

Get Started. Installing Fitpass

SET UP THE FITPASS APP | JOIN A WORKOUT | EXPLORE FITPASS OPTIONS



STEP 1:

Download Fitpass app (it's free)



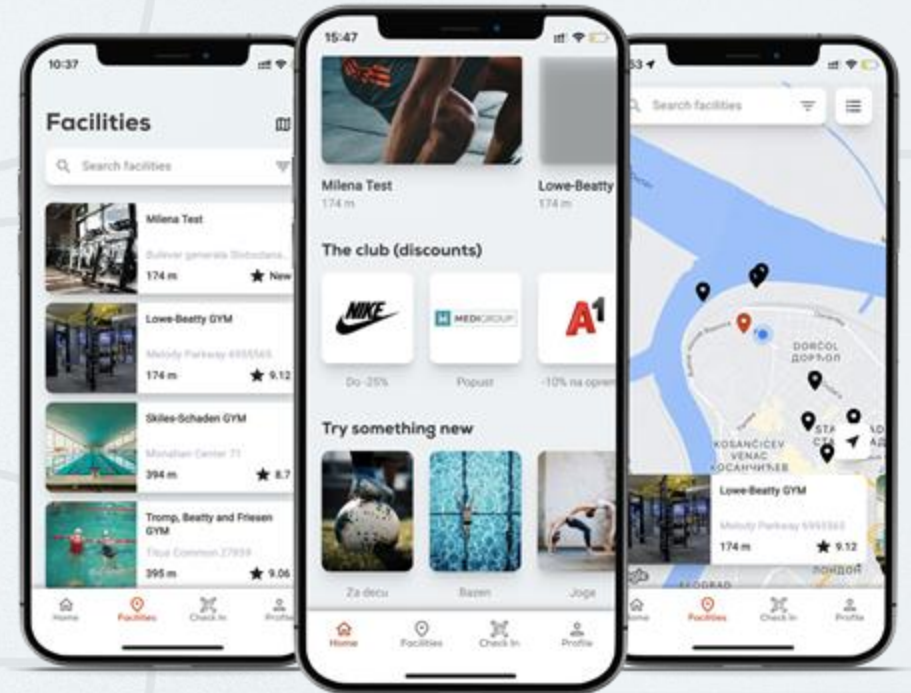
STEP 2:

Sign in to your Fitpass account

New to Fitpass? Check your email for login details.
Returning user? Log in with your previous credentials or reset your password.

STEP 3:

Welcome to the Fitpass app!



Choose a sports facility and scan the QR code at the entrance

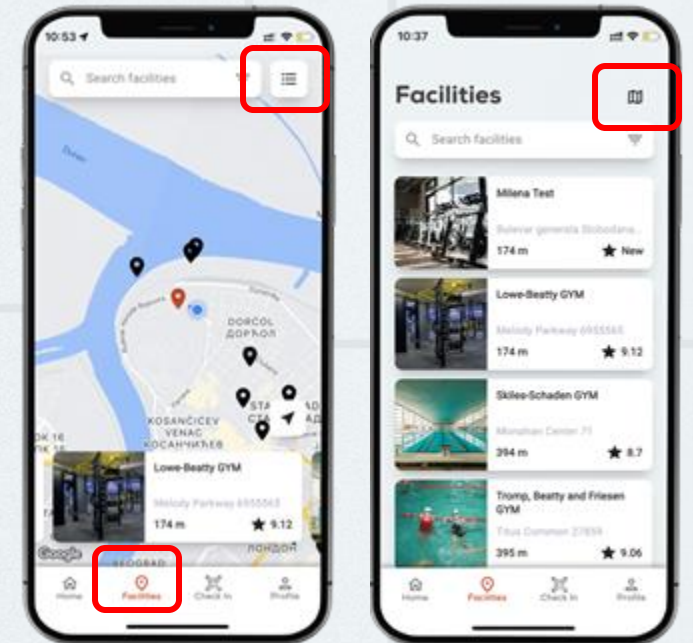
What can you do with the app?

- Explore **popular sports facilities**.
- **Discover new activities** like dancing, martial arts, bowling, and swimming.
- Find sports **venues near you**.
- Access **discounts** on sports gear, supplements, and food.

Choose between dancing, swimming, aerobics, kickboxing...

By clicking on "Facilities," you'll see a list of places where you can stay active and have fun. You can view them **on a map or as a list**. Selecting a facility provides details on its distance, working hours, available activities, schedules, and any additional charges.

Most activities are **free to use**. However, **premium services** like massages, saunas, and personal training may have **an extra fee**, with discounts ranging from 30% to 60%.



