

# Bike Hub Portal User Guide





Dashboard



Membership Card



Events



Resources



Benefits



Check-in & Schedule



Invoices & Billing

# Introduction to the **User Guide**

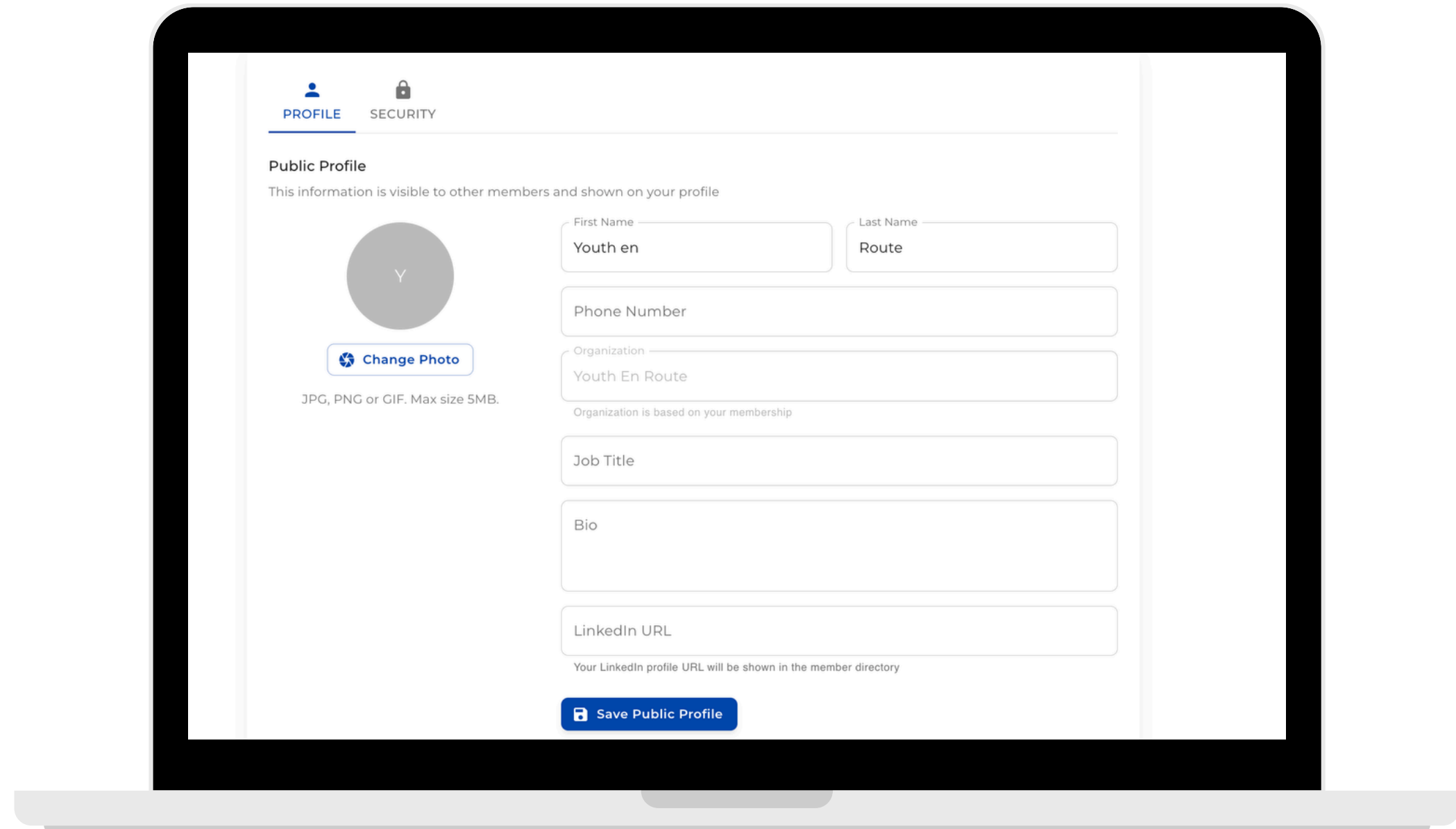
Learn about the **Bike Hub Portal** and how to use it to its full extent.

From connecting with other members to personalized event and benefit usage, it's everything you'd ever need...and fully self-serviced.

