

ACTIVE AND HEALTHY APP

FAQS



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1. How do I download the app?

Head to your device's app store and search for Active and Healthy Ipswich.



it looks like this ↗

2. Why can't I log in?

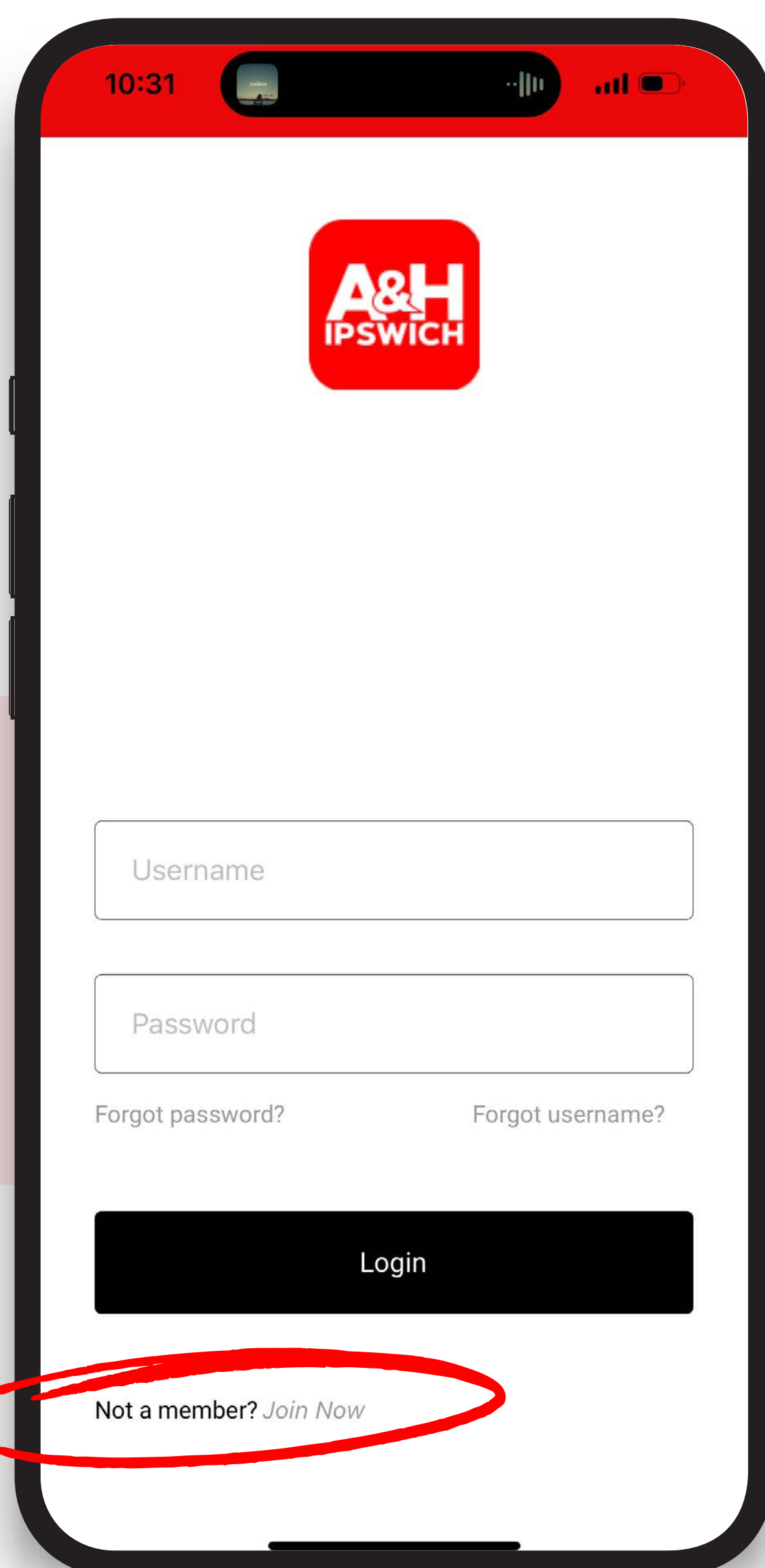
To log into the app, you need to already be an Active and Healthy member.

Become a member [here](#) or by clicking the 'Not a member? Join Now' link at the bottom of the screen.

Your username will be a unique identifier and **NOT** your email.
E.g. *jsmith890*

If you are unsure of your login details, select 'forgot username' or 'forgot password'

Once you're a member, hold tight! You'll receive an email with instructions and your unique username to log in.



3. What if I don't have the app?

If you don't have the app you can continue to book your classes through the Active and Healthy website.

