



URBAN SPORTS CLUB

Partner Portal Guide

The platform for Urban Sports Club partners

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What is the Partner Portal?

The Partner Portal was developed to give you as a partner more control over your Urban Sports Club profile and schedule.

The Partner Portal gives you the opportunity to:

- Edit your Urban Sports Club course schedule at any time by moving or deleting existing courses or simply adding new courses (Your changes will be synchronized in real time with the Urban Sports Club app).
- Design your Urban Sports Club profile with individual images and text to attract more members.
- Track your check-ins in real time and view your monthly payouts - also from on the go!

Even your trainers have access to their courses to ensure you full flexibility.

In this guide, you will find brief instructions on all important features in the Partner Portal.

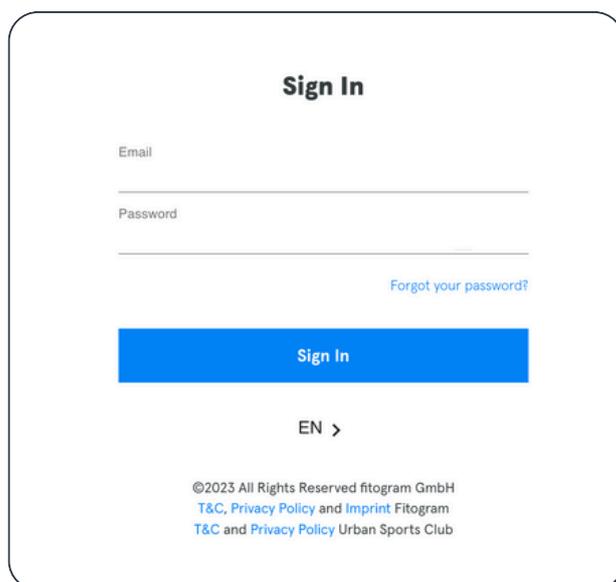
Login

To log in to the Partner Portal, please use the login information that we provided you when we activated you for the Partner Portal. If you have forgotten your password, you can use the "Forgot your password?" function on the login page.

[Login](#)

i If you have more than one studio* registered in our system, you can select the studio you want to edit after logging in. If you're already logged into a studio, you can change studios by clicking your name in the top right corner and then "Change Studio."

*A studio includes all of your locations that operate under one payout account. You have more than one studio if you have more than one payout account.



The screenshot shows a "Sign In" form with the following elements:

- Sign In** (Title)
- Email input field
- Password input field
- [Forgot your password?](#) (Link)
- Sign In** (Button)
- EN > (Link)
- ©2023 All Rights Reserved fitogram GmbH
[T&C, Privacy Policy and Imprint Fitogram](#)
[T&C and Privacy Policy Urban Sports Club](#)

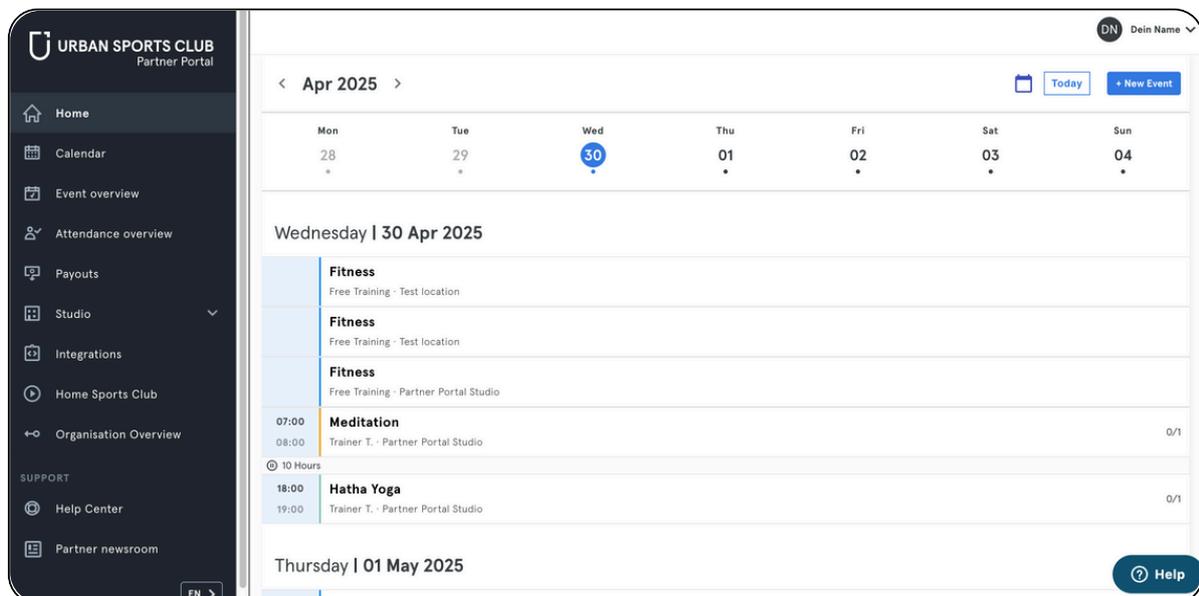
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Home Page

