

# One Pass Select Member Experience Guide

## Program Information

Member visits [www.OnePassSelect.com](https://www.OnePassSelect.com).



Log in



## The ultimate fitness membership

Get unlimited access to thousands of gyms, fitness studios, online workouts, and grocery delivery, all with one monthly membership.

Get started

## Fitness that fits you



### Work out the way you want

Get active your way with a large network of gyms, studios, and classes. Prefer home workouts? Try live, online fitness classes and on-demand workouts.

[Find a gym near you](#) >

### Make it a family affair

Family Memberships help your family, and even your friends, get healthier with you. Work out together, share your goals, and celebrate your progress!



### Fuel your life

Make your busy life easier. Get healthy foods right at your door. Home delivery may be included in your employer's plan.

Member can view gyms by inputting address or zip code.

Find gyms and classes near you

Distance

10 miles

Class type / feature

Select multiple

Address or ZIP code

Gym name (optional)

Search

26 gyms

LA FITNESS

LA Fitness

17364 Southampton Way · 0.2 mi away

Starts at Premium Tier

Details

Nologo Gym

4000 Chesapeake St · 1.3 mi away

Starts at Classic Tier

Details

LA FITNESS

LA Fitness

456 Main Ave · 1.4 mi away

Starts at Elite Tier

Details

LA FITNESS

LA Fitness

9285W Roundtree Way · 2.2 mi away

Starts at Standard Tier

Details

LA FITNESS

LA Fitness

937 Q St NW · 3.9 mi away

Starts at Elite Tier

Details

LA FITNESS

LA Fitness

Details

Map of Washington D.C. area showing gym locations. A callout for Orangetheory Fitness at 4000 Chesapeake St, Washington, DC 20016, 0.2 mi away is shown.

Available gyms vary by program.

Member can view FAQs at the bottom of the page and select “See more” to view all program FAQs.

Frequently asked questions

- What is One Pass Select?

▼
- Who can use One Pass Select?

▼
- How much does One Pass Select cost?

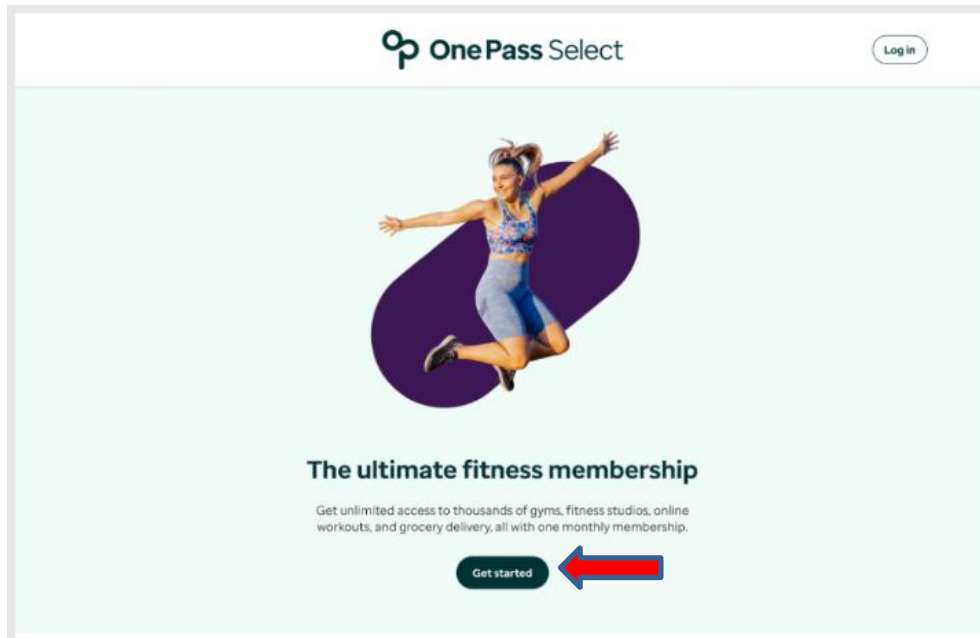
▼
- How do I get started with One Pass Select?

▼

See more > 

## Registration & Enrollment

Member clicks on the “Get started” button on the homepage.



Member is prompted to register for One Pass Select by creating a HealthSafe ID (HSID). The member will enter their first and last legal names, date of birth and Identification type (employer assigned ID, social security number or health plan member ID depending on their employer’s guidance). If the member already has an HSID, they will select “Sign In” at the top right corner of the screen and enter their HSID username and password.

