

acac mobile app FAQs

What devices are compatible with the acac app?

The **acac** app is compatible with all smart phone devices. It can be downloaded by visiting your device's app store and searching "acac Fitness & Wellness"

How do I use my mobile scantag to check in?

After logging into the app, the menu item "My Scantag" renders a mobile version of your member scantag. This can be presented to the Member Services desk for check-in. For Apple devices, the scan card can be added to the Passbook by selecting "Add to Apple Wallet" directly below the barcode.

Where can I see my current reservations?

All reservations you create for upcoming classes, programs or events can be found in the "My Reservations" tab of each activity. The "My Schedule" section of the app homepage will display your reservations for the next 7 days.

Where can I view my profile information?

Profile information can be viewed by clicking on the "My Account" tab of the app menu.

Can I update my credit card information from the mobile app?

Yes, you can add new card payment information and view/ pay any outstanding balances directly from the app by clicking "My Account," selecting the down carat and choosing "Billing Information" followed by "Update Payment Method."

How do I see my current statements?

To view your current balance and past statements, click "My Account" and then "Statements." Use the calendar icon at the top left to toggle between months/ years, and use the .PDF icon in the top right to download .PDF statements.

Where can I view my check-in history?

To view your check-in history, click "My Account" and then "My Visits." A quick overview of your visits in the current month can also be found on your app homepage.

How do I sign up for a class?

Select the "Services" icon from the bottom menu bar, then select "Classes." The schedule that loads will always default to your favorite club location. Use the search functionality (top left) and filter icons (top right) to narrow down your class options by location, date, instructor, intensity and more. Toggle between days to find your desired class. Select the green "sign up" bar next to that class to reserve your space.

NOTE: Current class registration rules apply. If the "sign up" bar is not green, the class registration may not be open yet, or the class may be full.

How do I sign up a child/family member for a class?

On your main profile page, select the person icon in the top right of the screen. If you have additional family members on your account and you are the primary account holder, a dropdown should appear that will allow you to toggle to another user on the account. Select the user you wish to register, then follow the above prompts to complete the registration process. If you wish to register multiple family members, repeat the sign-up process under each individual account.

How do I favorite a club location?

Click the "Services" icon on the bottom menu bar, and select "Locations". Select your club of choice.

How do I find or contact a personal trainer?

Select "Services" from the bottom bar menu, then "Our Personal Trainers." Select your club location, then use the filter options to narrow down your best fits. Read trainer profiles, and select the "Contact" button when you find a trainer you'd like to message. Replies will go to the email address associated with your online account.

Have other questions?

We're here to help! Contact us at appsupport@acac.com.

