

# GUIDE FOR SPORTS PASS USERS



**WE HELP YOU TO STAY HEALTHY,  
SO YOU CAN ENJOY LIFE**

With Medicover Sport you can make sure you get the right dose of physical activity every day. We will take care of your health holistically.

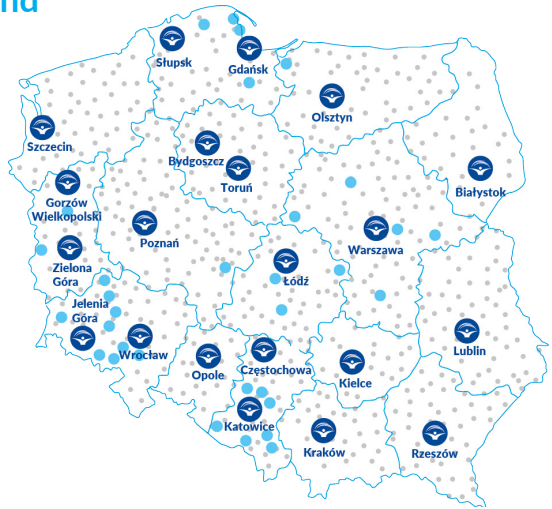
## TABLE OF CONTENTS

Sign-ups for the passes	4 ▶
Purchase of a pass for an accompanying person, child or senior	5 ▶
Pass activation	6 ▶
Medicover Sport mobile app	6 ▶
How to use the sports passes?	7 ▶
Facility Search Engine	8 ▶
Registration of entries to the facility - adults	10 ▶
Registration of entries to the facility - a child with a cell phone	11 ▶
Registration of entries to the facility - a child without a cell phone	11 ▶
Check your pass	12 ▶
User Panel	12 ▶
Handy SMS commands	14 ▶
Do you have additional questions?	15 ▶

## ✓ You will benefit from Medicover Sport passes all over Poland

As a Medicover Sport user, you can use partner facilities located throughout the country. You can choose from over 5700 sports, recreation and entertainment facilities.

A list of facilities can be found in the search engine at:  
[www.medicoversport.pl/wyszukiwarka](http://www.medicoversport.pl/wyszukiwarka).



## ✓ We offer you a choice

Various paths to healthier exercise, as you need and like it.



Manage your  
physical activity



Sports, recreation  
and entertainment



Over 35 types  
of activity



Over 5700 facilities  
throughout Poland



Favourite services, including  
swimming pool, gym, fitness,  
yoga, dance classes, martial  
arts, sauna, salt grotto,  
climbing wall, trampoline  
park and more



Ease of use with  
mobile app



Passes for you  
and your loved ones

## ✓ Sign-ups for the passes

For your convenience, we have prepared a tool to quickly and efficiently sign up for sports passes at your employer. Sign-up via the dedicated website and manage your pass yourself.



Manage your pass  
via the User Panel



Order a pass for  
an accompanying person  
or children



Check your current pass



Cancel your pass

1. Go to the dedicated website (*link and access code are provided by the employer*).
2. At the top of the page there is a detailed description of the offer.
3. Go to the application form
4. Enter your personal details:
  - Providing a phone number is necessary to enter the partner facilities
  - The password set at registration and the email address provided will be used to log in to your account after registration
  - Completing the form is a one-time operation that allows you to create an account and place an order. Changes to orders (modifying, cancelling or adding passes) should be made after logging in to the created account
5. Done!

You can sign-up for the pass until the 15th day of the month. Orders placed on time will be active from the next billing period. At the end of the month preceding the start of the sports pass, you will receive a welcome text message.

## ✓ Purchase of a pass for an accompanying person, child or senior



### ACCOMPANYING PERSON AND/OR CHILD

The Medicover Sport offer is also addressed to the employees' family members. Passes are purchased via the dedicated website (*link and access code are provided by the employer*).



### SENIOR

The passes for people over 60 are purchased via the website dedicated to this group.