### Let's get you registered

Create your [HealthSafe ID](#) to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (mm/dd/yyyy)

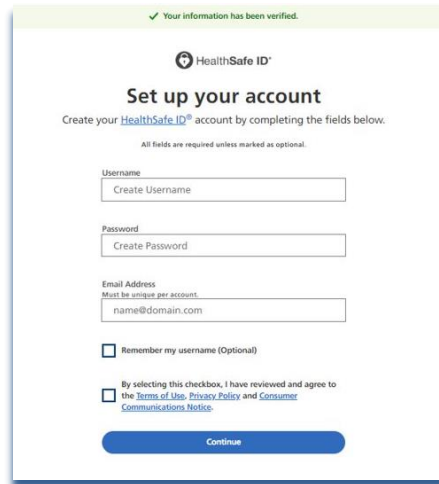
Identification Type [Help](#)

- ☒ Employer Assigned ID
- ☐ Social Security Number
- ☐ Health Plan Member ID

Employer Assigned ID  
Enter the ID assigned to you by your employer. Please do not include any special characters, dashes, or spaces.

[Continue](#)

Once verified, member is prompted to set up a username, password, and email address. There will be two boxes for them to check, to remember their username and agree to the terms and conditions.



HealthSafe ID®

### Set up your account

Create your HealthSafe ID® account by completing the fields below.

All fields are required unless marked as optional.

Username  
Create Username

Password  
Create Password

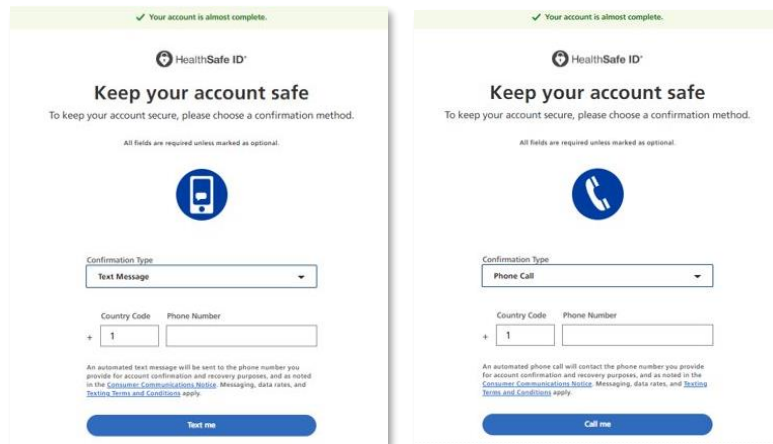
Email Address  
Must be unique per account  
name@domain.com

☐ Remember my username (Optional)

☐ By selecting this checkbox, I have reviewed and agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communications Notice](#).

Continue

Next, they are prompted to keep their account safe (Multi Factor Authentication) by choosing to receive a code via text message or phone call. They will enter their phone number and select “Text me” or “Call me.”



HealthSafe ID®

### Keep your account safe

To keep your account secure, please choose a confirmation method.

All fields are required unless marked as optional.

**Text Message**

Confirmation Type  
Text Message

Country Code Phone Number  
+ 1

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, and [Texting Terms and Conditions](#) apply.

Text me

**Phone Call**

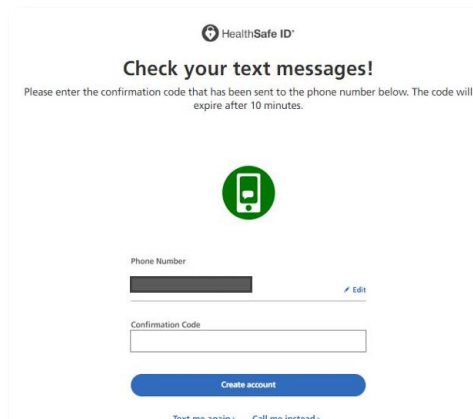
Confirmation Type  
Phone Call

Country Code Phone Number  
+ 1

An automated phone call will contact the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, and [Texting Terms and Conditions](#) apply.

Call me

The member will receive the code via text or a phone call, enter the code into the space provided, and click “Create account.”



HealthSafe ID®

### Check your text messages!

Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes.

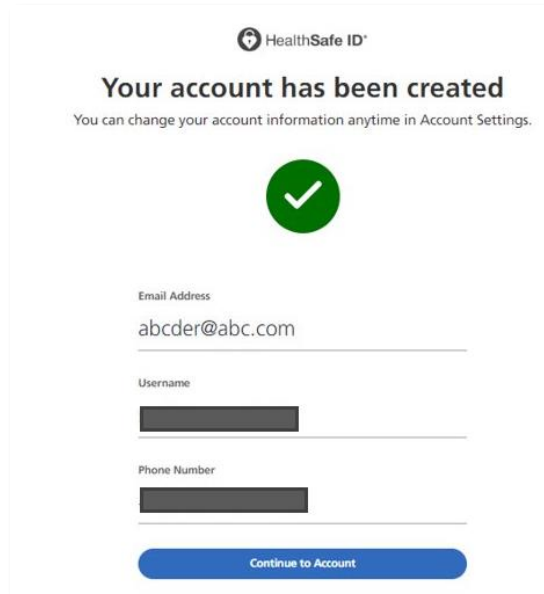
Phone Number  
[Redacted] Edit

Confirmation Code  
[Input field]

Create account

[Text me again >](#) [Call me instead >](#)


Their account has now been created and they click “Continue to Account.” The system may ask the member again for their username, password, and phone number to log into their One Pass Select account.



