



Managing your membership account

LifeQuest members are billed automatically for membership dues through a credit or debit card of your choosing. Your specific billing date will be listed on your membership agreement. Please keep a copy of your agreement handy to revisit the terms of your membership agreement. Here are frequently asked questions to help you manage your account. Help us help you! [We need a valid email address that you open and read in order to communicate with you! This is vital to for important membership billing information that happens automatically.](#)

Q. How do I set up my online account or mobile app?

PC or tablet

- Enter our website into the browser on your PC. www.lifequestfitness.net
- Click on the login. There will be 4 tabs at the top of the page: Classes, GPT, Appointments, and My info and Online store.
- Select the “My Info” tab. Fill in the “[new to this site](#)” box with your email/username and create a password. LifeQuest members will select their name when it appears and your account will be set up. (Remember your password!)
- Under the “my Info” tab you can update billing information, in this section you can also check “purchase history” and under “account” you will see the account balance.
- To make a payment on your account go to “online store” tab. Select the “account payments” and then select payment on account. You can enter the amount you wish to pay. Select make a purchase. You can then enter your new billing information here to submit a payment.
- Use the classes’ page sign up for upcoming classes, join a group personal training enrollment, book an appointment with a personal trainer, update your billing information or make a payment in the online store. *Note: Your dues payment may not process immediately if you only update you’re billing information. To make a payment on your account go to the online store and select account payments.*
- Using the online store you can also: Sign up for swim lessons, sign up for soccer registrations and buy specific services such as a tanning visit.

Mobile App

- To use the mobile app, go to your smart device store and download the *mind body connect app*.
-  Once you download the app, select LifeQuest as your Club. You will be prompted to log in. You can create a username and password if you have not used the PC or tablet login.
- Your account information is under the “More” option along with settings for a calendar integration, login with Facebook and a Fitbit integration option.

Q. How can I make changes to my membership?

A. All membership upgrades, downgrades and cancellations must be done in writing. A membership representative or a manager may assist you in filling out the paperwork. The member billing department will authorize and process all account changes. The billing department is open Monday-Friday 8:00 a.m. - 5:00 p.m. **Note:** Our service desk staff are responsible for greeting members, informing clients on the latest programs and Club activities. Service desk attendants are not authorized make any membership or billing changes. Please do not ask them for details of your membership plan. Please contact the billing department for all account change requests. Phone: 509-545-5191 (ask for Billing)

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