

**GLADSTONE ONLINE INFORMATION**

* How to buy a membership when you are already on our system
* How to buy a membership as a new customer
* How to Update your card details
* Block bookings - how to pay your invoice

All links can be found on our website – https://jfa.redgraphic.co.uk/facilities/

**CUSTOMER ALREADY ON THE SYSTEM WISHING TO BUY A MEMBERSHIP**

1) To set up a password please click on the link below (website link = password reset) and enter your email address. You will then receive an email from ‘*noreply\_anglianleisure@leisurecloud’* which will contain a large link to reset your password, for security you will need your ID number which is included in the email and will be 7 digits long beginning with a 5.

https://anglianleisure.leisurecloud.net/Connect/MemberManagement/MRMpasswordrequest.aspx

Please check your inbox and junk just in case, however if you do not receive an email please contact our reception as it is likely that we do not have the correct email address for you.

2) To purchase a membership please click on the link below (website link = sign up for a membership)

https://anglianleisure.leisurecloud.net/joinathome/MemberRegistration.aspx?refresh=637740580881101701

3) Select - Joyce Frankland / Sign up for a membership / Select membership / Click next

4) Select the date in which you wish your membership to start

5) On the next screen in the middle of the page you have a part called '**Yes, I have a Email Address and Password'** click on this and enter your email address and new password along with the 5 digit underneath and click next

5) Check all the details on this next page, especially your address and postcode. If the address is wrong your bank will decline the payment.

6) Complete your card payment

**NEW CUSTOMER WISHING TO BUY A MEMBERSHIP**

1) To purchase a membership please click on the link below (website link = sign up for a membership)

https://anglianleisure.leisurecloud.net/joinathome/MemberRegistration.aspx?refresh=637740580881101701

2) Select - Joyce Frankland / Sign up for a membership / Select membership / Click next

3) Select the date in which you wish your membership to start

4) Fill in your name, email and date of birth and the security box containing 5 digits

5) Complete your phone number, address and any medical conditions

(Please note you need the type out your address, the blue address look up box does not work)

6) Complete your card payment

**UPDATING CARD DETAILS**

1) To set up a password please click on the link below (website link = password reset) and enter your email address. You will then receive an email from ‘*noreply\_anglianleisure@leisurecloud’* which will contain a large link to reset your password, for security you will need your ID number which is included in the email and will be 7 digits long beginning with a 5.

https://anglianleisure.leisurecloud.net/Connect/MemberManagement/MRMpasswordrequest.aspx

Please check your inbox and junk just in case, however if you do not receive an email please contact our reception as it is likely that we do not have the correct email address for you.

2) Click on the link below and enter your email and password (website link = make a booking)

https://anglianleisure.leisurecloud.net/Connect/mrmLogin.aspx

3) Click on My account / Wallet / Add new card details

4) Once you have entered your card details make sure you tick the box that says RCP and click save

**Block Bookings - Paying your invoice online**

1) To set up a password please click on the link below (website link = password reset) and enter your email address. You will then receive an email from ‘*noreply\_anglianleisure@leisurecloud’* which will contain a large link to reset your password, for security you will need your ID number which is included in the email and will be 7 digits long beginning with a 5.

https://anglianleisure.leisurecloud.net/Connect/MemberManagement/MRMpasswordrequest.aspx

Please check your inbox and junk just in case, however if you do not receive an email please contact our reception as it is likely that we do not have the correct email address for you.

2) Click on the link below and enter your email and password (website link = make a booking)

https://anglianleisure.leisurecloud.net/Connect/mrmLogin.aspx

3) Click on the Pay Invoice tab

4) Select the invoice to view and then pay by card.