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## Frequently Asked Questions For Using our App

### APP TILE FUNCTIONS

- **Member Profile:**
  - **Purple Pencil**
    - users can fill in their information along with their birthday and home branch preference under Home Location
  - **Notification Bell**
    - Users can view a list of recent push notifications, challenge notifications, and have the option to select 'clear all' in order to no longer see a history of notifications
  - **Locations**
    - This will show a user the address of their home location, a map view of their home location, hours for their home location, directions to their home location, option to call or email the location, and link the website
  - **Support**
    - If a user is having trouble, they can click the Support tile to provide feedback on their issue
- **Barcode**
  - App users can store their membership card in the app to allow for check-in ease.
  - Please note, only one membership card can be stored in the app.
- **Find a class**
  - This tile lists Group Exercise offerings for the app user's home branch. This tile also allows a user to filter how they see classes. Users can filter by Classes, Location (to see classes at other branches), Activity, and Instructor.
- **Additional schedules**
  - If there are additional schedules at a branch, this tile will redirect to the schedules page of the website.
- **Rewards**
  - Users can earn rewards for connecting a app or device, checking into the app while at the Y (please note, points will only be generated for this if location sharing is turned *on*), creating a goal, achieving a goal, achieving every 10 goals, tracking a workout, installing the app, joining a phone app challenge, completing a phone app challenge,, referring someone through the referral tile, updating their profile, and birthday bonus (birthday must be filled in on their profile and cannot be entered the day before or day of their birthday). A list of these earning actions are listed on the Rewards tile under Points along with how many points each action is worth.
  - The Catalogue tile of Rewards shows a user how many points each reward is. Rewards include free cooler drink, YMCA water bottle, \$20 off program, YMCA hat, YMCA t-shirt, YMCA travel mug, YMCA sling backpack, YMCA gym bag, complimentary guest passes, free personal training session, and free month of membership dues. Once a user has enough



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points to claim a reward, the number next to the item will appear in black instead of light gray. If a person wants to claim the reward that they have enough points for, they will click on the name of the reward then click the blue Claim button. A voucher for this reward will be stored under the My Rewards tile under Rewards and is to be shown to a MER in order to receive their reward.

- If a user ever has a question on their history of points, they can select History under the Rewards tile and see by month all of their earning actions.
- Please note, rewards items are not for sale.
- **Challenges**
  - Throughout the year we will have a different phone app challenge that users can join. They will receive points towards our Y App Rewards program for joining and completing the challenge. Whoever finishes in first place also receives 25 bonus points.
- **Refer a Friend**
  - This tile allows users to refer their friends to their home branch. Each branch has a designated person who reaches out to referrals and provides guest passes.
- **Goal Center**
  - This tile allows users to create goals based on number of workouts, calories, time, and distance then tracks the user's progress towards achieving the goal.
- **Training**
  - This tile allows users to complete a form to request a fitness consultation, personal training, Inbody Scan, and more.
- **MyZone**
  - This tile can only be viewed when the home location is set to Doylestown, Fairless Hills, Newtown, Quakertown, and Warminster and directs users to their MyZone app.
- **Mindbody**
  - This tile currently is only available when the home location is set to Doylestown, Fairless Hills, Newtown, Quakertown, and Warminster. This tile directs users to each branch's Mindbody page.
- **My Account**
  - This tile goes to [this](#) online registration page for Daxko. The information used on this tile needs to be what a person uses to register for programs online and is not necessarily the same information that a person used to create their phone app account. If a person is in Daxko more than once and their account has not been merged, a user may have difficulty navigating to the proper online account.
- **Connected Apps**
  - Users can connect to their favorite apps and wearables including Apple Watch, Apple Health, Fitbit, Garmin, MapMyFitness, Misfit, MyFitnessPal, Polar, Precor, Runkeeper, Strava, Suunto, TomTom, and Withings.



