

App FAQ

Part 1

ACCOUNT QUESTIONS

Q: What is my barcode?

A: Your barcode is located on your keytag you use to check-in to the club. If you cannot locate your keytag, please visit the front desk at your home club.

Q: What is an xID vs. MyiClub Account?

A: The xID User ID system is a universal sign-in for Netpulse connected fitness equipment, mobile apps, and websites that utilizes a numeric ID and passcode. This number is different from your member portal login (MyiClub account) and allows you to utilize the workout tracking feature of the app. We suggest you use an easily remembered number (like your telephone number) for you xID and 4 digit passcode.

Q: I set up an account on the app and I can't log in.

A: Please use the "Forgot your passcode" link on the home screen to contact our team and they will send you a temporary login and password for your Club App. After you sign in, please go to the "Settings>xID Settings" tab and create a new passcode.

Q: I'm moving and changing home clubs. Will I lose all my fitness activity?

A: No, you won't lose your fitness activity. Keep tracking those workouts! Be sure to change your home club in the "Setting" tab under "My Profile" and on your MyiClub account under "Find a Class" to see your new club's group fitness schedule.

WORKOUT RELATED QUESTIONS:

Q: How do I edit/delete a workout?

A: You can edit your workouts in the "Workouts" tab. We are currently working to add a delete feature, if you need to delete a workout please use the "Help" tab and contact the Netpulse support team who can delete the workout for you.

Q: I don't work out on cardio equipment but want to track my workouts. How do I do that?

A: No problem, use the "Manual" entry feature under "Record a Workout" and enter in your workouts by day. You can also link 3rd party tracking apps and devices to your account under the "Connected Apps" tab to automatically track workouts.

Q: How do I capture my workout on a cardio machine that does not have an xID login?

A: You can manually add workouts under the "My Workouts" tab or use xCAPTURE.

Q: What if I don't want my workouts highlighted on the social feed?

A: Please go to the "Settings" tab and under "Privacy" you can control your settings.

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Part 2

3RD PARTY FITNESS APPS + DEVICES AND ACCOUNT LINKING QUESTIONS

Q: I don't see my favorite 3rd party apps and devices, are you adding more?

A: We are continuously adding more. Please let us know your favorite so we can add it to the list feedback@netpulse.com.

Q: Can I link more than one 3rd party app and device?

A: Yes, you can link multiple devices and they will all track.

Q: How do I link 3rd party apps?

A: To link your 3rd Party Applications please:

1. Create a 3rd party account (if you don't already have one)
2. Sign-in to your account on the App and go to "Connected Apps" and follow the prompts
3. Click "link" for the accounts you wish to link
4. Authorize info sharing

Q: I don't see my 3rd party app summary on the "Dashboard" page. Are my accounts linked?

A: Try a few steps to ensure your account is linked properly:

- Log out and sign back into your 3rd party app account
- Log out of the App and sign back in

Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears in the app. Still having problems? Email support@netpulse.com for assistance.

App FAQ

Part 3

CHALLENGE AND GROUP FITNESS QUESTIONS

Q: How long does a challenge last?

A: Please visit the challenge page on the App to view the challenge details or you can visit the front desk at your home club.

Q: What if I am on vacation during the challenge but still want to participate?

You can participate from on the go! Link to your 3rd party apps/devices (Fitbit, Runkeeper, MyFitnessPal, etc.) under the "Connected Apps" tab.

Q: Can I participate in more than one challenge?

A: Absolutely, join as many as you'd like.

Q: My workouts are missing from the challenge.

A: Please be sure you snap a photo of the cardio machine with Xcapture with the post workout stats and/or confirm your 3rd party devices are synced. Please visit the "Challenge" tab on the App for full challenge details as rules can differ per challenge. Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears on the leaderboard.

Q: I signed up for the challenge but my workouts aren't counting towards it?

A: Please check the start date of the challenge in the App, it may not have started yet. Your workouts will begin recording when the Challenge officially starts. Please note, if you are using a 3rd party app/device to record your workouts there may be a slight delay from when the app/devices syncs to when the workout appears on the leaderboard.

Q: How do I leave a challenge?

A: Please sign into the App and go to the "Challenge" tab and click on the challenge you have joined. From there, you can click on "Leave" in the upper right corner. This will remove you from the club challenge.

Q: I have to sign-in to MyiClub for the first time to use group fitness. What is my MyiClub login?

A: Your MyiClub login information is included in your welcome email when you join the club. If you cannot find that email please see the front desk of your home club for assistance.

Q: My homeclub is "A" but I want to take a class at club "B", how do I view that schedule?

A: Once you are logged in to the MyiClub portal on the "Find a Class" feature you can click on "selected club" at the bottom to change the schedule to a different club.

GENERAL QUESTIONS

Q: I have some ideas for new features. How do I pass that along?

A: Please email the our team at info@republicbos.com. We love receiving feedback and new ideas, and will pass them along to Netpulse.