

FAQ's

How do I download and connect to the UCLan MyWellness App?

STEP 1: Create your account at: <http://mywellness.com/sirtomfinney>

STEP 2: Fill in your personal details, make sure you use your UCLan E-mail address (but not your UCLan password)

STEP 3: Make sure you tick all the consents so you can get all the features of the app.

STEP 4: Download the MyWellness app from the App Store or Google Play on your mobile phone and login in with the details you have just used to set up your account.

Apple: <https://bit.ly/mywellnessapple>

Android: <https://bit.ly/mywellnessgoogleplay>

STEP 5: Ensure you have connected your mobile phones 'Health App' to the 'MyWellness App'. You are also able to connect any other apps or fitness wearables such as Strava, Garmin or Fitbit.

Your UCLan MyWellness App is now ready for you to use!

I have downloaded the App but it has not connected to the UCLan Sports Facilities?

This might occur if you download the app from the Apple/Play store without creating your account at <http://mywellness.com/sirtomfinney> first.

STEP 1: Go to 'My Facilities' and look for 'UCLan Sport Facilities' on the Preston Campus. This may not work if you are not near Preston City Centre.

STEP 2: If you are still unable to connect please e-mail: STFsportscentre@uclan.ac.uk and we will invite you to our facility.

The UCLan MyWellness App is not tracking my MOVES?

Check that your mobile phones 'Health App' such as 'Apple Health' or 'Samsung Health' has been connected correctly.

STEP 1: Go to your 'Profile' tab on the bottom right of the UCLan MyWellness App. Click on 'Settings' >> Click on 'Connect apps and devices'

STEP 2: Ensure that under the 'Lifestyle Tracking' that you 'Apple Health' or 'Samsung Health' app is connected.

If this is still not working then you need to alter your settings on your mobile phone.

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STEP 3: Go into your 'Settings' on your mobile phone. Click on 'Privacy' >> Click on 'Health App' >> Click on MyWellness >> Ensure all categories are turned ON.

Your MOVES should now track in the UCLan MyWellness App!

How do I sign up to do Challenges?

STEP 1: Go into the MyWellness App and scroll to the 'Challenges' section. New challenges will appear weekly so keep an eye out for the different challenges we have to offer!

STEP 2: To view the various challenges swipe across and click on a challenge (Eg. Monday Moves) where you will see a short description, start/end date, goal and type of the challenge.

STEP 3: If this is the challenge you would like to take part in then click 'Join Challenge'. You will then be registered and can view the leader board to track your progress!

How can I take part in the On Demand Classes?

STEP 1: Go into the MyWellness App and scroll to the "Over 100 On Demand Classes" section and click on the image.

STEP 2: You will be able to see three sections; 'Recently Added', 'Popular' and 'Categories' where you can search for the class of your choice.

STEP 3: If you click on the '>' (arrow) next to the 'Categories' section then it will take you to 16 different categories of On Demand classes which range from Stretching to Bootcamps! Choose which category you like and then you can scroll through the various classes.

STEP 4: Click on the class you would like to view the description of the class, length of class (mins), classification (beginner, intermediate, advance), equipment and type of music. If this is the class for you, just click 'Start' to begin!