

UoS Sport App: First Time Access Guide

The UoS Sport App is a fantastic tool bringing convenient access to Sport and Wellbeing directly to your smart phone or tablet. The app is available for free on Apple and Android and using your Sport and Wellbeing details you can log in to check timetables, keep up to date on the latest news, and manage your bookings.

Some customers have reported some difficulties with logging into the app for the first time so we have put together this quick and simple guide which we hope will mitigate any concerns.



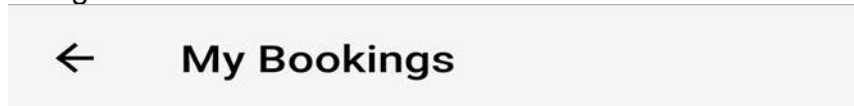
Step 1: Access the App



The UoS Sport app can be found in either the Apple or Android app store by searching “UoS Sport”. Simply install the app to proceed and, once completed, open it where you will be met with the home page.

To begin the process for first time access, tap on the icon for “My Bookings”.

2. Login



Login to see your bookings.

[Login](#)



From here, please press "Login".

3. Reset Password

← **Login**

You will need a Sport & Wellbeing account to login to this app. If you do not already have an account, please click on "Register for an Account"

STAFF/STUDENT: Once you have an account, when accessing for 1st time, please click on Reset Password

Email Address

Password



LOGIN

RESET PASSWORD

REGISTER FOR AN ACCOUNT


Because this is your first time accessing the app, you will not yet have any login details to continue. Tap "RESET PASSWORD" as per the instructions at the top of the screen.

4. Enter Email Address

← **Reset Password** ↻

Help Login

UNIVERSITY OF
Southampton
Book Online



Password request

Please enter your Email Address.

You will then be sent details of how to obtain a new Password.
These details will be sent to your registered email address.

Email Address

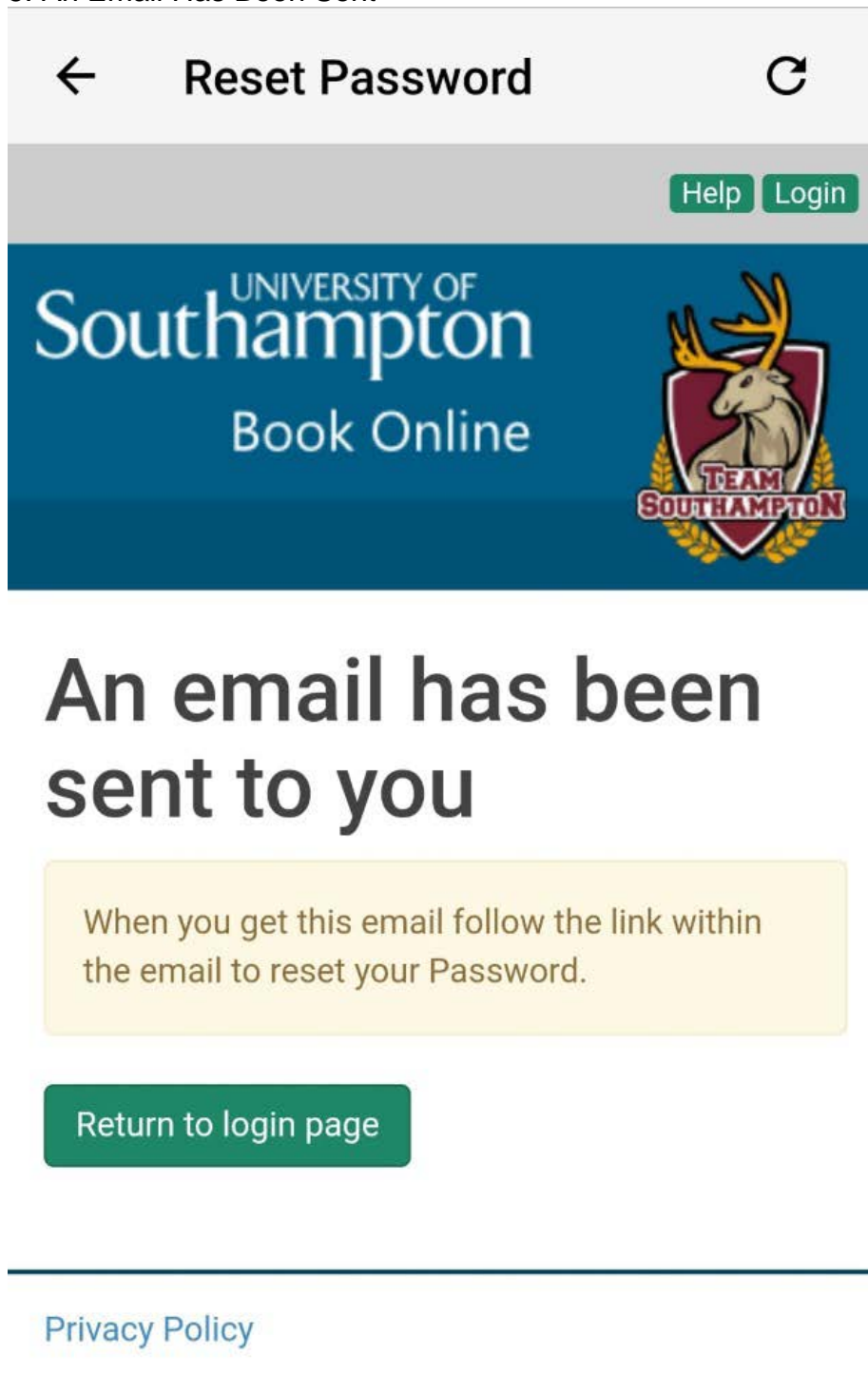
Request Password Back

[Privacy Policy](#)

To continue, enter the email address that you used to set up your Sport and Wellbeing account. This may be your staff or student email, or if you are an external member, then it will be the email you provided reception during your first visit.