# Setting Up Your Profile

In the bottom right corner of your screen, click on  Settings to land on your personal information page.

From here, you can update your profile details or adjust your password.

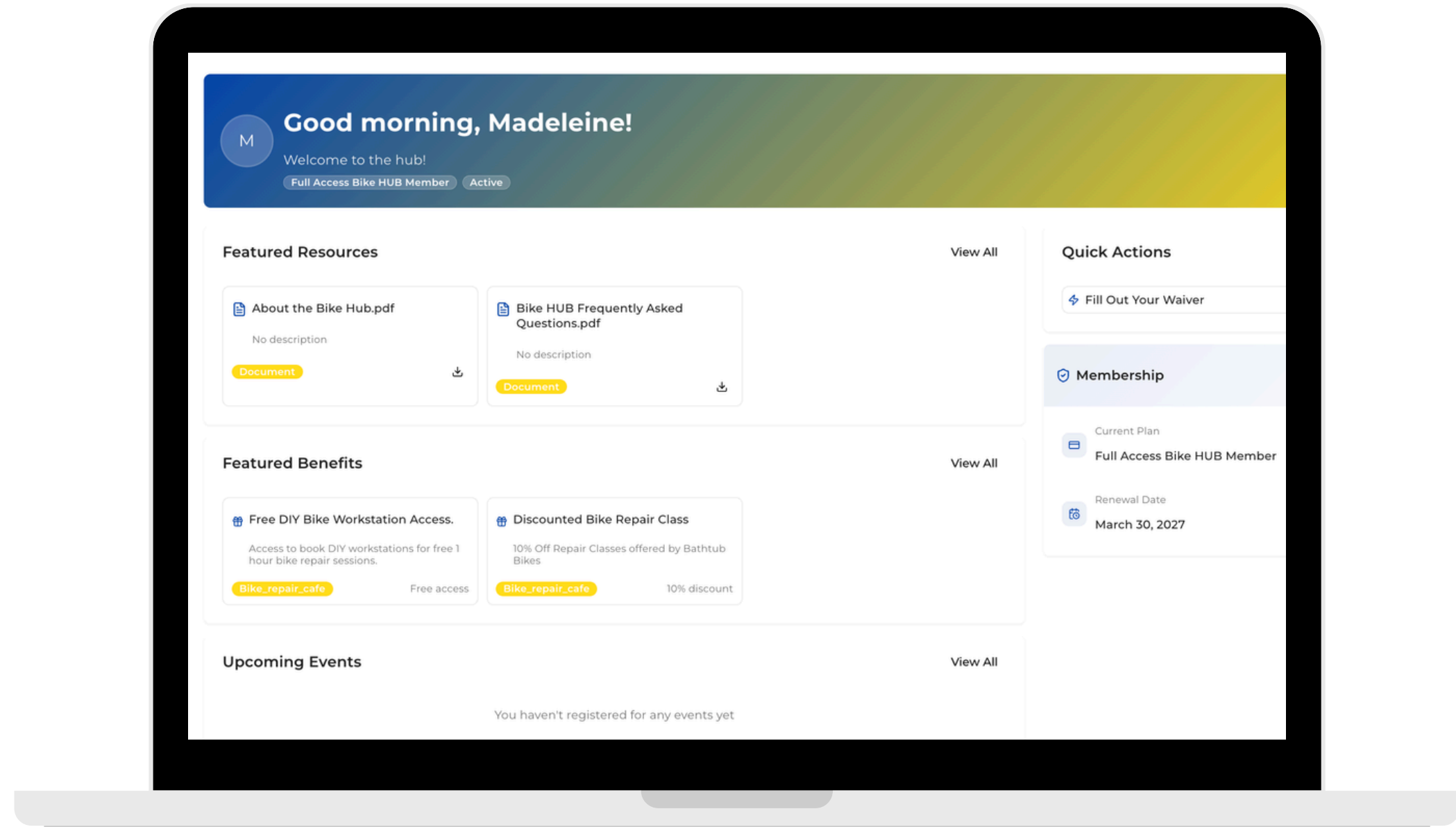


# Navigating the Dashboard

Your dashboard is your home base.

When you log in, you'll see featured resources, benefits, upcoming events, quick actions, and your membership status.

