

Active Health Online Booking Guide

To use the High Life Highland online classes booking system you must have either an All-Inclusive, Budget or Pay As You Go membership. If you are not currently a Highlife member, please [click here](#) to view the membership options available and joining process.

What Do I Need To Do if I haven't used online booking before? – Activate Your Online Account

If you have not previously booked online with us, you will need to activate your online account and set up a password.

1. Go to online.highlifehighland.com
2. Click on **“Forgotten your password”**
3. Type in your email address and click on **“Request Password”**. You may require your *Member ID if your email is used by more than one account.
4. You will receive an email. Click on the **“link”** within the email. If you do not receive an email within a few minutes check your junk/spam folder.
5. If required, please enter your **“Member ID”** in the top box. Enter your chosen **“password”** and confirm your **“password”** in the last box.
6. Click **“Save”**

*Your Member ID can be requested by emailing: active.health@highlifehighland.com

How to book an online class

1. Go to <https://onlineclasses.highlifehighland.com/>
2. Click **“login to book and view classes”**
3. On the Login screen enter your **“email address”** and **“password”**. Click **“log in”**. If you have forgotten your password follow the steps below **In the event of a forgotten password**
4. Click **“Active Health”**
5. Choose **“your chosen class”** in the **“Type”** section.
6. To book a class you want to take part in click **“book”** and the relevant option for your membership. E.g. free, 0.50p, etc.
7. You will now be required to complete your personal and emergency contact details and confirm that you agree with the points detailed on the participation statement. When you have completed your details and agree with the participation statement click **“Click here to confirm”**
8. You will receive a **“Booking Confirmation email”** detailing the day and time of the class you have booked.
9. Approximately 20 minutes before the start of the class you will receive an email with the **“class link”**. Click **“Click here to join the class”**
10. This will open the booking page. You do not need to rebook. Click on **“Login”**.
11. A page with your completed Participation Statement will load. Make any changes required and click on **“Confirm”**.

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12. You will be directed to the Zoom meeting link (normally highlighted in blue). Click on the link to join the class with Computer Audio and Video.

In the event of a forgotten password

1. Go to <https://onlineclasses.highlifehighland.com/>
2. Click **“login to book and view classes”**
3. On the Login screen click **“Forgot password?”**
4. Enter your **“email address”**, **“member id”**, **“postcode”** and **“date of birth”**. Click **“Recover Password”**
5. You will be directed to the **“login”** page and your **“password”** will be displayed on the top left-hand section of the page.