

How fix MyWellness account duplication and change the email registered to an account

A Rec & Sport membership is linked a MyWellness account (which is used to log into the app). If your membership is linked to a different account and you have duplicate accounts in MyWellness this guide will help you solve the issue.

The process is quite long, and you must do it yourself, we can't do it for you. It will involve checking for a few emails and logging in quite a few times. Bear with us and follow every step below. *It takes roughly 10 minutes to complete*.

In the steps below we refer to your two emails accounts as:

- AccountEmail the email address registered to the original MyWellness account that is linked to your UC Rec & Sport membership. This is likely a different email to what is currently used for your Rec & Sport membership.
- MembershipEmail the email address that is registered to your Rec & Sport membership. You need to change your MyWellness account to be registered to this one for everything to work.

Stage One – Delete the duplicate account to free up your email address.

A duplicate account that is not linked to a membership has been created with the email address you wish to change your original account to. First, we'll need to delete this account to free up the email address.

- 1. Go to "https://mywellness.com/cloud/User/ForgotPassword/" and enter your MembershipEmail.
 - a. Check your MembershipEmail account for the password reset email from MyWellness.
 - b. Click the link in the email to reset the password.
- 2. Go to "https://mywellness.com/cantuni/UserSettings/AccountSettings/" and login using your **MembershipEmail** and the new password.
 - a. Scroll to the bottom and click the grey [DELETE] button.



b. Enter your account password, press [CONTINUE] then check your **MembershipEmail** for the deletion request.



3. Open the Deletion Request email and click the link.

To: terror09@	Hotmail.com	Fri 28/07/2023 9:30 AM	
	mywellness		
	Hi Test Account,		
	To delete your mywellness account, click on the button below and log in to the site:		
	If the button doesn't work, please copy and paste in your browser the link below:		
	https://www.mywellness.com/Cloud/User/DeleteAccount/?id=27988cd5-0985-40f1- bfa1_		
	4fe85db5750b&chk=20230727212955i37E8AE178DE4857F39E94ED89E479CE5 EFA68670&domain=com.mywellness		
	If the email was not addressed to you, you do not need to do anything. Contact us for further information.		
	Thank you. mywellness cloud staff		
	You're neelwing this email because you joined mywellness cloud. Dichrit sign up for mywellness cloud? Please contact us. Technogym S p A. – Via Calcinato, 2861 47521 Cesena Italy - Phone number +39 6547 650 111 –		

6 6 0

a. This will take you back to MyWellness.com where you need to log back in again.

Have you already registe	ared?	Register at mywellness
E-mail*		Keep you fit and healthy Track eventhing you do wherever you go
test@account.com		Start training and find out how you have performed
Password*		 Check your personal coach tips when you are at home
Keep me logged in Forg	got password	Challenge your friends
Login		Create new account

b. It asks you to confirm the deletion, click [YES]. Enter your password again and click [CONTINUE].

Language: English (United States) V	
DELETE ACCOUNT	For security reasons, your password must be inserted to continue with the requested action.
Are you sure you want to delete the account?	Password ·······
No	Cancel

✓ The duplicate account is now deleted and your MembershipEmail is now available again to use on another account.

Step Two – Change your linked MyWellness account email address

- 1. Go to "https://mywellness.com/cantuni/UserSettings/AccountSettings/" and login using the OriginalEmail.
 - a. In the "Change MyWellness Account" section, enter the MembershipEmail you wish to change your account to (<u>this needs to be the same email address linked to your membership</u>), click [CONFIRM], then [YES] on the next screens.

Personal data	>	PROFILE PREFERENCES Private profile	
Linked accounts	>	You won't appear in leaderboards. When you book a class, you	×
Connected devices	>	appear as anonymous. If you log in during class execution, your performance data will be displayed on the class wall.	
	_	CHANGE PASSWORD	
Account settings	>	The password must be at least 8 characters long and it may contain numbers specials characters.	and
Notifications settings	>	Password	
Your facilities	>	New password	
		Confirm password	
Web bookmarks	2		Save
			- terativite
		CHANGE MYWELLNESS ACCOUNT	
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (<u>market & glocination</u>), inser valid e-mail, click on Confirm and follow the instructions	rt a nev
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (<u>www.60 glock million</u>), inservalid e-mail, click on Confirm and follow the instructions Mywellness account	rt a nev
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (rt a new onfirm
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (www.ss.geneum.in.em), inservalid e-mail, click on Confirm and follow the instructions Mywellness account www@emailk.com DOWNLOAD YOUR MYWELLNESS ACCOUNT DATA	rt a new
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (rt a new onfirm ud. Clici
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (<u>market glob handbook</u>), inservald e-mail, click on Confirm and follow the instructions Mywellness account new@email.com DOWNLOAD YOUR MYWELLNESS ACCOUNT DATA You can download a copy of your personal data stored on the mywellness clou on Generate to start a new data export. Cenerate export	onfirm ud. Click
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (onfirm ud. Click
		CHANGE MYWELLNESS ACCOUNT If you want to change your mywellness account (onfirm ud. Clic

b. Check your **OriginalEmail** account and click the link in the confirmation email.

)	mywellness cloud To: Sam Garmonsway	0	► ▲ ∂ Fri 7/28/2023 10:51
		mywellness	
		Hi Test Account,	
		to proceed with the change of your mywellness account, click on the button below.	
		If the button doesn't work, please copy and paste in your browser the link below.	
		https://services.mwwellness.com/public/Account/ChangeAccountEmarEndUser/2 kd=5f745255-1e7b-4ca8-ae4d-	
		17453566105c&c=terror69%40hotmail.com&chk=20230727225058(863EE49BE371 13E488834648D14D99D1DD698AE9	
		If the email was not addressed to you, you do not need to do anything. Contact us for further information.	
		Thank you. mywellness cloud staff	
		Varite incolung the real focuse (so) print invertiess data. Dark spin pb mywelless caudor Please cortect in: Technogen 5 p.A Via Cancena, 20 - Via 20 caudor 10 - Via Cancena, 20 - Via 20 caudor 10 - Via Cancena, 20 - Via Canc	

- c. You'll be asked to log in one more time using your **OriginalEmail** account you've just changed to.
- ✓ All Done. You now have a single account that is registered to the email that is linked to your Rec & Sport membership.

Remember to log out of the app and log back in again to start using this account.

-Rec & Sport Team-