

# Instructions for Online Services at TriHealth Fitness & Health Pavilion

## STEP 1:

TriHealth

### Member Online Services

Home

Login

**Already an existing member**

Username

Password

[Forgot Password/Create Logins? Click Here.](#)

Login

OR

Sign in with

Facebook Yahoo

**Not a member yet?**

[Become a Member](#)  
Member Privileges

[Become a Guest](#)  
Guest Privileges

### Setting up your online access

If you are setting up an online account for the first-time, Click: **“Forgot Password/Create Logins.”**

## STEP 2:



TriHealth  
Member Online Services

Forgot your username/password?

Please enter the email address that is on your account.

Email Address



Enter your email address on file and click **submit**.



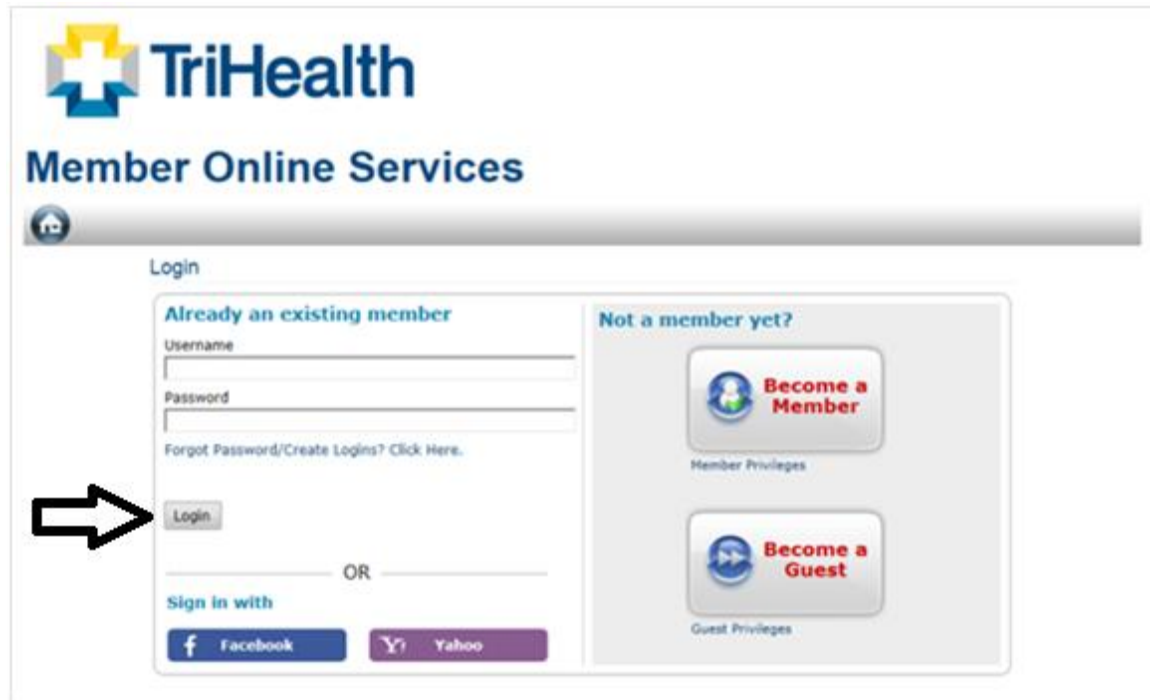
### STEP 3:



An email will be sent to you within 2-5 minutes by Nikkie Blaney, Pavilion Business Operations Supervisor, with your new login information. Once you receive the email with your username and temporary password, click on the “click here to login” button.



## STEP 4:



TriHealth  
Member Online Services

Login

**Already an existing member**

Username  
Password

Forgot Password/Create Logins? Click Here.