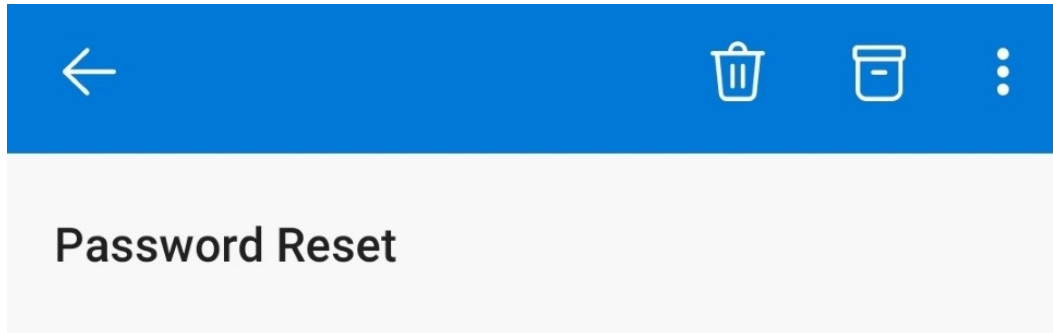
If you do not know the email we have on record, please contact reception to verify.

5. An Email Has Been Sent



Upon successfully entering your email address, you will be put through onto this screen. Exit the app and open your email inbox. The password reset email may take a few minutes to come through. Please be sure to check your junk or spam folder, in case the email has been redirected there.

6. Email Verification



Sport and Wellbeing



PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS
If you need to contact us please email
sportandwellbeing@southampton.ac.uk or call
[023 8059 2119](tel:02380592119)

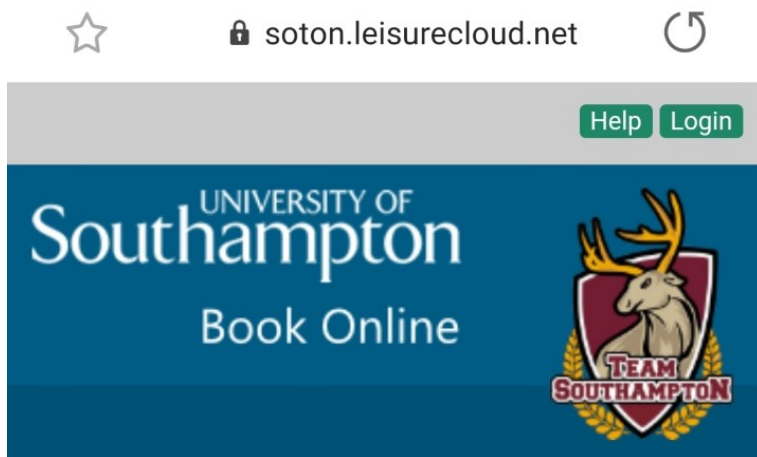
Attn:

We have received a request to reset your internet password.

In order to do this please copy the following link into your web browser and then enter your Login ID and new password.

This is the email that you will receive. Scroll down for the link to reset your password. Tap it and you will be redirected to a new window for updating your information.

7.



Reset Password

Please enter your login and personal password below:

Your personal Member ID

Your personal Password

Confirm Password

Save

From this window, the first step is to enter your Sport and Wellbeing personal Member ID. This is a 5 digit ID that is unique to your Sport and Wellbeing account. Please note that it is not your University of Southampton ID number. You should have received this ID during your first visit to Sport and Wellbeing. If you do not know your personal member ID, please contact reception.

Afterwards, enter the password that you would like to have set up on the app. You will be asked to ensure it contains at least one lower case letter, one upper case letter, one number, and one unique symbol.

Tap Save and then close your current window. Return to the app.

8. Tap Login



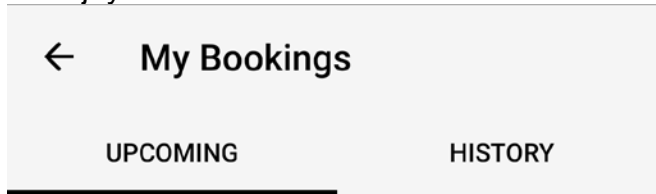
Login to see your bookings.

[Login](#)

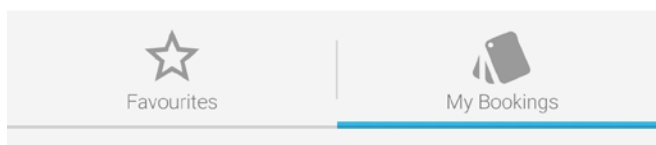


Repeat the process for steps 1 and 2. Tap login and enter your email address and your new password.

9. Enjoy!



No bookings
Currently no bookings.



You are now logged into the app and from here you can manage your bookings and make new ones. We hope that you find it convenient and easy to use.