HealthSafe ID<sup>®</sup>

## Your account has been created

You can change your account information anytime in Account Settings.



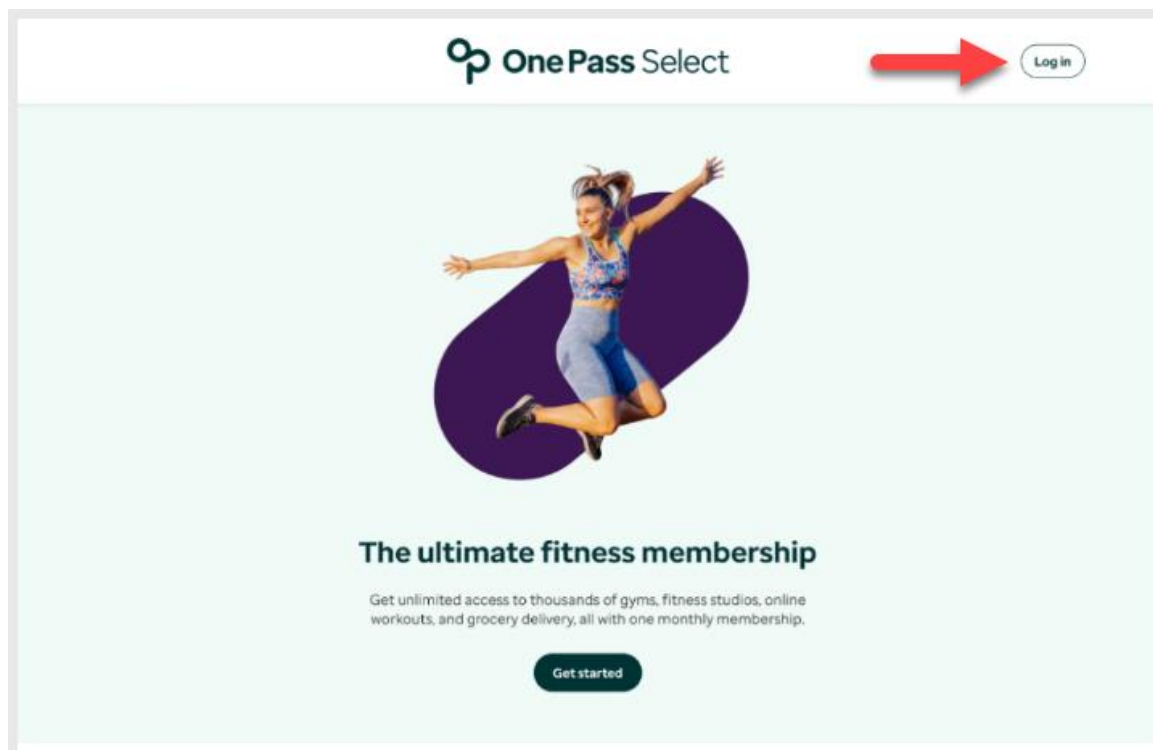
Email Address  
abcder@abc.com

Username



















Phone Number

[Continue to Account](#)


Once the members account is set up, during subsequent visits, they can click the “Log In” button on the top right corner of the [www.OnePassSelect.com](http://www.OnePassSelect.com) site and enter their credentials they registered with initially.



Once the member is logged in, they will be able to view the One Pass Select dashboard and the tiers available to them. They are also able to view the gyms near them as well as the online fitness partners available through One Pass Select.


Digital	Classic	Standard	Premium	Elite
				
<b>\$10</b> / month + \$10 enrollment fee	<b>\$34</b> / month + \$29 enrollment fee	<b>\$69</b> / month + \$29 enrollment fee	<b>\$109</b> / month + \$29 enrollment fee	<b>\$159</b> / month + \$29 enrollment fee
Select Digital	Select Classic	Select Standard	Select Premium	Select Elite
 Thousands of online fitness classes	 <b>12,000+</b> Fitness locations +  Online fitness classes  Grocery delivery	 <b>14,000+</b> Fitness locations +  Online fitness classes  Grocery delivery	 <b>16,000+</b> Fitness locations +  Online fitness classes  Grocery delivery	 <b>19,000+</b> Fitness locations +  Online fitness classes  Grocery delivery
	TOP PICK		BEST VALUE	


Once the member chooses their desired tier, they will review the One Pass Select Subscription Terms and set up their credit card payment. Member will enter in their credit card information, billing address, email address. They will review the payment details, click the terms, and click “Purchase Membership” to complete enrollment.



