YMCA360 Member FAQs

WHAT IS YMCA360?

YMCA360 is the people, places, and programs of the YMCA brought digitally to life. Members of partner Ys have full access to the more than 1,500 high quality on-demand instructional videos and live streaming programs that allow members to enjoy the breadth and depth of YMCA programs no matter where they are.

WHY SHOULD I CHOOSE YMCA360 OVER ANOTHER PLATFORM?

YMCA360 is the ultimate healthy living digital experience. With YMCA360, healthy living for people of all ages and activity levels are possible anytime, anywhere. The robust digital experience combines immersive, healthy living with the values of the YMCA in a transformational presentation utilizing best-in-class people, programs and systems delivering the ultimate connected community. More than just group exercise, YMCA360 has something for everyone of any age or interest. Enjoy nutrition classes, personal training, sports training, kids programming, art classes and more all in a mobile, web or TV experience.

HOW DO I ACCESS YMCA360?

YMCA360 can be accessed from your desktop, laptop, mobile, or TV.

- **Web – www.ymca360.org**
- **Mobile – iOS and Android**
  - Just search for YMCA360 in the app store, download the appropriate app.
- **TV – Android, AppleTV, ROKU**
  - Just search for YMCA360 in either the AppleTV store or using Roku search to download the appropriate app.

- **Login Process**
  - Click the login button.
  - Enter your email, click continue.
  - Enter your zip code, click continue.
  - Select your branch.
  - You will receive a 6-digit email code, via email (you might check your junk mail or spam too).
  - Enter this code, click continue.
  - You will be let in!

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WHAT DO I DO IF YMCA360 IS UNABLE TO AUTHENTICATE ME AS A MEMBER AND WON'T LET ME IN?

Chances are that the YMCA does not have the email address currently on file that you are attempting to use for signing into YMCA360. Please contact your YMCA to update your email address.

YMCA360 IS ASKING ME FOR A SIX-DIGIT CODE. WHAT IS THAT?

The first time you log-in on a new device, YMCA360 is going to authenticate your access to the email address that you used to sign-in. This is done by sending an email with a six-digit code to that email address. Please check your email to find the code that you can enter.

WILL I HAVE TO ENTER THAT SIX-DIGIT CODE EVERY TIME I LOG ON?

No, you will only be asked for that code if you log on using a different device or following periodic app updates.

I AM OUT OF STATE AND MY ASSOCIATION HAS NOT JOINED YMCA360 BUT I STILL WANT TO BECOME A YMCA360+ MEMBER. CAN I JOIN?

Only members of YMCA360 partners can gain access. We suggest reaching out to your local YMCA about joining YMCA360. Email info@ymca360.org to learn more.

WHAT ARE THE SEVEN ROUND BUTTONS JUST ABOVE THE VIDEO CAROUSELS ON THE HOME SCREEN?

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, Y Box, 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! The Live Streaming category can be searched by date and by category so you can find the perfect workout for you on your schedule.
- **Challenges:** The home to spirit, mind, and body challenges - national and local. Find one that's right for you.

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WHAT CAN YOU TELL ME ABOUT THE VIDEO CAROUSELS JUST BELOW THE BUTTONS?

- **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!
- **Playlists:** Curated content for you to discover new content.

WHAT CONTENT DO I HAVE ACCESS TO AS A YMCA MEMBER?

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

IF I KNOW WHAT I AM LOOKING FOR, WHAT IS THE QUICKEST WAY TO FIND IT?

The quickest way to find any content that you are seeking is to use the 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.

CAN I SET PARENTAL CONTROLS?

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

CAN VIDEOS BE DOWNLOADED TO WATCH OFFLINE?

YMCA360 videos cannot be downloaded. YMCA360 is available wherever you are with an internet connection.

WHAT IS THE REPLAY ICON NEXT TO SOME OF THE LIVESTREAMING VIDEOS?

This icon indicates the video is a replay of a recent Livestreamed class. We know that you may not be able to make the Livestreaming at the time they are live so we have added additional times this video is available so you don't have to worry about missing your favorite class!