



Requirements For a Successful Multigym Linkup

Please ensure the items below are tended to and that you have answers to the following questions **BEFORE** your technical support linkup call with RGP and **AFTER** a VPN connection is established with all of your facilities. If you haven't already, please also look over some general information on the Multigym Overview page here:

<https://www.rockgympro.com/support/multigym-checklist/>

CHECKLIST FOR YOUR MULTIGYM LINKUP CALL:

- Please be sure an IT person is available, preferably on site
- If an IT person is not on site, someone needs to be available to allow RGP into the computer. Please ensure you have a phone number and name of the person we will be calling
- Customer Support has received an email a few days prior to linkup, or other communication containing:
 - Windows Remote desktop user names and passwords for each location
 - MySQL database names, if RGP has been installed at the new facility. If not then we will name the database.
 - MySQL Root passwords
 - Encryption key- same for all locations
 - Answers to the operational considerations, see below*, via Google forms:
- Remote desktop needs to be available to and between all existing servers. The Remote Desktop needs to have been TESTED by Customer Support
- Remote desktop only needs to work within your VPN/network... not externally. RGP Technical Support will use LogMeIn to get into your network, and then Remote Desktop to connect to the other servers (s)
- Ensure that servers have final FIXED IP addresses assigned
- Ensure that VPN has been tested by your Customer Support
- Ensure that a method exists to transfer files (Dropbox, shared folder, etc) between servers

QUESTIONS:

Please take some time to answer the questions below. We will need answers to these questions prior to linking up your facility.

1) How do you want your default behavior to act in RGP for your Memberships and Punch Cards? Will your memberships include access to "All Facilities", "Only Home", "Always All Locations" or "Home Plus"?

- Default to All Locations *
- Default to Home Location*
- Always All Locations.

(* If you have more than 2 locations you have the ability to Allow Home Facility + Additional Facilities.)

View and Edit Customer

Jumar, David Home Plus Feature *

General Custom Punch Card Membership Facilities EFT/Billing Status Notes Emails Tags

Facility Access Control

Allow Access To All Facilities
 Only Home Facility
 Home Facility + Additional Facilities

second
 Gym 3
 Gym 4

Check All Uncheck All

2) Do you want your Retail Inventory to be linked between locations?.....YES/NO

This allows retail products to be transferred between locations. The retail inventory cannot be linked once you've gone live with the Multigym environment.

3) Are you transferring Gift Cards between locations?.....YES/NO

If YES, the gift card numbers must be unique across all facilities.

4) Are your tax codes the same at all facilities?.....YES/NO

Sales tax codes need to be the same at all facilities. Make sure that the sales taxes are manually copied over from the current database to the **new facility's settings in Data Entry->Manage->Settings-Sales Tax/Receipt** Tab. If the sales taxes are different at

your facilities, we will need to describe how different sales tax rules are supported in the multigym environment.

5) Would you like to allow remote on-account sales?.....YES/NO

If YES, more information can be found this page: [RGP- Remote On- Account Sales](#).

6) Do you plan to transfer members between facilities?.....YES/NO

If YES, and you want the credit card information to transfer, you need to enable this feature through XCharge/OpenEdge. More information is available in this page: [Customer Credit Card Info Transfer between locations](#)

OPERATIONAL CHOICES:

We'll need your input on how you'd like to handle the operational choices below in the Multigym environment. Please be prepared to answer which selections apply to your facilities.

- Clear waiver when customers are transferred between locations (if unchecked, waiver status is copied)
- Clear belay status when customers are transferred between locations (if unchecked, belay status is copied)
- Copy EFT dues when transferring customers between facilities - add on products will NOT be copied regardless of setting [must contact OpenEdge to enable this feature
- Each location requires their own facility waiver. Requires auto-creation when editing remove customers.
- Gift cards can be transferred between locations
- Retail inventory is linked between locations and can be transferred
- Allow remote on-account sales
- Enable Multigym Concurrent Search