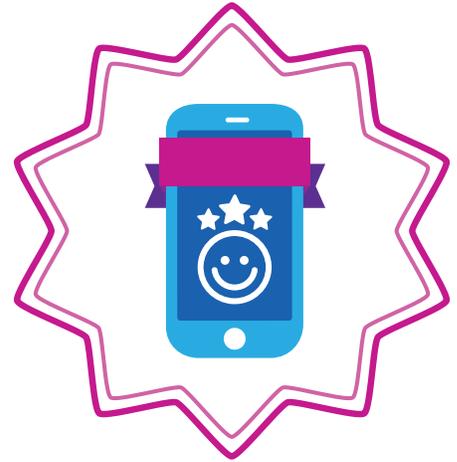




**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# MOBILE APP FAQS

## **Our Y App – Frequently Asked Questions YMCA OF SNOHOMISH COUNTY**



### **What will it cost to download?**

The mobile app is available to all at no cost.

### **What devices will it be available for?**

Apple and Android devices.

### **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 Snoco 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 Snoco 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 Snoco YMCA app and 'allow' Snoco 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](mailto:feedback@netpulse.com).

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

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

### **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.