



HOW TO RESET A MEMBER PASSWORD

through the new Mesa Fitness app.

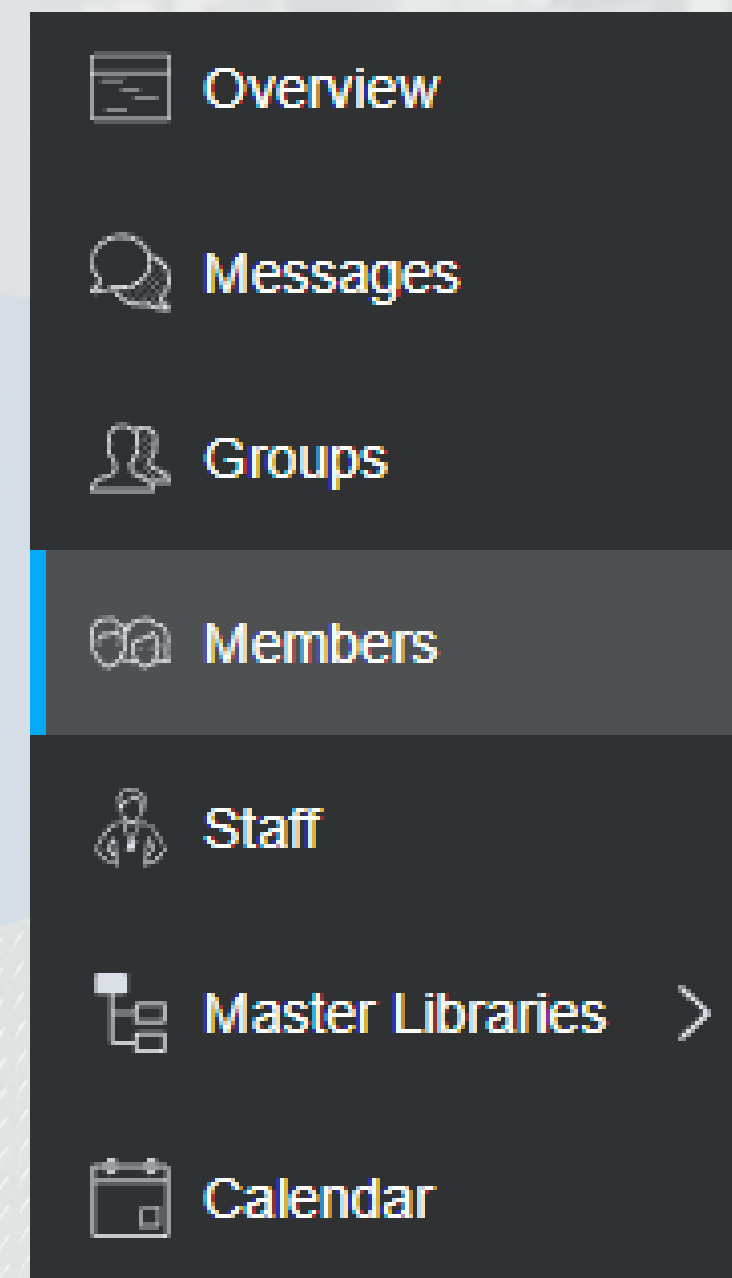
HOW TO RESET A MEMBER PASSWORD

OPTION 1:

Prompt the member to select “Forgot Password” on the app login screen.

OPTION 2:

1. Verify the member’s email is correct on their DataTrak account
2. Open the web dashboard
3. Click “Members” on the left hand menu *(Figure 1.1)*



(Figure 1.1)



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OPTION 2:

4. Change the viewing window from “Coaching” to “Basic” (Figure 1.2)

5. Search the member in the top right search bar (Figure 1.3)

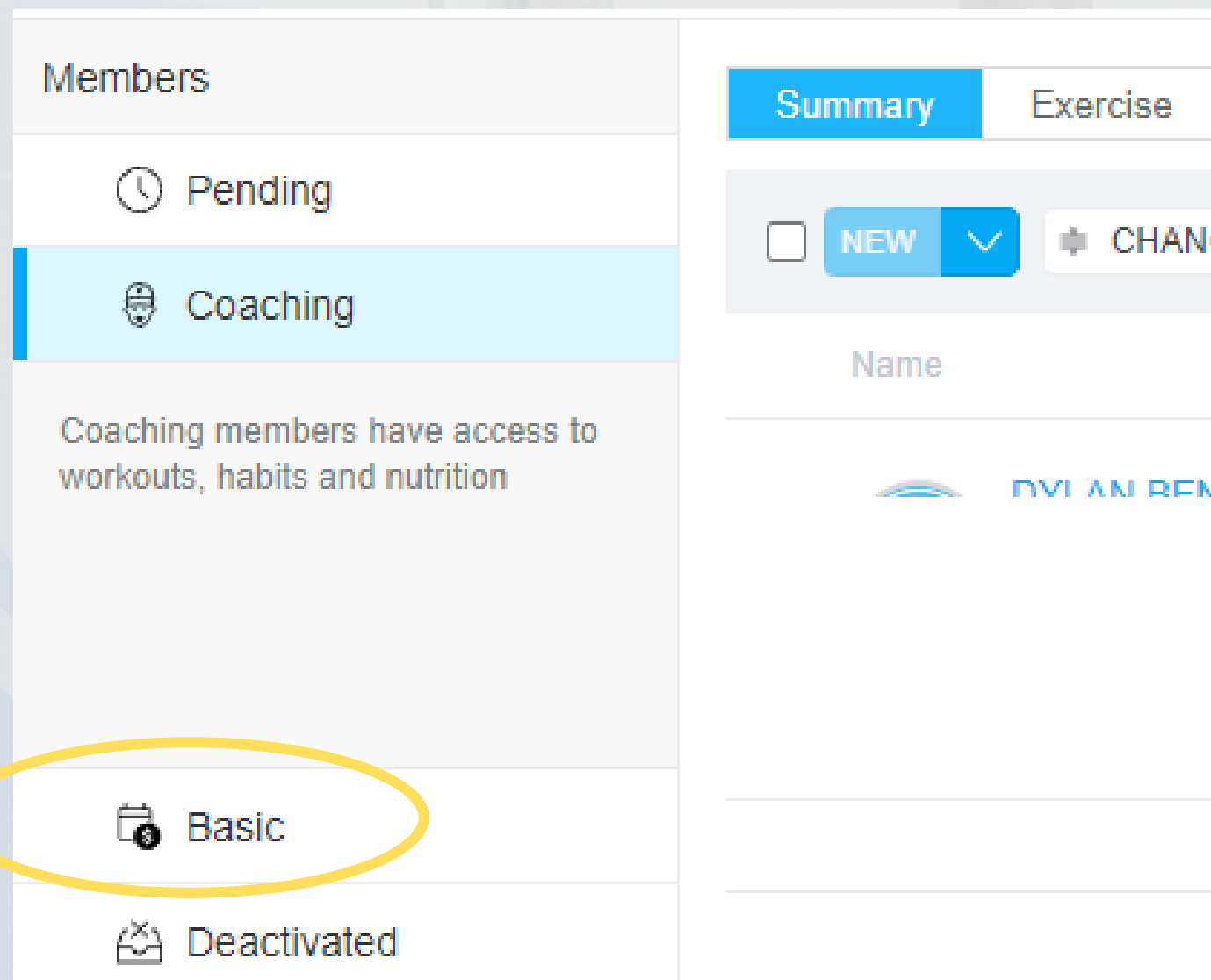


Figure 1.2

