



## YMCA PHONE APP FAQ

### ACCOUNT QUESTIONS

***Q: How do I get the App?***

A: Search "North Penn YMCA" in your phone's app store, then download it to your phone.

***Q: How do I set up an account for the App***

A: Open the App and click on the Log In | Sign Up button, from there click on the Don't have an account? link. Select your home branch and enter the requested information. Please note, your account for the App is separate from your Y account that you use to log into your membership.

***Q: I set up an account on the App and I can't log in.***

A: Please use the "Forgot your password" link on the home screen to receive an email to reset your password.

***Q: How do I change my main Y location?***

A: At the top left, select the circle with your initials. From there, click "App Profile". Scroll down to 'Home Location' and set it to the location you would prefer to see information for.

***Q: How do I log my weight and height?***

A: At the top left, select the circle with your initials. From there, click on "App Profile", scroll down to 'Height' and 'Weight'.

***Q: What if I don't want my workouts highlighted on the Activity Feed?***

A: Click on the top left icon with your initials in a circle, then Settings, Privacy and toggle Public off.

***Q: How do I use the app to scan in at the Y?***

A: Click on the barcode symbol in the upper right corner. Use your phone's camera to capture your membership barcode. Please be sure "Allow Camera" is selected in the app settings.

### WORKOUT RELATED QUESTIONS

***Q: How do I log a workout?***

You can enter a workout manually by selecting the "Wellness" tab at the +Log Workout widget. You can also add a missing workout this way. This will allow you to pick the type of workout and track the duration, distance, and calories burned. When you enter the type of activity and duration, the app will estimate the calories. The first time you visit the +Log Workout you will need to unlock smart workouts with your Egym Id by following the prompts.

You can also use "xCapture". This allows you to take a picture of the display on cardio equipment and it will log the workout for you. You can access xCapture from the + at the top, which opens "Quick Actions".

Make sure you connect your wearable apps to the app using the "Connected Apps" in your profile. There will be a slight delay before the workout shows up on your "Workout" widget.

You can also use a number of third party apps, wearables and trackers such as FitBit and MyFitnessPal. The full list of these can be found in the "Connected Apps" section.

***Q: How do I create a workout?***

A: You can add a workout by selecting the Wellness tab, then Training Plans, View All and +Create Workout.

### **3RD PARTY APPS + DEVICES AND ACCOUNT LINKING QUESTIONS**

***Q: Can I link more than one 3rd party app and device?***

A: Yes, you can link multiple devices and they will all track.

***Q: How do I link 3rd party apps?***

A: To link your 3rd Party Applications please:

- Create a 3rd party account (if you don't already have one).
- Sign-in to your account on the App and go to "Connected Apps" and follow the prompts.
- Click "link" for the accounts you wish to link.
- Authorize info sharing.

***Q: I don't see my 3rd party app summary on the "Dashboard" page. Are my accounts linked?***

A: Try a few steps to ensure your account is linked properly:  
Log out and sign back into your 3rd party app account  
Log out of the app and sign back in

Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears in the app.

## **CHALLENGE QUESTIONS**

### ***Q: How long does a challenge last?***

A: Please visit the Challenges widget on the Community tab on the App to view the challenge details or you can visit the Welcome Center for more information on challenges.

### ***Q: What if I am on vacation during the challenge but still want to participate?***

A: You can participate on the go! Link to your 3rd party apps and wearable devices (ex: Fitbit, Runkeeper, MyFitnessPal, etc.) under "Connected Apps".

### ***Q: Can I participate in more than one challenge?***

A: Absolutely, join as many as you'd like within the same Y location.

### ***Q: My workouts are missing from the challenge.***

A: Please be sure you +Log Workout and confirm your 3rd party devices are synced. Please visit the "Challenge" tile on the App for full challenge details as rules can differ per challenge. Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears on the leaderboard.

### ***Q: I signed up for the challenge but my workouts aren't counting towards it.***

A: Please check the start date of the challenge in the app. It may not have started yet. Your workouts will begin recording when the Challenge officially starts. Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears on the leaderboard.

### ***Q: How do I leave a challenge?***

A: Please sign into the app and go to the "Challenge" tile and click on the challenge you have joined. From there, you can click on "Leave Challenge" button on the bottom of the screen. This will remove you from the Y challenge.