

One Pass Select Member Experience Guide

Program Information

Member visits www.OnePassSelect.com.



Login



The ultimate fitness membership

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

Get started

Fitness that fits you



Work out the way you want

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

[Find a gym near you](#) >

Make it a family affair

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



Fuel your life

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

Member can view gyms by inputting address or zip code.

Find gyms and classes near you

Distance: 10 miles | Class type / feature: Select multiple | Address or ZIP code: | Gym name (optional): | Search

26 gyms

- LA Fitness**
17364 Southampton Way · 0.2 mi away
Starts at Premium Tier
Details
- Nologo Gym**
4000 Chesapeake St · 1.3 mi away
Starts at Classic Tier
Details
- LA Fitness**
456 Main Ave · 1.4 mi away
Starts at Elite Tier
Details
- LA Fitness**
9285W Roundtree Way · 2.2 mi away
Starts at Standard Tier
Details
- LA Fitness**
937 Q St NW · 3.9 mi away
Starts at Elite Tier
Details
- LA Fitness**

Available gyms vary by program.

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

Frequently asked questions

What is One Pass Select? ▼

Who can use One Pass Select? ▼

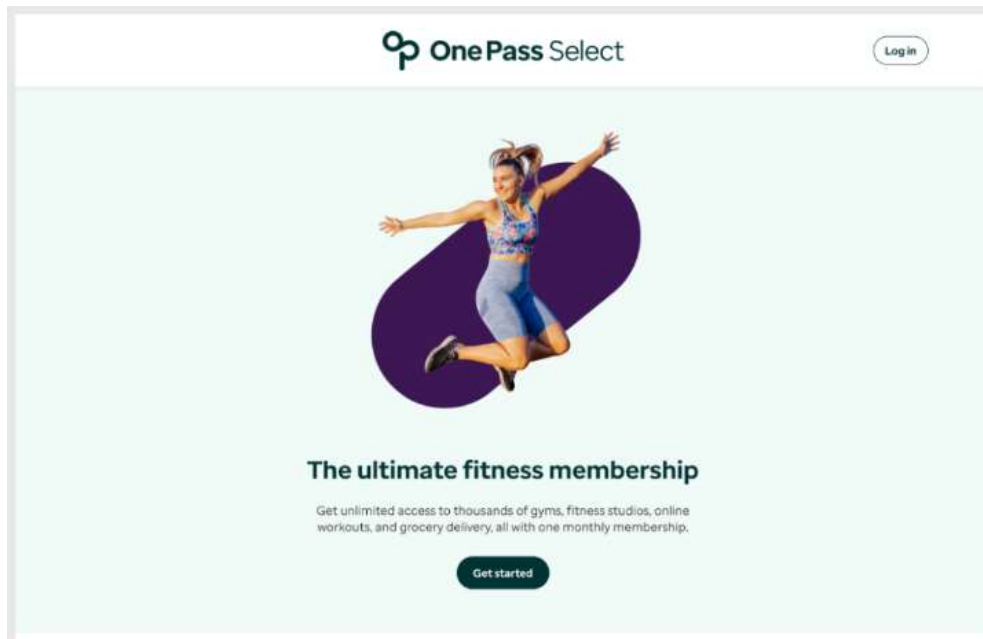
How much does One Pass Select cost? ▼

How do I get started with One Pass Select? ▼

[See more >](#)

Registration & Enrollment

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



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

Let's get you registered

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

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (mm/dd/yyyy)

Identification Type [Help](#)

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

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

[Continue](#)

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

✓ Your information has been verified.

HealthSafe ID[®]

Set up your account

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

All fields are required unless marked as optional.

Username
Create Username

Password
Create Password

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

Remember my username (Optional)

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

Continue

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

✓ Your account is almost complete.

HealthSafe ID[®]

Keep your account safe

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

All fields are required unless marked as optional.

Confirmation Type
Text Message

Country Code Phone Number
+ 1

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

Text me

✓ Your account is almost complete.

HealthSafe ID[®]

Keep your account safe

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

All fields are required unless marked as optional.

Confirmation Type
Phone Call

Country Code Phone Number
+ 1

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

Call me

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

HealthSafe ID[®]

Check your text messages!

