

Quick Reference Guide

Online Portal

Portal Link - <https://portal.aucklandleisure.co.nz/>

Welcome to the Auckland Council Pools and Leisure online portal guide.

Click on one of the titles below for more information

1. [Create an account](#)
2. [View the timetable](#)
3. [Book into a session](#)
4. [Cancel a Group Fitness booking](#)
5. [Dashboard](#)
6. [My Account](#)
7. [Buying a Membership](#)
8. [Enrol in a Learn to Swim class](#)
9. [Event Tickets](#)
10. [10-Visit Passes](#)

Quick Reference Guide

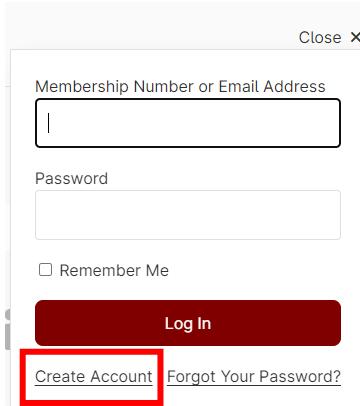
Online Portal

Creating an account

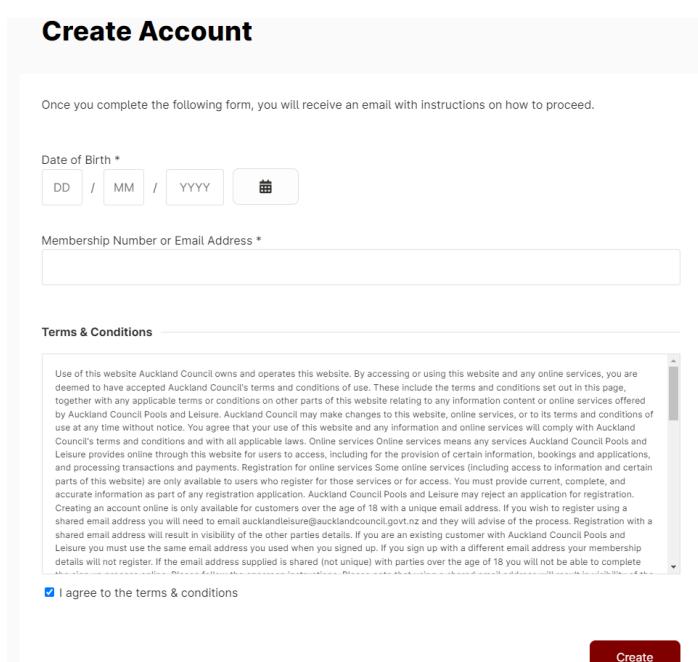
1. Click the link provided to you in the email or the link to myLEISURE is found on the Auckland Leisure website – click the log in button
2. On the landing page, click the log in button (top right-hand side)



3. Click 'Create an account'



4. Enter your Date of birth and email address, read the terms and conditions, tick that you agree to the terms and then click create.



Create Account

Once you complete the following form, you will receive an email with instructions on how to proceed.

Date of Birth *

Membership Number or Email Address *

Terms & Conditions

Use of this website Auckland Council owns and operates this website. By accessing or using this website and any online services, you are deemed to have accepted Auckland Council's terms and conditions of use. These include the terms and conditions set out in this page, together with any applicable terms or conditions on other parts of this website relating to any information content or online services offered by Auckland Council Pools and Leisure. Auckland Council may make changes to this website, online services, or to its terms and conditions of use at any time without notice. You agree that your use of this website and any information and online services will comply with Auckland Council's terms and conditions and with all applicable laws. Online services means any services Auckland Council Pools and Leisure provides online through this website for users to access, including for the provision of certain information, bookings and applications, and processing transactions and payments. Registration for online services Some online services (including access to information and certain parts of this website) are only available to users who register for those services or for access. You must provide current, complete, and accurate information as part of any registration application. Auckland Council Pools and Leisure may reject an application for registration. Creating an account online is only available for customers over the age of 18 with a unique email address. If you wish to register using a shared email address you will need to email aucklandleisure@aucklandcouncil.govt.nz and they will advise of the process. Registration with a shared email address will result in visibility of the other parties details. If you are an existing customer with Auckland Council Pools and Leisure you must use the same email address you used when you signed up. If you sign up with a different email address your membership details will not register. If the email address supplied is shared (not unique) with parties over the age of 18 you will not be able to complete the registration process.

I agree to the terms & conditions

Create

Quick Reference Guide

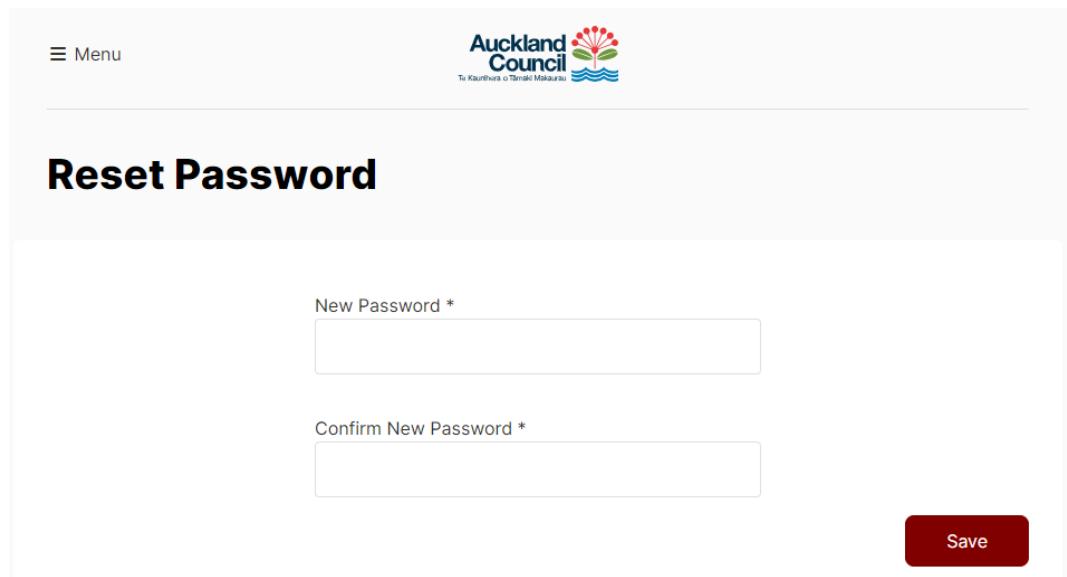
Online Portal

5. A message will be displayed advising an email has been sent



An email will arrive at your address, eliah@hotmail.com shortly. Please follow the supplied instructions in the email to activate your account.

6. Click on the link in the email you receive
7. You will now be prompted to enter a password, then click save



New Password *

Confirm New Password *

Save

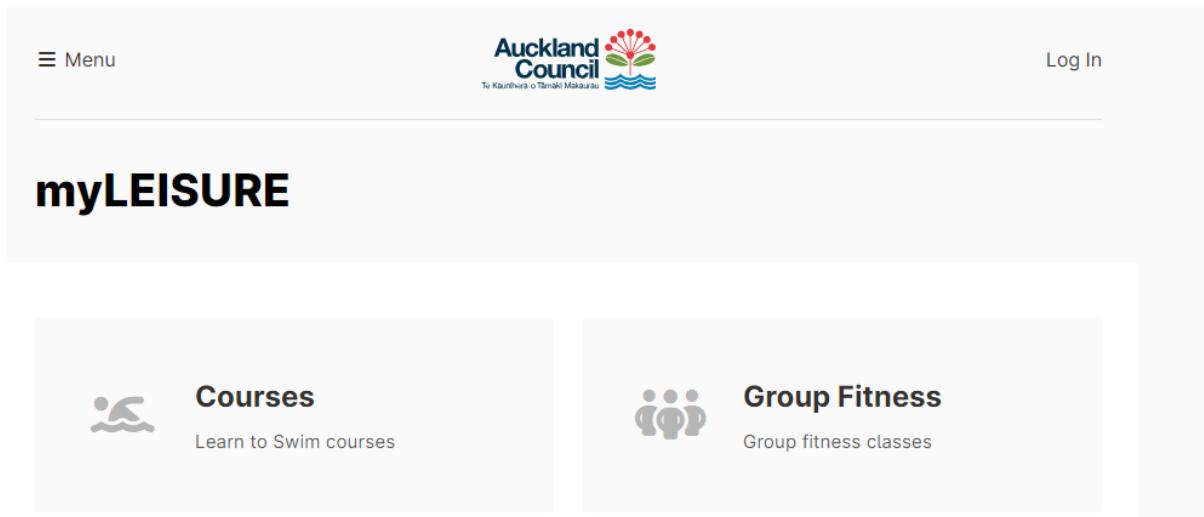
8. Complete your details. (The asterisks are compulsory)
9. Click continue
10. You will now be logged in and ready to book into group fitness classes

Quick Reference Guide

Online Portal

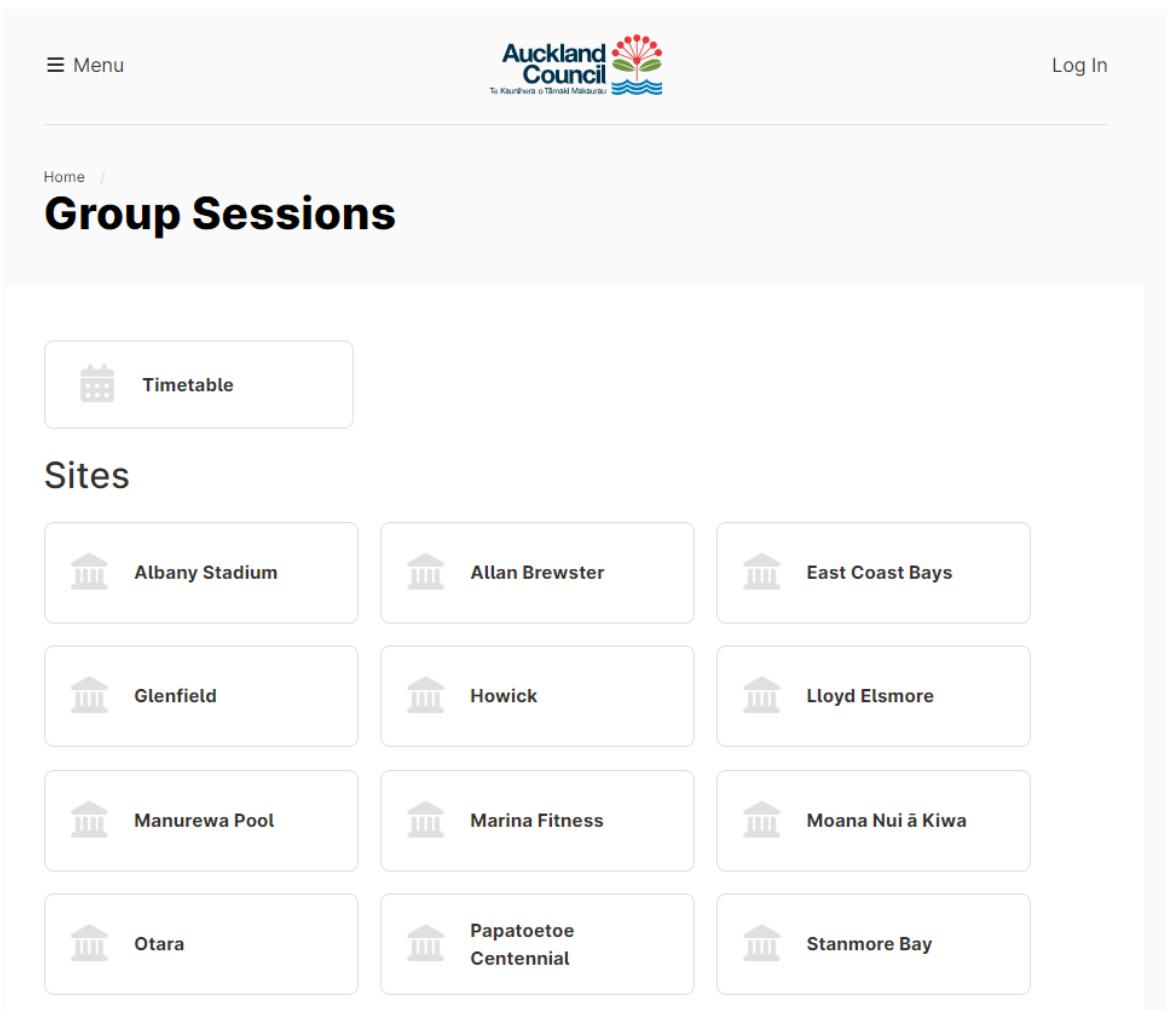
View timetable

1. To view the timetable from the home page, click on the Group Fitness tile or alternatively you can click on the menu button on the top left-hand corner and select group fitness from the options.



The screenshot shows the Auckland Council myLEISURE website. At the top, there is a navigation bar with a 'Menu' button, the Auckland Council logo, and a 'Log In' button. Below the navigation bar, the word 'myLEISURE' is prominently displayed. Underneath, there are two main tiles: 'Courses' (Learn to Swim courses) and 'Group Fitness' (Group fitness classes). The 'Group Fitness' tile is highlighted with a larger, semi-transparent overlay.

2. The group sessions page displays



The screenshot shows the 'Group Sessions' page. At the top, there is a navigation bar with a 'Menu' button, the Auckland Council logo, and a 'Log In' button. Below the navigation bar, the word 'Group Sessions' is displayed. Underneath, there is a 'Timetable' button with a calendar icon. The page then lists various sites in a grid format:

Sites		
Albany Stadium	Allan Brewster	East Coast Bays
Glenfield	Howick	Lloyd Elsmore
Manurewa Pool	Marina Fitness	Moana Nui ā Kiwa
Otara	Papatoetoe Centennial	Stanmore Bay

Quick Reference Guide

Online Portal

3. To narrow down your search, click on the centre you wish to view and scroll to the bottom of the page.

(Note: this view displays the classes for the day, clicking on the date changes to that day.)