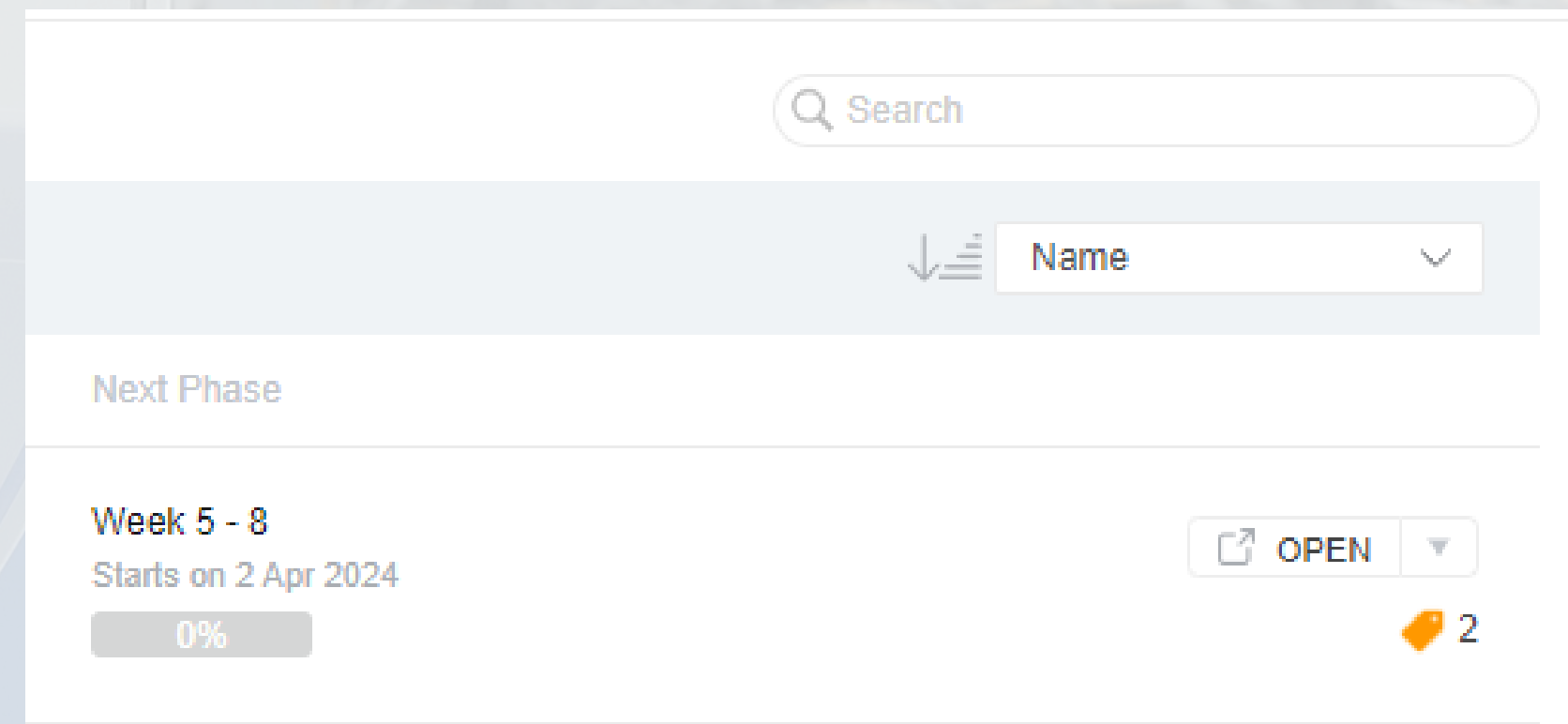


Figure 1.3



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OPTION 2:

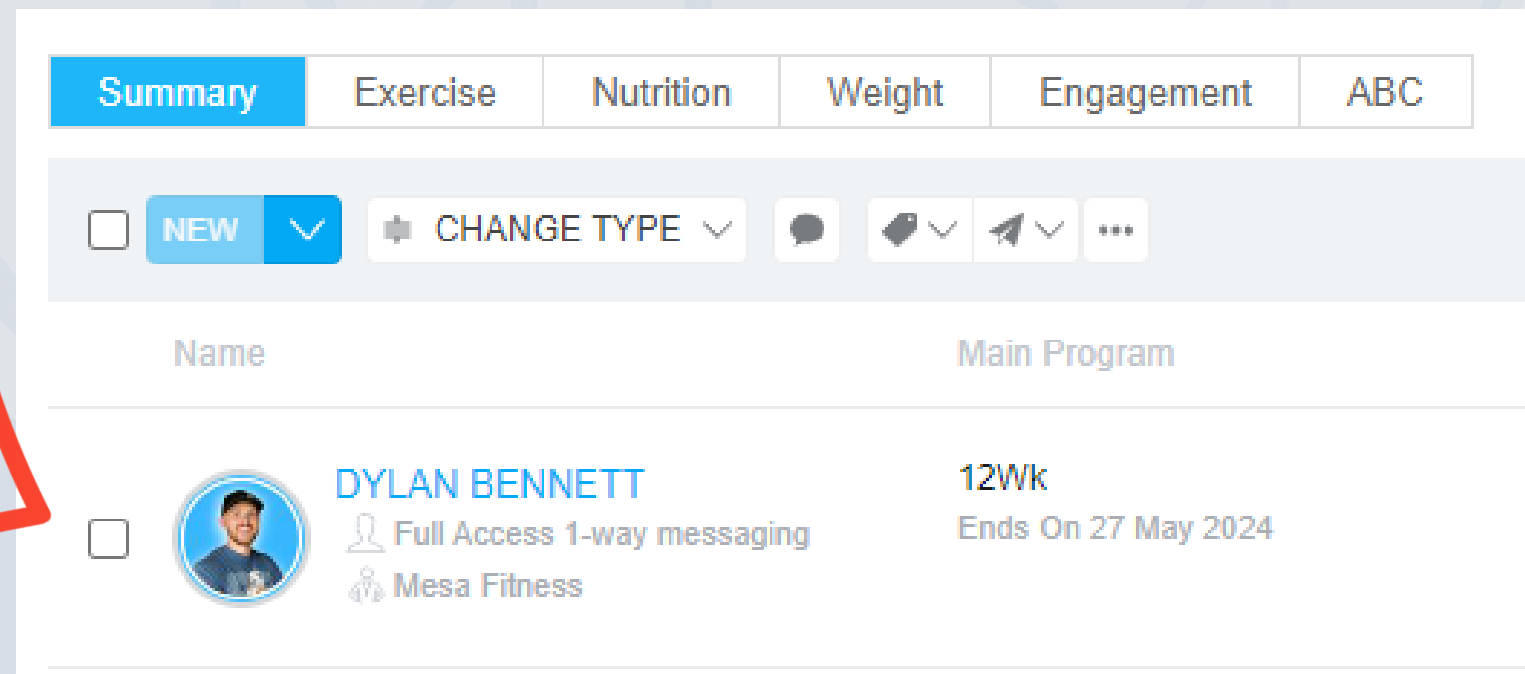
6. Click the check box next to the member's name *(Figure 1.4)*

