



YMCA360 | Frequently Asked Questions

Welcome to YMCA360! Below you'll find some frequently asked questions to help you navigate the portal or to troubleshoot any issues you might run into. Still have questions? Feel free to visit either Member Services Desk or reach out to our team at 701.293.9622 or info@ymcacassclay.org, and we would be happy to help!

Q: *What is YMCA360?*

A: YMCA360 is an online video portal with tons of workouts, youth activities, instructional videos, and more. Think of it as the people, places, and programs of the YMCA brought digitally to life. Members of partner Ys have full access to over a thousand high quality on-demand videos and live streaming programs that allow members to enjoy the breadth and depth of YMCA programs at home, on the go, or anytime they'd like!

Q: *How do I access YMCA360?*

A: YMCA360 can be accessed through any internet browser on a computer or mobile device, through smartphone apps, and certain smart TV apps.

- **Website:** Visit ymca360.org and enter your zip code, select your branch of the YMCA, and provide the email address that is currently in the YMCA membership database.
- **Mobile App:** Smartphone apps are available on the Apple App Store and the Google Play Store. Just search for "YMCA360" and look for a blue and purple app icon.
- **AppleTV, Roku, and AndroidTV:** YMCA360 is also currently available on AppleTV, Roku, and AndroidTV. Just search for *YMCA360* in the search bar or your smart TV's app store to download the appropriate app, and then start participating in your favorite Y programs! Signing in on a television app is the same process as signing on via the web, and more television apps will be added in 2022.

Q: *Does it matter if I select the Fercho or the Schlossman YMCA when I sign in?*

A: Nope! Both the Fercho YMCA and Schlossman YMCA locations allow full access to the YMCA360 portal. Feel free to select whatever branch you most prefer – your YMCA360 experience won't be altered either way.

Q: *What if YMCA360 is unable to authenticate me as a member and won't let me in?*

A: Provided you have selected a YMCA of Cass and Clay Counties location and not a branch from another YMCA association, chances are that the email address you are attempting to use to sign in to YMCA360 does not match the one that the YMCA has on file for you. Please contact the Member Services Desk at 701.293.9622 and we would be happy to help update your email address. After that, you should be all set.



YMCA360 | Frequently Asked Questions

Q: *The app is asking me for a six-digit code. What is that?*

A: As a security measure, the first time that you log in with a new device, YMCA360 will authenticate your access to your email account by sending an email with a six-digit code to that address. Please check your email to find the code that you can enter into YMCA360 to gain first-time access to the platform.

Q: *Will I have to enter that six-digit code every time I log on?*

A: No, you will only be asked for that code if you use a different device or following periodic app updates.

Q: *What if I forget my password?*

A: Click on the 'Forgot Username' or 'Forgot Password' links and you will be prompted to create a new username and/or password.

Q: *What are the six round buttons just above the video carousels on the home screen?*

A: The buttons are the current assortment of YMCA360 categories or channels:

- **Kids & Family:** A wide array of programs for youth and families. Everything from basketball to kids' yoga, cooking to gymnastics, soccer to dance lessons, and STEM projects to family fitness.
- **Mind & Body:** A huge assortment of programs to help strengthen your mind and body including Pilates, tai chi, meditation, and a wide variety of yoga programs for all levels.
- **Fitness First:** Get moving with our treasure trove of fitness videos that cover everything from weightlifting and stretching, to Boot Camp, Boxing, Latin Dance and so much more!
- **Around the Y:** This channel features homegrown content from some of our partner YMCAs, organized by state and then by local YMCA.
- **Boomers & Beyond:** An assortment of exercise and fitness videos designed for anyone over the age of 55 needing something adapted for the active older adult.
- **Live Streaming:** This channel features scheduled LIVE content from our partner YMCAs. Tune in and interact with fellow participants as well as your instructor!

Q: *What can you tell me about the video carousels just below the buttons?*

A: The video carousels help organize a variety of featured video content:

- **Recently Watched:** This carousel is customized for you based upon your recently viewed programs. If you find something you really like and want to repeat the class, you should find it waiting for you here!
- **Featured:** An assortment of videos curated by YMCA360 for members.
- **New Releases:** Each Monday, we'll feature the week's new releases here!



YMCA360 | Frequently Asked Questions

Q: *What content do I have access to as a YMCA member?*

A: As a member of a YMCA360 partner YMCA, you have access to everything on the platform!

Q: *If I know what I am looking for, what is the quickest way to find it?*

A: The quickest way to find any content that you are seeking is to use the powerful search feature on YMCA360. Click on the magnifying glass in the upper right corner and type in what you are seeking. You can search by program, instructor, or YMCA name/location (i.e., *yoga, Michelle, or San Francisco*). You can even search using broader terms like *sports or fitness*.

Q: *Can I visit the YMCA facilities?*

A: Yes! As a Virtual Plus member, you get 12 facility visits per calendar year. This includes either the Fercho or Schlossman YMCAs in Fargo, ND - but does not include any visits to Family Wellness or other YMCAs.

Q: *Can I set parental controls?*

A: YMCA360 does not offer parental control settings. It is the mission of YMCA360 to create content that is appropriate for all ages - and reflects our mission, vision and values.

Q: *I am having buffering issues/the video player isn't working. What do I do?*

A: If you're having buffering issues, try the following:

1. Pause the video for a few minutes
2. Quit other background programs
3. Limit the number of devices connected to your network
4. Restart your router
5. Restart your web browser or streaming application
6. Move closer to your router

Q: *Can videos be downloaded to watch offline?*

A: At this time, YMCA360 videos cannot be downloaded.

Q: *There's no audio or the audio is too loud/low or out of sync. What do I do?*

A: If you're having audio issues, try the following:

1. Pause the video for a few minutes
2. Restart your web browser or streaming application
3. Make sure your Bluetooth is not connected to external speakers



YMCA360 | Frequently Asked Questions

Q: *Can I create profiles for my family members?*

A: At this time each family member must log in using their own email address. This will give each family member their own personalized YMCA360 experience.

Q: *Can I change my email address? If I change my email address, does it change my email on file with my YMCA?*

A: To change your email address, please contact our team at 701.293.9622 or info@ymcacassclay.org.

Q: *I am a member of a YMCA and live over 50 miles away from my closet branch. Can I still log in?*

A: Yes! To access YMCA360 please contact the YMCA nearest you to become a member.

Q: *I'm a member of the YMCA but I can't log in. What do I do next?*

A: Please contact our team at 701.293.9622 or info@ymcacassclay.org and we would be happy to help.

Q: *I don't see my favorite class as an on-demand option. When will it be added?*

A: We will continue to add classes as they come available. If you have specific requests, please contact info@ymca360.org.

Q: *What do I need for the classes?*

A: For details on equipment needed, check the description of a class before you begin.

Q: *What if I don't have home gym equipment?*

A: There are many classes that don't need any equipment at all. We encourage you to explore the classes to see what ones will work for you and the equipment you have at home. For small weights, try using home items such as canned goods or water jugs. Remember, getting up and moving is what matters most, along with having fun. Get your heart rate up and don't stress if you aren't lifting your normal weight.

Q: *What if I cannot do some of the exercises?*

A: Please modify each class to exercise levels that work best for you. That may mean limiting the number of sets or reps or skipping some of the exercises altogether. Do not worry if you cannot do something - you can always try and work up to it when you have built up strength, experience or confidence!