



Onefit

Manual Virtuagym

This manual covers the following three aspects of the integration:

- Set up of the integration
- Working with Virtuagym
- Schedule changes

1. Integration Virtuagym with OneFit

Integration can be achieved by two factors. Firstly by the **account activation** from you as a partner and secondly by communicating the **Club Key** to OneFit. In order to receive OneFit reservations and bookings automatically via Virtuagym, we ask you to follow the next steps in this manual to achieve a successful integration.

1.1 Account activation

Step 1: Go to Virtuagym

Step 2: Go to the schedule and adjust the settings of the planned events: **Schedule > Events** > turn on **Bookable by third party**

Step 3: Set the total number of available spots, including the number of spots available for OneFit members

16 Max participants

Date and time
18-02-2020

Start time 19:00
End time 20:00

Location
Choose a location

Recurrence
None

Bookable in advance
7 Days

Cancel activity if no participants:
1 hour before the event starts

Note to employees

Description

Free cancellation period
1 hour before the event starts

Credit type
0 Entree

Enable online booking

Bookable by third party

Update all events in this series

Cancel Save

1.2 Club Key

The following information is necessary for OneFit to activate your account on the platform.

- Step 1: Look for the **Club Key** in your Virtuagym system > **System settings** > **Business info** > **Advanced**
The code should look like this: **CS-0000-ACCESS-ZagvEa1nj4IngdgsaCzxqN6SpU**
- Step 2: Send an email to **partners@one.fit** with the following information:
 - The **Club Key**
 - The wished **start date** of the integration
 - The amount of spots available for OneFitters

2. Working with Virtuagym

To work with Virtuagym it is important to know which changes are and are not automatically made in the OneFit schedule.

2.1 Import schedule

As soon as changes are made to the schedule, it is imperative that these are imported into the OneFit schedule. OneFit automatically imports the schedule from Virtuagym every two hours. This takes place at the following times: 05:00, 07:00, 09:00, 11:00, 13:00, 15:00, 17:00, 19:00, 21:00, 23:00. So, when making schedule changes or cancellations, take into account a processing period of two hours.

For example: if the lesson is changed from 08:45 to 07:15, this change will not be visible on the OneFit platform on time. The lesson will therefore have to be changed before 07:00.

2.1 Import schedule

It is important to note that if the location, name and / or time of an existing class is changed to an existing event, the reservations of OneFit members will remain. When the event is deleted and added again, the reservations of members automatically expire. The members will then be notified immediately by e-mail of the cancellation. Even if a lesson is deleted (because it is canceled), the reservations of members will expire and they will be notified immediately by e-mail.

The schedule of OneFit can be booked two weeks in advance, so the cut off date is always at least two weeks in the future. This means that the schedule must be in the system two weeks earlier. In exceptional cases, on the side of OneFit, a lesson that takes place in less than 2 hours can be canceled once by OneFit.

3. OneFit changes

Thanks to the integration between the booking systems of Virtuagym and OneFit, you now have control over the schedule for your location. Keep in mind that there are some changes in the schedule that can only be implemented by OneFit. It is therefore very important that these matters are communicated to OneFit.

3.1 Spots availability

The number of available spots for the classes released via OneFit cannot be entered in Virtuagym. In the system of OneFit, a standardized number of places can be entered, which is released with every class that appears on the schedule.

For example: the standardized number of places is set to 2. This means that every class that is added to Bookable for third parties today will appear on the OneFit grid with 2 available spots.

Of course it is also possible to set different number of spots per class. Spot changes can be notified to OneFit via lesrooster@one.fit.

Please note: schedule changes must be sent at least two weeks in advance so that this can be processed on time.

3.2 Class descriptions

Class descriptions are not always automatically imported from Virtugaym to the OneFit schedule. This means that the class descriptions of the classes at OneFit must be added manually. It is therefore important when adding a new class to forward the class description so that it can be linked to the class. If you put the classes correctly in the system, they can also be automatically communicated to OneFit. Make sure to double-check this.

If you want to notify OneFit of changes regarding lesson descriptions, do this by sending an email to lesrooster@one.fit.

3.3 New classes

You can now add a new class to the schedule in Virtuagym yourself. However, it will only appear on the OneFit schedule if we have assigned a category to this class. That is why it is important to inform OneFit at all times of new classes that have been added to the schedule. This only concerns completely new classes, with a new class name / description.

If you want to notify OneFit of changes regarding new classes, do this by sending an email to lesrooster@one.fit.

3.4 Class cancellations

The cancellation of classes can be done by yourself with the integration. When canceling a class, it will be automatically removed from the system after an import at OneFit. OneFitters will be notified (see section 2.1 for times when schedules are synchronized).

Note: since the import has a processing time of 2 hours, it can take up to 2 hours before the change is visible on the OneFit platform. If it is an urgent timetable cancellation, please communicate this to the partner WhatsApp on: +31 20 299 3697. We can be reached here on Monday to Friday from 08:00 - 18:00 and Sat / Sun from 09:00 - 17:00.

3.5 Extra class locations

Virtuagym communicates a primary location to the OneFit system. This means that every class that is made available for OneFit will have the primary location automatically allocated on the schedule. If certain classes take place at a different location (eg outdoor), it is important that you notify OneFit. The Operations team can then adjust the class location for the relevant lesson (s).

If you want to notify OneFit of changes regarding new lesson locations, do this by sending an email to lesrooster@one.fit.

3.6 In short

What you can change

- Cancellations of classes
- Class name
- Class time
- Primary location
- Adding classes
- Category

What OneFit needs to change

- One-time cancellation of classes within 2 hours before the start of the class
- Spot availability per class
- Secondary location
- Class description

Contact

If you have any questions regarding the manual, please contact us at **partners@one.fit**. The Operations team will handle your questions.

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AND
JOY**

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