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Logging into Online Remedy

Click the link below and enter your username and password:

<https://portal.johnsonfit.com/>

Welcome to the Customer Portal

USER LOGIN

Don't have a login?
[Request service here](#)

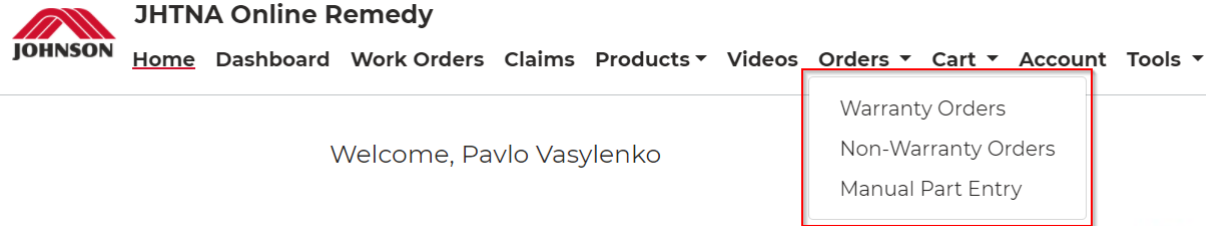
[Forgot password?](#)

Login

Tip: Click “Forgot password?” to receive an email with a reset password. You cannot copy the new password from the email and paste it into the Password field—you must type it instead.

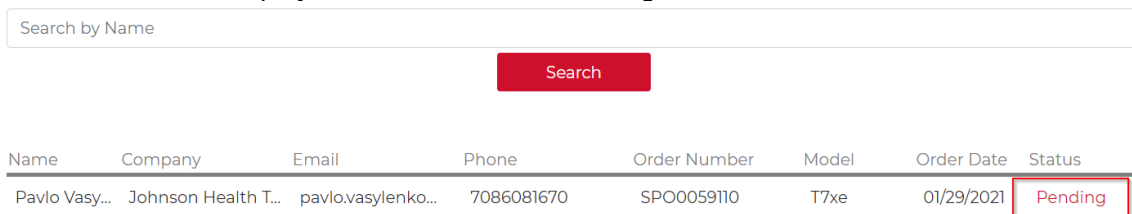
Checking the Status of an Existing Order

1. Click on “Orders” in the navigation bar, then select either “Warranty Orders” or “Non-Warranty Orders”.



The screenshot shows the JHTNA Online Remedy website. The navigation bar includes: Home, Dashboard, Work Orders, Claims, Products, Videos, Orders, Cart, Account, and Tools. The 'Orders' dropdown menu is open, showing three options: Warranty Orders, Non-Warranty Orders, and Manual Part Entry. A red box highlights these three options. Below the navigation bar, the user is greeted with 'Welcome, Pavlo Vasylenko'.

2. The order’s status displays in the last column on the right side.



The screenshot shows a search results table. At the top, there is a search bar with the text 'Search by Name' and a red 'Search' button. Below the search bar, there is a table with the following columns: Name, Company, Email, Phone, Order Number, Model, Order Date, and Status. The table contains one row of data:

Name	Company	Email	Phone	Order Number	Model	Order Date	Status
Pavlo Vasy...	Johnson Health T...	pavlo.vasylenko...	7086081670	SPO0059110	T7xe	01/29/2021	Pending

The 'Pending' status in the last column is highlighted with a red box.

Statues for a non-warranty order:	Statues for a warranty order:
<ul style="list-style-type: none"> • Order Placed • In Process • Shipped • Rejected 	<ul style="list-style-type: none"> • Pending Review • CTS Approved • In Process • Shipped • Rejected

Important: JHTNA does not ship partial orders. If a part is out of stock, the entire order will be held until all parts are available.

Adding Parts to Your Cart

Add items to your cart to place a new order in Online Remedy. The items remain in your cart until you choose “Clear Contents” under the My Cart drop-down menu, or until you log out of your current Online Remedy session.