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

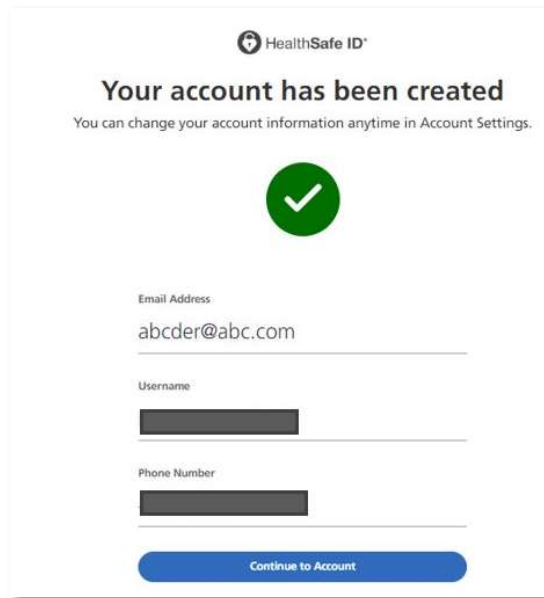
Phone Number
[Redacted] Edit

Confirmation Code
[Empty field]

Create account

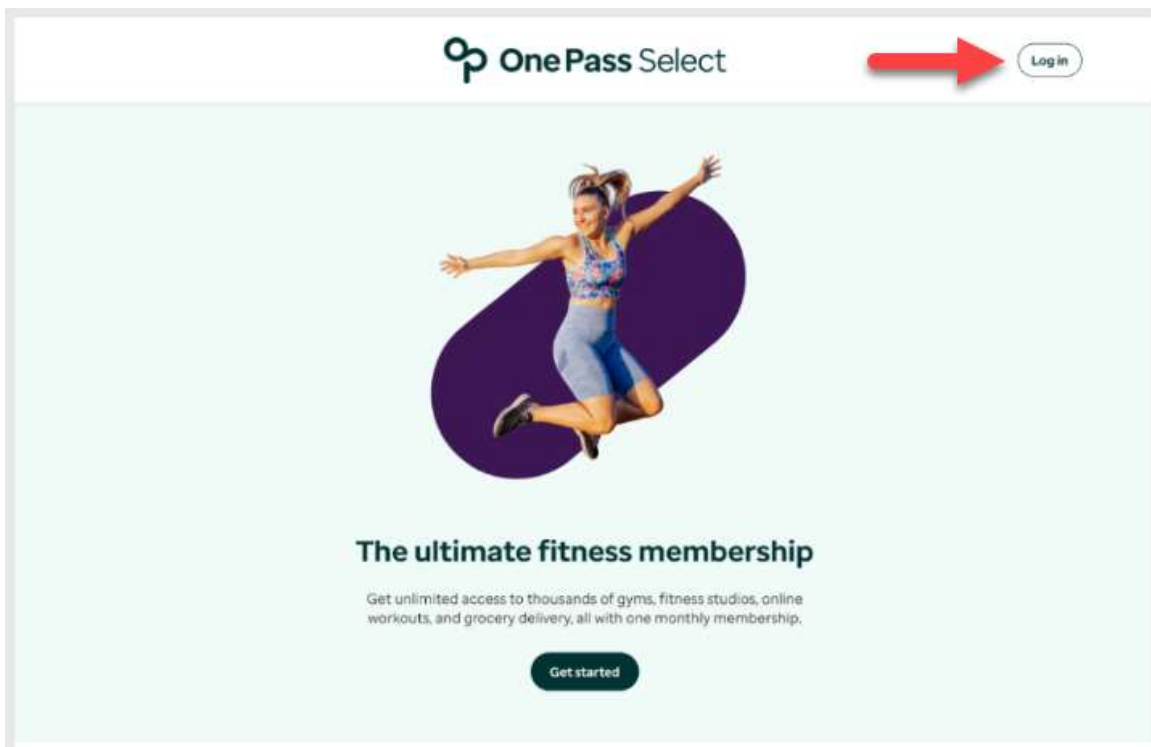
[Text me again](#) [Call me instead](#)

