



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MY Y CONNECT MOBILE APP FAQs

MOBILE APP ACCESS FAQs

Q: How do I login to the App?

A: [A simple video walk through can be viewed here](#), but here are the basics steps.

1. **DOWNLOAD:** After downloading the app, open it and select Login.
2. **LOGIN IN WITH YOUR MY Y ACCOUNT:** Then enter your My Y Account email and password.
3. **CREATE AN eGYM ACCOUNT:** The eGYM account will give you access to a library of exercises, workout planning, challenges and other app features.
 - a. Click on your profile image in the upper left-hand corner, then "App Profile"
 - b. Click the "Link Account" option under eGYM Account section.
 - c. Enter a password, we suggest using the same password you use for your My Y Account and hit the create button.

Q: I put in my email address, but it's saying it's invalid?

A: Please visit a YMCA Welcome Center to double check we have the correct email on file for your account.

Q: I put in my password, but it's saying it's invalid?

A: Click on "Forgot your password?" and choose send email to your email address to start the password reset process. Select a new password, enter it again in the confirm password box, add in the code that was sent via email to your email address and hit reset. If you need further assistance visit a YMCA Welcome Center or give us a call at one of our [locations](#).

YMCA ACCESS FAQs

Q: Can I use the app to scan in at my local YMCA?

A: Absolutely, just click the button in the top right corner of the app. Your scan tag will be automatically loaded from your My Y Account.

YMCA OF GREATER NASHUA

Merrimack YMCA
6 Henry Clay Drive
Merrimack, NH 03054
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Nashua YMCA
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Nashua, NH 03062
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Westwood Park YMCA
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WORKOUT TRACKING FAQs

Q: How do I log a workout?

A: There are two ways to record a workout.

- The first is a "Manual Entry". Here, you will open the "Record a Workout" tile and select "Manual Entry". This will allow you to pick the type of workout and track the duration, distance, and calories burned.
- You can also use a number of third-party apps and trackers such as FitBit and MyFitnessPal. The full list of these can be found in the "Connected Apps" tile. If you need help connecting a 3rd party, just let me know.

Q: How do I edit/delete a workout?

A: You can edit your workouts in the "Workouts" tab. Hold press on the workout entry and the workout will appear, you can edit each piece as needed. To delete a workout, click on workout and then the trash icon and the workout will delete!

Q: How do I track workouts on cardio equipment?

A: No problem, use the "Manual" entry feature under "Record a Workout" and enter in your workouts by day. 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 Activity Feed?

A: Please go to the "Side Menu" and under "Privacy" where you can control your profile settings.

CONNECTED APPS/DEVICES FAQs

Q: What apps/devices can I connect with?

A: For a full list of apps to connect with, please click on your profile photo in the app, then visit the "Connected Apps" link in the window that opens.

Q: How do I connect other apps/devices?

A: Please open the "Connected Apps" link and toggle on the button next to the app you wish to connect. You will then be guided to a screen where you will log into your connected app account.

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

A: Yes, you can link multiple apps/devices and they will all track. However, if two or more connected apps are linked to each other it may cause duplication of workouts in the app.

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GOALS, CHALLENGES AND BIOAGE FAQs

Q: How do I create a goal?

A: You can create a personal goal by accessing the Goal Center section of the app on the Progress Tab. Here, it will allow you to pick your goal type, target and duration.

Q: Can I have multiple goals at once?

A: No, you can set only one goal at a time.

Q: Can I create a goal for me and my friend?

A: No, this is your personal workout tracking account. If you attend the same gym with your friend, you can, both, join a challenge created by the club.

Q: How long does a challenge last?

A: Please visit the challenge section of the App on the Community tab to view 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/devices (Fitbit, Runkeeper, MyFitnessPal, etc.) under the "Connected Apps" tab.

Q: Can I participate in more than one challenge?

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

Q: What is BioAge and how do I use it?

A: BioAge is an added benefit located in the Progress tab of the app. It can be used as a simple self-assessment of your overall health by using a few key data points and details about yourself. The BioAge health score is a representation of how you currently compare to typical average values for your age group based on data you enter into the strength, flexibility, metabolism and cardio groupings.

PROGRAM REGISTRATION FAQs

Q: Where do I sign up for programs?

A: Navigate to the bottom tab second from the left, "Programs" and click the first button "Program Registration"

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Q: How do I search for the program I am looking for?

A: Click the filters button at the top left-hand corner and use the second drop down "Programs" to choose your program type, make sure you've chosen the correct branch that you would like to take your program at.

Q: Can I search for multiple branches at once?

A: Unfortunately, in the app you can only search for programs in one location at a time.

Q: What other filter can I search by?

A: Once you've chosen your branch you may filter by day, by any program grouping or a specific program name/type.

Q: How do I contact the Director of the program?

A: Once you have selected the program during registration there are hyperlinks to call the branch the director is most commonly in or the best way to reach them is to use the hyperlink to email them directly.

Q: The app is asking me to log in again, what credentials do I use?

A: Please use your My Y account login!

Q: Where can I find the program guide?

A: The program guide is the second button underneath "Program Registration" and will bring you directly to the program guide on our website.

MY Y ACCOUNT FAQs

Q: How do I log into my Y Account to make changes?

A: Navigate to programs the second tab on the bottom of the App Home screen and click on the third button "My Y Account". From here you will be directed to log in to your Y account using your Y account credentials.

Q: What if I forget my password?

A: Please click "Forgot password" and choose the third option "Send email to ..." and click submit. Please note that once you've changed your Y Account password you will need to reenter your credentials into the app after you close out.

Q: What if I ask to be sent a SMS reset text code?

A: This is a ONE-TIME log in code and WILL NOT allow you to reset your password.

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Q: What can I update on my Y Account?

A: Once logged into your account through the App you can manage the following:

- Your profile
- SMS settings
- Email settings
- Change your Y account password
- Edit the additional members on your account
- See our live branch capacity at each branch
- Edit your membership payment information
- Manage program registrations
- See agreements
- See balances due
- View payment history
- View registrations
- And more

GROUP EXERCISE RESERVATION FAQs

Q: What happened to SuperSaas for Group Exercise Reservations?

A: We'll be moving away from SuperSaas and into a new system for reservations that are integrated with your membership account. As of February 1, you'll make all of your Group Exercise Reservations through the mobile app or through our website by logging into your "My Y Account." You can also stop by the Welcome Center to have a team member assist you.

Q: How do I make a Tennis or Racquetball Reservation?

A: You'll continue to make your reservation in SuperSaas for now. You can expect a migration soon.

Q: What is my username and password to make a group exercise reservation?

A: It is the same username and password you would use to access your membership account or to register for a class through the "My Y Account" login. If you're unsure about those login credentials, call or stop by the Welcome Center for assistance.

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