

# POLAR CLUB



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# GET STARTED

## INTRODUCTION TO POLAR CLUB

Polar Club is a heart rate based solution that brings gripping group exercise classes to fitness clubs. With heart rate training and fun rewards at the core of Polar Club, you'll have club members pushing harder, feeling motivated and coming back for more.

Key features:

- Easy-to-use app for running group exercise classes.
- With real-time feedback on the intensity of their classes, instructors have a chance to guide exercisers individually, as well as a group.
- An easy way to help exercisers understand the benefits of heart rate based training at different intensities and achieve their training goals.
- Motivates exercisers with both group and individual rewards, such as zone time or calorie trophies.
- Allows for effective group exercise class scheduling and optimal workload planning, maximizing employee productivity.
- The Polar Club app is compatible with several Polar heart rate sensors and fitness trackers. Please see [the list of compatible Polar heart rate sensors and fitness trackers](#) on the support page.

## POLAR CLUB APP

The Polar Club app makes running your classes a breeze. With the real-time heart rate based guidance, the instructor can easily see who's keeping up with the class and steer the group to the right direction. At the end of the class, the group sees a summary of how they did.

In the Polar Club app, you can define the club settings, schedule classes and invite instructors.

Start by searching and downloading the Polar Club app from the App Store. Open the app, and sign in with your Polar Club account user name and password.

## POLAR CLUB WEB SERVICE

On your home page in the Polar Club web service you'll find useful links to help you find information and get the most out of your Polar Club. On the club account page you can view and edit your club account data. Sign in with your Polar Club account at [polar.com/club](https://polar.com/club).

## POLAR ECOSYSTEM

In addition to Polar Club, our Flow ecosystem offers a complete solution for you, your instructors as well as your club members to make their fitness dreams come true.

- **Polar Flow web service:** In the Polar Flow web service at [polar.com/flow](https://polar.com/flow), your club members can conveniently see their personal training data and follow their progress.
- **Polar Fitness Trackers:** We offer a complete line of connected fitness trackers to help your club members reach their goals, from weight loss to training for an event.

- **Polar Coach:** The free Polar Coach service makes it even easier for personal trainers to manage and guide their clients to success. With the help of Polar Coach and Polar fitness trackers, personal trainers have access to their customers 24/7 activity data. See [flow.polar.com/coach](https://flow.polar.com/coach) for more information.

## REQUIREMENTS AND RECOMMENDED SETUP

Here's an overview of what's needed to run classes with Polar Club:

- Polar Club account
- A computer with internet connection to access the Polar Club web service and the Polar Flow web service
- iPad Air with iOS 14 or later, and reliable and fast mobile data or Wi-Fi connection
- Polar Club app downloadable from the App Store
- Compatible Polar heart rate sensors and straps. The Polar Club app is compatible with several Polar heart rate sensors and fitness trackers. Please see [the list of compatible Polar heart rate sensors and fitness trackers](#) on the support page.

### Recommended setup

#### 1. iPad for instructor use

With this iPad, the instructor starts the training session. It's also the instructor's window to the exercisers' heart rates during the session

#### 2. Video projector or TV

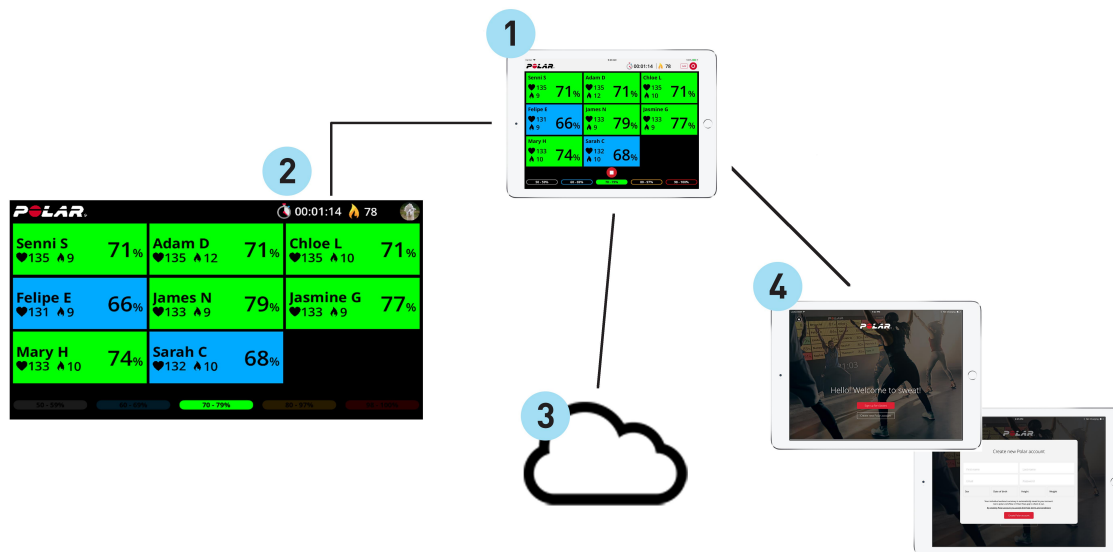
If you want the exercisers to see their heart rates while training, attach this iPad to a video projector or TV with a compatible cable and/or adapter. If you want to use Apple TV and AirPlay, follow iPad's guidance.