# Packet **60UP!**

It's time to focus on some healthier moves

REGISTER

1. Visit the [www.medicoversport.pl/pakiety/60up](http://www.medicoversport.pl/pakiety/60up) website.
2. At the top of the page there is a detailed description of the offer.
3. Go to the application form.
4. Enter your personal details.
5. Make a payment.
6. Done!

You can sign-up for 60UP! pass until the 20th day of the month. Orders placed on time will be active from the next month. At the end of the month preceding the start of the sports pass, you will receive a welcome text message.

## ✓ Pass activation

Medicover Sport passes are activated on the 1st day of a month. At the end of the month preceding the start of the sports pass, you will receive a welcome text message.



Welcome to Medicover Sport! Your goFIT/FIT&more package will be active from yyyy-mm-dd.

If you are in doubt as to whether the pass has been activated, you can check it by sending a text message **PAKIET** on **+48 661 000 556**.

## ✓ Medicover Sport mobile app

The Medicover Sport mobile app is a tool created for your convenience.

App activation is possible upon activating the pass.

### App installation

You can download the app from the Google Play store or the App Store. Once the app is installed, enter the required data to activate it.



## Mobile App Features



### Entry Registration:

- QR code
- text message



### Facility search engine

Intuitive search engine for facilities in your area with the option to select services and locations by distance from your current position.



### Favourite partner facilities

Add a facility you often visit to your favourites and register entries even faster!



### News

Stay up to date with news and interesting initiatives of Medicover Sport.



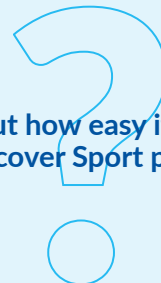
### Pass details

Information about your pass along with the number of remaining entries.

## ✓ How to use the sports passes?



Check out how easy it is to use  
Medicover Sport passes!

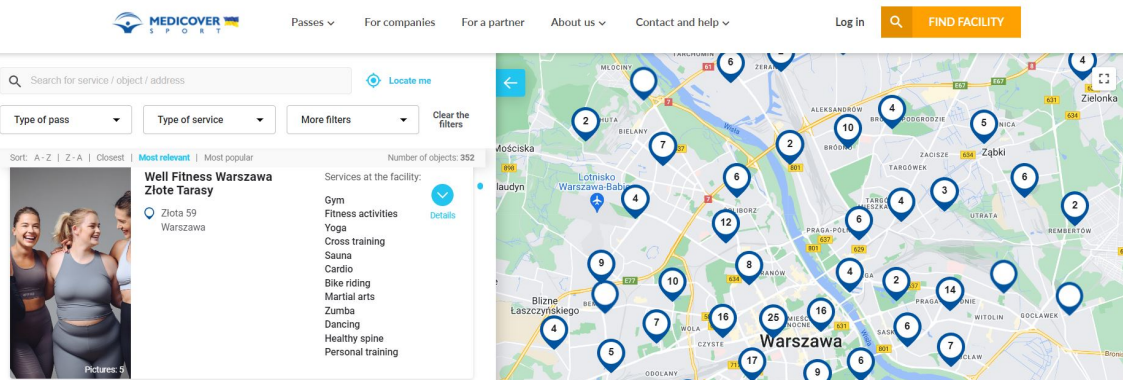




## ✓ Facility Search Engine

An intuitive facility search engine allows you to find a facility in a convenient location. With the search engine features, you can easily choose the services you are interested in.

## ✓ Online search engine



1. Visit [www.medicoversport/wyszukiwarka](https://www.medicoversport/wyszukiwarka).
2. Check your browser settings to see if the website is allowed to access your location. Once access is granted, the search engine will automatically show facilities in your area.
3. Choose the type of your pass.
4. If you are interested in a particular type of service, select it from the available list.
5. You can also use additional filters in the search engine, such as „Disability-friendly” or „Open 24/7”.
6. Facilities in line with your search criteria will appear in the list, and they will also be visible on the map.
7. Select the facility you are interested in from the list and check the details of the services available within your pass. How to do it? Check all services available at the facility, then expand the details below to make sure the service you want is available within the pass.



