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Mobile App FAQ | Orangetheory Fitness

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.MOBILE APP FAQ.LoginWhy do I need to use my MBO email but create a new password when I first log into the new app?You need to use your MBO email address because all of your Orangetheory history is associated with that email address in our new system. We have also created a new single sign-on system for our customers. The password rules have been updated to add more complexity to help better protect your Orangetheory information."Hmmm, we don't recognize your account." What does this mean?This is the message a first-time user of the new app will receive if he/she has clicked "Sign In" instead of "Create Account." All first-time users must click "Create Account" to get set up in the new system. If a user does receive this message they can simply click "Create Account" from here and follow the instructions to get set up in the new app.I never got my verification code.There are 3 main reasons why you may not have received your verification code;Time - Patience is a virtue

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.I never got my verification code. There are 3 main reasons why you may not have received your verification code; Time - Patience is a virtue. The verification code is typically sent within 2 minutes. However, it can take up to 5 minutes. Email Address Errors - To error is human. We have found that over 50% of users who did not receive their verification code actually entered their email address with errors. For example, janedoe@gmai.con or janedoe@comcastl.ner rather than janedoe@gmail.com or jane@comcast.net or jon.doe@gmail.com rather than jondoe@gmail.com. The email address that was entered is the email address that will receive a verification code. Therefore, triple-check that the address you entered is 100% correct before moving to the next step. Entering the email address incorrectly means you will never receive the verification code. Note: our development team will be making improvements to the Account Creation flow in the app to help resolve this and other entry error issues

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. Note: our development team will be making improvements to the Account Creation flow in the app to help resolve this and other entry error issues. Intercepted by Spam Filters - Security can be too good. Check your spam or junk folder if the verification email is not in your inbox. Even if it is not there, it may have automatically been filtered and deleted by your email security firewall. Below we have included instructions on how to whitelist emails from [orangetheory.com](https://www.orangetheory.com) and [orangetheoryfitness.com](https://www.orangetheoryfitness.com) to ensure you always get the emails you need for various providers. We will continue to add instructions for more of the popular domains as we get them. For unique domains, you will have to work with your ISP or IT Help Desk to get [orangetheory.com](https://www.orangetheory.com) and [orangetheoryfitness.com](https://www.orangetheoryfitness.com) on the whitelist. Prevent Outlook (Including Hotmail and Live Domains) From Spamming Email

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.com and orangetheoryfitness.com on the whitelist.Prevent Outlook (Including Hotmail and Live Domains) From Spamming Email.To choose email addresses that Outlook should never send to spam, access the Safe senders list and type the email addresses into the list.Click the settings gear icon at the top right of Outlook.com.Click View all Outlook settings at the bottom of the pop-out menu.Go to Mail > Junk email.Type a sender's email address or domain into the text box in the Safe senders area.1. Note: To enter a domain so that no emails from that domain are ever marked as spam, type just the text portion (not the "@" sign). So here you should enter orangetheory.com and orangetheoryfitness.com.Click Add.Prevent Gmail and Yahoo From Spamming EmailsPlease follow the steps below. Please be advised these steps can only be executed on a desktop version of mail.Mouse over the Settings menu icon and select Settings.Click Filters and then Add.Enter a Filter Name

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. Please be advised these steps can only be executed on a desktop version of mail. Mouse over the Settings menu icon and select Settings. Click Filters and then Add. Enter a Filter Name. Enter email you want to whitelist (noreply@orangetheory.com). Select Inbox as the folder to deliver the email to. Click Save and then click Save again. Follow the "Create Account" process in the app once again. If none of these solutions work for you, please submit a ticket through the app to our help desk, who will reach out to help you ASAP. I received several verification code emails. Which one do I use? If you receive multiple verification code emails, use the verification code from the last email you received. How can I make sure the app is linked to my Orangetheory membership? You need to use your MBO email address because all of your Orangetheory history is associated with that email address in our new system

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. If you are unsure of what email address is associated with your MBO account, you can check it by logging into <https://clients.mindbodyonline.com> and clicking the My Info tab. Your MBO email address is listed on the Personal card of your Profile.

