

# 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

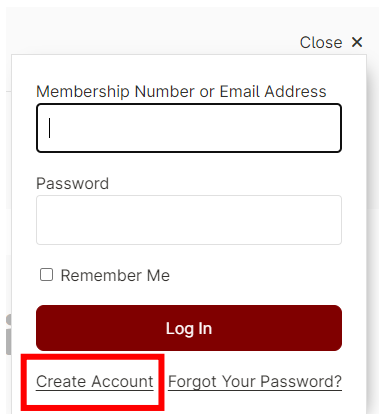
## Online Portal

### 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 \*

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. 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 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](mailto: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


☒ I agree to the terms & conditions


Create

# Quick Reference Guide

## Online Portal

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

 Menu





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## 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.

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

 Menu



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## Reset Password

New Password \*

Confirm New Password \*

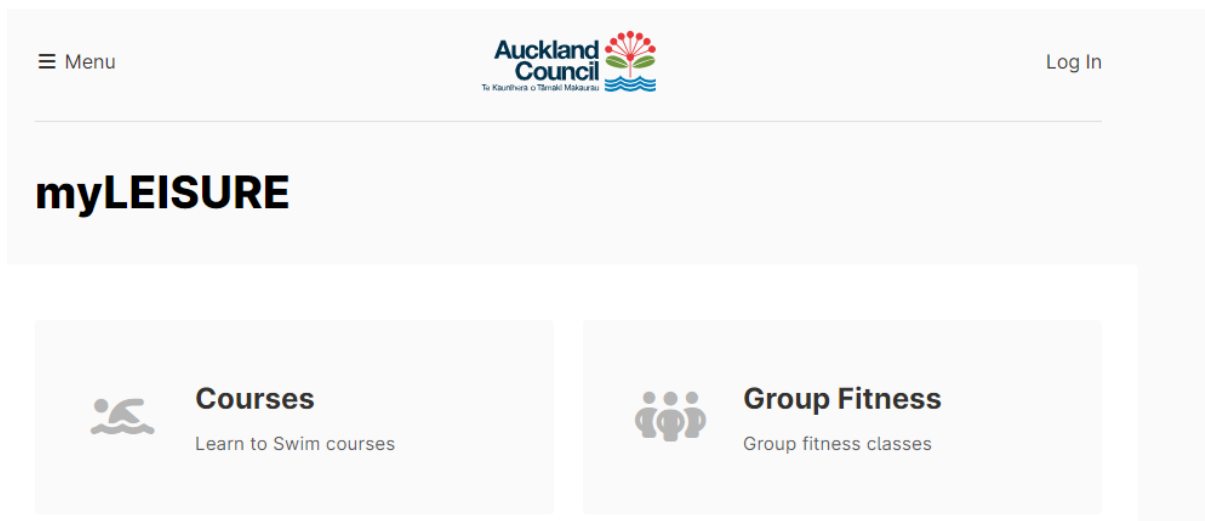
8. Complete your details. (The asterisks are compulsory)
9. Click continue
10. You will now be logged in and ready to book into group fitness classes

