



TROUBLESHOOTING AND INSTRUCTIONS

Having an issue? Please review some of our most frequently encountered issues and answers below:

Will there be an additional cost to use Y Wellness 24/7?

No, the virtual platform is included with your Valley Points Family YMCA membership.

There are a lot of classes on Y Wellness 24/7; how do I find my favorite instructors? With the influx of new classes and videos, if you like a specific instructor, we recommend that you use the “follow” feature to save favorite instructors to your account. How to follow an instructor? Click on a class hosted by that instructor. Navigate to the three tabs (class, reviews, instructor) at the bottom of the page and click on “instructor” and then click “FOLLOW”

TECHNOLOGY TROUBLESHOOTING

Already in our virtual platform but having an issue? Check here:

I am having trouble logging in. I navigate to the login screen and I'm asked for payment.

Y Wellness 24/7 is provided as a free benefit of your membership. You should not be requested to enter payment information. This is an error; please contact customercare@burnalong.com to correct this.

My screen is not clear? Connection seems fuzzy?

The virtual wellness platform has a new troubleshooting steps to assist you:

1. Click the blue NETWORK button on the bottom left of your screen to determine if your connection is strong or if there are network issues on your end.
2. If your connection looks good, please email us at the Y at admin@vpfymca.org to report this issue.

I cannot hear audio for my class using my phone.

Click the new RESET AUDIO button to re-sync the audio on your device. This should correct the issue but if you continue to have issues please email us at the Y at admin@vpfymca.org to report this issue.



I'm using my phone and my screen is blank?

This could be due to your browser settings. Adjust the settings on your phone to allow Safari (iphone) or your current browser access to camera and microphone.

I can't edit my profile?

This issue is being worked on and is coming soon.

I would like to participate, but I didn't receive a login.

First time users <[CLICK HERE](#)> to create your own virtual wellness platform login. You will only need to do this once. *(This link is for members of the YMCA; those creating an account without membership will be removed on a weekly basis.)*

If you continue to have difficulty logging in, please contact customercare@burnalong.com.

Why can't I see myself when I click the 'camera'? Why can't I invite friends?

We see those features too! Those features are currently in development and are not currently working. But they are coming soon!

Is there an app?

Yes, you can now download the app to your device. Search for the BurnAlong app in your app store and use your login to access programs. Tap the little 'person' icon at the bottom that says 'classes.' There you can view of private YMCA of Bucks County classes by clicking on 'Private Classes.'