

The Active&Fit Enterprise™ employer-sponsored program provides eligible members with access to thousands of participating fitness centers\* nationwide. Join multiple fitness centers at a monthly cost, and receive one free Home Fitness Kit per benefit year.

\* Non-standard services at fitness centers which require an added fee are not part of the Active&Fit Enterprise™ program.

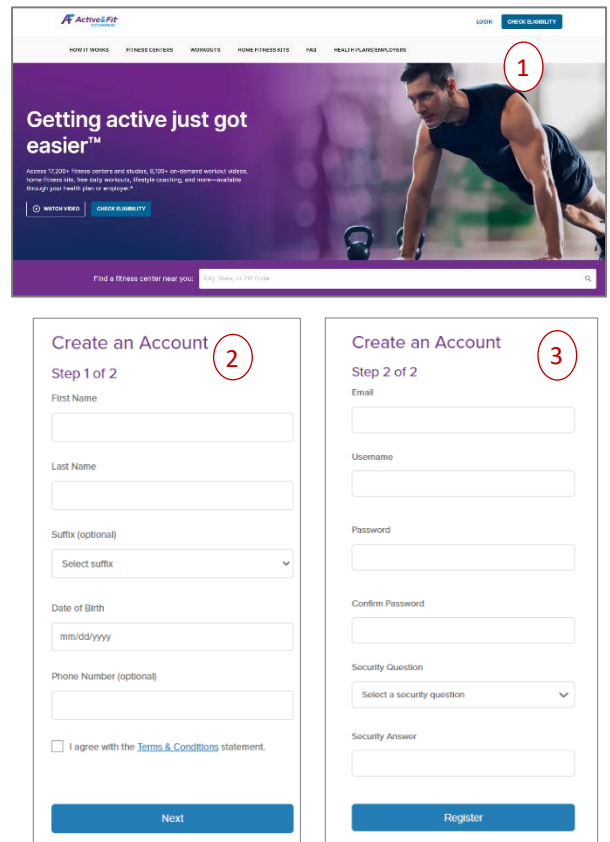
## Getting Started

Each health plan sponsor decides whether to opt in to the Active&Fit Enterprise™ program and whether to offer coverage to employees only, or extend coverage to dependents aged 13 years and older. If you are not sure if you (and your dependents) are eligible, please check with your health plan administrator. For assistance with registration, you may call Active&Fit Customer Service toll-free at **(877) 771-2746** (TTY/TDD 711) Monday through Friday, 5 am to 6 pm PST.

## First-Time User Access

To register, you will need your medical plan ID card.

1. Visit [ActiveandFit.com](https://ActiveandFit.com) and click *Check Eligibility*.
2. Complete *Create an Account (step 1 of 2)*.
  - Enter your first and last name exactly as shown on your medical plan ID card.
  - Enter your date of birth.
  - Enter your phone number (optional)
  - Check the box to indicate you have read and agree to the Website Terms & Conditions, then click *Next*.
3. Complete *Create an Account (step 2 of 2)*, then click *Register*.
  - Enter your email address
  - Create a username and password
  - Select a security question and type in your answer
4. Once your account is created, you may:
  - Enroll in the Fitness Center Program or Home Fitness
  - View member materials
  - Search for a fitness center
  - View Active&Fit's online resources, classes, and newsletters
  - Track your fitness activity through the Active&Fit by using supported fitness wearable apps and exercise equipment
  - View Billing & Payment History
5. When you are done using the Active&Fit® website, be sure to log out for security reasons.



The screenshots illustrate the registration process on the Active&Fit website. The first screenshot shows the homepage with a 'CHECK ELIGIBILITY' button circled in red. The second screenshot shows the 'Create an Account Step 1 of 2' form, which includes fields for First Name, Last Name, Suffix (optional), Date of Birth, and Phone Number (optional), along with a checkbox for agreeing to the Terms & Conditions and a 'Next' button. The third screenshot shows the 'Create an Account Step 2 of 2' form, which includes fields for Email, Username, Password, Confirm Password, Security Question, and Security Answer, along with a 'Register' button.

