



815 YMCA on Demand Frequently Asked Questions

What is 815 YMCA on Demand?

815 YMCA on Demand is our new virtual platform. We are offering FREE on-demand and live fitness classes online for members only. We will start with 14 live classes a week taught by our instructors. Additionally, we will feature guest instructors from across the country in our on-demand library. Members simply use their member barcode to access our platform.

How do I access the virtual platform?

There are three ways to access the site.

- 1) Go directly to: www.815ymcaondemand.org
- 2) Click the Virtual Classes tile in the YMCA app
- 3) Visit the Y's website and click 815 YMCA on Demand on the home page

How do I find my member barcode?

The member barcode is used to access the virtual platform. It can be found on the back of your member key tag or in the barcode area of your app. This is what you use to scan in at the branch. If you lost your barcode number, email the Y at ymcasupport@rockriverymca.org.

My member barcode is not working, who do I contact?

Please email ymcasupport@rockriverymca.org and share your name and member barcode. We will double check that you have the correct number.

I can get into the site, but I'm having issues seeing the videos. Who do I contact?

Please email ymcasupport@rockriverymca.org with any issues you may be experiencing. We will need to know what type of device you are using and the internet browser you are using. For example, Samsung S10e device and using Google Chrome. Or, iPad 9.7 and Safari.

How often will new classes be available?

We are starting with 14 live classes a week. The recordings of those classes will be available as on-demand videos shortly after. We hope to expand offerings soon as we navigate the new system.

Will my favorite class be available?

We will do our best to add in classes as we can. We only have one virtual studio, so we are unable to run multiple classes at the same time. This limits our capacity.

What if I don't have the required equipment at home for the class?

It is not necessary to have all of the equipment at home. Do your best to improvise. Paper plates work great as gliders, canned goods or water jugs work great as weights and a folded towel can be used as a mat. If you don't have yoga blocks, then grab some pillows.



Can I rent equipment from the Y?

We do have fit kits for loan, however, we are currently out of stock. We notify members when the loan cycle renews so requests can be made.

How much does this service cost?

815 YMCA on Demand is a member benefit and is free to active YMCA of Rock River Valley members.

How do I make the video larger on my screen?

If you hover your mouse over the video, options will appear on the screen. Click the square box in the lower right-hand corner to go full screen.

Will I be seen during live classes? Can I communicate with the instructor?

You will not be seen during live classes. The instructor is the only one visible. You can, however, communicate with the instructor through the chat box.

How do I chat with an instructor during a live class?

Hover your mouse over the video and a YouTube logo will appear. Click on YouTube. You can chat when logged into YouTube. This will take users outside of our platform. Members should remember to go back to the window for 815 YMCA on Demand when finished with class to logout.

Why must I log-out after every session? My computer will save my password, can't I just stay logged in?

We are asking that you log-out at the end of each session because it helps us track check-ins. This is our virtual branch – just like visiting one of our physical locations. We are only able to determine if members are using the service by tracking log-ins. Also, some insurance-based memberships need to provide check-in data. This will help with that. We appreciate your help!