# Quick Reference Guide

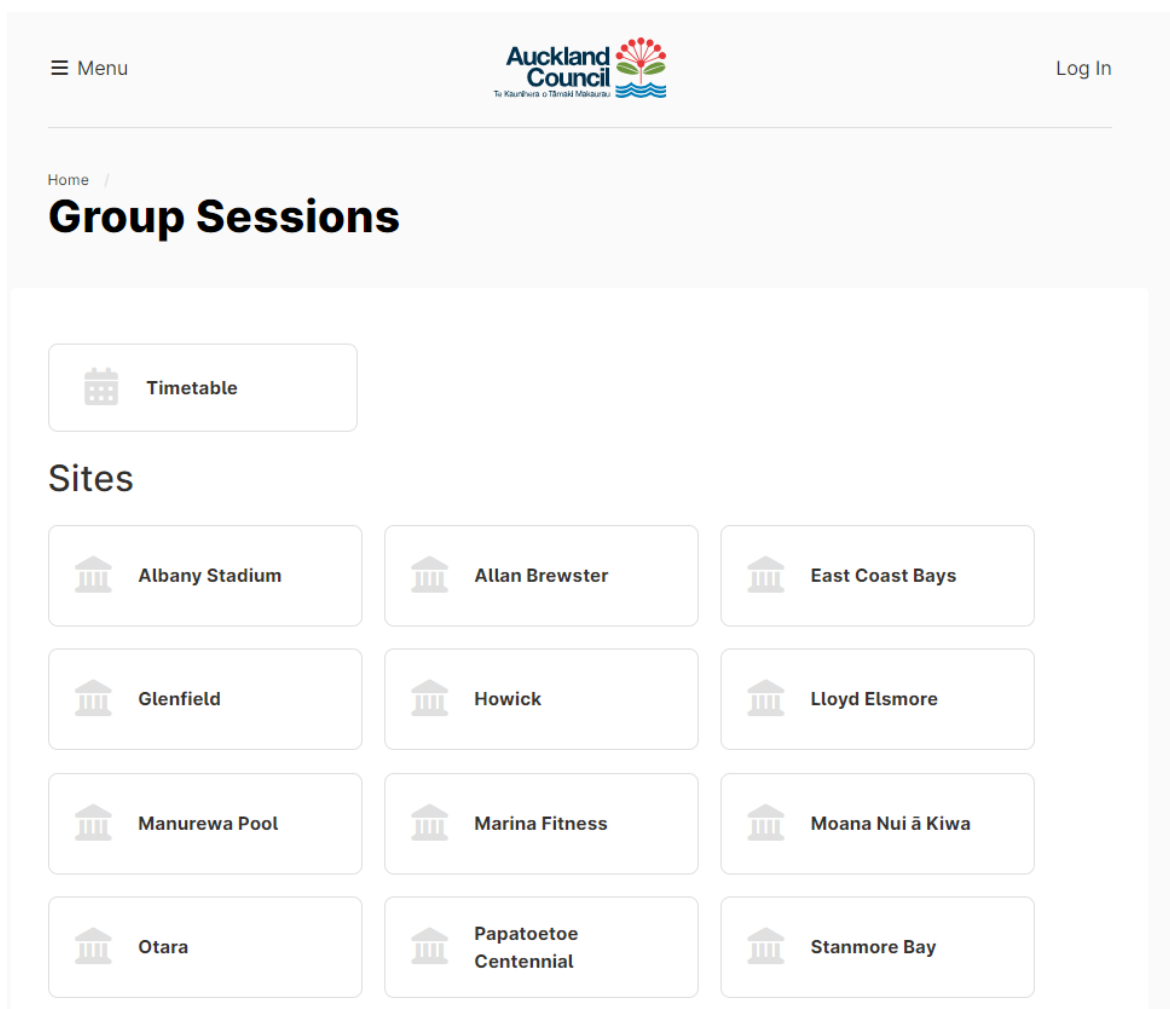
## Online Portal

### 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.



2. The group sessions page displays



# Quick Reference Guide

## Online Portal

- 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 45 mins	<b>Elsmore</b> Studio - Lloyd Elsmore	Shane B	<a href="#">Book Now</a>
6:00 PM 1 hr	<b>AquaENERGY(pm) - Lloyd Elsmore</b> Leisure Pool - Lloyd Elsmore	Sureta B	<a href="#">Book Now</a>
6:00 PM 45 mins	<b>RPM® (45) - Lloyd Elsmore</b> RPM Studio - Lloyd Elsmore	Dianne L	<a href="#">Book Now</a>
6:45 PM 45 mins	<b>BODYPUMP® (45) - Lloyd Elsmore</b> Studio - Lloyd Elsmore	Hutokshi	<a href="#">Book Now</a>

- 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

- 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

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

<
Wed 28
**Thu 29**
Fri 30
Sat 1
Sun 2
Mon 3
Tue 4
>

Thursday, June 29

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5:45 AM 45 mins	<b>RPM® (45) - Lloyd Elsmore</b> RPM Studio - Lloyd Elsmore	Debbie M	<a href="#">Book Now</a>
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Or alternative from the timetable screen click on the class you want to attend

# Quick Reference Guide

## Online Portal

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		<div>5:45 - 6:30 RPM® (45) - Lloyd Elsmore 📍 RPM Studio - LL... 👤 18 spaces</div>					<div>5:45 - 6:30 RPM® (45) - Lloyd Elsmore 📍 RPM Studio - LL... 👤 18 spaces</div>

- 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

- 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

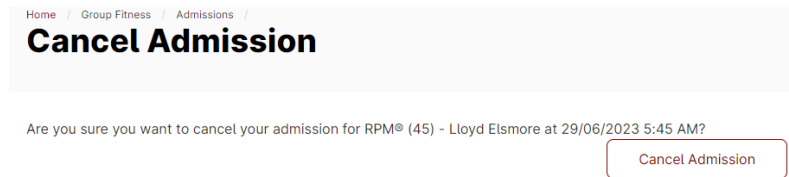
[Cancel Admission](#)



