



GENERAL QUESTIONS

What is YMCA360?

YMCA360 is an on-demand video platform for our Y community. YMCA360 offers group exercise classes, youth sports training, wellbeing classes and more to serve you wherever you are. Whether you are at home or on the road, take the Y with you along with your favorite classes, instructors and more.

Is YMCA360 a non-profit organization?

YMCA360 is a 501(c) (3) non-profit organization.

MEMBERSHIP QUESTIONS

How do I access YMCA360?

From your desktop, laptop, tablet, or mobile device, click on the Login or Signup at the top of this page. YMCA360 is available wherever you are with an internet connection.

Who will have access to YMCA360?

The TV app and website will be available exclusively to members as an added benefit to their memberships.

How do members find the new app on my TV?

Search for YMCA360 in the app store and look for a blue and purple logo with YMCA360 in the center of three overlapping rings.

How do they login into YMCA360?

To login members must know their email associated with their membership. They will simply click the login button, enter their email address and zip code, and select their branch. Once they complete this step they will receive an email with a 6 digit passcode, which they will enter to gain access.

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.

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 is 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 500 on-demand exercise classes and programs are accessible 24/7 to provide another way to engage with the Y from home or when a branch isn't nearby. 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.

GENERAL TECHNOLOGY QUESTIONS

Can I set parental controls?

YMCA360 does not offer parental control settings. It is the mission of YMCA360 to create digital content that is healthy living for all and reflects our Christian mission, vision and values.

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

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 amount of devices connected to your network
4. Restart your router
5. Restart your web browser or streaming application
6. Move closer to your router

Can videos be downloaded to watch offline?

At this time, YMCA360 videos cannot be downloaded.

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

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

Does YMCA360 work on desktop and mobile?

YMCA360 is available for select partner associations via a mobile app and for all partner associations via a website and TV app.

Who hosts the YMCA360 videos?

Our videos are hosted via Wistia, ensuring optimal access.

The video player isn't working for me. Help!

Please visit Wistia's troubleshooting page for options to troubleshoot: <https://wistia.com/support/troubleshooting/playback-troubleshooting>

I saw a message about casting YMCA360. What does casting mean?

Casting means that you can send YMCA360 content from your phone, iPad or tablet to your TV.

How do I cast YMCA360?

iPhone users: <https://wistia.com/support/troubleshooting/playback-troubleshooting>

Android phones: <https://support.google.com/androidtv/answer/9397760?hl=en>

Chromecast: <https://support.google.com/chromecast/answer/3006709?hl=en>

Is YMCA360 keeping my data safe?

The Y is always concerned about your safety, both in-person and online. To view our full privacy policy, please join us on our privacy policy page.

TV APP/WEBSITE QUESTIONS

What devices and platforms are supported? How can I recommend a platform?

YMCA360 is now available to stream on AppleTV, iPhone, Android, and iPad. We will be launching on AndroidTV and Roku very soon. To recommend a platform, please email info@ymca360.org.

Why can't I play videos without an account anymore?

As of January 18, 2021, the website and video content at YMCA360.org will no longer be free to the public as we are transitioning to a membership model. The current website will remain live for members access and for non-members to join (if your Association is currently a YMCA360 partner). If you currently link to the URL from your website or other communication areas, it will remain active as the point of entry, however, the links to individual videos or content will no longer work.

If your Association is currently a YMCA360 Partner, your members will be given access to the platform via our custom member login/authentication. If not, they will redirect to a "contact your Association to get YMCA360" message. We are currently accepting new partners to the YMCA360 partnership program.

Can I create profiles for my family members?

At this time each family member must login using their own email address. This will give each family member their own personalized YMCA360 experience.

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

To change your email address, please contact your local YMCA.

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

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

I'm a member of the YMCA but I can't login. What do I do next?

Please contact your local YMCA.

ON DEMAND QUESTIONS

I don't see my favorite class here. When will it be added?

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

What do I need for the classes?

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

What if I don't have home gym equipment?

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 goods such as canned goods.

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.

What if I cannot do some of the exercises?

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!

How do I provide feedback based on my experience?

To provide feedback, please contact info@ymca360.org.

How can I let the instructor know I really enjoyed the class?

To provide feedback, please contact info@ymca360.org.

What is the content release schedule?

New content will be released every week..

Do YMCA360 videos have ads?

YMCA360 videos are ad-free.

Do you have content in different languages?

At this time, we offer one video in Spanish, but are working to expand our library.