Wed Thu Fri Sat Sun Mon Tue

28 29 30 1 2 3 4 >

Wednesday, June 28

5:55 PM	Elsmore Studio - Lloyd Elsmore	Shane B	Book Now
45 mins			
6:00 PM	AquaENERGY(pm) - Lloyd Elsmore Leisure Pool - Lloyd Elsmore	Sureta B	Book Now
1 hr			
6:00 PM	RPM® (45) - Lloyd Elsmore RPM Studio - Lloyd Elsmore	Dianne L	Book Now
45 mins			
6:45 PM	BODYPUMP® (45) - Lloyd Elsmore Studio - Lloyd Elsmore	Hutokshi	Book Now
45 mins			

4. To display the classes for the week, click on timetable at the top after selecting the centre

Home / **Group Sessions**

Timetable

Sites

Albany Stadium Allan Brewster East Coast Bays

Glenfield Howick Lloyd Elsmore

Quick Reference Guide

Online Portal

5. You will now be able to see what sessions are over the next 7 days at your selected centre

Wednesday 28 Jun	Thursday 29 Jun	Friday 30 Jun	Saturday 1 Jul	Sunday 2 Jul	Monday 3 Jul	Tuesday 4 Jul
5:00 AM	5:45 - 6:30 RPM® (45) - Lloyd Elsmore 📍 RPM Studio - LL... ⌚ 18 spaces				5:45 - 6:30 RPM® (45) - Lloyd Elsmore 📍 RPM Studio - LL... ⌚ 18 spaces	
6:00 AM	6:00 - 6:45 BODYPUMP® (45) - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces	6:00 - 6:45 BODYPUMP® (45) - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces	6:00 - 6:45 BODYPUMP® (45) - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces	8:00 - 8:45 BODYCOMBAT® (45) - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces	8:00 - 8:45 BODYPUMP® (45) - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces	8:00 - 8:45 Senior PILATES - Lloyd Elsmore 📍 Studio - Lloyd ... ⌚ 25 spaces

To book into a session

1. From the Group session page, click on the Book Now next to the class you want to attend



Thursday, June 29

5:45 AM
45 mins

RPM® (45) - Lloyd Elsmore
RPM Studio - Lloyd Elsmore

Debbie M

Book Now

Or alternative from the timetable screen click on the class you want to attend

Quick Reference Guide

Online Portal

Filter buttons: All classes, All locations, All instructors, All programs, Any time. Clear filters.

Wednesday 28 Jun	Thursday 29 Jun	Friday 30 Jun	Saturday 1 Jul	Sunday 2 Jul	Monday 3 Jul	Tuesday 4 Jul
5:00 AM	5:45 - 6:30 RPM® (45) - Lloyd Elsmore RPM Studio - LL... 18 spaces					5:45 - 6:30 RPM® (45) - Lloyd Elsmore RPM Studio - LL... 18 spaces

2. To book into that session click on Join this session

Home / Group Fitness /

RPM® (45) - Lloyd Elsmore

TIME Thursday, 29 June 2023 5:45–6:30 AM

LOCATION RPM Studio - Lloyd Elsmore

INSTRUCTOR



Debbie M

RPM® is the indoor cycling workout where you ride to the rhythm of powerful music. You'll enjoy the calorie-killing benefits of interval training as you take on the terrain with your inspiring team coach, who leads the pack through hills, flats, mountain peaks, time trials and interval training. Discover your athlete within – sweat and burn to reach your endorphin high.

Your membership enables entry to this session.

[Join this session](#)

3. A confirmation admission ticket will now be displayed

Quick Reference Guide

Online Portal

Home / Group Fitness / Admissions /

Admission Ticket

 Group session joined successfully.

Present this ticket for entry into your group fitness session.



IDENTIFIER 15000476

SITE Lloyd Elsmore

TYPE RPM® (45) - Lloyd Elsmore

CLASS TIME 29/06/2023 5:45 AM

PEOPLE COUNT 1

[Cancel Admission](#)

Cancel a group fitness booking

1. From the home page, click on the group fitness tile or alternatively you can click on Menu in the top left hand corner of the screen and select Group Fitness
2. Click view admission tickets

Home / Group Fitness /

Admission Tickets

Each time you [join a group fitness session](#) online, an admission ticket will be made available here. Tickets are valid until after the class begins.

[RPM® \(45\) - Lloyd Elsmore 29/06/2023 5:45 AM](#)

[BODYPUMP® \(45\) - Lloyd Elsmore 30/06/2023 6:00 AM](#)

3. Click on the class you wish to cancel

Home / Group Fitness / Admissions /

Admission Ticket

Present this ticket for entry into your group fitness session.



IDENTIFIER 15000476

SITE Lloyd Elsmore

TYPE RPM® (45) - Lloyd Elsmore

CLASS TIME 29/06/2023 5:45 AM

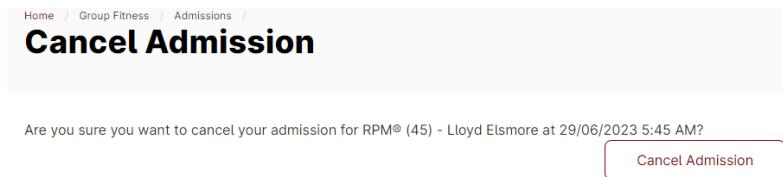
PEOPLE COUNT 1

[Cancel Admission](#)

Quick Reference Guide

Online Portal

4. Click Cancel admission
5. A message will appear asking you to confirm the cancellation, Click Cancel Admission



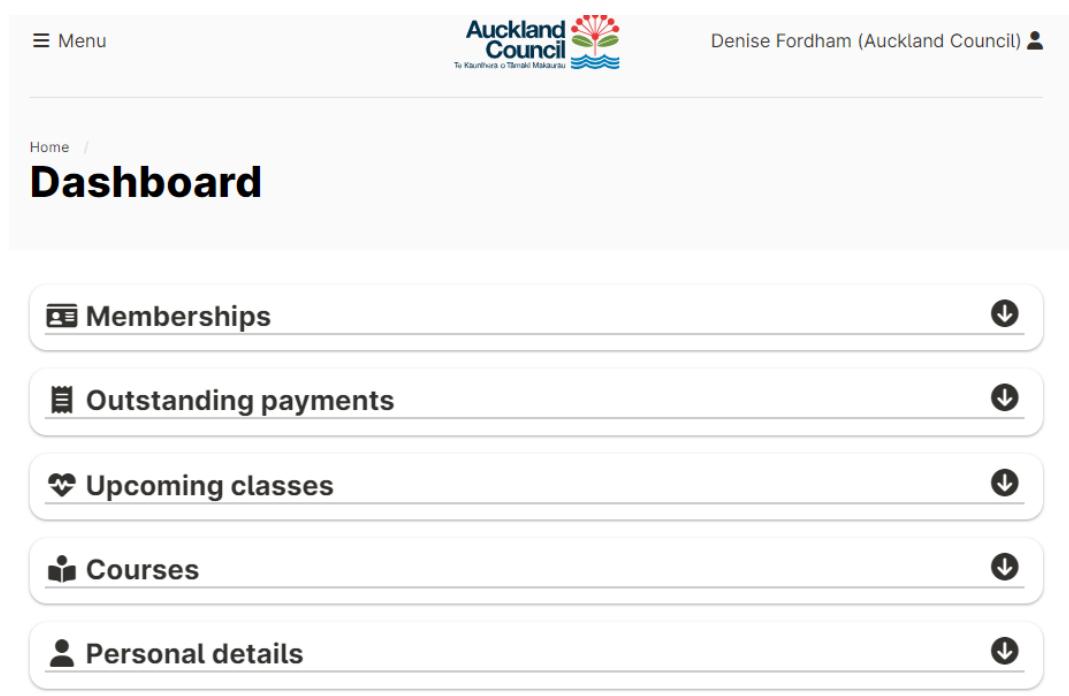
Your booking is now cancelled

Dashboard Functions

1. Click on your name in the right-hand corner and when a drop down menu appears select my dashboard



2. The following is displayed



Memberships – Shows details of your current membership. This is where you would manage your membership i.e. create a suspension

Outstanding Payments – This is where missed payments would show for Debit plans and where you can make catch up payments if a payment has defaulted

Quick Reference Guide

Online Portal

Upcoming classes – Shows any Group Fitness classes ‘you’ have booked into

Courses – Displays current enrolment. You can view progress from here as well as move the time and day

Personal details – This is where all your contact information is held and can be edited at any time

My Account

1. You can access ‘my account’ by clicking on your name (located in the top right-hand corner) and selecting my account from the drop down menu



Select user – If you have more than one person on an account, you can switch between users here

Linked contacts – Here is where you can unlink people from an account

My details – This is where all your contact information is held and can be edited at any time

My Membership – Displays membership details including: Type, period of membership, valid at centres, Report lost card (please note this will disable access and put a comment on the customer’s account to say lost card)

My Dashboard – Links directly to the dashboard view

Change email – Where you can change the email – please note this will not change your login email address

Change Password – where you can change your password

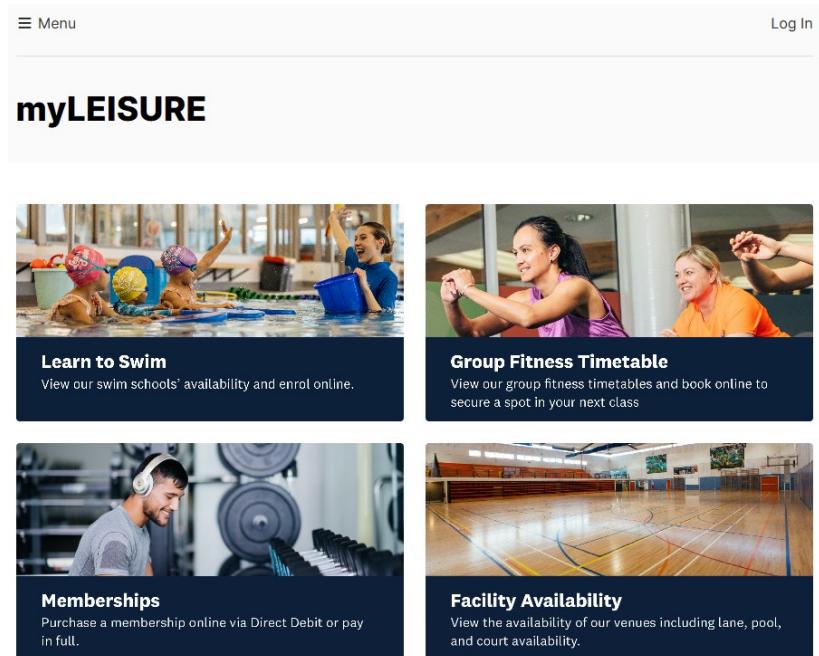
My account is also where you can log out of the portal

Quick Reference Guide

Online Portal

Buying a Membership

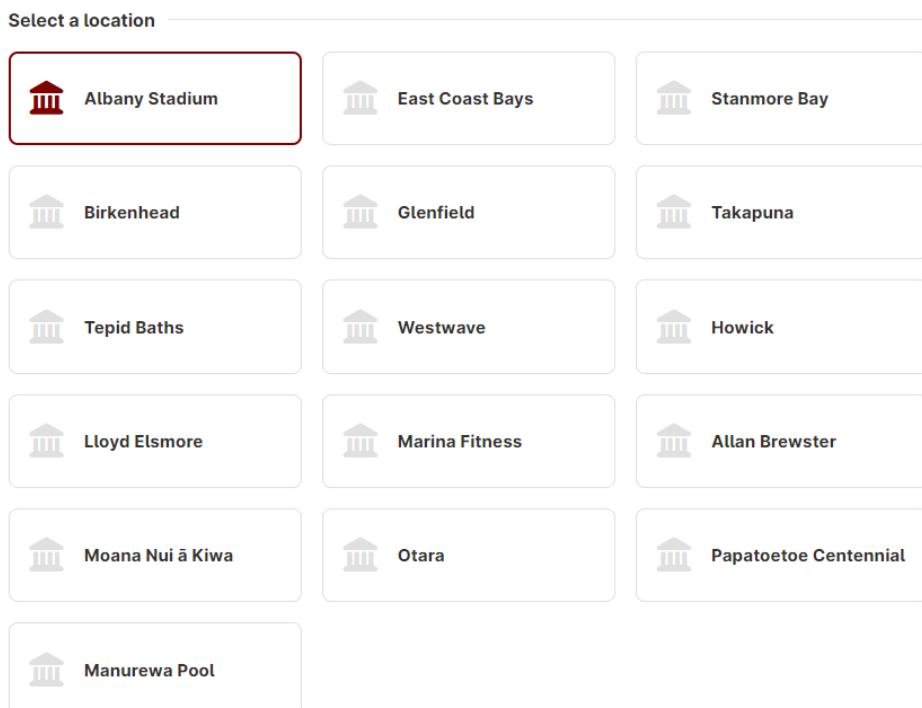
1. From the home page click the membership tile or alternatively you can click on Menu in the top left hand corner of the screen and select Memberships



The image shows the myLEISURE Online Portal home page. At the top, there is a navigation bar with 'Menu' and 'Log In' buttons. The main title 'myLEISURE' is displayed in a large, bold font. Below the title are four promotional tiles:

- Learn to Swim**
View our swim schools' availability and enrol online.
- Group Fitness Timetable**
View our group fitness timetables and book online to secure a spot in your next class.
- Memberships**
Purchase a membership online via Direct Debit or pay in full.
- Facility Availability**
View the availability of our venues including lane, pool, and court availability.

2. Select the centre you wish to attend



The image shows a grid of 15 location icons, each representing a different facility. The locations are:

- Albany Stadium
- East Coast Bays
- Stanmore Bay
- Birkenhead
- Glenfield
- Takapuna
- Tepid Baths
- Westwave
- Howick
- Lloyd Elsmore
- Marina Fitness
- Allan Brewster
- Moana Nui ā Kiwa
- Otara
- Papatoetoe Centennial
- Manurewa Pool

Quick Reference Guide

Online Portal

3. Select a Category –If the membership is a gym it, swim it or move it membership select the single site option otherwise select a get into it membership for access to the gym, pool and classes. Select discounted if the customer is eligible for student, community services card or Green prescription, select senior if the customer is over 65+ and select Adult for everyone else.

Select a category

SILVER Get into it Memberships Full Membership with access to gym, swim and classes at all Auckland Council operated facilities with the exception of Marina and Tepid Baths	SINGLE SITE - Adult Memberships (SILVER) Standard rate memberships with full price joining fee.	SINGLE SITE - Discounted Memberships (SILVER) 15% discount off an adult membership and a reduced joining fee with valid ID to students, Community Services Card holders and Green Prescription holders.
SINGLE SITE - Senior (65+) Memberships (SILVER) Discounted rate and reduced joining fee for Seniors (65+) with valid ID.		

4. Select membership duration. Ongoing is DD and the others are Paid in full

Select a duration

Ongoing	3 months	6 months
12 months		

5. Select discounted if the customer is eligible for student, community services card or Green prescription, select senior if the customer is over 65+ and select Adult for everyone else.

Select a get into it - silver

ADULT Memberships	DISCOUNTED Memberships	SENIOR Memberships
-------------------	------------------------	--------------------

6. Select type – for ongoing it is the payment frequency for example weekly, fortnightly, or monthly. For paid in full it will default to the membership type select in duration. Click continue.

