

Frequently Asked Questions: USAG Humphreys 24 Hour Fitness Center

What are the hours of operation for the 24 hour unstaffed fitness center operations at Zoekler Fitness Center?

The most current hours of operation are posted on the website at <https://humphreys.armymwr.com/promos/zoekler-fitness-24>

As of 24 Dec 2018		
Day	Staffed hours	UnStaffed hours
Monday	0500-2030	2100-0500 (Tuesday)
Tuesday	0500-2030	2100-0500 (Wednesday)
Wednesday	0500-2030	2100-0500 (Thursday)
Thursday	0500-2030	2100-0500 (Friday)
Friday	0500-1300	1330-2400
Saturday	Not staffed	0000-2400
Sunday	Not staffed	0000-0500 (Monday)
Holidays	Not staffed	Closing day before until 0500 on the next business day

When is the Zoekler 24 Hour Fitness Center Orientation / Safety Brief and where is it located?

The Orientation schedule as of 17 December 2018 is:

Monday @ 1300; Tuesday @ 1730; Wednesday @ 0900; Thursday @ 1730; and Friday @ 1100. The most up to date schedule for program orientations can be found on the USAG Humphreys <https://humphreys.armymwr.com/promos/zoekler-fitness-24>

Orientation takes about 1 hour and is a requirement for every person enrolled in the 24 Hour Access program. The orientation includes a Safety Brief, Facility Tour, Signing of the Liability Form, validation of RecTrac Registration, ID Card linking to the individual's account and associating the 24 Hour Pass to the individual participant.

I am interested in reserving an Orientation Session for my Unit. What do I need to do?

Units can schedule Orientations for groups by contacting the Zoekler Fitness Center.

I have a Family Member (College Student) who is 18 or older who stays with me during Summer Months. Is it possible for him/her to be assigned a 24 hour pass and what else is required for him/her to use the facility?

Yes, your college student Family Member is eligible for the 24 hour fitness center pass. All eligible participants must be registered in RecTrac as a sponsor or Family Member, have a valid ID Card associated with their individual access in RecTrac, attend a

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program orientation/ safety briefing, and sign a Liability Form/SOU annually. At this point he/she can be assigned a 24 Hour Pass to gain access to the program. Contact Zoeckler Fitness Center for more information

I am an eligible FMWR patron who resides/works at Osan, Daegu, Casey/Yongsan. Can I use USAG Humphreys Zoeckler facility for 24 hour access?

Yes, you can use the FMWR programs and facilities at USAG Humphreys; however, all eligible patrons must establish a RecTrac account at USAG Humphreys. Other programs and facility access can be granted at this point by following program enrollment / registration requirements.

What is WebTrac Registration and why do I need to establish an account with USAG Humphreys Family and MWR?

WebTrac is the internet based customer interface to Family and MWR Management Information System (MIS) called RecTrac. It is used by all US Army Garrisons World-Wide.

Creating a WebTrac account allows customers to self-service many FMWR programs and services from the convenience of their own time/space. Like establishing an account with Amazon or LL Bean, the patron is able to place items in their shopping cart, review program requirements or restrictions, and pay for services using a credit card. (NOTE: the online payment option is coming soon)

Starting in FY19 Family and MWR is deploying WebTrac as a means of creating community member household accounts. Patrons will be able to easily and conveniently create their household account from the comfort of your home or office at the time most convenient to the end user. This will eliminate data entry mistakes caused from the inability to read hand written enrollment forms.

COMING SOON: Starting in the summer 2019 many programs and services at USAG Humphreys will transition to a web-based reservation and payment system allowing you to register and pay for trips, tickets, classes, and/or make reservations online.

What is the difference between WebTrac and RecTrac?

WebTrac is the internet based customer interface to the RecTrac system. RecTrac is the Family and MWR MIS used to track payments, reservations, program registration, and more.

Is it a requirement to establish a WebTrac account to use the 24 Hour Fitness Center?

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The preferred method to creating a Household account with Family and MWR is for the customer to establish a WebTrac account. Family and MWR will then import the customer information into the RecTrac MIS, eliminating data entry mistakes. Once the RecTrac Household account is established and a valid ID Card is linked to each Family Member in the household, a 24 Hour Fitness Center Pass (membership) can be assigned to each individual household member who is 18 years or older (17 years old if Active Duty). Other requirements such as a liability form and program orientation are required.

Where do I go to associate/link my ID Card with RecTrac?

