

# DO YOU KNOW YOUR XID™?

## NETPULSE HAS A NEW UNIVERSAL LOGIN SYSTEM!

### How it Works:

- Members login with existing 10-digit User ID
- Members are prompted to choose a new 4-digit passcode to replace the picture password
- Members access their data on cardio equipment and the web portal with their new XID and passcode



PICTURE PASSWORD



NEW LOGIN

### Member Benefits:

- Universal compatibility
- Ease of use for members
- One ID to remember and access all data



# **XID™** FREQUENTLY ASKED QUESTIONS

## **Q What is XID?**

**A** xID user identification system is a universal user ID for fitness equipment, mobile apps, and websites that utilizes a numeric user ID and passcode. Member's existing User ID (i.e. phone number) will now be known as their xID and a 4-digit passcode will replace the picture password currently used on Netpulse-connected cardio equipment.

## **Q Why the change?**

**A** It's easier for members! Members no longer need to remember multiple logins, user names and passwords. All Netpulse-connected equipment and fitness applications are accessible with one ID, xID.

## **Q Why are you getting rid of the picture password?**

**A** In an effort to make things as easy as possible for members, Netpulse has traded in the picture and website passwords for one universal 4-digit passcode that can be used anywhere members access their Netpulse account.

## **Q How do I choose a new "4-digit passcode"?**

**A** When members sign in to their Netpulse account, they enter their 10-digit User ID and validate their picture password. The system will then prompt the member to select a new 4-digit passcode. All new Netpulse accounts will be created with the numeric 4-digit passcode.

## **Q Will my website password be automatically updated with my new passcode?**

**A** Yes! Once members choose their new 4-digit passcode it will be automatically linked to their Netpulse account. Members will be able to use it wherever they view their Netpulse account information: cardio console, website or mobile application.

## **Q What equipment will have XID?**

**A** The top cardio fitness manufacturers products will be upgraded to xID as well as new equipment that is being released regularly. Look for the xID mark to know if it's connected.

## **Q I lost my login information. What do I do?**

**A** Club members can contact the Netpulse team directly at [feedback@netpulse.com](mailto:feedback@netpulse.com) to receive a reminder. We will respond within 48 hours.

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