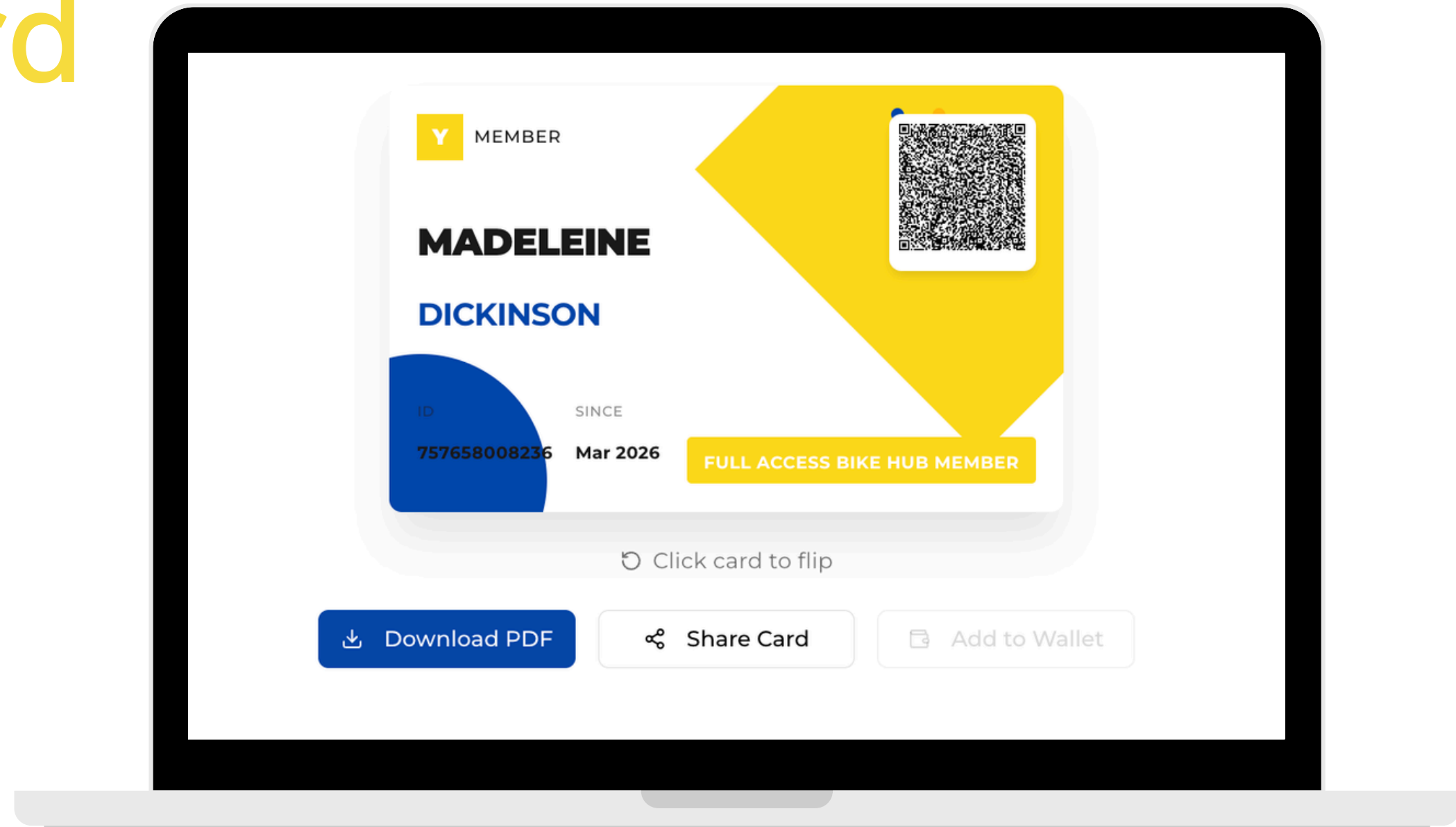
Hit **View All** on any section to dig into the details.



# Using Your Membership Card

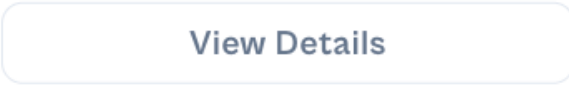

Your membership card is your digital ID. It displays your name, member ID, start date, and membership type.

