

FREQUENTLY ASKED QUESTIONS:

1. How much does the new virtual platform cost?

Our new virtual platform is INCLUDED with the Lebanon Valley Family YMCA young adult, adult, senior, senior couple, single parent family and family membership categories.

2. I am having trouble navigating the platform, help!

Please contact Christie Unger at cunger@lebanonymca.org to ask questions about platform navigation. For Y specific questions, like programming suggestions, contact Darin Pickles, our virtual platform staff ambassador with questions at dpickles@lebanonymca.org.

3. Can I access live classes from Y instructors and instructors of other organizations?

Yes, you can access live classes with some of our instructors from the Lebanon YMCA and instructors from at least 29 other YMCA's. You can also enjoy YMCA on-demand classes as well as 1000s of on-demand classes from instructors nationwide.

4. Why don't I see the Lebanon YMCA staff teaching my favorite class on the virtual platform?

The Lebanon YMCA welcomed our group exercise instructors to audition for the virtual platform. Some instructors, for personal reasons, selected to not audition and/or participate in this new virtual journey. All of our instructors are highly qualified, caring and motivating professionals and we are so grateful for their presence at our Y. If you do not see your favorite instructor on the virtual platform, please contact Darin Pickles at dpickles@lebanonymca.org, and he will be more than happy to recommend instructors to fit your needs.

Please note: YMCA instructors are private to YMCA members. So even though you can participate with instructors from across the globe, you cannot access YMCA instructors without a Lebanon YMCA membership.

5. How often will the class library be updated?

The YMCA on-demand library will be updated on a weekly basis. You can take classes with Lebanon YMCA instructors and instructors from across the globe whenever you access the platform.

6. Can I see the virtual platform on my television?

There are a few ways to connect to your TV from a mobile device. You can use a wired connection (more information [here](#)). Or depending on your device, you can also stream classes directly to a smart TV.

Apple iOS devices can cast to Chromecast enabled devices and have the ability to use Apple's native Screen Mirror feature.

Android app versions higher than 4.3.6 are able to cast to the following devices:

- Roku
- Fire TV Stick
- Chromecast

Due to the variety of devices and operating systems we recommend consulting the help documents or website associated with your specific mobile device and/or smart TV.

7. What if my teen with a youth membership wants to participate in the new virtual platform?

Youth and teens can have access to our virtual platform through a family membership. Please contact the membership desk if you wish to upgrade your membership!

8. I have membership through my insurance, can I access your new virtual platform?

Please call Christie Unger at 717-376-1386 or at cunger@lebanonymca.org so that she can speak with you regarding your virtual program options.

10. I am a VA employee or veteran; can I access your new virtual platform?

For a small fee, you will be able to access the virtual platform. Contact Christie Unger at 717-376-1386 or at cunger@lebanonymca.org.