

How to Create Your WOW Team Member Loyalty Account



This quick reference shows you how to download the WOW Team Member mobile app and how to create your **WOW Team Member Loyalty** account.

Downloading the Westgate Resorts Mobile App

1 Open the **App Store** or **Google Play Store** on your mobile device.

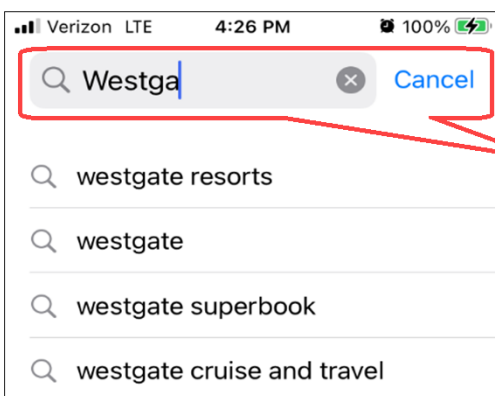


Apple Store for Apple and Mac devices.

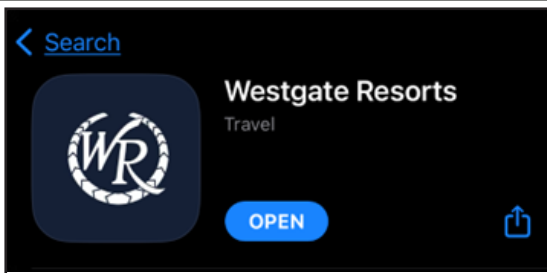


Google Play Store for Samsung and other wireless devices.

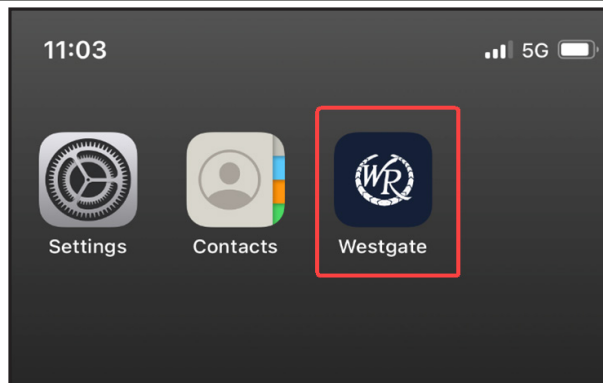
2 Search for **“Westgate Resorts”**.



3 Download the **Westgate Resorts app**.



4 Click the **Westgate Resorts icon** to open the app.



Westgate Resorts app icon displays on the **Home Screen** of your mobile device.



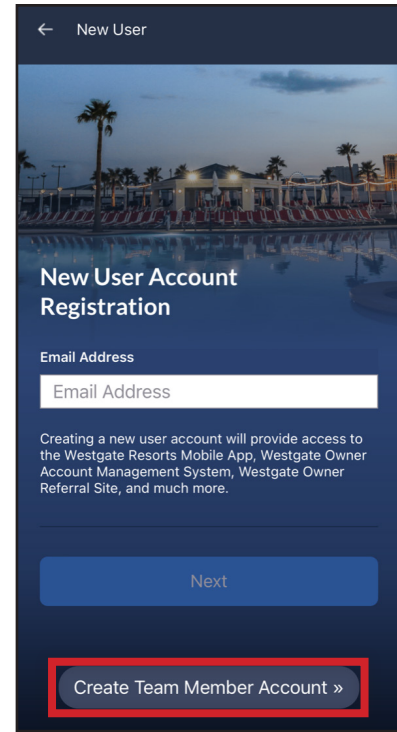
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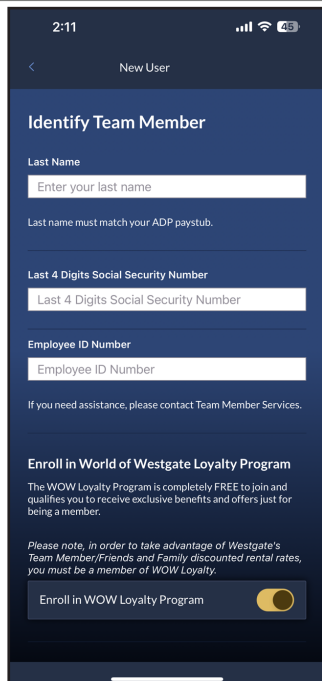
- 1 Click the **Sign-Up** button on the **Home** screen.



