



ACE CORPORATE FITNESS

Quick-Start Guide

Everything you need to sign in, explore the fitness portal,
and chat with your colleagues and ACE specialists.

STEP BY STEP

Getting started

There's no sign-up in the app — your account is created for you by ACE or by your company's administrator. When it's ready, you'll receive a **welcome email** with your username and a **temporary password**.

1

Sign in

Open the app, enter your **username or email** and the temporary password from your welcome email, then tap **Sign In**.

2

Set your own password

Enter the temporary password, choose a new one (at least 8 characters), and tap **Set password & continue**.

3

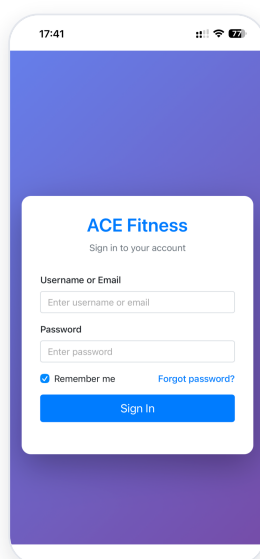
Accept the Terms of Use

Read the terms and tap **I Accept**.

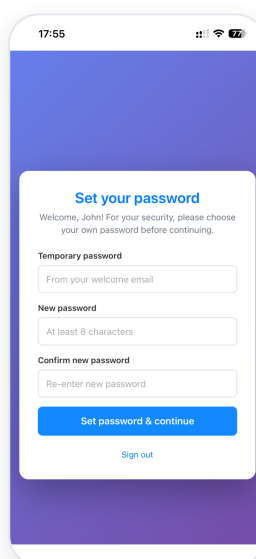
4

Allow notifications

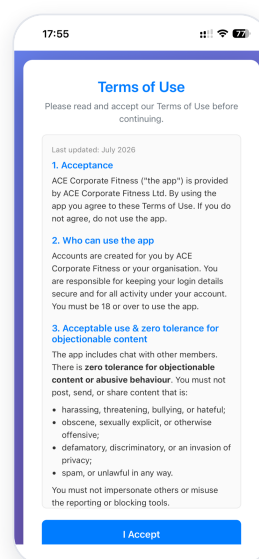
When the app asks, tap **Allow** — that way you'll know the moment someone messages you.



1 · Sign in



2 · Set your password



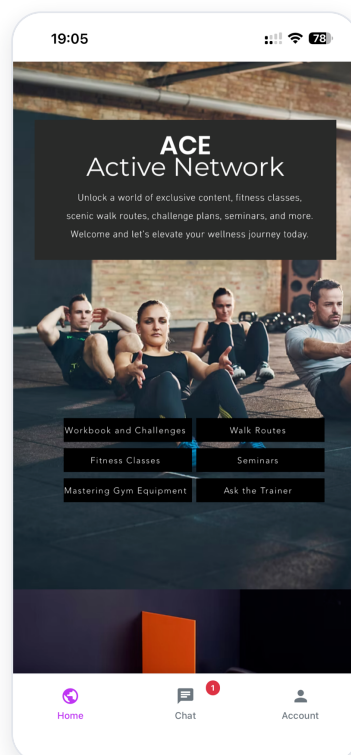
3 · Accept the terms

THE BASICS

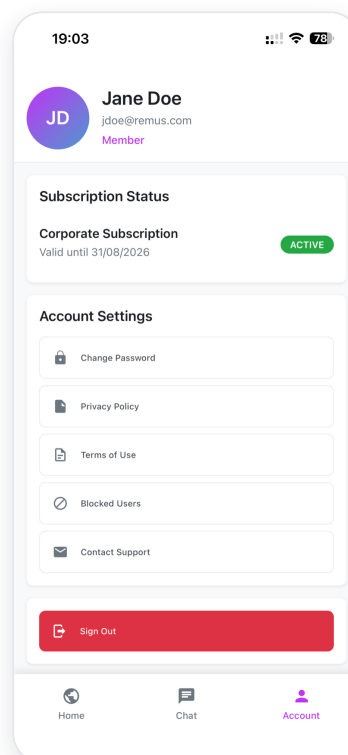
Finding your way around

The bar at the bottom of the screen has three tabs:

Tab	What it's for
Home	The ACE fitness portal — or your company's own wellness page — with classes, content, and resources.
Chat	Your private chat rooms. A red badge shows how many unread messages you have.
Account	Your subscription status, settings, and sign out.



Home: the ACE fitness portal



Account: subscription & settings

Your subscription

Your access comes with a subscription — your own, or one assigned by your company. You can check its status any time under **Account** → **Subscription Status**. Two weeks before it expires a yellow banner appears; once it expires, Chat is unavailable until it's renewed — contact your company administrator or ACE.