#### 3. Online sign-up

Online sign-up gives your members the option to sign up for classes through the Flow web service up to one week beforehand. You can enable/disable the online sign up option in the Polar Club web service under Club settings.

#### 4. One or two iPads for customer sign in at club reception

Consider having separate iPads for the members who already have a Polar account, and for the members who need to create a Polar account before signing in to classes. This way you avoid lines in the club reception and give the members more privacy to create their account.



## SUBSCRIBE TO POLAR CLUB

1. Start by ordering the Polar Club account from the [polar.com/club](https://polar.com/club) web page. Your subscription starts with a free 30 days trial period. You can cancel your subscription during the trial at any time without costs.
2. Choose the location of your club and then choose **Register club**.
3. Create a Polar account, or sign in if you already have one. If you have already created an account by signing up for one of Polar's web services or mobile applications, or when taking your product into use, your user name and password are valid for Polar Club web service as well. You can sign up for Polar's web services only once with the same email address. The user name is always your email address.
4. **Club information:** Fill in club information. The club email address entered here will be used by us to send you invoices and other information regarding your subscription.
5. **Subscription details:** Choose the payment type, and fill in the billing address if different from the prefilled club address. Read the Terms of Use, and accept them by selecting the checkbox.
6. **Payment:** Check the payment summary and details. After completing your subscription, you will be shown a subscription summary page where you can print the summary and proceed to your Club's home page.
7. An email will be sent to the club's email address, giving you instructions on how to get started. Your free 30 days trial period starts immediately.


# CLUB ACCOUNT FAQs

## WHERE IS THE POLAR CLUB APP AVAILABLE?

Go to [polar.com/club](https://polar.com/club) to subscribe to Polar Club. During the subscription process, you are going to choose your location from a drop-down list. You will be notified if Polar Club isn't available in your country yet.

## I DON'T WANT TO USE THE CLUB COMMUNITY. WHAT CAN I DO?

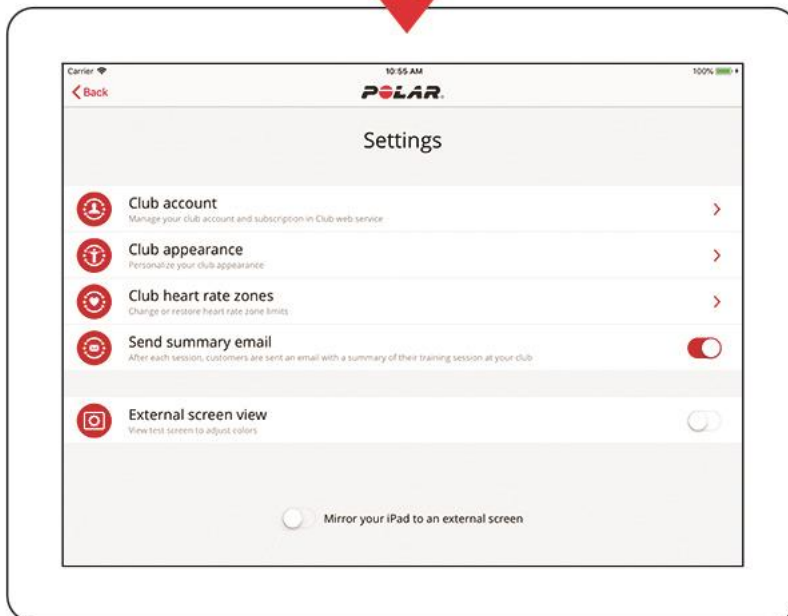
As a club admin, you can remove your club's community through the community page. Removing the community also prevents online sign-ups, but you can still continue using the service by signing up exercisers with the Polar club app (iPad).