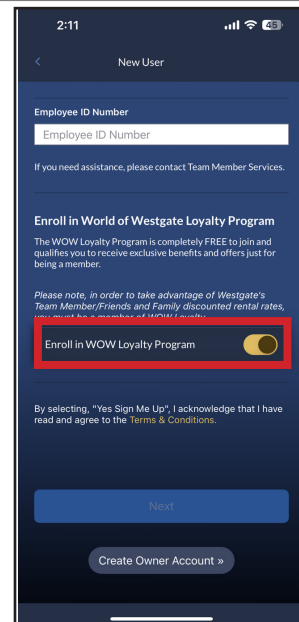
- 2 Click the **Create Team Member Account** link.



- 3 Enter your information in the **Identify Team Member** screen. *Make sure there are no extra spaces after your name.



- 4 Verify that the **Enroll in WOW Loyalty Program** is checked in the **Identify Team Member** screen. Then click **NEXT**.



Ensure the toggle for **Enroll in WOW Loyalty Program** is selected/switched on, as shown.



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5 Enter your preferred email address, personal information, and the password you want to use on the **Create Team Member Account**.

Create Team Member Account

Email Address
Email Address

Confirm Email Address
Confirm Email Address

First Name
First Name

Last Name
Jackson

Password
Password

Confirm Password

6 Click the **Submit button** at the bottom of the **Create Password screen**.

First Name

Last Name
Jackson

Password
Password

Confirm Password
Confirm Password

Submit

***Email.** You may use a personal email or a work email as your **preferred email** for the WOW Team Member Program. **This must be the same email that the system will use for your future reservations**

7 Enter the WOW Team Member authorization code you received in your email.

Please confirm your email

You must complete your account registration before viewing Westgate Team Member content.

Team Member Email Address
tmtest@wg.com

Resend Confirmation Email

Enter the authorization code sent to your email in the field below.

Authorization Code
Authorization Code

8 Click the **Go To App button**.

Authorization Code

Authorization Code

Go to App

Go to App in Guest Mode

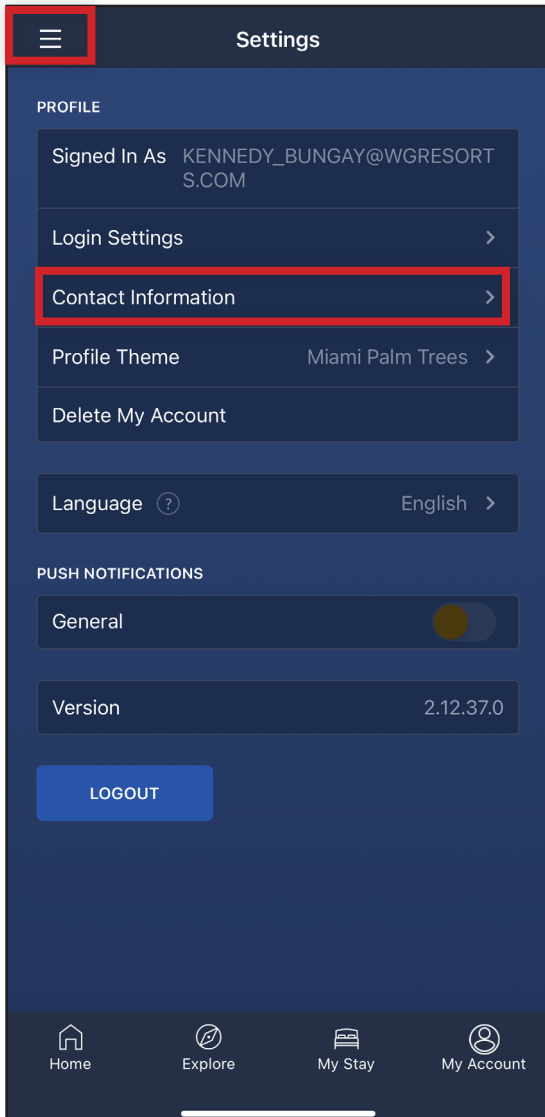


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9 Review and update your contact information by navigating to the **Update Contact Information** screen.

