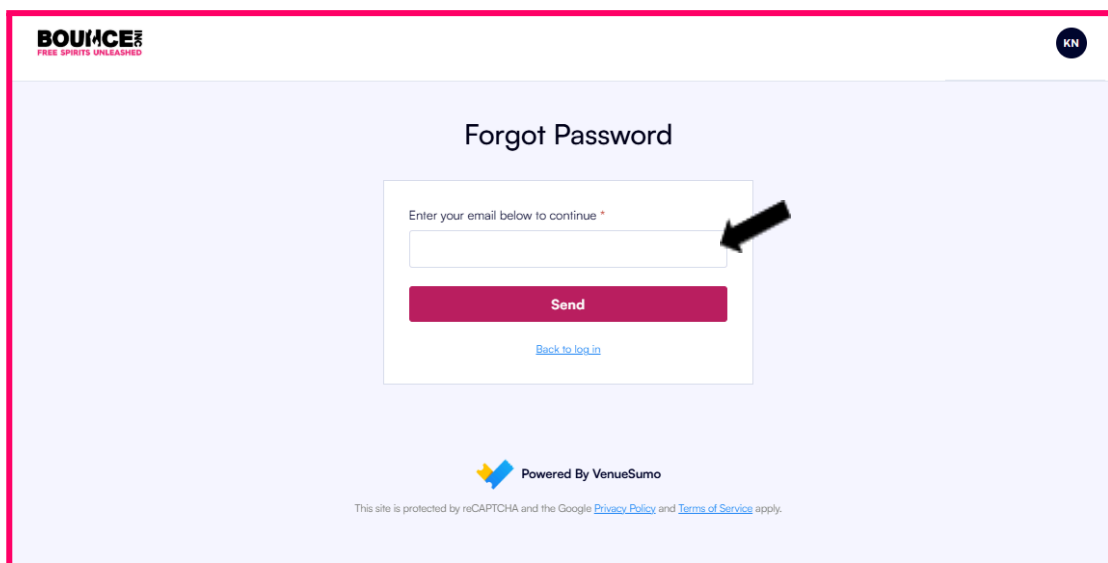


ACCOUNT ACTIVATION

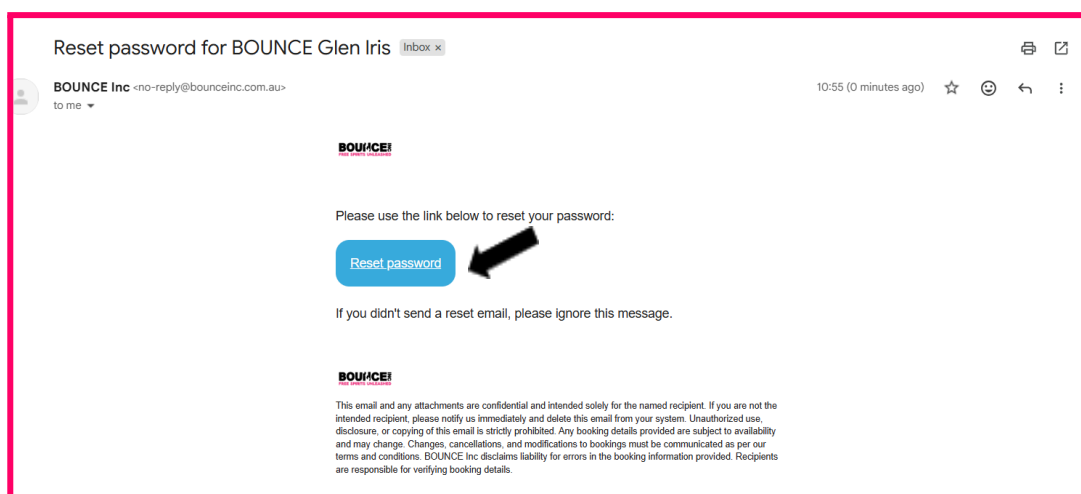
IMPORTANT: You must use the same email address that was used to sign up for memberships on your previous **Urban Xtreme** account. We have the back end sorted—we just need you to activate your profile.

1. **Go to the Login Page:** Visit <https://book.bounceinc.com.au/login/forgot-password/>.
2. **Submit Email:** Enter your email address in the required field and click **Send**.