## ✓ The search engine in the mobile app



Launch the Medicover Sport app, which automatically searches for facilities available within your sports pass.



The facility search engine will appear on the home screen based on your location. If geolocation does not work, check in your phone's settings whether the app is allowed to use your location.



Expand the „Filter facilities” ribbon and set the filters you want to use. You can filter facilities by city, distance from your current location, type of service, as well as surcharges at the facility. By selecting the „New only” filter you will see the facilities that have recently appeared in the Medicover Sport offer.



After choosing the filters click “Show the facility”. On the map, you will see all the facilities in line with your choices.



Select one of the displayed pins to check the details of the facility - name, address and opening hours.



To learn more about the services available at the facility, click the displayed card and the app will redirect you to the facility's profile.



In addition to the name and address, the facility's profile also includes contact information, opening hours and a list of available services.



By selecting one of the displayed services you will learn about the availability of the service within your pass.



With the „Route” feature, you can quickly start navigation on your smartphone to show you a way to the selected facility.



By selecting the “Register Entry” option, you will quickly register your entry to the facility.



By clicking the heart symbol in the upper right corner you will add the facility to your favourites, making it even quicker to register subsequent entries to the selected facility.

## ✓ Registration of entries to the facility

### ADULTS

#### Via the Medicover Sport mobile app:



##### QR code

Launch the app and find the selected facility. Click „Register Entry”, then select the service you want to use and confirm the entry registration. Show the QR code at the reception desk for a facility employee to scan it, or scan it yourself at a QR code reader. That’s it!



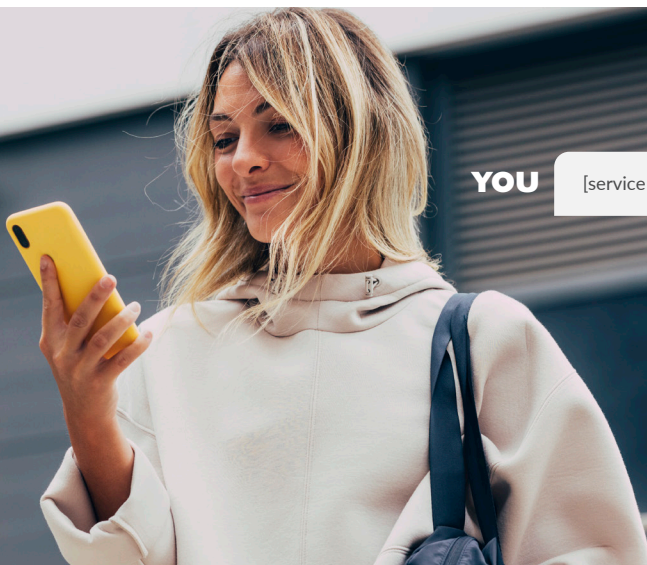
##### A TEXT MESSAGE

Launch the app and find the selected facility. Click „Register Entry”, then select the service you want to use and confirm the entry registration. The phone will automatically redirect you to the SMS feature to send the code of the selected service on **+48 661 000 556**. Send a message and show the return SMS at the reception desk. That’s it!

#### Via a text message

Send a text message (your operator’s rates apply) on **+48 661 000 556**. The message should only contain the code of the service you want to use.

You will receive the service code at the reception desk of the facility or in the Medicover Sport mobile app. **Show an SMS at the reception desk to enjoy the service of your choice!**

**YOU**

[service code]

**Medicover Sport:** Hello!  
An entry to: [service code]  
has been recorded.



## A CHILD WITH A CELL PHONE

If the child has their own phone, the entry to the facility is registered according to the adult entry registration procedure

## A CHILD WITHOUT A CELL PHONE

If a child does not have their own cell phone, their pass can be assigned to 3 guardians. The child's ID is included in a welcome message from Medicover Sport after activating the sports pass.

