MARSHFIELD CLINIC HEALTH SYSTEM YMCA

YMCA MOBILE APP

Need help with our mobile app?
Check out these Frequently Asked Questions (FAQs) below!

HOW DO I ACCESS THE MOBILE APP?
Download the Marshfield Clinic Health System YMCA mobile app on [Apple](#) or [Android](#) devices. Search for "Marshfield YMCA".

WHAT IF I FORGOT MY PASSWORD?
You can reset your password by selecting the "Forgot Password?" link located below the log in button.

IS THERE AN ADDITIONAL COST FOR THE APP?
The Y Mobile App is an added value experience to help you reach your fitness goals. There is no cost to download or use the app.

WHO CAN HAVE A YMCA MOBILE APP ACCOUNT?
Members & non-members, ages 12 and older, with a unique email address may receive an app account.

WHAT IS AN xID?
Your xID is a universal sign-in for connected Matrix fitness equipment and our new mobile app. It is a combination of a numeric ID (many people use their phone numbers) and a four-digit passcode. Register or sign in with xID on available Matrix equipment, and your workout is automatically tracked in the app.

WHERE DO I SET UP MY xID?
The easiest place to set up your xID is on the mobile app, within your profile screen, and select xID Settings. We recommend using your phone number for both your xID and pin.
EXAMPLE:
xID: 123 456 7890
passcode: 7890

WHY DOES THE APP ASK TO ACCESS MY PHOTOS?
For xCapture to work (Workouts), the app needs access to your camera so you can take a photo of your workout.

WILL THE APP CONNECT TO ALL OF THE EQUIPMENT CURRENTLY AT THE Y?
xCapture will work on all of our current cardio equipment.

HOW DO I TRACK NON-YMCA CARDIO EQUIPMENT WORKOUTS?
To record your pickup basketball game, Zumba class, or home workout, select "Workouts". Type your workout name in the search field or take a picture of your treadmill screen using "xCapture".

WHAT IF I DON'T WANT MY WORKOUTS HIGHLIGHTED ON THE ACTIVITY FEED?
Go to Settings in your profile, tap on Privacy, and swipe left on the Public button.

THE APP ISN'T WORKING PROPERLY, WHAT DO I DO?
If you are receiving a loading error message, close the app, shut off WiFi, turn it back on, and reopen the app. If the app freezes, delete the app and reinstall.

HOW DO I SET MY WELLNESS GOALS?
One of the best features to help you reach your fitness goals on the Y Mobile App is the Goal Center. To use this feature, follow the steps below:
1. Log in to the Y Mobile App
2. Tap the "Goal Center" icon
3. Select your goal type (number of workouts, calories, time, or distance)
4. Select your target
5. Select the period of time in which you wish to reach your goal
6. Name your goal

HOW DO I RECORD A WORKOUT?
No matter your workout routine, you can record all your workouts with this easy to use feature. However, there are two ways to record your workouts.
Record Manually:
1. Log in to the Y Mobile App.
2. Click the "Workouts" icon.
3. Click the "+ Create Workout" button.
4. Enter the workout information in the "Find exercise" space provided or scroll through the many options provided.
5. Click "Create Workout" at the bottom of the screen to save.
xCapture:
1. Log in to the Y Mobile App.
2. Click the "Workouts" icon.
3. Click the "Take xCapture" button.
4. Select the device type: bike, elliptical, recumbent bike, stepper, treadmill, and/or other.
5. Capture the full control panel when you finish your workout: time, calories, and distance.
6. Click the "Submit" button to save.

DOES IT CONNECT WITH OTHER FITNESS APPS?
The Y Mobile App connects with the following fitness trackers:
- Apple Health
- FitBit
- Garmin
- MapMyFitness
- Misfit
- MyFitnessPal
- Polar
- Precor
- Runkeeper
- Strava
- Suunto
- TomTom
- Withings

Use the "Connected Apps" icon to streamline your health data and sync your activity with popular fitness tracking devices and apps.

If you need assistance creating an account, please reach out to your local YMCA's Welcome Center or email rhill@mfldymca.org.

MARSHFIELD AREA YMCA, INC.

YMCA-MARSHFIELD CENTER
410 West McMillan Street, Marshfield WI 54449
715.387.4900 | www.mfldymca.org

YMCA-NEILLSVILLE CENTER
N3708 River Avenue, Suite C, Neillsville, WI 54456
715.743.2065 | www.mfldymca.org/neillsville