# Quick Reference Guide

## Online Portal

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



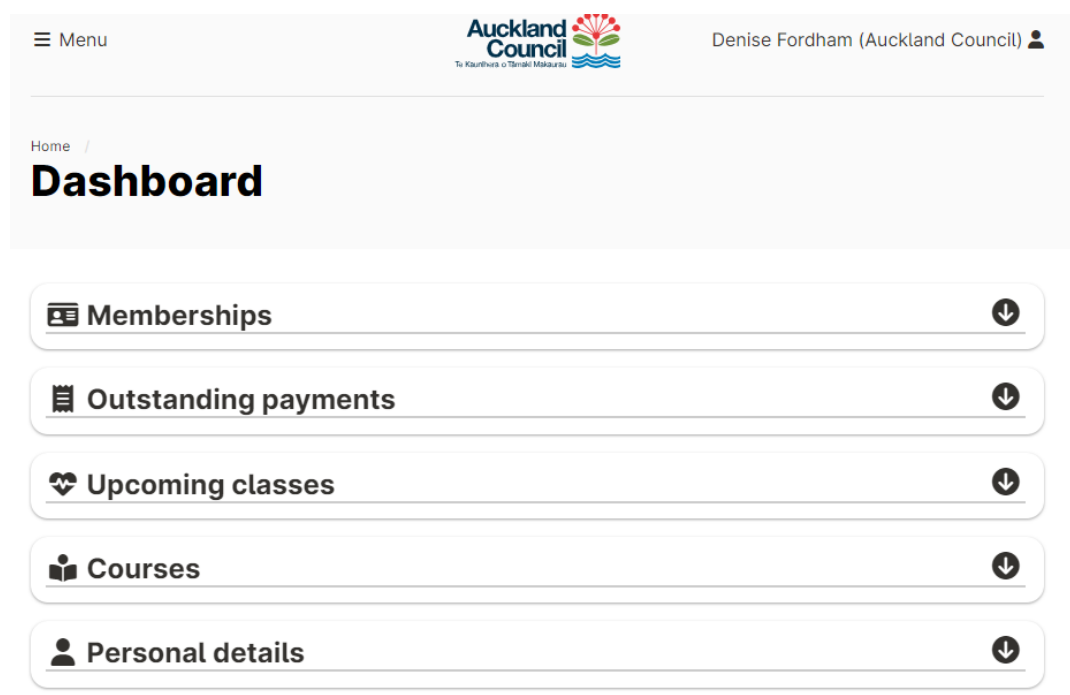
Your booking is now cancelled

## 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

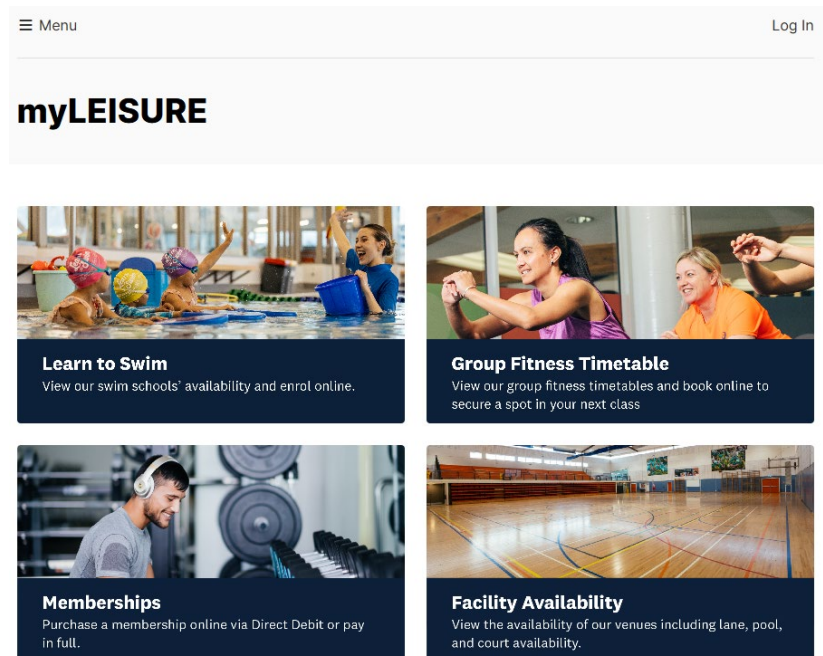
My account is also where you can log out of the portal

# Quick Reference Guide

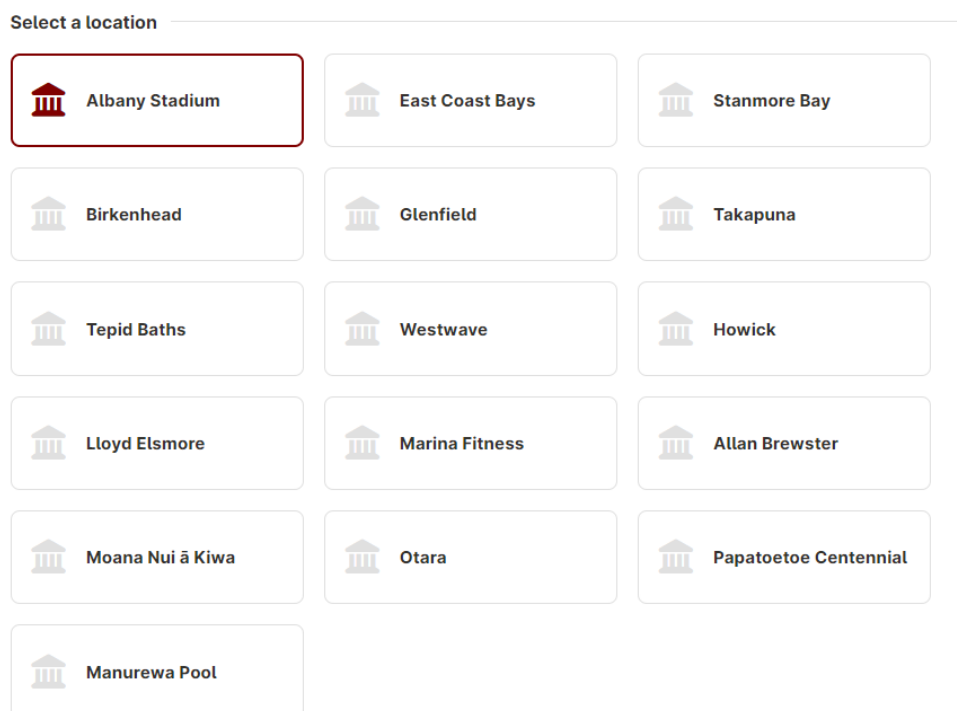
## Online Portal

### 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



2. Select the centre you wish to attend



# 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

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

The screenshot shows a web form for creating an account. At the top, there are input fields for 'DD / MM / YYYY' and a calendar icon. Below these is a text input field labeled 'Membership Number or Email Address \*'. A section titled 'Terms & Conditions' contains a scrollable area with the following text: '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 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 aucklandcouncil@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 and shared with parties over the age of 18 you will not be able to complete registration.' Below the terms and conditions is a checkbox labeled 'I agree to the terms & conditions' which is checked. At the bottom right is a red button labeled 'Create'.

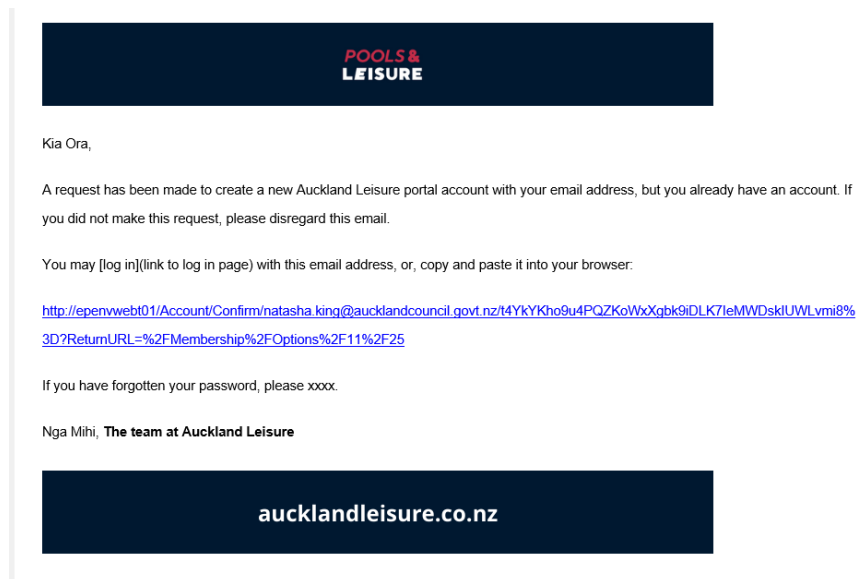
9. The following message will display

The screenshot shows a confirmation page for creating an account. At the top left is a 'Menu' icon. At the top right is the 'Auckland Council' logo with the tagline 'Te Kaitiaki o Te Whānau Māori'. The main heading is 'Create Account'. Below the heading, the text reads: '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



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

The image shows a web form titled 'Reset Password'. At the top left is a 'Menu' icon. At the top right is the 'Auckland Council' logo with the tagline 'Te Kaitiaki o Tairāhaki Māhau'. The form contains two input fields: 'New Password \*' and 'Confirm New Password \*'. A red 'Save' button is located at the bottom right of the form.

