

YMCA RESET CHALLENGE FAQs

Who can participate in the RESET Challenge?

The challenge is open to everybody! YMCA members and non-members are encouraged to participate. Spread the word to your family and friends!

If I participated in the Y's previous STRONG Challenge, do I need to text in "RESET" or am I automatically enrolled in the challenge?

Anyone who wishes to participate in the RESET Challenge will need to text "RESET" to 888.585.9622 to get started.

If I participated in the Y's previous STRONG Challenge, but I don't want to participate in the RESET Challenge, do I need to text in "STOP" or "OPTOUT"?

No. If you do not wish to participate in the RESET Challenge, you do not need to take any further steps. You will not receive any RESET messages (other than an initial invitation that will be sent out on Monday, January 18).

Is there a minimum age to participate?

Participants can be any age! However, your mobile text messages are intended for subscribers over the age of 13 and are delivered via USA toll-free number 888.585.9622. Participants under the age of 13 can follow along with a parent/guardian or by visiting us online (ymcacassclay.org/reset) or on the private Facebook group (facebook.com/groups/strongcassclay).

Will I receive information during the challenge to help me stay on track?

Yes. Each week during the challenge you will receive three text messages to keep you going! For additional motivation throughout the challenge, visit us online or on the private Facebook group.

Is there a fee to receive the text messages?

Message and data rates may apply. This service is available to persons with text-capable phones. You may stop your mobile subscription at any time by text messaging "STOP" to toll-free number 888.585.9622. To opt back in, text "UNSTOP" followed by RESET to toll-free number 888.585.9622.

What if I want to participate, but I don't have texting services / don't want to receive text messages?

Individuals can still participate without receiving the text messages. They must still fill out a welcome form online (ymcacassclay.org/reset) and then can follow along, on their own, in the following two ways:

- **Website** | Visit our site each week for new information based around the weekly theme that include access to virtual offerings, like workouts, activities, and more.

- **Private Facebook Group** | Visit our private Facebook Group daily for new information based around the weekly theme that include access to virtual offerings, like workouts, activities, and more.

What is a RESET Small Group?

All RESET participants have the option to be placed in a small group when filling out the RESET Welcome Form. Those participating in small groups will have the opportunity to share goals, motivation, workouts, and more with other participants during the challenge. Small groups will consist of five RESET participants and will be selected randomly. Small groups will be formed and contacted by a YMCA team member on Monday, February 1. For participants who sign up for a small group after February 1, we will place you in a a group and follow up with you with more details. These groups will be self-led, so you can choose as a group how and when you would like to connect! Small group participants must be ages 18+.

What if there was an error when I tried texting RESET to 888.585.9622.

- If you **did not** get any response when you opted in using "RESET", please try one of the following two options:
 - Try again with a "1" before the phone number. Text "RESET" to 1.888.585.9622.
 - Text "unstop" to 888.585.9622. Then try again by texting "RESET" to 1.888.585.9622.
- If the "welcome form" link didn't work for you, fill out the form online at ymcacassclay.org/reset.

For any additional questions, don't hesitate to reach out at anna.sather@ymcacassclay.org or 701.293.9622.