Login

OR

Sign in with

Facebook Yahoo

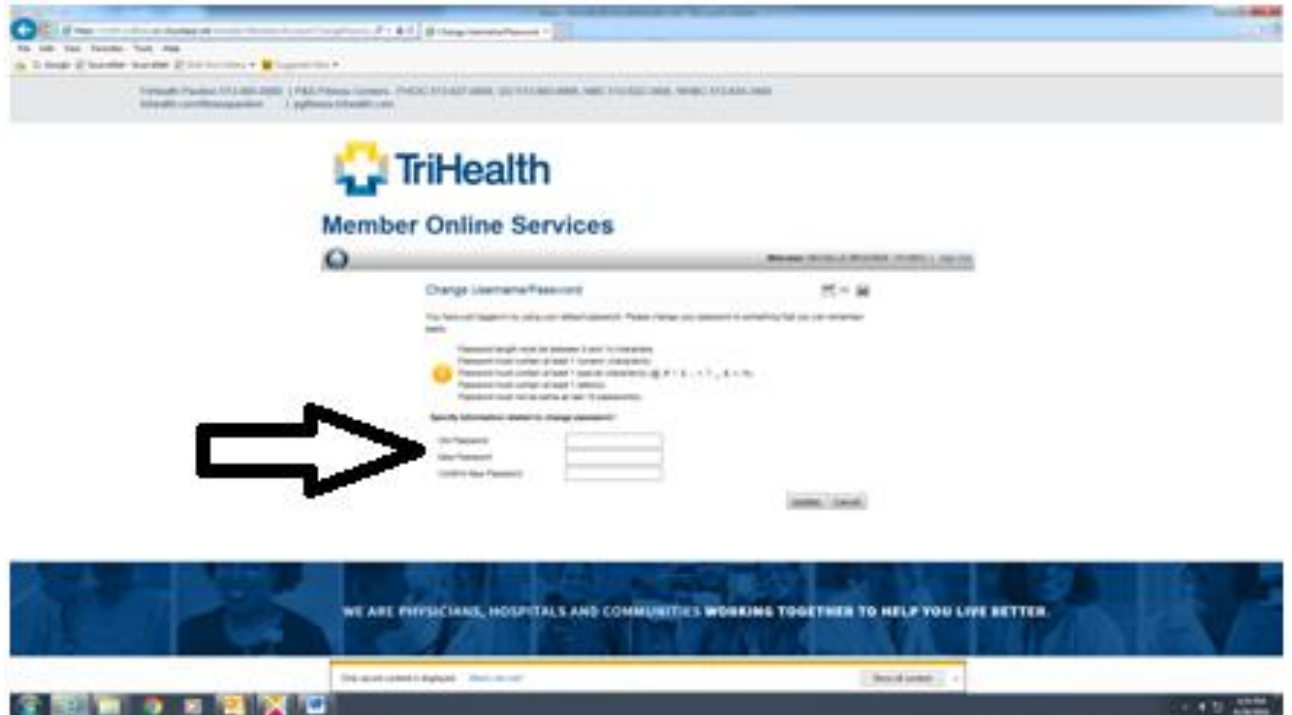
**Not a member yet?**

Become a Member  
Member Privileges

Become a Guest  
Guest Privileges

Log in with the user name and temporary password provided to you in the email from Nikkie Blaney. Note: You can copy and paste both the username and the password from the email that you received. **CLICK LOGIN.**

## STEP 5:



The screenshot shows a web browser window displaying the TriHealth Member Online Services page. The page title is "Change Username/Password". Below the title, there are instructions and a list of password requirements: "Password length must be between 8 and 16 characters", "Password must contain at least 1 capital character", "Password must contain at least 1 special character (P, !, @, #, \$, %, ^, &, \*)", and "Password must contain at least 1 numeric character". Below these requirements are three input fields: "Old Password", "New Password", and "Confirm New Password". A large black arrow points to the "Old Password" field. At the bottom of the page, there is a blue banner with the text "WE ARE PHYSICIANS, HOSPITALS AND COMMUNITIES WORKING TOGETHER TO HELP YOU LIVE BETTER." and a search bar.

### **Change username/password**

You have just logged-in by using your temporary password. Please change your password to something that you can remember easily. Note: the only special characters permitted are those listed on the screen.

Enter old password

Enter new password

Confirm new password

Your old password is the password that was sent to you by Nikkie Blaney in Step 3.



## STEP 6:



You have now successfully changed your password. Click on the home button to be taken to the Member Online Services home page.



## STEP 7:

On this home page, you will have access to the services featured below:



**Thank you for using TriHealth Fitness & Health Pavilion online services. We will be providing access to more online services in the future!**