For cancellations, please email activeandhealthy@ipswich.qld.gov.au

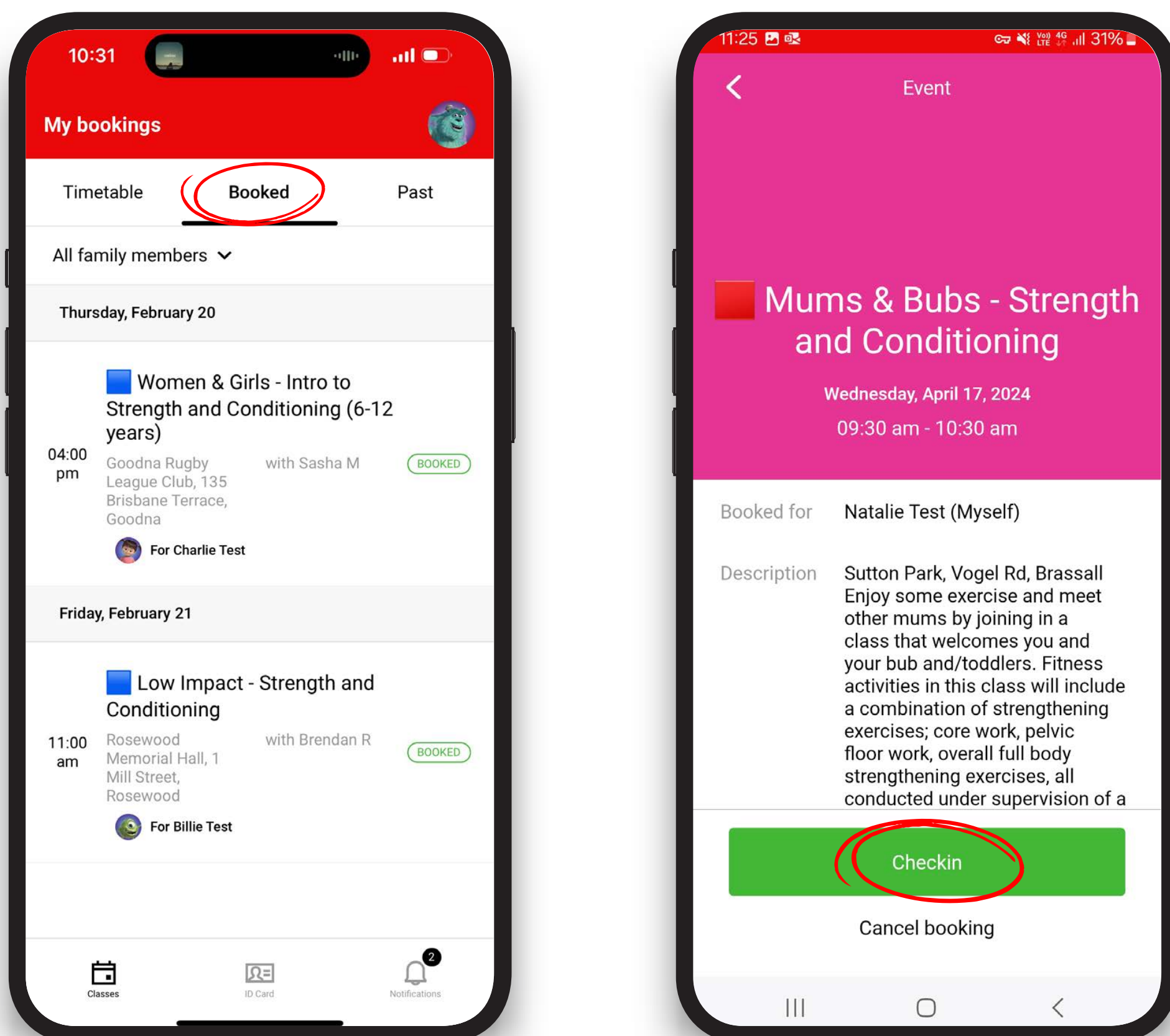
4. Why is Ipswich City Council now requesting check-in?

In order to attend a class, each person must register to book their place. Then, upon arrival, each participant must now check-in to confirm their attendance. Council is asking you to check-in to your class to ensure you are provided the best experience. By checking-in, class sizes can be monitored and follow-ups on class 'no-shows' can be issued, ensuring that genuine participants do not miss out on any places. Data will also be analysed and used to justify the continuation of a class and allow council to add additional ones where necessary.

5. How do I check-in to my class?

1. From the main screen select the 'booked' tab at the top of the screen
2. Select the class you want to check-in to
3. Select check-in.

