



# The Keene Family YMCA Mobile App

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 register for YMCA programs, learn about events and happenings at the Y, and stay updated about schedule changes and closures.

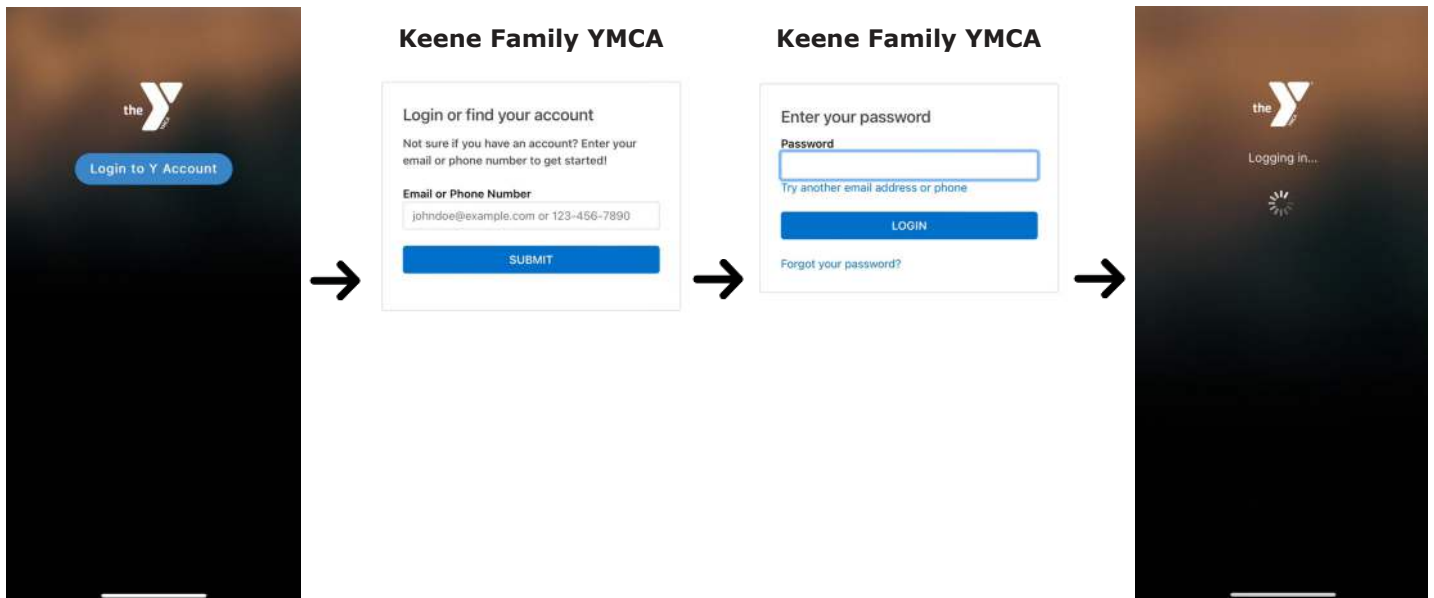
The Keene Family YMCA mobile app will ensure that your experience with us is the best it can be. Download it from the App Store or Google Play today!