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

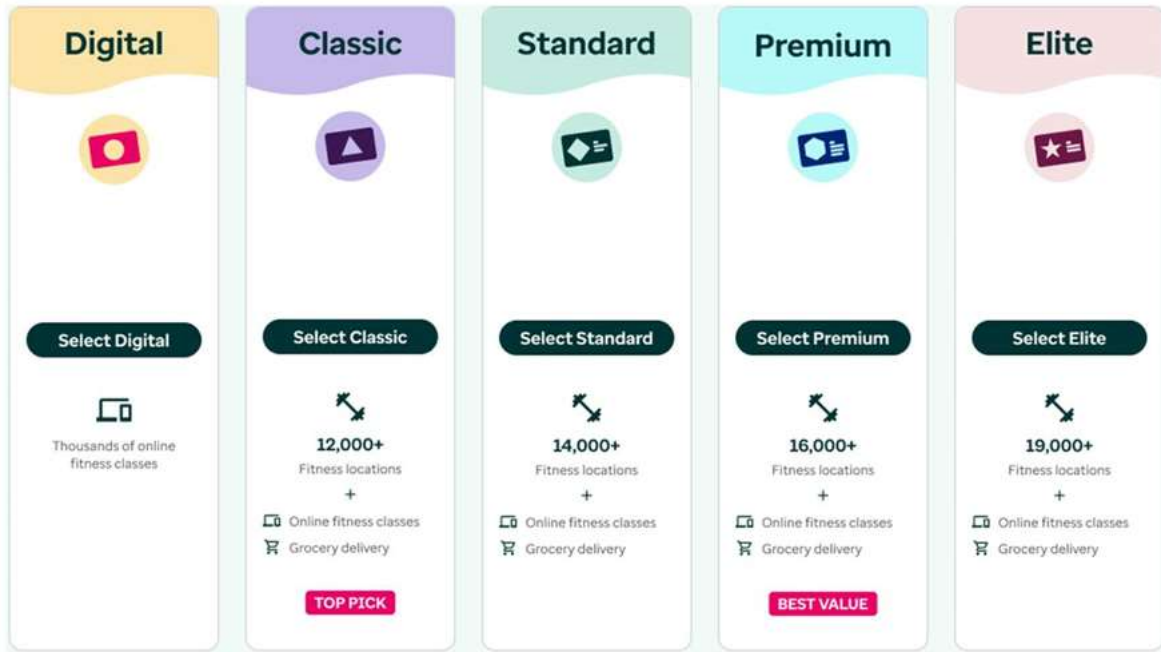


The screenshot shows a confirmation page for a HealthSafe ID account. At the top, it says "HealthSafe ID" with a logo. Below that, the main heading is "Your account has been created" followed by the subtext "You can change your account information anytime in Account Settings." A large green checkmark icon is centered on the page. Below the checkmark, there are three input fields: "Email Address" with the value "abcder@abc.com", "Username" with a redacted field, and "Phone Number" with a redacted field. At the bottom, there is a blue button labeled "Continue to Account".

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



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



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



[Back](#)

Congrats on joining One Pass Select!

Enter your information below to complete your purchase. For best results, please do not refresh this page.

Set up your credit card payment

First name * Last name *

Card number *

Expiration date * Security code *

Enter your billing address

Street address *

Apartment / Suite (optional)

City * State *

ZIP code *

Email address *

Premium membership

16,000 Gym locations - Online fitness classes - Grocery delivery - Family Membership

[Change tier >](#)

Premium membership plan	\$109/month
Tax (Calculated via ZIP code)	\$790
Total	\$116.90

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

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

Purchase membership

By signing up, you are agreeing to the [One Pass Subscription Terms](#). Membership is paid in advance, and you will be charged for the full calendar month on the day you sign up.

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

You may submit a cancellation request at any time. Because your One Pass membership is billed in advance, you must cancel at least 90 days in advance of your next billing date (27th of each month) for your cancellation to be effective at the end of the following calendar month. Cancellation requests received less than 30 days prior to the next billing date will be effective at the end of the second calendar month after you submit your cancellation.