Click the card to flip it over, and use the buttons below to download a PDF, share your card, or add it to your wallet.

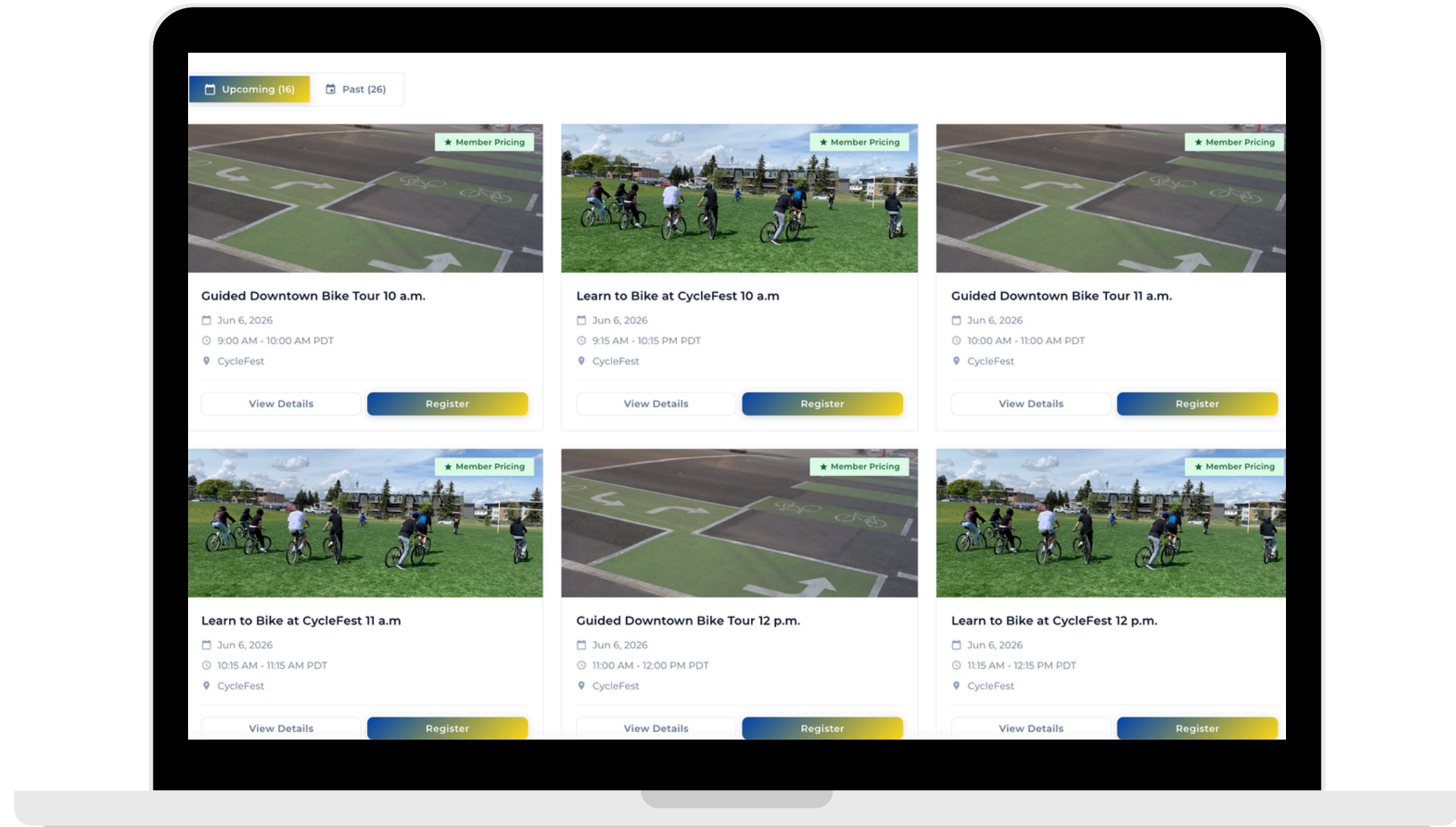


# Signing Up for Events

The events tab is where you'll find upcoming events hosted by Youth en Route.

Click on  to see the event's details or hit  to save your spot.


