



CLUB TUTORIAL

How to Log-in to your Bonzi Member account

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IMPORTANT NOTE ABOUT YOUR LOGIN INFORMATION

If you are told your password is “Parent/GuardianFirstName” that is your actual password – it is not a hint or an indirect way to say your actual first name. If you do not put that exact text in as your password you will not be able to login.

MEMBER ACCOUNT LOGIN

1. Click on the “[Member Log In](#)” button on the club’s [home page](#).

A screenshot of a web form titled "Member Log In". The form contains a message: "This registration requires that you log in to your member account or create a new member account before you begin registration." Below this are three radio button options: "YES, I already have a member account" (selected), "NO, I do not have a member account", and "I FORGOT my account information". There are two input fields labeled "Username:*" and "Password:*" with a "Login:" label above them. A "Submit" button is at the bottom.

Figure 1 - Begin Member Login

2. Click on the option “I FORGOT my account information” and the additional field and text shown in Figure 2 is shown.

A screenshot of a web form titled "Forgot My Account Info:". The form contains the text: "Enter your email address and we will send you your user name and password. The user name and password will be sent in separate emails." Below this is an "Email:" input field and a "Submit" button.

Figure 2 - Additional Field for "Forgot Info"

3. You should receive two emails. If you do not receive the two emails from the Bonzi system, *you will need to contact us via email and provide us with some personal information so we can locate your account and update it.*
4. If you receive an error message of “**There is no record of the email entered**”, *you will need to contact us via email and provide us with some personal information so we can locate your account and update the email address.*
5. If you attempt to create a new member account and you receive an error message of “**You have previously created a member account.**”, *you will need to contact us via email and provide us with some personal information so we can locate your account and update the email address.*