

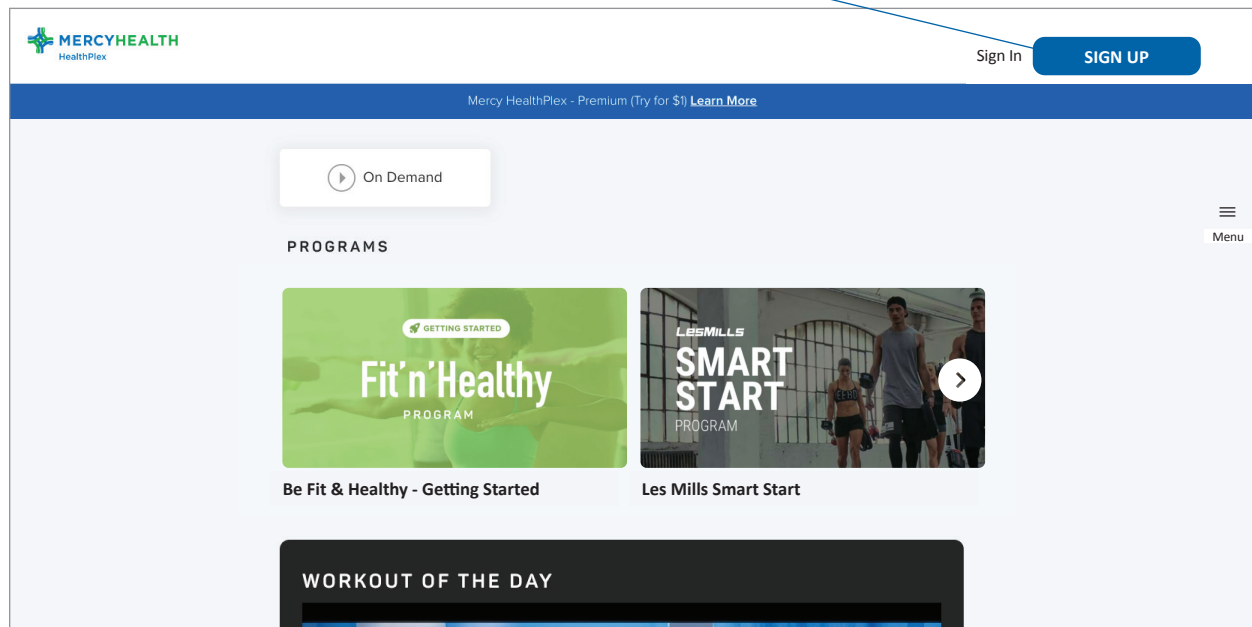
MOVE

Virtual Programming User Guide

Logging in and signing up

Visit mercyhealthplex.move.cc/explore or scan the QR code shown here.

On this homepage, you can sign up or sign in with your center email address and password.



You can browse the content available before signing up.

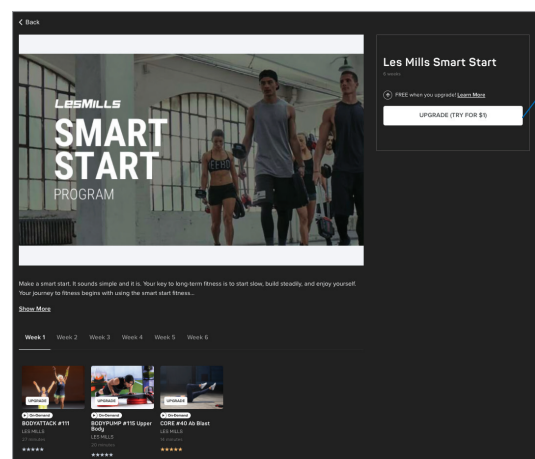
We recommend saving this page as a favorite so you can easily come back to it when you're ready to move!

Once logged in, you will immediately see the options for the On Demand videos and programs. You can also search for videos by clicking [search](#) on the top right-hand side, as well as view your favorites and manage your account.