Toggle between upcoming and past events using the tabs at the top.

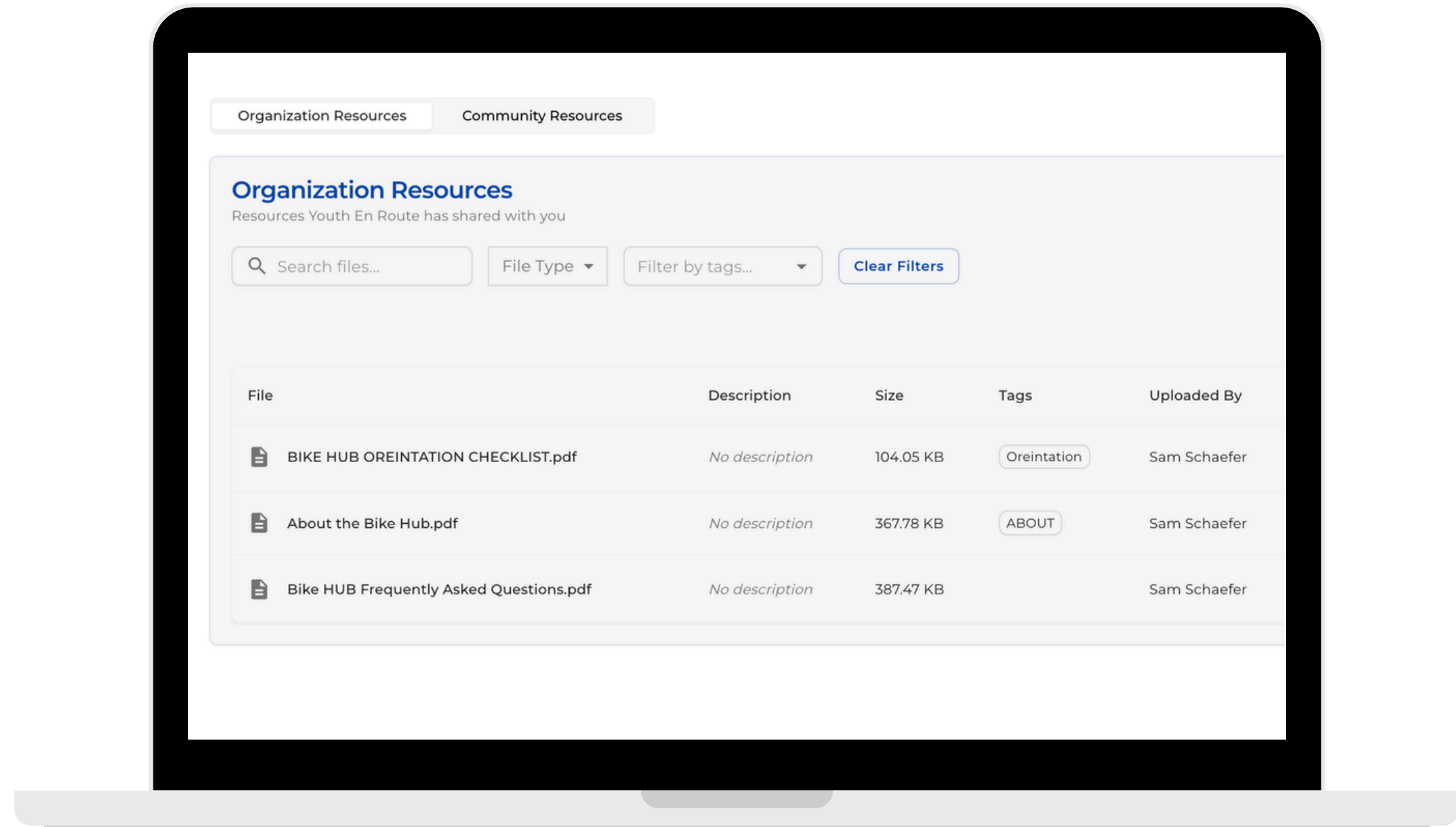


# Accessing Resources

The resources tab is where you'll find files shared with you.

Switch between organization resources and community resources using the tabs at the very top.

Use the search bar to find files by name, type, or tag and hit  to reset.