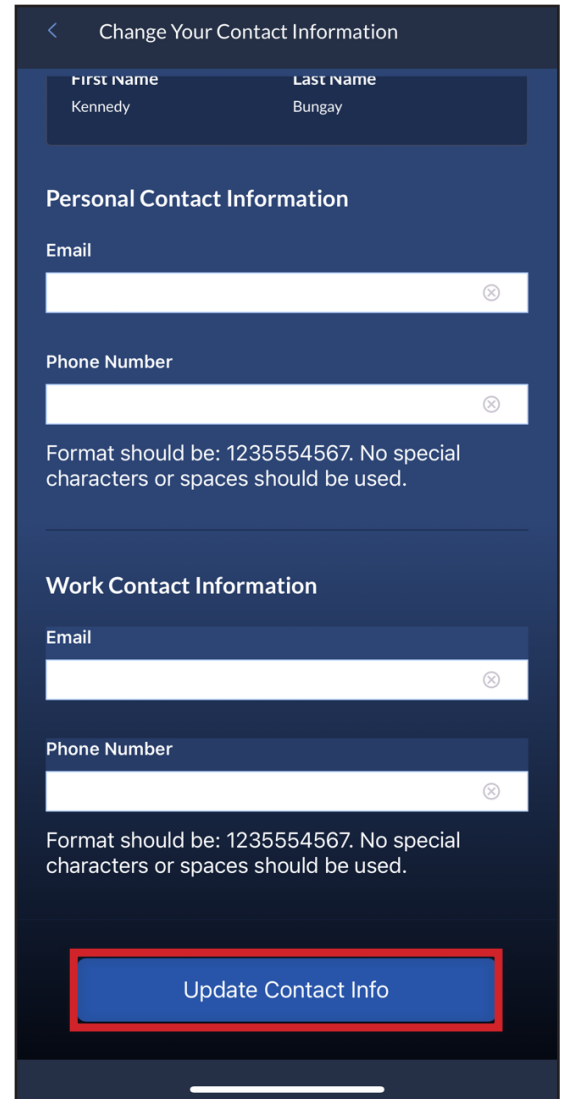
A. This can be found by clicking the top-left hamburger button, clicking 'Settings' and then clicking 'Contact Information'.

B. Then, click on the **Update Contact Information** button to submit.



9A

Your **ADP Employee Account information** will display here. Any updates you make to this information will be reflected in your ADP Employee Account as well.



9B



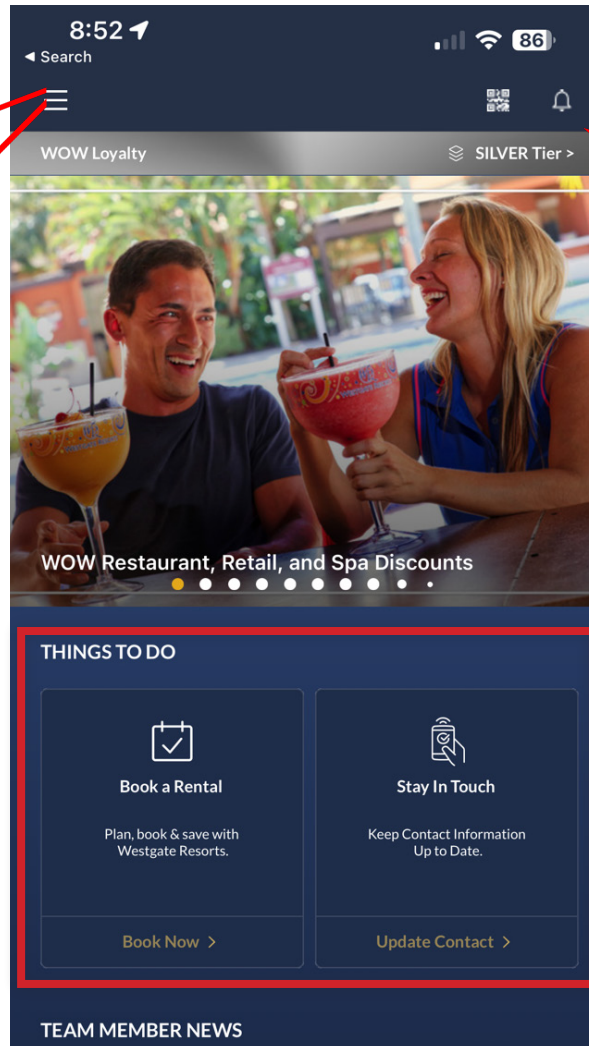
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10 Your **Home screen** displays information grouped in categories for easy access.

