



The Arlington-Mansfield Area YMCA

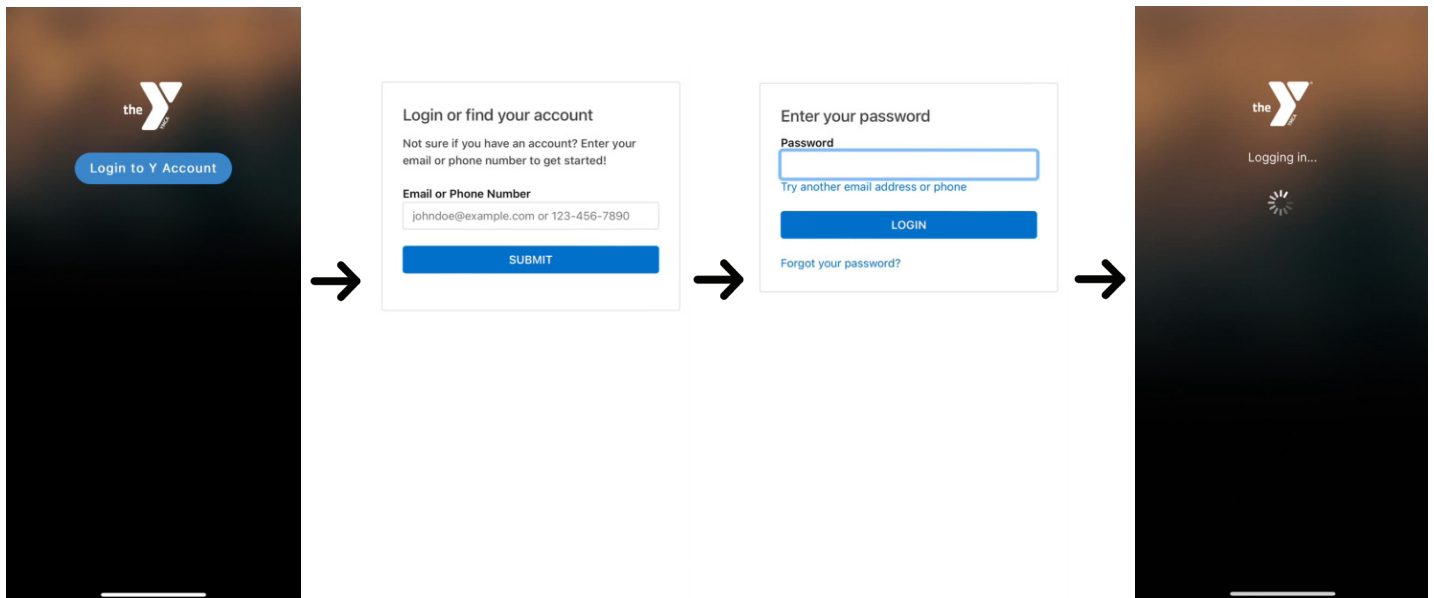
Welcome to the Y! This document will provide guidance for installing and using our mobile app. The app is your ticket to everything the Y has to offer. Through the app members can manage their profile, reserve a spot in a group exercise class, and access our library of virtual fitness classes. Everyone can use the app to register for YMCA programs, learn about events and happenings at the Y, and stay updated about schedule changes and closures.

The Arlington-Mansfield Area YMCA mobile app will ensure that your experience with us is the best it can be. Download it from the App Store or Google Play today!

Login to your new app.

The login process is the same for iPhone and Android users.

1. Tap "Login to Y Account."
2. Enter the email or phone number associated with your Y member account.
3. Enter the password associated with your Y member account. The app will then load all of your member data.



If you haven't set up your online member account, you will need to do so before logging into the app. You can access the online member portal on our website. If you need help, please contact Member Services or visit the Welcome Center.

Password Recovery

If you need to reset your password:

1. Choose an option to receive your one-time code.
2. Tap "get code."
3. Retrieve your code from your email or mobile phone.
4. Enter a new password, confirm it, and then enter your code.
5. Tap "reset" and login using your new password.