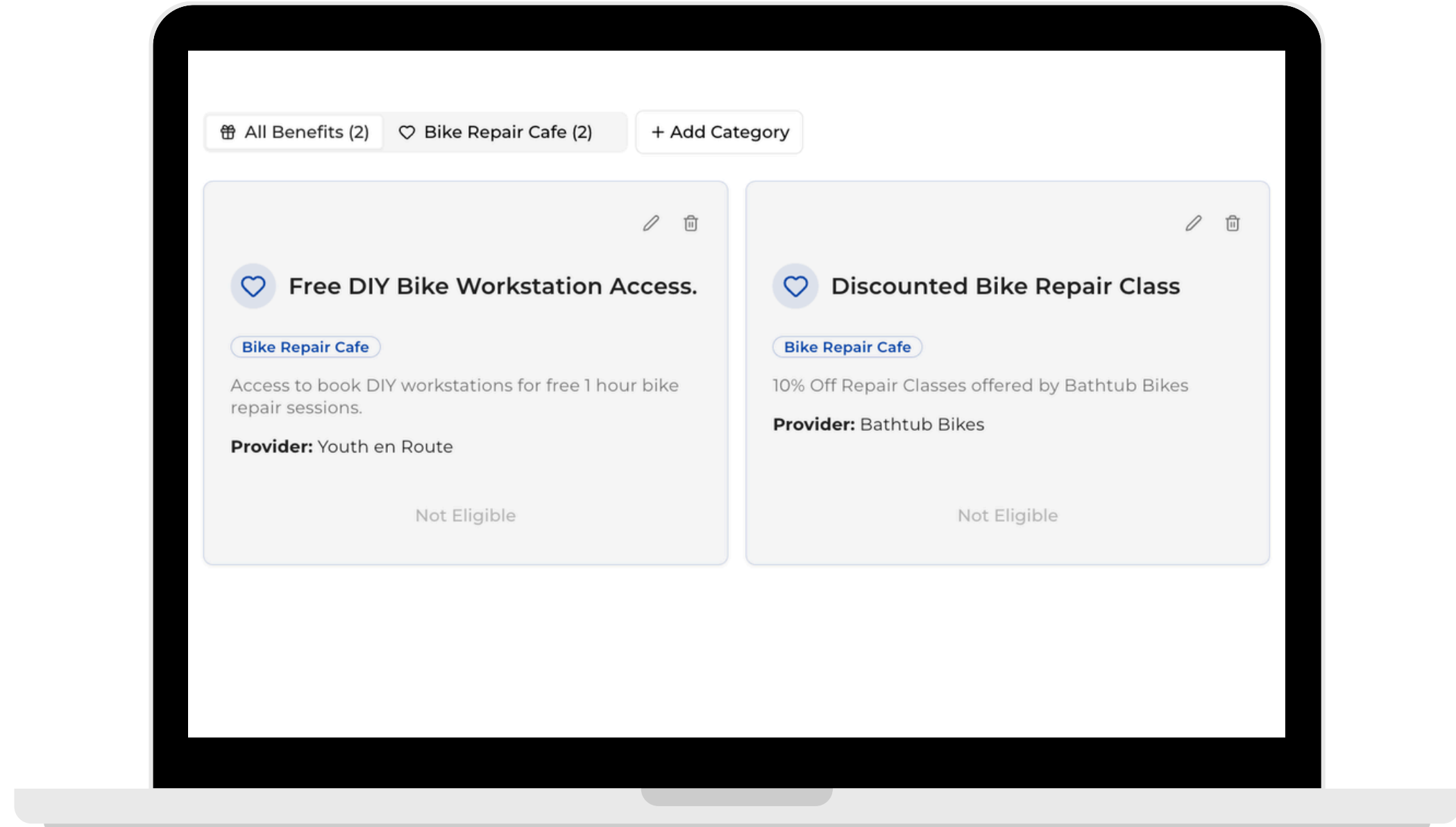


# Viewing Your Benefits

Check out everything included in your membership\* under the benefits tab.


Click [View Benefit](#) on any card to see the full details.

\*Some benefits may only be accessible by certain membership tiers. In these select cases, the benefit card will display as 'Not Eligible'.