### Via the Medicover Sport mobile app:



#### QR code

Launch the app and select the child's pass in the search bar. Find the selected facility. Click „Register Entry”, then select the service you want to use and confirm the entry registration. Show the QR code at the reception desk for a facility employee to scan it, or scan it yourself at a QR code reader. And that's it!



#### A TEXT MESSAGE

Launch the app and select the child's pass in the search bar. Find the selected facility. Click „Register Entry”, then select the service you want to use and confirm the entry registration. The phone will automatically redirect you to the SMS feature to send the code of the selected service on **+48 661 000 556**. Before the service code, please add **CHILD** and [child's ID number]. Then send a message and show the return SMS at the reception desk. That's it!

### Via a text message

Send a text message (your operator's rates apply) on **+48 661 000 556**. The message should have the following structure: **CHILD**, [child's ID number] [service code].

**YOU**

CHILD [child's ID number]  
[service code]

Medicover Sport: Hello!  
An entry to: [service code]  
has been recorded.



You will receive the service code at the reception desk of the facility or in the Medicover Sport mobile app. **Show an SMS at the reception desk to enjoy the service of your choice!**

## ✓ Check your pass

Do you have questions about the scope of your pass? Use the „Check your Pass” feature  
- [www.medicoversport.pl/en/check-your-pass](http://www.medicoversport.pl/en/check-your-pass).

By entering the phone number under  
which your package is registered:

- You will check the type of your pass
- You will verify usage limit and entry interval
- You will learn how to change your data
- You will check the possibility and method of ordering additional passers, e.g. for an accompanying person or a child
- You will learn how and where to use the benefits
- You will learn the answers to the frequently asked questions and answers

Step 1/2

### Enter your phone number

We will send you an SMS with a confirmation code.

Your phone number \*

SEND

## ✓ User Panel

After logging in to the User Panel you can manage your sports passes.

### Pass user

Log in to your account and manage your sports passes.



E-mail address or phone

Password

LOG IN

[I do not remember my password](#)

### LOGGING IN:



Go to  
[www.medicoversport.pl/en/login](http://www.medicoversport.pl/en/login)



Enter the email address or phone number  
under which your sports pass is registered,  
and your password



Click „Log in”

If you do not remember your account password, please use the „Forgot my password” function and follow the instructions.

## AVAILABLE FUNCTIONS:



The „**Your data**” tab contains personal data entered during registration and selected consents necessary to activate the pass.



In the „**Change password**” section, you can change your account password. In order to change the telephone number or e-mail address, submit a request to your HR Department.



**Changing packages** – you can cancel your current pass and place a new order using the „Add pass” button. After making the change, remember to confirm the order with the „Confirm” button. Changes will come into force with the start of the new billing period.



**Adding an additional package** (e.g. for a child) - use the „Add pass” button in the additional passes section and confirm the order.



**Cancellation** - in order to submit a cancellation, use the „Cancel” button.

Your packages
Add a package +

Name	Status	Price per month	
<div> ▼ goFIT OPEN </div>	active	<i>Packet active since 2022.12.01 r.</i> 72,00 zł	Resign Change the package

Form of payment

internal – settlement with the employer  
See the price list

Next packages

The button "Add package" brings up the package purchase form  
Add package

## ✓ Handy SMS commands

Send a text message to +48 661 000 556:

### 1. To check if your pass is active

**YOU**

pakiet

Hello, your package  
FIT&more Open is active.  
Feel free to use it!



### 2. To check how many entries are left

**YOU**

ile

You have X entries left until  
yyyy-mm-dd.