Quick Reference Guide

Online Portal

Select a type

SILVER Get into it (Adult) DD Monthly
\$84.50 Upfront + \$50.00 Joining Fee + \$84.50 Monthly

SILVER Get into it (Adult) DD Weekly
\$19.50 Upfront + \$50.00 Joining Fee + \$19.50 Weekly

SILVER Get into it (Adult) DD Fortnightly
\$39.00 Upfront + \$50.00 Joining Fee + \$39.00 Fortnightly

7. You now need to create an account – Click create account (or log in if you already have an account)
8. If create account selected enter your Date of birth and email address, read the terms and conditions, tick that you agree to the terms and then click create.

DD / MM / YYYY

Membership Number or Email Address *

Terms & Conditions

Use of this website Auckland Council owns and operates this website. By accessing or using this website and any online services, you are deemed to have accepted Auckland Council's terms and conditions of use. Those include the terms and conditions set out in this page, together with any applicable terms or conditions or other parts of this website relating to any information content or online services offered by Auckland Council. Auckland Council may change its terms and conditions of use at any time without notice. You agree that your use of this website and any information and online services will comply with Auckland Council's terms and conditions and with all applicable laws. Use of a selected online service means any services Auckland Council Pools and Leisure provides to you via the internet, including the processing of your application, the processing of your payment, and the processing, storing, and processing transactions and payments. Registration for online services. Some online services (including access to information and certain parts of this website) are only available to users who register for those services or for access. You must provide current, complete, and accurate information as part of any registration application. Auckland Council and Leisure may reject an application for registration. Creating an account. You must be at least 18 years of age to create an account. If you are under the age of 18 with a shared email address you will need to email aucklandmembers@aucklandcouncil.govt.nz and they will advise of the process. Registration with a shared email address will result in visibility of the other party's details. If you are an existing customer with Auckland Council Pools and Leisure you must use the same email address you used when you signed up. If you sign up with a different email address your membership contract will not register. The general terms and conditions of service apply to you if you are under the age of 18.

I agree to the terms & conditions

Create

9. The following message will display

☰ Menu

Create Account

An email will arrive at your address, eliah@hotmail.com shortly. Please follow the supplied instructions in the email to activate your account.

Quick Reference Guide

Online Portal

10. An email will be sent to the customer. Please click on the link within it



Kia Ora,

A request has been made to create a new Auckland Leisure portal account with your email address, but you already have an account. If you did not make this request, please disregard this email.

You may [log in](link to log in page) with this email address, or, copy and paste it into your browser:

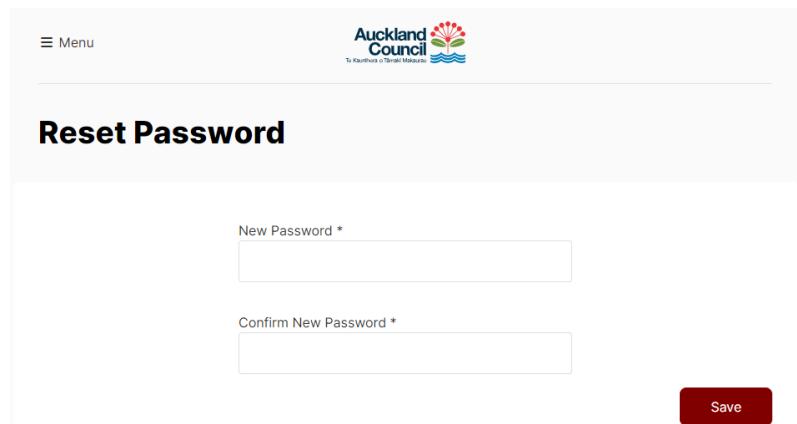
<http://epenvwebt01/Account/Confirm/natasha.king@aucklandcouncil.govt.nz/t4YkYKho9u4PQZKoWxXqbk9iDLK7leMWDsklUWLvmi8%3D?ReturnURL=%2FMembership%2FOptions%2F11%2F25>

If you have forgotten your password, please [xxx](#).

Nga Mihi, [The team at Auckland Leisure](#)

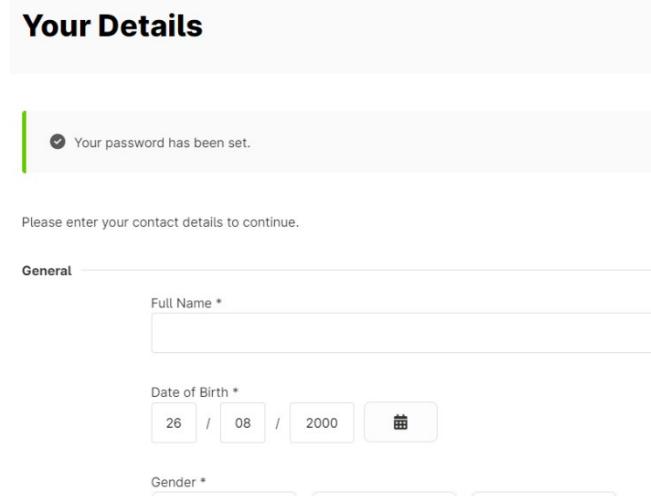
aucklandleisure.co.nz

11. You will now be prompted to enter a password and click save



The image shows a 'Reset Password' form. At the top, there is a 'Menu' icon and the Auckland Council logo. The main title is 'Reset Password'. Below the title, there are two input fields: 'New Password *' and 'Confirm New Password *'. Both fields have a placeholder 'Enter password' and a length requirement of '8-20 characters'. To the right of the 'Confirm New Password' field is a 'Save' button. The entire form is set against a light gray background.

12. Complete your personal details and click Continue



The image shows a 'Your Details' form. At the top, a success message says 'Your password has been set.' Below this, a note says 'Please enter your contact details to continue.' The form is divided into sections: 'General', 'Full Name *', 'Date of Birth *', and 'Gender *'. The 'General' section contains a 'Full Name *' input field. The 'Date of Birth' section contains three input fields for day (26), month (08), and year (2000), followed by a calendar icon. The 'Gender' section contains three radio buttons for 'Male', 'Female', and 'Other'.

Quick Reference Guide

Online Portal

13. You will now get a summary page as per below – review summary and membership start date. Select your name for membership, Click I have read and agree to membership Terms and conditions, click continue

Home / New Membership /

Membership Options

MEMBERSHIP TYPE SILVER Get into it (Adult) 6 Months

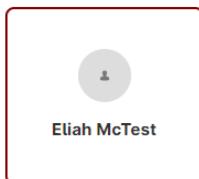
INSTRUCTIONS Please read the terms and conditions
[More Information...](#)

COSTS \$507.00 Upfront
\$50.00 Joining Fee

TOTAL UPFRONT \$557.00

Start Date *
29 / 06 / 2023 

Who is this membership for?



Elijah McTest



Someone else
You'll be asked to provide their details in the next step.

Note that any discounts available to the currently selected person may not be available to others.

14. A summary of your cart will be displayed. If paid in full membership the customer would be asked to continue to payment.

☰ Menu  Elijah McTest 

Home / **Your Cart**

Item	Quantity	Cost
Membership for Elijah McTest SILVER Get into it (Adult) 6 Months at Albany Stadium Starting Thursday, 29 June 2023		
SILVER Get into it (Adult) 6 Months	1	\$507.00
Joining Fee	1	\$50.00
	Total	\$557.00

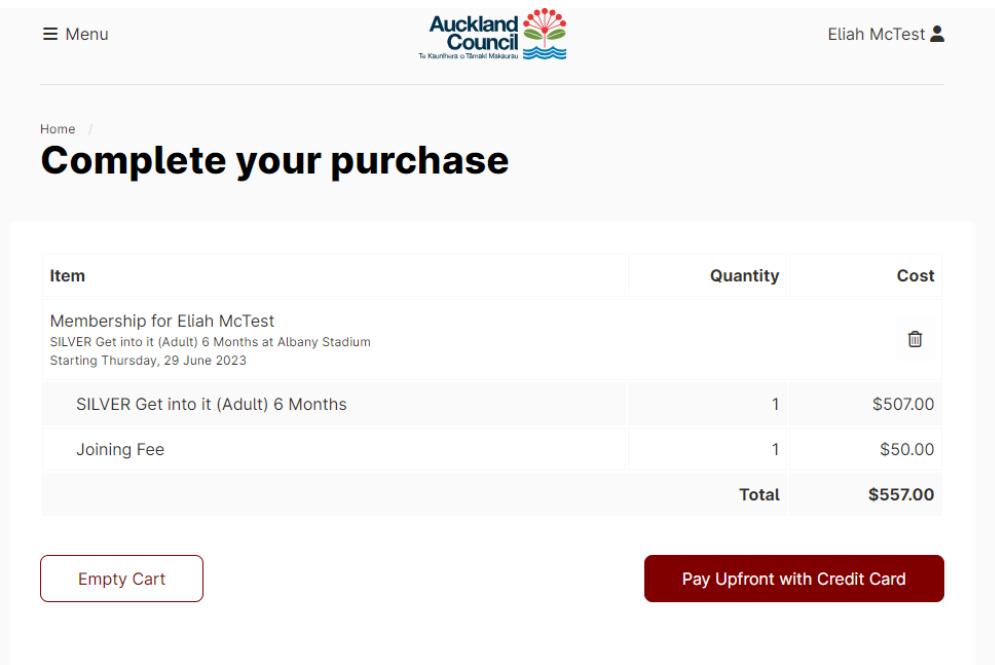
Empty Cart **Continue to Payment >**

Quick Reference Guide

Online Portal

Please note: If purchasing a DD you will be asked to set up the regular DD first prior to completing upfront payment

15. Customer will be asked to complete the purchase by paying upfront with a credit card, click Pay upfront with credit card.

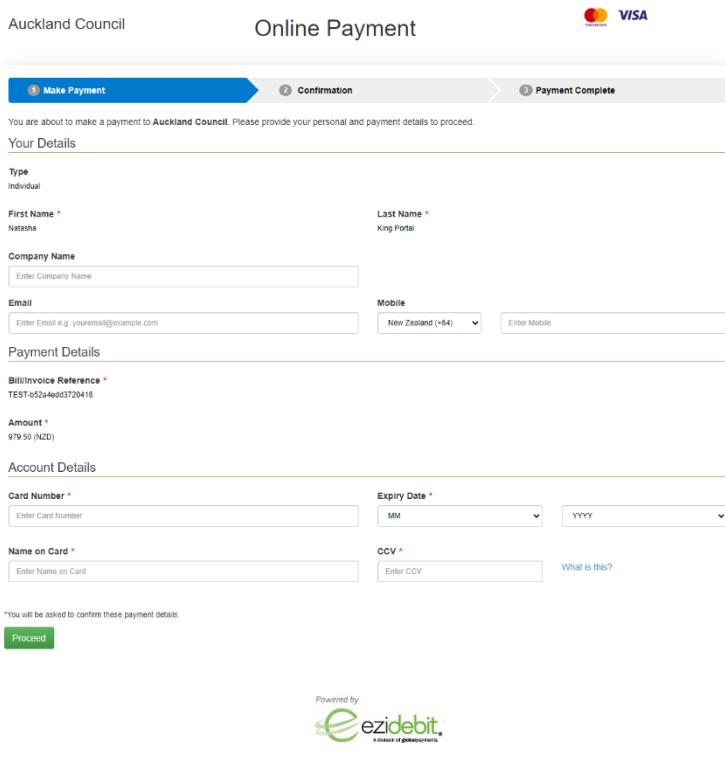


The screenshot shows a user profile for 'Elijah McTest' and the Auckland Council logo. The main heading is 'Complete your purchase'. A table details the items in the cart:

Item	Quantity	Cost
Membership for Elijah McTest SILVER Get into it (Adult) 6 Months at Albany Stadium Starting Thursday, 29 June 2023		
SILVER Get into it (Adult) 6 Months	1	\$507.00
Joining Fee	1	\$50.00
Total		\$557.00

Buttons at the bottom are 'Empty Cart' and 'Pay Upfront with Credit Card'.

16. Complete payment details i.e. credit card and click proceed



The payment page shows a progress bar: '1 Make Payment' (highlighted), '2 Confirmation', and '3 Payment Complete'. It says 'You are about to make a payment to **Auckland Council**. Please provide your personal and payment details to proceed.' The 'Your Details' section includes:

- Type: Individual
- First Name: Natasha
- Last Name: King Porte
- Company Name: (empty)
- Email: (empty)
- Mobile: (empty)

The 'Payment Details' section includes:

- Bill/invoice Reference: TEST-05244ed3720416
- Amount: \$19.50 (NZD)

The 'Account Details' section includes:

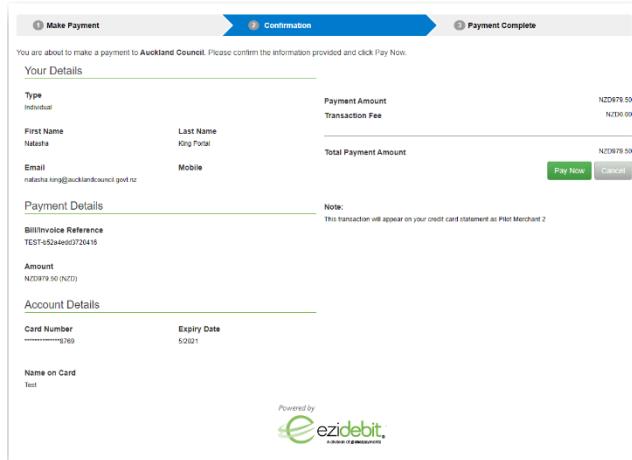
- Card Number: (empty)
- Expiry Date: (empty)
- Name on Card: (empty)
- CCV: (empty)

At the bottom, a note says: '*You will be asked to confirm these payment details.' and a 'Proceed' button. The page is powered by ezidebit.

Quick Reference Guide

Online Portal

17. Summary is displayed – click pay now



The screenshot shows a payment summary page with the following details:

- Make Payment** (Step 1)
- Confirmation** (Step 2)
- Payment Complete** (Step 3)

Your Details

Type	First Name	Last Name	Payment Amount	Transaction Fee
Individual	Natalia	King	NZD979.50	NZD0.00

Payment Details

Bill/Voice Reference	Total Payment Amount
TEST-1234567890123456	NZD979.50 (NZD)

Account Details

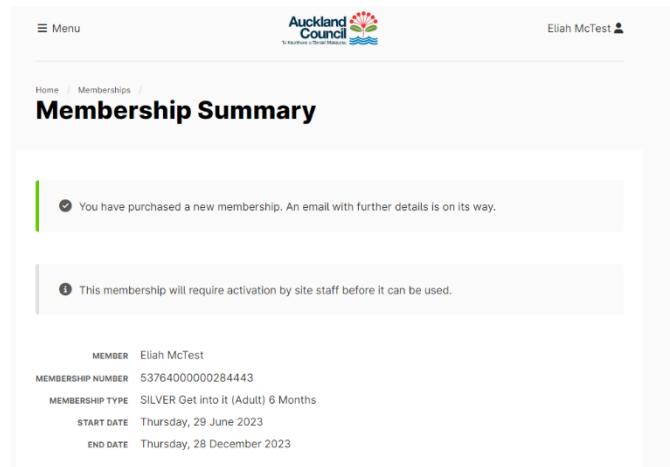
Card Number	Expiry Date
1234567890123456	5/2021

Note: This transaction will appear on your credit card statement as Plan Merchant 2.

