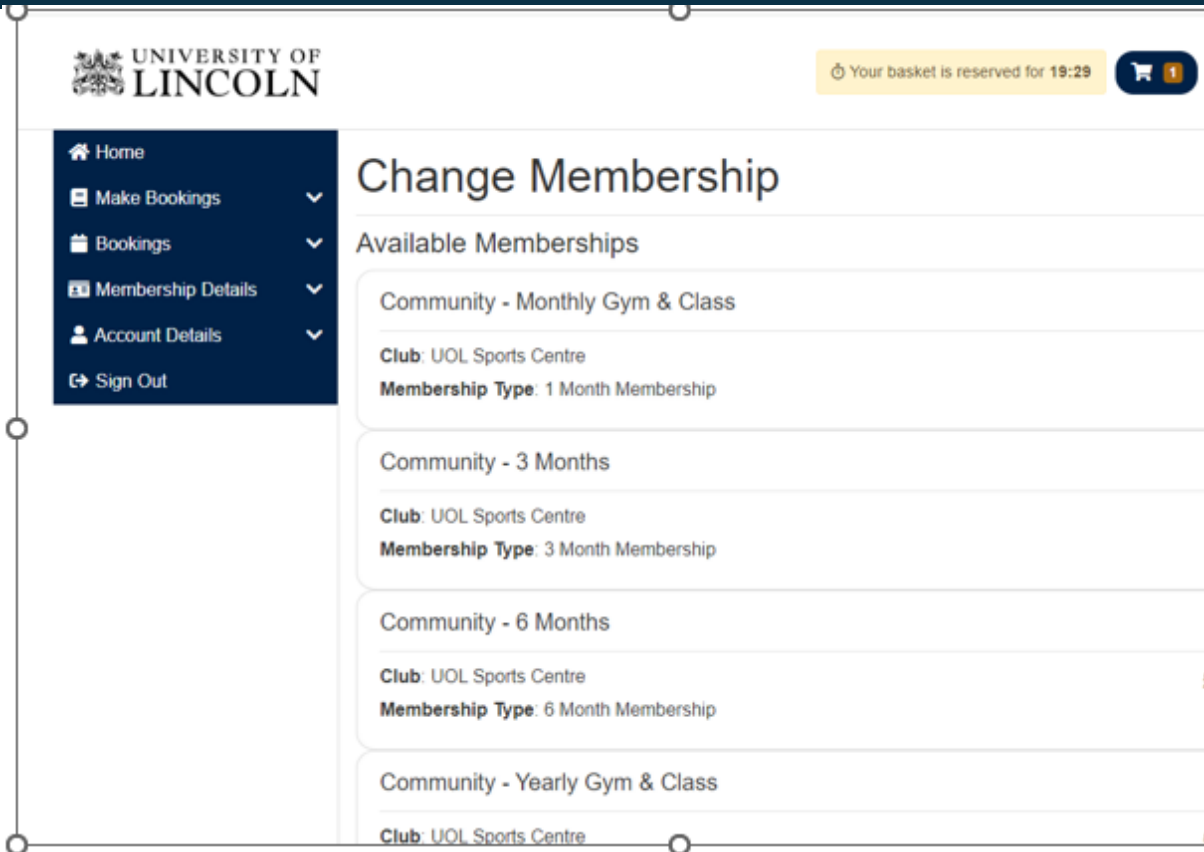


- Click “Add to Basket”
- Go to your Basket screen and follow the steps to pay and check out.