You access other screens by clicking the **Menu icon** in your **Home screen**.

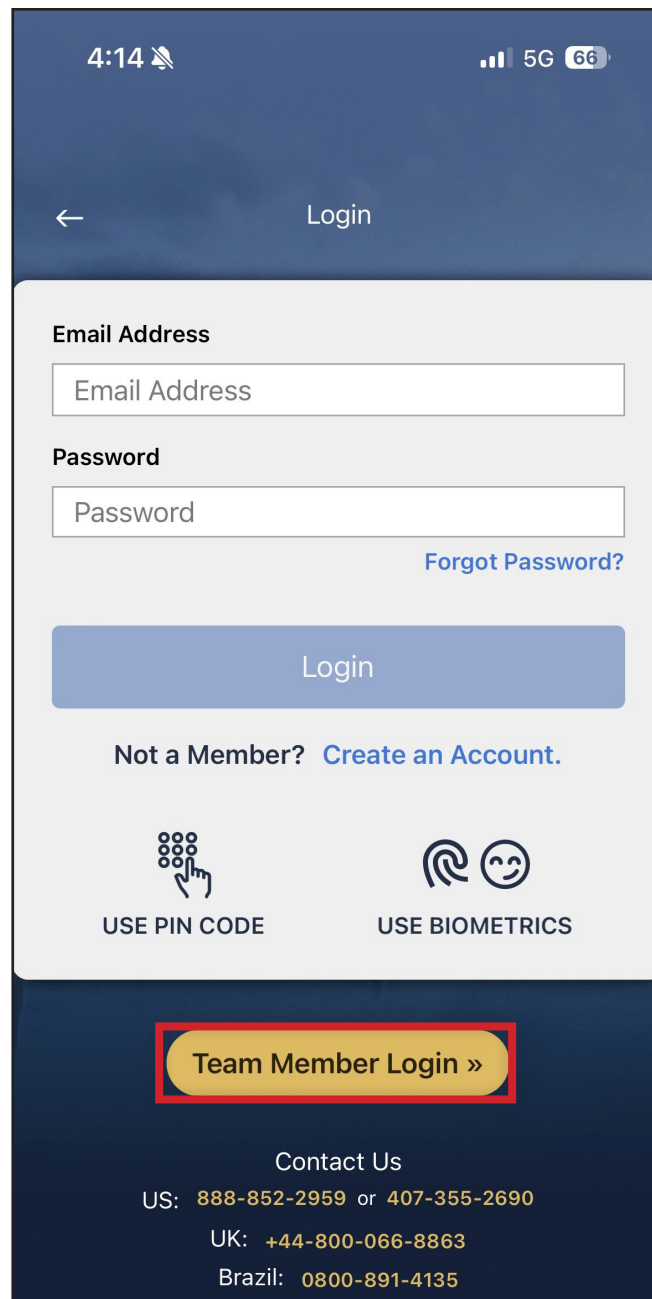
Your **WOW Team Member Loyalty tier**.

You may click the tiles to access exclusive Team Member news, special announcements, and more.