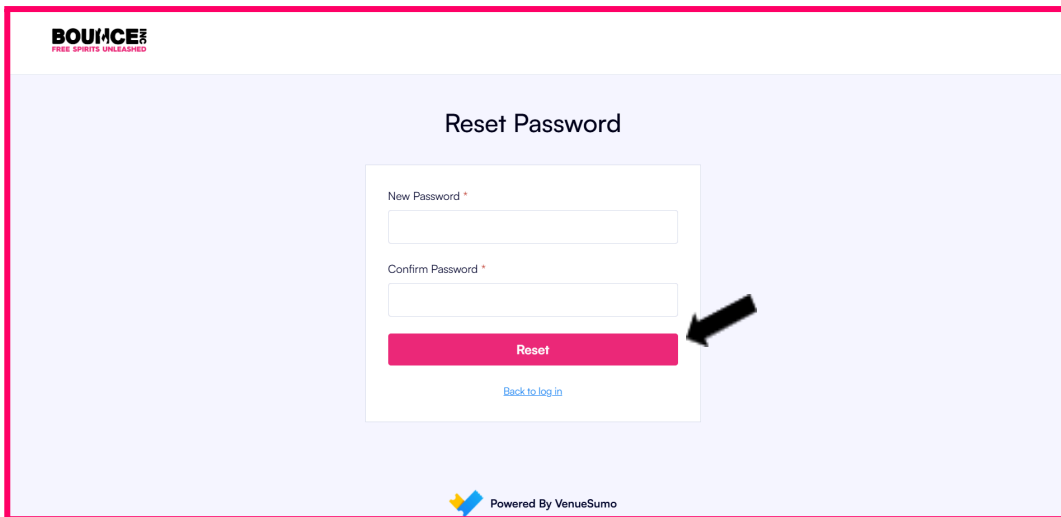
The screenshot shows a web browser window with the BOUNCE Inc. logo in the top left and a user icon 'KN' in the top right. The main heading is 'Forgot Password'. Below it is a form with the text 'Enter your email below to continue *' and an empty input field. A black arrow points to the input field. Below the input field is a red 'Send' button and a blue link 'Back to log in'. At the bottom, it says 'Powered By VenueSumo' and 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

3. **Check Inbox:** Open the email labeled '**Reset password for BOUNCEinc venue**'.
4. **Reset Password:** Click the blue **Reset Password** button.

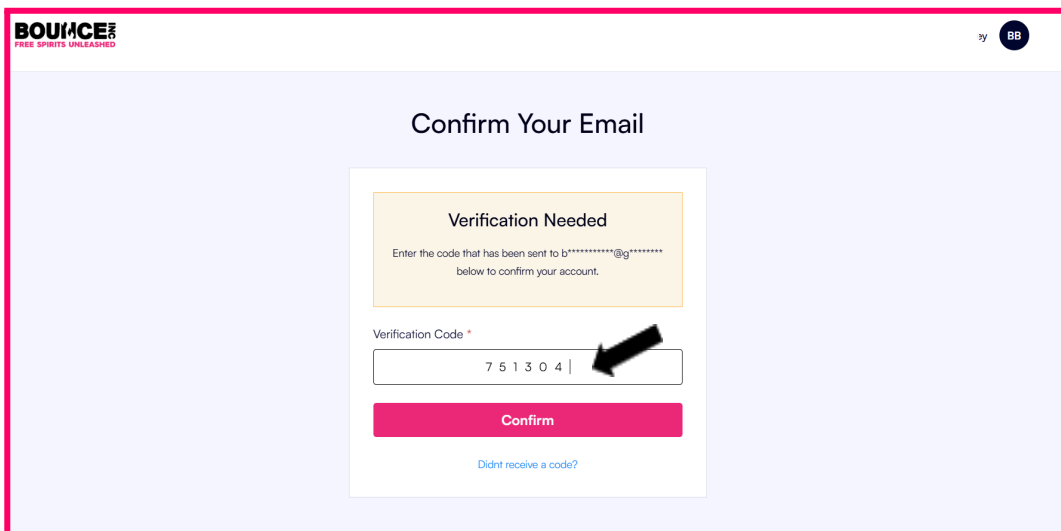


The screenshot shows an email interface. The subject is 'Reset password for BOUNCE Glen Iris' and the sender is 'BOUNCE Inc <no-reply@bounceinc.com.au>'. The email content includes the BOUNCE Inc. logo, the text 'Please use the link below to reset your password:', a blue 'Reset password' button with a black arrow pointing to it, and the text 'If you didn't send a reset email, please ignore this message.' At the bottom, there is a disclaimer: 'This email and any attachments are confidential and intended solely for the named recipient. If you are not the intended recipient, please notify us immediately and delete this email from your system. Unauthorized use, disclosure, or copying of this email is strictly prohibited. Any booking details provided are subject to availability and may change. Changes, cancellations, and modifications to bookings must be communicated as per our terms and conditions. BOUNCE Inc disclaims liability for errors in the booking information provided. Recipients are responsible for verifying booking details.'

5. **Create Password:** Follow the link to create a new password and click **Reset**.



6. **Verify:** You will be sent a verification code. Retrieve the code and enter it into the required field.



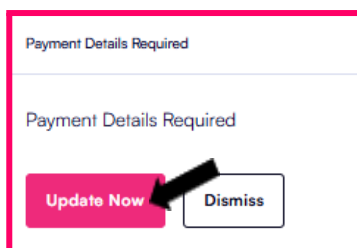
7. **Test Login:** Using your email address and new password, login to your account to make sure everything is working!

