

MY J App

We made some improvements — here's how to get back up and running!

We recently updated the MY J app to bring you a better experience. Some of you may need to do a quick update to get things working smoothly again. Don't worry — it only takes a couple of minutes and we're here to help!

Step 1: Update or Re-Download the App


Your app may update automatically. If it hasn't yet, here's how:

1. Open your Apple App Store or Google Play Store.
2. In the search bar, type "MY J" and tap Search.
3. Tap on the MY J app to open the app details page.
4. If you see an "Update" button, tap it. If you see "Open," you're already on the latest version — you're good to go!
5. Open the app and log in with your usual email and password.

Step 2: Find Your Barcode to Check In

Once you're logged in, your barcode is easy to find:

1. Your digital membership barcode appears right on the Home screen — just look for the Check In section.
2. Hold it up to the scanner at the front desk and you're in!

 *Your barcode will only be visible if you have an active membership. If you don't see it, please stop by the front desk and our team will be happy to help.*

Forgot Your Password?

No worries at all — it happens! Here's what to do:

1. On the login screen, tap "Forgot Password."
2. A 6-digit PIN will be sent to the email address on your account.
3. Enter your new password, confirm it, and enter the 6-digit PIN. Tap "Login" — you're all set!

 Password must be at least 8 characters long and must contain at least one uppercase letter, one lowercase letter, one number, and one special character

Still Need a Hand?

We're happy to help! Stop by the front desk and one of our team members will walk you through it.