Mobile Application User Guide

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Part 1: Getting Started

Downloading the application

To use the SilverSneakers Go mobile application, you have to first download it from the Apple App Store or the Google Play Store.

1. Open the correct App Store depending on your device and search for "**SilverSneakers Go**".
2. Download and install the **SilverSneakers Go** mobile application on your device.
3. Tap on the app icon to open the **SilverSneakers Go** mobile application.

You are now ready to go!

Registering and creating an account

Users without an existing **SilverSneakers.com** login and password will need to register for an account to use the **SilverSneakers GO** mobile application. Registration requires a user to specify their name, enter an email address, create a password, and select their newsletter sign up preference in order to create an account. Users will also need to enter their ZIP code and date of birth to complete an eligibility check.

Whether or not you qualify for SilverSneakers, you can still create an account and make use of the mobile application.

1. Tap on the "**Register"** button to create an account.

2. Specify your **first name** and **last name** in fields shown and enter a valid **email address**.

You may also opt-in to subscribe to the SilverSneakers newsletter. This can be changed at a later time.

Tap on "**Next**" to continue the process.
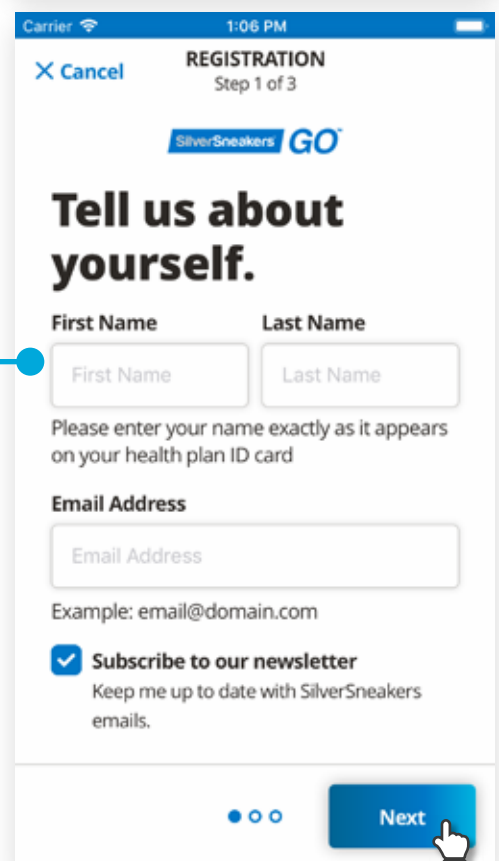
3. Enter your **date of birth** in the field shown and specify your **5-digit ZIP code**. By providing this information, you are allowing SilverSneakers to check to see if you are eligible for the SilverSneakers program.

Note: If we find that you have an existing account, we will suggest you log in, or if you have forgotten your password, go to page 8 for reference on how to reset your password for your account.

Tap on "**Next**" to continue the process.

4. Specify a **password** that meets the password requirements below:

- 8 characters
- One uppercase letter
- One lowercase letter
- One number

Once finished, tap on **"Register"** to finish the registration process. At this point you will be directed to a screen that will display your status (whether you are SilverSneakers eligible or not) and a verification email will be sent to confirm your account.

You will be asked to set up your profile immediately after your registration.
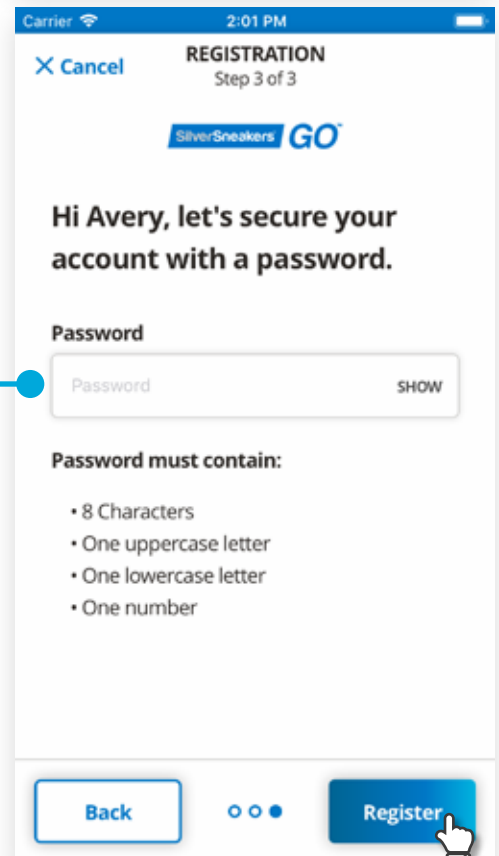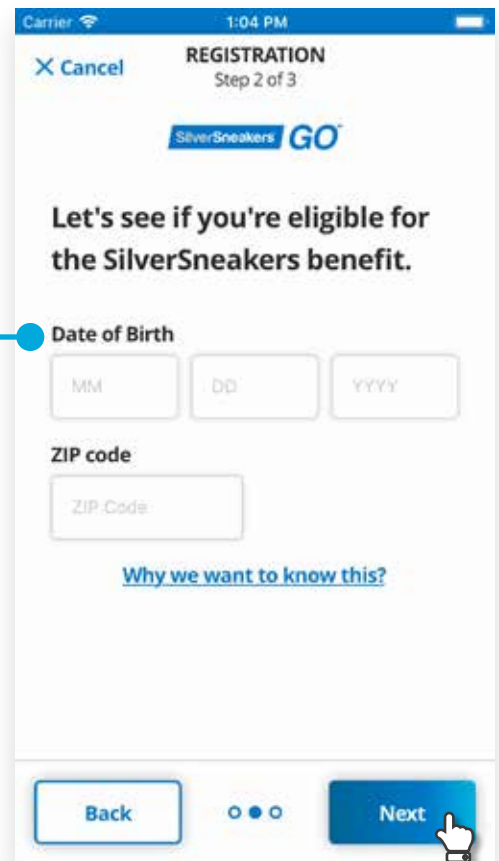
Setting up your profile

After registering a new account, we'll ask you a few questions to quickly set up your profile.

1. Select one of the choices for your **gender**. As a SilverSneakers member, this option cannot be changed after it has been set.

Tap on **"Next"** to continue.

2. Select one of the choices for your workout preference. This answer will help us determine what type of content you would be interested in seeing.

"By myself" and **"I'm not sure"** will show you a list of Nearby Locations on your Dashboard.

"In a group or class" will show you a list of Nearby Classes on your Dashboard.

You can change this setting at any time by navigating to the profile settings and selecting the **"Workout Preferences"** option to change your selection.

Tap on **"Finish"** to complete your profile set up and you will be ready to use the mobile app!

![SilverSneakers GO logo]
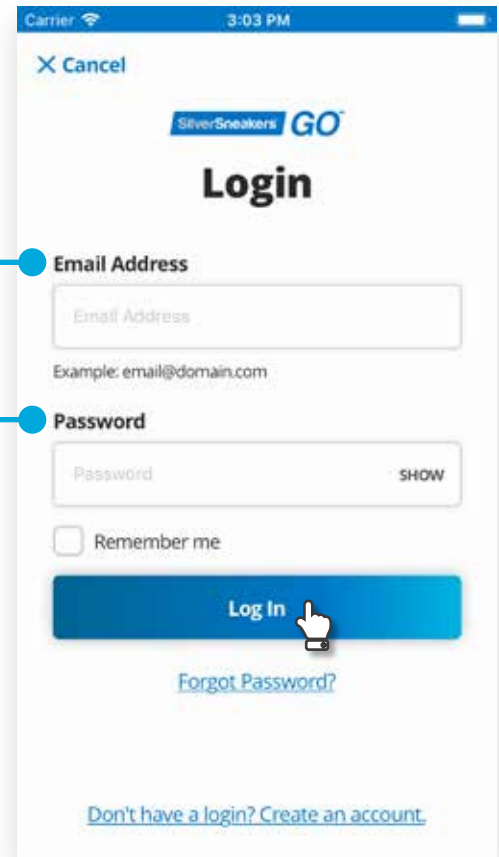
Logging in to your existing account

1. Enter in the correct email address and password associated with the account.

Select "**Remember Me**" to save your username for more convenient app access in the future. If your device allows for FaceID, TouchID or Fingerprint authentication, you will be prompted to allow permission for the app to use this functionality to add an additional layer of security to your account.

You can enable/disable this feature within your profile settings under **"Enable Touch / Face ID Authorization"**.

Tap on **"Log In"** to start using the mobile application.

Forgot Password / Password Reset

If you have forgotten your account's password and can't log in, you are able to reset your password through our **Forgot Password** screen.

1. Enter the email and last name that you used when you registered your account.

2. Tap on **"Send Email"** to start the password reset process.

3. Instructions will be sent to your email that you used to register the account with easy-to-follow steps on how to reset your account's password.

Familiarizing yourself with the interface

When you first log in, you'll be greeted by a few tips and tutorials to give you a brief tour of the features of the mobile app.

Navigation Menu - This is the navigation menu. It will be located on the bottom to help you navigate to the different sections of the application. By tapping a section, you will be navigated to your area of choosing.

Help and Tutorials - Tap on this button to bring up tips and tutorials about the section you are currently on.
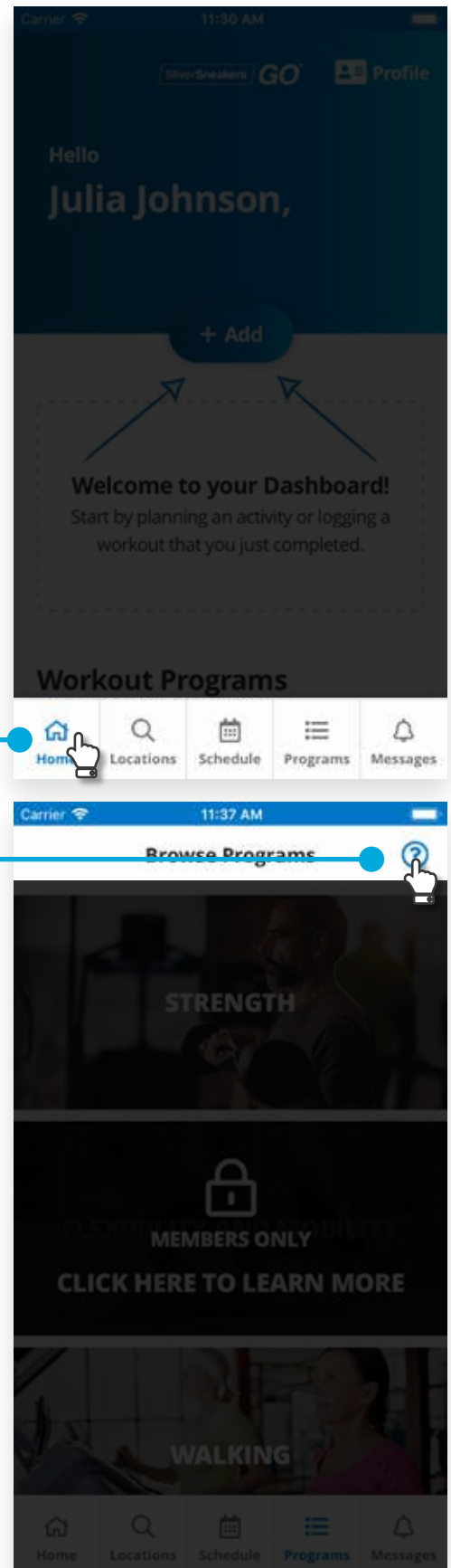
Part 2: Dashboard

Getting familiar with your dashboard

The first screen you see when you log in is your **"Dashboard"**. It will contain statistics about your activity as well as being a portal to various sections of the application.

Your SilverSneakers Member ID

As an added convenience, SilverSneakers Members will have their **Member ID#** attached to the Dashboard for easy access when opening the mobile application.