## Enrolling in the Fitness Center Program

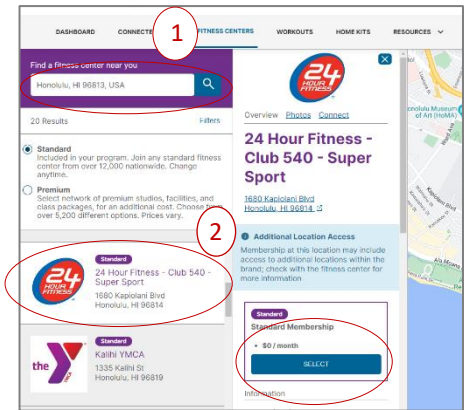
1. To enroll in the Fitness Center Program, go to *Fitness Centers*.

2. Enter your search criteria (zip code or city and state), then click *Search*. Select the facility you wish to enroll in.

3. Agree to the Terms & Conditions for membership, click *Checkout*, and continue to make a payment.

- Pay your non-refundable monthly member fee to the Active&Fit Enterprise™ program by credit or debit card (MasterCard, Visa, Discover, or American Express). Monthly fees vary depending on the fitness center you choose.
- At the time of enrollment, you'll pay for the current month (regardless of your enrollment date within the month) and for the next month. Once your payment and enrollment are complete, you will see a confirmation of your fitness center selection.
- You have the option to sign up for additional fitness centers at no additional charge if you are in the standard monthly membership plan. Members enrolled in the higher-cost monthly membership may access only one facility at a time; however, you can be a member of both standard and premium facilities concurrently at an additional cost.
- You can change your facility or membership plan at any time. The change will be reflected in the following month's billing cycle

4. Click *Dashboard* or the  icon to view your Fitness ID number.
5. Click *Download/Print* to view your Welcome Letter. Bring it to your chosen fitness center to complete your enrollment.



**Your Selections**

Memberships are billed one month in advance. Fees are not prorated.

☐ I understand the payment details on this page.  
☐ I have read and agree to the [Membership Terms & Conditions](#) and [Privacy Statement](#).

**CHECKOUT**

**Fitness Center Program Monthly Member Fee**  
 Gives you access to the Active&Fit Enterprise™ network of subsidized fitness centers and classes with the option to switch any time. Month-to-month, no annual commitment.

|                    |                |
|--------------------|----------------|
| July Monthly Fee   | \$15.00        |
| August Monthly Fee | \$15.00        |
| <b>Subtotal</b>    | <b>\$30.00</b> |

**Standard Membership** \$0.00

**24 Hour Fitness - Club 540 - Super Sport**  
 Standard

**REMOVE FROM CART**

**Checkout**

**Billing Information**  
 Privacy is important to us. This information will only be used to process your order and will never be shared for any other reason without your permission.

First Name: JANE Last Name: SMITH  
 Address Line 1: 123 LANE RD Address Line 2 (optional):  
 City: HONOLULU State: Hawaii Zip: 96813  
 Phone (optional): 8087543210

☒ Mailing address same as billing

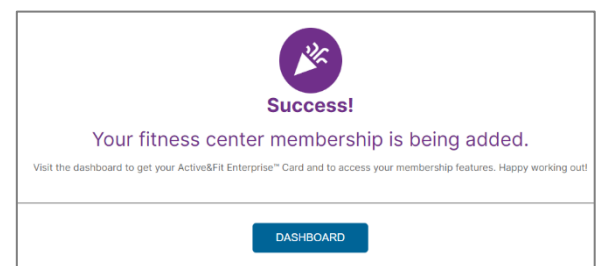
**Payment Information**  
 VISA, MasterCard, AMEX, Discover

Card Number:   
 Expiration Month: Exp. Month (mm) Expiration Year: Exp. Year (yy) CVV: CVV

This credit card will be used for all recurring monthly payments in the future. You may update this card any time from your Billing & Payments page.

**PAY**

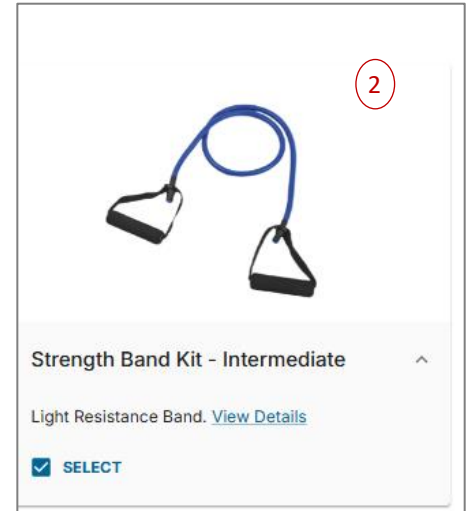
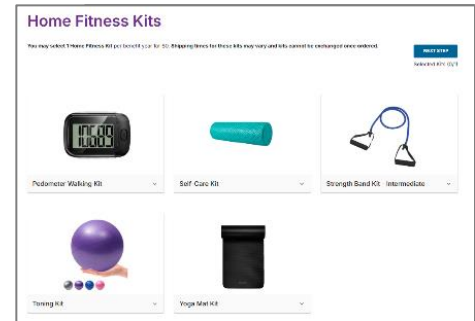
**Order Summary**  
 Total Items: 1  
 Total Today: \$30.00



