

# One Pass Select™



We are thrilled to welcome you to One Pass Select! Congratulations on taking the first step towards a healthier, stronger, and more vibrant you. One Pass Select believes in empowering our members to achieve their fitness goals and enjoy a balanced lifestyle.

Whether you're a seasoned athlete or just beginning your fitness journey, One Pass Select is designed to fit your unique needs.

Are you ready to activate your One Pass Select? Let's get started!

1. Visit [www.OnePassSelect.com](http://www.OnePassSelect.com) on July 1<sup>st</sup> or after.
2. Click on the "Get started" button.
3. You will be prompted to create a HealthSafe ID (HSID). Enter your first name, last name, date of birth and identification number (choose SSN and enter the last 6 digits of your SSN).
4. Once you have been verified, you will be prompted to set up a username, password, and email address.
  - i. You will be prompted to keep your account safe via Multifactor Authentication by choosing to receive a code via text message or phone call.
  - ii. Once you've received your code via preferred method, enter the code in the space provided and then click "Create account."
  - iii. Click on "Continue to Account"- the system may ask for username, password, and phone number to log into your One Pass Select account.

Congratulations! Your account has been created!

**Note: If you have a spouse covered on the medical plan, your spouse needs to create their own account following the steps above to receive the Digital or Classic tiers at no cost.**

## Navigating the Site:

Now that your account has been set up, during your subsequent visits, you can click the Log In button on the top right-hand corner of [www.OnePassSelect.com](http://www.OnePassSelect.com).

From the home page you can view the tiers available to you. As part of your City of Albuquerque gym benefit, the City covers the cost of the Digital and Classic membership tiers. You will see the following options:

Ready to get started with One Pass Select?  
Choose the plan that's right for you.

Digital	Classic	Standard	Premium	Elite
Free	Free	\$64 / month + \$25 \$0 enrollment fee	\$99 / month + \$25 \$0 enrollment fee	\$144 / month + \$25 \$0 enrollment fee
Thousands of Online Fitness Classes	10,000+ Fitness Locations - Plus - Online Fitness Classes Grocery Delivery	12,000+ Fitness Locations - Plus - Online Fitness Classes Grocery Delivery	14,000+ Fitness Locations - Plus - Online Fitness Classes Grocery Delivery	15,000+ Fitness Locations - Plus - Online Fitness Classes Grocery Delivery

## **Digital and Classic Tier (subsidized by City of Albuquerque)**

If you choose the digital or Classic options, no payment is required. You will be prompted to review the subscription terms. After clicking “Confirm” the next screen to display is the member dashboard.

Your member code will display on the left-hand side of your screen. Click on the “How to use code” for detailed instructions on how to use this code. If accessing the site via desktop computer, you will be able to print your code or copy your code. If accessing from a mobile device, you can also add it to your mobile wallet.

## **Standard, Premium, Elite Tiers (additional payment required)**

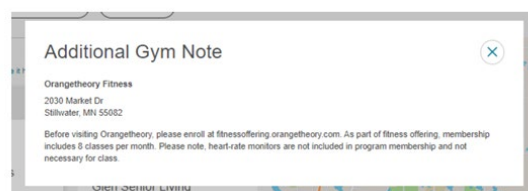
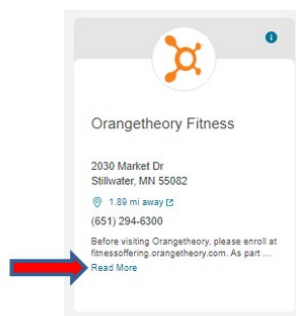
If you choose to upgrade your membership, select the tier that’s right for you by browsing the locations in each tier. Please note: payment is instant and One Pass does not prorate memberships. Maximize your membership by signing up during the beginning of the month. Once you’ve decided on an upgraded tier, a pop up will display to allow One Pass to offer non-health related services such as grocery delivery. Thereafter, an overview of the tier selected will display and a payment screen will display requiring payment information. Once payment is finalized, your member code will display on the left-hand side of your screen. Click on the “How to use code” for detailed instructions on how to use this code. If accessing the site via desktop computer, you will be able to print your code or copy your code. If accessing from a mobile device, you can also add it to your mobile wallet.

## **Using One Pass Select**

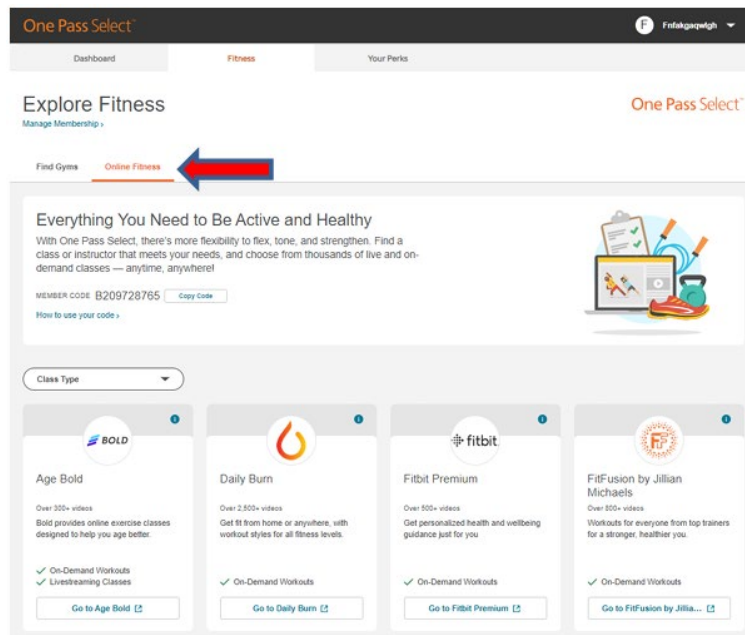
Next to the dashboard tab, there are two other tabs- “Fitness” and “Your Perks”. When you click on the fitness tab there is a ‘get started’ option that will provide an overview of the services available to include the online and gym locations for the tier selected.