My Activity

The **My Activity** section contains counts for both Weekly and Monthly activities, organized by the current and last week or month. You can view the Weekly and Monthly stats by pressing the respective tab. Additionally, you can tap the **"View all Logged Activities"** button to be taken to the Activity Log.

My Events

The **My Events** section lists both Upcoming and Past activities. You can view either by tapping the respective tab. The Upcoming tab will list the soonest upcoming activities you have scheduled, while the Past tab lists unlogged past activities. Tap on any activity in either tab to be taken to the Event Details screen for that activity.
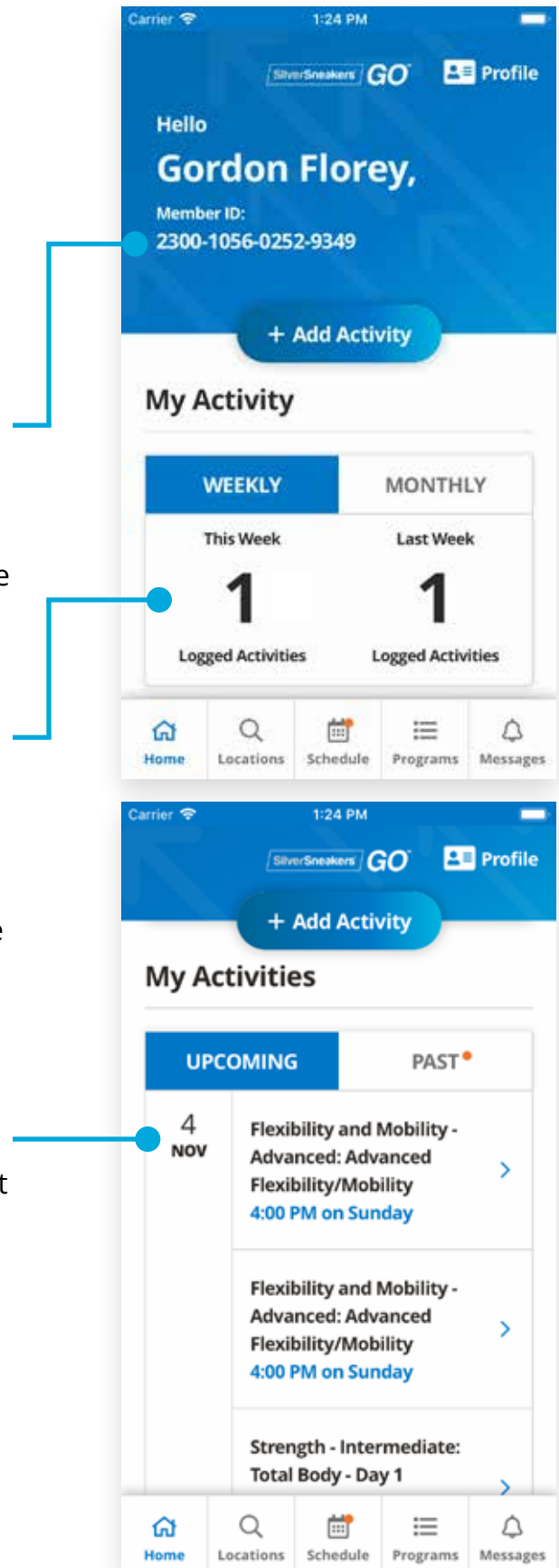
Workout Programs

The **Workout Programs** section contains a carousel of cards, with each card displaying one of the available programs. You can swipe left or right to move through the carousel, or press the next and previous buttons just above it. Tapping a program card itself will take you to a screen to learn more about that program.

Nearby Locations / Classes

Depending on your set workout preference, you will see either nearby participating locations or nearby classes at the bottom of your dashboard. **Nearby locations** will display the name of the location, distance from your registered ZIP code or exact location if granted permission, and address.

Nearby classes will display classes that are close to your registered ZIP code or current location. Tapping any of those cards will take you to the class or location screen to learn more.

This section can be moved by swiping left or right, or by pressing the next and previous buttons right above it.
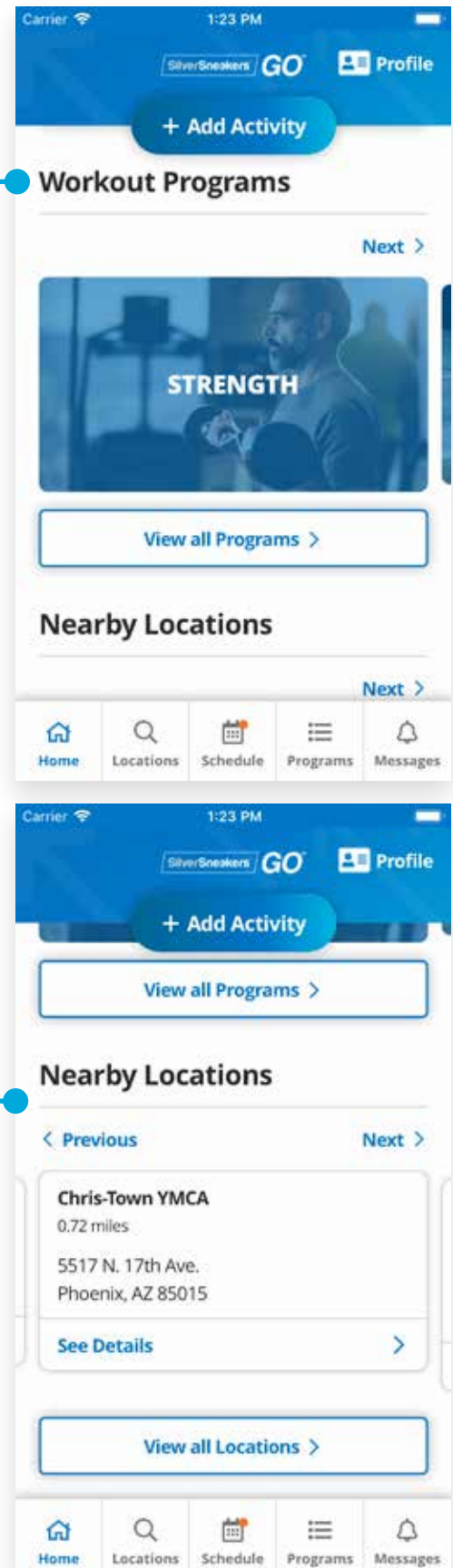
Viewing your Activity Log

You can access your Activity two ways: on the Home tab by pressing the **View all Logged Activities** button in the **My Activity** section, or by pressing the same button at the end of the rating workflow on the **"Workout Logged!"** screen.

Activity Log List View

The **Activity Log** lists all of your past activities that have been rated Completed or Skipped, and is organized in the same way. Press the labeled tabs to view the complete or skipped activities. There is also an Add button you can use to schedule or log a workout right from this screen!

The Complete tab lists all of your logged activities, in order of most recently completed. It will display the name of your activity and additional information you provided when you rated your workout with the application.

The Skipped tab lists all of the activities where you answered **"I skipped it."**.

Activity Log Detail View

When tapping on an activity, you will be able to view a more detailed screen about the activity including the scheduled time, date, description, and even some statistics (Motion-related activities only). Items added to your activity log can be edited or removed by clicking the pencil icons or selecting **"Remove from activity log."**
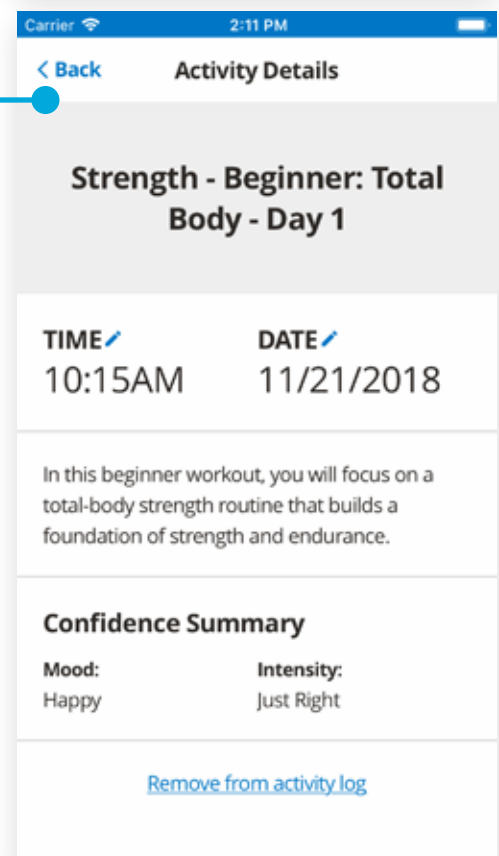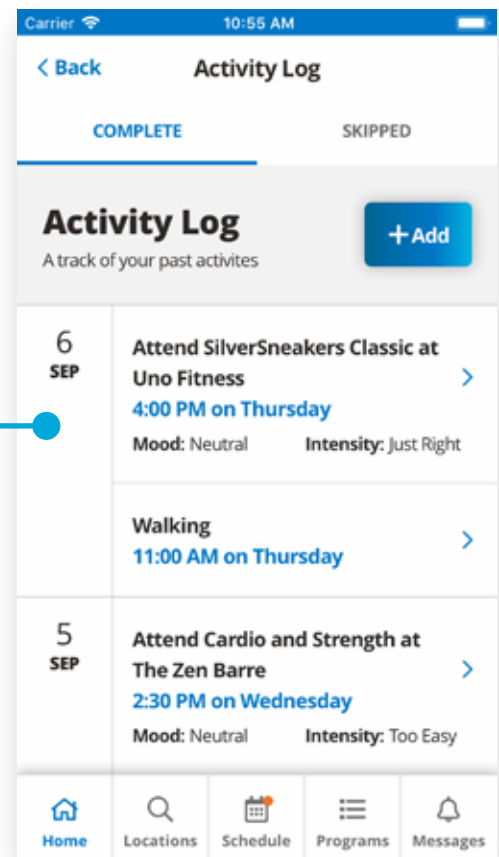
Logging an Activity

There are three main ways to log an activity in this mobile app. You will find an **"Add"** button near the top of the screen of the following sections of the app: **Dashboard**, **Schedule**, and **Activity Log**.

1. Tap on the Add button to begin logging an activity. If you are on the Dashboard or Schedule section, the Add button will display a menu with two options: **"Log an Activity"** and **"Schedule a new Activity"**. Tap on **"Log an Activity"** to start the process.

2. Select the type activity that you did in the past that you want to keep a log of.

Location Visit - You will be able to select what type of activity you did at the location, and then you'll be able to choose the location you did the activity at.

Class - You will be able to select the class you took, and a list of nearby locations with that class will be populated for you to choose from.