[Back](#)

**Congrats on joining One Pass Select!**  
Enter your information below to complete your purchase. For best results, please do not refresh this page.

**Set up your credit card payment**  
  
First name \*  
  
Last name \*  
  
Card number \*  
  
Expiration date \*  
  
Security code \*  
  
Enter your billing address  
Street address \*  
  
Apartment / Suite (optional)  
  
City \*  
  
State \*  
  
ZIP code \*  
  
Email address \*

  
**Premium membership**  
16,000 Gym locations • Online fitness classes • Grocery delivery • Family Membership  
[Change tier](#)

Premium membership plan

\$109/month

Tax (Calculated via ZIP code)

\$790

Total

\$116.90

☒ I have read and accept the [One Pass subscription terms](#).

☒ I agree to receive periodic promotional communications regarding programs, products, and services.

Purchase membership

By signing up, you are agreeing to the [One Pass Subscription Terms](#). Memberships are instant, and you will be charged for the full current calendar month on the day you sign up.

On the 27th of each month, your payment method on file will be charged a recurring monthly membership fee at your chosen tier level for the following month.


You may submit a cancellation request at any time. Because your One Pass membership is billed in advance, you must cancel at least 30 days in advance of your next billing date (27th of each month) for your cancellation to be effective at the end of the following calendar month. Cancellation requests received less than 30 days prior to the next billing date will be effective at the end of the second calendar month after you submit your cancellation.

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[Help Center & FAQs](#) | [Terms](#) | [Privacy](#) | [Accessibility](#) | [Non-Discrimination Notice](#)


## Member Dashboard


Once the member purchases a membership, they will be able to see their new 9-digit member code under “Unlock it all with your code!” They can click their code to learn next steps and how to use their code. All One Pass Select partners will need the member’s code to verify their eligibility and enroll them with a membership. They can print their code to bring with them to a participating facility or copy their code to use with a digital platform or additional benefit. If they are utilizing their mobile device, they can also add their code to their Apple or Google Wallet.

Your account ▾

[Dashboard](#) [Gyms and classes](#) [Online fitness](#) [Your perks](#) [Mobile app](#)


Welcome Jonathan!






### Unlock it all with your code!


Use this unique member code to get access to all the gyms, classes, and services you choose


Code: **A123443931** 

#### Just for you

**One Pass mobile app**

Did you know we've got a mobile app with even more features to keep you fit? Download it today and enjo...

[Learn more](#) 

**Sign up your family and friends**

This content should ellipsis out after three lines. Feel fit together. Add your family and friends to your One...

[Get started](#) >

< 1 of 2 >

×

**A123443931**  
MEMBER CODE

**Use your member code to access all the gyms, classes, and services you choose**

[Print code](#) [Copy code](#)

#### Fitness locations

You'll need to provide your member code at check-in. You may also need to call or register online before you go. Check specific locations for details.

#### Online classes and services

You'll enter your member code when you set up your One Pass account, and each time you register for a new fitness location or service. After that, you can book classes and services directly through that location's site.

[Got it!](#)

[Help Center & FAQs](#)



At the top of the page, they will see the Dashboard, Gyms and Classes, Online Fitness and Your Perks tabs, if applicable. When they click on the “Gyms and Classes” tab they can browse gym partners that are available in their enrolled tier. Under “Explore Fitness” the member can search for gyms in network by entering zip code, desired radius, class type and feature. Enrolled members can also nominate a facility to join the One Pass Select network, by clicking “Don’t see your favorite gym? Nominate it here” and completing the form.

OnePass Select

Dashboard Gyms and classes Online fitness Your Perks

Explore fitness

Distance: 10 miles Class type / feature: Select multiple Address or ZIP code: Minneapolis, MN 55403 Gym name: Search

156 gyms

- Life Time**  
600 1st Ave. N  
Minneapolis, MN 55403 · 0.18 mi away  
[Details](#)
- Dayton YMCA at Gaviidae - DT Minneapolis**  
651 Nicollet Mall Ste. 300  
[Details](#)
- Planet Fitness**  
2852 26th Ave S  
Minneapolis, MN 55406 · 2.81 mi away  
[Details](#)
- Club Pilates**  
3200B W Lake Street  
Minneapolis, MN 55416 · 2.84 mi away  
[Details](#)
- StretchLab**  
3204 West Lake Street  
Minneapolis, MN 55416 · 2.86 mi away  
[Details](#)

Showing 1-20 of 156 Results 1 of 8

[Don't see your favorite gym? Nominate it here](#)

Any facility or membership details will display in the search, the member may need to select “Details” to view the entire note. For example, class-based studios (like Orangetheory Fitness) will oftentimes offer One Pass Select members a class-based membership and the details would be noted in the search.