### 3. To cancel an incorrectly registered entry

**YOU**

rezygnuje

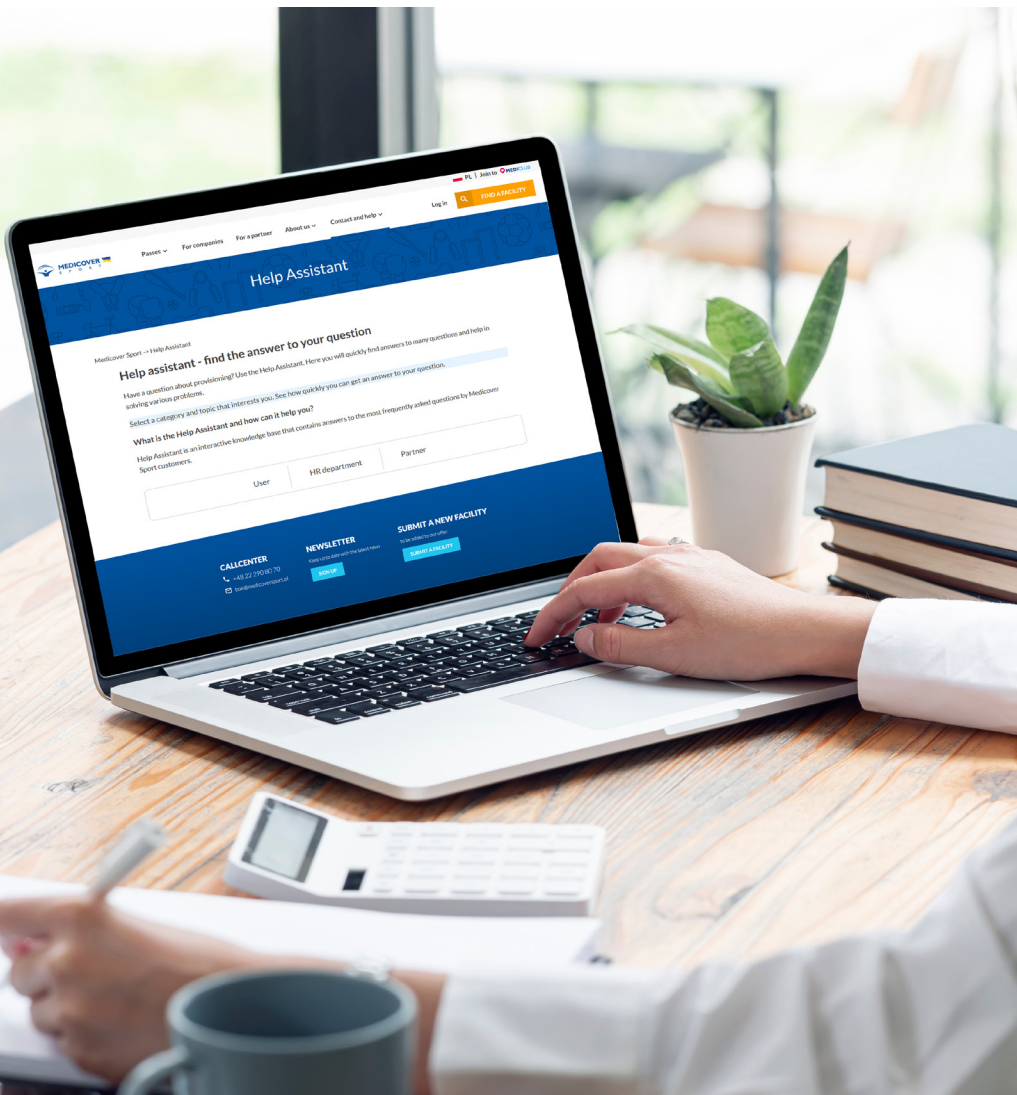
Cancelled entry to: [service code]



## ✓ Do you have additional questions?

We provide you with a Help Assistant. It contains answers to the most frequently asked questions.

The Help Assistant is available at: [www.medicoversport.pl/en/help-assistant](http://www.medicoversport.pl/en/help-assistant).







Caring  
for your health  
is all we do

[www.medicoversport.pl/en](http://www.medicoversport.pl/en)