## Ordering a Home Fitness Kit

1. Receive one free Home Fitness Kit per benefit year. To choose a kit, click *Home Kits*.
2. Select your kit, then click *Next Step*.
3. After reviewing the disclaimer, click *Checkout*. Once complete, a confirmation of your home fitness kit selection will appear.
4. Kits will be mailed to your desired address within 10 days of placing your order. Certain kits may require you to redeem the product on the manufacturer's website using a coupon code that requires \$0 at checkout.

Home Fitness Kit promo codes cannot be used in combination with any other promotions on third-party vendor websites. Kits are based on availability and subject to change, including the color of items within the kit. Once selected, kits cannot be exchanged. The promo code will expire at the end of your benefit year.



### Your Selections

**Home Fitness Kit Annual Fee** \$0.00

**Strength Band Kit - Intermediate**  
Light Resistance Band.  
[REMOVE FROM CART](#)

**Total Today** \$0.00

Home Fitness Kits cannot be exchanged or returned.

☐ I understand the payment details on this page. \*

☐ I have read and agree to the [Membership Terms & Conditions](#) and [Privacy Statement](#). \*

**CHECKOUT**

\*required

Privacy is important to us. This information will only be used to process your order and will never be shared for any other reason without your permission.

### Your Information

Please update if needed.

First Name

Last Name

Mailing Street Address

Apt, Suite, Building (optional)

City

State

ZIP

**CONFIRM**

Total Items: 1

**Total Today :** \$0.00

## Important Information

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1. If your medical plan eligibility terminates, your Active&Fit Enterprise™ membership will terminate concurrently. Reinstating an Active&Fit Enterprise™ membership requires re-enrolling in autopay for monthly fees for the Fitness Center Program. You may cancel your membership at any time after the initial 2-month commitment.
2. Your Active&Fit Enterprise™ membership is effective until your health plan's annual renewal date, regardless of when you personally enroll, so please check with your health plan administrator if you are unsure. You must then pay the applicable member fees for Fitness Center membership or Home Fitness to continue your membership upon your health plan's annual Active&Fit Enterprise™ renewal.
3. On or after your renewal date, your Active&Fit® online account will indicate it is time to reenroll with a fitness facility. Follow the steps outlined above for **Enrolling in the Fitness Center Program** to renew your membership. Be sure to do this before your first visit to a fitness facility on or after your renewal date. In some cases, your facility may ask you to renew an annual contract onsite. No additional payment will be required. Renewal options are not available in advance; do not attempt to renew your membership before your renewal date.

## Assistance

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For assistance with [ActiveandFit.com](https://ActiveandFit.com), please contact Active&Fit® Customer Service toll-free at **(877) 771-2746** (TTY/TDD 711). For all other inquiries including eligibility and premium rates, contact HWMG Wellness at [HWMGwellness@hwmg.org](mailto:HWMGwellness@hwmg.org).

*Last updated June 30, 2026.*

DISCLAIMER: The information provided by Active&Fit's online portal is not a guarantee of benefits or eligibility, and is subject to change since coverage for clients/groups or members may change or terminate retroactively.

The instructions in this User Guide conform to the requirements of the Active&Fit's online portal. In case of any conflict between this Guide and the online portal, the online portal takes precedence. Nothing in this Guide shall be considered a binding representation or contractual declaration by HWMG. Although HWMG makes every reasonable effort to ensure the accuracy and validity of the information provided in this Guide, HWMG acknowledges that errors and omissions may occur, and information sometimes changes before those changes can be reflected in this Guide. HWMG does not warrant the content of this Guide and does not assume liability for its completeness, accuracy, or any losses or damages resulting from its use or application.

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