General Activity - You will be able to select from a list of general activities or input your own if the activity is not listed.
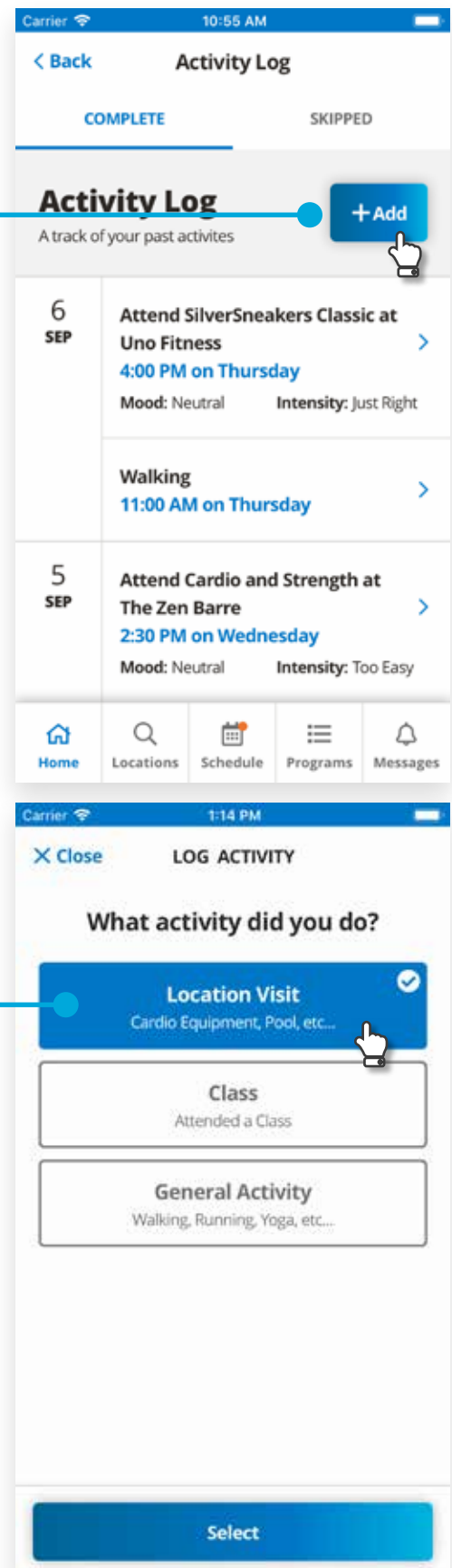
3. After filling the information about what type of activity you did, the application will ask you when you did the activity.

Select Time - The time picker starts at the current time and can be adjusted in 15-minute increments. Press the up and down arrows to adjust the time, and press **"Next"** to move onto the date picker.

Select Date - The date picker displays a calendar starting with the current month. You can adjust the month by pressing the left or right arrows displayed at the top of the calendar. Press any day to select it, then press **"Next"** to continue to add workout rating.

Carrier 📶   11:46 AM
✕ Close   **LOG ACTIVITY**
Step 4 of 5

Log the time for your fitness center visit to Pro Fitness Club

∧   ∧   ∧

11 : 45 AM

∨   ∨   ∨

PLEASE NOTE
Visit location's website for the up-to-date times.

Previous   ○ ○ ○ ● ○   Next

Carrier 📶   11:46 AM
✕ Close   **LOG ACTIVITY**   Clear
Step 5 of 5

What day did you do this activity?

‹   September 2018   ›

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Previous   ○ ○ ○ ○ ●   Next

4. After finishing selecting your time and date, you are now finished logging your activity and will be immediately asked to **Track your Activity.**

Tracking your Activity

Once you have completed an activity or logged an activity, you will be given a chance to track your activity and rate how you felt about it.

If you scheduled an activity at a location or took a class, you will also be asked to answer some questions about the location and/or instructor.

Select a choice from the listed options and tap on **"Next"** to continue.

Once you have answered all the questions, you will be done with Tracking your Activity and will proceed to the end screen. The end screen will give you the option to view all your logged workouts.

15
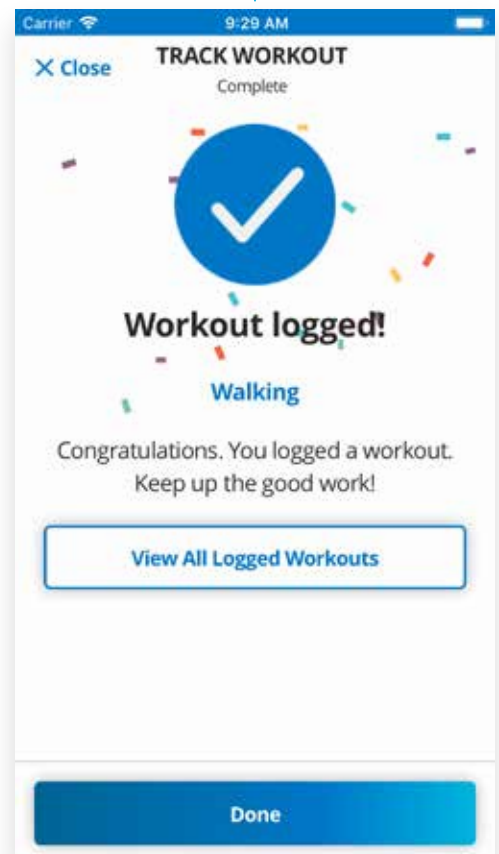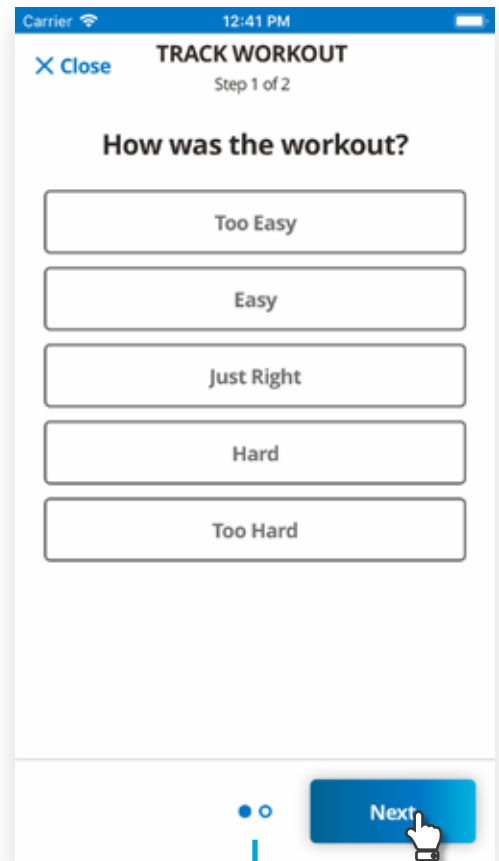
Part 3: Location Finder

Finding a location

By using our location finder, you are able to search and filter through many locations based on your current location or nearby a location that you are searching for.

Location Finder

Search Bar

Filters Menu

Map View

1. Tap on the **"Search bar"** to change your search area.

2. Tap on the **"Filters"** button if you want to look for specific locations that have certain classes or amenities.

3. Tap on the **"View Map"** button if you want to display your locations list on a map for better visualization. Use the **Next** and **Previous** buttons to navigate around.

Viewing details of a location

When you found a location that you want more info on, you can simply tap on the location card to see a detailed view of the location.

On the detail view, you will get information about its location, get directions, call the location, and visit the website if they have one listed. Below is a brief description of each section.
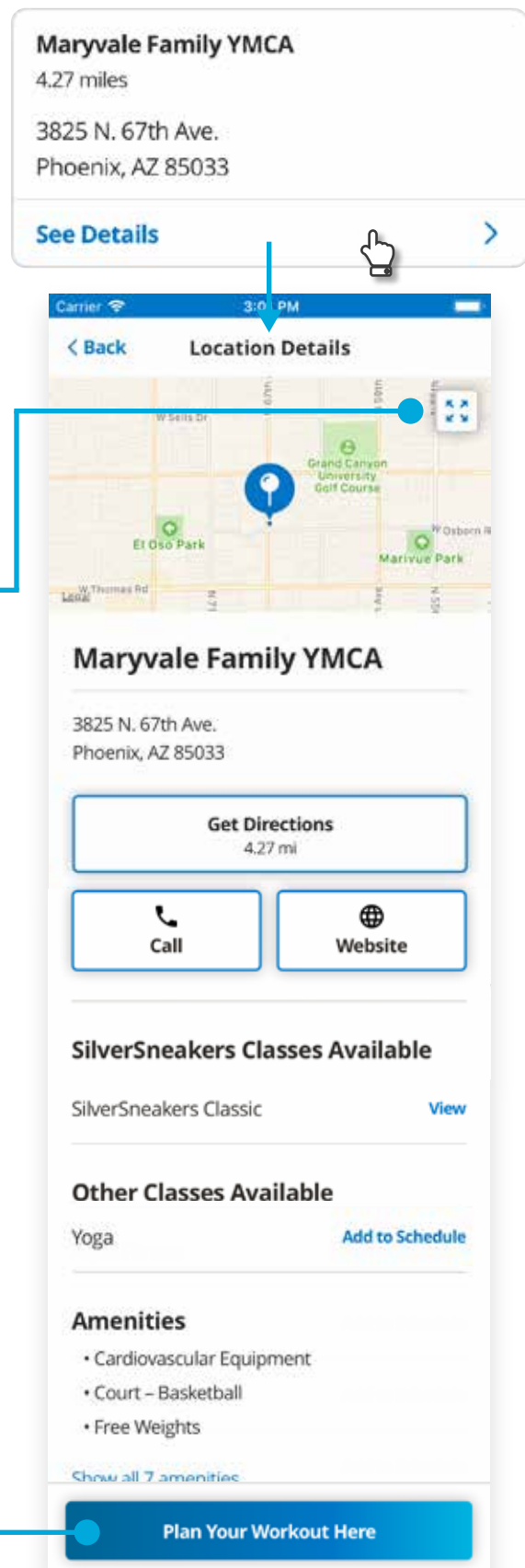
View Full Map - Tapping on this button will expand the map to full screen to allow more visibility of the area.

SilverSneakers Classes Available - For SilverSneakers members only, users will be able to see the available SilverSneakers classes that the location has to offer and dive in deeper to get more information about the class.

Other Classes Available - This section will display all the other classes that location may have to offer and an option to quickly add the class to your schedule.

Amenities - Browse through the list of amenities the location contains.

Plan Your Workout Here - Tap on this button to plan and add a workout at this location to your schedule.

Maryvale Family YMCA
4.27 miles

3825 N. 67th Ave.
Phoenix, AZ 85033

See Details

Carrier 3:0 PM

‹ Back   **Location Details**

Maryvale Family YMCA

3825 N. 67th Ave.
Phoenix, AZ 85033

Get Directions
4.27 mi

Call   Website

SilverSneakers Classes Available

SilverSneakers Classic   View

Other Classes Available

Yoga   Add to Schedule

Amenities
• Cardiovascular Equipment
• Court – Basketball
• Free Weights

Show all 7 amenities

Plan Your Workout Here

Part 4: Schedule

Viewing your schedule

The Schedule screen houses all of your activities, organized by **Past**, **Upcoming**, **Week**, and **Month**. Press any of those tabs to see activities scheduled for each view. On each of those views, there is also an **"+Add"** button that when pressed, starts the scheduling or logging workflows.

Upcoming Events

In the **Upcoming** tab, your next scheduled workouts are listed by date in order of soonest to latest. Tap on any item to navigate to the activity details screen for that activity.

Week

In the **Week** tab, you'll see all of your activities organized into each day of the week. You can see both upcoming and past activities here.