Pay Now | **Cancel**

Powered by 

18. summary of membership will be displayed



The screenshot shows a membership summary page with the following details:

Membership Summary

MEMBER Elijah McTest

MEMBERSHIP NUMBER 53764000000284443

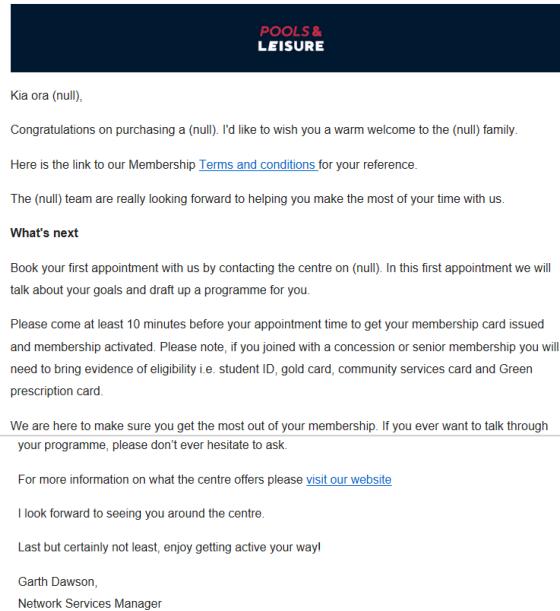
MEMBERSHIP TYPE SILVER Get into it (Adult) 6 Months

START DATE Thursday, 29 June 2023

END DATE Thursday, 28 December 2023

Note: This membership will require activation by site staff before it can be used.

19. The system will generate a confirmation email



Kia ora (null),

Congratulations on purchasing a (null). I'd like to wish you a warm welcome to the (null) family.

Here is the link to our Membership [Terms and conditions](#) for your reference.

The (null) team are really looking forward to helping you make the most of your time with us.

What's next

Book your first appointment with us by contacting the centre on (null). In this first appointment we will talk about your goals and draft up a programme for you.

Please come at least 10 minutes before your appointment time to get your membership card issued and membership activated. Please note, if you joined with a concession or senior membership you will need to bring evidence of eligibility i.e. student ID, gold card, community services card and Green prescription card.

We are here to make sure you get the most out of your membership. If you ever want to talk through your programme, please don't ever hesitate to ask.

For more information on what the centre offers please [visit our website](#)

I look forward to seeing you around the centre.

Last but certainly not least, enjoy getting active your way!

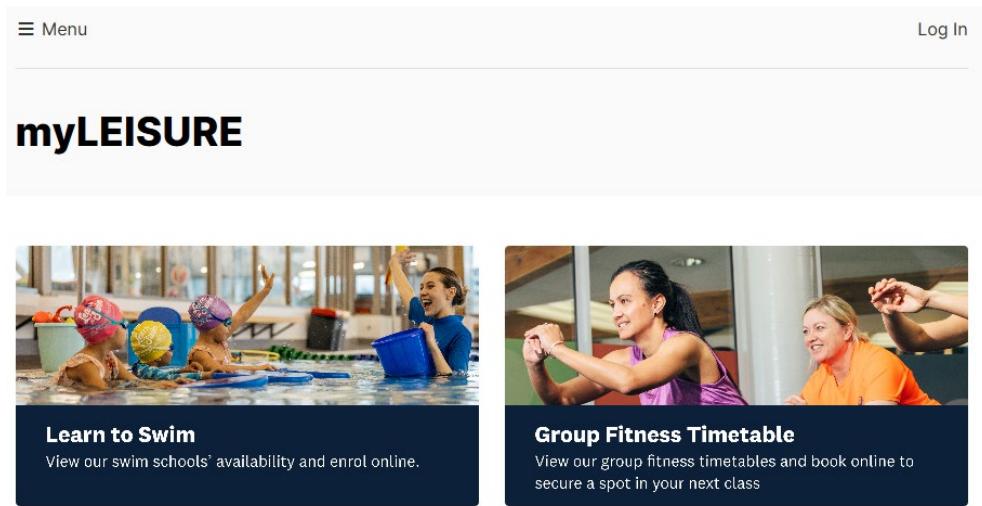
Garth Dawson,
Network Services Manager

Quick Reference Guide

Online Portal

Enrolling into Learn to Swim lessons

1. From the home page click on Learn to Swim or alternatively you can click on Menu in the top left hand corner of the screen and select Courses.

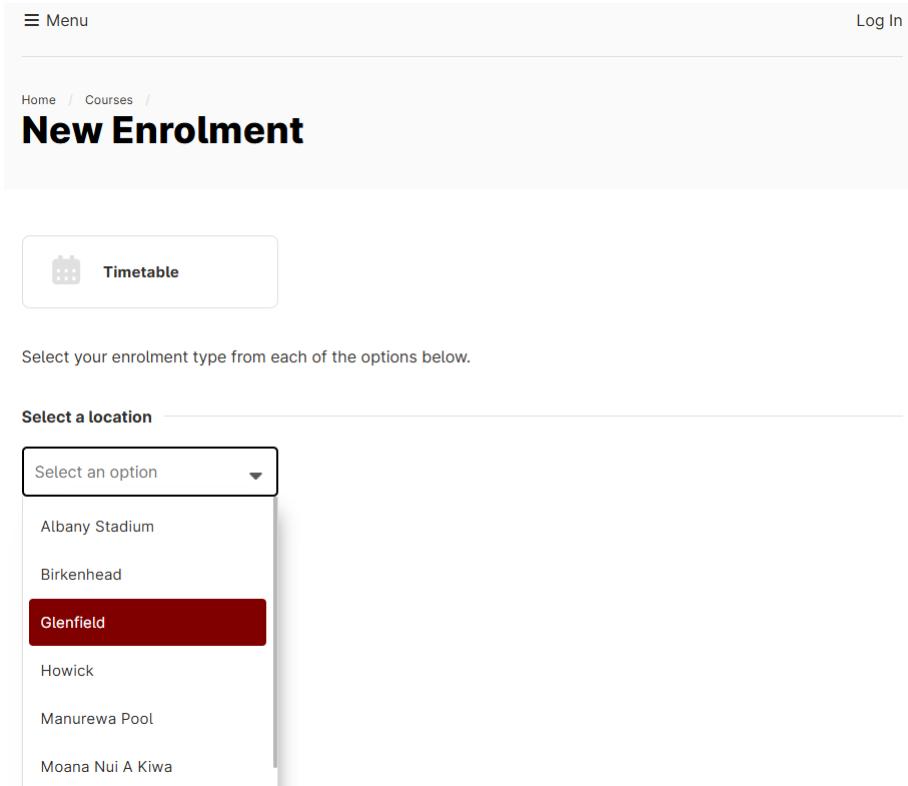


The screenshot shows the myLEISURE website. At the top, there is a navigation bar with 'Menu' and 'Log In' buttons. The main header 'myLEISURE' is displayed. Below the header, there are two main promotional sections. The left section, titled 'Learn to Swim', shows children in a swimming pool. The right section, titled 'Group Fitness Timetable', shows people in a fitness class. Both sections include a call-to-action button.

Learn to Swim
View our swim schools' availability and enrol online.

Group Fitness Timetable
View our group fitness timetables and book online to secure a spot in your next class

2. Click the Centre you wish to book with



The screenshot shows the 'New Enrolment' page. At the top, there is a navigation bar with 'Menu' and 'Log In' buttons. Below the navigation, a breadcrumb trail shows 'Home / Courses / New Enrolment'. The main title 'New Enrolment' is displayed. Below the title, there is a 'Timetable' button. A dropdown menu for 'Select a location' is open, showing several options: Albany Stadium, Birkenhead, Glenfield (which is highlighted in red), Howick, Manurewa Pool, and Moana Nui A Kiwa.

Select your enrolment type from each of the options below.

Select a location

Select an option ▾

- Albany Stadium
- Birkenhead
- Glenfield
- Howick
- Manurewa Pool
- Moana Nui A Kiwa

Quick Reference Guide

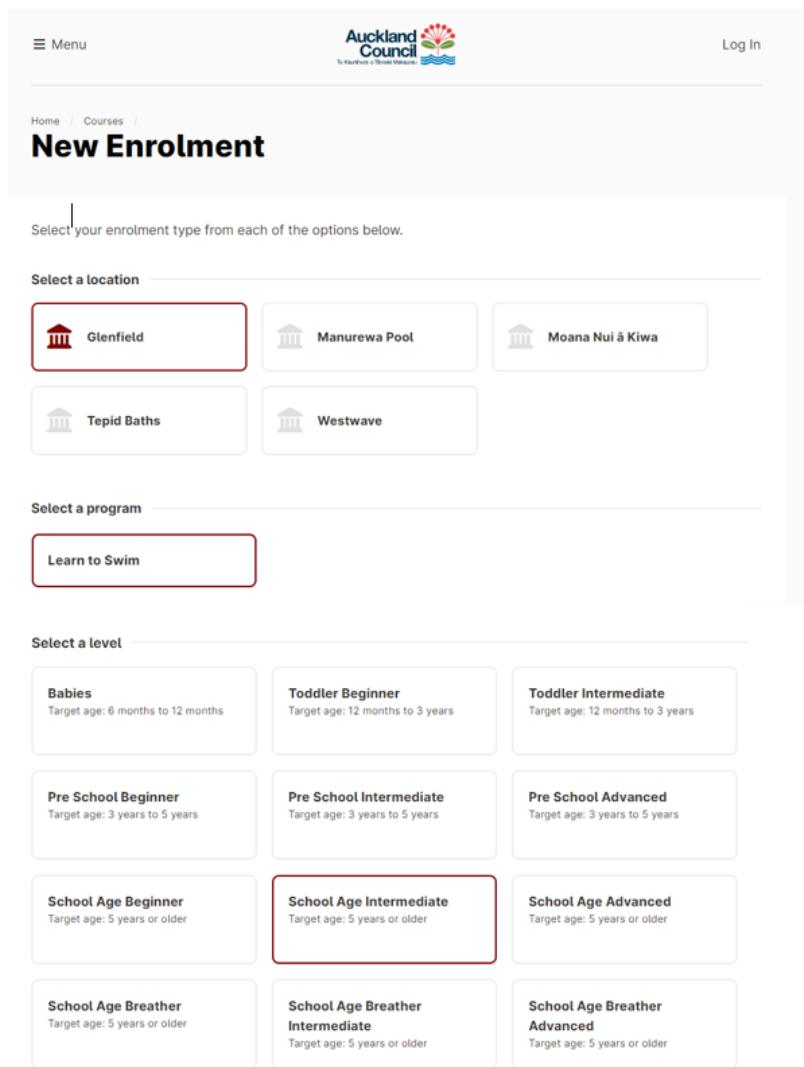
Online Portal

3. Select program – Learn to Swim

Please note: A selection must be made for the system to display the next option to select.

4. Select your applicable level and scroll to bottom of the page to click continue

Please note: determine your level from the flow chart which can be found on the Auckland Leisure website on each Learn to Swim page

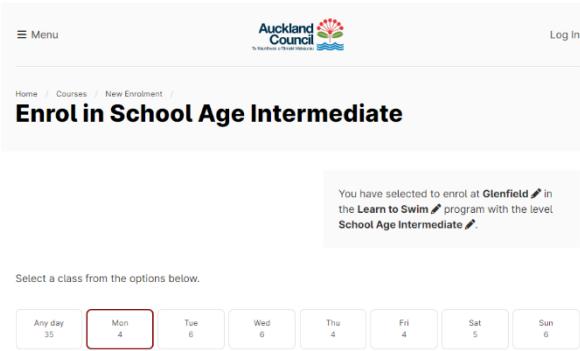


The screenshot shows the 'New Enrolment' page of the Auckland Council Online Portal. At the top, there are links for 'Menu', the 'Auckland Council' logo, and 'Log In'. Below the header, the breadcrumb navigation shows 'Home / Courses / New Enrolment'. The main content area is titled 'New Enrolment' and contains the following sections:

- Select a location:** Options include Glenfield (selected), Manurewa Pool, Moana Nui ā Kiwa, Tepid Baths, and Westwave.
- Select a program:** Options include Learn to Swim (selected).
- Select a level:** Options include:
 - Babies: Target age: 6 months to 12 months
 - Toddler Beginner: Target age: 12 months to 3 years
 - Toddler Intermediate: Target age: 12 months to 3 years
 - Pre School Beginner: Target age: 3 years to 5 years
 - Pre School Intermediate: Target age: 3 years to 5 years
 - Pre School Advanced: Target age: 3 years to 5 years
 - School Age Beginner: Target age: 5 years or older
 - School Age Intermediate**: Target age: 5 years or older (selected)
 - School Age Advanced: Target age: 5 years or older
 - School Age Breather: Target age: 5 years or older
 - School Age Breather Intermediate: Target age: 5 years or older
 - School Age Breather Advanced: Target age: 5 years or older

5. Select the day of the week you wish to attend

Please note: you will see all classes on that day. No available spaces will show a lighter shade of grey and will state no space available



The screenshot shows the 'Enrol in School Age Intermediate' page of the Auckland Council Online Portal. At the top, there are links for 'Menu', the 'Auckland Council' logo, and 'Log In'. Below the header, the breadcrumb navigation shows 'Home / Courses / New Enrolment / Enrol in School Age Intermediate'. The main content area contains the following message:

You have selected to enrol at **Glenfield** in the **Learn to Swim** program with the level **School Age Intermediate**.