The check-in feature will only work when you are near the class and within the designated time window.



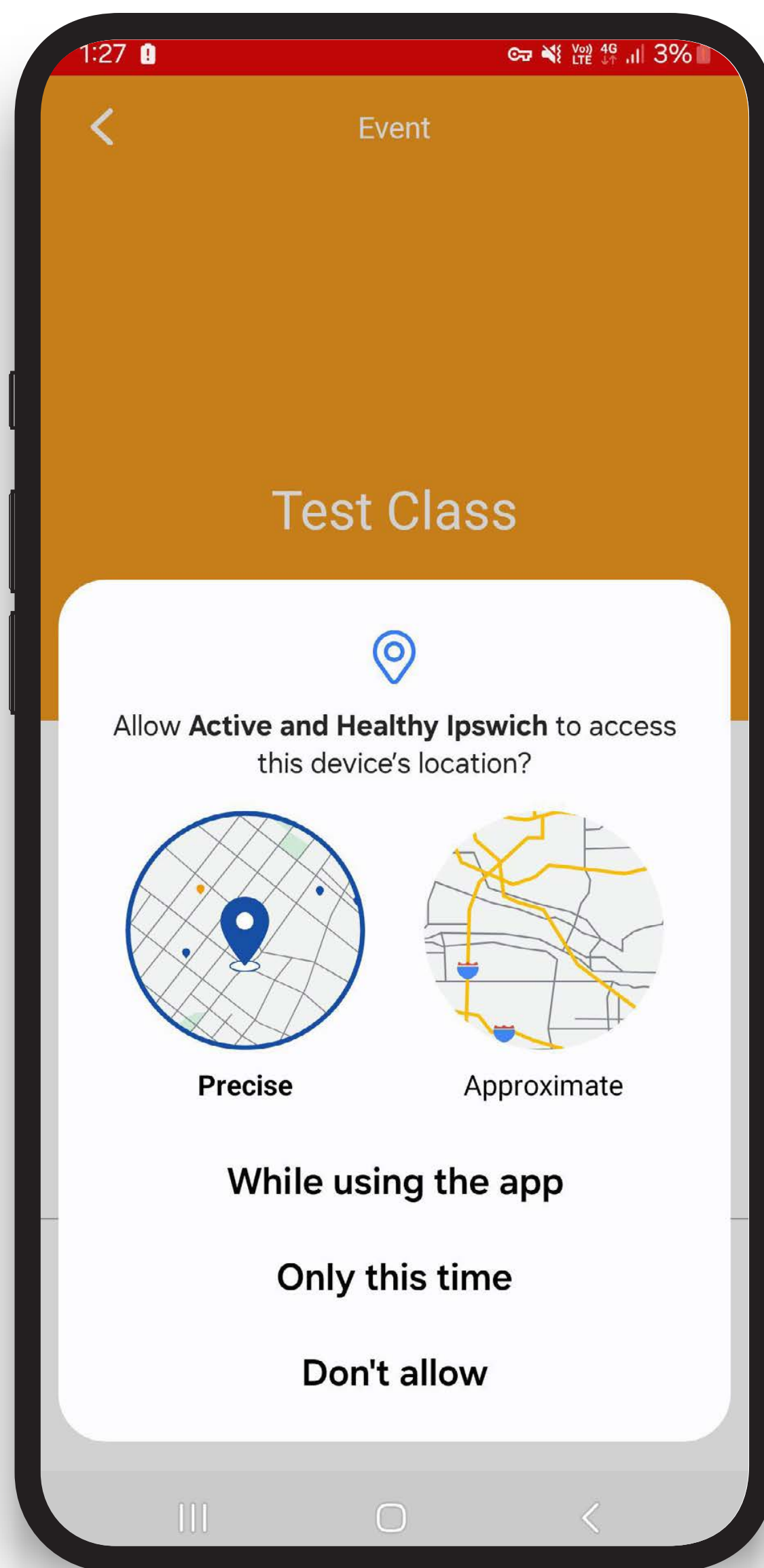
If you do not have the app or your phone, you can still easily check into your class. Simply speak to your class instructor upon arrival and they can check you in.

5.1. Why can't I check-in?

When you open the Active and Healthy App for the first time your device will prompt you to enable location settings.

Location setting will need to be enabled in order to check-in.

If you attempt to check-in to your class and the app is producing a failed error message, your location settings are disabled.