- To select a part from a product’s Order View (parts list and diagram), [click here](#).
- To manually enter a part number, [click here](#).

Selecting from a Product's Order View

An Order View is a split-view screen that shows a diagram and parts list for a model. You may select parts from this list to add to your cart.

1. Use one of the options below to navigate to the model's product page:

Option 1:

- a. Enter the model name (shown below) or the product code (this is the first 4-5 digits of the serial number) in the Search Product field and press Enter.

Logout

- b. If prompted, select the model from the results.



JHTNA Online Remedy

[Home](#) [Dashboard](#) [Work Orders](#) [Claims](#) [Products](#) [Videos](#) [Orders](#) [Cart](#) [Account](#) [Tools](#)

Search Results

Your search for "tm527" found 4 products

» [T7xe-05 ~ FTM501E ~ CTM527, CTM527C, CTM527H ~ 2016-2019](#)

» [220V T7xe-05 ~ FTM501G ~ CTM527, CTM527C, CTM527H ~ 2016](#)

» [T7xe-05 ~ FTM501H ~ CTM527E ~ 2016](#)

Option 2:

- a. Hover over "Products" on the navigation bar and choose the correct brand from the drop-down list.

JHTNA Online Remedy

[Home](#) [Dashboard](#) [Work Orders](#) [Claims](#) [Products](#) [Videos](#) [Orders](#) [Cart](#) [Account](#) [Tools](#)

- AFG
- Fitness Gear
- Horizon Fitness
- Livestrong
- Matrix Commercial**
- Matrix Retail
- Merit
- Planet Fitness
- Tempo
- Triumph
- Vision Fitness
- Wellness
- XULT



- b. Select the product type from the list of product families.

Rower
Step
Strength
Treadmill

- c. Next, click on the product from the list of models:

- T7xe | FTM501E | CTM503F | CTM503G | 2012
- T7xe-01-G4 | FTM501 | CTM503 | 2009
- T7xe-02-G4 | FTM501C | CTM503D | 2009-2010
- T7xe-03 | FTM501E | CTM520 | CTM520B (VA) | 2013
- T7xe-05 | FTM501E | CTM527, CTM527C, CTM527H | 2016-2019**
- T7xi | FTM501E | CTM521 | 2013
- T7xi | FTM501E | CTM521D | CTM521F | 2015
- T7xi-03 | FTM501E | CTM528, CTM528C | 2016-2019

2. When on the product page, click the arrow to expand the Order View tab. Select the appropriate parts list.

Documents

Order View
Console Parts List
Frame Parts List

The Order View opens in a new tab or window.

Ref #	Part #	Desc	Notes	Price(USD)
1	1000352464	Safety Key Set;;Red Switch Clip;T5X-02-		

Important: Always match the reference number from the exploded diagram to the reference number in the parts list to ensure you are ordering the correct part.

Tip: Hover over the part number to see a photo (if available) of the part and its components.


3. Click “Add to Cart” on the right side of the list to choose a part number, and then select either warranty or non-warranty on the pop-up box.

Will this order be for Warranty parts or Non-Warranty?

Warranty	Non-Warranty
-----------------	---------------------

Note: If you wish to switch from warranty to non-warranty, or vice versa, you must restart the order. Hover over “My Cart” and select “Clear Cart”.

Cart Summary

Model	Part	Quantity	Status	
T7xe-05-0	0000088969, Tension Wheel Set;TM501;T5x-02;	1	In Stock	

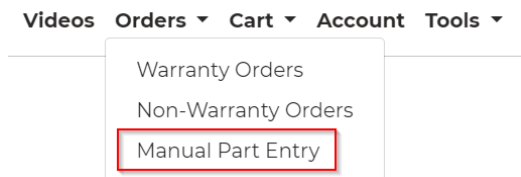
[Clear Cart](#)

4. Your [Cart Summary](#) now lists the part.

Entering a Part Number Manually

If you know the part number you wish to order (from a chat conversation, pad matrix, past order, etc.), use the Manual Part Entry tool to add it to your cart.