**Orangetheory Fitness**  
5600 Cedar Lake Rd S Ste 25  
St Louis Park, MN 55416 · 0.28 mi away  
[Details](#)

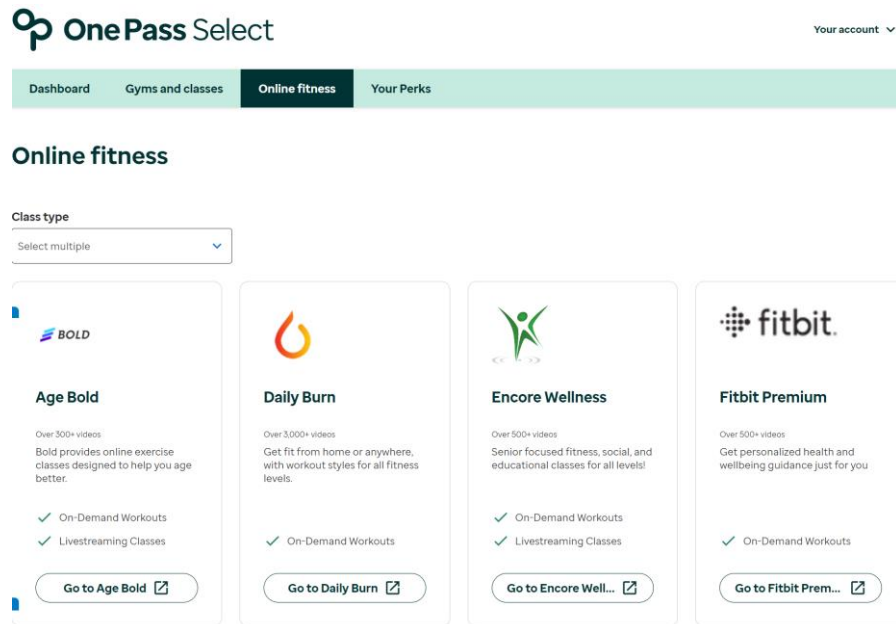
**Phone**  
952-222-3984

**Important Note**  
Before visiting Orangetheory, please enroll at [fitnessoffering.orangetheory.com](https://fitnessoffering.orangetheory.com). As part of fitness offering, membership includes 8 classes per month. Please note, heart-rate monitors are not included in program membership and not necessary for class.

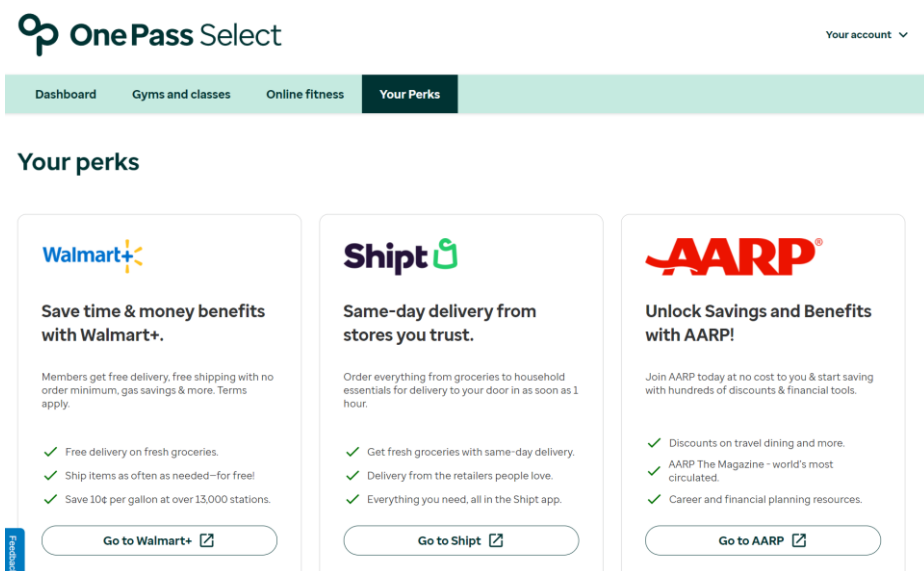
**Location Features**  
Personalized Fitness Plan • Offers Classes



