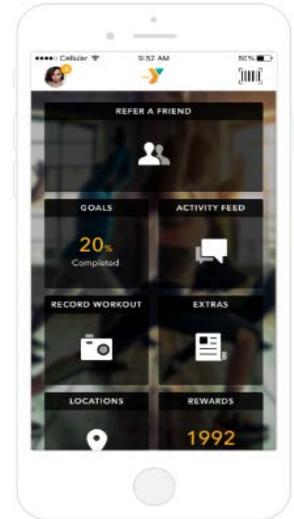




FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MORE MOBILE MORE FRIENDLY

Frequently Asked Questions Stateline Family YMCA



I liked the old app, why are you making a new one?

The new Y app will combine the functionality of the previous mobile app, as well as enhanced features such as challenges, rewards, custom workouts, and refer a friend.

What will it cost to download?

The new mobile app will be available to all at no cost.

What devices will it be available for?

Apple and Android devices.

When will the new app be available?

The new Y app will be available for download in the Apple Store and Google Play Store in April 29, 2019.

Where do I find the hours of operations?

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.

Where do I find the hours of a different branch?

Click on the top left icon with your personal image 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 see all branch locations. Click on the branch you want and then click hours.

How do I switch from one branch group exercise schedule to another?

Click the Find a Class tile. Then click on the bottom middle magnifying glass icon. All branch locations will appear. Click the name of the branch and that exercise schedule will appear.

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

Click on the top left icon with personal image in a circle. This is your account information. Click settings and then Privacy. Choose either Public or Private.

How do I know if my location is enabled so I can receive check-in points?

To check to see if location is already enabled on your phone, open your app and look in the top left corner. To the right of the time, there will be a compass icon (looks like an arrow pointing to the right corner). For iPhone users – If you don't see it, go to your phone settings (not on the app) and scroll down until you see Stateline Family YMCA app and click the 'more info' menu to the right. For Android users – If you don't see it, go to your phone settings (not on the app) and scroll down and click apps, find the Stateline Family YMCA app and click on it. On both types of phones, location will appear as either disabled, on all of the time, or on while using the app. Choose one of the two last preferences.

What if my xCapture isn't working?

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 settings for your Stateline Family YMCA app and 'allow' Stateline Family YMCA to access your camera.

What if I don't see my tracking device on the Connected Apps tile?

Our app developer is continuously adding new devices. Let them know your favorite by emailing feedback@netpulse.com.

I am not able to add multiple barcodes for all my family members.

With the current version of the app, users are only able to add one barcode at a time. When you scan in at the Welcome Center, Y staff can check in all members in your household.

How can I share feedback or report problems or questions with the app?

Once you download the new Y app, you can submit feedback at any time by contacting Support through the left side navigation within your app.

I see two options when I search "Stateline Family YMCA" in my app store.

Which one is the new app?

Select the orange background with white Y logo.

The app developer will be listed as "NetPulse".



Why do I have to create an account?

As for app accounts, we require this step so that the app can track rewards, workouts, etc. and that their settings (i.e class schedule and barcode) are saved each time they access the app.