App Rewards Q&A
January 2020

What are app rewards?
We have a variety of cool rewards you can earn every time you use the app. Each earning action equates to points and those points can be redeemed for Y swag, program discounts and more.

How do I access the rewards?
Members who have downloaded our YMCA of Rock River Valley app have access to earn points and redeem rewards. Simply visit the Rewards tab on the app to gain access.

How do I earn points?
There are a variety of earning actions including check-ins to our branches, tracking workouts, creating goals, joining challenges, connecting to a wearable, completing success coaching and more. A complete list (along with the value of each) can be found in the Rewards tab on the app, then click Points.

Can I see the list of ways to earn points?
Yes! The list of earning actions can be found on the Rewards tab in the app, then click on Points.

How do I know how many points I have?
Once you click on the Rewards tab in the app, your point total will be at the top.

How do I see what the rewards are?
A list of the rewards can be found on the Rewards tab in the app, then click on Catalogue. Or, you can go to our website to see photos: www.rockriverymca.org/rewards

How do I redeem a prize?
User “Claims” reward (points will auto deduct)
Voucher is stored under “My Rewards”
Branch staff “Redeems” voucher
Member is provided the reward

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Prize Redemptions

1) User “Claims” reward → 2) Voucher is stored under “My Rewards” → 3) Branch staff “Redeems” voucher → 4) Member is provided the reward!
Can I buy the rewards items if I don’t have enough points?
No, we are not selling the rewards prizes. You must earn the rewards through actions in the app.

What if I redeem a prize, but I change my mind?
Just stop by our membership desk and we will help you.

I have the app, but I don’t have any points. Is it working?
You have to click the Rewards tab and activate this benefit before you will start earning points. Just click on Rewards and follow the prompts.

Can I see my past earning actions?
Yes! Users can click “History” in the Rewards tab for a full list of point accruals and redemptions at any time.

How do I know if I have enough points for a reward?
If you have enough points for a selected prize – you will see the “Claim” button for that prize. If you have insufficient points for a selected prize – you will see a progress bar showing progress towards claiming that prize.

Will all my points transfer over from before?
Yes! You have access to all points earned since you downloaded the app.