

FAQ's

How to set up my profile

To set up your profile you just need to follow these steps:

1. Click on link in email or go to the App store or Google Play
2. Search/type in "Maroondah Leisure"
3. Download "Maroondah Leisure" app
4. Sign up as member
5. Create an Mywellness® account
6. Enter personal details
7. Click through options to "Maroondah Leisure" app

What phone do I need?

You can use any phone that can access either the App store or Google Play.

What is Mywellness® ?

Mywellness® is the only cloud based open platform for Maroondah Leisure members to share and manage their Wellness Lifestyle data, thanks to a complete set of professional modules and integration with popular GPS mobile apps, wearable devices and health devices. Wellness Lifestyle data can be accessed from the Technogym® equipment and any personal device (smartphone, tablet or PC).

I already have the TWellness or Mywellness® app. Do I still need to download the Maroondah Leisure app?

Yes! The Maroondah Leisure app will help you track your activity, connect all your devices and allow you to participate in Workouts of the Day. When we re-open we can load your program and you can interact with our new Technogym® equipment.

What is the Workout of the Day?

Workout of the Day is an exercise program that provides you with a different body weight workout that you can do each day. Each workout varies from 20-30 minutes and is designed for all fitness levels. You can view each exercise and there is even a video which demonstrates each exercise . The three daily fitness or workout options are Beginner, Intermediate or Pro, so you can workout at your own intensity and pace each day.

What is MOVES?

MOVES are Maroondah Leisure's unit of movement measurement, so the more you move the more MOVES you'll collect. For example, running for 10 minutes at low intensity accumulates about 200 MOVES, the faster and longer you run, cycle, row, or whatever your favourite exercise is, the more MOVES you'll earn.

What is MOVERGY?

The Maroondah Leisure app will keep track of your MOVES every day and thanks to the MOVERGY INDEX (Maroondah Leisure's daily movement index), you will be able to view your overall activity status in an easy, intuitive way. Your MOVES count towards MOVERGY which can be monitored automatically.

I use other apps and have a Fitbit, why do I need this app?

The Maroondah Leisure app will interact with your Fitbit, MYZONE and other devices and ensure that any activity you track through these devices is applied to your Maroondah Leisure app profile

How does it track my activity?

You can track your activity by clicking on the “Outdoor activity tracking” arrow and select your activity. The three options are walking, running and cycling. In the top right of the screen there is a heart. If you click on this, it will look for any ‘heart rate tracking’ devices you are wearing and connect to these.

How does tracking my activity help me achieve my goals?

Awareness makes a massive difference! Tracking your results means you have real data when trying to achieve your goals. Studies have also shown that the act of tracking our exercise makes us more conscious of our activity and more motivated to achieve more.

Can the Maroondah Leisure app help my workout experience?

The Maroondah Leisure app not only tracks your activity and gives you access to a Workout of the Day, but when we reopen, it will also interact with all the new and current Technogym® equipment. This provides you the most personalised workout experience possible.

Who owns the data in the app?

The data on Mywellness® platform belongs to you (the member who uses the service). Therefore, as per the terms and conditions of the Mywellness® platform, you must give consent to Mywellness® to share your data with Maroondah Leisure facilities e.g. Aquahub and Aquanation. If you “the member”, at any point want to stop sharing your data with the venue, you can choose to stop and ‘opt out’ at any time via the app or by visiting the Mywellness® website.

Where is my data kept?

Mywellness® data is hosted by Amazon Web Services in Ireland which is safe and adheres to all Australian and EU laws and regulations. It also complies with the General Data Protection Regulation (GDPR) on data protection and is privacy compliant.

What is my data used for?

Your data will be used within Maroondah Leisure venues and for recording your activity, MOVEs, and workouts of the day. When the venues reopen your data will allow Maroondah Leisure health and fitness staff to communicate with you, allow you to see your gym appointment results, InBody measurements and allow staff to create personalised exercise programs and workouts.

What if I have more questions?

Once you download your app under your profile there is a ‘Settings’ section. Please click on the right “>” and this will take you to various options. On the bottom of the page there is a FAQ section, click on this and this will take you to various FAQ’s including:

- Training
- Profile
- Connection to other apps and accessories
- Activities in your facility
- Connectivity
- Other

Some of these may relate to the Maroondah Leisure app and others may not at this stage.

Who do I contact if I need help?

If you still have any questions about the Maroondah Leisure app, how to use it or how to get it linked to your other fitness devices, please email our health and fitness team at maroondahleisuregym@maroondah.vic.gov.au and we can respond to your questions.