Member Dashboard

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

The screenshot shows the One Pass Select Member Dashboard. At the top left is the One Pass Select logo. On the right, there is a link for "Your account" with a dropdown arrow. Below the logo is a navigation bar with tabs: "Dashboard" (selected), "Gyms and classes", "Online fitness", "Your perks", and "Mobile app". The main content area starts with a "Welcome Jonathan!" message and a "Cobrand Logo" button. The central focus is a large card titled "Unlock it all with your code!". It features an image of a woman jumping and a red arrow pointing to a code box containing "Code: A123443931". Below the code, it says "Use this unique member code to get access to all the gyms, classes, and services you choose". To the right of this card is a "Just for you" section with two items: "One Pass mobile app" with a "Learn more" link, and "Sign up your family and friends" with a "Get started" link. At the bottom right of this section is a pagination control showing "1 of 2".

This is a modal window for the member code. At the top right is a close button (X). The code "A123443931" is displayed prominently, with "MEMBER CODE" underneath. Below the code is the instruction: "Use your member code to access all the gyms, classes, and services you choose". There are two buttons: "Print code" and "Copy code". Below this is a horizontal line. Under the line, there are two columns of text. The left column is titled "Fitness locations" and explains that the member code is used at check-in and for online registration. The right column is titled "Online classes and services" and explains that the member code is used when registering for new fitness locations or services. At the bottom center is a "Got it!" button. At the bottom left is a link for "Help Center & FAQs".

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

OnePass Select Your account ▾

Dashboard **Gyms and classes** Online fitness Your Perks

Explore fitness

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

156 gyms

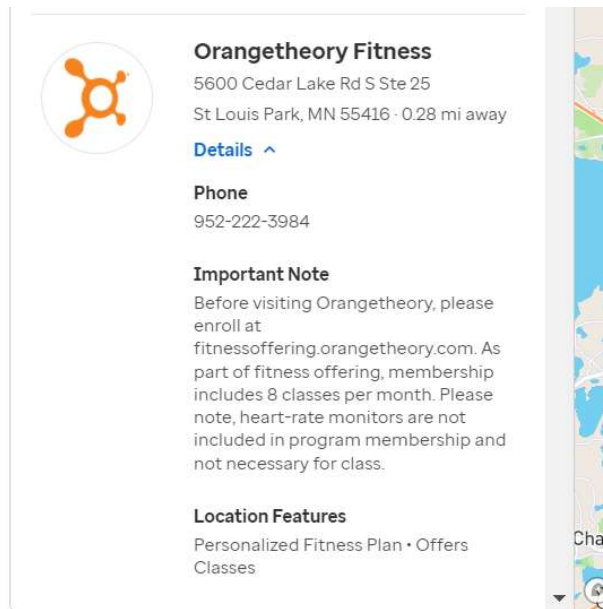
- Life Time**
600 1st Ave. N
Minneapolis, MN 55403 · 0.18 mi away
[Details ▾](#)
- Dayton YMCA at Gaviidae - DT Minneapolis**
651 Nicollet Mall Ste. 300
[Details ▾](#)
- Planet Fitness**
2852 26th Ave S
Minneapolis, MN 55406 · 2.81 mi away
[Details ▾](#)
- Club Pilates**
3204 W. Lake Street
Minneapolis,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

Showing 1-20 of 156 Results < 1 of 6 >

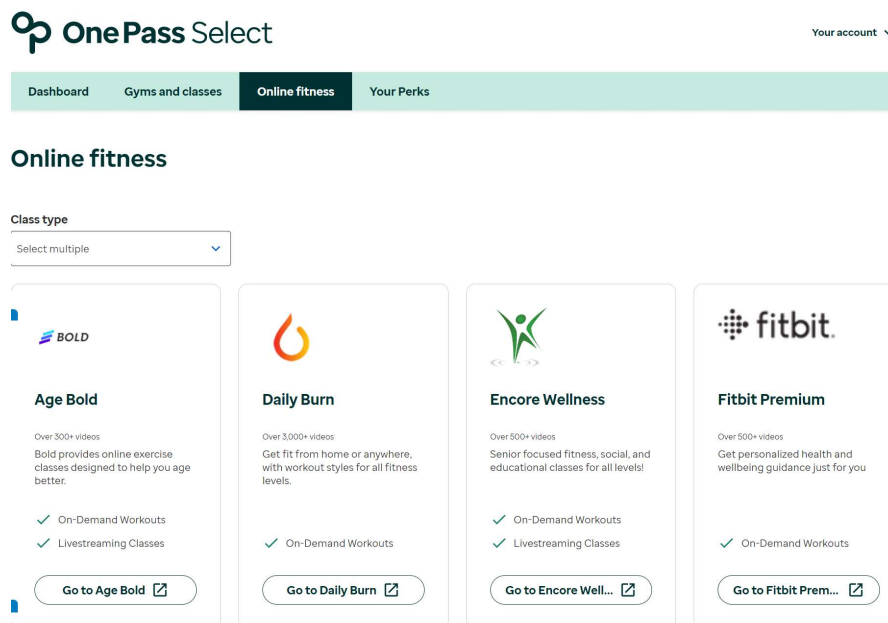
[Don't see your favorite gym? Nominate it here](#)