The first screenshot shows a login screen with a 'TRY ANOTHER EMAIL OR PHONE' link at the top. Below it is a 'Password' input field and a blue 'LOGIN' button. Underneath is an 'OR' separator and a 'Get a one-time code' section with three radio button options: 'Email to dev*****@familyworks.app' (selected), 'SMS to 910-***-***81', and 'Voice Call to 910-***-***81'. A grey 'GET CODE' button is at the bottom. A link 'Forgot your password? Get a reset link.' is at the very bottom. An arrow points to the second screenshot.

The second screenshot is titled 'Reset Password'. It has a 'Password' input field, a 'Confirm Password' input field, and a lock icon with the text 'Your password needs to:'. Below this are three bullet points: 'Be at least 7 characters long.', 'Include both lower and upper case characters.', and 'Include at least 1 number.'. There is an 'Enter Code sent to dev*****@familyworks.app' input field and a blue 'RESET AND LOG IN' button at the bottom.

If you get an error message stating that your email or phone number can't be found:

1. Check your account online to see what email or phone number you use to access your Y member account.
2. If you're still stuck, our Member Services team can help you look up your email and/or phone #, or send you a link to reset your password.

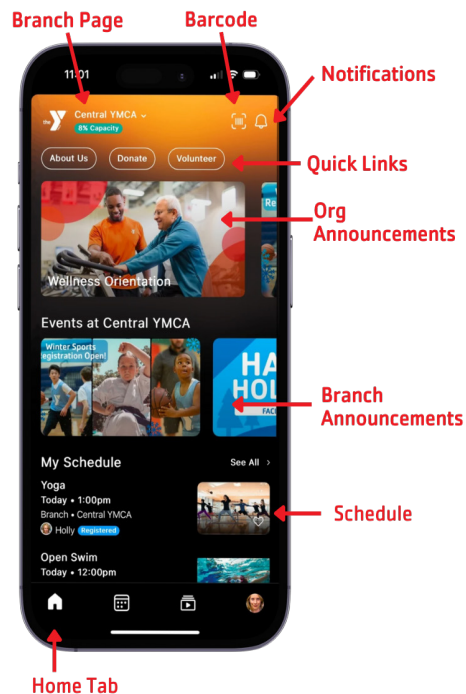
Once you've logged in you're all set! You'll have access to everything you need to use and enjoy your membership.

Find it all in the Y mobile app.

Now that you've logged into your new app, let's have a look around! The Home tab is the first screen that appears when you open the app. It houses all of the essential features you need to get started.

On the Home tab you'll find:

- Location Information Page
- Barcode(s) to check in at the Y
- Notifications
- Quick Links
- Announcements
- Coming Events
- Challenges
- Goals

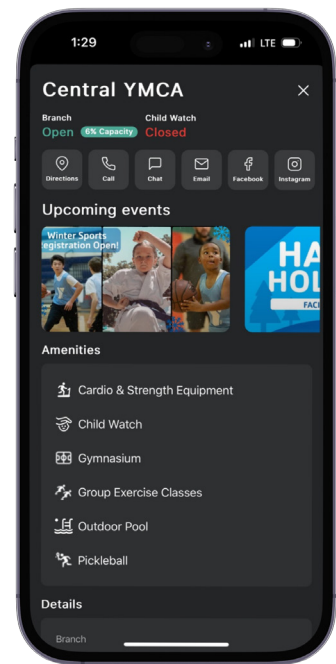


Location Information Page

The location information page shows you information like operating hours, contact information, announcements, amenities, and more. To navigate to the Location Information Page, tap the location name at the top of the Home screen.

Barcode

Tap the barcode icon at the top of the home screen to access your barcode. The barcode lets you scan in at the Welcome Center. For individuals, there will be one barcode. For families, there will be barcodes for each person under your membership.



