**QUESTION:** What exactly is changing?

**Answer:** The location for access to all Planet Fitness communications, resources, and your PFHQ contacts is being consolidated into one web portal: Franchise Relationship Management (FRM). Note: Your FM 2.0 usernames and passwords will not work with the new system.

**QUESTION:** Why do I need a new username and password? Can’t you just merge me over or something like that?

**Answer:** Although granting automatic access to all current FM users would save everyone some time, it would not allow you to take advantage of the club specific information that this system can provide. Trust us, the extra effort will be worth it!

**QUESTION:** Why a new system? I know my way around the current pages, why do we need a new look?

**Answer:** This change is much more than a re-design . . . unlike our prior FM websites that provided general information to all clubs, the new system allows for integration with other software. Each level of user will have a specific view including a dashboard with key data along with ownership info and tools for those who need them. All in one place! (It is like a jump from tricycle to rocket-ship transportation).

**QUESTION:** So the new FRM is awesome and well worth the effort . . . when can I log-in to see for myself?

**Answer:** After you receive an email communication from Salesforce. Your username will be your email address and you will be prompted to create a new password. Your accounts will be activated in batches over the next 4 weeks.

**Most FRM club manager accounts have NOT been configured yet, so please wait until you receive an email and attempt to log in before contacting PF.**

**QUESTION:** I thought you said the new name is (FRM) Franchise Relationship Management, what is “Salesforce”?

**Answer:** Good question! The IS Team at PFHQ has been working with Salesforce.com, a cloud computing company and experts in systems like this. Our new FRM System is built upon the Salesforce product. By the way, this company knows their stuff!

**QUESTION:** How long will FM 2.0 be available?

**Answer:** As we have developed the new FRM and loaded all the resources that you will need, we have also kept the old webpages up to date. Since double edits are not very efficient, we will be celebrating the retirement of the FM 2.0 website as soon as we are sure all users are set up in FRM. (It won’t be long, so stay tuned!)

**QUESTION:** How do I get up to speed on the new FM?

**Answer:** Webinars will be held, we have a video tutorial, a short informational launch page on PFU, and a guide for users to download. We want everyone to have what they need to fully take advantage of the new and improved Franchise Relationship Management portal!

**QUESTION:** As a club manager, what is my username for FRM?

**Answer:** Club managers will use the PF assigned club email, with the city.st@planetfitness.com format, as the username for club access. To find your PF-assigned email address, log into DataTrak to confirm your club email address. Contact your ABC Account Executive for help locating this. To access your club-assigned email account, log into mail.planetfitness.com. If you do not know the password for this email account, please contact support@planetfitness.com to have the password reset.

**QUESTION:** I have forgotten my passwords in the past a few times (or often), what if I forget my FRM password?

**Answer:** The new FRM has got you covered! If you don’t remember your password, go to this link: Franchise Relationship Management. Use the “Forgot Your Password?” feature and enter your email address to receive an email with a link to create a new password. If you do not get an email, please contact your Area Manager. They will answer questions and can assist with your account activation/reactivation.

**QUESTION:** My group is undergoing changes in club managers, how do I get a login for a new club manager?

**Answer** To take advantage of the system and its ability to show club specific data, we have determined that each Planet Fitness club will have an assigned manager username that will grant managers access to information specific to that club. Rather than each individual having a log-in, the log-in will be shared among club leadership even with changes to staffing or management.