## 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.

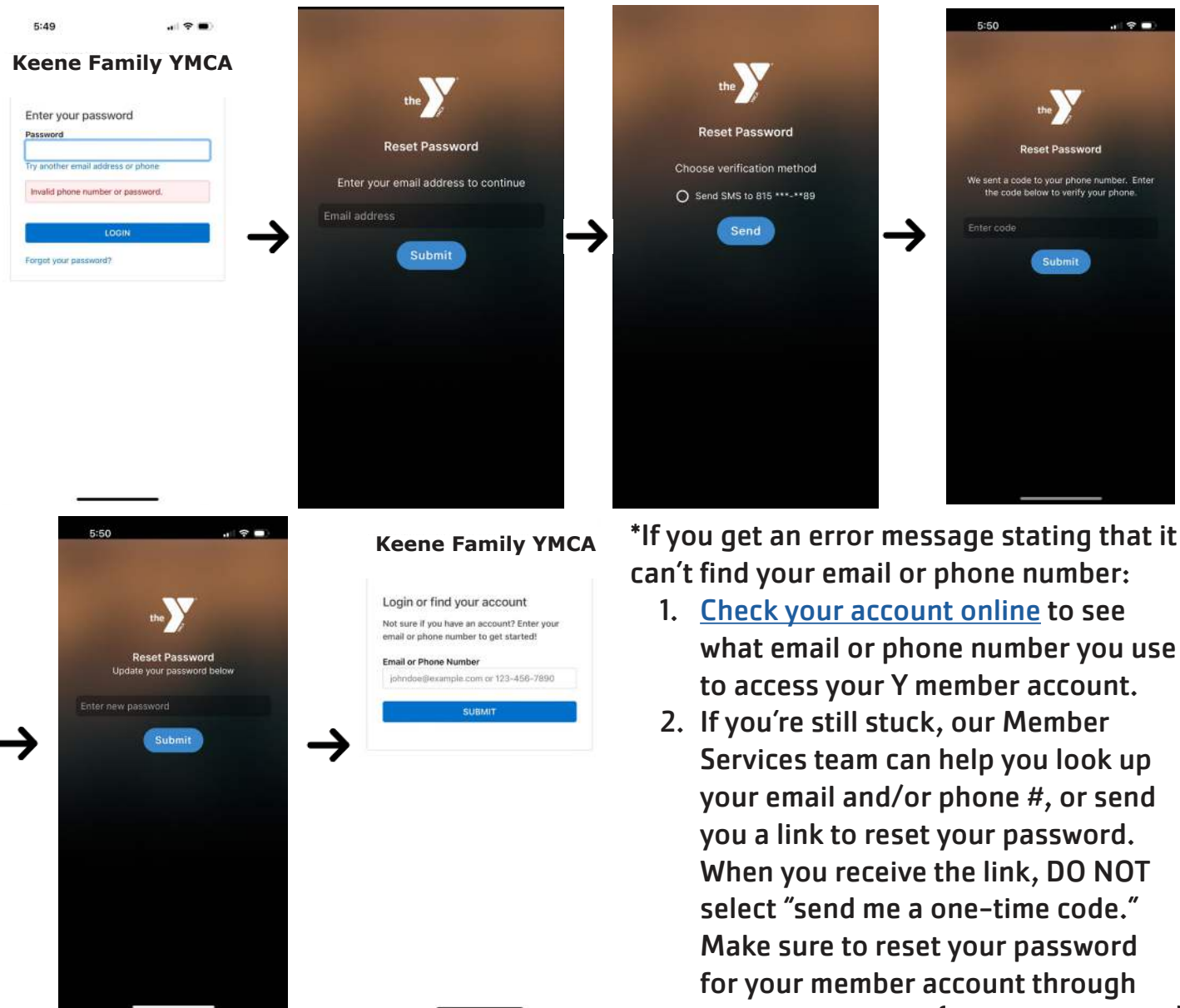


If you haven't set up your online member account, you will need to do so before logging into the app. You can [access the online member portal here](#). If you need help, please contact Member Services at [memberservices@keene-ymca.org](mailto:memberservices@keene-ymca.org) or visit the Welcome Center.

# Password Recovery

If you need to reset your password:

1. Click the "Forgot your password?" link below the login button.
2. Enter your email address, and tap "Submit"\*
3. Select a phone number or email address to authenticate.\*
4. Enter the verification code.
5. Enter your new password.
6. Login using your new password.



\*If you get an error message stating that it can't find your email or phone number:

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. When you receive the link, **DO NOT** select "send me a one-time code." Make sure to reset your password for your member account through your web browser (mobile or desktop) **THEN** use that new password to login to the app.

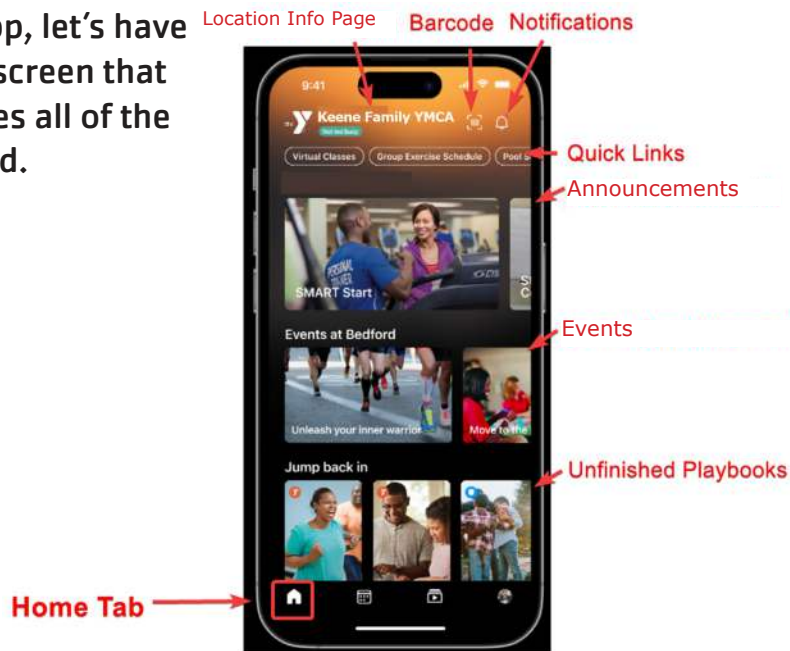
Once you've logged in you're all set! You'll have access to everything you need to use and enjoy your membership at the Keene Family YMCA.

