



## Touch-Free Club Check-in FAQ

### **What is Touch-Free Club Check-In?**

Touch-Free Club Check-In allows 24 Hour Fitness members to check-in to their club by using the 24GO app. Simply open 24GO and tap “Check Into Club” on the GO Screen. You will either be shown a time-limited QR code to scan at the front desk, or be asked to confirm check-in to a specific club location. This returns a screen with your picture, a big green checkmark, and a timestamp that you can show to any 24 Hour Fitness team member at the front desk to access the club.

### **Who can use this feature?**

Any active 24 Hour Fitness member with an Android or iOS smartphone who has installed the 24GO app and registered a 24GO account using their check-in code and date of birth.

### **What do I need to do to use this feature?**

Install 24GO, register an account using your date of birth and check-in code, complete a profile and then tap “Check Into Club” from the GO Screen. If this is your first time using this feature, you may be asked to add a picture of yourself and to enable location services. These steps are required for check-in at clubs without QR code readers.

### **What if I don't have 24GO installed on my phone?**

Open the App Store (Apple) or Google Play (Android) on your phone, search for 24GO, then install the app - it's free.

### **Do I need the latest version of 24GO?**

This feature should work on iOS version 1.22 and later and the latest version of the Android app (1.23.4 or above). We strongly recommend that members on Android devices install the latest version of 24GO to get the best performance. If 24GO detects that you don't have a supported version installed, it will prompt you to upgrade the app.

### **What if I didn't register my 24GO account using my check-in code and date of birth?**

Simply press the “Touch-Free Club Check-in” button and 24GO will prompt you to enter any missing information. If you don't have a 10-digit check-in code, ask a 24 Hour Fitness Team Member to set you up with cardless entry.

### **What if my date of birth and check-in code doesn't work (the app shows an error)?**

Ask a 24 Hour Fitness Team Member to verify that the date of birth and check-in code you're using is the same as what's in your 24 Hour Fitness account. If it is and you're still having a problem, contact support at [support@24go.zendesk.com](mailto:support@24go.zendesk.com).

### **When should I tap the Check-In button inside the app?**

This button will always be available on the GO Screen, but should only be used when you're at the club. If you're at a club with a QR code reader, tapping the button pulls up a time-limited QR code that will expire if not used right away. At all other clubs, 24GO uses location services to detect your exact location. If 24GO doesn't detect that you're in a club, it will return a message saying you can't use Touch-Free Club Check-in from your current location. You can still check-

in using the fingerprint reader and keypad or by asking a 24 Hour Fitness team member to manually check you in.

**Will these check-ins count toward my check-in history? Will these count toward my health insurance provider?**

Yes, these check-ins are just like using the fingerprint reader and keypad.

**Do I have to use Touch-Free Club Check-in?**

No, this is an additional option. You can still check-in via the fingerprint reader and keypad or by asking a 24 Hour Fitness team member to manually check you in.

**What if I don't have a smartphone or didn't bring my smartphone?**

You can still check-in via the fingerprint reader and keypad or by asking a team member to manually check you in.

**Can I use Touch-Free Check-in without accessing the Internet?**

No, you will need to check-in via the fingerprint reader and keypad or by asking a 24 Hour Fitness team member to manually check you in.

**What happens if I use Touch-Free Check-in and my location services fail?**

At clubs without a QR code reader, you will receive a message that 24GO couldn't locate you, and you will need to check-in via the fingerprint reader and keypad or by asking a 24 Hour Fitness team member to manually check you in.

**Some clubs are very close together. What happens if the wrong club shows up?**

The location services will determine the closest club and ask you to confirm you're checking into that club. In the rare event that this is the wrong club, you will have the ability to tap "This is the wrong club" and check-in via the fingerprint reader and keypad or by asking a 24 Hour Fitness Team Member to manually check you in.

Please note that we will use this data to improve our location services.

**Can I access these Touch-Free Club Check-In FAQs in 24GO?**

Yes, these FAQs can be found in "My Account" under Support. To access the FAQs:

1. Tap on the Dashboard icon (figure inside circle - top right of screen).
2. Tap on the blue gear icon (next to your picture or the larger figure inside circle).
3. Scroll down and tap on Support.
4. Tap on Touch-Free Check-in FAQs.