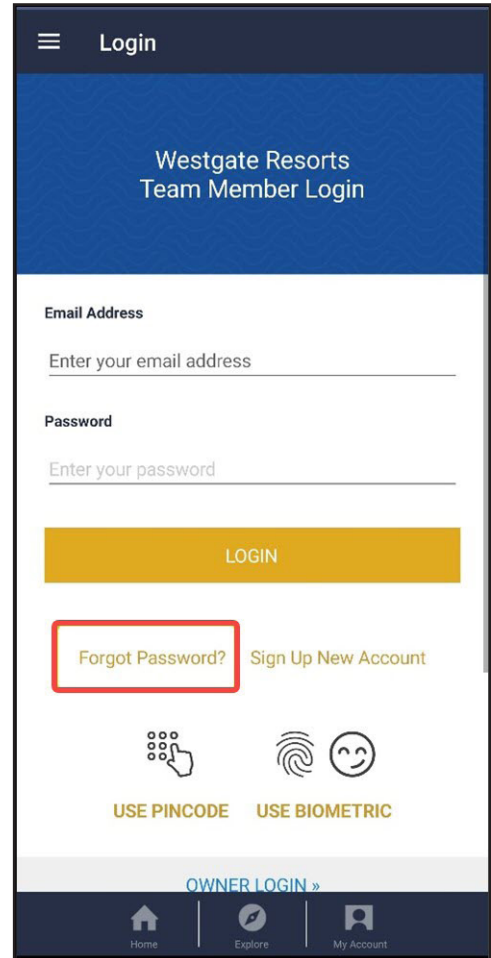
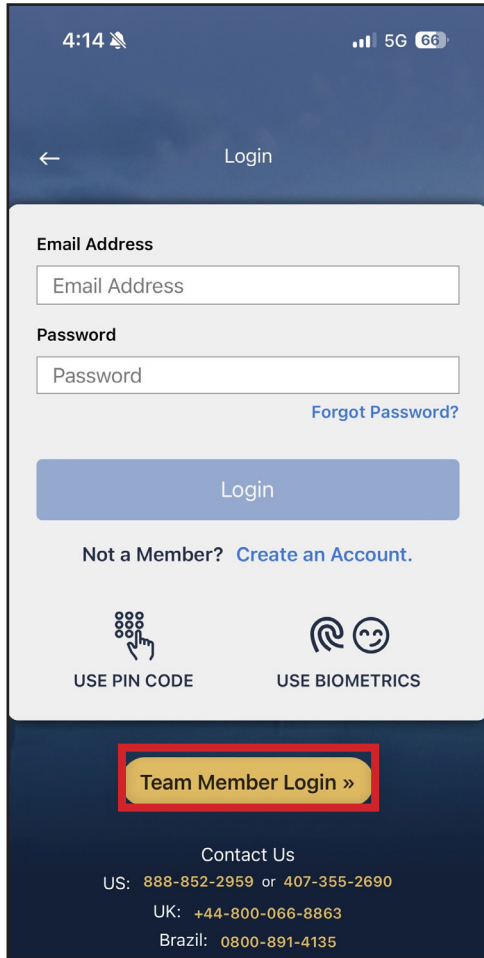
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- 11 If you are logged out of your account, click the **“Team Member Login”** button to log back in.



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12 If you must reset your account password, click the **“Team Member Login”** button. Then click **“Forgot Password?”** and provide the requested information.



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Using Your WOW Annual Resort Credits

- 1** Team Members may use their **WOW Annual Resort Credits** at Westgate Resorts owned stores/outlets while staying on-property. The purchase **MUST** be charged to their room folio.
- Upon check-out, the credit will be automatically applied to their room folio balance.
- A credit card may be required to open a room folio to secure payment for any items above your allocated **Annual Resort Credit** amount

Team Member Benefits [†]	Silver 90 Days - 1 Year	Gold 1 - 7 Years	Platinum 8 - 15 Years	Elite 16+ Years
On Property Discounts & Amenity Privileges				
Annual On Property Resort Credit	\$25	\$50	\$100	\$200