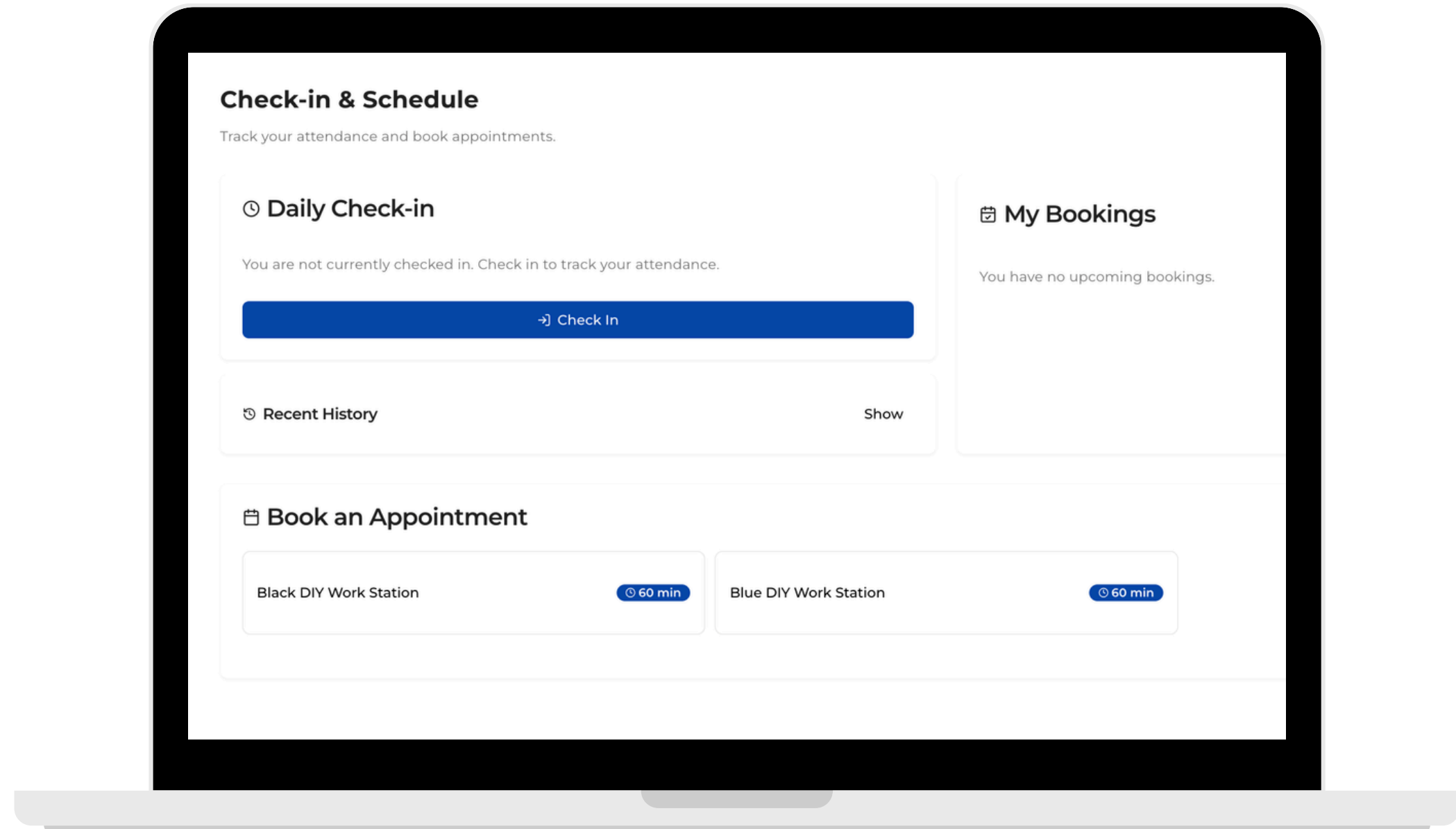


# Checking In For Your Slot

The check-in & schedule page lets you track your attendance and manage your bookings.

Hit  to log your visit, and check recent history to see your past attendance. On the right, my bookings shows your upcoming appointments.

Need to reserve a station? Use book an appointment to pick a workstation and a time that works for you.