BookingHow do I book a class?Click the orange "+" button in the center of the bottom tab section of the app.

Why are some classes showing up as "Canceled," when they should be showing "Attended" on the History tab?We are investigating this issue. However, it is important for studios to properly check in members when they attend a class or mark them as "late canceled" when they are booked but absent from class. This will reduce instances of this issue.

Why aren't new coach pictures added to MBO showing up immediately in the app?Our system synchronizes coach pictures to the app once a day. That means it will take up to 24 hours for the new pictures to appear in the app

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. That means it will take up to 24 hours for the new pictures to appear in the app. Can still I use the old booking app after I switch to the new app? You can use both apps interchangeably. However, some users have reported that some of their classes booked in the old app do not show immediately in the new app. We recommend that when you start using the new app you use it exclusively as much as possible. Some of my classes that I booked in the old app aren't showing in the new app. Make sure you are looking the right place. Your booked classes can easily be seen on the Base screen on the "Upcoming" Tab. They can also be seen in the Booking screen. Can I use the new app to get on the waitlist at a studio other than my home studio? Yes! The app now allows users to book on the waitlist at most cross-regional studios

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.Can I use the new app to get on the waitlist at a studio other than my home studio?Yes! The app now allows users to book on the waitlist at most cross-regional studios. If you attempt to add yourself to a waitlist at a studio that does not allow cross-regional waitlisting of classes, please call the studio to inquire about being added to the class waitlist manually.What does the number and the clock icon that shows up sometimes on the booking screen mean?When you see that next to a class it means that class has a waitlist associated with it. The number represents the number of people currently on the waitlist. If you click that icon, you will join the waitlist. Once you join the waitlist, the icon will turn into a blue circle with the number that represents your current place in line on the waitlist

. If you click that icon, you will join the waitlist. Once you join the waitlist, the icon will turn into a blue circle with the number that represents your current place in line on the waitlist.

Why don't my booked classes get added to my Calendar? There are three main reasons why your booked classes are not getting added to your calendar; Currently, booked classes are only added to your device's native calendar. For iOS devices, this is your Apple calendar. For Android devices, this is your Google calendar.

"Add Classes to Calendar" has not been turned on. To ensure this setting is on, navigate to the Settings screen and select "Add Classes to Calendar."

All calendars and all categories of calendars are not set to be visible on your device. To check the visibility of your calendars, navigate to the general calendar settings on your mobile device

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. "All calendars and all categories of calendars are not set to be visible on your device. To check the visibility of your calendars, navigate to the general calendar settings on your mobile device. How can I see multiple studios' schedules at the same time? When in Studio Search, add studios to your collection of favorites by tapping the star on the studio information card. I've canceled a class but my class pack has not been credited a class. Usually, this updates within a few minutes. However, it could take up to 2 hours for a canceled class to be credited back to your class pack. Why am I unable to see classes that I have already booked, book new classes, or see any of my class results? If you are experiencing any of these issues, it could be due to you using a different email address to sign into your mobile app than the email that is associated with your Orangetheory membership

. To check your Orangetheory membership email, you can tap the gear icon in the upper right corner of the app then look in the My Account section and tap Personal Information. If the email listed on this screen does not match the email you use to sign into the app, please submit a ticket through the app including the email you are logging into the app with and a screenshot of the email associated with your Orangetheory membership. How do I see the number of remaining classes I have? You can view your remaining classes by tapping the Gear icon from your Base screen and viewing the "Classes Remaining" card at the top of the Settings screen. The number of classes remaining does not include future classes you have scheduled. If you see that you have 3 classes remaining on this screen and you have scheduled 4 classes before your next billing date, you will be charged the drop-in rate for the 4th class