© Mapbox © OpenStreetMap [Improve this map](#)
Available gyms vary by membership plan.

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




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



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

Your perks




Save time & money benefits with Walmart+.

Members get free delivery, free shipping with no order minimum, gas savings & more. Terms apply.

- ✓ Free delivery on fresh groceries.
- ✓ Ship items as often as needed—for free!
- ✓ Save 10¢ per gallon at over 13,000 stations.

[Go to Walmart+ ↗](#)




Same-day delivery from stores you trust.

Order everything from groceries to household essentials for delivery to your door in as soon as 1 hour.

- ✓ Get fresh groceries with same-day delivery.
- ✓ Delivery from the retailers people love.
- ✓ Everything you need, all in the Shipt app.

[Go to Shipt ↗](#)



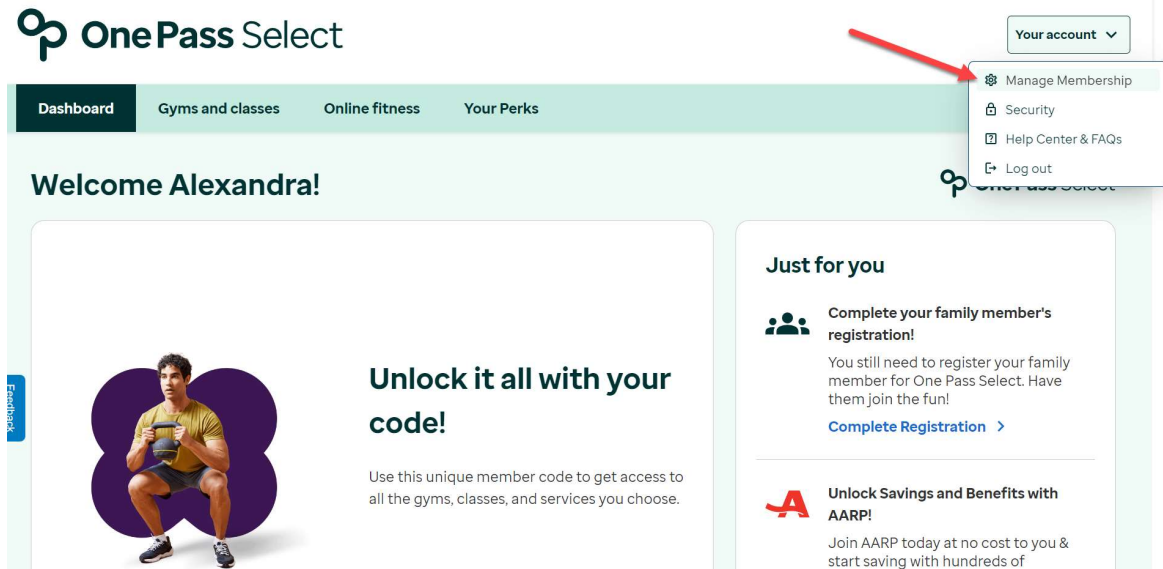
Unlock Savings and Benefits with AARP!

Join AARP today at no cost to you & start saving with hundreds of discounts & financial tools.

- ✓ Discounts on travel dining and more.
- ✓ AARP The Magazine - world's most circulated.
- ✓ Career and financial planning resources.

