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FOR HEALTHY LIVING
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NEW YMCA OF NORTHWEST NORTH CAROLINA MOBILE APP — FREQUENTLY ASKED QUESTIONS

Where can I find the new app? Will it automatically replace the one I already have downloaded?

You can go to your phone's app store by searching for "YMCA of Northwest North Carolina." This is a new app, so it won't replace the current one. After you've downloaded the new one, you can delete the existing app.

How do I log on?

You can create an account with an email address, and create your own password. From there, you can personalize your account with your home branch location, a profile photo, and more!

How do I enter my barcode?

You can enter this information by tapping on the icon in the upper right corner that looks like a box with a line through the middle. You can add and manage your barcode there. If you have an iPhone, you can add your barcode to your Apple Wallet. Plus, you can have multiple barcodes saved on the app. If a member has a household membership, they can include barcodes for others in their family on their app.

What new updates are in this app? What new features?

- Users can manually track their workouts, or connect with their Fitbit, Apple Watch, Myzone, and others!
- Users can join fitness challenges created by the Association. For example, there could be a challenge for a month to burn XX amount of calories, which users can join and follow along.
- There is a points system that rewards members for their hard work! This "gamification" of the app can challenge members to meet their workout goals consistently and level up as they continue to make achievements.
- We can include updates and other important news from the Y on the app, as well as information for deals and promotions.

YMCA OF NORTHWEST NORTH CAROLINA

301 N Main Street, Suite 1900 Winston-Salem NC 27101

P 336 777 8055 F 336 777 6345 www.ymcanwnc.org A United Way Agency

Our Mission: "Helping people reach their God-given potential in spirit, mind and body." Financial Assistance available.



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Will there be push notifications?

Yes! Push notifications can let members know of sudden changes, such as a class cancellation.

How do I receive push notifications?

When you first set up the app with your new login, you'll be asked if you want to receive push notifications. After you select "yes," you'll still need to go to the settings on your phone and manage how you want to receive notifications. For example, if you want to see push notifications on your phone's lock screen, you will need to enable them in your phone's settings, not in the app's settings.

How do I search for classes on the app?

On the bottom of the screen, tap on "My Y." The top of the screen will show you upcoming classes. Tap "View All Classes" to see classes and swim lane reservations at your home branch, nearby branches, or at any branch across the association!

How do I filter classes in the mobile app?

First, select "My Y" at the bottom of the screen. On the next page, select "View All Classes." You can then select "Filters" in the upper left hand corner and sort classes by locations, class type, and instructor. You can select or check as many classes as you want.

How do I book a class?

After you have filtered and selected the class(es) you want to see, tap on the class. It will then show you a description of the class, when it is, who the instructor is, and if there are any spots left. At the bottom of the screen, you can select "Book Class" to save your spot.

How do I cancel a class reservation?

On the same page as listed above, the "Book Class" button will be replaced with an option to cancel the same class. Tap the cancel button, and it will ask if you are sure you want to cancel. You can then select yes or no.

Can I schedule someone else in the same class as me from the mobile app?

With this version of our app, you can only book spots in group exercise classes and for swimming lanes for yourself only.

Will the app work on older phone models?

The new app will work on all iPhones with iOS 12 as the current operating system update or higher, and version 5.0 or higher for Android phones.

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