

IGNITE FITNESS APP FAQ



IGNITE
— FITNESS —

DID NOT RECEIVE EMAIL WITH APP LINK (NO EMAIL OR INCORRECT DETAILS ON ITENSITY)?

Member to complete guest register with all updated details

FOH to update correct email on members profile on Itensity

Add new details to "App information update log" – shared Excel file (MOD)

HO will upload new details and send App link and pin within 48H

FOH need to check blocked status/arrears before entry

ID override on reason "App issue"

Only allowed to access one time on this reason

FORGOT PHONE?

Member to complete guest register with details

FOH need to check blocked status / arrears before entry

ID override on reason "Forgot Phone"

Only allowed to access one time on this reason

PHONE NOT CHARGED?

Use Adoozy charger where available

ID override on reason "Forgot Phone"

NO SMART PHONE?

Any other smart device will be compatible to download the App

Ask for assistance to open App on another device to scan

ID override on reason "Forgot Phone"

NEW MEMBER SIGN UP?

New members will still need to be reviewed and confirmed and will received an App email within 48h from confirmation by the HO Sales administrators.

ID Override member on reason "new member"

LOADSHEDDING?

Same process to follow with current card readers

Follow manual process – enter details on "Guest register"

OTHER QUESTIONS?

Contact App support on Appsupport@ignitefitness.com