

How to Log Into Your JCC Account

A green login button can always be found in the footer of our website.
Questions? Contact Members Services at bettertogether@jccrochester.org or 585.461.2000

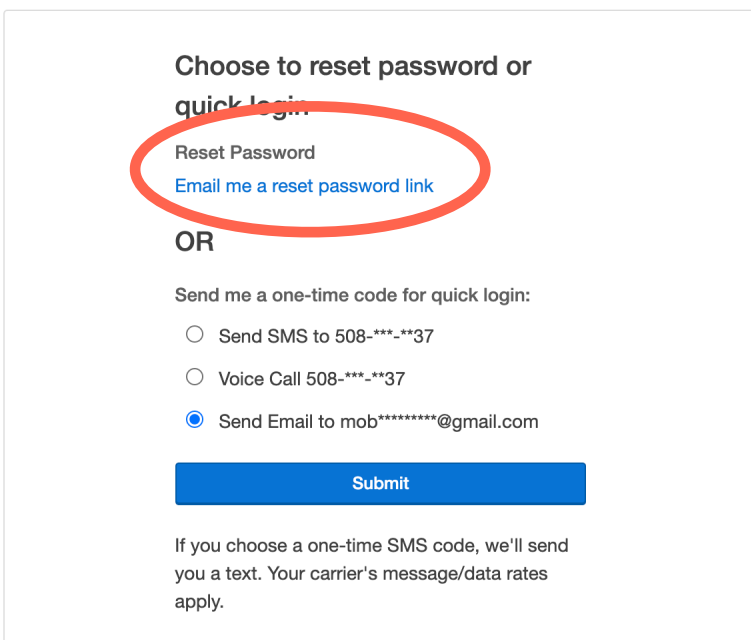
1. FIND YOUR ACCOUNT using your phone number or email

If it doesn't find your account, try a different phone number or email.

Do not 'create' a new account. All current and former members already have accounts.

2. ENTER YOUR PASSWORD

If you have not yet created or do not recall your JCC password, click '**Forgot your password?**'. ***Important*** Please choose the option shown below. Check your junk mail if you don't see the email within a few minutes. Follow the prompts in your email to choose a new password.



Choose to reset password or quick login

Reset Password
[Email me a reset password link](#)

OR

Send me a one-time code for quick login:

Send SMS to 508-***-***37

Voice Call 508-***-***37

Send Email to mob*****@gmail.com

If you choose a one-time SMS code, we'll send you a text. Your carrier's message/data rates apply.

HOW TO MAKE A RESERVATION/REGISTER FOR A CLASS

Lap Pool Reservation Click on '**My Account**' in the upper right corner. Select '**Schedule A Visit**' and select date and time for your workout. To **cancel** your pool reservation click '**Appointments**' in the 'My Account' drop down menu, click cancel on the appointment in question, and finally confirm that you wish to cancel on the popup.

Group Fitness Class Registration Click on '**Programs**' in the upper right corner. Select '**Group X Cardio & Strength**' and then select your class date and time. *There is both an in-person and online option.* To **cancel** your class registration please reply to the class confirmation email.

You can also cancel your reservations by calling Member Services at 585.461.2000

FIRST TIME RETURNING MEMBERS ONLY (Ages 18 +)

If the login doesn't direct you to the ***NEW* Membership Agreement and COVID-19 Addendum** program registration, select it under the '**Membership**' category, then click '**Register.**'

In accordance with NYS requirements for contact tracing, we must have up-to-date addresses, phone numbers, and e-mail addresses for all members. Please review and update if any information has changed. Click '**Next.**'

Review our updated membership terms, including the COVID-19 addendum, and type your name at the bottom to acknowledge that you read and agree to the terms. Click '**I agree.**'