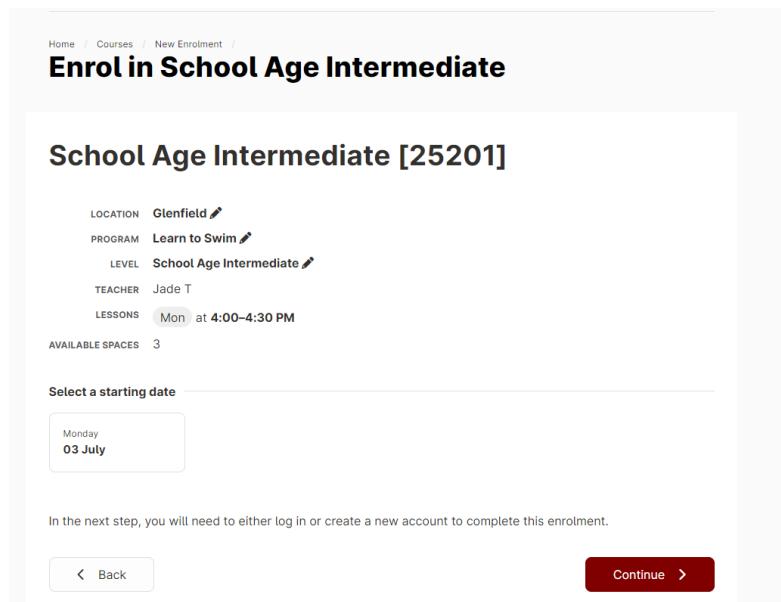
Below this message, there is a section titled 'Select a class from the options below.' with a table showing availability for each day of the week:

Day	Available
Any day	35
Mon	4
Tue	6
Wed	6
Thu	4
Fri	4
Sat	5
Sun	6

Quick Reference Guide

Online Portal

6. Click the time slot suitable for you



Home / Courses / New Enrolment /

Enrol in School Age Intermediate

School Age Intermediate [25201]

LOCATION Glenfield 

PROGRAM Learn to Swim 

LEVEL School Age Intermediate 

TEACHER Jade T

LESSONS Mon at 4:00–4:30 PM

AVAILABLE SPACES 3

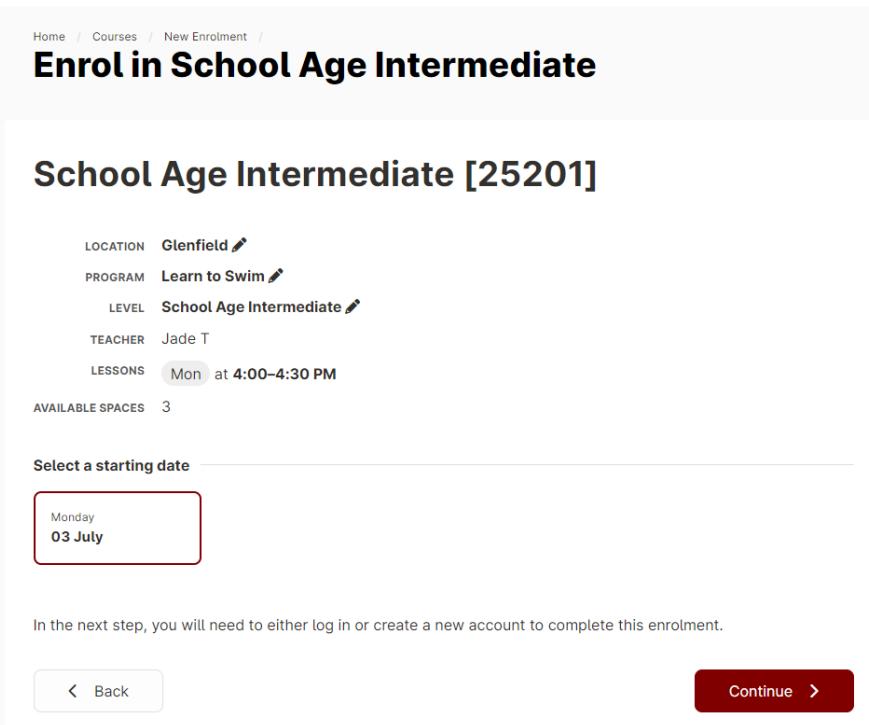
Select a starting date

Monday 03 July

In the next step, you will need to either log in or create a new account to complete this enrolment.

[Back](#) [Continue >](#)

7. Select the start date (if defaults to the next weeks class)



Home / Courses / New Enrolment /

Enrol in School Age Intermediate

School Age Intermediate [25201]

LOCATION Glenfield 

PROGRAM Learn to Swim 

LEVEL School Age Intermediate 

TEACHER Jade T

LESSONS Mon at 4:00–4:30 PM

AVAILABLE SPACES 3

Select a starting date

Monday 03 July

In the next step, you will need to either log in or create a new account to complete this enrolment.

[Back](#) [Continue >](#)

Quick Reference Guide

Online Portal

8. Click continue
9. At the next step you will be prompted to log in (if you aren't already)
10. Enter your email address and password – Click log in



Log In

Membership Number or Email Address *

Password *

Remember Me

Log In

[Create Account](#) | [Forgot Your Password?](#)

11. Once logged in, you will be taken back to your selection, click on the start date and click continue



Elijah McTest 

Home / Courses / New Enrolment /

Enrol in School Age Intermediate

School Age Intermediate [25201]

LOCATION Glenfield 

PROGRAM Learn to Swim 

LEVEL School Age Intermediate 

TEACHER Jade T

LESSONS  at 4:00–4:30 PM

AVAILABLE SPACES 3

Select a starting date

Monday
03 July

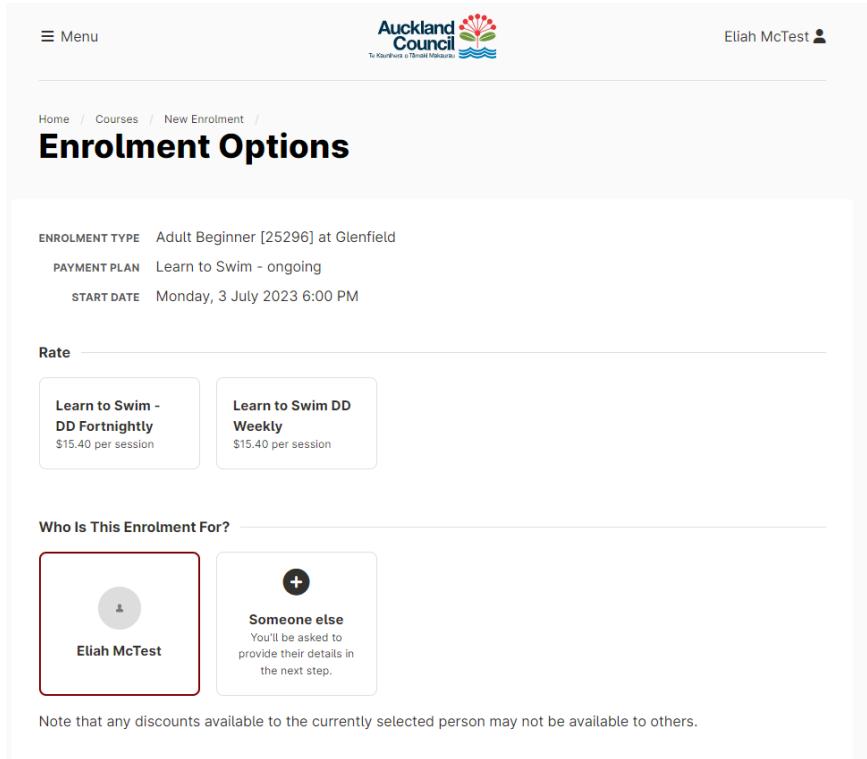
Back **Continue >**

Quick Reference Guide

Online Portal

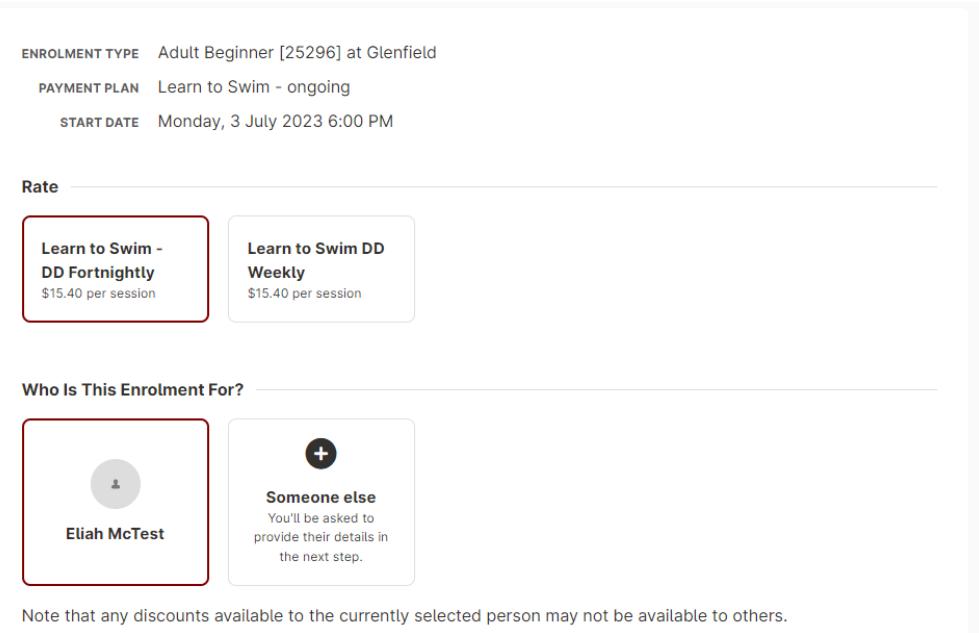
12. Click who this enrolment is for, agree to the terms and conditions and click continue

Please note: In order for children to display they need to be linked to the account by have the parent or guardian field completed in Envibe and attached to the web account.



The screenshot shows the 'Enrolment Options' page for a 'Learn to Swim' course. At the top, the Auckland Council logo is displayed. The page title is 'Enrolment Options'. Below the title, course details are listed: ENROLMENT TYPE: Adult Beginner [25296] at Glenfield; PAYMENT PLAN: Learn to Swim - ongoing; START DATE: Monday, 3 July 2023 6:00 PM. A 'Rate' section shows two options: 'Learn to Swim - DD Fortnightly' and 'Learn to Swim DD Weekly'. The 'Learn to Swim - DD Fortnightly' option is highlighted with a red border. A 'Who Is This Enrolment For?' section shows a selected contact 'Elijah McTest' with a red border around the contact card. A note at the bottom states: 'Note that any discounts available to the currently selected person may not be available to others.'

13. Select the frequency you wish to pay, weekly or fortnightly, by clicking on the appropriate rate



The screenshot shows the 'Enrolment Options' page for a 'Learn to Swim' course. At the top, the Auckland Council logo is displayed. The page title is 'Enrolment Options'. Below the title, course details are listed: ENROLMENT TYPE: Adult Beginner [25296] at Glenfield; PAYMENT PLAN: Learn to Swim - ongoing; START DATE: Monday, 3 July 2023 6:00 PM. A 'Rate' section shows two options: 'Learn to Swim - DD Fortnightly' and 'Learn to Swim DD Weekly'. The 'Learn to Swim - DD Fortnightly' option is highlighted with a red border. A 'Who Is This Enrolment For?' section shows a selected contact 'Elijah McTest' with a red border around the contact card. A note at the bottom states: 'Note that any discounts available to the currently selected person may not be available to others.'

Quick Reference Guide

Online Portal

14. Tick I have read and agree to the Learn to Swim Terms and Conditions, click continue.

Agreements

To view terms and conditions, please visit the Auckland Leisure Website

I have read and agree to the Learn to Swim Terms and Conditions

[Cancel](#) [Continue >](#)

15. Your cart summary will display, Click continue to Debit sign up. (Note: the cost is a zero as you are not paying upfront. You are setting up a DD for payment each week or fortnight.)

Home / **Your Cart**

Item	Quantity	Cost
Enrolment for Elijah McTest in Adult Beginner Starting Monday, 3 July 2023 6:00-6:45 PM Ongoing at \$15.40 per session	1	\$0.00
	Total	\$0.00

[+ Enrol another student](#)

[Empty Cart](#) [Continue to Debit Sign up >](#)

16. Summary will display again, click direct debit sign up

≡ Menu  Elijah McTest 

Home / **Direct debit sign-up**

Item	Quantity	Cost
Enrolment for Elijah McTest in Adult Beginner Starting Monday, 3 July 2023 6:00-6:45 PM Ongoing at \$15.40 per session	1	\$0.00
	Total	\$0.00

[+ Enrol another student](#)

[Cancel](#) [Direct Debit Signup](#)

Quick Reference Guide

Online Portal

17. Complete required fields

Auckland Council **Direct Debit Request**

You are about to create a Direct Debit Request for **Auckland Council**

Customer Details

Please enter your details, including the reference number given to you

Customer Reference *

First Name * **Last Name ***

Email * **Mobile No**

Address Line 1 **Address Line 2**

Tran Ref **Postcode ***

Debit Arrangement – Instructions to Accept Direct Debits

Debit Arrangement Statement

I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by Auckland Council as per the Terms and Conditions of the Auckland Council agreement and subsequent agreements.

18. Complete payment details, agree to T&Cs then click submit

Payment Method

Please choose a method of payment. To request a standard paper Direct Debit Authority form to sign and return, please contact the Business

Type

Bank Code / BSB * **Account Number ***

Account Holder Name * Payments will appear on your statement as Pilot Merchant 1

Name of authorised signatory (if different to account name)

I/We authorize you until further notice to debit my/our account with all amounts which EZIDEBIT (NZ) LIMITED, the registered initiator of Authorization Code 0227418, may initiate by Direct Debit. I/We acknowledge and accept that the bank accepts this authority upon the conditions listed in the terms of this agreement. I confirm that I can operate and have sole authority for the nominated bank account.

Service Agreement

Terms and Conditions Version 1.4

Parties
The "Business" means the organisation providing the service for which the Customer is paying.
The "Customer" means the person or party signing this Payment Contract.
"Payment Contract" means the Agreement in which the Customer has agreed to pay for the service provided by the Business. Hereafter referred to as the Agreement.
"Ezidebit" means Ezidebit NZ Ltd, PO Box 5587, Wellington 6145, New Zealand. Phone 0800 394 332, Fax 04 473 6511, www.ezidebit.com.nz. Also referred to as the "Initiator".