Past activities will have an orange dot next to them to indicate that they have not been logged yet, and tapping one starts the rating workflow for that activity. Pressing any other past or upcoming activity displays the activity details screen for that activity.
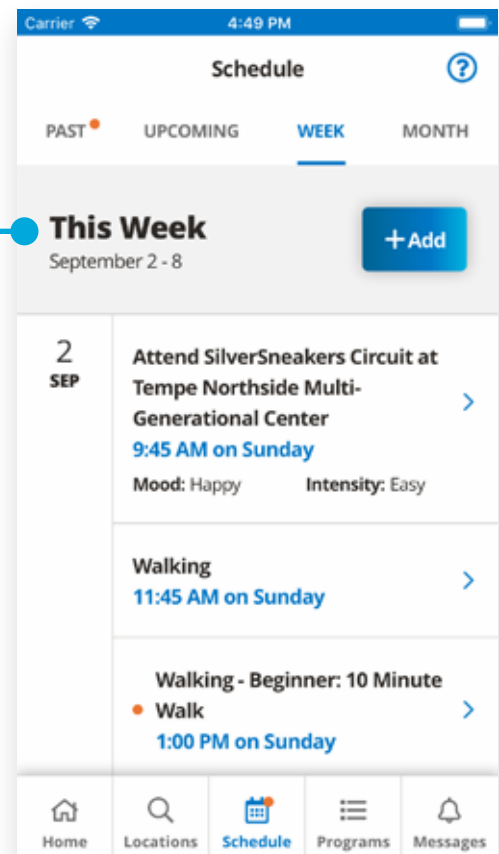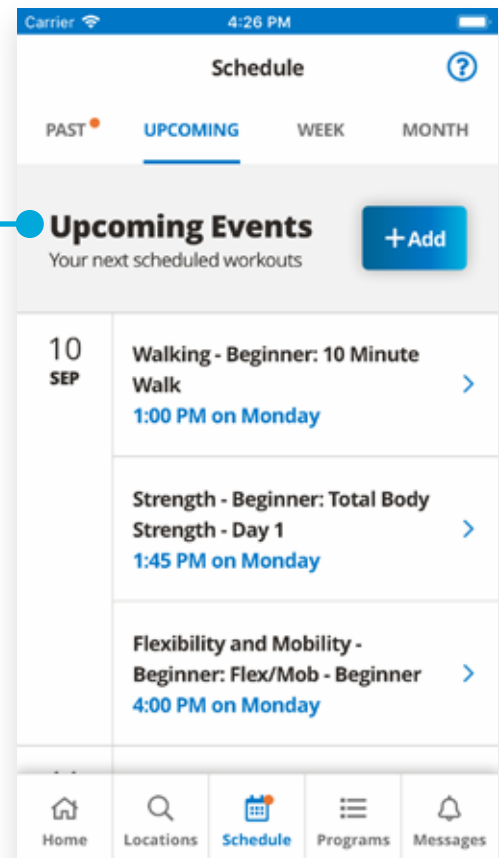
Month

In the **Month** tab, you'll see a calendar displayed. You can select a different month by pressing either arrow to the left or right of the current month displayed at the top of the calendar. Additionally, each day in the calendar with activities displays a small colored dot under the day: a grey dot indicates that there are events for that day that have not yet been added to your activity log, a green dot indicates that there were events for that day and they have been added to your activity log, and a red dot indicates that an activity scheduled for that day was skipped. If any activity during that day was skipped, the dot is red.

Underneath the calendar, you'll see activities listed for the selected day, and items there follow the same rules as other activity lists: unrated activities have an orange dot, and tapping on them starts the rating workflow, while pressing any other activity opens the activity details screen.
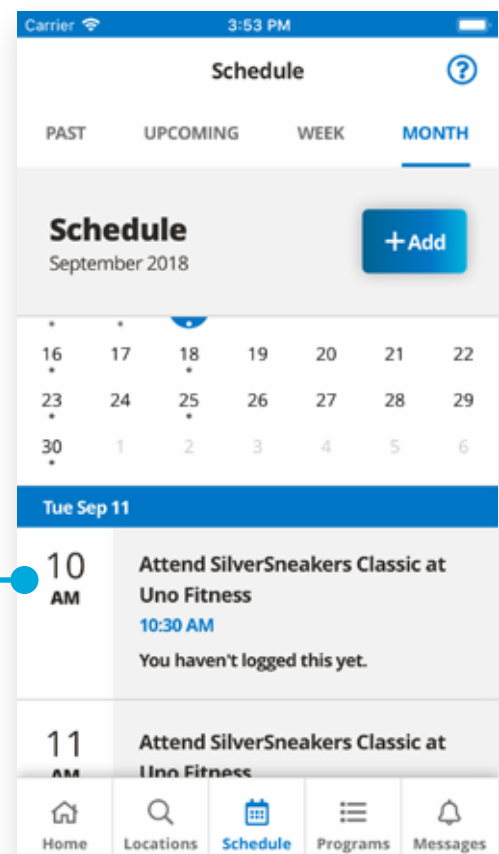
Scheduling an activity

Throughout the mobile application, you will find various ways to add an activity to your schedule. On the **Dashboard** and **Schedule** screens, there is an **"Add"** button on top.

1. Tap on the Add button to begin scheduling an activity. If you are on the Dashboard or Schedule section, the Add button will display a menu with two options: **"Log an Activity"** and **"Schedule a new Activity"**. Tap on **"Schedule a new Activity"** to start the process.
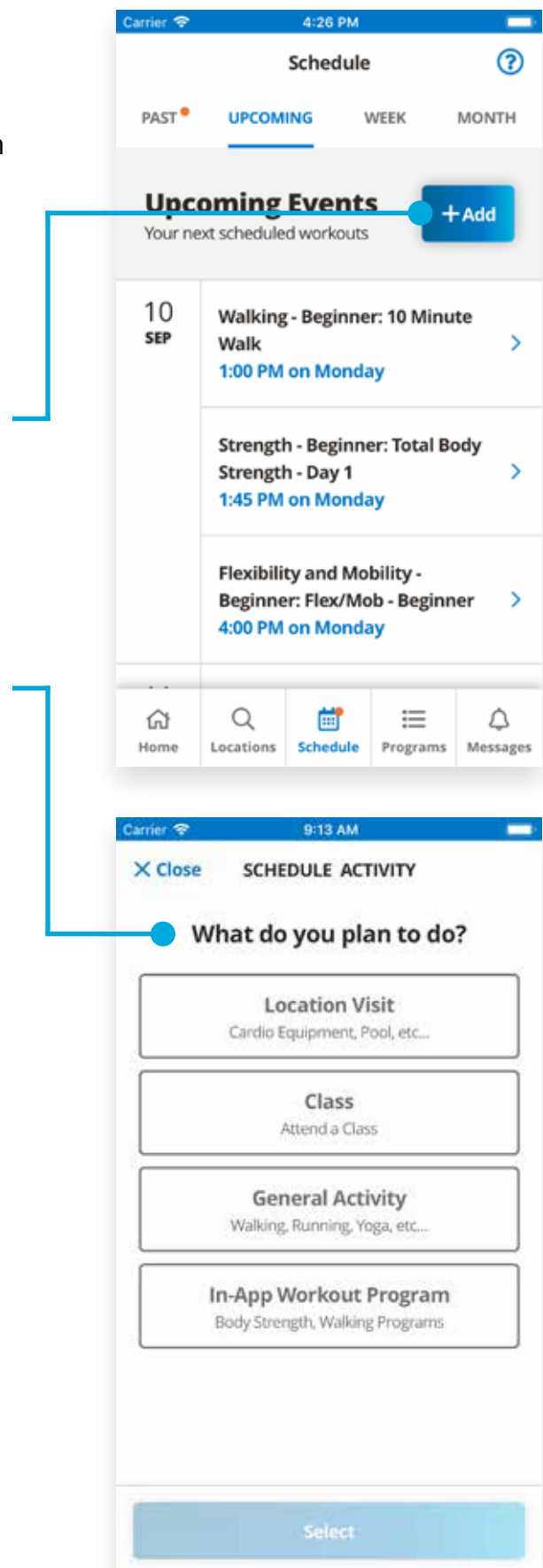
2. Select the type activity that you plan to do.

Location Visit - You will be able to select what type of activity you want to do at the location, and then you'll be able to choose the location you did the activity at.

Class - You will be able to select the class you plan on taking, and a list of nearby locations with that class will be populated for you to choose from.

General Activity - You will be able to select from a list of general activities or input your own if the activity is not listed.
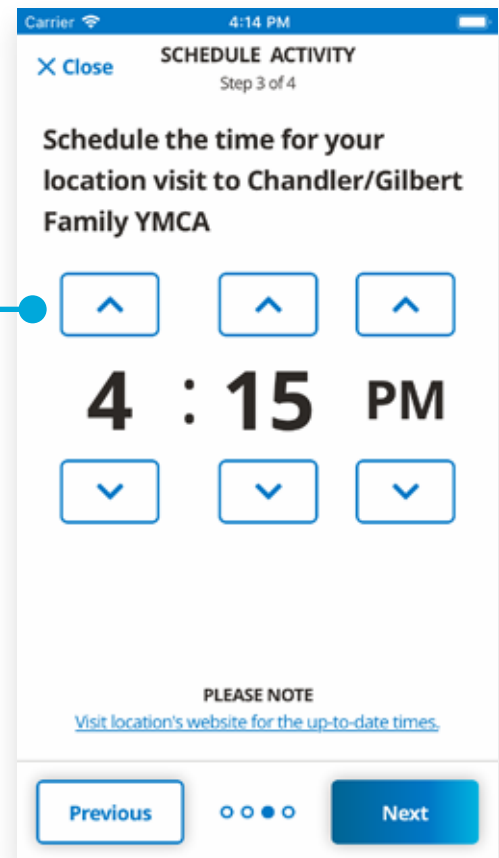
In-App Workout Program - You will be able to select from a list programs that contain a series of workouts and exercises at various difficulty levels.

3. After filling the information about what type of activity you plan to do, the application will ask you when you want to schedule the activity.

Select Time - The time picker starts at the current time and can be adjusted in 15-minute increments. Press the up and down arrows to adjust the time, and press "**Next"** to move onto the date picker.

Select Date - The date picker displays a calendar starting with the current month. You can adjust the month by pressing the left or right arrows displayed at the top of the calendar. Tap on any day to select it, then press "**Next"** to continue.

4. After you finish selecting your time and date, you will be finished scheduling your activity and will be shown a confirmation screen of your scheduled activity.

Tapping **"Done"** will redirect you back to the screen where you first initiated the process.

You can also choose to add additional workouts and activities at the same location, and you will be taken through the scheduling process again.

5. Once you have scheduled an activity, you will receive a reminder about the activity 1 hour prior to the scheduled time. In addition, a reminder about logging your workout will be sent to you 2 hours after the scheduled time. You may turn these notifications **ON** or **OFF** within your **Profile settings**.
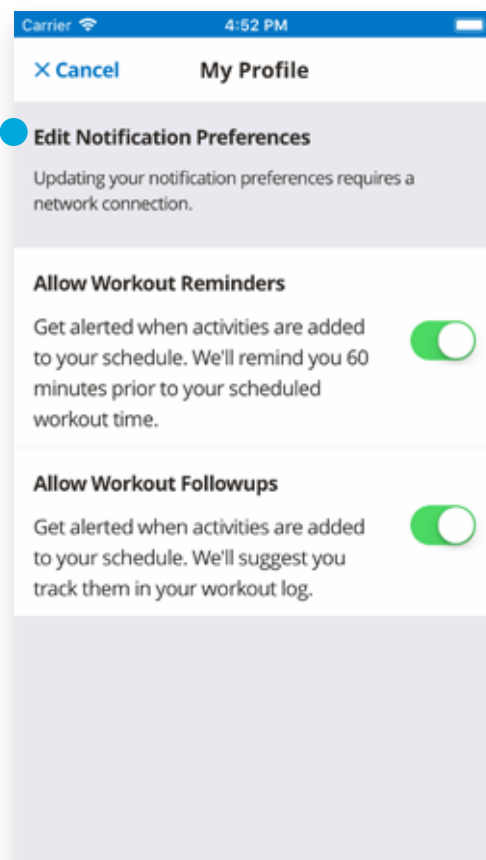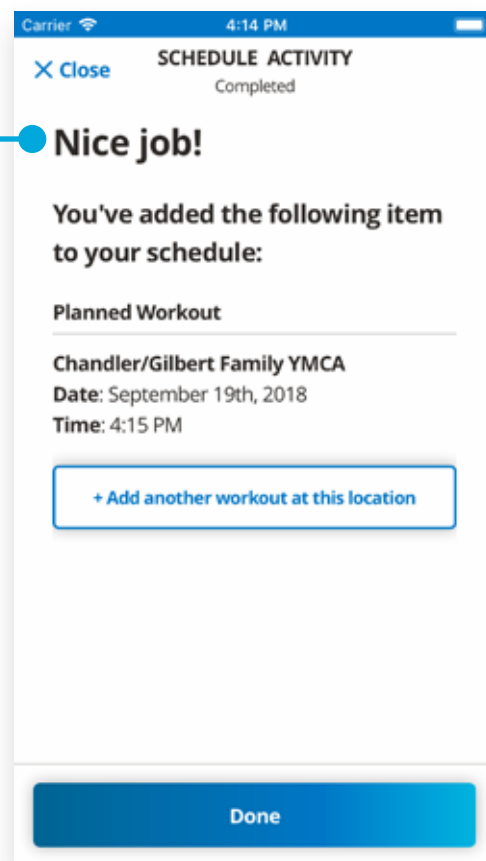
Viewing details of a scheduled activity

Tapping on an activity in your schedule will bring you to the event details screen. The type of activity you scheduled will determine what information to show.