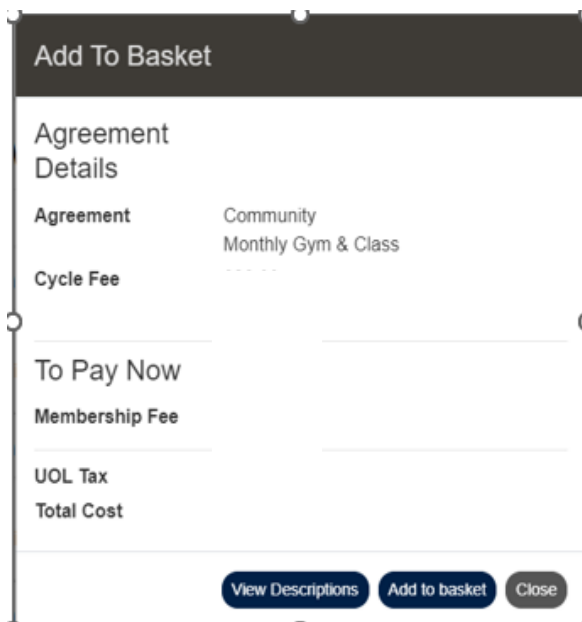
### Change membership

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.

- From the Home Screen, select “membership Details” and “change membership”
- Opens the “Change membership” page



- 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.



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



## Home Screen

From the home screen you can:

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

- [Home](#)
- [Make Bookings](#)
- [Bookings](#)
- [Membership Details](#)
- [Account Details](#)
- [Sign Out](#)

### 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](mailto: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

03/09/2024

25 | Page

## Make Bookings

### Sports bookings

#### Online Booking

##### Clubs

###### Clubs

UOL Sports Centre



##### Activities

Please select a club and category before you can select an activity

##### Category

- Sports Hall - Near Side (Starts on the hour)
- Outdoor Pitches
- Sports Hall - Far Side (Starts 15 past)
- Racquet Sports

 [View Timetable](#)

- Click on the relevant category for the sports booking you wish to make
- Once you have selected a category, you can choose to view one or more of the activities on offer at the Sports Centre, which will now appear in the “activities” box.

##### Activities

- Badminton Court
- Basketball Court
- Futsal - Half Hall
- Handball - Half Hall
- Netball Court
- Short Tennis Court

 [View Timetable](#)

- Click “View timetable”

- View the available booking slots. You can search by date to look for a future date.

## Online Booking

TODAY TOMORROW 01 Sep 2024

<b>12:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE 1 Slots	<b>13:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE 4 Slots	<b>14:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE Full
<b>15:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE Full	<b>16:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE Full	<b>17:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE 4 Slots
<b>18:00</b> 60 MINUTES <b>BADMINTON COURT</b> UOL SPORTS CENTRE 4 Slots		

Previous

- Click on the time you wish to book and a pop up will appear.


**Badminton Court**

Date	Sunday, September 1st 2024
Time	13:00
Description	Badminton Court
Location	UOL Sports Centre
Price	£10.10
Discount	£3.33
Total	£6.77

[Close](#)
[Add to basket](#)
[Buy now](#)

- Review the details and if you wish to proceed to booking, click “add to basket” or “buy now”.
- Click on “add to basket” and the item will add to your basket. You can continue to browse and book more classes if you wish. Or click on “buy now” to go straight to the basket screen and check out. Click on “close” will allow you to go back to the previous screen and review further sports bookings.
- Your basket is displayed at the top right of your screen. Click on the shopping cart icon when you are ready to check out.

UNIVERSITY OF LINCOLN

Your basket is reserved for 19:30  English

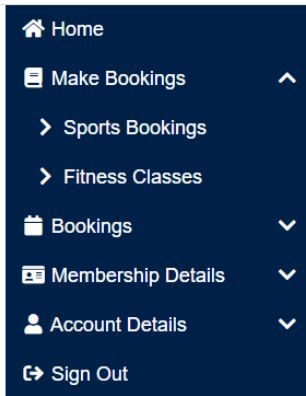
Home

Make Bookings

## Fitness Classes

Booking a class with zero charge

- From the left-hand menu, click on "Make Bookings" and "Fitness classes"



- This takes you to the "Timetable" page. You can switch your view of activities between month/ list view by clicking on the buttons on the right-hand side.