12. Complete your personal details and click Continue

The image shows a web form titled 'Your Details'. At the top, there is a green checkmark icon and the text 'Your password has been set.' Below this, it says 'Please enter your contact details to continue.' The form is divided into sections. The 'General' section contains a 'Full Name \*' input field, a 'Date of Birth \*' field with a date picker showing '26 / 08 / 2000', and a 'Gender \*' field with three radio button options.

# 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

Auckland Council  
Te Kaitiaki o Te ōhau Māori

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.

Menu  Elijah McTest



Home /

## Complete your purchase

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 Pay Upfront with Credit Card

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

Auckland Council Online Payment  

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 \* Last Name \*  
Nateasha King Porini

Company Name  
Enter Company Name

Email Mobile  
Enter Email e.g. yourname@example.com New Zealand (+64) Enter Mobile

### Payment Details

Bill/Invoice Reference \*  
TEST-b52a4ed93720410

Amount \*  
979.50 (NZD)


### Account Details

Card Number \* Expiry Date \*  
Enter Card Number MM YYYY

Name on Card \* CCV \*  
Enter Name on Card Enter CCV [What is this?](#)

\*You will be asked to confirm these payment details.

Proceed

Powered by 



# Quick Reference Guide

## Online Portal

17. Summary is displayed – click pay now

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 Payment Amount NZD\$79.50  
First Name Natasha Last Name King Portal Transaction Fee NZD\$0.00  
Email natasha.king@aucklandcouncil.govt.nz Mobile Total Payment Amount NZD\$79.50

**Payment Details**

Bill/Invoice Reference TDST652aeed5726418 Note: This transaction will appear on your credit card statement as PWR Merchant 2  
Amount NZD\$79.50 (NZD)  
Account Details  
Card Number 8769 Expiry Date 5/2021  
Name on Card Test

Powered by ezidebit

18. summary of membership will be displayed

Menu Auckland Council Elijah McTest

Home / Memberships /

## Membership Summary

✓ You have purchased a new membership. An email with further details is on its way.

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

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

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!

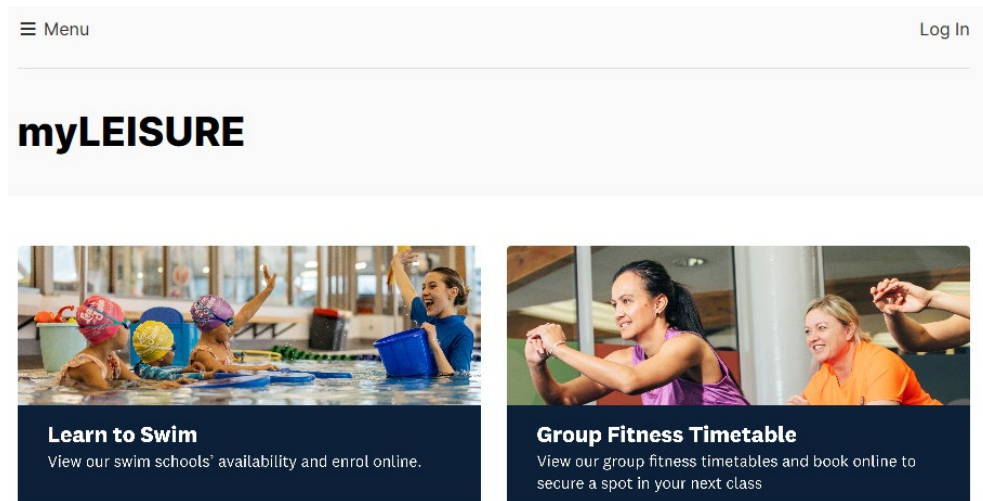
Garth Dawson,  
Network Services Manager

# Quick Reference Guide

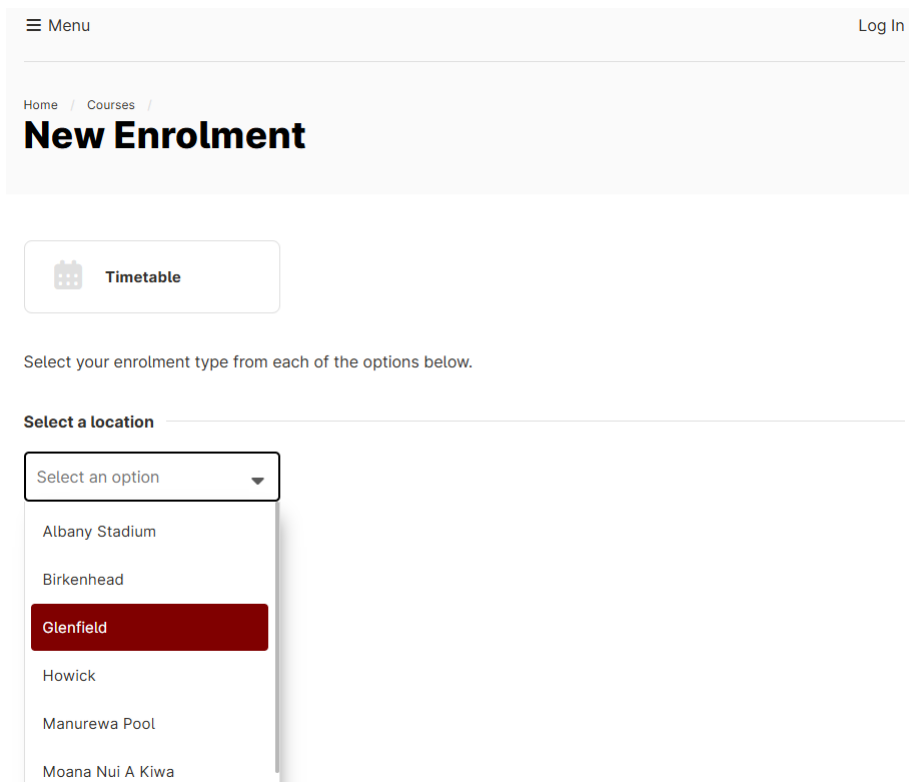
## Online Portal

### 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.



2. Click the Centre you wish to book with



# 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' form on the Auckland Council website. The form is titled 'New Enrolment' and includes a breadcrumb trail: Home / Courses / New Enrolment. The form is divided into three main sections: 'Select a location', 'Select a program', and 'Select a level'. In the 'Select a location' section, 'Glenfield' is selected. In the 'Select a program' section, 'Learn to Swim' is selected. In the 'Select a level' section, 'School Age Intermediate' is selected. The form also includes a 'Log In' link in the top right corner.