Classes / Location Visit - A class or location visit will contain a map of the location along with the address and a **"Get Directions"** button. If the location has them available, **"Call"** and **"Website"** buttons will be present as well.

Programs - If the activity is a non-walking program workout, a **"View Workout"** button is displayed. Tapping on it will direct you to the workout program where it can be started at any time. There will also be a button on the bottom to allow you to start the workout.

General Activity - A general activity will have the title of the activity along with the time and date of the scheduled event.
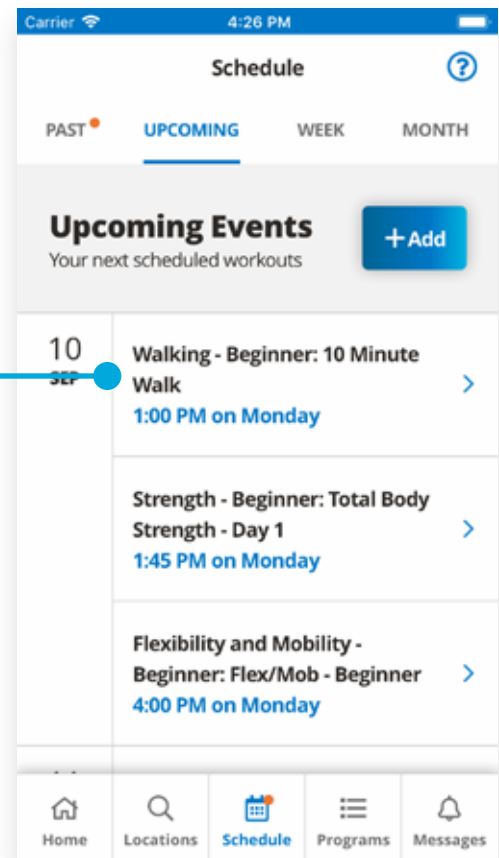
Rescheduling and editing an activity

When on the details of an activity or event, you can reschedule in two ways.

1. Tap on the "**pencil icon"** for either **Time** or **Date** to edit them independently. A similar time and date screen will show up allowing you to change them.

2. Tapping on the **"Skip Workout"** button on the bottom will prompt a pop up allowing you to just skip the activity for the day or to reschedule it for another day. Rescheduling it will also prompt the time and date screen to allow you to edit them.
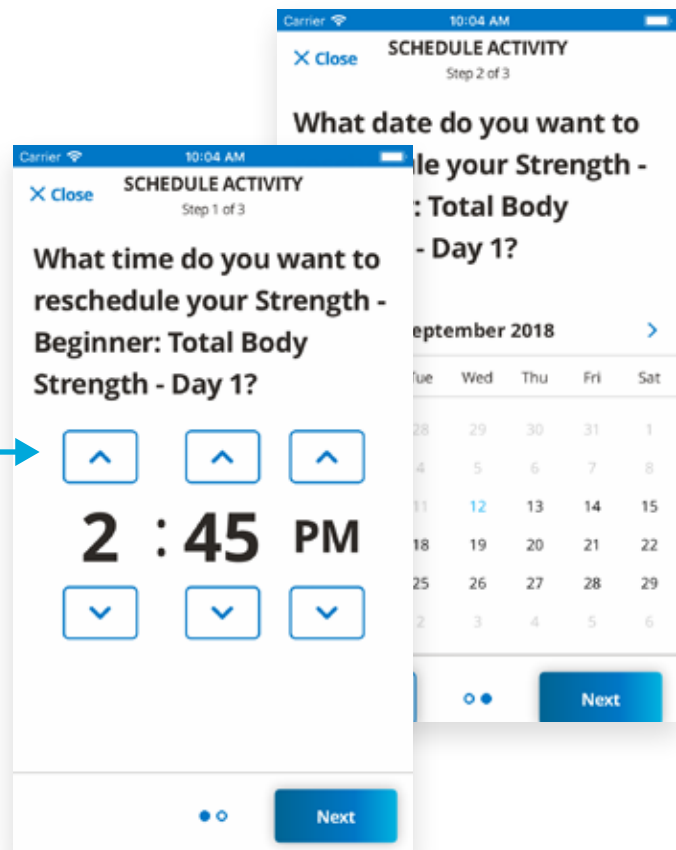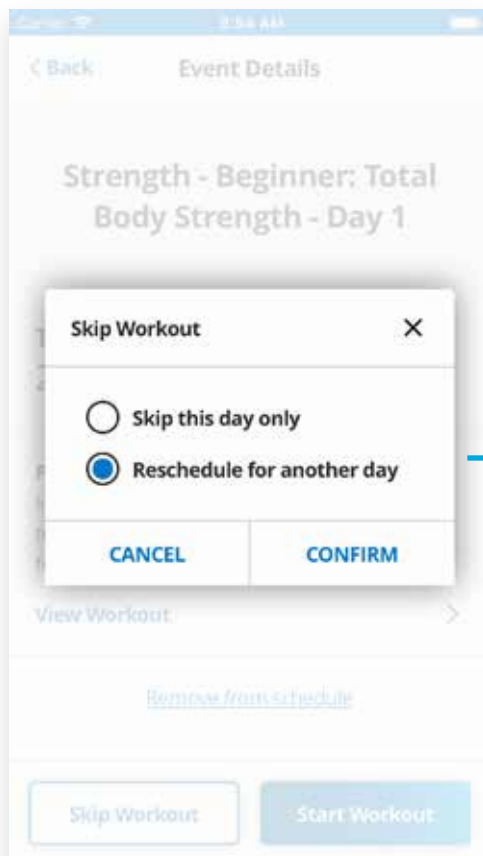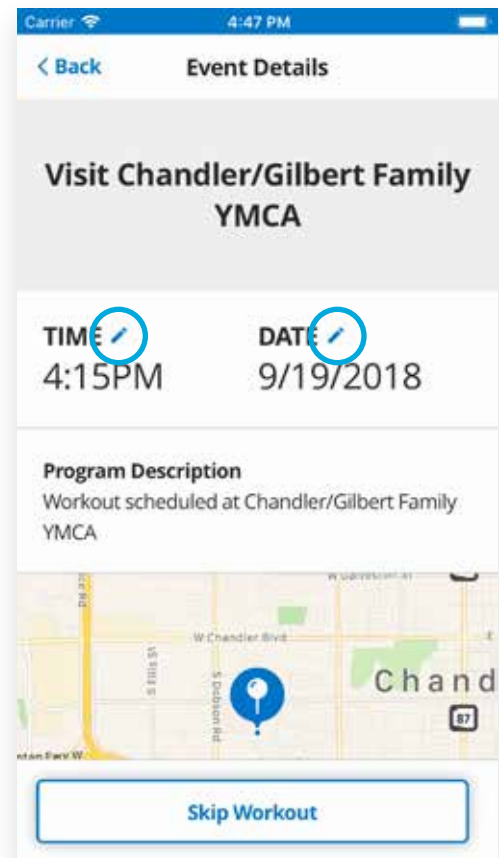
Removing a scheduled activity

If you have a scheduled activity that you would like to remove from your schedule, you can easily do so by tapping on the **"Remove from schedule"** link.

If the activity happens to be a recurring event, you will be given the option to **"Remove this event only"** or to **"Delete all recurring events"**.
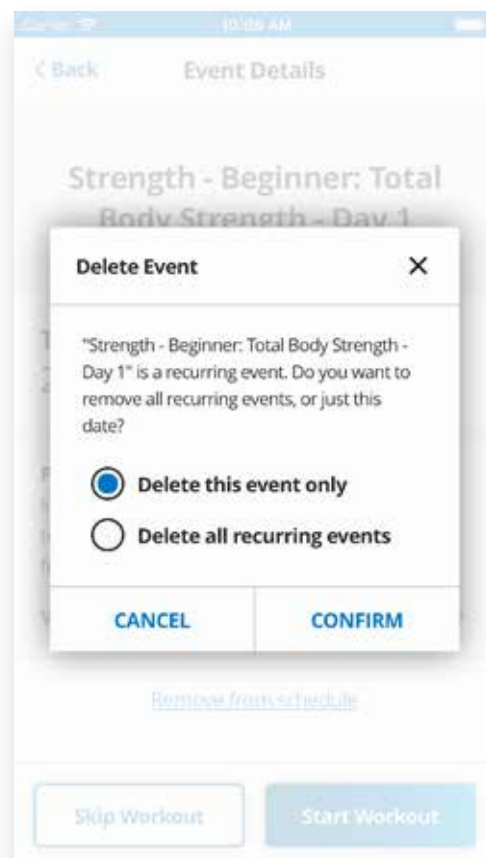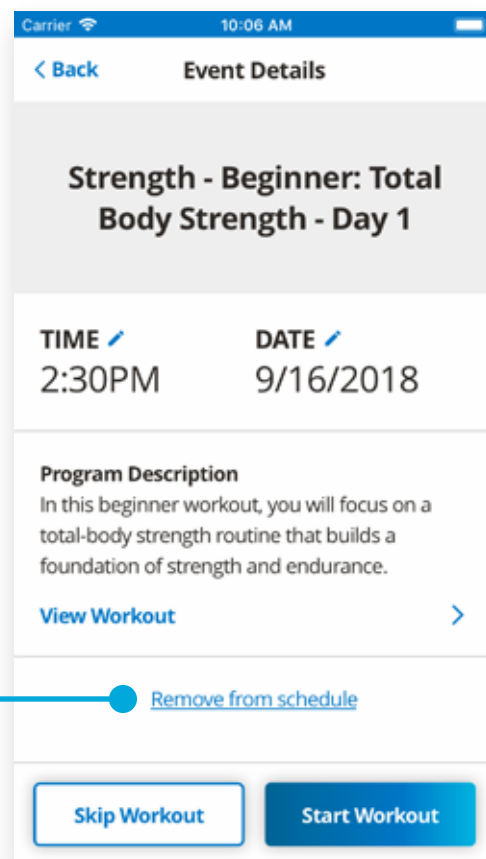
Past Events

In the **Past** section, any scheduled activities that have passed their scheduled time are listed by date in order of oldest to latest. Here, activities also display an orange dot to indicate that you need to add a rating to your scheduled activity. Tap on any past activity to access the detail page of the event, and tap on **"Yes, I did it!"** to start the activity tracking workflow or tap on **"I skipped it."** if you didn't get to do the activity.

You can also see a list of Past Events on your Dashboard, by tapping on the **"Past"** tab within your **"My Events"** section.