You can browse and toggle through the programs available by clicking the arrow on the right-hand side. This will give you specific videos to complete each week to help you achieve your fitness goals.

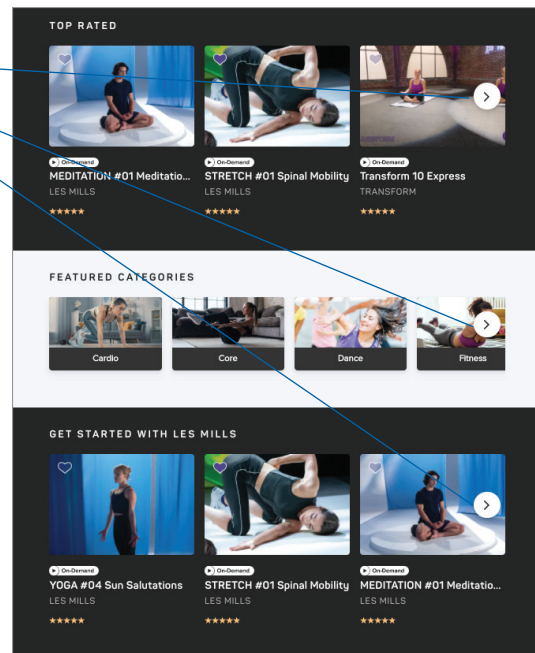
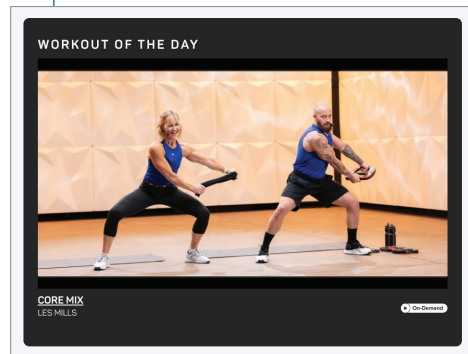
Click into a program to see the details and decide if you'd like to start it. Some will be included as part of the free plan; others will only be available if you've upgraded to the premium plan. [Learn more](#)



Video suggestions and Workout of the Day

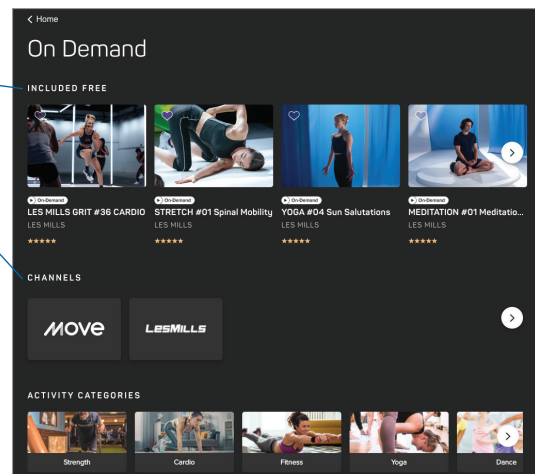
You will see carousels of other suggested videos you might like to toggle through.

You'll also see a suggested Workout of the Day video each day on your homepage.



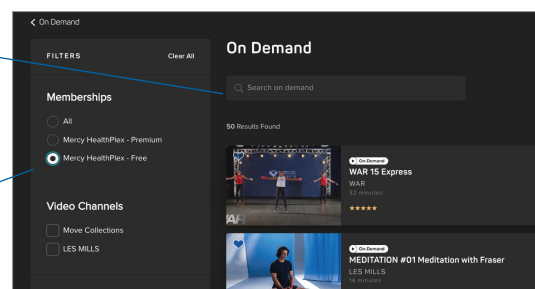
Video channels

If you click into [On Demand](#), you can see the available video channels and some suggested videos.



You can also search by activity category, intensity, collection, equipment, time duration, and rating to find your perfect video. Click into any video to view more information.

If you click into each video channel, you can filter to see which videos are on the free and premium plans.