Enabling location settings on your phone:

IOS:

Settings > Active and Healthy Ipswich > Location

Android:

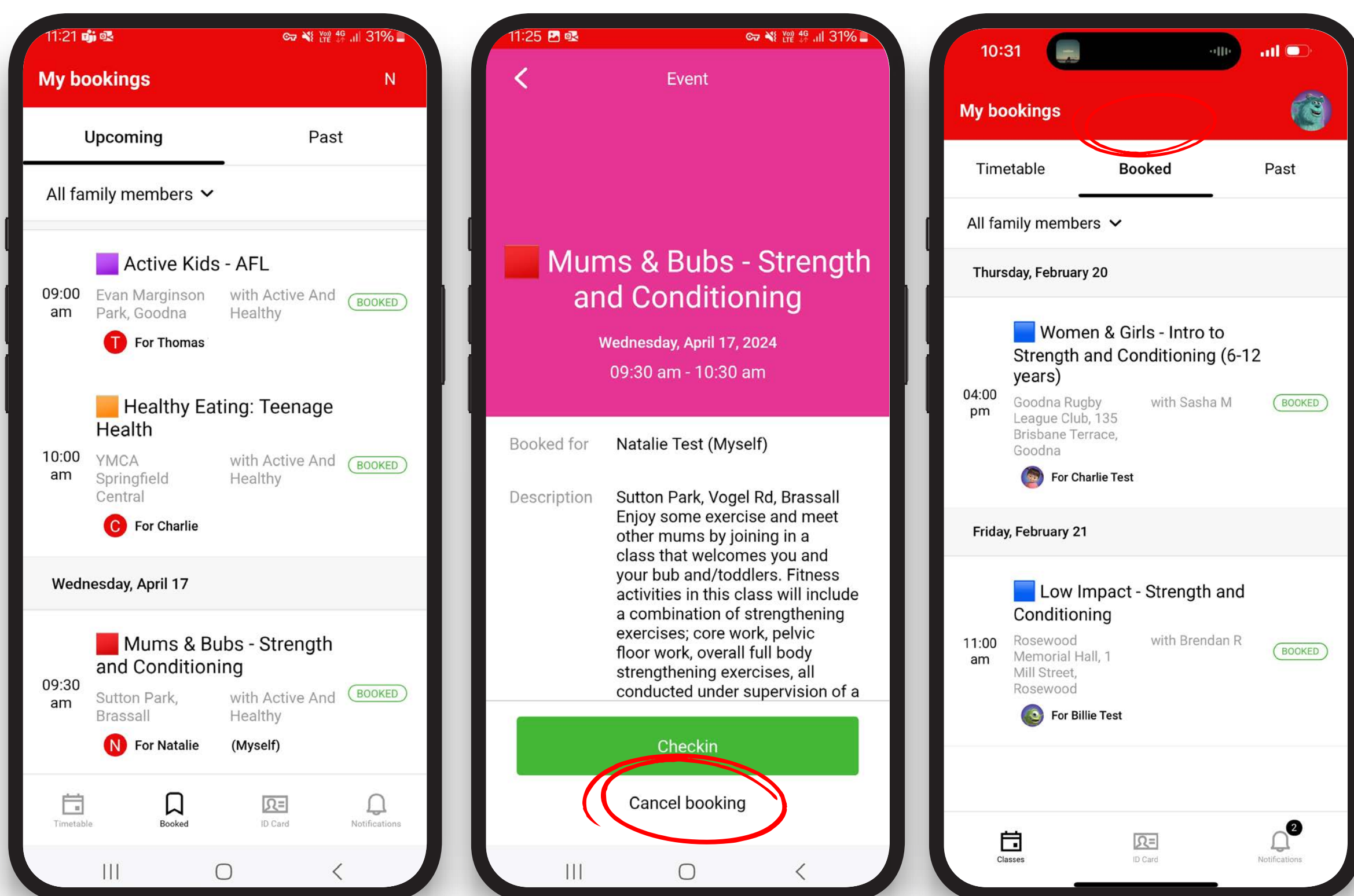
Settings > Location > App Permissions > Active and Healthy Ipswich

6. How do I cancel bookings?

1. Select the booked tab
2. Select the class you wish to cancel
3. Select 'cancel booking'
4. Select 'yes cancel booking'

Bookings can be cancelled anytime up to one hour before the activity begins. Your app will restrict you from cancelling within this time frame.

If you do not have the app, email activeandhealthy@ipswich.qld.gov.au and let us know which date and class you'd like to cancel.



7. What happens if I am on a waitlist?

If you're on a waitlist, it indicates that the class is currently at capacity. If a spot becomes available due to a cancellation, you'll be automatically moved from the waitlist, added to the class and receive a confirmation email.

Please **do not** attend the class without a confirmed placement.