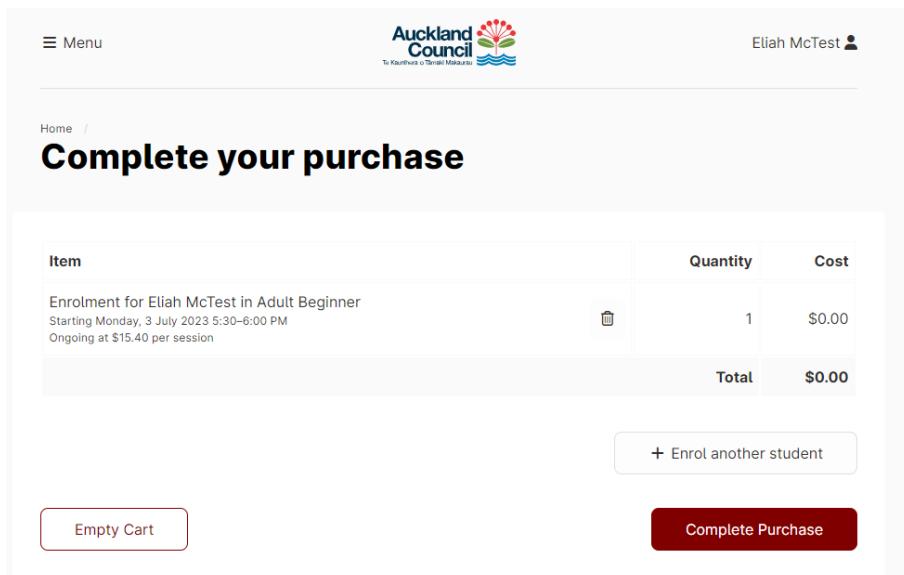
I agree to the Terms and Conditions of the Direct Debit Request and Service Agreement *

Submit

Quick Reference Guide

Online Portal

19. Summary will appear, Click complete purchase



Item	Quantity	Cost
Enrolment for Eliah McTest in Adult Beginner Starting Monday, 3 July 2023 5:30-6:00 PM Ongoing at \$15.40 per session	1	\$0.00
	Total	\$0.00

[+ Enrol another student](#)

[Empty Cart](#) [Complete Purchase](#)

20. Enrolment is now complete. The customer will be sent a confirmation email



Eliah McTest is now enrolled in Adult Beginner [26418]. An email with further details is on its way.

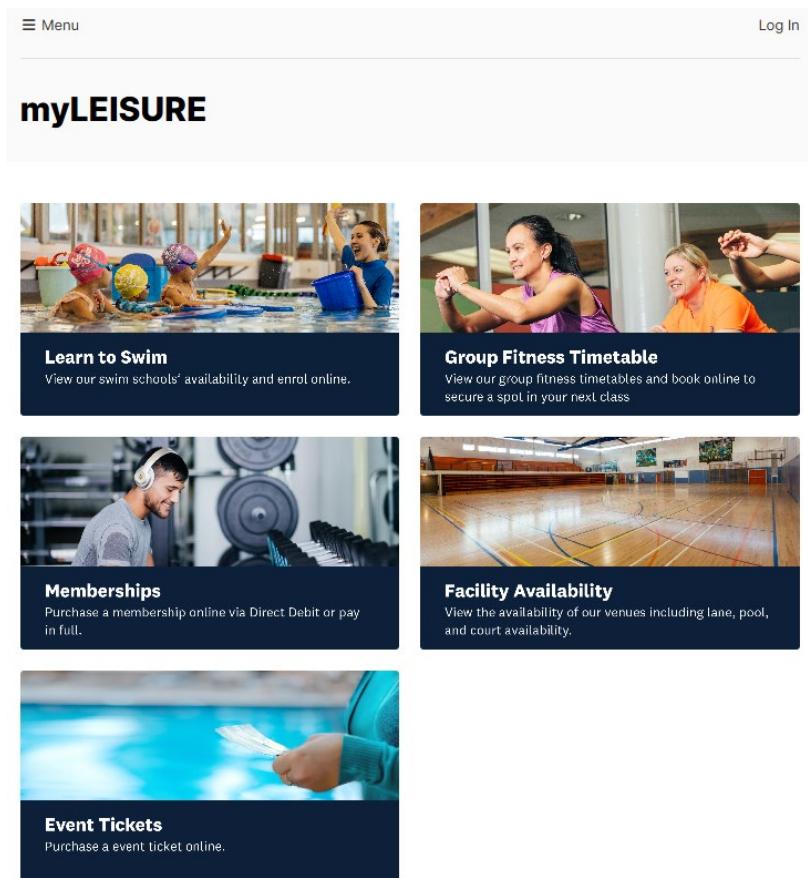
STUDENT Eliah McTest
CLASS Adult Beginner [26418]
START DATE Monday, 3 July 2023 5:30 PM

Quick Reference Guide

Online Portal

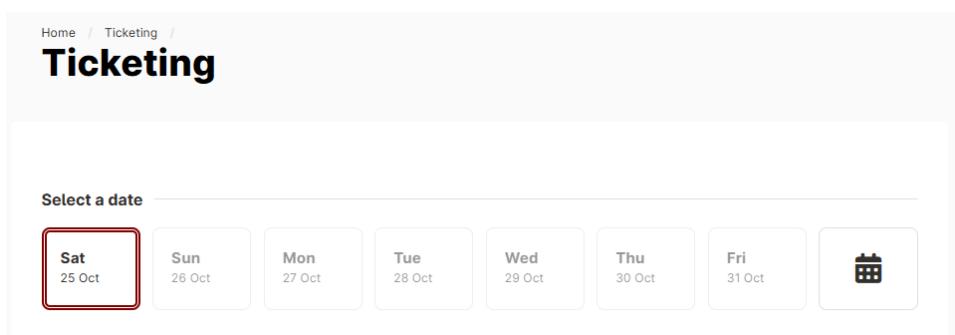
Event Tickets

1. From the home page click on Event Ticketing or alternatively you can click on Menu in the top left hand corner of the screen and select Ticketing.



2. Select date of event

(If there are multiple events across our network, you will need to select the event first)



Quick Reference Guide

Online Portal

3. Select applicable tickets (number of both adults and children if applicable) and click continue
(Use the + sign to select number of tickets required)

Select your tickets

Takapuna Women's Only Night
Saturday, 25 October 2025 6:30–8:00 PM

Takapuna Women's Only Night - Adult
\$10.00 - 0 +

Takapuna Women's Only Night - Girls (0-16)
\$5.00 - 0 +

Takapuna Women's Only Night - Boy (0-4)
\$5.00 - 0 +

Total \$0.00

Continue >

4. Read the terms and conditions and tick the box. Click continue

Home / Ticketing /

Ticket Options

Agreements

Takapuna women's only swimming

- Event is open to women and girls and boys under 5 years old
- Tickets for this event are non-refundable in the event of non-attendance
- Tickets are valid for access between 6.30pm and 8pm only on the ticket date
- If attending with children, supervision ratios must be followed
- Please follow the instructions of staff at all times

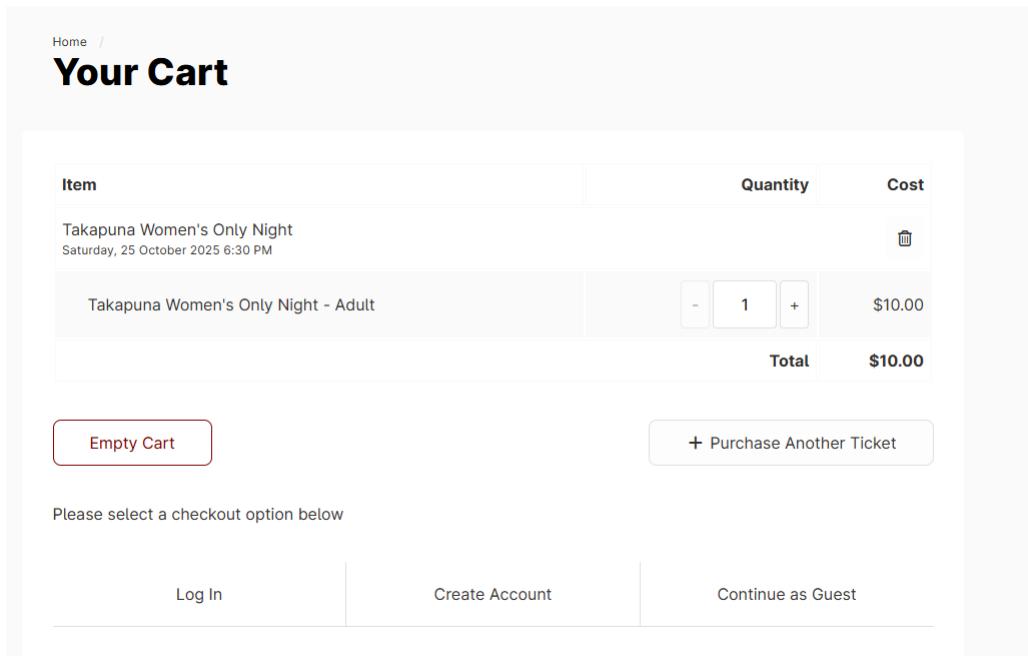
I have read and agree to the terms and conditions.

Cancel **Continue >**

Quick Reference Guide

Online Portal

5. If you are already a member please click log in, if you want to create an account click create account or alternatively select continue as Guest.



The screenshot shows a 'Your Cart' page with the following details:

Item	Quantity	Cost
Takapuna Women's Only Night Saturday, 25 October 2025 6:30 PM	<input type="button" value="-"/> <input type="button" value="1"/> <input type="button" value="+"/>	Trash icon
Takapuna Women's Only Night - Adult	<input type="button" value="-"/> <input type="button" value="1"/> <input type="button" value="+"/>	\$10.00
		Total \$10.00

Buttons at the bottom: **Empty Cart** and **+ Purchase Another Ticket**.

Please select a checkout option below:

Log In | Create Account | Continue as Guest

6. If using guest access - Enter your information and click continue as guest
If you are a member - Enter your login credentials and click log in

Guest login screen

Your details

Full Name *

Email Address *

Mobile Number *

Continue as Guest >

Quick Reference Guide

Online Portal

Member login screen

Please select a checkout option below

Log In

Create Account

Continue as Guest

Membership Number or Email Address *

Password *

Remember Me

Log In

[Create Account](#) | [Forgot Your Password?](#)

7. Review your selection and click pay upfront with credit card or members click continue to payment

Guest view

Home /

Complete your purchase

Item	Quantity	Cost
Takapuna Women's Only Night Saturday, 25 October 2025 6:30 PM		
Takapuna Women's Only Night - Adult	1	\$10.00
Total		\$10.00

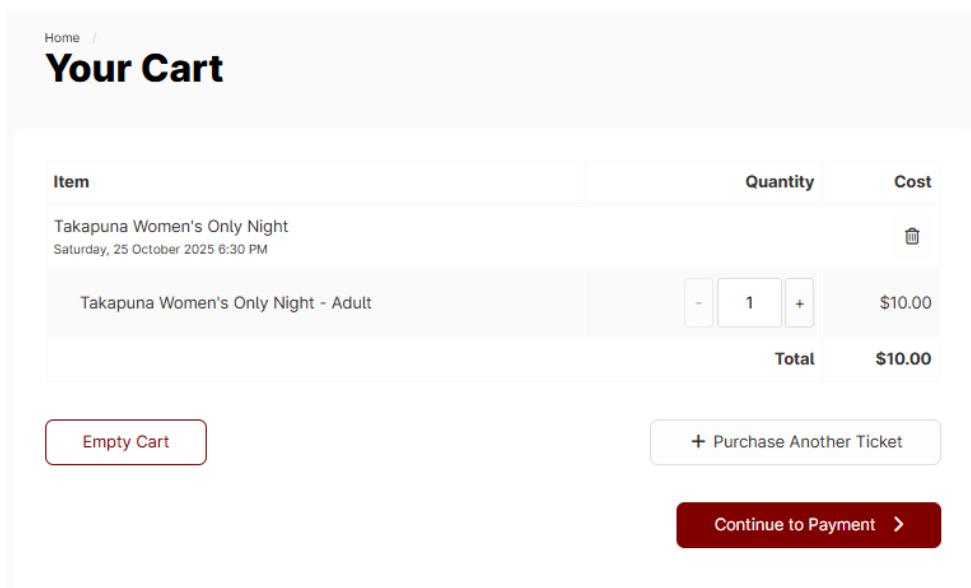
[Empty Cart](#)

[Pay Upfront with Credit Card](#)

Quick Reference Guide

Online Portal

Member view



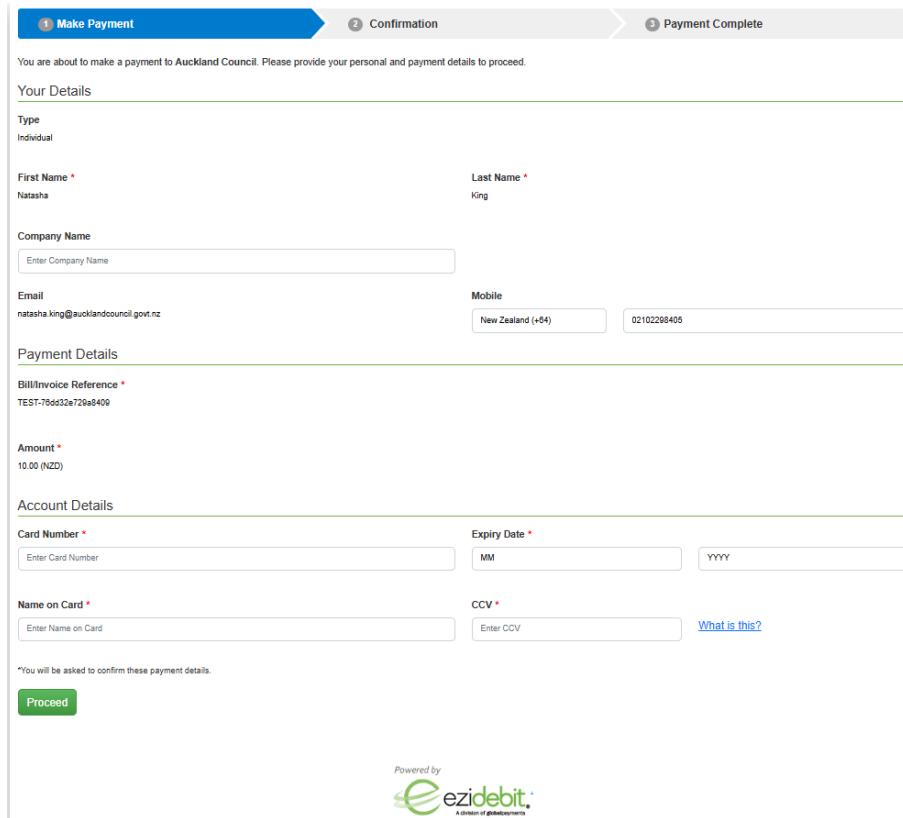
Home /

Your Cart

Item	Quantity	Cost
Takapuna Women's Only Night Saturday, 25 October 2025 6:30 PM	<input type="button" value="-"/> <input type="button" value="1"/> <input type="button" value="+"/>	\$10.00
		Total \$10.00

[Empty Cart](#) [Purchase Another Ticket](#) [Continue to Payment >](#)

8. Enter your card information and click proceed



1 Make Payment 2 Confirmation 3 Payment Complete

You are about to make a payment to Auckland Council. Please provide your personal and payment details to proceed.

