



My24[®] App

Frequently Asked Questions



I had the old version of the My24[®] app. Do I still need to sign up for an account on the new version?

Yes, the new version is going to track your workout information so you will need to sign up with your membership information.

What is my member number/check-in code?

Your check-in code is the number you use to check into the club. If you do not know these numbers, you can ask the front desk for assistance.

The app won't let me sign up or sign in.

Click the Forgot Username or Forgot Password button underneath the red Login button. Otherwise you can contact support@netpulse.com for assistance.

How do I make my profile private?

You can make your profile private under 'Privacy' in the side menu. This will ensure your information does not show on the leaderboard of challenges and your activity will not show on the activity feed.

How do I connect my fitness app/device?

Go to the Connected Apps tile, find your device/app and press link. You will need to login to your app/device and follow the prompts to allow access.

I am not receiving push notifications; how do I turn them on?

You can enable your push notifications under your phone settings if you did not enable them when you initially downloaded the app.

I still see the old app; does it automatically update?

Android users: If your phone is set to update apps automatically, you will see the new app right away. If your phone is on manual updates, you will need to go to the app store on your phone and check your update section to manually update the My24[®] app.

iOS Users: You will need to go to the app store on your phone and search My-24 to download the new My24[®] app.

Is my Fit:Perks[®] login information the same as the app login information?

In order to receive all of the great rewards Fit:Perks provides, you must first register at 24hourfitness.com/getperks. Once registered, you will use the same credentials to login to both Fit:Perks and the My24[®] mobile app.