

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:

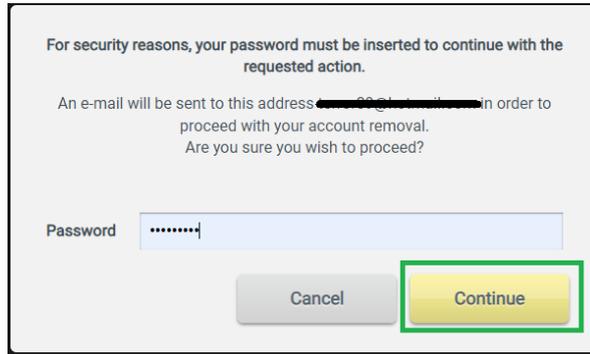
- **AccountEmail** – the email address registered to the original MyWellness account that is linked to your UC Rec & Sport membership. This is likely a different email to what is currently used for your Rec & Sport membership.
- **MembershipEmail** – the email address that is registered to your Rec & 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.

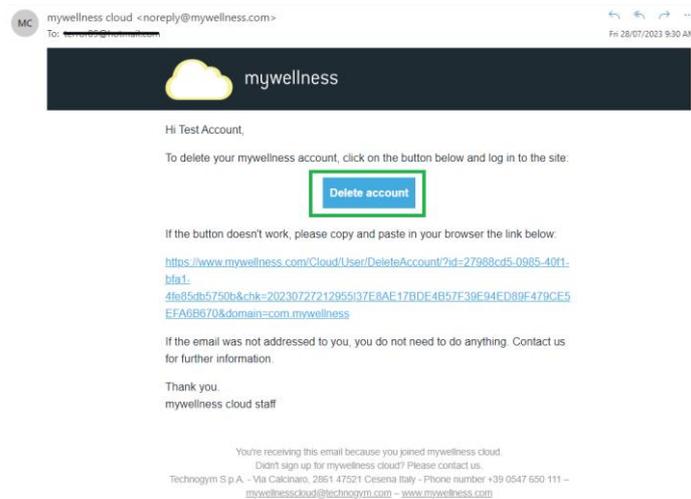
A duplicate account that is not linked to a membership has been created with the email address you wish to change your original account to. First, we'll need to delete this account to free up the email address.

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.

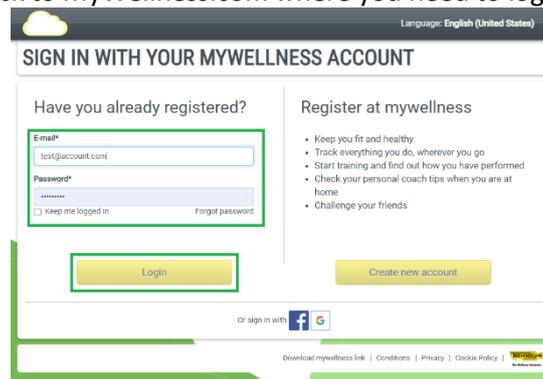
- b. Enter your account password, press **[CONTINUE]** then check your **MembershipEmail** for the deletion request.



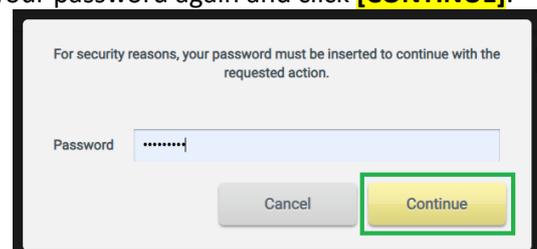
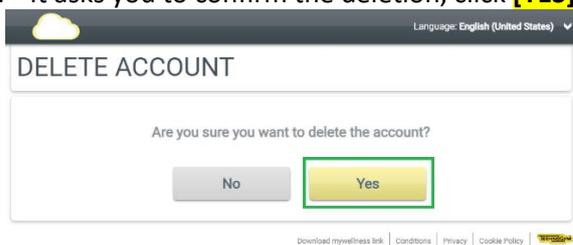
3. Open the Deletion Request email and click the link.



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



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



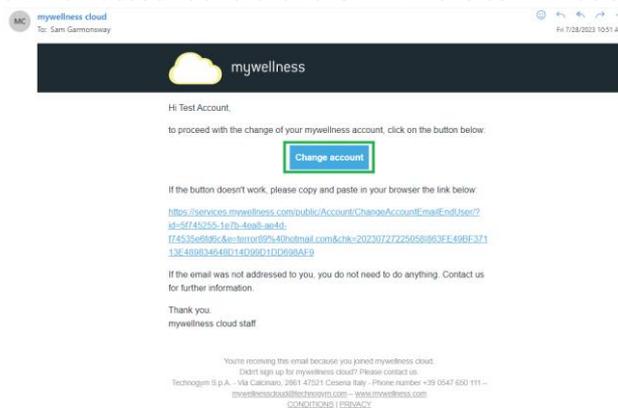
- ✓ The duplicate account is now deleted and your **MembershipEmail** is now available again to use on another account.

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 (this needs to be the same email address linked to your membership), click **[CONFIRM]**, then **[YES]** on the next screens.

The screenshot shows the 'SETTINGS' page with a sidebar on the left containing options like 'Personal data', 'Linked accounts', 'Connected devices', 'Account settings' (highlighted), 'Notifications settings', 'Your facilities', and 'Web bookmarks'. The main content area has sections for 'PROFILE PREFERENCES', 'CHANGE PASSWORD', 'CHANGE MYWELLNESS ACCOUNT', 'DOWNLOAD YOUR MYWELLNESS ACCOUNT DATA', and 'DELETING MYWELLNESS ACCOUNT'. In the 'CHANGE MYWELLNESS ACCOUNT' section, there is a text input field containing 'new@email.com' and a 'Confirm' button highlighted with a green border.

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



- 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-