Menu Auckland Council To Hāwhiora e Te Kaitiaki Māhiora Log In

Home / Courses / **New Enrolment**

Select your enrolment type from each of the options below.

Select a location

Glenfield Manurewa Pool Moana Nui ā Kiwa Tepid Baths Westwave

Select a program

Learn to Swim

Select a level

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**

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' form on the Auckland Council website. The form is titled 'Enrol in School Age Intermediate' and includes a breadcrumb trail: Home / Courses / New Enrolment / Enrol in School Age Intermediate. The form is divided into two main sections: 'Select a class from the options below.' and 'You have selected to enrol at Glenfield in the Learn to Swim program with the level School Age Intermediate'. The 'Select a class from the options below.' section shows a table of days of the week with 'Mon 4' selected. The 'You have selected to enrol at Glenfield in the Learn to Swim program with the level School Age Intermediate' section shows a confirmation message.

Menu Auckland Council To Hāwhiora e Te Kaitiaki Māhiora Log In

Home / Courses / New Enrolment / **Enrol in School Age Intermediate**

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

Select a class from the options below.

Any day 35	<b>Mon 4</b>	Tue 6	Wed 6	Thu 4	Fri 4	Sat 5	Sun 6
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# Quick Reference Guide

## Online Portal

- 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 >

- 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.

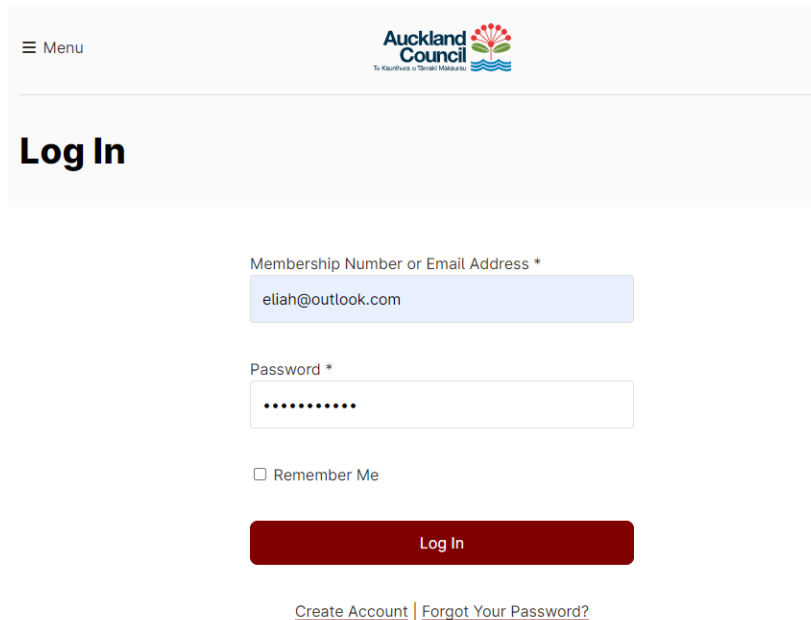
< Back

Continue >

# Quick Reference Guide

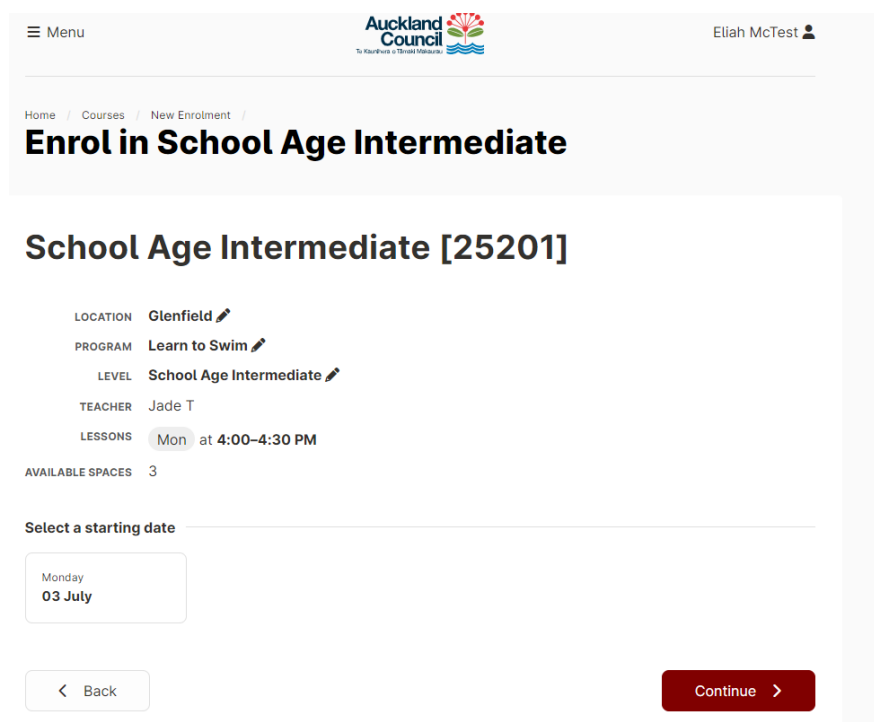
## Online Portal

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



The screenshot shows the login page of the Auckland Council online portal. At the top, there is a 'Menu' button and the Auckland Council logo. The main heading is 'Log In'. Below this, there are two input fields: 'Membership Number or Email Address \*' with the email 'eliah@outlook.com' entered, and 'Password \*' with masked characters. There is a 'Remember Me' checkbox and a red 'Log In' button. At the bottom, there are links for 'Create Account' and 'Forgot Your Password?'.

