



## Welcome to YMCA360.org

**YMCA360** is a 501(c)(3) Charitable Organization striving to be the ultimate healthy living digital experience for all ages and activity levels. More than just group exercise, YMCA360 has nutrition classes, personal training, sports training, kids programming and more all in a mobile, web or TV experience. It is available anytime, anywhere with an internet connection. Hundreds of on-demand exercise classes and programs are accessible 24/7 to serve you when you are unable to visit us in person.

**How do I access YMCA360?** From your desktop, laptop, tablet, or mobile device:

- Visit [www.ymca360.org](http://www.ymca360.org)
- Click "Login or Signup"
- Enter your zip code
- Select Waldo County YMCA
- Enter your email associated with your membership; please confirm with the Front Desk for access.
- A 6-digit verification code will be emailed to you. Once the verification is completed, YMCA360 is available wherever you are with an internet connection.

**How do I download the app on my mobile device?** Please scan this QR code with your devices camera and then open the pop up link.



**How do I find the 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:

**Can I create individual profiles for my family members?** Profiles are linked to each individual's email address associated with your membership. When logged in under their own email address, each member will have their own personalized YMCA360 experience.

**Can I set parental controls?** YMCA360 does not offer parental control settings. It is the mission of YMCA360 to create digital content in alignment with our areas of focus in youth development, healthy living, and social responsibility reflecting our mission, vision and values.

**What does casting mean and how do I do it?** Casting means that you can send YMCA360 content from your phone, iPad or tablet to your TV. To cast:

- iPhone users: <https://support.apple.com/en-us/HT204289>
- Android phones: <https://support.google.com/androidtv/answer/9397760?hl=en>
- Chromecast: <https://support.google.com/chromecast/answer/3006709?hl=en>

**I am having buffering issues/the video player is not working. What do I do?** Please 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

### WALDO COUNTY YMCA

157 Lincolville Avenue, Belfast, Maine 04915  
207.338.4598 · [www.waldocountnymca.org](http://www.waldocountnymca.org)  
A 501(c)(3) Charitable Organization.



**The audio is not playing, is too loud/low, or is out of sync. What do I do?** Please 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

**Can videos be downloaded to watch offline?** At this time, YMCA360 videos cannot be downloaded.

**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.

**Help! The video player isn't working for me.** Our videos are hosted via Wistia. Please visit their troubleshooting page for options: <https://wistia.com/support/troubleshooting/playback-troubleshooting>

**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 visit [www.ymca360.org/privacy](http://www.ymca360.org/privacy).

**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](mailto:info@ymca360.org).

**Can I change my email address?** To change your email address, please contact your local YMCA.

**I am a WCY member but I cannot login.** Please contact our Front Desk, 207.338.4598.

**When will my favorite class be added?** We will continue to add classes as they come available. If you have specific requests, please contact [info@ymca360.org](mailto:info@ymca360.org).

**What do I need for the classes?** Check the description of a class before you begin.

**What if I do not have home gym equipment?** There are many classes that do not need any equipment at all. We encourage you to explore all our classes to see what ones will work for you and the equipment you have at home. For small weights, try using canned goods. Remember, getting up and moving is what matters most, along with having fun. Get your heart rate up and do not stress if you are not 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!

**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.

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