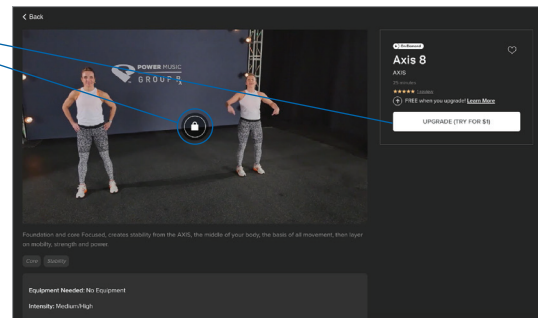
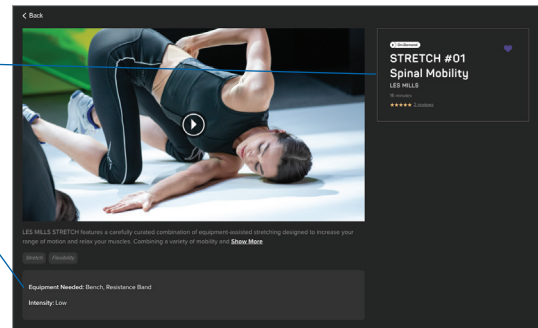


Playing videos

When you click into a video, you will see the description, rating, and equipment needed. Further down, you will see other suggestions of videos from the same series.

Click **play**, and you will see the controls to pause, fast forward, rewind, and expand the video to full screen.

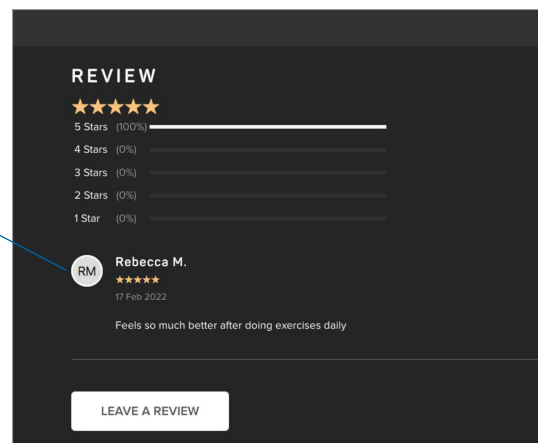
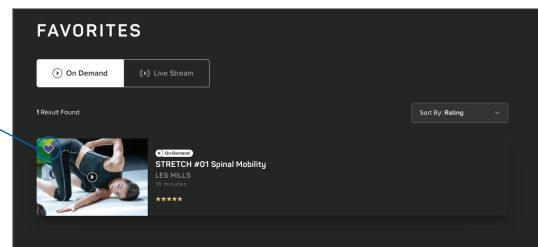
If a video is only available on the premium plan, you will be prompted to upgrade to gain access.



Favorites and reviews

On any video, you can click the **heart** to add it to your favorites. This will then appear in the favorites section along the top menu bar, so you can easily find it when you log back in.

At the bottom of each video you, can also leave a review.



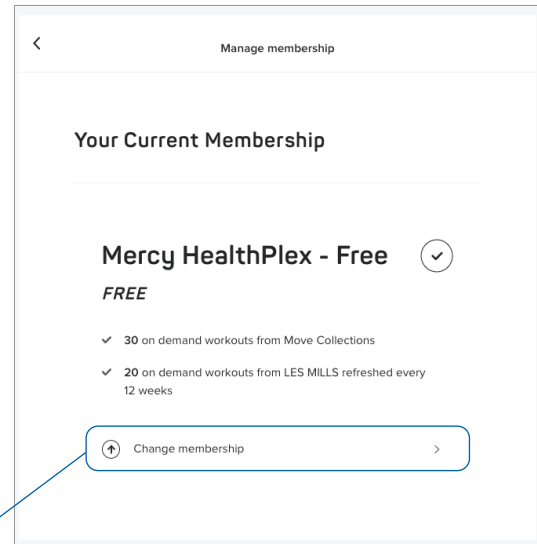
Upgrading

There is no cost for the free membership. A premium membership costs \$1.99/week and will give you access to even more content.