Your Details

Type
Individual

First Name *
Natasha

Last Name *
King

Company Name
Enter Company Name

Email
natasha.king@aucklandcouncil.govt.nz

Mobile
New Zealand (+64) 02102298405

Payment Details

Bill/Invoice Reference *
TEST-78ed32e729a8409

Amount *
10.00 (NZD)

Account Details

Card Number *
Enter Card Number

Expiry Date *
MM YYYY

Name on Card *
Enter Name on Card

CCV *
Enter CCV [What is this?](#)

*You will be asked to confirm these payment details.

[Proceed](#)

Powered by  A division of 

Quick Reference Guide

Online Portal

9. Confirmation screen will appear, click pay now

You are about to make a payment to Auckland Council. Please confirm the information provided and click Pay Now.

Your Details

Type	Payment Amount	
Individual	\$10.00	
First Name	Last Name	Transaction Fee
Natasha	King	\$0.00
Email	Mobile	Total Payment Amount
natasha.king@aucklandcouncil.govt.nz	+6402102298405	\$10.00

Payment Details

Bill/Invoice Reference: TEST-76dd52e729a8409

Amount: \$10.00 (NZD)

Note:
This transaction will appear on your credit card statement as EZI*AUCKLANDCITYCOUN

Account Details

Card Number	Expiry Date
*****8092	5/2026

Name on Card: test

Powered by **ezidebit** A division of globalpayments

10. Your summary will appear and you will be send a confirmation email

Guest view

Home / Ticketing / **Purchase Summary**

Thank you for your purchase. A copy of your ticket and receipt will be emailed to you shortly.

Create an account to manage your tickets online.

Create Account

IDENTIFIER: 17

SESSION: Takapuna Women's Only Night

TYPE: Takapuna Women's Only Night

TIME: Saturday, 25 October 2025 6:30 PM

FOR: Natasha King

Member view

Quick Reference Guide

Online Portal

Home / Ticketing /

Purchase Summary



IDENTIFIER 29
SESSION Takapuna Women's Only Night
TYPE Takapuna Women's Only Night
TIME Saturday, 25 October 2025 6:30 PM
FOR Natasha King

Members can also view their tickets at any time, Log in and click on Event Tickets to get the following view:

Home /

Ticketing

 [Buy Tickets](#)

Select a session below to see your purchased tickets for that session.

Takapuna Women's Only Night

 Saturday, 25 October 2025 6:30 PM
 Takapuna Women's Only Night

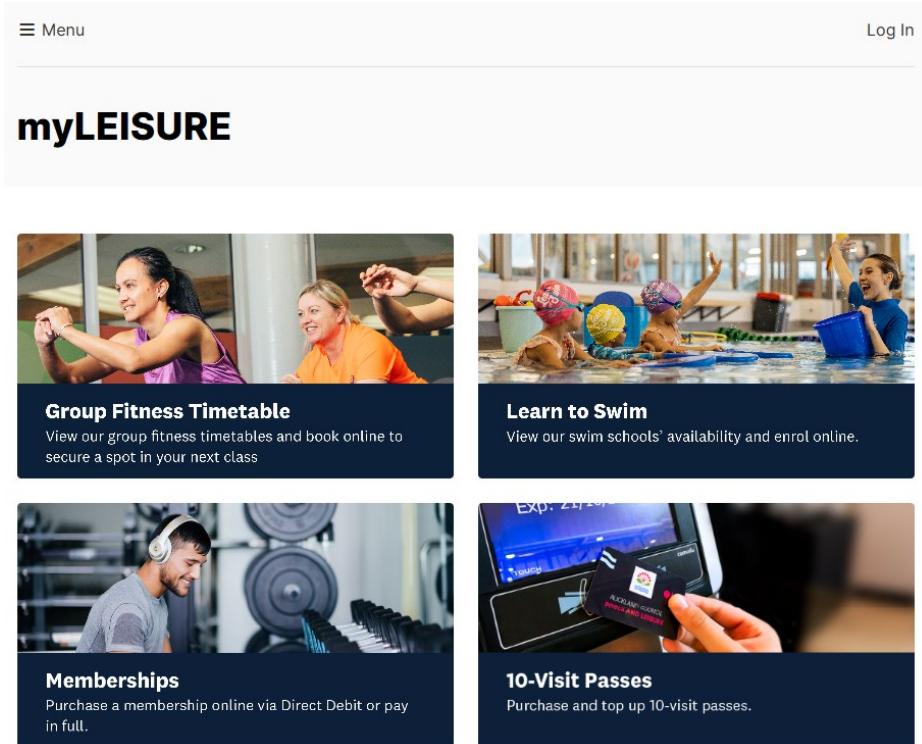
[VIEW PURCHASED TICKETS](#)

Quick Reference Guide

Online Portal

10-Visit Passes

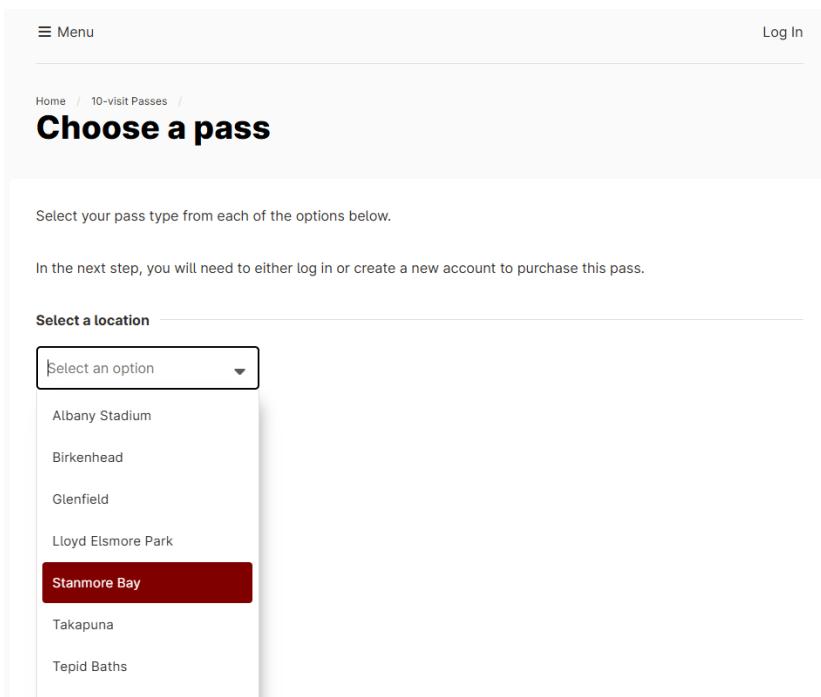
1. From the home page click on 10-Visit Passes or alternatively you can click on Menu in the top left hand corner of the screen and select 10-Visit Passes.



The image shows the homepage of the myLEISURE website. At the top, there is a navigation bar with '≡ Menu' and 'Log In' buttons. The main header 'myLEISURE' is displayed in a large, bold, sans-serif font. Below the header, there are four service cards arranged in a 2x2 grid. Each card features a small image, a title, and a brief description.

- Group Fitness Timetable**
View our group fitness timetables and book online to secure a spot in your next class.
- Learn to Swim**
View our swim schools' availability and enrol online.
- Memberships**
Purchase a membership online via Direct Debit or pay in full.
- 10-Visit Passes**
Purchase and top up 10-visit passes.

2. Select the location you wish to purchase a 10 pass for



The image shows the 'Choose a pass' page of the myLEISURE website. At the top, there is a navigation bar with '≡ Menu' and 'Log In' buttons. Below the navigation, a breadcrumb trail shows 'Home / 10-visit Passes /'. The main title 'Choose a pass' is displayed in a large, bold, sans-serif font. The page contains instructions and a 'Select a location' dropdown menu.

Select your pass type from each of the options below.

In the next step, you will need to either log in or create a new account to purchase this pass.

Select a location

Select an option

- Albany Stadium
- Birkenhead
- Glenfield
- Lloyd Elsmore Park
- Stanmore Bay**
- Takapuna
- Tepid Baths
- ...

Quick Reference Guide

Online Portal

3. Select the pass category. The category determines the activity you wish to purchase

Select a category

Swim 10-visit passes
Swim only visit passes for Adult (Standard rate) and Concession (Discounted rate for seniors, students, Community Services Card holders with valid ID)

Swim Plus 10-visit passes
Swim Plus visit passes includes Spa/Sauna/Steam* for Adult (Standard rate) and Concession (Discounted rate for seniors, students, Community Services Card holders with valid ID)
*at available sites only

4. Select the type of pass – Adult or concession (valid ID must be provided on your first visit for concession passes)

Select a type

Swim Only (Adult) 10-visit pass
\$74.00

Swim Only (Concession) 10-visit pass
\$44.10

5. Click continue
6. You will need to log in or create an account (see creating an account above)
7. Please read the terms and conditions and tick the applicable box

Home / 10-visit Passes /

New Pass Options

PASS TYPE: Swim Only (Adult) 10-visit pass
COST: \$74.00
VISITS: 10

Agreements

Terms and Conditions apply. Please follow all rules displayed on site

I have read and agree to the 10-visit pass Terms and Conditions

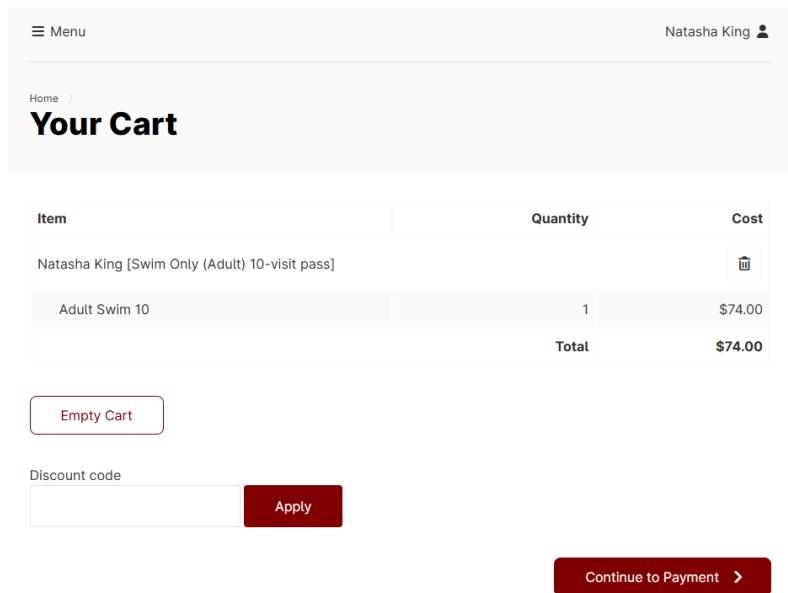
[Back](#) [Continue](#)

Quick Reference Guide

Online Portal

8. Click continue

9. Summary of your cart will display; Click continue to payment



Home / **Your Cart**

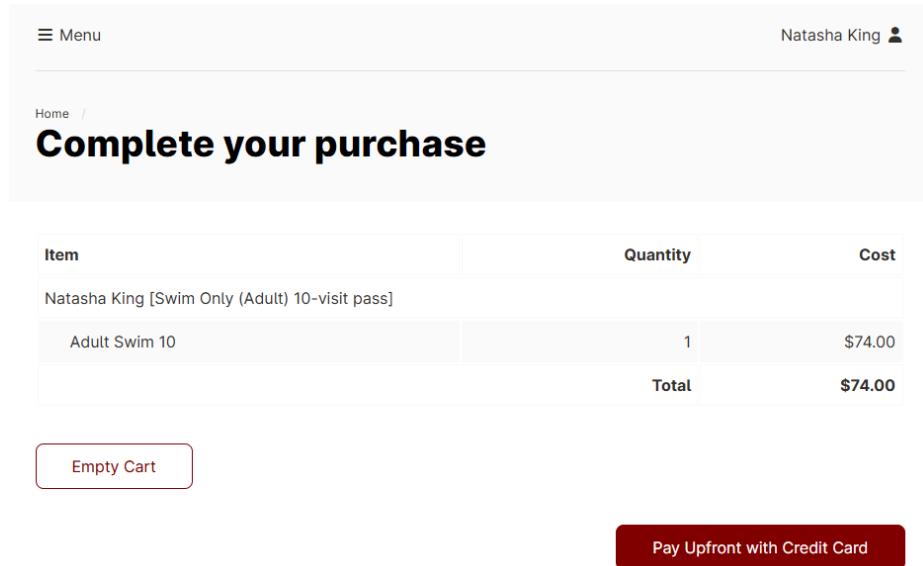
Item	Quantity	Cost
Natasha King [Swim Only (Adult) 10-visit pass]		
Adult Swim 10	1	\$74.00
Total		\$74.00

[Empty Cart](#)

Discount code [Apply](#)

[Continue to Payment >](#)

10. To complete your purchase, click 'Pay upfront with Credit Card'



Home / **Complete your purchase**

Item	Quantity	Cost
Natasha King [Swim Only (Adult) 10-visit pass]		
Adult Swim 10	1	\$74.00
Total		\$74.00

[Empty Cart](#)

[Pay Upfront with Credit Card](#)

Quick Reference Guide

Online Portal

11. Enter your card details and click proceed

1 Make Payment 2 Confirmation 3 Payment Complete

You are about to make a payment to Auckland Council. Please provide your personal and payment details to proceed.

Your Details

Type: Individual

First Name *: Natasha

Last Name *: King

Company Name:

Email: natasha.king@aucklandcouncil.govt.nz

Mobile: New Zealand (+64)

Payment Details

Bill/Invoice Reference *: TEST-76dd52e729a8409

Amount *: 10.00 (NZD)

Account Details

Card Number *:

Expiry Date *:

Name on Card *:

CCV *: [What is this?](#)

*You will be asked to confirm these payment details.

Proceed

Powered by  A division of globalpayments

12. Click Pay Now

Auckland Council Online Payment  

1 Make Payment 2 Confirmation 3 Payment Complete

You are about to make a payment to Auckland Council. Please confirm the information provided and click Pay Now.