## Timetable

Activity

All activities 8 ▾





August 2024



Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">12:30 Gym Introduct</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">18:30 Spinning</div> <div style="border: 1px solid #ccc; padding: 2px;">19:00 Zumba</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">12:30 Boxing Fitness</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">18:45 Kettlebells</div> <div style="border: 1px solid #ccc; padding: 2px;">19:30 Barbell Club</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">12:30 Gym Introduct</div> <div style="border: 1px solid #ccc; padding: 2px;">19:30 Barbell Club</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">17:30 Boxing Fitness</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">19:00 Spinning</div> <div style="border: 1px solid #ccc; padding: 2px;">19:00 Zumba</div>		

- You can use the activity filter drop down menu to filter to only see certain classes.
- Click on the class you wish to book.

# Gym Introduction

-  12:30 (45 mins)
-  Thursday 29 August 2024
-  UOL Sports Centre
-  Ages 18+

Gym Introduction: Gym Introduction is designed for beginners who want to familiarise themselves with gym equipment and basic workout routines. This class covers the essentials of using cardio machines, free weights, and resistance machines safely and effectively. Participants will gain confidence and knowledge to create their own workout plans and achieve their fitness goals.

**Spaces available:** 5 of 5

---


**Total:** £0.00

---


Add to basket
Buy now

Back

- 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 “add to basket” and the item will add to your basket. You can continue to browse and book more classes if you wish. Or click on “buy now” to go straight to the basket screen and check out.
- Your basket is displayed at the top right of your screen. Click on the shopping cart icon when you are ready to check out.



Your basket is reserved for 19:30



English

Home
Make Bookings

Home

## Basket Screen and Check out

### Basket Summary


English

Home
Make Bookings
Bookings
Membership Details
Account Details
Sign Out

## Basket

Basket Summary
Payment Options
Payment Summary
Payment
Confirmation

Gym Introduction University of Lincoln Sports Centre ✕

**Attendee** ██████████

**Location** Gym Area (University of Lincoln Sports Centre)

**Date** 13 Aug, 2024 12:30 - 13:15

**Price** £0.00

**Reference** 4200BF55

🕒 Your basket is reserved for 18:31

Subtotal before tax	£0.00
Total to pay	£0.00

🛒 Total to pay now £0.00

Continue
  
Book Another

- From the basket screen you can review the items in your basket. If you wish to remove the item from your basket, simply press the red cross and the item will be removed.
- You have 20 minutes to complete your purchase.
- Follow the on-screen instructions to complete your purchase.
- Click “continue”

### Payment Summary

- Review the terms and conditions by clicking the button to view and tick to accept.
- Click Continue

## Basket

Basket Summary
Payment Options
Payment Summary
Payment
Confirmation

I accept the terms & conditions (required)

View Terms & Conditions

🕒 Your basket is reserved for 19:34

Subtotal before tax	£0.00
Total to pay	£0.00
Total to pay now	£0.00

Continue

Previous

Book Another ▾

### Confirmation

- Review details on the confirmation screen. An email will also be sent to your registered email address.

## Confirmation

Basket Summary
Payment Options
Payment Summary
Payment
Confirmation

Thank you for your payment. Confirmation has been sent to your registered email address.  
**Transaction Date** 26 Aug, 2024

Gym Introduction University of Lincoln Sports Centre

**Attendee** ██████████

**Location** Gym Area (University of Lincoln Sports Centre)

**Date** 29 Aug, 2024 12:30 - 13:15

**Price** £0.00

**Reference** FDA28CE5






Subtotal before tax	£0.00
Total	£0.00
Total	£0.00

Book Another ▾

## Booking a class with a charge

### Basket Summary

## Basket

 Basket Summary
 Payment Options
 Payment Summary
 Payment
 Confirmation

**Spinning University of Lincoln Sports Centre** ✕

**Attendee** XXXXXXXXXX


**Location** Spin Studio (University of Lincoln Sports Centre)

**Date** 30 Aug, 2024 19:00 - 20:00


**Price (including discount):** £4.38

**Discount** £1.62

**Reference** 4460EBFC

 Your basket is reserved for **19:54**

Subtotal before discounts	£6.00
Discount	-£1.62
Subtotal before tax	£4.38
<b>Total to pay</b>	<b>£4.38</b>