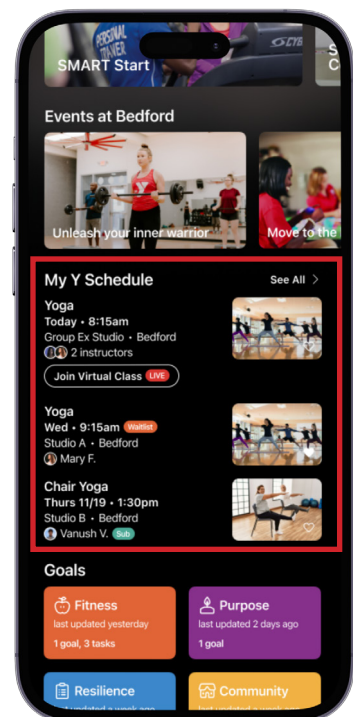
Notifications

To view your notifications, tap the bell icon at the top of the home screen. Once the bell is selected, a list of all notifications will appear. Examples of notifications you may receive include goal reminders, class updates, event information, schedule changes, and facility closures. Be sure to enable all notifications to make sure you don't miss important updates!

Schedule

On the home tab, you will see the next three events that you or anyone in your family has signed up for. These events will be grouped by member.

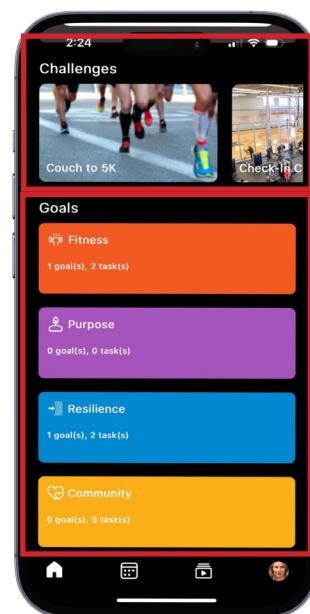
To see a full list of all events, tap "see all." Here you can see all of your family's past, future, and favorite events. If you need to change your registration status, tap on the event itself.



Challenges & Goals

Every so often we will post challenges for you in the app. These challenges are designed to help you improve your fitness level, engage with other members, or try something new. When active, challenges will appear below Events and above the Goals section of the home screen.

The goals section is found at the bottom of the Home Page. When you click on a goal category, you will be able to add a new goal or task, mark an existing goal or task complete, or navigate to another category.



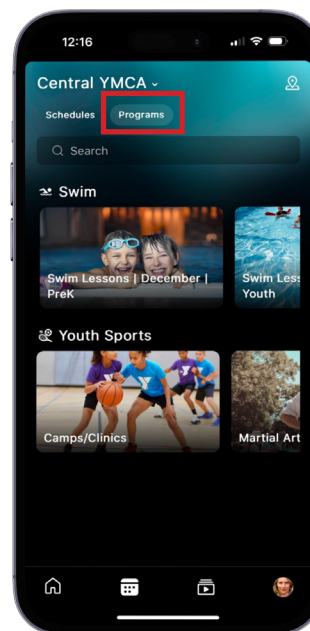
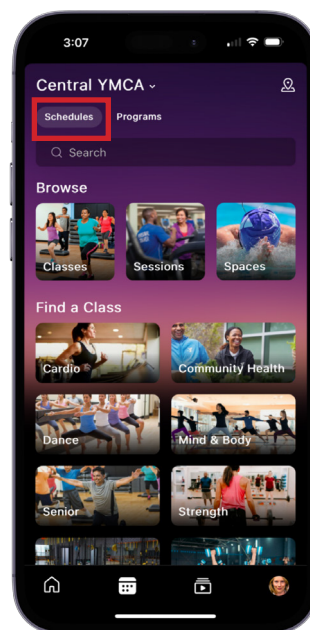
Schedules & Programs

The Schedules & Programs screen enables you to browse and sign-up for classes and programs offered by our YMCA. The Schedules tab showcases class, appointment, reservation, and space schedules. These could include things like group exercise, wellness orientations, open swim, court availability, and many more.

Programs are paid activities such as swimming, sports, camps, and more. Through the Programs screen you can search for programs using the search bar at the top of the screen, or you can browse using preset categories. Once you've found what you're looking for, you can register right there in the app.