Filters for a Faster and Easier Search

Easily find the right activity by selecting your city, neighborhood, or preferred discipline. On the app's home screen, click the **"Filter"** button to refine your search based on:

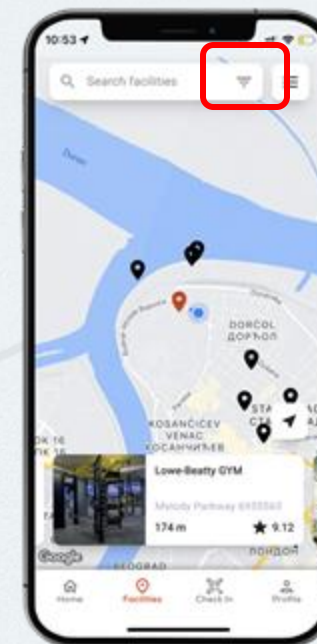
- City
- Activity type
- Ranking by distance & rating

Save Your Favorite Locations

Easily find them whenever you need! Tap the heart icon to **mark a location as a favorite**. Your saved spots will appear on the home page under the "Favorite Locations" section.

How to Enter a Sports Facility

- **Locate the QR Code.**
The QR code is available **at the counter of every facility**.
- **Scan the QR Code.**
Scan the QR code each time you enter for your session.
- **Check-In confirmation.**
After a successful scan, your **check-in will be confirmed**.



Your Profile

In the Profile section, you can:

1. View Membership Details:

See your **account number**, membership type, and **status**.

2. Update your profile

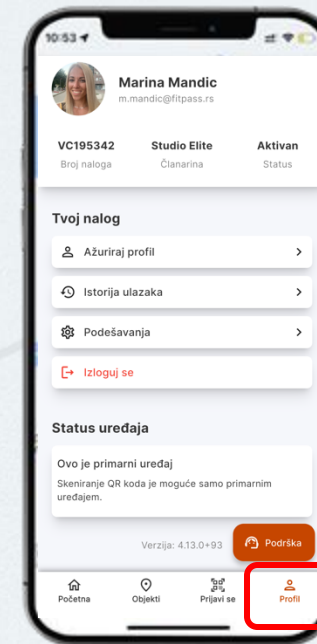
3. View entry history

You can also **set the duration** of your training if you want to track your activities.

4. Adjust settings:

- Change **language and theme**.
- Subscribe or unsubscribe from the **newsletter**.
- Manage **notification** permissions.
- View the **Terms of Use and Privacy Policy**.
- **Change your password**.

5. Contact **Customer Support** directly through the app.



Settings for iOS users: if the QR code doesn't work

1. Update the Fitpass app:

- Open the **app store**.
- Search for **Fitpass**.
- If an **Update** button is available, **tap it to install the latest version**.

2. Check app permissions:

- Open **Settings**.
- Scroll down and find the Fitpass app or use the **Search** bar to locate it.
- Tap on the Fitpass app and ensure the following permissions are enabled:
 - ✓ **Camera** and **Location permissions** included.
 - ✓ **Data usage permissions** included.
- For location settings:
 - ✓ Tap **Location**.
 - ✓ Select "**While Using the App**" and enable "**Precise Location**"

3. Restart the app:

- If the issue persists, close the Fitpass app completely and reopen it.

Settings for Android and Huawei users

1. Update the Fitpass app:

- Open **App Store**.
- Search for **Fitpass**.
- If the **Update** button is available, **tap it to install the latest version**.

2. Enable Global Location usage:

- Swipe down from the top of your screen to open the drop-down menu (where notifications and Wi-Fi settings are).
- Ensure **Location** is turned **ON**.
- If available, enable "**Access to my location**".
- If the option exists, select "**Use GPS, Wi-Fi, and mobile networks**."

3. Check App Permissions

- Open **Settings**.
- Tap on **Apps & notifications**, then select **Apps** to view all installed applications.
- Find and select the **Fitpass** app.
- Tap Permissions and ensure the following permissions are enabled:
 - ✓ **Camera permission**.
 - ✓ **Location permission**.

4. Restart the App

- If the issue persists, close the app by clicking the Back icon twice and then reopen the app.

Customer Support

If you have any questions or need assistance, you can reach our customer support team in three ways:

1. Through the Fitpass app

Contact us directly via the app.

2. Via Email

Write to us at kontakt@fitpass.rs.

3. Through the Website

Click on the chat icon in the lower right corner to open the chat option.

Customer Support Working Hours:

Monday – Friday: 09:00 – 21:00

Saturday: 09:00 – 13:00

Sunday: Closed

Now, get ready to enjoy your fitness journey!