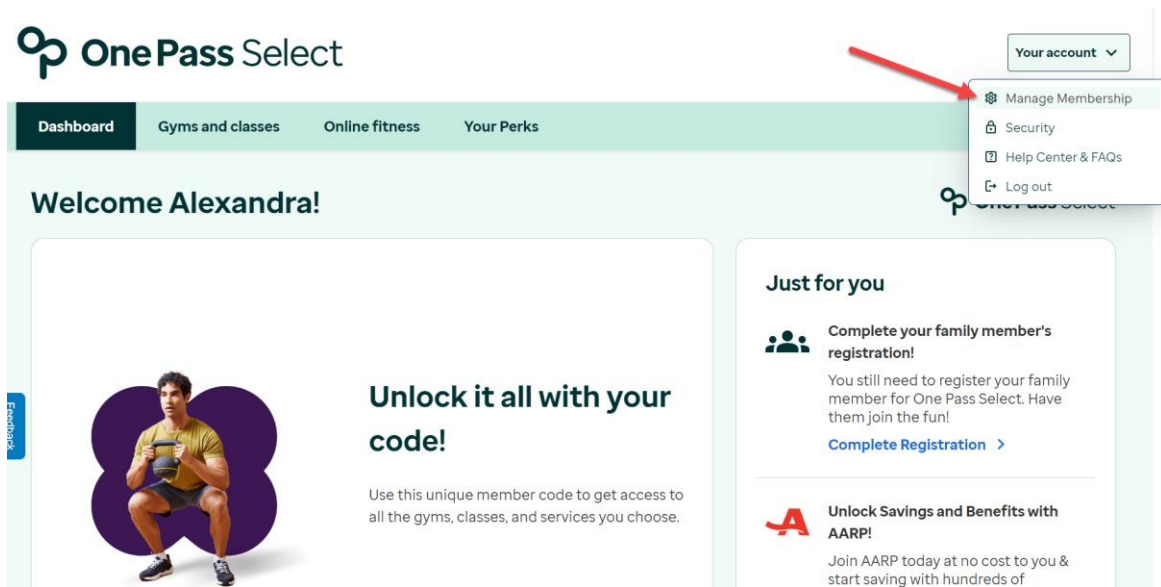
Under “Online Fitness” the member can view all the partnered digital platforms. Members can enroll with as many online fitness partners as they would like. They can click to copy their code for easy enrollment. Once the member selects a platform, they will be prompted for their member code as well as any other additional information required for enrollment. The initial registration process must be completed through the One Pass Select member portal to activate the benefit, thereafter the member can go directly to the platform’s app or website to log in.



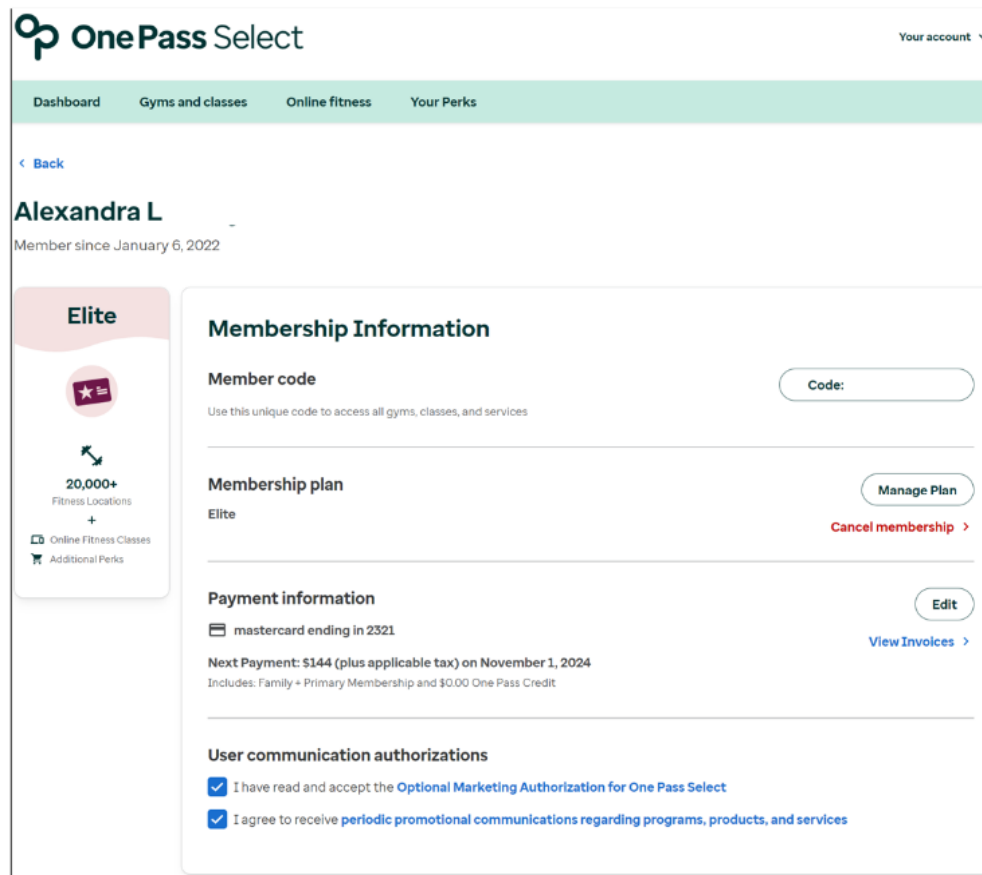
If applicable, under “Your Perks” members can view and enroll with our partners Shipt, Walmart+ and AARP. They can click to copy their code for easy enrollment, then select the link to go to the partner’s site. They will be prompted for their member code as well as any other additional information required for enrollment. The initial registration process must be completed through the One Pass Select member portal to activate the benefit, thereafter the member can go directly to the platform’s app or website to log in.