- 2** The Annual Resort Credit must be used in the year it is awarded, and it is not limited to one stay.
- If the credit is not used in its entirety on the Team Member's initial visit, the remaining balance may be carried over to another stay within the same calendar year, ending December 31.
 - Please be aware there is no cashback option and that the credit is non-refundable and non-transferable
 - The Annual Resort Credit cannot be rolled into the following year



- 3** For resorts including Westgate Las Vegas Resort & Casino, the **Annual Resort Credit** will apply **only** to charges from Westgate-owned outlets; not third-party outlets.
- Note:** If a Team Member is staying at Westgate Las Vegas, they can only use their **Annual Resort Credit** at that location.
- For all other resorts, a Team Member may use their **Annual Resort Credit** at such resort during their active reservation, as well as any other Westgate Resort they visit, **excluding** Westgate Las Vegas.



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- 4 If a Team Member checks in prior to December 31 and then stays into the next calendar year, the **Annual Resort Credit** will be available to the Team Member during their consecutive stay.

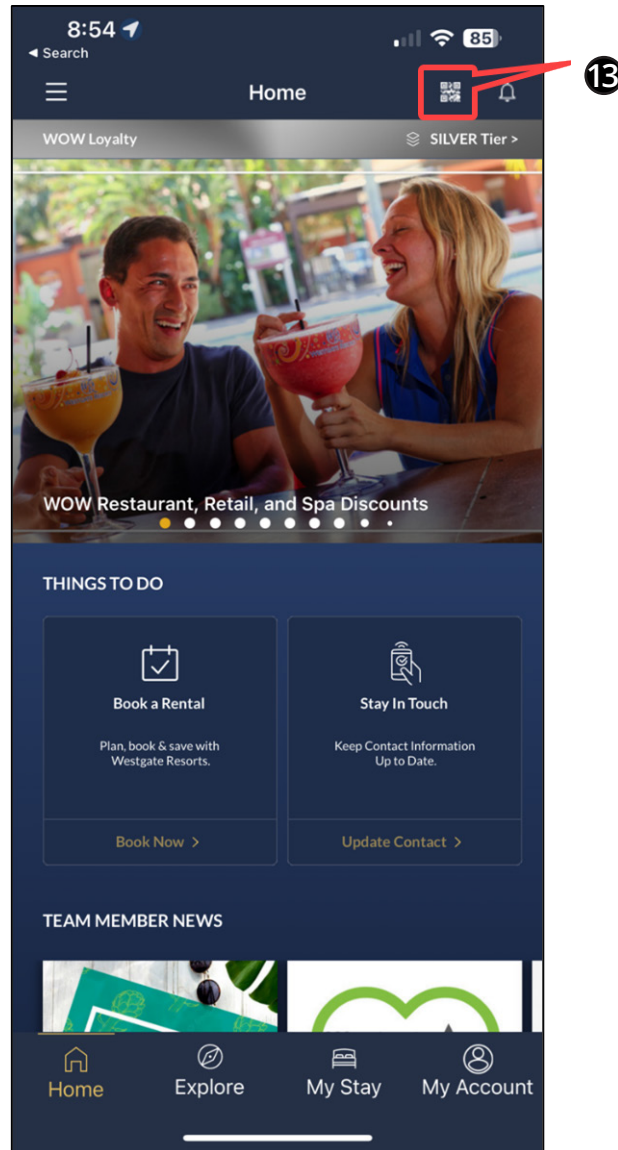


- 5 In order to use your Annual Resort Credit, it is necessary for reservations to be tied to WOW Team Member Loyalty account.



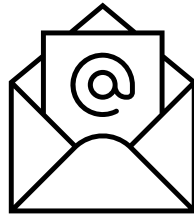
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13 To use your discounts for Westgate Outlets, click on the **QR code** button at the **top of the screen**.



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14 If you have any issues with your booking, email employee_reservations@wgresorts.com.



[Employee_reservations@wgresorts.com](mailto:employee_reservations@wgresorts.com)

15 If you have issues with logging in or setting up your account, **create an IT ticket** through Westgate Connect or by calling Support Services at **407-355-2251** or **888-645-4625**.