These activities that you track will be logged into your **Activity Log**.
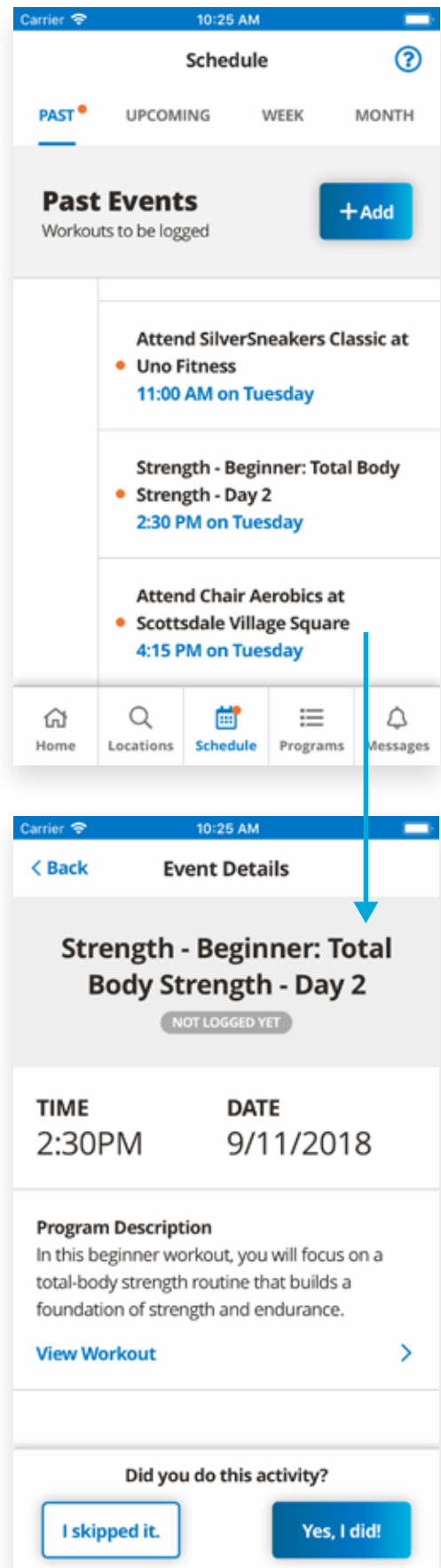
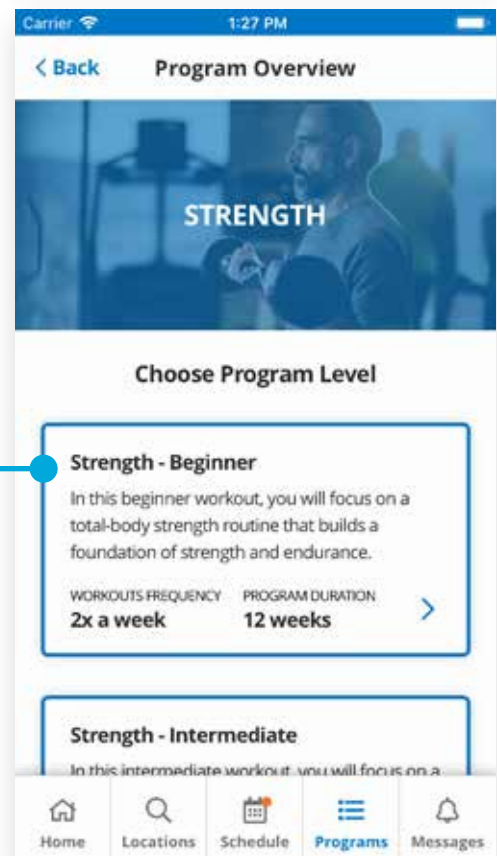# Part 5: Workout Programs

Viewing your programs

Press the **Programs** tab on the bottom to view a list of all the workout programs available to you. Depending on your membership level, some programs may be locked. You may tap on the locked programs for details on how to unlock the programs.

To learn more about the program, tap on any program that you may be interested in to view a more detailed overview about the program.

Program Overview and Levels

After choosing your program, the program is split into various levels by difficulty. Each level has a name, description, frequency, and duration. Select any level by tapping on it to learn about the different workouts included in that program level.

Depending on your membership level, some program levels maybe locked. You may tap on the locked program level for details on how to unlock the level.

Viewing a workout program overview

Each workout for the level selected is listed here. You can view the exercises for any workout by pressing **"View Exercises"** underneath its listing, or you can press **"Schedule Program"** to start the scheduling workflow for the program.

Scheduling a workout program

Scheduling a workout program is similar to scheduling an event. The app will prompt you to pick the days of the week and a calendar to select when you want to start the program. See page 20 for more help on scheduling.

Once scheduled, your schedule will automatically generate enough events that match the duration and frequency of the program you chose to add.
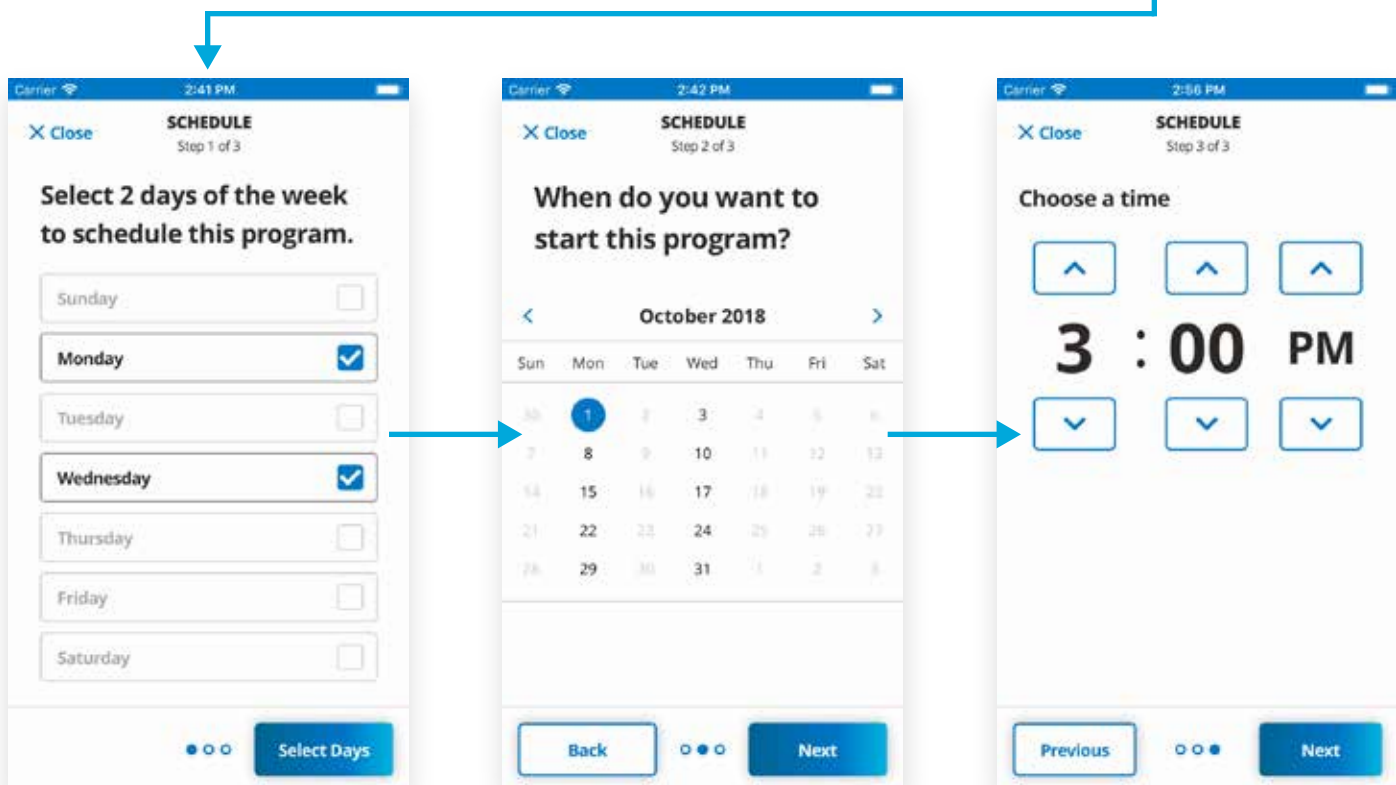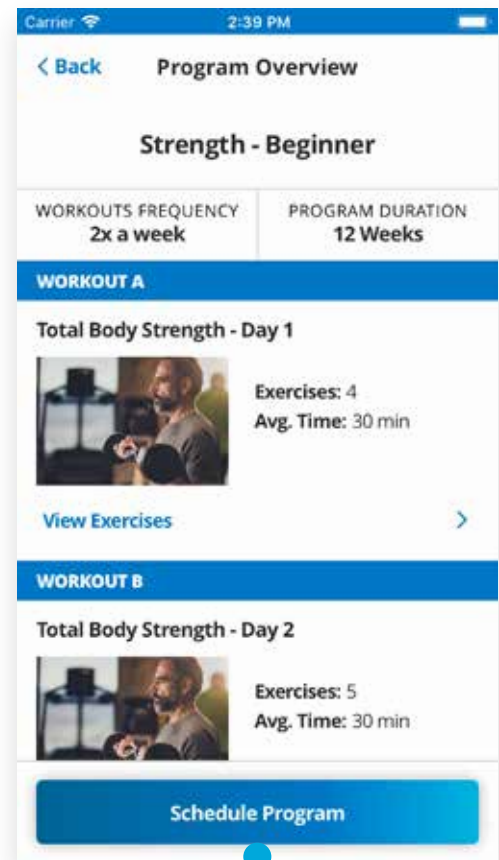
Starting a workout

There are various ways to start a workout. If you have a workout program scheduled, you will receive a notification about the workout that will link you to the details of your scheduled activity, and a button to **"Start Workout"** will appear.

To start a workout from the **Programs** section, please follow the following steps:

1. Navigate to the **Program Overview** of the program level of your choosing.

2. Tap on **"View Exercises"**.

3. Tap on **"Start Workout"** to begin the workout and you'll be directed to **Workout Progress** screen.
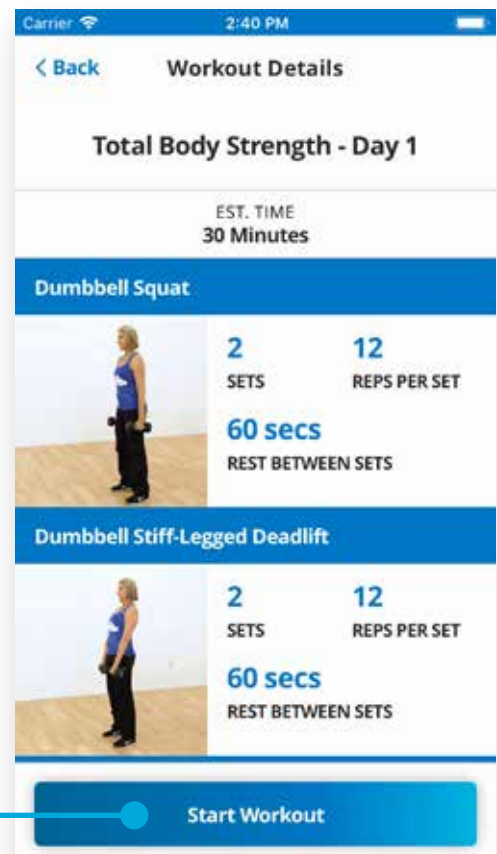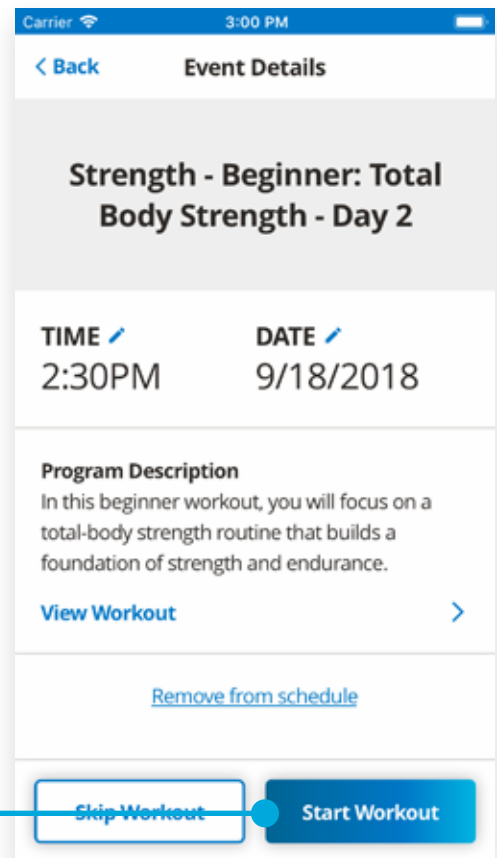
Understanding the Workout Progress

The **Workout Progress** screen has a lot of features that enables you to customize your workout experience and guide you through the workout.