[Go to AARP ↗](#)

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



The screenshot shows the OnePass Select dashboard. At the top right, the 'Your account' dropdown menu is open, with a red arrow pointing to the 'Manage Membership' option. The dashboard content includes a 'Welcome Alexandra!' message, a 'Just for you' section with a 'Complete your family member's registration!' prompt, and a 'Unlock it all with your code!' section.

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


OnePass Select Your account ▾

Dashboard Gyms and classes Online fitness Your Perks

[← Back](#)

Alexandra
Member since January 6, 2022

Elite



20,000+
Fitness Locations

+
Online Fitness Classes

+
Additional Perks

Membership Information

Member code Code:

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

Membership plan Manage Plan

Elite Cancel membership >

Payment information Edit

mastercard ending in View Invoices >

Next Payment: (plus applicable tax) on November 1, 2024
Includes: Family + Primary Membership and \$0.00 One Pass Credit

User communication authorizations

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

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

Family Memberships

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


OnePass Select Your account ▾

Dashboard Gyms and classes Online fitness Your Perks

← Back

Alexandra
Member since January 6, 2022

Elite



20,000+ Fitness Locations

Online Fitness Classes

Additional Perks

Membership Information

Member code Code:

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

Membership plan Manage Plan

Elite Cancel membership >

Payment information Edit

mastercard ending in View Invoices >

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

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


User communication authorizations


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

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

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


Welcome Alexandra!






Unlock it all with your code!

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


Code: **B233574771** 

Just for you


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

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

Complete Registration >

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

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

Learn More 

< 1 of 2 >

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



Add family member

First, tell us about them.