. If you see that you have 3 classes remaining on this screen and you have scheduled 4 classes before your next billing date, you will be charged the drop-in rate for the 4th class. How far in advance can I book a class? In your home studio, you are able to book into a class or join a class waitlist 29 days from the current date. In studios that are not your home studio, you are able to book into a class or join a waitlist up to your next billing date. Profile Why can't I create my own profile picture? This feature will be included in the app in a future update release. For now, if you would like to add or update a profile picture, your home studio can do that for you. Why can't I update my email address? This feature will be included in the app in a future update release. For now, if you would like to change the email address on your account, contact your home studio. They will submit a request to the Orangetheory service desk

. For now, if you would like to change the email address on your account, contact your home studio. They will submit a request to the Orangetheory service desk. The App shows that I do not have a credit card so it won't let me buy more classes. From the Base Screen, click the gear icon in the top right corner. Then scroll down to Billing Information. If there is a red "!" it means the app can't get your credit card information from MBO. Click Billing Information and follow the instructions to update your credit card from the app. How do I fix the "Permissions Denied" dialogue that I get when selecting the attachment option when creating a support ticket? If you are prompted with the "Permissions Denied" dialogue when attempting to attach a file to a Zendesk support ticket, you can go to the app settings (usually long-pressing the app icon will have a shortcut to this) and select "Permissions." From this screen, you can toggle on the "Storage" permissions

." From this screen, you can toggle on the "Storage" permissions. Should I enable Location Based Services in the App? What is that used for? We recommend that you enable Location Based Services because it will allow the app to use your phone's GPS to show nearby studios in the Studio Search screen. Should I enable Push Notifications? Yes! Push Notifications are one of the ways we will let you know your workout summary is available and one of the ways we let you know about cool deals and incentives. App Support How do I submit an App Support ticket? If you are unable to log into the Orangetheory mobile app, you can submit a ticket by tapping the App Support link at the bottom of the login page. After tapping App Support, provide the email that you plan to register your account with so our support team can contact you

. After tapping App Support, provide the email that you plan to register your account with so our support team can contact you. If you are experiencing issues once you have logged into the Orangetheory mobile app, you can submit a ticket by tapping the "?" icon in the upper right-hand corner of your Base screen. After tapping App Support, tap Start a Conversation in the center of the screen and describe the issue you are experiencing. Our support team will get back to you in a timely fashion.

Apple HealthKit I have an iPhone. Will my data get pushed into Apple HealthKit? In order for your workout data to be pushed into Apple HealthKit, you will need to adjust your settings. From the Base Screen, click the gear icon in the top right corner. Scroll down and tap Apple HealthKit. Here you can enable sharing with Apple HealthKit for your In Studio and Out of Studio workouts. After enabling through the app, open your Health App and navigate to your Settings

. Here you can enable sharing with Apple HealthKit for your In Studio and Out of Studio workouts. After enabling through the app, open your Health App and navigate to your Settings. Tap Apps in the Privacy section and you will be able to define the types of information that the Orangetheory App is able to read and write to the Health App.

Challenge Tracker

Why are some of the icons grayed out? This is due to the fact that you have not yet participated in this Signature Challenge or Benchmark. If you have participated and the icon is still grayed out, please submit a ticket through the app and we will be happy to assist you.

Why am I not seeing any Challenge records displayed? This could be due to you using a different email address to sign into your mobile app than the email that is associated with your Orangetheory membership

. To check your Orangetheory membership email, you can tap the gear icon in the upper right corner of the app then look in the My Account section and tap Personal Information. If the email listed on this screen does not match the email you use to sign into the app, please submit a ticket through the app including the email you are logging into the app with and a screenshot of the email associated with your Orangetheory membership.

Why do I not see data for a particular Challenge or Benchmark I participated in? This could be due to one or more issues:

- If you participated in a Benchmark using an alternative piece of equipment, your results will display under the icon of the alternative equipment you used.
- You or your studio accidentally selected the wrong name when your Challenge results were entered into the Challenge Tracker app.