# 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

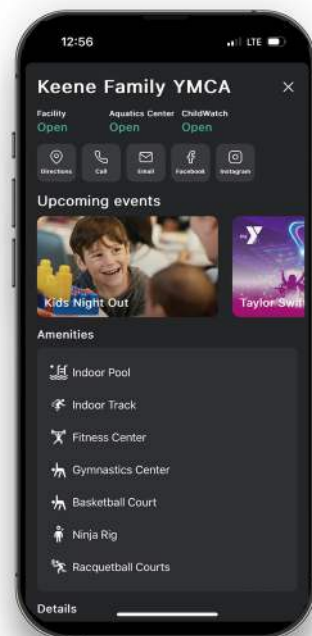


## Location Information Page

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 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.



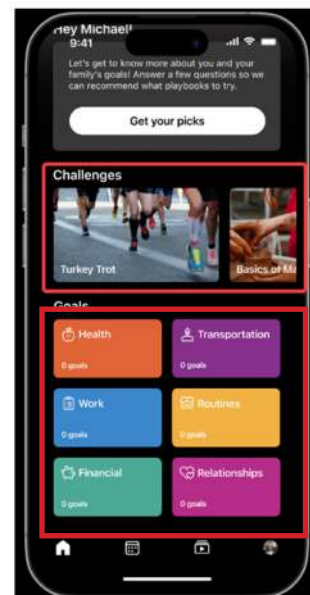
## Notifications

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!

# 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.



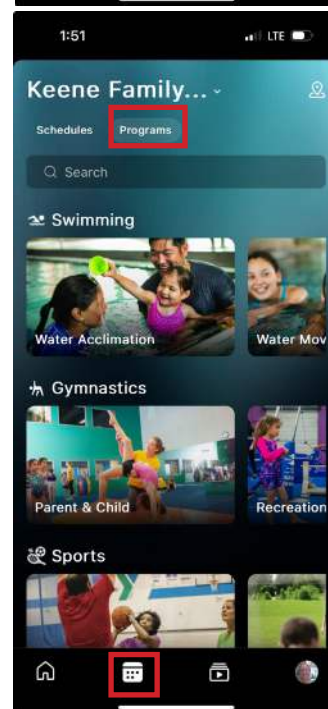
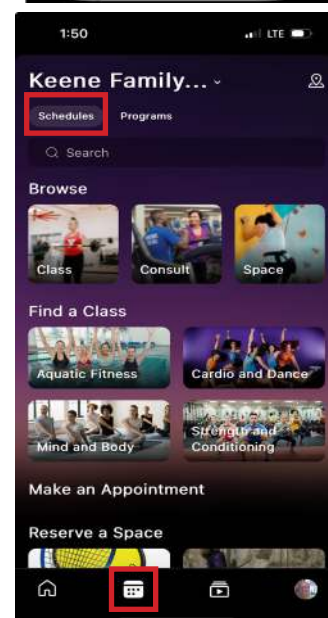
# Schedules & Programs

The Schedules & Programs screen enables you to browse and sign-up for classes and programs offered by our YMCA. The Schedules tab showcases our many free classes offered for members. These include group exercise classes and reservations for open classes like climbing, gymnastics, ninja, and racquetball. You can also schedule your wellness orientation here.

Programs are paid activities such as swimming, gymnastics, climbing, arts & humanities, 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 the preset categories within the app. 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 of 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 "Add to Cart" 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 [keeneymca.org/programs-classes](https://keeneymca.org/programs-classes) 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, double 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
5. Program Registrations - lists any programs you or a family member are enrolled in



Settings (Click to edit!)

Metrics

Family Crest

Family Journey

Family Members & Barcodes

Profile Page



# 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. Access our chat function (when available)
4. Log out

## Edit Profile

Tapping "Edit Profile" will allow you to update your contact information. Profile pics can only be updated by visiting the Welcome Center.

## Notification Settings

You can customize which notifications you receive here. There are several types of notifications in the app:

## Reminders

- Goal Reminders: "Class starts at 6pm"
- Monthly Roundup: "You completed 3 goals and 20 sessions this month!"

## Announcements

- Emergencies: "Please exit the building now."
- Promotions: "A new program is starting this week!"
- Location Updates: "The Pool Schedule has been updated!"

**\*\*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, email us at [memberservices@keene-ymca.org](mailto:memberservices@keene-ymca.org), or give us a call at 603.352.6002. Thank you!