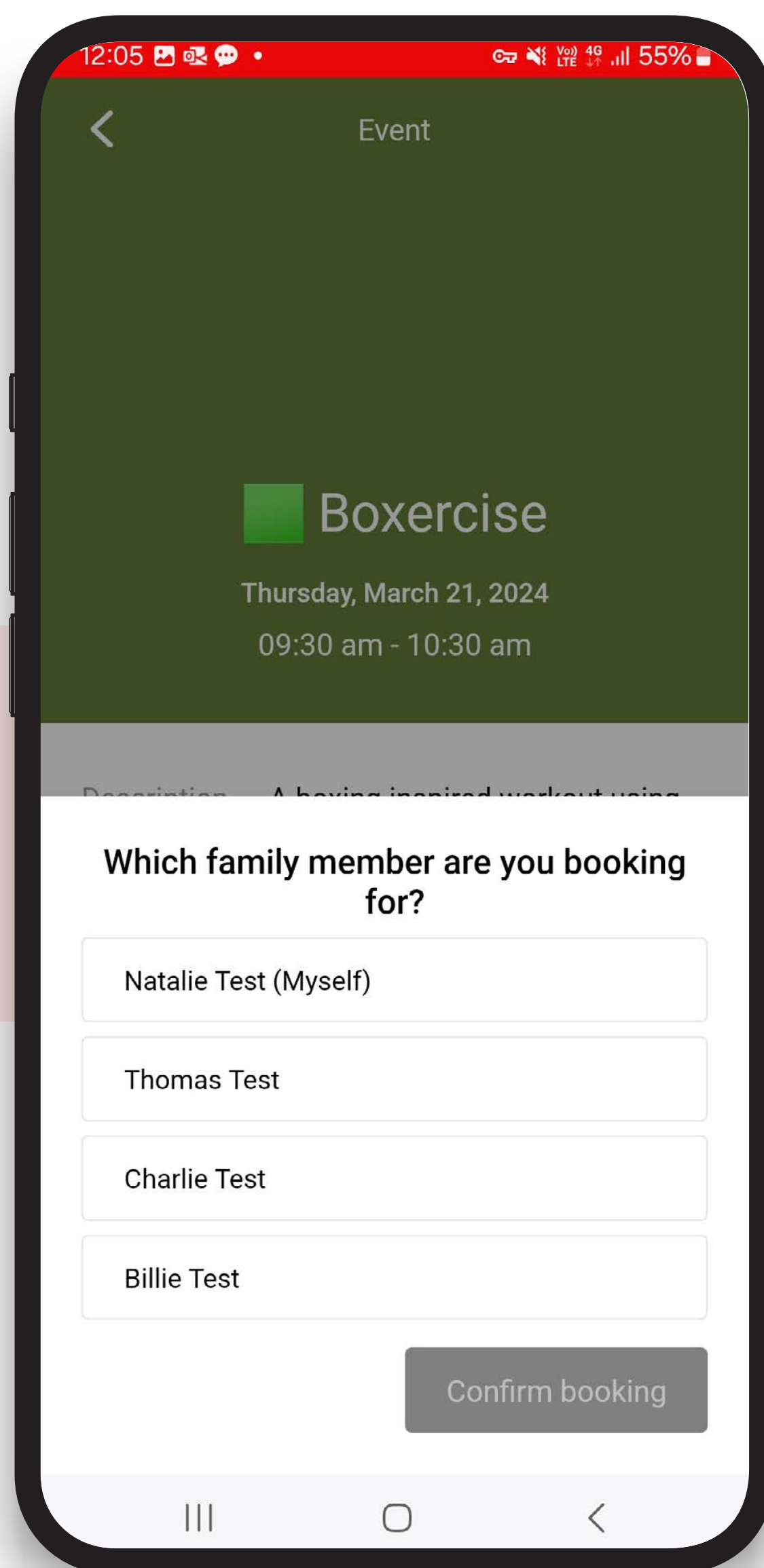
8. How do I link family members or friends to book on their behalf?

This feature is great for booking on behalf of your family members or friends.

Contact the Active and Healthy team to add additional people to your account.

Email activeandhealthy@ipswich.qld.gov.au or call (07) 3810 6666 and ask to speak with a member of the Active and Healthy team.

Once activated you will be prompted each time you book to select the person you wish to book in.



9. How far in advance can I book a class?

Bookings open 14 days before the scheduled class to ensure fair and equal access for all community members.

10. Who do I speak to if I need further assistance or have a query about the Active and Healthy program?

Please get in touch with the Active and Healthy team at Ipswich City Council – Phone: (07) 3810 6666 or email activeandhealthy@ipswich.qld.gov.au