A complete list of Family and MWR facilities prepared to assist with associating / linking your ID Card with RecTrac is posted on our website at <https://humphreys.armymwr.com/promos/zoeckler-fitness-24>

As of 15 Dec 2018 the following locations are prepared to assist you with this process:

Downtown Recreation Center (bldg. 5724), McGinnis Warrior Zone (bldg. 6807), ODR/LTS (bldg. 110), Zoeckler Fitness Center (bldg. 1296) and Collier Fitness Center (bldg. 1949)

My unit is under a curfew, can I work out during 24/7 access?

Please contact your military chain of command for guidance regarding curfew questions.

My Spouse has several ID Cards because she/he also has a job working on base. Which ID Card should she/he use for 24 Hour Access?

It is recommended that the DoD Issued CAC or Dependent Card is used for the 24 Hour Fitness Center program; however, any ID Card can be registered. The most important aspect of which ID Card is linked to the 24 Hour Pass is that only a linked card will open the access door.

What do I do if I lose my ID Card?

If you lose your ID Card you must obtain a new ID Card and then associate/link it with your RecTrac account at any of our customer service counters around post. Please remember to report lost/stolen ID Cards with the appropriate agencies for OPSEC reasons.

I have a new ID Card, (lost and replaced), do I need to reregister my ID Card with FMWR?

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Yes, your new ID Card will need to be re-associated/re-linked to the RecTrac System. Simply go to any FMWR Customer Service Counter and ask the team member for assistance.

I arrived to the facility at 2300 to use the facility and my ID Card would not open the door, what should I do?

Do Not Enter! If your ID Card does not open the door you will not be allowed to access the program. There is no PIGGYBACKING Allowed and Guest are not allowed; therefore, if you enter the facility you are putting your privilege in jeopardy and your access could be permanently revoked. Please contact the Zoeckler Fitness Center during normal staffed hours of operation for assistance. The most current hours of operation are posted on the website at <https://humphreys.armymwr.com/promos/zoeckler-fitness-24>

What happens if the door doesn't open, is there a 24 hour on call?

No, this program is an unstaffed program and there is not a 24 Hour Access Call Number or attendant. However, at the first possible moment we are ready to provide you excellent customer service. Please contact the Zoeckler Fitness Center during normal staffed hours of operation for assistance. The most current hours of operation are posted on the website at <https://humphreys.armymwr.com/promos/zoeckler-fitness-24>

What happens if the 'RecTrac system' is down?

If for an unexpected reason the RecTrac system is down (system outage or Power outage) it will not be possible to access the facility. Our IT Team will respond to total system outages with RecTrac as quickly as possible. In the meantime we offer the Collier Fitness Center (bldg. 1949), Turner Fitness Center (bldg. 2063), or Sitman Fitness Center (bldg. 6815) as alternatives for your fitness center needs during regular hours of operation.

My card didn't work but my battle buddies card worked, can I work out anyway?

Do Not Enter! If your ID Card does not open the door you will not be allowed to access the program. There is no PIGGYBACKING Allowed and Guest are not allowed; therefore, if you enter the facility you are putting your privilege and the privilege of your battle buddy in jeopardy and your access could be permanently revoked. Please contact the Zoeckler Fitness Center during normal staffed hours of operation for assistance. The most current hours of operation are posted on the website at <https://humphreys.armymwr.com/promos/zoeckler-fitness-24>

Is my ID Card linked to DEERS or DBIDS?

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No, the RecTrac is a Family and MWR MIS and is not associated with any other military system. Additionally, the servers is local to USAG Humphreys. Therefore, other Army Garrisons in Korea, the DEERS and DBIDS systems are not associated or connected to the Humphreys RecTrac system in any way.

I used WebTrac when I was at Ft. Pick a Place United States, When will we be able to start using WebTrac for online purchases / payments at USAG Humphreys?

This service is not currently available in Korea at any US Army Garrison. We anticipate the online function of WebTrac being available in the Spring/Summer of 2019. Currently we are encouraging all community members to set up their WebTrac accounts and this will automatically populate the households in RecTrac. The benefits to the individuals using WebTrac are numerous and we look forward to delivering services and programs to the USAG Humphreys community in the most efficient manner in the future.

What do I do when another patron isn't following the Gym Rules, I don't want us to lose this privilege!

We encourage all patrons to be Fitness Center Ambassadors and help to self police the behaviors of other users in the most professional manner possible. Simply approaching a fellow fitness center user and politely asking them to abide by the rules is an option. However, if the patron refuses to listen we encourage you to document the incident in one of the log books and the facility manager will take the appropriate action as necessary. When documenting items or issues in the log book please be as specific as possible and leave your contact information should we have questions about the documented incident/issue.

Will somebody lose their privilege if they don't rerack the weights? What should I do and how does FMWR deal with this person?