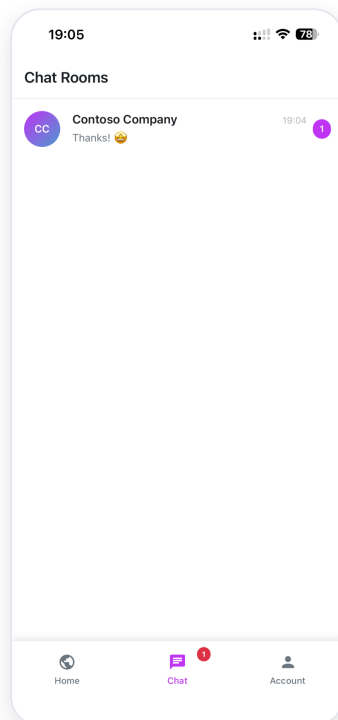
Using Chat

Your rooms

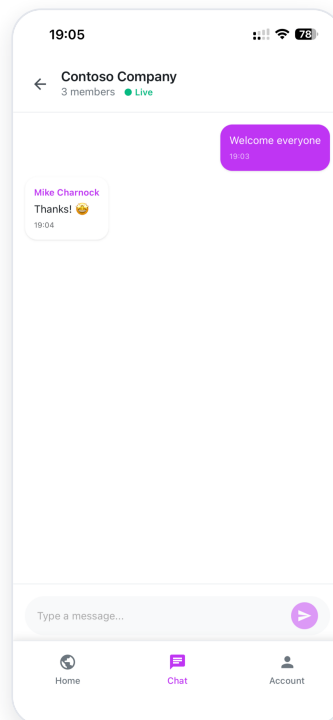
The **Chat** tab lists the rooms you've been added to — you don't join rooms yourself; ACE or your company administrator adds you. Each room shows a preview of the latest message and a red **1** badge for unread messages.

Sending messages

Tap a room to open it. Type in the box at the bottom and tap send. Your messages appear on the right, everyone else's on the left with their name. When someone is typing, you'll see “... *is typing*” at the top. The header shows ● **Live** when you're connected; if it shows ○ **Offline**, the app reconnects automatically — your messages will still be delivered.



Your rooms, with unread badges



A chat room — your messages on the right

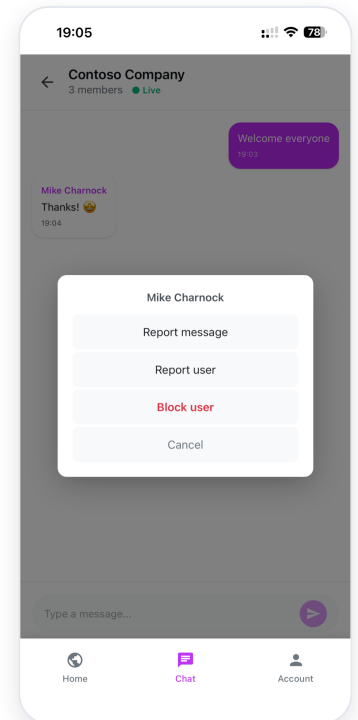
Notifications

When someone messages a room while you're away from the app, you'll get a notification — **tap it to jump straight into that room**. The number on the app icon is your total unread messages.

Blocking and reporting

We have a **zero-tolerance policy** for abusive or objectionable content. If you see something that shouldn't be there, **tap the message** and choose:

- **Report message** — report that message to ACE. Pick a reason, add details, tap **Submit report**. Reports are reviewed within 24 hours.
- **Report user** — report the person to ACE.
- **Block user** — instantly hide everything from that person. Manage your list under **Account** → **Blocked Users**, where you can **Unblock** at any time.



Tap any message to report or block

QUICK ANSWERS

Common questions

I can't sign in.

Check your username *or* email and password. After several failed attempts sign-in locks briefly — wait a few minutes, or use **Forgot password?** to reset.

I'm not getting notifications.

Check the app has notification permission in your phone's Settings. If it does, sign out and back in to refresh your registration.

My Chat tab is greyed out.

Your subscription has expired. Contact your company administrator (or ACE, if you subscribe directly) to renew.

I don't see any chat rooms.

Rooms are assigned by ACE or your company administrator — ask them to add you.

How do I change my password?

Go to **Account** → **Change Password**, enter your current password and a new one (at least 8 characters).

I'm sharing this device with someone else.

Untick **Remember me** when signing in, and you'll be signed out automatically when the app closes.

Forgotten your password? Tap **Forgot password?** on the sign-in screen. We'll email you a 6-digit code (valid for 15 minutes) — enter it with your new password and you're back in.

Need help?

Tap **Account** → **Contact Support** in the app, or email us at support@acecorporatefitness.co.uk.