



## Frequently Asked Questions YMCA of Greater Boston's new app Registering for Group Exercise or Water Exercise Classes

How do I create an account?

- Best method is to download the [Greater Boston Y app](#) in the iOS or Android store.
- 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.
- Another option is to go to [ymcaboston.motionvibe.com](http://ymcaboston.motionvibe.com) to create an account and follow the same sign up now step above.

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.

What if I already have a Motionvibe account to register for group exercise classes?

- If you have already been participating in classes, downloading the app will make the experience even better! Your log-in information will remain the same.

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!

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 to classes?

- You can check-in utilizing the App! If you happen to forget your phone you can check in at the Welcome Center, or with the instructor. You must be checked into class 10 minutes before the start of class.

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 waitlist and there is still space in the class, you will be able to attend. You may check-in to classes when you are in proximity to the Y (including parking lots, or early childhood centers adjacent to our Ys)

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

- You can go back and unregister for a class at any time. Unregistering if you can't attend will allow another Y member to join the class! In the mobile app, under my activity you can click unregister. This will automatically allow your spot to open to other members.

What if I am late?

- Unfortunately, if you do not check-in within 10 minutes of your class start time your spot will 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 limited. Registering for classes and activities allows us to provide the best experience possible.

What is YMCA GO? And how do I access it?

- YMCA GO is Greater Boston's on-demand wellness platform. With 1000s of classes and workouts, the Y is in your pocket! YMCA Go is a benefit of YMCA membership. To create an account, you will need your email address that is on file with the YMCA of Greater Boston. We utilize email to validate membership to provide access.

Need additional assistance? Call your local branch or book an appointment with Y Experience and Support Center.