CA *on the* GO

Spectrum NG

FREQUENTLY ASKED QUESTIONS

1. How do I find the app?
To download the mobile app to your Android™ or iOS™ device, visit Google Play or the App Store. Search using Columbia Association and choose the icon with the blue background.

2. Will I need a different username and password to use the app?
No, whatever user name and password you used to log on from CA's online registration system, is the same one you will use for the app.

3. How do I register for classes?
- Just like the online system, you will need to change your location from Customer and Member Service Center (which is the default for all memberships) to the location or facility where the class will be held and click the "Apply" button.
- Once you have chosen your location or facility, you can refine your search parameters by category, classes, instructor, date and time.
- Remember, after you have chosen a category, click the "Apply" button. Next click "Search" to see the results.

4. How do I register for programs?
You can choose your location or facility, click "Apply" and see the categories of programs being held at the facility.

5. What else can the app do?
The app can help you keep track of your class reservations, guest passes, personal training series sales, transaction history and view your contract. Need to keep track of your visits? The app also lets you view your visit history within a time period you select. You can also update your payment information and make a payment on your account.

Users of the online system will see that to make the desktop and mobile systems consistent, CA has made changes to some of the terms used in the online system.

PREVIOUS TERM	NEW TERM
Account Information	**My Account**
Scheduler	**Bookings**
Program Registration	**Programs**
Group X	**Classes**

For comments, suggestions or issues regarding the app, please email SNGApp@ColumbiaAssociation.org.

Columbia Association