1. Hover over “My Orders” on the navigation bar, then select “Manual Part Entry”.



2. Type the part number into the text box, and then click “Lookup”.

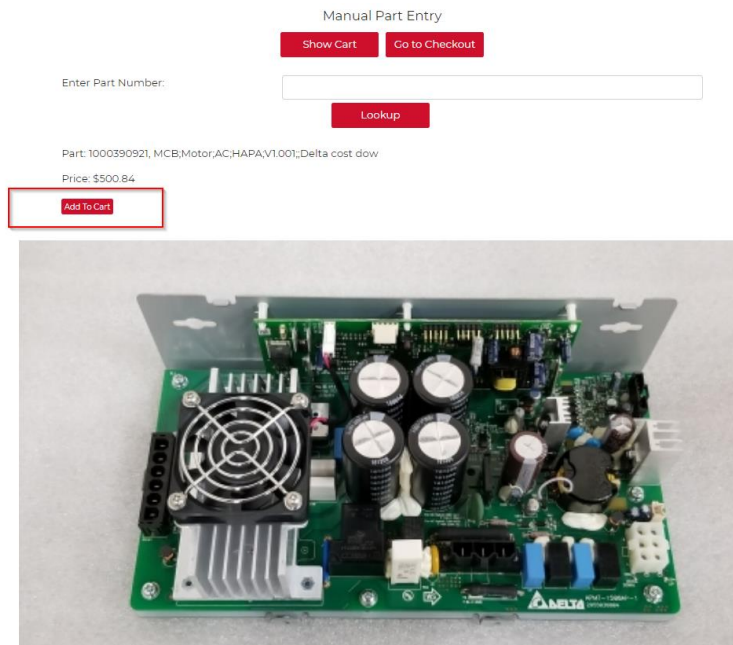
Manual Part Entry

[Show Cart](#) [Go to Checkout](#)

Enter Part Number:

[Lookup](#)

The summary screen shows the part description and a photo of the part.



3. Choose "Add to Cart".
4. Your [Cart Summary](#) now lists the part.

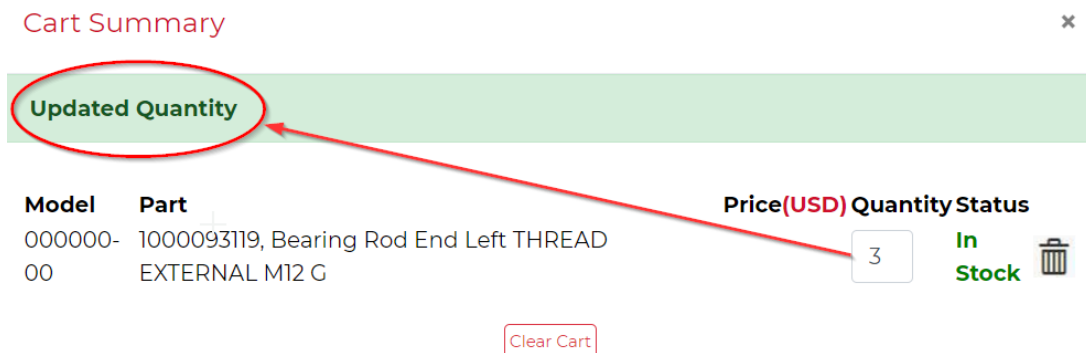
Cart Summary

Your cart summary contains the parts that you have added during your current session, whether they were added from an Order View list or manually entered.


Tip: Re-open the Cart Summary pop-up box at any time by hovering over "My Cart" and selecting "View Cart".

Editing Your Cart

- To edit the quantity of a part, type the amount in the text box and then click on any white space on the pop-up box. "Updated Quantity" shows.




