



## **YMCA OF METROPOLITAN MILWAUKEE**

# **YMCA360 Workplace Wellness FAQ**

### **What is YMCA360?**

YMCA360 is an ad-free, on-demand and live streaming video platform for our Y community. YMCA360 offers group exercise, health and wellness, youth sports training, art activities, and more anywhere, anytime. Whether you are at home or on the road, you can take your favorite classes, programs, and instructors along with you.

### **How do I access YMCA360?**

YMCA360 is available anywhere with an internet connection by using your smart TV, desktop computer, laptop, tablet, or cell phone. You also need a valid email address to verify your account.

### **How do I log in to YMCA360?**

Go to [ymca360.org](https://ymca360.org) and select WELLNESS PROGRAMS, then EMPLOYEE WELLNESS from the dropdown menu. On the next screen, please enter the email address you or your employer provided the Y.

Open another web browser tab or use a different device to check the email you entered for a six-digit verification code. Enter the verification code on [ymca360.org](https://ymca360.org) and click CONTINUE. Congrats! You now have access to YMCA360.

NOTE: YMCA360 will ask you to sign in for each device and each web browser you use. Occasionally, your session will time out and you'll be asked to log in again.

### **What do I do if I can't log in?**

The email address you log in to YMCA360 with must match the email we have on file, otherwise YMCA360 cannot authenticate your account. You must also use a valid email address to receive the verification code. If you are unsure of which email to use, please contact [workplacewellness@ymcamke.org](mailto:workplacewellness@ymcamke.org) for assistance.

## PROGRAMMING QUESTIONS

### What kind of content is available on YMCA360?

The current YMCA360 categories/channels are:

- **Kids Family:** Programming for youth and families includes basketball, cooking, dance lessons, gymnastics, kids' yoga, soccer, STEM projects, and family fitness.
- **Mind & Body:** Strengthen your mind and body with Pilates, tai chi, meditation, and a variety of yoga programs for all levels.
- **Fitness First:** Get moving with fitness videos that cover everything from weightlifting and stretching, to Boot Camp, Y Box, Latin Dance, and more!
- **Around the Y:** Featuring homegrown content from partner YMCAs organized by region and then by local Y.
- **Boomers & Beyond:** Exercise videos designed specifically for the needs of active older adults (55+).
- **Live Streaming:** Tune in and interact with your instructor and fellow participants while enjoying LIVE content from partner YMCAs. Classes can be searched by date and category so you can find the perfect workout for you and your schedule. If you miss a live streaming class, you may be able to watch the video later as a replay.
- **Recently Watched:** Personalized based on your recently viewed programs. If you want to repeat a class you liked, you can find it here!
- **Featured:** An assortment of videos curated by YMCA360 for members.
- **New Releases:** Weekly new releases will be featured here each Monday.

### If I know what I am looking for, what is the quickest way to find it?

The quickest way to find content is to use the search feature on YMCA360. Click on the magnifying glass in the upper right corner and type in what you're looking for. You can search by program, instructor, or YMCA name/location (i.e., yoga, Michelle, or San Francisco). You can even search using broader terms like 'sports' or 'fitness'.

### What do I need for the classes?

Every class is unique, so the equipment you'll need is listed with each video, along with the difficulty level, length of the class, and instructor's name. If no equipment is listed, it may be helpful to watch the beginning of the video to determine if any equipment will be needed. We also recommend having a water bottle handy to stay hydrated during your workout.

**What if I don't have home gym equipment?**

There are many classes that don't need any equipment at all. Feel free to explore the classes to see which ones will work for you and the equipment you have at home.

**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.

Don't worry if you can't do something -- you can always try again when you have built up strength, experience, or confidence! View YMCA360's safety warning at

[ymca360.org/safety](https://ymca360.org/safety).

# TECHNOLOGY QUESTIONS

## What devices and platforms are supported?

YMCA360 is available to stream on mobile, desktop, and smart TVs, including [AppleTV](#), [Roku](#), and [Amazon Fire Stick](#). All you need is an internet connection! You can also cast YMCA360 content from your phone, iPad or tablet to your TV.

For mobile devices, you can log in and access YMCA360 from the My Y section our YMCA of Metropolitan mobile app. You do not need to download a separate YMCA360 app on your cell phone.

## How do I find the YMCA360 app on my TV?

Search for YMCA360 in the app store on your smart TV, Apple TV, Roku, or Amazon Fire Stick. The YMCA360 channel has a white logo on a blue and purple background.

## Can videos be downloaded to watch offline?

No, YMCA360 videos cannot be downloaded. An internet connection or Wi-Fi is needed to access YMCA360 content.

## Can I set parental controls?

While there aren't parental control settings, YMCA360 is committed to creating digital healthy living content that reflects our mission, vision, and values.

## How is YMCA360 keeping my data safe?

The Y is always concerned about your safety, both in-person and online. To view YMCA360's privacy policy, please visit [ymca360.org/privacy](https://ymca360.org/privacy).

## How do I fix video or audio issues?

If you're having buffering issues, try the following:

- Pause the video for a few minutes.
- Quit other background programs.
- Limit the number of devices connected to your network.
- Move closer to your router or restart your router.
- Restart your web browser or streaming application.

If you're having audio issues, try the following:

- Pause the video for a few minutes.
- Restart your web browser or streaming application.
- Make sure your Bluetooth is not connected to external speakers.