

FREQUENTLY ASKED QUESTIONS:

1. How much does the new virtual platform cost?

Our new virtual platform is INCLUDED with the Community YMCA young adult, adult, senior, senior couple, single parent family and family membership categories.

2. Can I access live classes from Y instructors and instructors of other organizations?

Yes, you can access live classes with some of our instructors from the Community YMCA and instructors from at least 29 other YMCA's. You can also enjoy YMCA on-demand classes as well as 1000s of on-demand classes from instructors nationwide.

3. Why don't I see the Community YMCA staff teaching my favorite class on the virtual platform?

We are only able to start with a handful of trainers and we hope to add more of our trainers in the upcoming months to the platform. Instructors not on the new platform will continue on Zoom.

Please note: YMCA instructors are private to YMCA members. So even though you can participate with instructors from across the globe, you cannot access YMCA instructors without a Community YMCA membership.

4. How often will the class library be updated?

The YMCA on-demand library will be updated on a weekly basis. You can take classes with Community YMCA instructors and instructors from across the globe whenever you access the platform.

5. Can I see the virtual platform on my television?

There are a few ways to connect to your TV from a mobile device. You can use a wired connection (more information [here](#)). Or depending on your device, you can also stream classes directly to a smart TV.

Apple iOS devices can cast to Chromecast enabled devices and have the ability to use Apple's native Screen Mirror feature.

Android app versions higher than 4.3.6 are able to cast to the following devices:

- Roku
- Fire TV Stick
- Chromecast

Due to the variety of devices and operating systems we recommend consulting the help documents or website associated with your specific mobile device and/or smart TV.

6. What if my teen with a youth membership wants to participate in the new virtual platform?

Youth and teens can have access to our virtual platform through a family membership.

Please contact the membership desk if you wish to upgrade your membership!