Workout Name

Skip to next exercise

Exercise Details

Contains info about the exercise, sets, and rest time.

Play Video

Plays a more detailed instructional video of the exercise.

Animated Guide

Intensity Switcher

Toggle between easier, standard, or harder versions of the exercise. Note that some exercises may have either easier, harder, or both intensities to switch between.

Set Tracker

Track your sets as you finish them. A rest timer will appear after each finished set to keep track of your progress.

Navigating through your Workout

Next Exercise

Once you finished an exercise, tap on the **"Next Exercise"** button on the bottom to continue to the next exercise.

End Workout

Once you've reached the last exercise, the **"Finish Workout"** button will appear after you finished your sets.

Tap on the button to complete your workout and add it to your **Activity Log**. From there, you can rate your workout. For more help about rating your workout, see page 15.
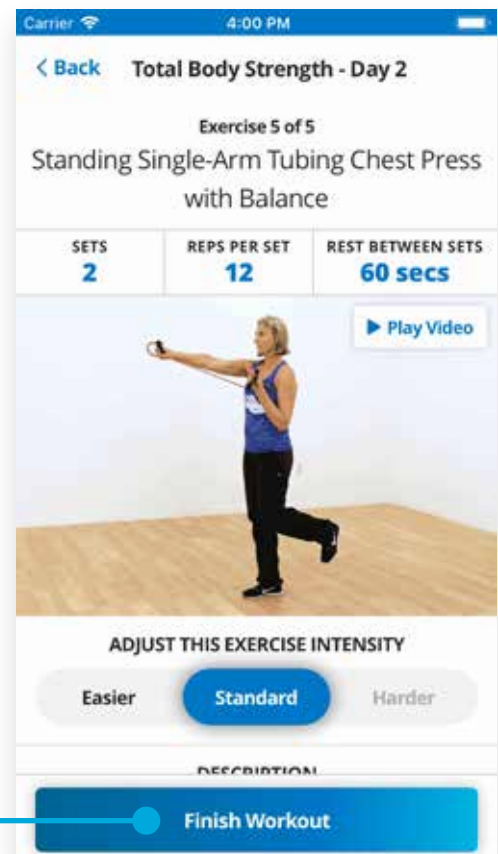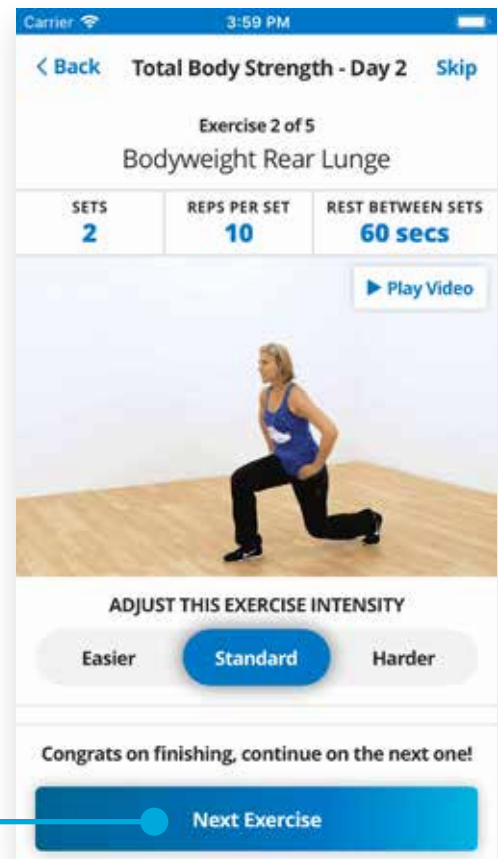
Keeping track of your route

When you start a walking program, you will be asked to give permissions for the app to capture your location. Walking programs are able to track your walking route and save them to your **Activity Log** in addition to other details about your workout.

You can continue to pause, rewind, or fast-forward any audio-based program with your device locked.

Once you have finished the workout, tap on **"End Workout"** to proceed to your stats screen. A map of your route will be shown along with your distance, duration, and your average speed.

If you did not allow the application to use Location Services from your phone, the application will give you the option to add in your distance manually.
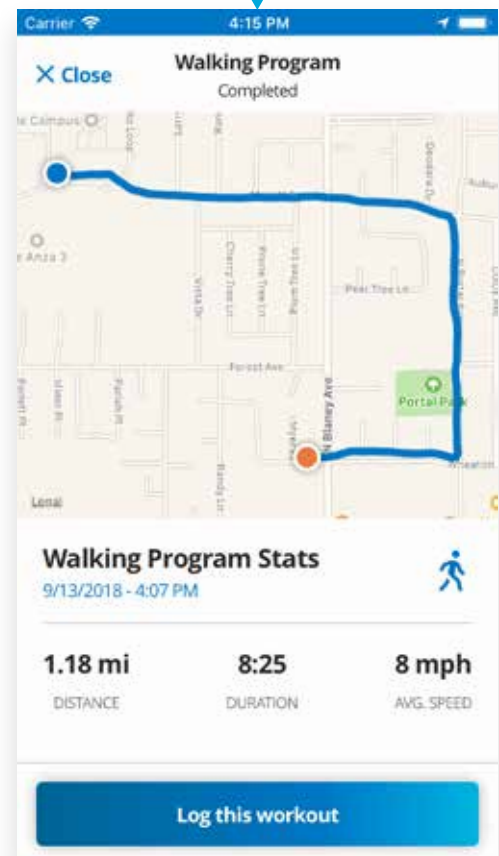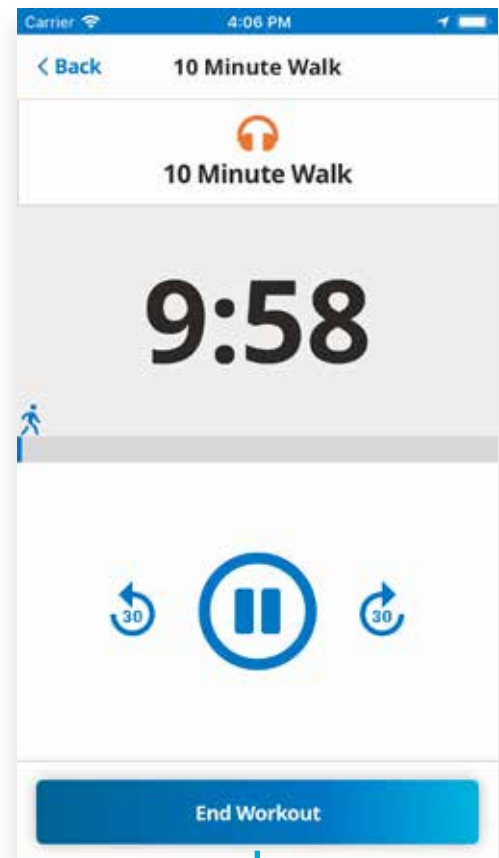
Part 6: Messages

Viewing your messages inbox

By default, messages will be sent to you throughout the app. Workout followups and messages from SilverSneakers will be found in your **"Inbox"** over time.

An orange dot will be displayed next to messages that are new and haven't been read yet. You may tap on the message itself to see the full message if the message has additional information.

Messages can all be marked as read, individually marked as read, or individually deleted. To mark messages individual, swipe on the message to display these options.

You also have the option to turn of or disable these notifications by locating the **"Notification Preferences"** in your profile settings.
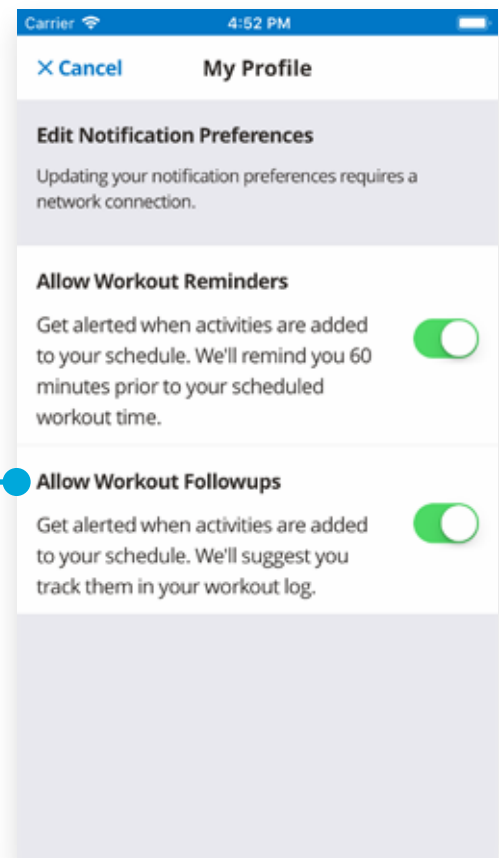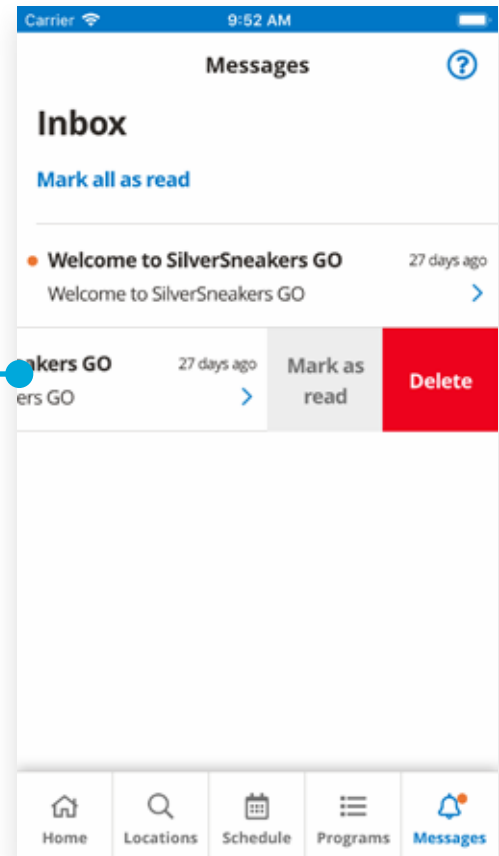
Part 7: Profile

Viewing your profile settings

To access your profile settings, tap on the **Profile** button found at the top of your **Dashboard**.

Once you are in your **Profile** screen, you have access to all of your account settings and preferences below your name.

SilverSneakers Members Only

As a SilverSneakers Member, you will notice your **member ID card** at the top for easy accessibility. Just like a physical card, you can show this card at any participating locations and classes to redeem your benefits.

