

# IHF MOBILE APP

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## FREQUENTLY ASKED

# QUESTIONS

### HOW DO I GET YOUR NEW APP?

First, be sure to delete our old app if you still have it downloaded. Our new app can be found in both the Google Play Store and the Apple App Store. Find it by searching for Innovative Health and Fitness. Download the app with this logo. →



Next, in the app, open the menu in the upper left corner and select *Log In*.

Select *Create Account* and input your information to create a new account. You **must** use the email you have in our system otherwise the account will not link. If you need to update your email you will be able to do that after the account is created.

You will need to check your email and click the link that is emailed to you in order to verify your account and utilize the app.

### WHY IS IT STILL SHOWING THE OLD APP WHEN I OPEN THE NEW APP?

Be sure you delete the old app before downloading the new one. Delete all IHF apps and reinstall the new one from the app store. Our new app will not require a user name or your agreement number. You will simply need your email which will allow you to create a password.

### WHY IS THE APP SAYING I ALREADY HAVE AN ACCOUNT AND/OR WHY DOES THE APP SAY I HAVE AN INCORRECT PASSWORD ON MY FIRST LOGIN?

If you have used mindbody in the past for other classes outside of Innovative, you may need to go to <https://mindbody.io/> and click the *Login* button in the top right corner of the page. You can then click *Forgot Password* and reset your password. You will then be able to use this email & password to login to the IHF app.

### CAN I SIGN UP FOR CLASSES THROUGH THE APP?

Yes! This is our favorite new feature. You can enroll in classes up to 24 hours in advance of the class start time. Simply click on the upper left menu and select *Group Classes* to get to the group exercise schedule. Click on the class you'd like to take and select *Book Class* to secure your spot.

We ask if you are unable to make it to a class you've booked, please cancel at least an hour in advance of the class start time. To cancel a class, click on the upper left menu and select *My Classes*. Select the class you'd like to cancel & click *Cancel Booking*.

### WHY ARE CLASSES GRAYED OUT? I CAN'T ANY BOOK CLASSES.

First, please double check to be sure you are logged in. If you are logged in and still having issues booking classes, e-mail Melissa at [marketing@myinnovativehealth.com](mailto:marketing@myinnovativehealth.com). Sometimes the app will create a new account profile for you when you create an account through the app. To resolve this, we will need to merge your accounts.