

# **APP FAQ's**

## ***CAN I PURCHASE MORE THAN ONE MEMBERSHIP AT A TIME?***

Since the Apex App offers full access to all the classes and rides there is no need to purchase additional overlapping plans. You can stream up to ... devices on the account.

## ***HOW DO I ADD MULTIPLE PROFILES ON MY APP?***

Once you have your subscription and you have logged in, at the bottom of your account screen you will be able to add profiles. The other person needs to create an account by going through [apexrides.com/](https://apexrides.com/) login. You will then be able to add them via their email address.

## ***HOW MUCH DOES THE APP COST?***

The Apex app is £29.99/month and you are not tied into a long term contract in order to use it - in fact, you can cancel your app subscription at any time with just 30 days notice. We would however, recommend keeping the subscription as without it the bike would only have basic functionality and you will NOT have access to any performance feedback/statistics and the full Apex experience. The Apex bike is currently only compatible with the Apex app.

## ***HOW DO I CHANGE MY APEX USERNAME?***

To change your username please go to Profile > Settings (Cog image in top right hand corner) > Edit Your Profile and then select to change your Username & Location.

## ***HOW DO I RESET MY PASSWORD?***

To change your password please go to Profile > Settings (Cog image in top right hand corner). Under the Account section please select to Set a New Password. This will either allow you to set up your app subscription through the Apex website or to change your password.



**A P E X**