Members can go to “Manage Membership” located under “Your Account” at the top right of their screen.




Under “Manage Plan” members can upgrade or downgrade their tier, which will go into effect on the next billing date (1<sup>st</sup> of the month). Right below is the ability to cancel their membership. They can also click “Edit” to update their credit card information. Right below is the ability to view their invoices.




## Family Memberships


Within “Manage Membership” members can add family and friends (18 years or older) onto their account. They do not need to be household members or on the primary member’s medical plan.


Elite



  
20,000+  
Fitness Locations

+

 Online Fitness Classes

 Additional Perks

### Membership Information

**Member code**

Code:

Use this unique code to access all gyms, classes, and services

**Membership plan**

Elite

Manage Plan

Cancel membership >

**Payment information**

mastercard ending in 2321

Next Payment: \$144 (plus applicable tax) on November 1, 2024

Includes: Family + Primary Membership and \$0.00 One Pass Credit

Edit

View Invoices >

**User communication authorizations**

☒ I have read and accept the [Optional Marketing Authorization for One Pass Select](#)

☒ I agree to receive [periodic promotional communications regarding programs, products, and services](#)

### Family Memberships


Add family members who are 18 and over to your One Pass Select account at a 10% discount per member

Add Family Member

Members can also add family members from their Dashboard, a Family Membership tile displays under “Just for you.”

Welcome Alexandra!


OnePass Select



## Unlock it all with your code!


Use this unique member code to get access to all the gyms, classes, and services you choose.

Code: B233574771

**Complete your family member's registration!**

You still need to register your family member for One Pass Select. Have them join the fun!

[Complete Registration >](#)

**Get the things you need from stores you trust.**

Same-day delivery on groceries and essentials from stores you trust included in your membership. Get...

[Learn More](#)

< 1 of 2 >

The member will enter their family or friend’s first and last legal names, date of birth, relationship to the member, and email address. Click “Continue.”



## Add family member

First, tell us about them.

First name \*

Last name \*

Date of birth (Must be 18 years or older) \*

Relationship \*

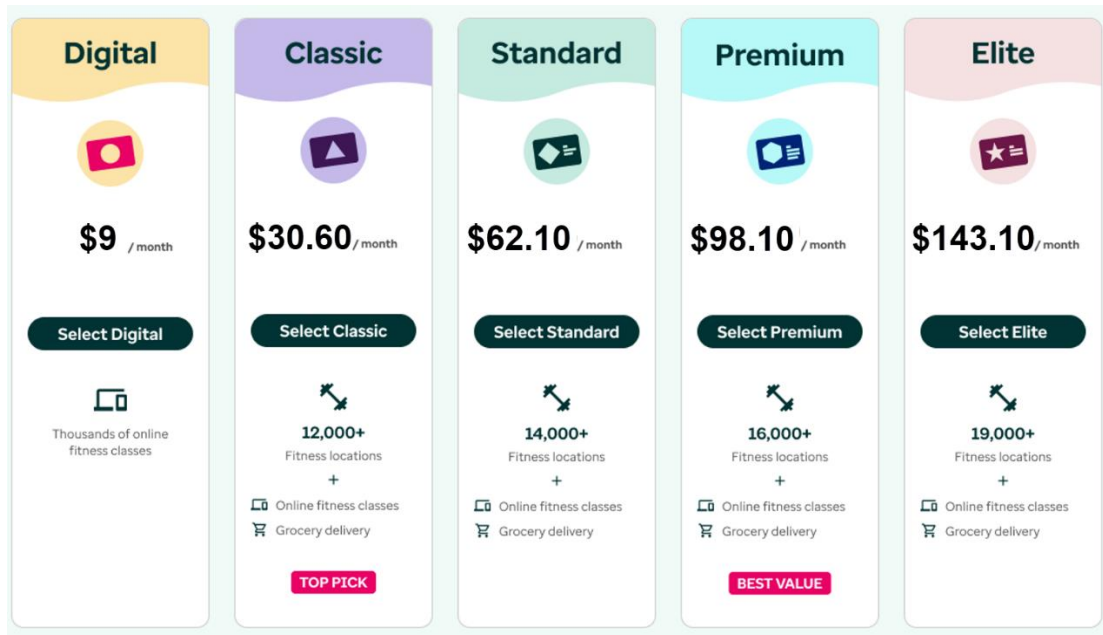
Select 

Email address \*

Continue


Cancel

They 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 the member selects the tier for the family or friend, they will be able to review and pay. The family membership will bill to the primary member's card on file. The member can review the Subscription Terms and then click "Add Family Member."