Cart Summary x

Model	Part	Price(USD)	Quantity	Status
000000-00	1000093119, Bearing Rod End Left THREAD EXTERNAL M12 G		1	In Stock 

- **orders ship complete** - when all parts are in stock.
- backordered parts to ship items that are in stock.
- completing your purchase you will be able to place out-of-stock parts on a separate order to put the parts on backorder.

Tip: In the Cart Summary, check the Status of each part to verify whether it is in stock. JHTNA does not ship partial orders, so if you select a combination of in-stock and backordered items, your order will not ship until all parts are available.

- If you wish to remove a part from your order, click the “” button next to the quantity box.

Exiting Your Cart

- If you wish to add additional parts to the order, either click “Continue Shopping” to return to the [Order View window](#) or, if you know the part numbers you need to order, choose “Manual Part Entry” to return to [the lookup tool](#).
- If your order is complete, choose “Go to Checkout”.

Checking Out

1. Enter the Checkout screen either by selecting the “Go to Checkout” link on the Cart Summary page, or by hovering over “My Cart” on the navigation bar and selecting “Checkout”.
2. On the checkout tab, review your shopping cart contents and complete the fields.



JHTNA Online Remedy

Home Dashboard Work Orders Claims Products Videos Orders Cart Account Tools

Checkout (non-warranty)

Your Cart Contents:

Model	Item	Quantity	Price(USD)	Total(USD)	Status	
000000-00	1000093119, Be...	1	\$11.69	\$11.69	In Stock	

Total: \$11.69

Product Type:* Order PO Number: Notification Email:

Billing Address

First Name:* Last name:* Company:
 Address 1:* Address 2:
 City:* State/Province:* Postal Code:*
 Country:* Phone Number: () -

Use a different shipping address:

Required fields for a non-warranty order:	Required fields for a warranty order:
<ul style="list-style-type: none"> • First Name/Last Name • Billing Address • City • State • Postal Code • Country 	<ul style="list-style-type: none"> • First Name/Last Name • Billing Address • City • State • Postal Code • Country • Serial Number • Date of Purchase • Order PO Number • Defect Code • Sub-Defect Code • Floor Model (Y/N) • Problem Description



- Enter a notification email address to receive an alert once the package reaches the first FedEx terminal. (This field is not required.)

Total: \$11.69

Order PO Number:

Notification Email:

- If the shipping address is different than the billing address, make sure to check the box in the bottom left corner of the screen.

Billing Address

First Name:* Last name:* Company:

Address 1:* Address 2:

City:* State/Province:* Postal Code:*

Country:* Phone Number: () -

Use a different shipping address:

Tip: The items in your cart are saved if you leave this tab, so you can go back to the exploded diagrams or choose to manually add more parts if needed.

3. On the next screen, edit the order's shipment details.

Note: You will only be able to edit the address if you checked the box on the previous screen.

Your Cart Contents:

Item	Item Descrip	Quantity	Price(USD)	Total(USD)	Status
000000-00	1000093119, Beari...	1	\$11.69	\$11.69	In Stock

Total: \$11.69

*** Orders placed after 12:00pm Central Time will be shipped the next business day.**

Shipping:*

Product Type:

Billing Address

Name: Pavlo Vasylenko Company: JHTNA Technical Trainer

Address 1: 1600 Landmark Dr Address 2:

City: Cottage Grove State / Province: WI

Postal Code: 53527 Country: US

Phone:



4. Review the order. If everything looks correct, click "Complete Your Purchase".

[Complete Your Purchase](#)

notnot

5. Review and print your order confirmation.

Order Date: 02/01/2021 **Ordered From:** JHTNA
1600 Landmark Dr.
Cottage Grove, WI 53704
United States

Cart Contents

Model	Item	Quantity
000000-00	1000093119, Bearing Rod End Left THREAD EXTERNAL M12 G	1
Quantity Total:	1	