

Check-in to the gym & classes and book with our app



STEP 1: Registering

A) If you bought your membership or class pass/package online from our website then you will have already registered with our self-service.

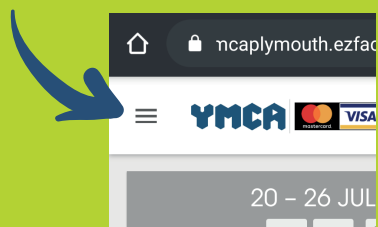
If you did this, please go straight to **STEP 2** on the right.

B) If you joined from our reception desk/over-the-phone and not from our website, you will need to register for our self-service by following the instructions below:

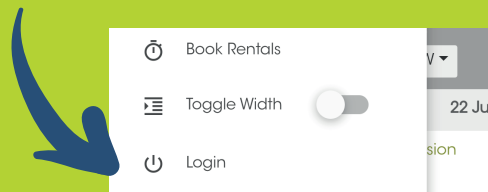


C) Visit: ymcaplymouth.ezfacility.com

D) Find the menu on the left



E) Select **Login** then **Register**

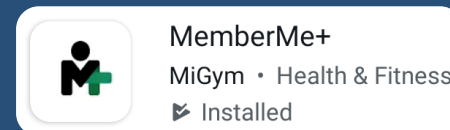


F) Fill in your details to register, then **check your email** to confirm and click **Complete Registration**.

G) Fill in the remaining details to finish your registration

STEP 2: Get the App

A) Search & install **MemberMe+** app from your **App Store**



B) Open the App and search for Plymouth (or allow location) and select **YMCA Plymouth**

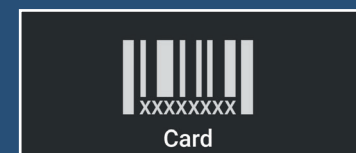
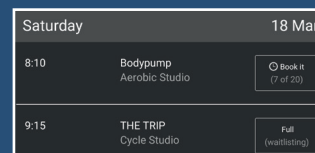
C) Login using the details you registered/joined us with. Go to the **menu icon** in the top left, then go to **settings** at the bottom and **login**.

D) Add your membership card - Select Card from the menu, then go to Add, and enter your Membership number in the barcode ID box. Ask a member of staff for your number:



E) When your card is added you should see a barcode. You can now use this at reception to speed up your check-in.

F) To book classes via the app you must have a valid membership or class pass/package. Simply go to the **Schedules** tab and find a class to book. You can also cancel your class here too.



Troubleshooting

1. Unable to register, login or book? Your details entered may not match those on our system or your package may have expired. Please speak to reception or email info@ymcaplymouth.org.uk. We can also tell you your user name if you forgot.

2. App crashing or not working? Try restarting or reinstalling the app. If the problem persists, it may not work on your device. Instead booking through your web browser on a computer or phone via: ymcaplymouth.ezfacility.com/sessions

Welcome to YMCA Plymouth



Your membership makes a difference in our community

By getting fit at YMCA you are directly helping fund our charitable services including crisis support for young people, disability activities, social isolation support and much more. Thank you!

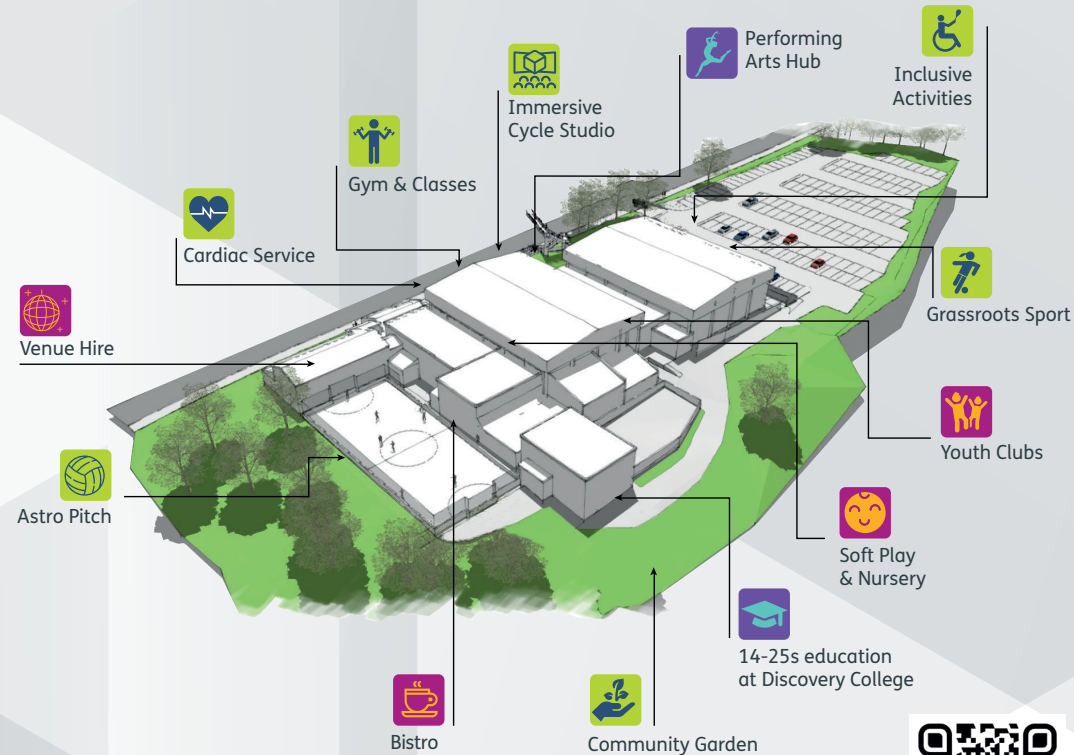
Read more: ymcaplymouth.org.uk/about

Our Model



What else is at YMCA Plymouth?

Here are just some of the things available at our centre!



To find out more visit ymcaplymouth.org.uk

Our Purpose

YMCA Plymouth is an **education, health & families** charity, serving young people and our community. We are guided by a friendly & personable approach where all people can belong, contribute and thrive.

We have worked as an independent charity in Plymouth since 1848.



Follow us on social media

Stay in the loop with all the latest news, offers and things happening at our centre.

Search YMCA Plymouth