## Review and pay



### Digital membership

Thousands of Online Fitness Classes

[Change tier >](#)

---


Add Family Member

\$9 / month

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**Due Today**

**\$9.00 + Tax**

 MasterCard ending in 2321




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☐ Membership is instant, and you will be charged for the full current calendar month on the day you sign up your family member.

[Add family member](#)

[Cancel](#)

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.

Family memberships				
Add friends or family members to your One Pass account for an additional fee per member.				
<a href="#">Add family member</a>				
Rick Sanchez				
	Membership tier <a href="#">Edit &gt;</a> Premium	Monthly cost \$99.00	Member code A123443931	<a href="#">Edit member info</a> <a href="#">Remove &gt;</a>
Jerry Smith				
	Membership tier <a href="#">Edit &gt;</a> Classic	Monthly cost \$29.00	Member code A123443931	<a href="#">Edit member info</a> <a href="#">Remove &gt;</a>
Jerry Smith				
	Membership tier NA	Monthly cost NA	Member code NA	<a href="#">Complete registration</a> <a href="#">Remove &gt;</a>
Inactive members <a href="#">v</a>				

The family member will receive an email with their member code and instructions to get started. The family member will be directed to the login page where they will provide the One Pass Select member code that was provided in the email. They will check the terms & conditions box and click “Submit.”



## Welcome family member

Enter your Member Code to get started with all your One Pass Select benefits.

Member code

☒ I agree with the [Terms of Service](#) and [Privacy Policy](#).

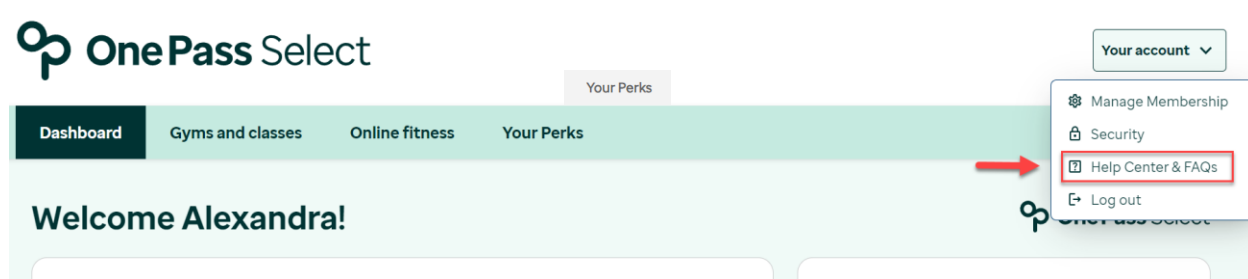
**Note:** The account owner must be the one to call customer support about any questions related to a family member's account

[Submit](#)

The family member will enter the One Pass Select family member experience. The experience is the same as the primary member but will not have the ability to view the “Manage Membership” page. All changes to the family membership must be completed by the primary member.

## Help Center & FAQs

Members can click on their name in the top right-hand corner of their experience and select “Help Center & FAQs.”



Members can view FAQs and contact customer service. (Holidays observed by customer service: New Years Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day)

A screenshot of the OnePass Select 'Help and support center' page. The page has a teal header with the OnePass Select logo and 'Your account' dropdown. Below the header is a navigation bar with 'Dashboard', 'Gyms and classes', 'Online fitness', and 'Your Perks'. The main content area is titled 'Help and support center' and 'Frequently asked questions'. It features a list of 'General Program Questions' with expandable sections. To the right, there are two contact options: 'Email Support' with a 'Submit a Case' button, and 'Phone Support' with a phone number '(877) 515-9364'.

**OnePass Select**

Dashboard Gyms and classes Online fitness Your Perks


### Help and support center

#### Frequently asked questions


##### General Program Questions


- What is One Pass Select? ▾
- How does One Pass Select work? ▾
- How do I access the One Pass Select experience? ▾
- Can my spouse or relative use this program? ▾
- What services are included at a participating fitness location? ▾
- Do I have to pay for additional services at my fitness location? Are there any restrictions with the One Pass Select membership? ▾
- What participating fitness locations are included in the One Pass Select network? ▾
- How does the grocery delivery service work? ▾
- What are the Grocery Delivery features of One Pass Select? ▾

##### Contact us


 **Email Support**

Complete the form and a customer service representative will respond within 5-7 business days.

 **Submit a Case**

 **Phone Support**

Our customer service representatives are here to assist you from 8:00am to 9:00pm CT Monday through Friday.

 **(877) 515-9364**

One Pass Select FAQs - <https://www.OnePassSelect.com/faqs>