If you participated in the Challenge within the last 45 days, please submit a ticket through the app and we will be happy to correct the results for you

. If you participated in the Challenge within the last 45 days, please submit a ticket through the app and we will be happy to correct the results for you. Unfortunately, we are unable to change Challenge result data for Challenges that have occurred more than 45 days ago.

Why does my information display in metric/imperial units? Challenge information is displayed according to your "Unit of Measure" setting. You can change this by tapping the Gear icon from your Base screen and scrolling down to "Unit of Measure" in the "My Account" section of the Settings screen. You will be able to select Metric or Imperial according to your preference.

Why don't I see my scan results in the app? The majority of scans are received within 5 minutes, but there are factors which could cause delays. If you have not received your scan results within an hour, it may have been due to an incorrect email address being entered at the time of your scan

. If you have not received your scan results within an hour, it may have been due to an incorrect email address being entered at the time of your scan. If you entered an email address in the body scanner that is different from your Orangetheory membership email address, your scan will not display. You will need to have a new scan performed with the correct email address.

What do my scan results mean? Please consult with your healthcare professional for results interpretation.

Total Class Count

How will my number of classes be calculated? The number of classes on your account will increase by 1 for each eligible class you complete.

Will all of my classes completed prior to this class count feature being released be counted? Yes, any eligible classes completed on your profile prior to the feature release will be automatically added. There is nothing you need to do

. There is nothing you need to do. How long will it take for my class count to increase after I finish taking a class? Any eligible classes recorded on your account will be added to your overall class count 24 hours after the eligible class has been completed. What class types will count towards my total class count? Are there any classes that won't count towards my total class count? All classes available for booking on a studio class schedule are eligible for your overall class count, including any in-studio and outdoor classes. The only classes that are not eligible for increasing your overall class count are any At Home or out-of-studio workouts using the Orangetheory mobile app. If I change my membership or package from one type to another, or freeze my membership, will I erase my previous class count? No, a change or freeze of your membership or change in package type, will not affect your eligible class count accumulation

.Will my class count be impacted if I switch my membership to a different home studio?
What if I take classes at different studios?No, a change to your home studio will not affect your eligible class count accumulation. Eligible classes taken at other studios you visit will count toward your total class count.If I forget to wear my OTBeat® Heart Rate Monitor during a class, will it still count towards my overall class count?Yes, whether or not you wear an OTBeat® Heart Rate Monitor during a class has no impact on whether a class is counted or not. As long as you are completing an eligible class type, the class will count towards your overall class count.If I early or late cancel a class, will that still count towards my overall class count?If you decide to early or late cancel a class, that class will not be counted toward your overall class count because the class was not actually taken/completed

.If I think there are some discrepancies with the total number of classes recorded for my account, who should I contact to get it corrected?If there is a discrepancy with the total number of classes being counted/shown in your Orangetheory mobile app, please contact our technical support team by clicking on “Settings” within the mobile app, selecting “App Support” under the Help section and starting a conversation with our support team.

Class & Coach RatingsHow soon after I finish my workout will I be able to submit my ratings for the class I took and the coach?The class and coach rating can be submitted as soon as the class is recorded as ‘completed.’ Rating options will appear when viewing your Performance Summary for the class. The review is two questions and should take you less than 30 seconds to complete.

Can I submit more than one response for the same class and coach on my account?No, only one review per class per member can be submitted

.Can I submit more than one response for the same class and coach on my account?No, only one review per class per member can be submitted.Can I modify my response for a class and coach rating after I've submitted it?No, you are not able to modify a rating submission once it has been recorded for a specific class or coach.Do I have to answer all questions in the class and coach rating?Yes. If you click the review when visiting your Performance Summary, you will need to answer both questions in order to continue in the mobile app. The rating questions are very simple and should take less than 30 seconds to complete.Do I have to review all classes I take? What if I don't want to answer the survey after I click on it for a class?No, the class and coach ratings are an optional feature and are not required for each class. This feature allows you to provide valuable feedback that will empower our coaches to grow constantly and our workout to continuously evolve

. This feature allows you to provide valuable feedback that will empower our coaches to grow constantly and our workout to continuously evolve. If you decide you don't want to submit a rating for a class or coach after you've opened the review, you'll need to exit the app and reopen it to visit other pages.