When you tap the program you're interested in, you will see a list of all the available programs.* The search can be further filtered by the dropdowns at the top of the page including day of the week or age. Each listing shows the program name, price, location, date, and time. Tapping on a listing will open up your registration screen. From there just tap "register online" and follow the prompts to complete your registration.

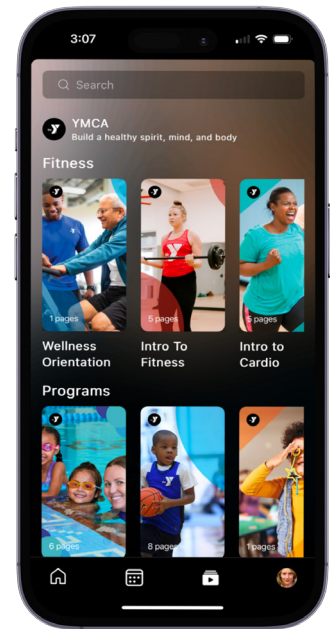
****PRO-TIP:** Only programs that are currently enrolling will appear in search results! Registration periods vary by session. Visit our website for more information about registration periods.



Playbooks

Playbooks are educational content created specifically for you. You can access the playbooks by tapping the “Play” icon at the bottom of the home screen. Playbooks function similarly to Instagram or Facebook stories and may feature pictures, videos, assessments, and more.

To view a playbook, click on the image above the playbook name. A new page will appear with the content you’ve selected. To advance through the pages, tap the right-hand side of the screen. A progress bar at the top of the screen will show you how many pages are left.



Your User Profile

The profile tab has all of your member information. This is where you can adjust your settings.

Metrics

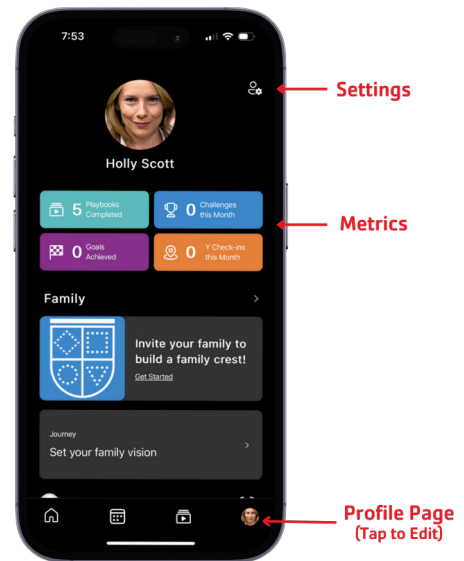
There are four metrics that will appear on your profile page:

1. Playbooks Completed
2. Challenges Finished
3. Goals Achieved
4. Y Check-ins

Family Section

On the profile tab there are 5 features for families:

1. Family Name - edit by tapping the name that appears
2. Family Crest - tap “Get Started” to create a family crest that represents your family values
3. Family Journey - tap the arrow to state where you are now and your vision for the future
4. List of Family Members - tap on the “add person” icon to invite others on your account to collaborate
5. Program Registrations - lists any programs you or a family member are enrolled in



Your User Profile, cont.

Settings

Click the User Settings icon in the top right of the screen to access the settings. Here you can:

1. Edit your profile
2. Adjust your notification settings
3. View current and past challenges
4. View and modify your schedule
5. View your current balance, update your payment information, and access your full member account
6. Access our chat function (when available)
7. Log out

Edit Profile

Tapping "Edit Profile" will allow you to update your contact information. Changing your personal information here will update your member account. (Profile pics can only be updated by visiting the Welcome Center.) Tapping "delete profile" will delete your app data, but will not cancel or delete your Y membership.

Notification Settings

You can customize which notifications you receive here. You are automatically subscribed to all notifications for your home branch. You can opt-in to receive notifications from other branches as well.

****PRO TIP:** Be sure to enable notifications so you receive important updates and information about what's going on at the Y!

You're ready!

Now that you've installed and understand your Y mobile app, you're ready to enjoy all of the benefits of membership. If you need any help along the way, just stop by the Welcome Center. Thank you!