7. Click the paper airplane dropdown *(Figure 1.5)*

8. Select "Reset password"

The member will then be sent an email prompting them to reset their password on their account.

Figure 1.4




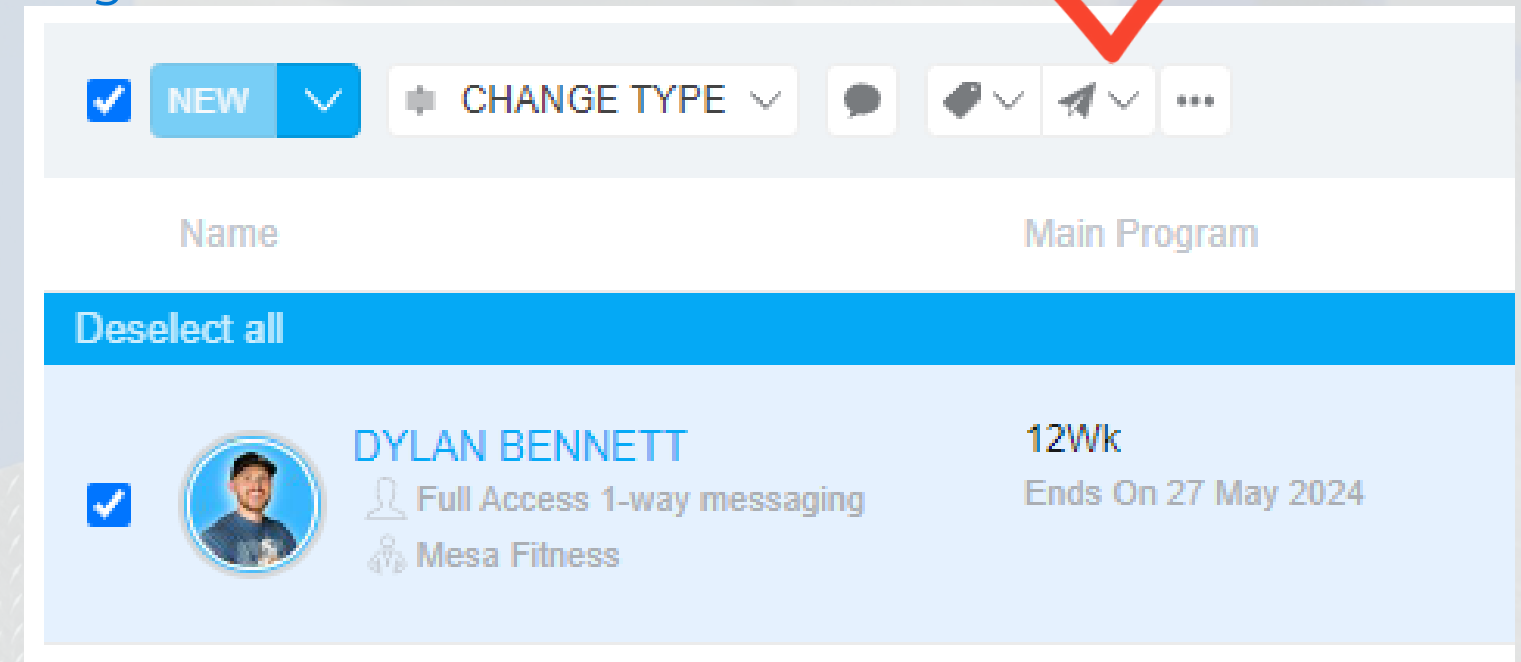

Summary	Exercise	Nutrition	Weight	Engagement	ABC
<input type="checkbox"/>	NEW	CHANGE TYPE			
Name	Main Program				
<input type="checkbox"/>	 DYLAN BENNETT Full Access 1-way messaging Mesa Fitness	12Wk Ends On 27 May 2024			

Figure 1.5



Name	Main Program	
Deselect all		
<input checked="" type="checkbox"/>	 DYLAN BENNETT Full Access 1-way messaging Mesa Fitness	12Wk Ends On 27 May 2024