 **Total to pay now** £4.38

Continue

Book Another ▼

- From the basket screen you can review the items in your basket. If you wish to remove the item from your basket, simply press the red cross and the item will be removed.
- You have 20 minutes to complete your purchase.
- Follow the on-screen instructions to complete your purchase.
- Click “continue”

### Payment Summary

- Review the options on this screen.

## Basket

🛒 Basket Summary
☰ Payment Options
📄 Payment Summary
💳 Payment
✓ Confirmation

**Select a payment method** ^

**Payment method (required)**

Enter on next step v

Choosing a payment method from the following list will pay for all recurring payments along with any upfront fees due today.

**Available Credit** ^

We have detected available credit of £4.38, do you wish to use this?

Use available credit?

I accept the terms & conditions (required)

View Terms & Conditions

🕒 Your basket is reserved for **19:34**

💳 Credit Available £4.38

Subtotal before discounts	£6.00
Discount	-£1.62
Subtotal before tax	£4.38
Total to pay	£4.38

🛒 Total to pay now £4.38

Continue

Previous

Book Another v

- If you have available credit to use against your purchase you can select to use this credit by ticking the box under “available credit”
- If no available credit it will look like this

## Basket

🛒 Basket Summary
☰ Payment Options
📄 Payment Summary
💳 Payment
✓ Confirmation

**Select a payment method** ^

**Payment method (required)**

Enter on next step v

Choosing a payment method from the following list will pay for all recurring payments along with any upfront fees due today.

I accept the terms & conditions (required)

View Terms & Conditions

🕒 Your basket is reserved for **15:48**

Subtotal before discounts	£6.00
Discount	-£1.62
Subtotal before tax	£4.38
Total to pay	£4.38

🛒 Total to pay now £4.38

Continue

Previous

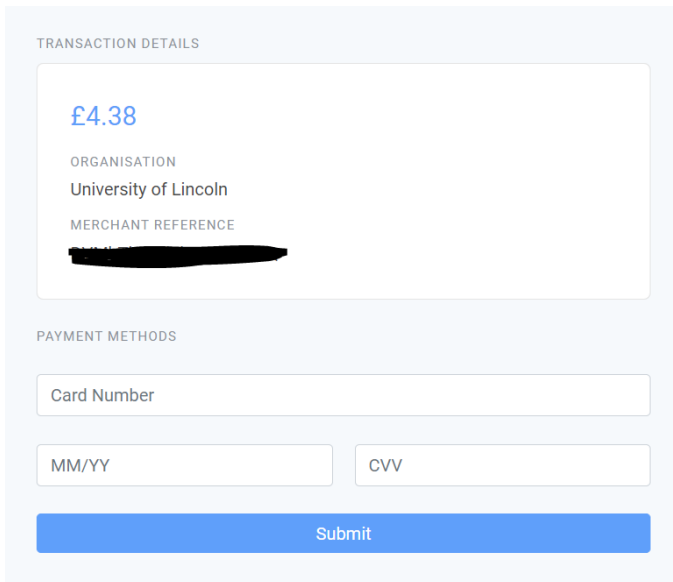
Book Another v

- Review the terms and conditions and tick to accept. Then press “continue”.



### Payment screen

- Check your billing address is correct, or select “change billing information” to update this information.
- Click “pay now.” This will direct you to the secure payment screen to securely enter your card details.



TRANSACTION DETAILS

£4.38

ORGANISATION  
University of Lincoln

MERCHANT REFERENCE  
[REDACTED]

PAYMENT METHODS

Card Number


MM/YY CVV


Submit


### Confirmation


- Review details on the confirmation screen. An email will also be sent to your registered email address.