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



The screenshot shows the enrollment page of the Auckland Council online portal. At the top, there is a 'Menu' button, the Auckland Council logo, and the user's name 'Elijah McTest' with a profile icon. The breadcrumb trail is 'Home / Courses / New Enrolment'. The main heading is 'Enrol in School Age Intermediate'. Below this, there is a section for 'School Age Intermediate [25201]' with details: LOCATION: Glenfield, PROGRAM: Learn to Swim, LEVEL: School Age Intermediate, TEACHER: Jade T, LESSONS: Mon at 4:00-4:30 PM, and AVAILABLE SPACES: 3. There is a 'Select a starting date' section with a date picker showing 'Monday 03 July'. At the bottom, there are 'Back' and 'Continue' buttons.

# 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.

Menu

**Auckland Council**  
Tūhonoa e Te Whānau Māori

Elijah McTest

Home / Courses / New Enrolment /

## Enrolment Options

ENROLMENT TYPE

Adult Beginner [25296] at Glenfield

PAYMENT PLAN

Learn to Swim - ongoing

START DATE


Monday, 3 July 2023 6:00 PM


Rate

Learn to Swim - DD Fortnightly  
\$15.40 per session

Learn to Swim DD Weekly  
\$15.40 per session

Who Is This Enrolment 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.

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

ENROLMENT TYPE

Adult Beginner [25296] at Glenfield

PAYMENT PLAN

Learn to Swim - ongoing

START DATE


Monday, 3 July 2023 6:00 PM


Rate

Learn to Swim - DD Fortnightly  
\$15.40 per session

Learn to Swim DD Weekly  
\$15.40 per session

Who Is This Enrolment 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.

# 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 Eliah McTest in Adult Beginner Starting Monday, 3 July 2023 6:00-6:45 PM Ongoing at \$15.40 per session	1	\$0.00
<b>Total</b>		<b>\$0.00</b>

+ Enrol another student

Empty Cart Continue to Debit Sign up >

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

Menu  Eliah McTest

Home / **Direct debit sign-up**

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

+ 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**

**A**

**Address Line 2**

**T**

**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

The screenshot shows the 'Complete your purchase' page in the Auckland Council online portal. The header includes the Auckland Council logo and the user name 'Elijah McTest'. The main heading is 'Complete your purchase'. Below this is a table with the following items:

Item	Quantity	Cost
Enrolment for Elijah McTest in Adult Beginner Starting Monday, 3 July 2023 5:30–6:00 PM Ongoing at \$15.40 per session	1	\$0.00
<b>Total</b>		<b>\$0.00</b>

Below the table, there is a button '+ Enrol another student'. At the bottom, there are two buttons: 'Empty Cart' and 'Complete Purchase'.

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

The screenshot shows the 'Purchase Summary' page in the Auckland Council online portal. The header includes the Auckland Council logo and the user name 'Elijah McTest'. The main heading is 'Purchase Summary'. Below this is a message: 'Elijah McTest is now enrolled in Adult Beginner [26418]. An email with further details is on its way.' Below the message, there is a table with the following details:

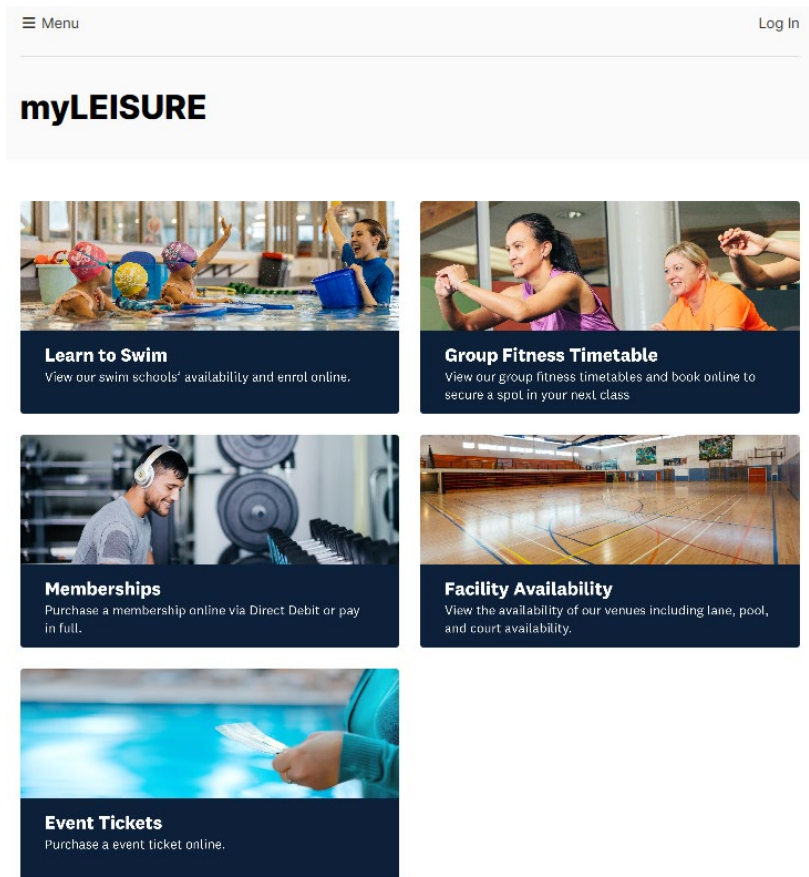
STUDENT	Elijah McTest
CLASS	Adult Beginner [26418]
START DATE	Monday, 3 July 2023 5:30 PM