You can try a premium membership for seven days for just \$1. If you don't cancel within seven days, you will be billed \$7.96 every four weeks.*

You can upgrade to try the premium plan for seven days by using any of the following methods:

1. Clicking the banner across the top of the home screen
2. Clicking **UPGRADE** from any locked video
3. Going to **Account > Manage Membership > Change Membership**.

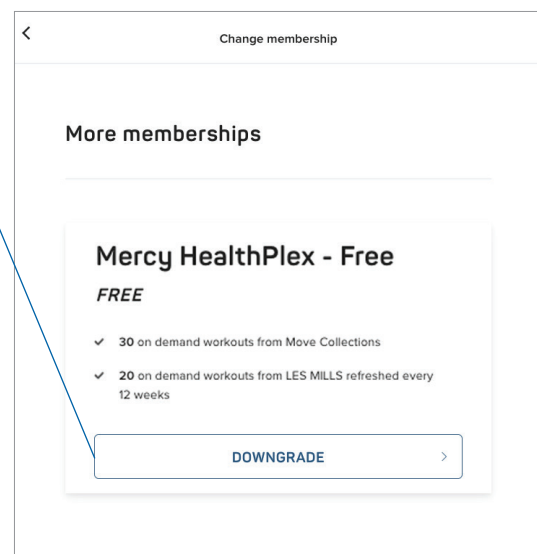
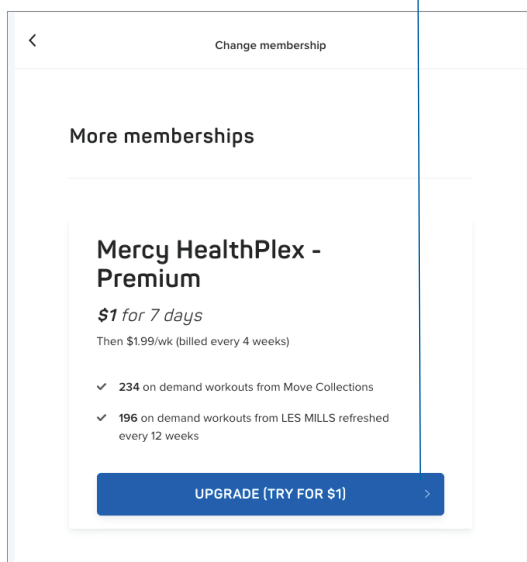
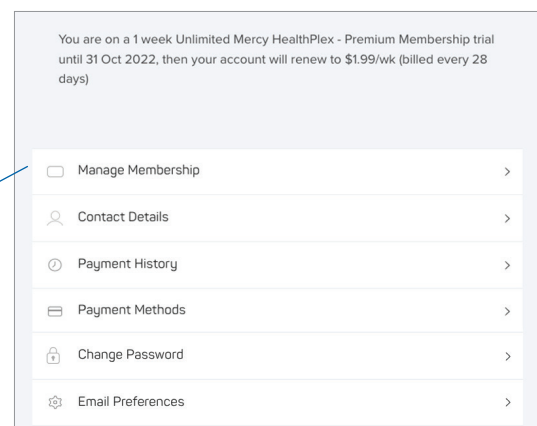


Downgrading

You can downgrade at any time during your trial if you don't want to continue on the premium plan. If you are on the full premium plan, you can also choose to downgrade so you don't get billed for another four weeks.

1. Go to **Account > Manage Membership > Change Membership**

You will see the option to Upgrade or Downgrade depending on your plan.



*Payments to upgrade your MOVE membership will be processed through the MOVE Corporation. For questions or support please visit the Help Center.

Payment details and billing

If you go to [Account](#), you will see the option for Payment Methods and Payment History.

You can add a new card to pay for the premium trial or plan at any point, and view your payment history over the last three months. You only need to add payment details if you want to upgrade.