Welcome to your Partner Portal!

There are many options available to you from the homepage:

- Use the left menu bar to get to all other areas in the Partner Portal
- See your next upcoming events
- Go on a date of your choice
- Select Events to view bookings
- Create new events



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Events

i In the Partner Portal you have several options for viewing your upcoming events and creating new events. You can view and create events from the following menu pages:

- Home page
- Calendar
- Event overview

Follow these steps to create an event:

- Click on the “New Event” button
- Choose whether you want to create a class or free training
- Fill out the general information such as class title, trainer, location and available places
- Fill out the details such as sports category and course description (Important: Please only use the sports categories from your cooperation agreement)
- Create a schedule for your course
- Set a cancellation window in the settings (not for free training)
- Save your new event or free practice

? Learn more about Partner Portal courses in our [Help Center](#).

[+ New event](#)

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Check-Ins

i In Partner Portal, you can track your check-ins in real time. To do so, go to the attendance overview in the left menu bar. There, you can do the following:

- Overview: You see all check-ins from your location listed one below the other
- Live check-ins: As soon as an Urban Sports Club member has checked in with you, you will see the new check-in displayed in your partner portal check-in list in real time
- Search and filter function: With this function you can easily filter your check-ins by course or location or search by name.

? Learn more about the attendance overview in the [Help Center](#).

Payouts

You can view your monthly payouts in the Partner Portal. You can find the payouts in the menu bar under Payouts. There you can:

- See all Urban Sports Club payouts at a glance, as well as the total amount in each line
- Simply download your monthly payouts
- Filter and display your payouts by time period: per year, quarterly or monthly

? Learn more about your monthly payouts in the Partner Portal in our [Help Center](#).

Location and Profile Management

i Thanks to the Partner Portal, you can edit your Urban Sports Club profile independently at any time. To do this, go to Studio > Locations in the menu bar and select the location for which you want to edit the profile. You can edit the following things in your profile:

- **General information**
 - Name
 - Address
 - Contact details for your location
- **Details**
 - Pictures
 - Profile text
 - Important information
- **Opening hours**
- **QR-Code Download**



Note: The first image in your profile will automatically be used as the display image for all your courses.

? In our [Help Center](#) you will find tips and tricks for the perfect Urban Sports Club profile.

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Staff

i You can edit and manage your staff for each location under Studio > Employees.

Create new employees:

- Click on “Invite staff member”
- Fill in the personal information and select access rights
- Click “Save”
- The staff member receives an invitation via email

You can edit existing employees at any time by clicking on the three dots and edit. If you are an organization manager, you can also edit your employees from the organization overview.

Deactivate existing employees:

- Click on the three dots next to the selected employee
- Click deactivate
- Confirm that you want to deactivate the person
- Click on “Inactive” to see the deactivated employees
- Click on the three dots next to the selected employee
- Click “delete”
- Confirm that you want to delete the person

Note: If your trainer only leaves your studio temporarily, you can leave him or her deactivated (inactive) and reactivate him or her at a later time. Inactive employees have no access to your studio.

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Staff

The following access rights are available for your studio:

- **Organization Manager:** This admin role is relevant if you have multiple billing accounts and multiple studios in Partner Portal. This role has access to the organizational overview and can manage studios and accesses there. (This role can only be assigned by Urban Sports Club. Please contact us if you require more than one Organization Manager)
- **Full access:** This admin role gives access to all menu items. You can also edit any settings available in your studio in Partner Portal.
- **Restricted:** A person with restricted access can view and edit all events and locations, but does not have access to settings and payouts.
- **Trainer:** A person with trainer access can see their own courses on the homepage of your partner portal.
- **No access:** A person with no access cannot access your partner portal, but can be selected as a trainer in your courses.