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## ACCOUNT QUESTIONS

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

A: Please use the "Forgot your passcode" link on the home screen to contact us and we will email you a temporary login and password for your app. After you sign in, please go to the "xID Settings" in the side menu and create a new passcode.

The Side Menu can be accessed by touching the 3 horizontal bars at the top right corner of the screen on the main page.

### **Q: Where do I find the hours of operations?**

A: Click on the top left icon with your initials in a circle. This is your account information. Click on locations. Your main branch will appear. Click on hours.

### **Q: Where do I find the hours of a different branch?**

A: Click on the top left icon with your initials in a circle. This is your account information. Click on locations. Your main branch will appear. Click on the top right magnifying glass icon. You will be given the option of both branches. Click on the one you want and then click hours.

## WORKOUT RELATED QUESTIONS

### **Q: How do I track a workout?**

A: Go to the Workouts tile and select the blue Track Workout button. Select the workout you completed. If you cannot find your workout, select Other.

### **Q: How do I access training plans?**

A: Go to the Workouts tile and next to Top Picks, select See All. Then click on a plan that meets your interests. If you aren't sure how to do an exercise, select the image to the left of the action for an overview and animation. When you're ready to begin the training plan, select Start.

### **Q: What is xID?**

A: The xID user identification system is a universal numeric user ID for fitness equipment, mobile apps, and websites. You can use a 10-14 digit number to sign in (phone numbers are easiest to remember). There is a 4-digit numeric passcode for security reasons. Look for the xID mark to know if your Y location has YSV App -connected equipment. Be sure to sign-in to track and personalize your workout activity.

### **Q: What is my xCapture isn't working?**

A: The xCapture feature needs human eyes to validate each xCapture that comes through the system. It can take up to 24 hours. If you still don't see your workout recorded, check the setting for your YMCA Bucks app and 'allow' YMCA Bucks to access your camera.



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**Q: I don't work-out on cardio equipment but want to track my workouts. How do I do that?**

A: No problem, use the "Track Workout" feature under "Workouts" and enter in your workouts by day and type, if the workout isn't there, select Other. You can also link 3rd party tracking apps and devices to your account under the "Connected Apps" tab to automatically track workouts.

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

A: Please go to the "Side Menu" and under "Privacy" select the private.

The Side Menu can be accessed by touching the 3 horizontal bars at the top right corner of the screen on the main page.

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

**Q: Can I connect my Apple Watch to the app?**

A: Yes, you can sync your Apple Watch to our phone app and access our phone app from your Watch.

**Q: What can the app do from my Apple Watch?**

A: You can access the following features of our app from your Apple Watch

- Barcode – Barcodes added into Apple Wallet will pop up on your watch as you approach your home location making check-in easy (as long as location sharing is turned on)
- Viewing and managing class schedules
- Follow a training plan
- Live exercise tracking
- Participate in app challenges

**Q: I don't see my favorite 3rd party apps or device. Are you adding more?**

A: Our app provider is continuously adding more. Please let us know your favorite so we can request they add it to the list: [bdennis@ymcabhc.org](mailto:bdennis@ymcabhc.org).

**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:



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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.

Still having problems? Email [bdennis@ymcabhc.org](mailto:bdennis@ymcabhc.org) for assistance.

### **Q: Third Party Linking and Workout Duplicates**

A: If two 3rd party apps are linked to each other and linked to your Netpulse account you will see duplicate workouts in your workouts tab because both sources will send data to Netpulse.

## **CHALLENGE QUESTIONS**

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

A: Please visit the challenge tile on the App to view the challenge details.

### **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: Apple Watch, Fitbit, Runkeeper, MyFitnessPal, etc.) under "Connected Apps" tile in the app.

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

A: Absolutely, join as many as you'd like.

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

A: Please be sure you take a photo of the cardio machine using xCapture with the post workout stats and/or confirm your 3rd party devices are synced. Please visit the "Challenge" tab 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.