Family and MWR is delivering this Garrison Commander privilege to the authorized users of the USAG Humphreys Community. Our intent is to resolve issues at the lowest possible level. A situation where a patron continuously fails to rerack weights will be addressed by the Facility Manager at first discovered incident. Should the facility manager not be able to resolve the issue then elevated levels of involvement could be introduced depending on the documented or observed infractions. Since this is a privilege the Garrison Commander, he/she could determine behavior to not be appropriate and revoke privileges as he/she deems appropriate to maintain good order and discipline.

At what point will a 'knuckle-head's' chain of command be made aware he/she is not following the established rules at the Fitness Center? Misbehavior by other patrons is one thing that drives me crazy and I want to tell him/her where to go!?

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First, we encourage all of our patrons to maintain Army Values at all times and if necessary remove yourself from a stressful situation before doing harm to any person, property or reputation. If repeated efforts to 'self police' as a fitness center ambassador fail we ask you to document the incident in the log book and provide as much information as can be obtained regarding the person and situation. The Facility Manager will follow up with the individuals involved with any infractions and consult leadership on when to contact a community member's chain of command. These are case by case situations and they will all be dealt with in the most professional manner. Ultimately the Garrison Commander is responsible for the safety and security of all patrons and will contact a Service Member's (or his/her Family Member) chain of command when necessary to achieve the appropriate outcome.

What are some examples of misbehavior that will result in the recommendation to revoke the privileges to use the unattended fitness center program to the Garrison Commander?

- Theft of Items
- Assault of any type
- Intoxication of patron attempting to use the facility
- Destruction/Vandalism of property
- Piggybacking or allowing others to Piggyback on your swipe into the facility
- Bringing guest into the facility

What equipment / rooms are off limits during the unstaffed hours of operation?

For safety and security reasons the hallway from the waiting area to the racquetball courts will be locked during unattended hours of operation. This includes the Locker Room, Racquetball Courts, Aerobics Room, Functional Fitness / Performance Training Area and the Gymnasium Floor.

Will I be able to use the Sauna and Shower during unattended operations? Why Not?

No, the Sauna and Showers are located inside the locker rooms. The locker rooms are off limits during the unstaffed hours of operation for safety / security reasons.

I normally check out equipment like 'work out bands' from the office, how will I have access to this equipment if there is nobody in the office?

The Zoekler Fitness Center team have identified a limited quantity of items to be left on the floor for unstaffed hours of operation.

What is the process to request additional 'controlled' equipment be left out during unmanned fitness center access?

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If there are items you would like to request are left out which we did not consider, please stop by the office and inform the facility manager. He will evaluate the request and take appropriate action to meet your needs best as possible.

Is the Dress Code still mandatory during unattended hours of operation?

Yes, the Blue Book and Dress Code are applicable 24 hours per day 7 days per week at all USAG Humphreys Fitness Centers

I have some of my own equipment I want to bring into the facility - is this allowed?

No, bringing personal fitness equipment into the Zoeckler Fitness Center is not allowed. Exceptions are weight belts, gloves, knee sleeves, and lifting hooks/straps. Please leave your personal items at home to avoid any accusations by other patrons as observed on CCTV you might be removing items from the facility.

If I sign up today and sign up my family will they be able to access the gym immediately (how soon can I access the facility after registering)?

There are several steps required to be completed in order to finalize your 24 hour fitness center access. They include:

- Registration of Household in RecTrac (can be completed following WebTrac instructions)
- ID Card linking individuals in the household
- Program Safety/Orientation Briefing
- Signing Liability Form/SOU
- Assigning 24 Hour Access Pass (final step of process)

Once all of the above steps are complete the access is granted for 12 months. At the conclusion of 12 months a new Liability Form / SOU will be required to extend your 24 Hour Access Pass

Is there a plan to make any of the other facilities 24 hours?

Family and MWR and the Garrison Commander are always looking for ways to maximize opportunities for our Patrons. Once the successes at Zoeckler Fitness Center are achieved we will review additional possibilities and implement them as necessary.

If something were to happen (Safety/Security) what are the Safety/Medical/Emergency Procedures?

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Emergency Phones are located in the facility next to the Elevator on the 1st and 2nd floors. Both Emergency and Non Emergency phone numbers are posted and patrons are encouraged to use them appropriately. Safety/Security is discussed during the program orientation.

I have a 16 year old (minor) son/daughter who works out with me, can he/she use the program?

According to AR 215-1 and Local Policy the 24 hour fitness center access is only for authorized patrons 18 years or older (17 years old if active duty) during unstaffed hours of operation. If you need to work out with your eligible teenager please do so during staffed hours of operation.