You can find more information about your employees in our [Help Center](#).

Organisation Overview

i If your studio has multiple billing accounts and you are an organisation manager, you have access to the organisation overview. You can access the organizational overview via the left menu. There you can:

- Choose between different studios
- Add and manage new employees
- Edit your organisation

Note: This role can only be assigned by Urban Sports Club. Contact us if you need more than one organisation manager.



You can learn more about the organizational overview and multi-site setup in our [Help Center](#).

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Settings

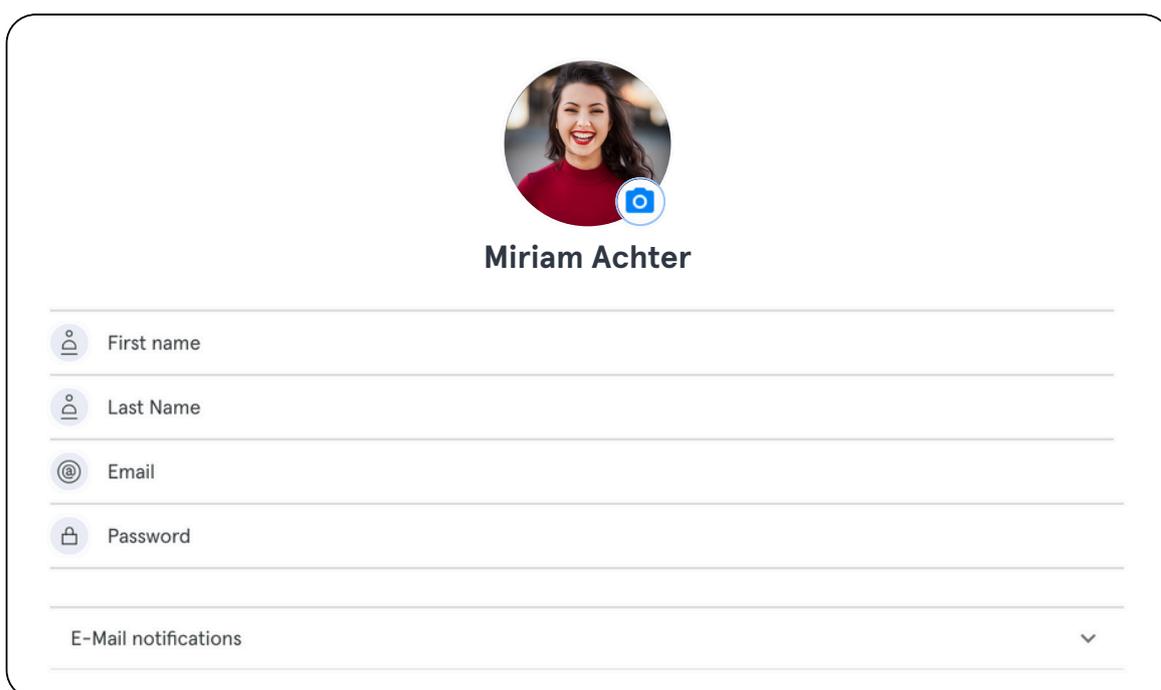
Click on your name in the top right corner and select User Profile. In your user profile, you can:

- **Change your names**
- **Change your email address**
- **Change your password**
- **Edit your email notifications**

If you would like to change the language of the Partner Portal, you can do so as follows:

- Next to the chat button in the bottom left corner
- On the login page under the “Log in” button

If you have technical problems in the Partner Portal, please contact us using the chat button in the bottom right corner.



The image shows a user profile card for Miriam Achter. At the top center is a circular profile picture of a woman with dark hair, wearing a red top, with a blue chat icon overlaid on the bottom right. Below the picture is the name "Miriam Achter". Underneath the name are four input fields, each with a small icon to its left: a person icon for "First name", another person icon for "Last Name", an @ symbol for "Email", and a padlock icon for "Password". At the bottom of the card is a field for "E-Mail notifications" with a downward-pointing chevron icon on the right side.



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**Do you have any questions or
need more help using our Partner Portal?**

In our Help Center, you will find answers to the most frequently asked questions.

[To the Help Center](#)

For further questions about the Partner Portal or your partnership, our Partner Support Team is always available. You can reach the team via the following [contact form](#).