



## Frequently Asked Questions

### Registering for Group Exercise or Water Exercise Classes in Motionvibe

How do I create an account?

- Go to [ymcaboston.motionvibe.com](http://ymcaboston.motionvibe.com) to create an account. You will click on 'Sign up now' on your first visit. Make sure you sign up with an email you utilize so you can stay up to date with any communication about the classes you register for. You will also need your barcode number to register.

What is my barcode number?

- Your barcode number is the number on the back of your scan card that you use to check-in at the Welcome Center desk. You may have also added it to your YMCA of Greater Boston app, and can view by clicking on the barcode picture in the upper right hand corner of the app.

When can I register for classes?

- Reservations open 72 hours before the class begins. We really mean 72 hours, the 6pm Monday class will open at 6pm Friday evening! **No more midnight reservations.**

How do I login and register for classes if I have no computer or smart phone?

- If you don't have access to a computer, our Welcome Center staff or Y Experience and Support team would be happy to register you for a class. Visit the desk or call your local branch.

How do I check-in?

- You can check-in at the Welcome Center, or with the instructor.

How far in advance can I check-in to my class?

- You can register 72 hours in advance for a class. You can check-in up to 30 minutes before your class. If you have not checked-in 10 minutes before, your spot may become available to someone on the waitlist. If there is no waiting list and there is still space in the class, you will be able to attend.

Can I cancel a class and how do I do that?

- You can go back and unregister for a class at anytime. Unregistering if you can't attend will allow another Y member to join the class! If you click on your name in the top menu bar once you log in, it will show you everything you are registered for and provides the opportunity to unregister.

What if I am late?

- Unfortunately, if you do not check-in within 10 minutes of your class start time, you will be marked as absent, and your spot may become available to a wait list member if the booking is full.

Do I have to register for a class?

- Yes, you will need to register as space and equipment is still limited.

Need additional assistance call your local branch or Book an appointment with Y experience and Support Center