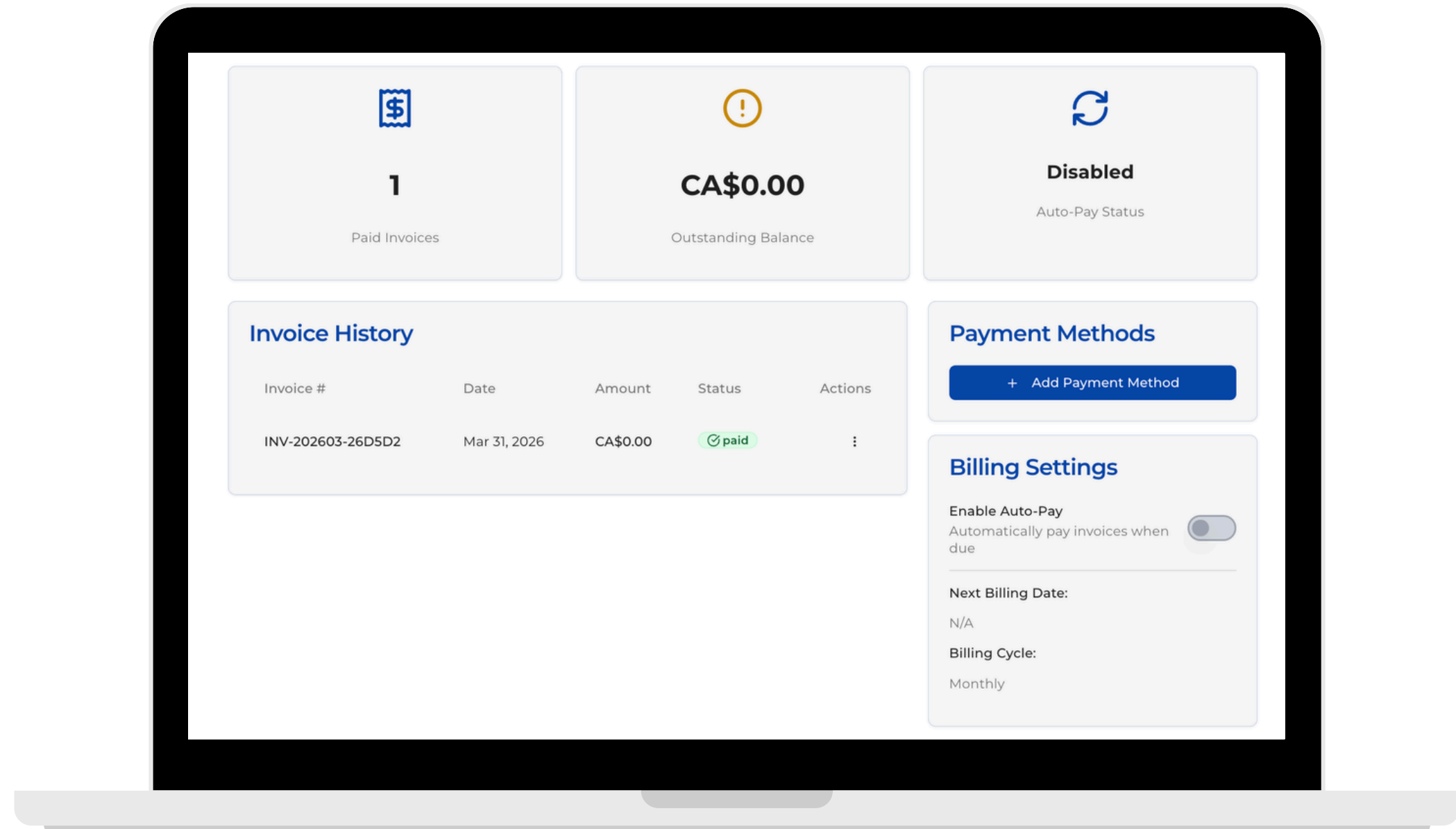


# Paying For Your Invoice

Your billing page gives you a full overview of your account at a glance.

View your invoice history to see past payments, and add a payment method when you're ready to pay.

You can also turn on auto-pay in billing settings to have invoices paid automatically when they're due. Your billing cycle and next billing date are shown there too.



# Got more questions?

For membership support, send an email to [bikehub@youthenroute.ca](mailto:bikehub@youthenroute.ca)

For technical issues, CC [support@meaningful.ca](mailto:support@meaningful.ca)