First name *

Last name *

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

Relationship *

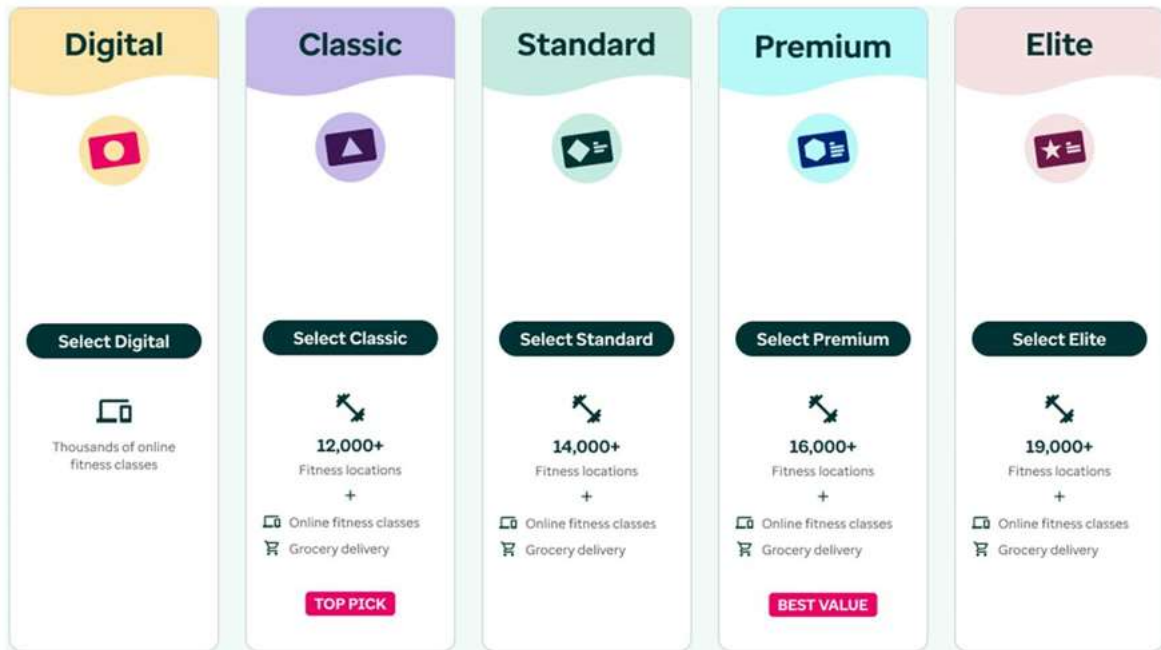
 ▼

Email address *

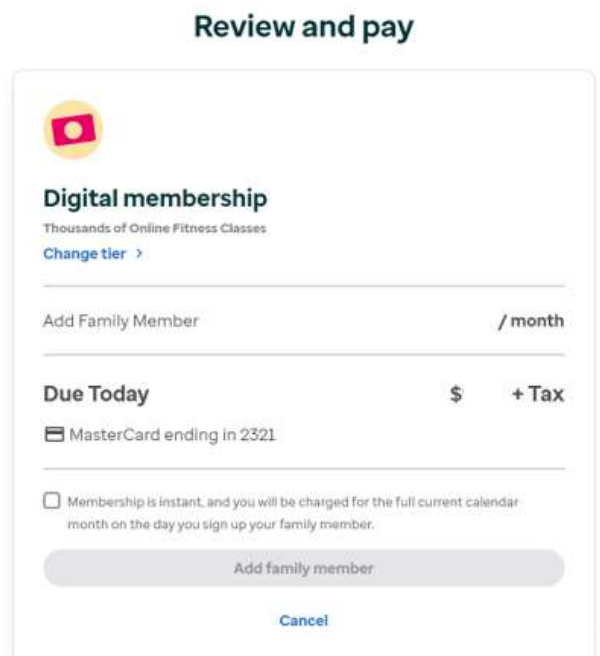
Continue

Cancel

They will be prompted to select the family or friend's tier; it does not have to be the same as the primary member. Family memberships receive a 10% discount off tier prices and do not have an enrollment fee to join One Pass Select.






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



Once complete, the family membership will display within "Manage Membership" for the primary member. The primary member can edit the family or friend's info, upgrade or downgrade their tier, as well as cancel their membership.

Family memberships

Add friends or family members to your One Pass account for an additional fee per member. Add family member

Rick Sanchez	 Membership tier Edit Premium	Monthly cost	Member code A123443211	Edit member info Remove
Jerry Smith	 Membership tier Edit Classic	Monthly cost	Member code A123443211	Edit member info Remove
Jerry Smith	 Membership tier NA	Monthly cost	Member code NA	Complete registration Remove

Inactive members ▼

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

One Pass Select



Welcome family member

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

Member code

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

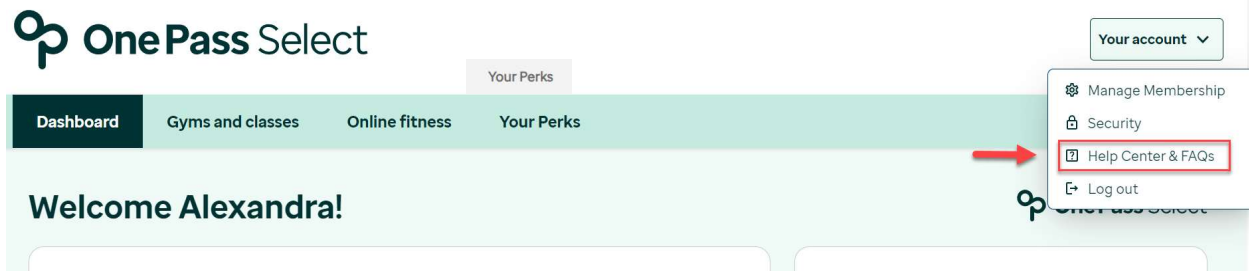
Note: The account owner must be the one to call customer support about any questions related to a family member's account.

Submit

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

Help Center & FAQs

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



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

A screenshot of the OnePass Select 'Help and support center' page. The page has a light green header with the OnePass Select logo and 'Your account' dropdown. Below the header is a navigation bar with tabs for 'Dashboard', 'Gyms and classes', 'Online fitness', and 'Your Perks'. The main content area is titled 'Help and support center' and contains a section for 'Frequently asked questions'. Under this section, there is a list of questions under the heading 'General Program Questions', each with a dropdown arrow to its right. To the right of the FAQ list is a 'Contact us' section. This section contains two boxes: 'Email Support' with an envelope icon and a 'Submit a Case' button, and 'Phone Support' with a telephone icon and a phone number '(877) 515-9364'.

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