# Quick Reference Guide

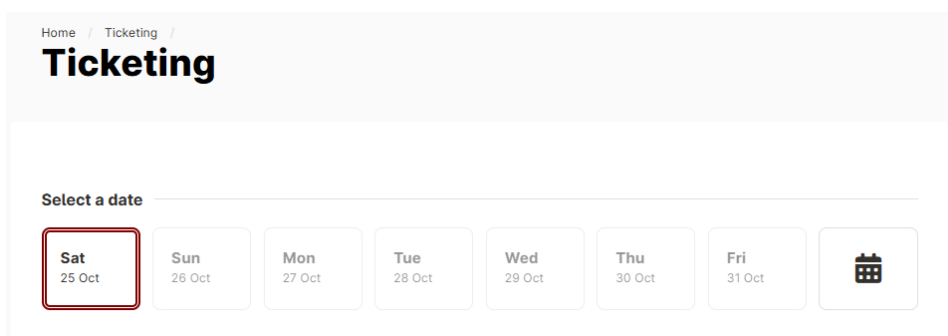
## Online Portal

### 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.

[Home](#) /

## Your Cart

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](#)[+ 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
	<b>Total</b>	<b>\$10.00</b>

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		
Takapuna Women's Only Night - Adult	<div>- 1 +</div>	\$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 \*  
Nataasha

Last Name \*  
King

Company Name

Email  
nataasha.king@aucklandcouncil.govt.nz

Mobile

#### Payment Details

Bill/Invoice Reference \*  
TEST-78ds32a728a8409

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

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A division of globalcommerce

# Quick Reference Guide

## Online Portal

9. Confirmation screen will appear, click pay now

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	Payment Amount	\$10.00
First Name	Natasha	Transaction Fee	\$0.00
Last Name	King	Total Payment Amount	\$10.00
Email	natasha.king@aucklandcouncil.govt.nz		
Mobile	+6402102268405		

Payment Details

Bill/Invoice Reference  
TEST-78ds32e729a9409

Amount  
\$10.00 (NZD)

Account Details

Card Number  
\*\*\*\*\*002


Expiry Date  
5/2028

Name on Card  
test

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

Pay Now

Cancel

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

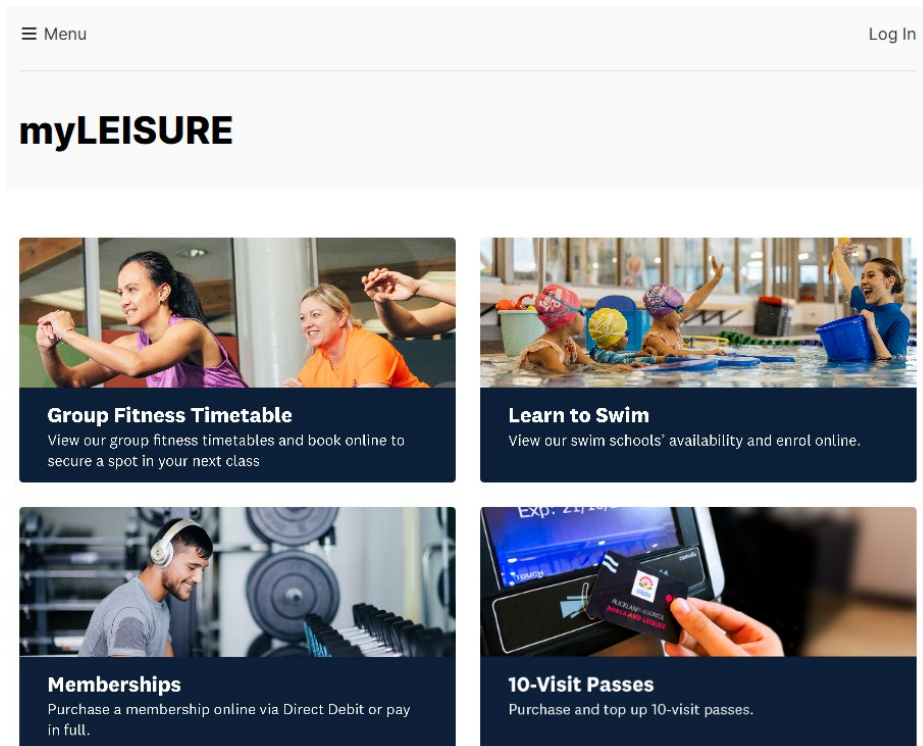


# Quick Reference Guide

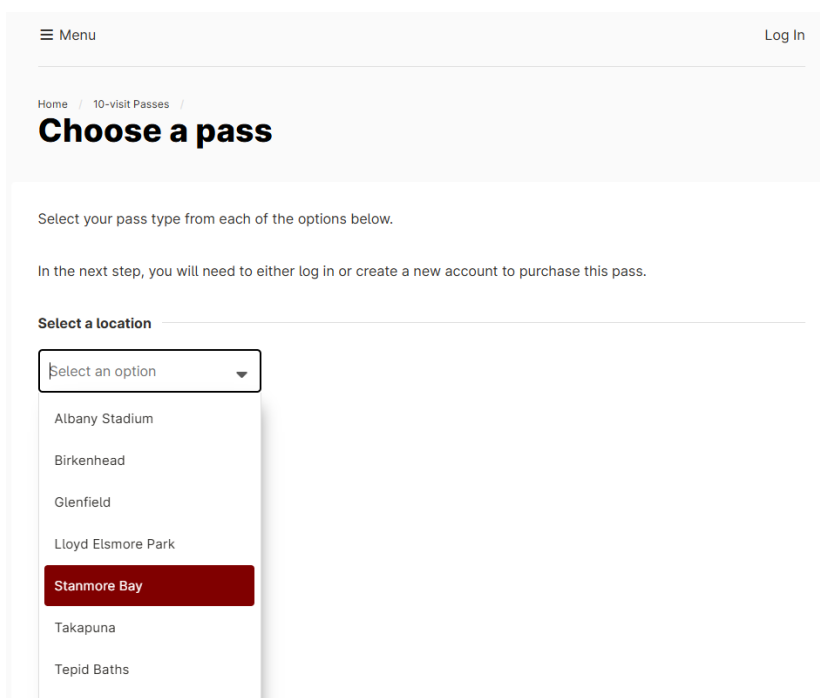
## Online Portal

### 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.



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



# 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

Menu

Natasha King

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'

Menu

Natasha King

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-76sd32e729a8409

Amount \*  
10.00 (NZD)

#### Account Details

Card Number \*


Expiry Date \*  
MM  YY

Name on Card \*

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

\*You will be asked to confirm these payment details.