Refer a Friend

Does Orangetheory have referral promotion? Yes, active members can refer a friend and save \$50 on next month's membership dues, when a friend joins as a Premier or Elite member. For full promotion terms visit <https://www.orangetheory.com/en-us/promotion-terms>.

Can Package Holders earn the referral discount? While only active members can earn the referral discount, we always welcome referrals from our package holders.

Is there a limit to how many friends I can refer? No, you can refer as many friends as you would like.

Does my friend have to join at the same studio as me? No, your friends can join at any Orangetheory studio location in the United States

.Does my friend have to join at the same studio as me?No, your friends can join at any Orangetheory studio location in the United States.How can I refer my friends?You can refer friends in-studio, via the OTF mobile app by sharing your unique link, or your friends can enter your unique referral code when booking their first class or joining on Orangetheory.com.When will I see the \$50 referral discount deducted from my membership dues?You will have the referral discount of \$50 (or more if multiple friends were referred)deducted from your next month's billing cycle after their friend(s) join Elite or Premier recurring memberships.Can I refer multiple friends in the same month?Yes. If you refer more than one friend who join with an Elite or Premier membership in the same month, you will see a \$50 referral discount applied for each friend who joined

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. If you refer more than one friend who join with an Elite or Premier membership in the same month, you will see a \$50 referral discount applied for each friend who joined. Will I be notified when I receive my discount? At this time, please visit the front desk at your home studio to confirm if your friend has joined and when you will receive your referral discount on your dues. Can I refer friends in my studio and earn credit? Yes, please visit the front desk at your home studio to confirm your referral code is associated with your friends' new join status

.Can I refer friends in my studio and earn credit?Yes, please visit the front desk at your home studio to confirm your referral code is associated with your friends' new join status.If I received a digital referral from my friend, do I have to book the same day that they sent me the link to book?If you receive a digital referral, the booking does not have to be completed the same day you receive it, but it is highly encouraged to keep motivation high and to ensure you experience Orangetheory Fitness as soon as possible!Mobile Account DeletionHow do I delete my mobile app account?If you choose to delete your mobile app account, you'll need to click on "Settings" in the mobile app, select "Delete My App Account" under the My Account section, then confirm the email address associated with the account to complete your mobile app account deletion

.If I choose to delete my mobile app account, will that also cancel my membership?No, deleting your mobile app account will not cancel your membership. If you wish to cancel your membership, you will need to visit and/or contact your home studio to do so.If I choose to delete my mobile app account, will I be able to use the same email to reactivate my mobile app account at a later date?Yes, if you choose to cancel your mobile app account, you will receive an email confirmation of account deletion that includes information on how to reinstate your account with your previous login information.If I choose to delete my mobile app account, what information will be deleted?If you choose to delete your mobile app account, any digital data produced by the mobile app associated to the selected account will be deleted. This includes any data history associated with any At Home or to out-of-studio workouts

. This includes any data history associated with any At Home or to out-of-studio workouts. All other studio data will remain associated to the selected profile, such as: user's visit history to studios, Performance Summaries and Inbody scan results.

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. All rights reserved.*The “Free Class” offer is open only to first-time visitors and local residents aged 18 years and older; however, minors aged 14 and above may participate if special conditions are met. Valid at participating studios only. Conditions apply. See studios for details. Recommended retail price of a casual visit is \$35; however, prices do vary, as each studio is individually owned and operated. Offer may be subject to satisfactory completion of pre-exercise screening and/or standard temporary/guest membership terms.†Offer limited to Premier members who complete 12 sessions within a month of membership start date. All sessions must be at the member’s home studio. Member must notify their home studio within 30 days of membership start date to initiate cancellation and receive refund of membership dues. OTBeat® sales are not refundable.**Restrictions may apply, inquire at local studio for additional information.

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