From the Fitness tab, you can search gyms available in the tier selected. You can filter by distance and type of gym. You also can nominate a gym if you don’t see your favorite gym by clicking “Don’t see your favorite gym? Nominate it here” and completing the form.

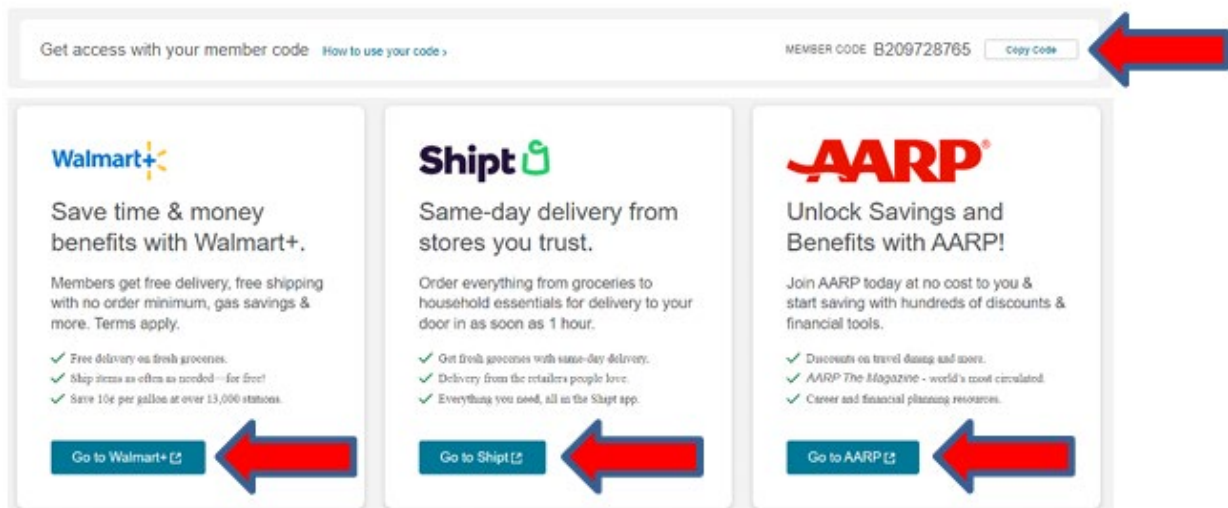
When viewing available gyms in your area with the search criteria you’ve provided, any facility or membership details will display on the facility’s tile. You may need to select “Read More” to view the entire note. For example, class-based studios like Orangetheory Fitness, F45, Cycle Bar, etc. will oftentimes offer One Pass members a class-based membership and the details will be noted on the tile.



Under “Online Fitness” you can view all the partnered digital platforms. You can enroll with as many online fitness partners as you would like. Click on copy your code for easy enrollment. Once you select your digital platform, you will be prompted for your member code and any additional information required for enrollment. The initial registration process must be completed through One Pass Select portal to activate the benefit. Once activated, you can go directly to the platform’s website to log in.



If you would like to activate any additional benefits, go to Your Perks tab for additional options included in your One Pass membership. You will need your member code to activate these additional benefits. Sample below (your options may vary based on available perks in your area).



## **Manage your Membership**

You can go to “Manage Membership” located at the top of your screen (under your name) to manage your account. Once on this page, under the “Manage Plan”, you can upgrade or downgrade your tier, which will go into effect on the next billing date (first of the month). Under Payment Information you can edit your payment and you can view your invoices below the “Edit” button.

## **Adding Family Members**

*If you are adding a spouse who is covered on your medical plan, they must create their own account to receive Digital or Classic tiers at no cost. Do not add them to your family membership, as there will be a cost.*

Within “Manage Membership” you can add family and friends (18 years or older) onto your account. They do not need to be household members or on your medical plan.

Select “Add Family Member” or “Add Member” and a pop-up will display that provides more details regarding adding a family member. You will enter your family or friend’s first and last legal names, date of birth, relationship to the member, and email address. Click “Continue.” You will be prompted to select the family or friend’s tier; it does not have to be the same as the primary member. Family memberships receive a 10% discount off tier prices and do not have an enrollment fee to join One Pass Select. Once you select the tier for the family or friend, you will be able to review and pay. The family membership will bill to the primary member’s card on file. You can review the Subscription Terms and then click “Add Family Member.”

Once complete, the family membership will display within “Manage Membership” for the primary member. The primary member can edit the family or friend’s info, upgrade or downgrade their tier, as well as cancel their membership. The family member will receive an email with their member code and instructions to get started.

## **Help Center and FAQ’s**

If you need to access the Help Center and FAQ’s, click on your name in the top right-hand corner and select “Help Center & FAQ’s”.

From here, you can view FAQs and contact customer service.

FAQs can also be accessed at: [www.onepassselect.com/faqs](http://www.onepassselect.com/faqs)