[Proceed](#)

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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

Email  
tashking77@hotmail.com

Mobile  
+6402102209405

Payment Amount  
\$74.00

Transaction Fee  
\$0.00

Total Payment Amount  
\$74.00

[Pay Now](#) [Cancel](#)

#### Payment Details

Bill/Invoice Reference  
TEST-4a993ae140b4ee

Amount  
\$74.00 (NZD)


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

#### Account Details

Card Number  
\*\*\*\*\*0002

Expiry Date  
5/2025

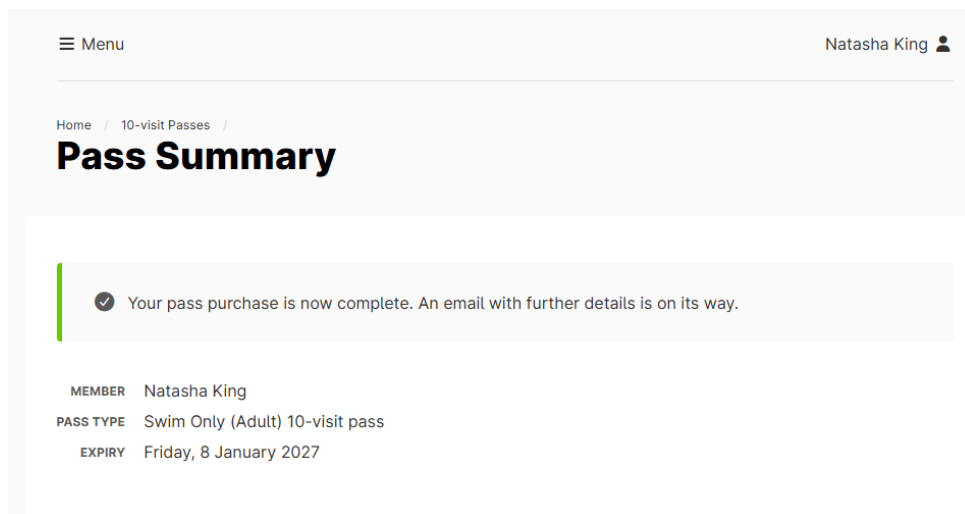
Name on Card  
Test Test

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A division of globalpayments

# Quick Reference Guide

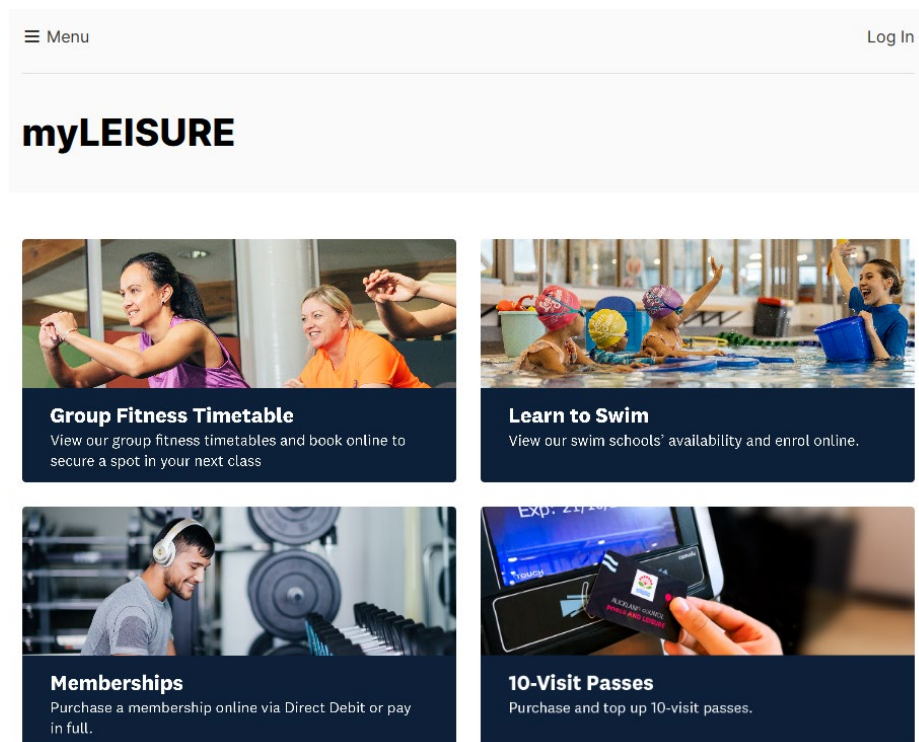
## Online Portal

13. The confirmation of purchase will display on the screen



### 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.



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

- 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

- 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 >

- 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

- 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 >

- 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.govt.nz

Mobile

**Payment Details**

Bill/Invoice Reference \*  
TEST-765d32a729a8409

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](#)

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### 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

Email  
tashking77@hotmail.com

Mobile  
+6402102298405

**Payment Details**

Bill/Invoice Reference  
TEST-4a693ae149b4ee

Amount  
\$74.00 (NZD)

**Account Details**

Card Number  
\*\*\*\*\*0002

Expiry Date  
5/2026

Name on Card  
Test Test


Payment Amount  
\$74.00

Transaction Fee  
\$0.00

Total Payment Amount  
\$74.00

[Pay Now](#) [Cancel](#)

**Note:**  
This transaction will appear on your credit card statement as EZI\*AU/KLANDCITYCOUN

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# Quick Reference Guide

## *Online Portal*

11. Confirmation of your purchase will display on the screen

[Home](#) / [10-visit Passes](#) /

### Pass Summary

✔ Your pass purchase is now complete. An email with further details is on its way.

**MEMBER** Natasha King  
**PASS TYPE** Swim Only (Adult) 10-visit pass  
**EXPIRY** Tuesday, 12 January 2027