

Group Ex Pro Reservation System FAQ

What are the benefits of switching to Group Ex Pro?

- We will be able to better assist our customers in a more efficient and effective manner
- It has the ability to create a waitlist for a reservation timeslot so our customers will be notified immediately if a spot opens up
- It allows for more efficient and immediate communication to our customers.
- It's customer friendly tools allow you to edit or cancel your reservation directly from the confirmation email that was received when creating the original reservation
- Reservations are released every 73 hours (please see "when do reservations become available topic for clarification)
- It gives the City of Roseville the opportunity to host virtual fitness classes

How do I make a reservation on Group Ex Pro?

1. Go to roseville.ca.us/fitness
2. Click on the Roseville Aquatics Complex tab, Mike Shellito Indoor Pool tab, or the Roseville Sports Center tab
 - a. Each link will take you to the same list view of reservations
3. Click on the reservation link provided
4. This link will take you to a list view of days and times that are available for workout reservations, group fitness classes, and lap swimming reservations
5. At the top of the page you can change the week and use filters to easily find the reservation you are looking for. For example:
 - a. If you are looking for group fitness classes, change the "category filter" to say "Land Fitness"
 - b. If you are looking for a workout reservation, change the "category filter" to say "Workout Reservation"
 - c. You can also filter by location: Roseville Aquatics Complex, Mike Shellito Indoor Pool, Roseville Sports Center
6. Once you have found what you are looking for, click the "sign up" button on the right hand side
7. For your first sign up, you'll need to create a login. This tab is located at the top of the pop up box. Once you've created your login, click "register"
 - a. When you return to make another reservation, all you need to do is login
8. Once you have created a login, confirm the reservation details at the top of the box and click "reserve a spot"
9. A confirmation email will be sent to the email you entered during your login. **DO NOT** discard the confirmation email. This is how you will edit/delete a reservation if necessary.
10. Enjoy your workout!

Do I have to create an account to use Group Ex Pro?

- Creating an account will allow you to quickly register for workouts in the future.

What if I do not have a computer or email to make a reservation?

- You can call a staff member at any of the three locations and they can help you make a reservation or make an account.

When do reservations become available?

- Reservations become available 73 hours in advance. For example, if you want to book a group fitness class for Thursday at 9:00am, that reservation would be released at 8:00am on Monday. Another example is if you would like to book a class for 6:00pm on a Friday, that reservation would be released at 5:00pm on a Tuesday.

How do I delete a reservation?

- Within the confirmation email that you received when you initially made your reservation, click the link that says “edit/delete reservation.”

If I am on a waitlist, how will I know if I get moved into the workout?

- You will receive an email confirming that you have been placed in the workout

I forgot my password. How do I reset it?

- Click “forgot my password” after you have clicked on a class to sign up for. If this does not work, you can call any of our facilities and a staff member can assist you.

If you need assistance, please call 916-772-PLAY (7529).