acac mobile app FAQs

What devices are compatible with the acac app?
The **acac** app is compatible with all smart phone devices. It can be downloaded by visiting your device's app store and searching "**acac** Fitness & Wellness"

How do I use my mobile scantag to check in?
After logging into the app, the barcode at the top of the welcome screen is a mobile version of your scantag. This can be presented to the Member Services desk for check-in. For Apple devices, the scan card can be added to the Passbook by selecting "Add to Wallet" at the top right of the scan bar.

**Where can I see my current reservations?**
Any reservations you have previously created for upcoming classes, programs or events can be found in the "Activity" tab of the home page. Toggle to different days by tapping the numbers.

Where can I update my profile information?
To update your profile information (except name and date of birth), select the "Account" tab and then "Profile Information."

Can I update my credit card information from the mobile app?
No, you cannot update your credit card from the mobile app. Visit **acac.clubautomation.com** from a desktop device to update payment information.
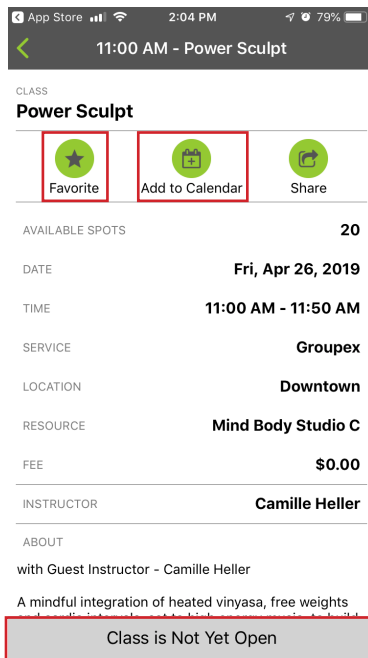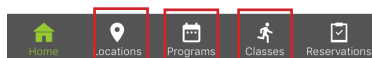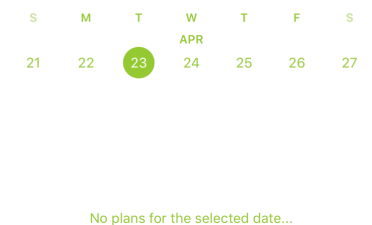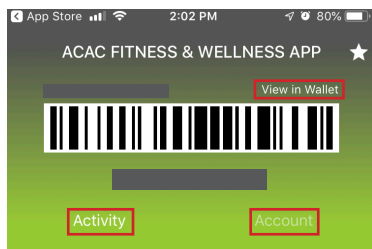
How do I see my current statements?
To view your current balance and past statements, click "Account" and then "Statements." Use the downward arrow at the top right to toggle between months/years, and use the mail icon in the top right to send statements via email.

Where can I view my check-in history?
To view your check-in history, click "Account" and then "Check-In History." Search date ranges, and email your history reports by typing in an email address and clicking "send" in the top right.

How do I sign up for a class?
Select the "Classes" icon from the bottom menu bar, use the search functionality (top right) to narrow down your class options by location, date, instructor, and more. Click "show classes," and click into the class of your choice. Select the green "sign up" bar at the bottom of the screen, and click "confirm" or "pay" to reserve your space.

NOTE: Not all classes require advance registration. Those that require advance registration but which are outside registration time will be marked "closed" or "class is not yet open."

How do I sign up a child/family member for a class?
On your main profile page, highlight the caret next to your name. A dropdown should appear that will allow you to toggle to another user on the account. Select the user you wish to register, then follow the above prompts to complete the registration process. If you wish to register multiple family members, repeat the sign-up process under each individual account.

How do I favorite a class?
To favorite a class, select "Classes" from the bottom bar menu, use the search bar to locate the class of your choice, click into the class and select the "Favorite" star inside the class description.

How do I favorite a club location?
Click the "locations" icon on the bottom menu bar, and select your desired location. Highlight the star icon to the right of the location name at the top of the screen.

How do I add a class to my mobile calendar?
Select "Classes" from the bottom bar menu, use the search bar to locate the class of your choice, click into the class and select "Add to Calendar." If this is your first time adding a class, you will first be prompted to give the app permission to access your calendar.