



## MonLife Live and On Demand FAQ's

**If you are having trouble, try the steps below first:**

- Ensure your device is updated to the latest version of mywellness
- Ensure you allow mywellness camera and microphone permissions
- Ensure that your Device has the most up to date software, and if possible allow for automatic updates.
- Please ensure you have filled out your details to be activated through the [landing page](#)
- If you have never used the app inside our centres please contact a member of our team and they will set you up, as this will give you direct access to MonLife Leisure Centres

### Potential questions:

- **Why does the Join Now button not work?** *Please ensure your device has camera and microphone permissions enabled in settings for mywellness*
- **Why can I not see the Leisure Centre in the mywellness app?** *Please contact us on (INSERT RELEVANT EMAIL ADDRESS) and a member of the team will connect you to the centre*
- **I get a message saying 'please contact the facility' when I try to book a live class or watch an on demand video, what do I need to do?** *Please email [jamescook@monmouthshire.gov.uk](mailto:jamescook@monmouthshire.gov.uk) and a member of the team will make sure you're set up properly*
- **I'm connected to the Leisure Centre but I can't find the on demand videos section in the page, where am I going wrong?** *Please make sure your device is updated to the latest version of mywellness, versions before 5.0 don't support video streaming*
- **What is the difference between on an On Demand Class and a Live Stream Class?** *On Demand is a pre-recorded class that will be saved in our Library. You can watch this class whenever is convenient for you and as many times as you wish (think Netflix). A Livestream class is delivered in real time. The instructor will schedule this and all the members attend the class together and can interact with the instructor for teaching and receive feedback.*
- **How can I change mywellness email?** Please contact [jamescook@monmouthshire.gov.uk](mailto:jamescook@monmouthshire.gov.uk)

Please be advised that when joining a live class, you must be signed into the site that the instructor has scheduled that class from (e.g. – Caldicot LC). If you are on another site, it will not allow access.