UPDATE PAYMENT DETAILS

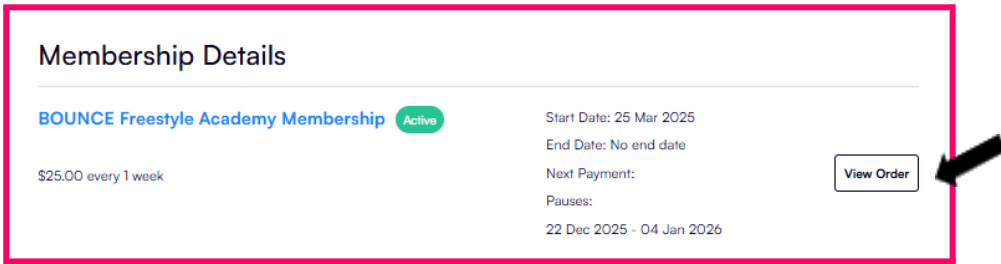
Once you have activated your account, take a look around. In order for your programs to continue, the system may ask you to update your pay details. If prompted, follow these steps:

1: Accessing your Order

- The prompt will appear once you login,



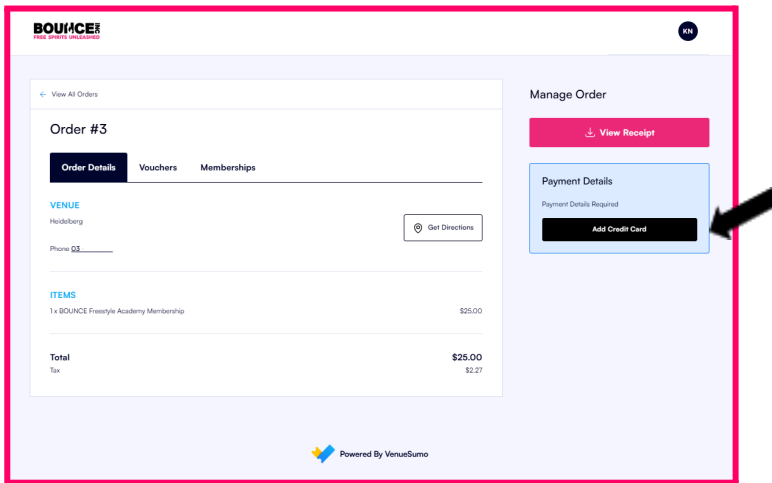
- Continue to step 2.



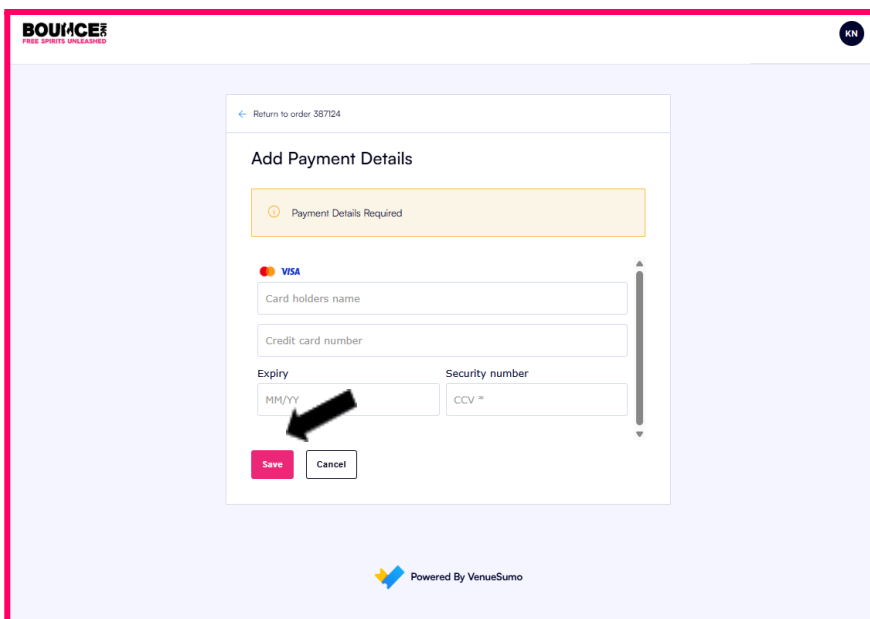
- If you need to change details, scroll down to the line labeled **Membership Details**.
- Select **View Order**, continue to step 2.

2: Adding a Card

- Select **Payment Details**, then select **Add Credit Card**.



- Enter the required information and select **Save**.



- Your details will be updated for the next scheduled payment.

- If you run into any issues activating your account, please see the team at the **BOUNCE Hendra** front desk.

Time to start booking in your upcoming sessions. Make a booking and choose your upcoming classes. Need a hand, come speak to our reception staff and they'll show you how!