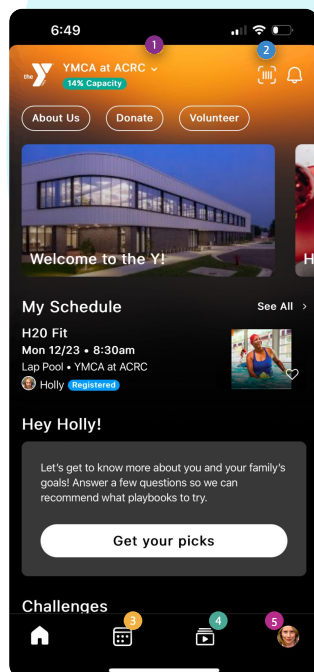




Y MEMBER APP: CORE FEATURES

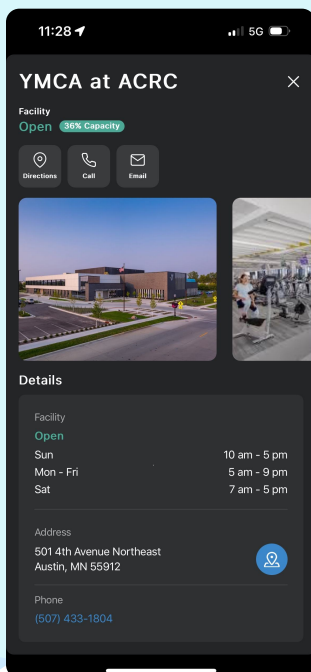
HOME



Tap through the tabs at the bottom to see the different sections of the app.

Show them: Announcements, Events, Quick Links, and Notification Center

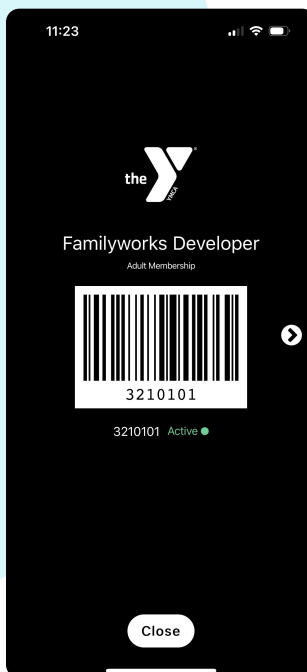
1 BRANCH



Click on the Branch Name on the top of the Home Tab. Select a branch.

Show them: Open/Closed Status, Hours, and Chat

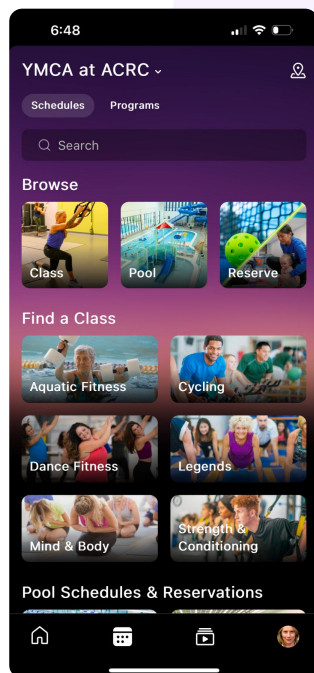
2 BARCODES



Tap on the barcode icon on the top right to access the Barcodes page.

Show them: Tap on the arrow to see everyone on your account

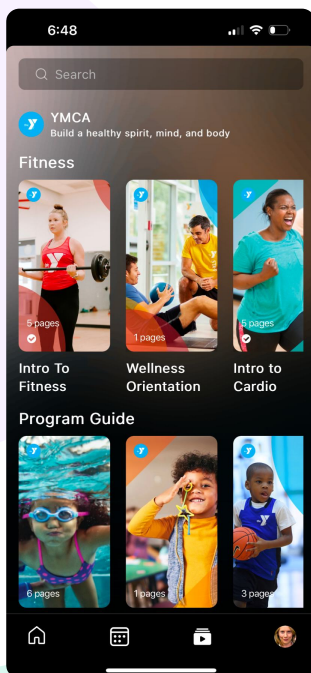
3 CALENDAR



Tap the calendar icon on the bottom bar to get here.

Show them: How to browse and sign-up for classes, programs, and space reservations

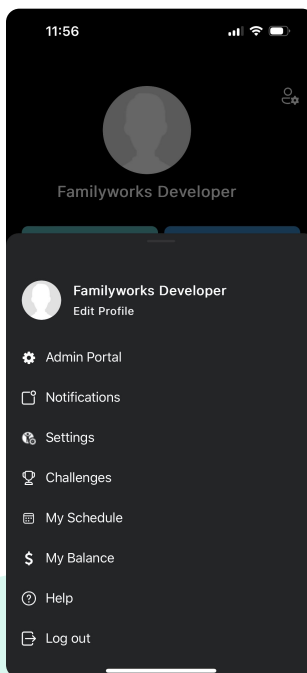
4 PLAYBOOKS



Tap the video playlist icon on the bottom bar to get here.