Your Details

Type: Individual

First Name: Natasha

Last Name: King

Payment Amount: \$74.00

Transaction Fee: \$0.00

Total Payment Amount: \$74.00

Email: tashking77@hotmail.com

Mobile: +6402102208405

Payment Details

Bill/Invoice Reference: TEST-4a093aa140904ee

Note: This transaction will appear on your credit card statement as EZI*AUCKLANDCITYCOUN

Amount: \$74.00 (NZD)

Account Details

Card Number:

Expiry Date: 5/2026

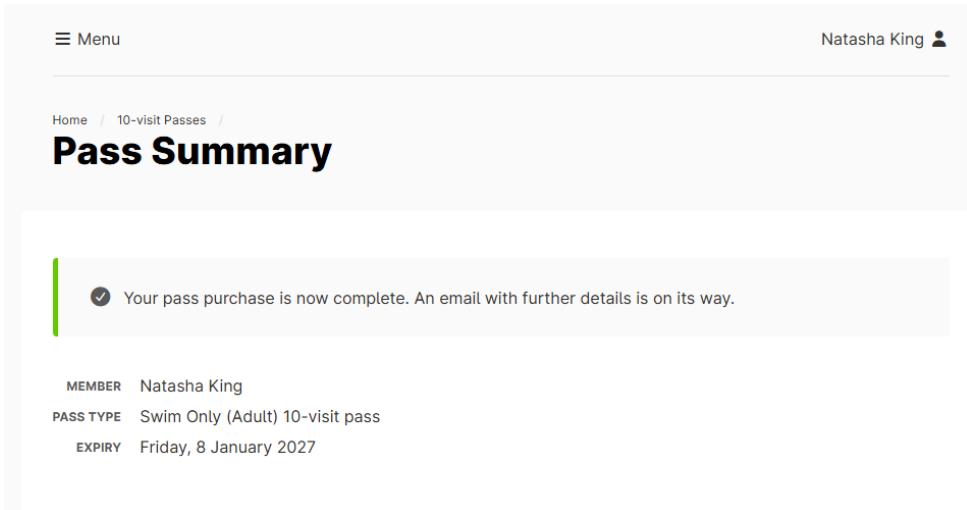
Name on Card: Test Test

Powered by  A division of globalpayments

Quick Reference Guide

Online Portal

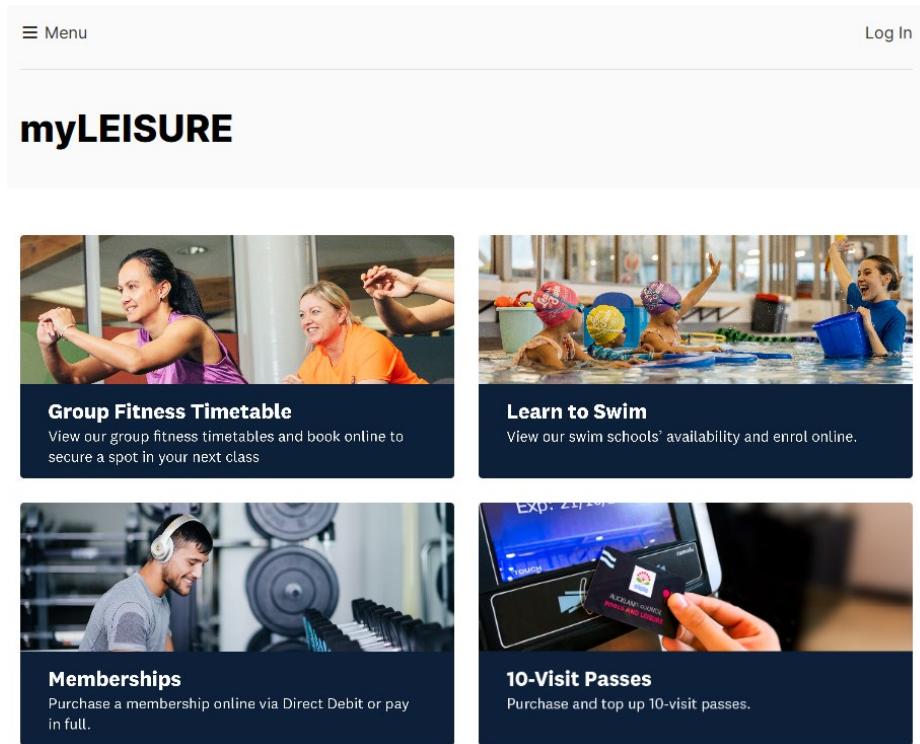
13. The confirmation of purchase will display on the screen



The screenshot shows a 'Pass Summary' page. At the top, there are 'Menu' and 'Natasha King' navigation links. Below that, a breadcrumb navigation shows 'Home / 10-visit Passes / Pass Summary'. The main content area has a green border and displays a message: 'Your pass purchase is now complete. An email with further details is on its way.' Below this message, member details are listed: MEMBER Natasha King, PASS TYPE Swim Only (Adult) 10-visit pass, and EXPIRY Friday, 8 January 2027.

Top up your 10-Visit Pass

1. Log into myLEISURE
2. From the home page click on 10-Visit Passes or alternatively you can click on Menu in the top left hand corner of the screen and select 10-Visit Passes.



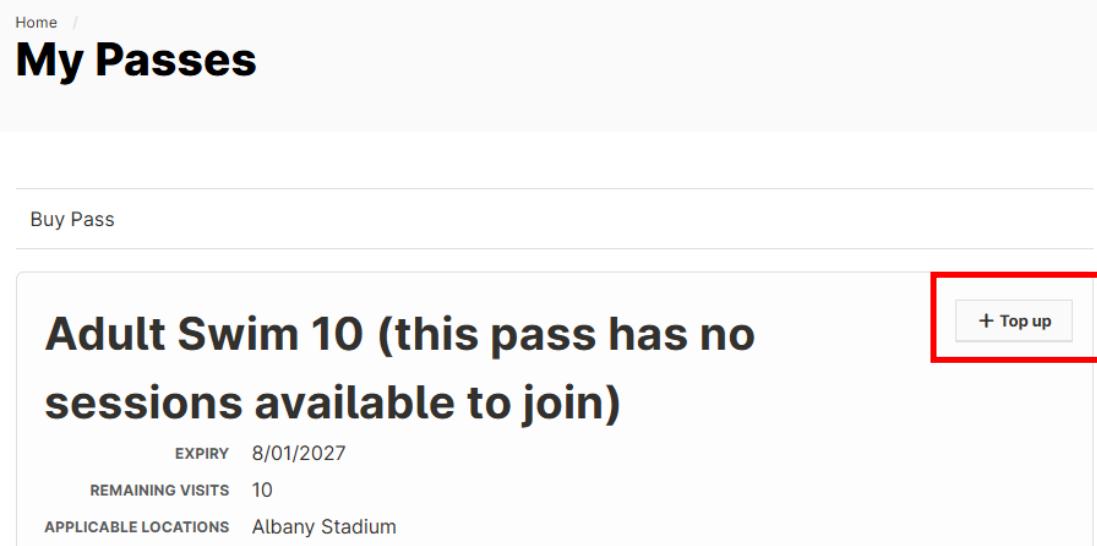
The screenshot shows the myLEISURE homepage. At the top, there are 'Menu' and 'Log In' links. The main content area features four service options: 'Group Fitness Timetable' (image of people exercising, description: 'View our group fitness timetables and book online to secure a spot in your next class'), 'Learn to Swim' (image of children in a pool, description: 'View our swim schools' availability and enrol online.'), 'Memberships' (image of a man in a gym, description: 'Purchase a membership online via Direct Debit or pay in full.'), and '10-Visit Passes' (image of a hand holding a card, description: 'Purchase and top up 10-visit passes.').

3. Your existing pass will display (please note: your pass will display while its valid even with no visits left. If your pass has expired, please follow the purchase a new pass process above)

Quick Reference Guide

Online Portal

4. Click top up



Home / **My Passes**

Buy Pass

Adult Swim 10 (this pass has no sessions available to join)

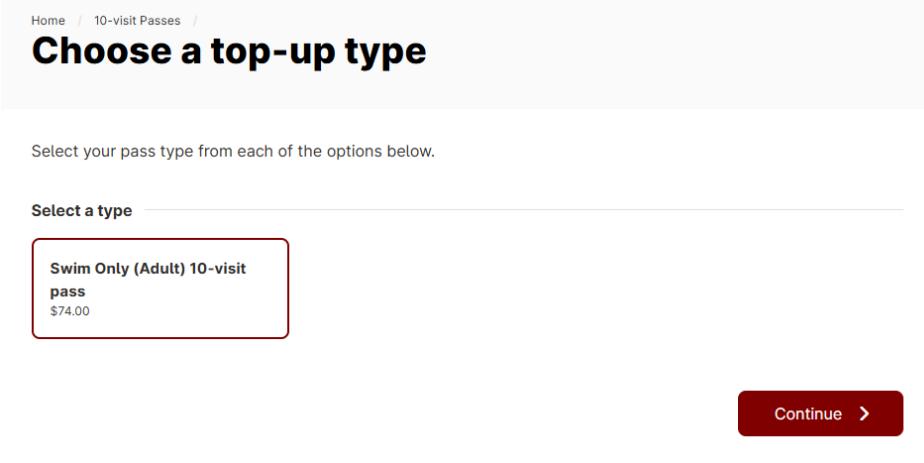
EXPIRY 8/01/2027

REMAINING VISITS 10

APPLICABLE LOCATIONS Albany Stadium

+ Top up

5. Ensure your pass type is selected and click continue



Home / 10-visit Passes / **Choose a top-up type**

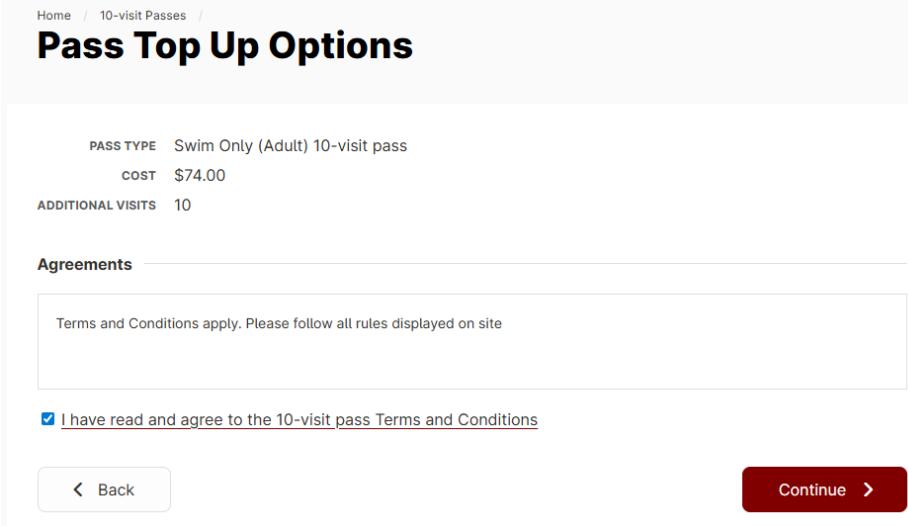
Select your pass type from each of the options below.

Select a type

Swim Only (Adult) 10-visit pass
\$74.00

Continue >

6. Read and accept the terms and conditions



Home / 10-visit Passes / **Pass Top Up Options**

PASS TYPE Swim Only (Adult) 10-visit pass

COST \$74.00

ADDITIONAL VISITS 10

Agreements

Terms and Conditions apply. Please follow all rules displayed on site

I have read and agree to the 10-visit pass Terms and Conditions

< Back **Continue >**

Quick Reference Guide

Online Portal

7. Review details and click continue to payment

Home /

Your Cart

Item	Quantity	Cost
Natasha King [Natasha King Adult Swim 10]		
Adult Swim 10	1	\$74.00
Total		\$74.00

[Empty Cart](#)

Discount code

[Apply](#)

[Continue to Payment >](#)

8. Click 'Pay upfront with credit card'

Home /

Complete your purchase

Item	Quantity	Cost
Natasha King [Natasha King Adult Swim 10]		
Adult Swim 10	1	\$74.00
Total		\$74.00

[Empty Cart](#)

[Pay Upfront with Credit Card](#)

Quick Reference Guide

Online Portal

9. Enter your card details and click proceed

① Make Payment ② Confirmation ③ Payment Complete

You are about to make a payment to Auckland Council. Please provide your personal and payment details to proceed.

Your Details

Type: Individual

First Name *: Natasha

Last Name *: King

Company Name:

Email: natasha.king@aucklandcouncil.gov.nz

Mobile:

Payment Details

Bill/Invoice Reference *: TEST-705523e729a8409

Amount *: \$10.00 (NZD)

Account Details

Card Number *:

Expiry Date *:

Name on Card *:

CCV *: [What is this?](#)

*You will be asked to confirm these payment details.

Proceed

Powered by  A division of 

10. Click pay now

Auckland Council Online Payment  

① Make Payment ② Confirmation ③ Payment Complete

You are about to make a payment to Auckland Council. Please confirm the information provided and click Pay Now.

Your Details

Type: Individual

First Name: Natasha

Last Name: King

Payment Amount: \$74.00

Transaction Fee: \$0.00

Total Payment Amount: \$74.00

Email: tashking77@hotmail.com

Mobile: +64 021 02298405

Payment Details

Bill/Invoice Reference: TEST-4a993ae140564ee

Note: This transaction will appear on your credit card statement as EZI*AUCKLANDCITYCOUN

Amount: \$74.00 (NZD)

Account Details

Card Number:

Expiry Date:

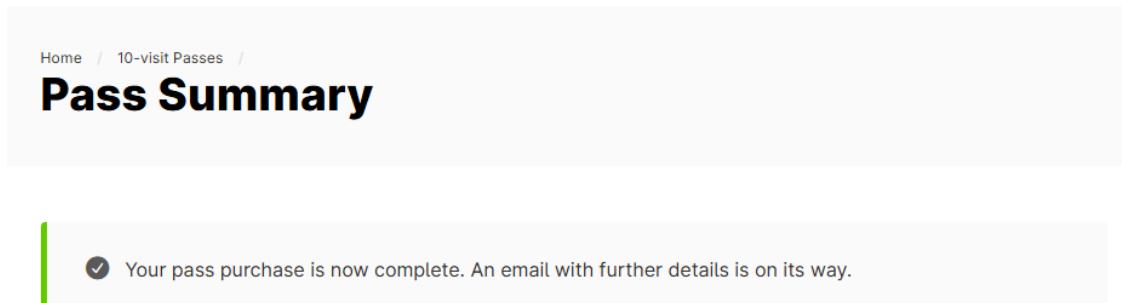
Name on Card: Test Test

Powered by  A division of 

Quick Reference Guide

Online Portal

11. Confirmation of your purchase will display on the screen



The screenshot shows a web page titled "Pass Summary". At the top, there is a breadcrumb navigation: "Home" / "10-visit Passes" / "Pass Summary". The main content area has a green border on the left. Inside this border, there is a message: "Your pass purchase is now complete. An email with further details is on its way." Below this message, there are three lines of text: "MEMBER Natasha King", "PASS TYPE Swim Only (Adult) 10-visit pass", and "EXPIRY Tuesday, 12 January 2027".