# Confirmation

 Basket Summary

 Payment Options

 Payment Summary

 Payment

 Confirmation

Thank you for your payment. Confirmation has been sent to your registered email address.

**Transaction Date** 28 Aug, 2024

**Authorisation Code (AUTHORISED)**

Barbell Club University of Lincoln Sports Centre

**Attendee** ██████████

**Location** Strengh & Conditioning Lab  
(University of Lincoln Sports  
Centre)

**Date** 05 Sep, 2024 19:30 - 21:00

**Price** £4.38

(including  
discount):

**Discount** £1.62


**Reference** 05886FD9

Discount £1.62

Subtotal before tax £4.38

Total £4.38

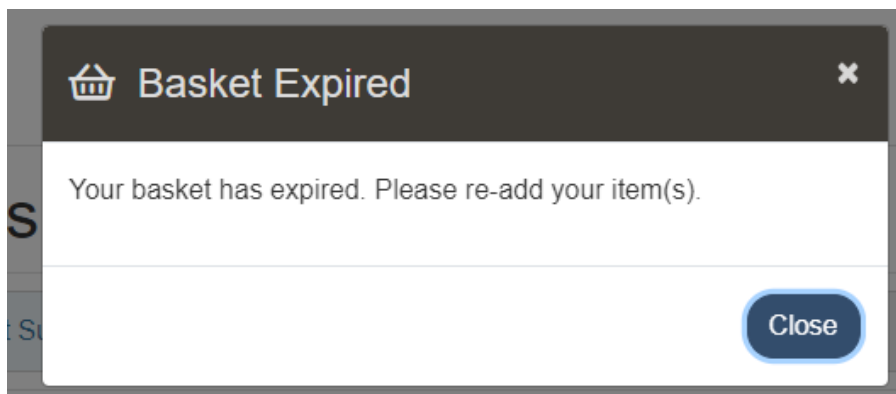
Total £4.38

 Paid via card £4.38

[Book Another](#) ▾

## 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

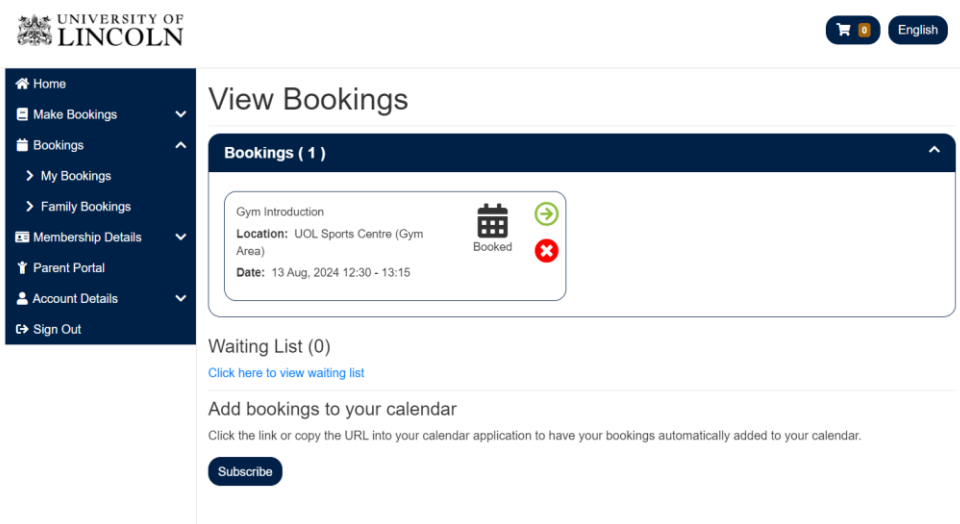
Click on “Bookings” and then “My bookings” from the left hand menu

From here you can:

- View any booked classes
- Select the green arrow to view further details
- Click on the red cross to cancel a booking. Please refer to the terms and conditions for any fees for cancellation.