Show them: How to view wellness content by tapping a playbook

5 PROFILE



Tap on the member photo icon on the bottom bar to get here.

Show them: how to view and update their Y account information



Y MEMBER APP: COMMON TROUBLESHOOTING

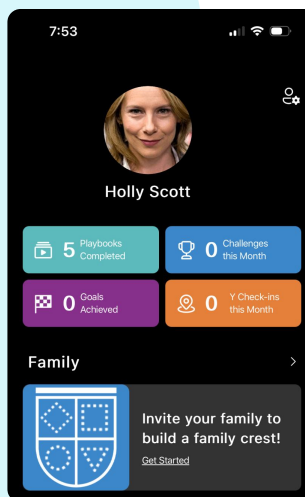
Error: Invalid Email or Cannot Find Account

The first screenshot shows the login screen with the text "TRY ANOTHER EMAIL OR PHONE" at the top. Below it is a field for "Enter your password" and a "Password" field. There is a "LOGIN" button and an "OR" separator. Below the separator is a section for "Get a one-time code" with three options: "Email to dev*****@familyworks.app" (selected), "SMS to 910-***-***81", and "Voice Call to 910-***-***81". There is a "GET CODE" button and a link "Forgot your password? Get a reset link." at the bottom.

The second screenshot shows the "Reset Password" screen. It has a "Password" field and a "Confirm Password" field. Below these is a lock icon and the text "Your password needs to:" followed by three bullet points: "Be at least 7 characters long.", "Include both lower and upper case characters.", and "Include at least 1 number." Below this is a section for "Enter Code sent to dev*****@familyworks.app" with a text input field and a "RESET AND LOG IN" button.

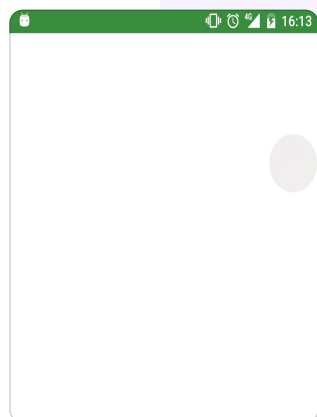
If members are having trouble logging in, they can use the in-app password reset option. If they don't know the email address associated with their account – lookup and reset their contact information in Daxko. Unverified emails or accounts with flags will prevent proper login.

Error “Not My Profile”



If members see another family member's profile when they log in, they have the same phone/email in Daxko. Fix the issue in Daxko, then have the member log out and back in to sync with their profile.

Error: White Screen

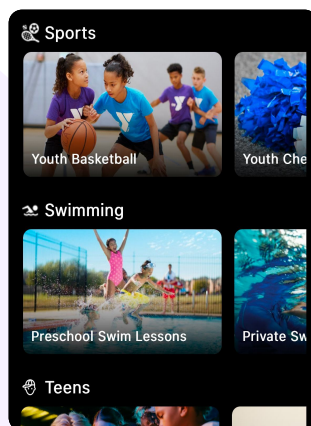


If members get a blank white screen or a non-responsive screen, they have lost data connection to the app. Simply “hard close” the app and re-open.

To hard close on an Android device, click the three vertical lines, then swipe up on the app to close it.

For an iPhone, swipe up from the bottom of the screen to the middle of the screen. Then, swipe up on the app.

When does data sync?

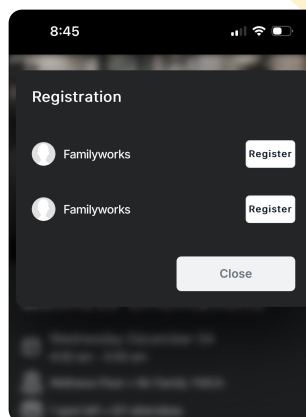


Barcodes, member profile data and Daxko program instances sync instantly when changes are made in the app OR in Daxko Operations.

Member account types (ie. single, family, etc.), and family members sync during the log in process. If these items are updated a member needs to log out and back in to sync their account.

Programs and program categories sync nightly. If you add a new category in Daxko Operations it will sync that night. App Org Admin's can show or hide this data.

Error: I Can't Register



If member can't “register” for a class they may not have the appropriate membership type (non-member account type), they may not be up to date in their payments (overdue balance or inactive account), or they may have another error message on their Daxko account.

Check Daxko Operations to see if the member is in good standing, active, and that their email and phone number fields are filled in.

Need more help? Email us.

support@familyworks.app