Checking your SilverSneakers eligibility

You can view your registration information at any time in your profile. Editing your profile information will check your eligibility status again and alert you if your status has changed.
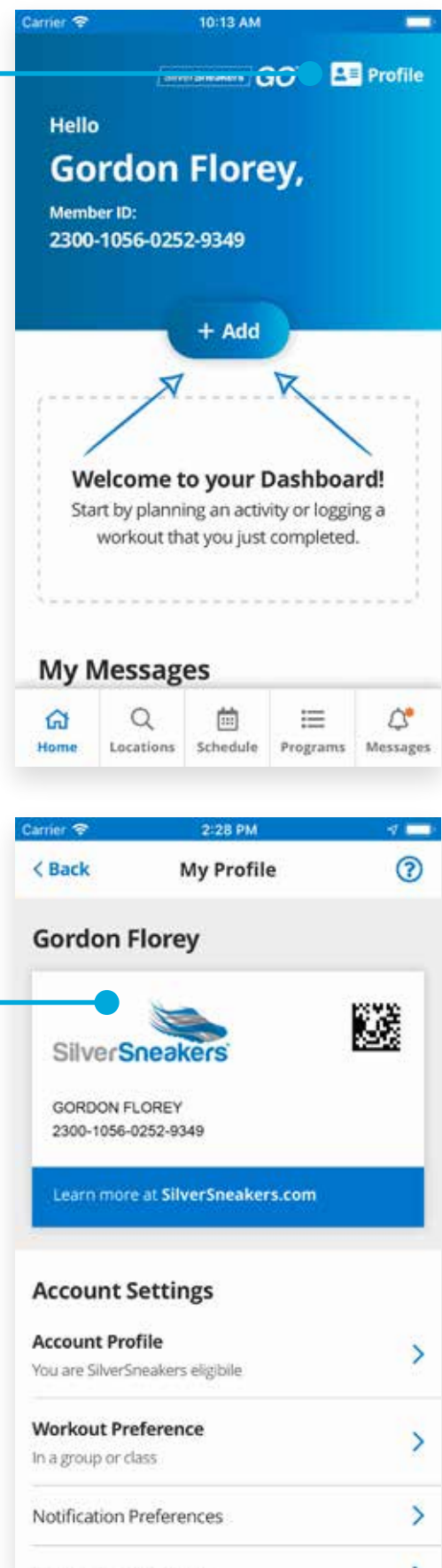
Changing your display name

Tap on **"Display Name"** within your account settings to change your nickname. This nickname is used to display your name within the mobile application. Tap on the name and a keyboard will pop up to change it. Once you're finished, tap on **"Save Display Name"**, and your new nickname will be saved.

Changing your workout preference

Tap on **"Workout Preference"** within your account settings to change your workout preference. At the beginning of your registration, you may have already answered the question, "How do you like to workout?" This option helps to determine what type of information is shown to you on your **Dashboard**.

Select one of the choices and tap on **"Save"** to confirm your selection.

**By Myself** - Will show you a list of nearby locations you can go to workout in your area.

In a group or class - Will show you a list of nearby classes you can attend in your area.

I'm not sure - Will show you a list of neaby locations you can go to workout in your area.
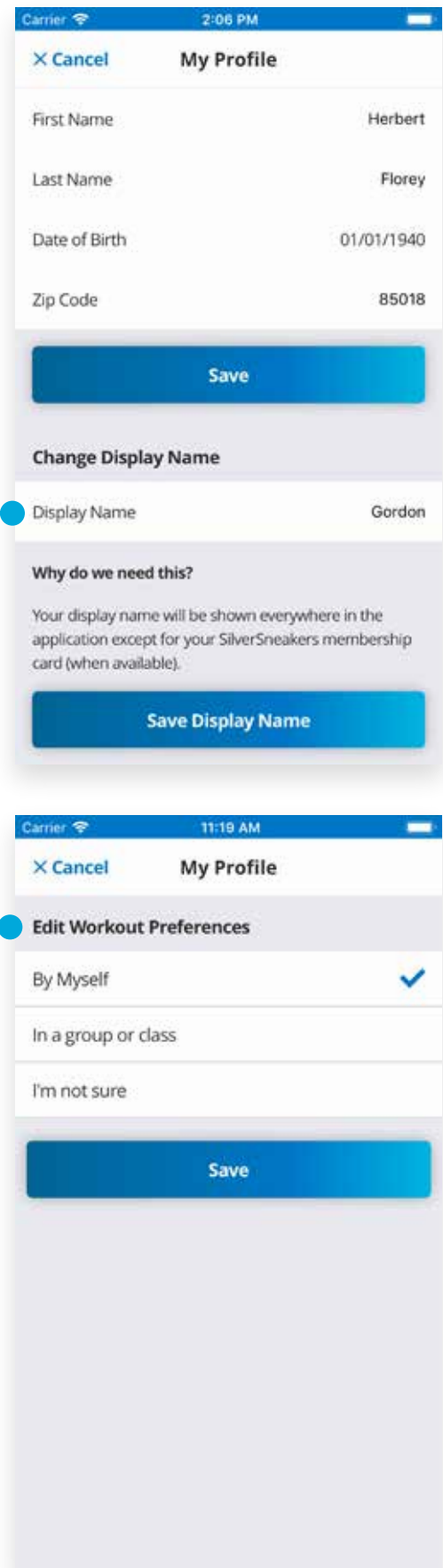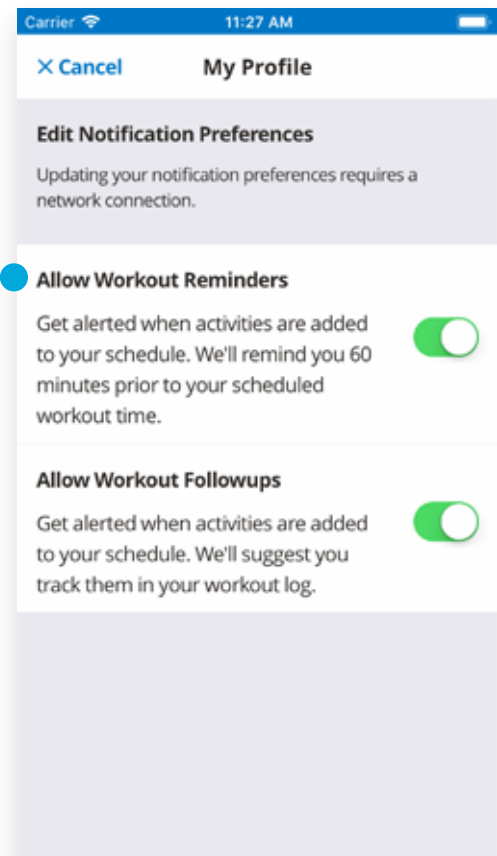
Changing your gender

Tap on **"Gender"** within your account settings to change your gender. You may select from the options, "Male", "Female", or "Prefer not to say". Tap on the **"Save"** button to confirm your selection. As a SilverSneakers member, you will not see an option to change your gender.
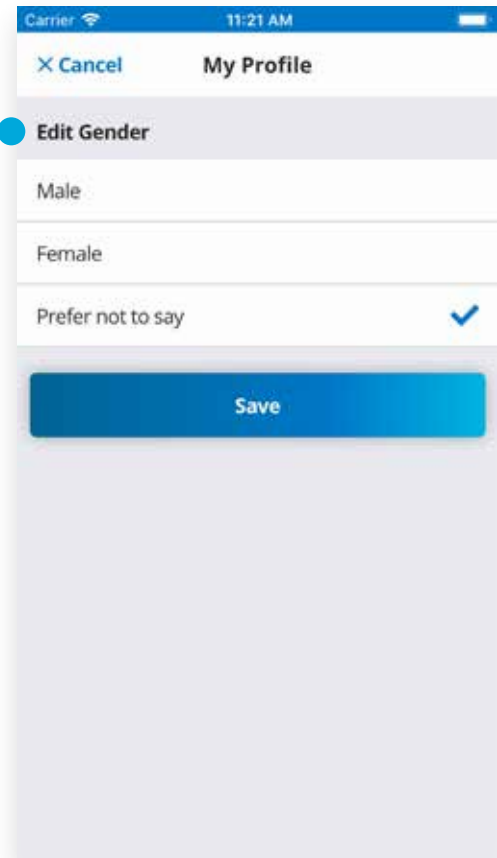
Changing your notification preferences

Tap on **"Notification Preferences"** within your account settings to change your notification preference. These notifications will show up as badges and alerts throughout the app and will also be stored within your **"Messages"** area. Updating your notification preferences requires a network connection.

Toggle the switch on the right to turn **"ON"** or **"OFF"** the specific notifications.

Changing your email address

Tap on **"Change Email Address"** within your account settings to change your email address. Tap on the field to bring up the keyboard to enter in the email address you want to switch to. For security purposes, after tapping **"Confirm"**, you will be prompted to enter your account's password to confirm the change. Once the password is confirmed, your email address will be changed.

Please note that this new email address will be the email address you use to log in the next time.

Changing your password

Tap on **"Change Password"** within your account settings to change your account's password. Tap on the fields to enter in the correct information including "Old Password", "New Password", and confirming your "New Password".

Tap on **"Change Password"** to confirm your changes.

Please note that this new password will be the password you use to log in the next time.

Enabling Touch / Facial Authorization

Tap on **"Touch ID / Face ID Authorization"** within your account settings to enable or disable Touch / Face ID Authorization. Toggle the switch on the right to turn **ON** or **OFF** this feature. You will notice this feature the next time you are prompted to log in.

Viewing Help and Tutorials

If you ever need to learn more about this mobile application, there is a **"Help and Tutorials"** section found inside your profile settings where all the tutorials for each section of the application can be found. Tap on **"Help and Tutorials"** and tap on **"View"** to browse through any tutorials you are interested in.
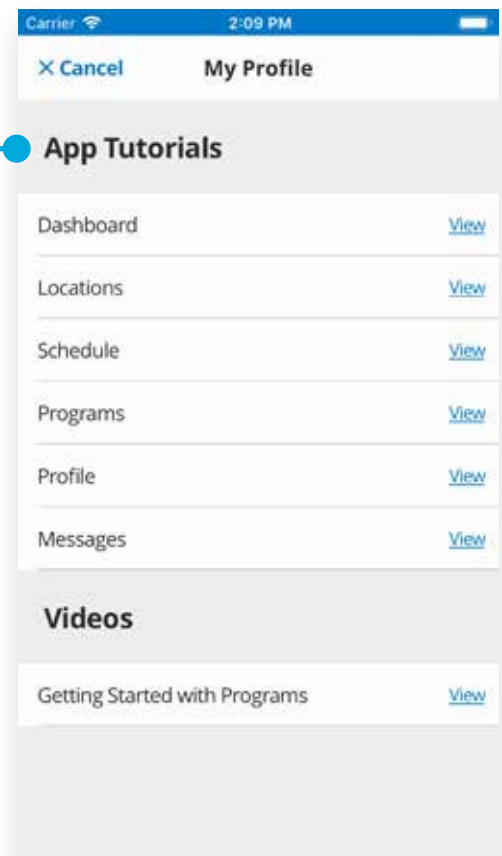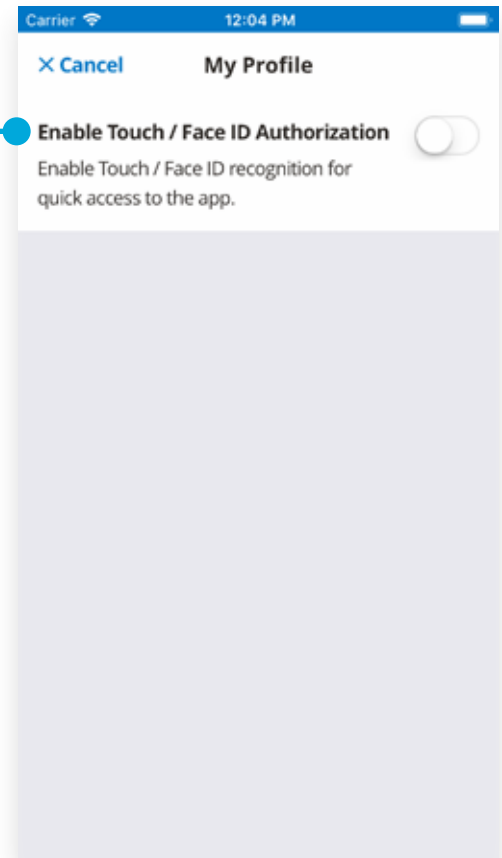
Logging out of your account

At any time, you can log out of your account and head back to the Log In Screen. Tap on the **"Log Out"** button on the bottom of your account settings and **"Confirm"** your action.