### View bookings

- Click on the green arrow to view more details about the class



UNIVERSITY OF  
LINCOLN

English

### View Bookings

**Bookings ( 1 )**

Gym Introduction  
Location: UOL Sports Centre (Gym Area)  
Date: 13 Aug, 2024 12:30 - 13:15

Booked













Waiting List (0)  
[Click here to view waiting list](#)

Add bookings to your calendar  
Click the link or copy the URL into your calendar application to have your bookings automatically added to your calendar.

Subscribe

### Cancel a booking

- Refer to the terms and conditions regarding any fees for cancelling at short notice.

-  Home
-  Make Bookings 
-  Bookings 
-  My Bookings
-  Family Bookings
-  Membership Details 
-  Account Details 
-  Sign Out

## View Bookings

### Bookings ( 1 )

Gym Introduction

**Location:** UOL Sports Centre (Gym Area)

**Date:** 13 Aug, 2024 12:30 - 13:15



Booked



### Waiting List (0)

[Click here to view waiting list](#)

### Add bookings to your calendar

Click the link or copy the URL into your calendar application to have your bookings automatically added to your calendar.

[Subscribe](#)

- Click on the red cross to cancel the class

Confirm cancellation? Cancelling will result in a credit note for the value of £4.38. This can be redeemed against future bookings.

[Cancel](#) [Confirm](#)

- Confirm you wish to cancel the class. This will alert you if this would result in a credit note being applied to your account if cancel with the required notice.
- Class cancelled


## View Bookings

### Bookings ( 1 )

Gym Introduction

**Location:** UOL Sports Centre (Gym Area)

**Date:** 13 Aug, 2024 12:30 - 13:15

  
Cancelled

### Waiting List (0)

[Click here to view waiting list](#)


### Add bookings to your calendar

Click the link or copy the URL into your calendar application to have your bookings automatically added to your calendar.


Subscribe

- You will receive a confirmation email of the cancellation

### Cancellation Confirmation

 sportscentre@lincoln.ac.uk  
To [redacted]

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear [redacted]

Thank you for letting us know you are unable to attend Gym Introduction at UOL Sports Centre on 08 August 2024 at 12:30.

Remember to visit <https://sportscentrelincoln.legendonlineservices.co.uk/enterprise> when you wish to book your next activity.

You have not been charged for cancelling this booking.

Regards

UOL Sports Centre

### Waiting list

- If a class is full it will show zero spaces available and “full”

Barbell Club Available: 0 of 2 Full

🕒 15:00 (90 mins) 📍 UOL Sports Centre ⚠️ Restrictions apply View

- To add yourself onto the waiting list, go to “View”

## Barbell Club

🕒 15:00 (90 mins)  
 📅 Wednesday 14 August 2024  
 📍 UOL Sports Centre  
 ⚠️ Ages 18+

Barbell Club : Barbell Club focuses on the fundamental lifts and strength-building exercises using barbells. This class is perfect for those looking to increase their power, technique, and overall strength through structured training sessions. Participants will learn proper form and safety while performing squats, deadlifts, bench presses, and other compound movements.

Spaces available: 0 of 2

---

Discount applied

---

Add To Waiting List

Back

- Click “Add to waiting list”
- It will then show that you are on the waiting list.

- 🏠 Home
- 📅 Make Bookings ^
  - > Sports Bookings
  - > Fitness Classes
- 📅 Bookings v
- 📅 Membership Details v
- 👤 Account Details v
- 👉 Sign Out

## Barbell Club

🕒 15:00 (90 mins) On the waiting list  
 📅 Thursday 08 August 2024  
 📍 UOL Sports Centre  
 ⚠️ Ages 18+

Barbell Club : Barbell Club focuses on the fundamental lifts and strength-building exercises using barbells. This class is perfect for those looking to increase their power, technique, and overall strength through structured training sessions. Participants will learn proper form and safety while performing squats, deadlifts, bench presses, and other compound movements.

