



YMCA360 FAQs

Q: What is YMCA360?

A: YMCA360 is the people, places, and programs of the YMCA brought digitally to life. YMCA Members have full access to the more than 1,000 high quality on-demand instructional videos and live streaming programs that allow members to enjoy YMCA programs no matter where they happen to be!

Q: How do I access YMCA360?

A: YMCA360 can be accessed through any internet browser on a computer or mobile device by visiting www.ymca360.org and entering your zip code, selecting your branch of the YMCA, and providing the email address that is currently in the YMCA membership database.

Also on AppleTV & Roku: YMCA360 is also currently available on AppleTV and Roku tvs. Just search for YMCA360 in either the AppleTV store or using Roku search to download the app, and then start participating in your favorite Y programs!

Q: What do I do if YMCA360 is unable to authenticate me as a member and won't let me in?

A: Provided you have selected your home YMCA and not a branch from another YMCA association, chances are that the YMCA does not have the email address currently on file that you are attempting to use for signing into YMCA360. Please contact your home YMCA and update your email address. After that, you should be all set.

Q: What content do I have access to as a YMCA member?

A: As a member of a YMCA360 partner YMCA, you have access to everything on the platform!

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

A: The quickest way to find any content that you are seeking is to use the powerful search feature on YMCA360. Click on the magnifying glass in the upper right corner and type in what you are seeking. 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.

YMCA360 LOG-IN INSTRUCTIONS

STEP ONE: If the member is downloading the app, help them get to it via their app store. Type is "YMCA360". If they're on a computer, they visit "www.ymca360.org".

STEP TWO: Enter the zip code.

STEP THREE: Select their branch.

STEP FOUR: Have the member type in their email address.

To access YMCA360, **they must have an email address listed in their YMCA Member account.** If they do not use this email address, they cannot access it. Help them update their email if necessary.

STEP FIVE: A verification code will be sent to their email address (the one connected to the YMCA Member account and the one entered in Step Four). Then their good to go!

NOTES:

They can use multiple devices, but they will have to do the log-in process for each.

If another member of the family has their email also listed under a membership, they can use that email to access YMCA360. But if there's only one email listed under a family membership, they can only use the email listed.



**To download the App,
Scan the QR**

