

# 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 and 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 your Apple Wallet by selecting "Add to Apple Wallet" directly below the barcode.

## Where can I see my current reservation?

All reservations you create for upcoming classes, programs or events can be found under the "My Schedule" tab on the homepage. Click on the down carat and you will see a green dot on the day(s) you have something scheduled.

## 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 "Add Payment Method."

## How do I see my current statement?

To view your account balance and past statements, click on "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 profile information?

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

## Where can I view my check-in history?

On the homepage, your visits will appear at the bottom of the page under "My Visits."

## How do I sign up for a class?

On the homepage, you will see an icon for "Explore Our Classes." Click on the icon and select the date in which you want to take the class. The schedule that loads will always default to your favorite club location. Use the search function and the location button (to the right) to narrow down your desired class.

**NOTE:** Current class registration rules apply. If the "sign up" bar is not green, the class is full. Class registration opens 25 hours prior to the start of the actual class. Registration closes 15 minutes prior to the class starting.

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

If you are the primary account holder, you can add other members of your family to a class when you go sign up for a class. Click the green "Sign Up" button on the class schedule page which will take you to the description of the class. Under your name you will see a prompt for "+ Add Member." Once you click on the prompt it will allow you to pick a member. Click on the green "Sign Up" button to complete the registration.

## How do I favorite a club location?

Click on "My Account" at the bottom of the home page and then select the down carat at the top of the page and select "Favorite Clubs." Select the club(s) you would like and hit save.

## How do I find or contact a personal trainer?

On the home page, select the "Find a Trainer" icon. 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 any other questions?

We're here to help! Contact us at [appsupport@acac.com](mailto:appsupport@acac.com).