Spaces available: 0 of 2

---

Discount applied

---

Back

Barbell Club Available: 0 of 2 On the waiting list

🕒 15:00 (90 mins) 📍 UOL Sports Centre ⚠️ Restrictions apply View

- You can view any waiting lists you are on in the “My bookings” screen
- It will display as one of your bookings as below.

## View Bookings

### Booking Details

<b>Activity:</b>	Barbell Club
<b>Location:</b>	UOL Sports Centre (Mark)
<b>Date:</b>	14 Aug, 2024 15:00 - 16:30

[Previous](#)

### Waiting List (1)

[Click here to view waiting list](#)

### Add bookings to your calendar

Click the link or copy the URL into your calendar application to have your bookings automatically added to your calendar.

[Subscribe](#)

- “Click here to view waiting lists”

## View Waiting Lists

### Class Waiting List (1)

Barbell Club 

**Type:** Notify 

**Location:** UOL Sports Centre


**Start time:** 14 Aug, 2024 – 15:00


[View waiting list conflicts](#)

- To remove yourself from the waiting list, click the green icon and select the bin icon and click confirm.



## View Waiting Lists

### Class Waiting List (1)

Barbell Club 

**Type:** Notify 

**Location:** UOL Sports Centre

**Start time:** 14 Aug, 2024 -  

[View waiting list conflicts](#)

## View Waiting Lists

### Class Waiting List (1)

Are you sure you want to remove yourself from this waiting list?

[Close](#) [Confirm](#)

[View waiting list conflicts](#)



## Account Details

### Profile

#### 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
  - Emergency contact details
  - Home address and phone number
- 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



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

## 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
<p>ADHD Not Selected</p>	<p>Not Required Not Selected</p>
<p>ASD with ADHD Not Selected</p>	
<p>Asthma Not Selected</p>	
<p>Asthma - slight Not Selected</p>	
<p>Autism Not Selected</p>	
<p>Autistic / Aspergers Not Selected</p>	

### 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 by going to “Account details” and then “Change Password”.
- 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 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

## Billing

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
			<b>Total Credit: £4.38</b>

- **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**

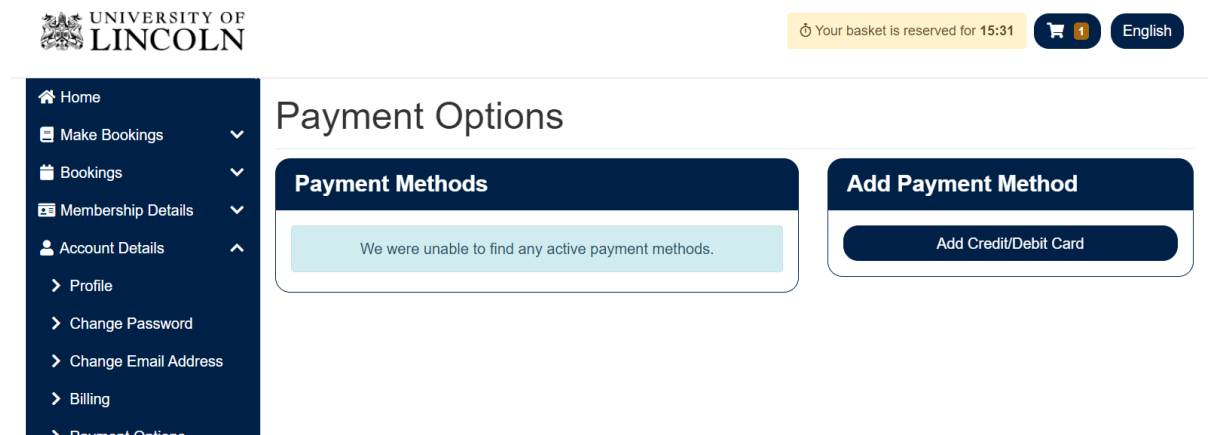
**From Date** (DD MMM YYYY) (required)      **To Date** (DD MMM YYYY) (required)


<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



UNIVERSITY OF LINCOLN

Your basket is reserved for 15:31  English

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

### Payment Options

#### Payment Methods

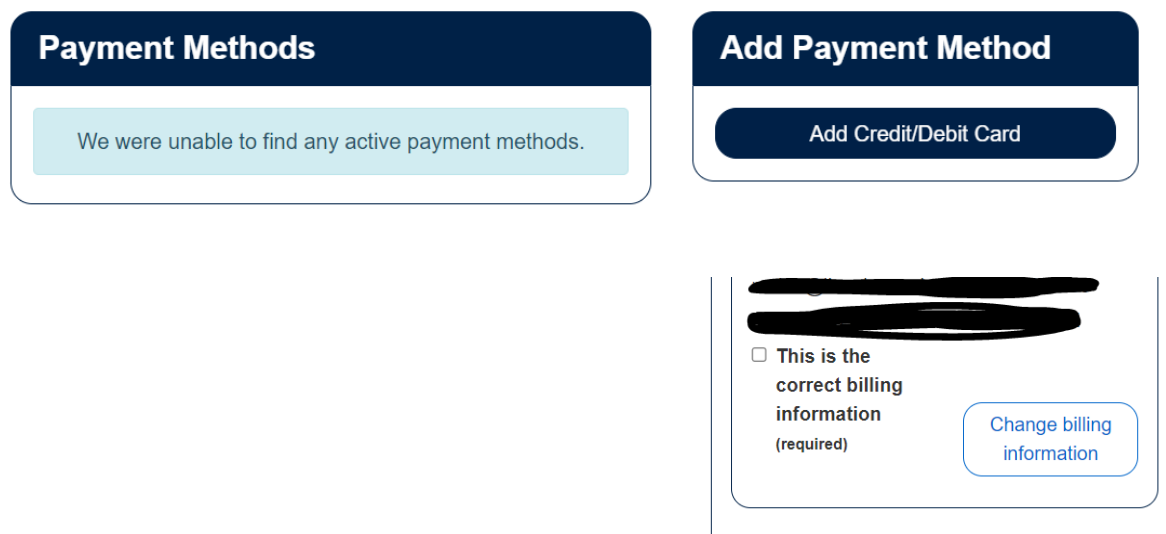
We were unable to find any active payment methods.

#### 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.

### Communications

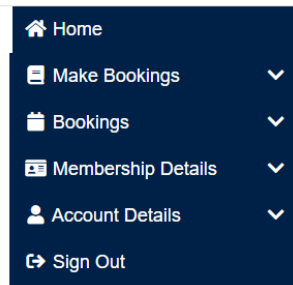
- From this screen you can choose to opt in and opt out of marketing on the subjects listed on this page.
- If you do not want to receive further marketing from the sports centre, please unsubscribe by clicking the “unsubscribe” box below. Please speak to the sports centre if you have any queries regarding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

## Sign Out



Click the “sign out” button from the left-hand menu to sign out of your account.

## Troubleshooting


### University staff and students - having problems with your single sign on UOL student and staff login?

- If you are a University of Lincoln student or staff member and attempt to use the UOL student and staff in log in and receive one of the following error messages, please visit the link here  
<https://sportscentrelincoln.legendonlineservices.co.uk/enterprise/cache/clear>
- Try again and you should be successful.
- If you are still experiencing problems after several failed attempts, please speak to a member of the sports centre team.

### Account Login

**Login**

Email Address   
(required)

Password (required)  

Remote login failed. Try again. (Unable to unprotect the message.State.)

[UOL student and staff login- please click here to log in using your University credentials only after you have first created an account](#)

[Reset Password](#) [Login](#)



### This identity-uk01.legendonlineservices.co.uk page can't be found

No web page was found for the web address: <https://identity-uk01.legendonlineservices.co.uk/signin-aad-universityoflincoln>

HTTP ERROR 404