 **Removing community is permanent.** *If you remove your club's community, you can't start using the community again without activating a new account with a different name.*

# SYSTEM MAINTENANCE

## SETTINGS IN POLAR CLUB APP

In the Polar Club app, go to the **More** menu and choose **Settings**.

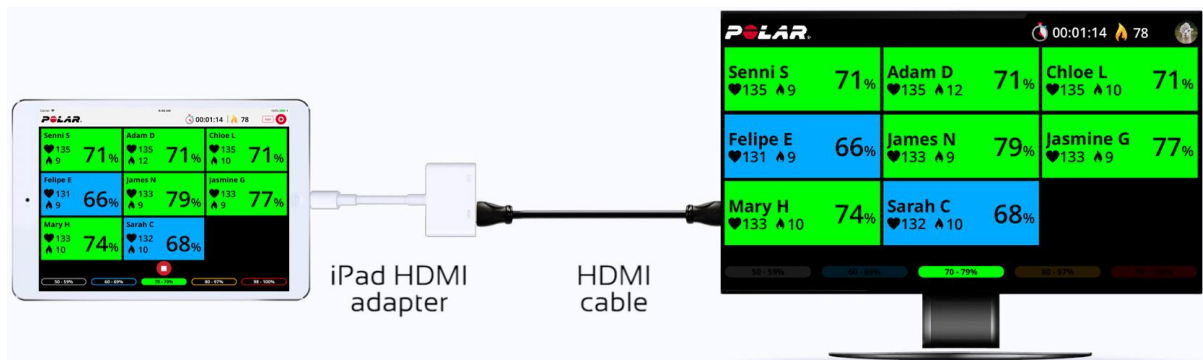




## Mirror your iPad to an external screen

Use the slider at the bottom of the **Settings** view to enable or disable mirroring of your iPad screen. When mirroring is enabled, the screen content shown on your iPad is automatically mirrored to an external screen when you connect your iPad to a video projector or TV.

 You need a suitable AV adapter and a cable to connect the iPad to a video projector or TV.

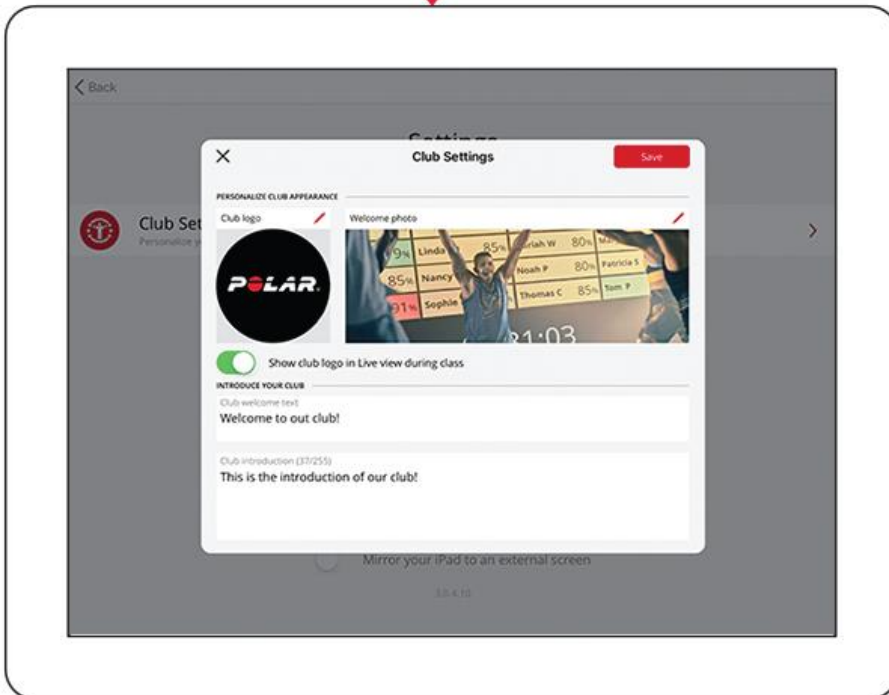
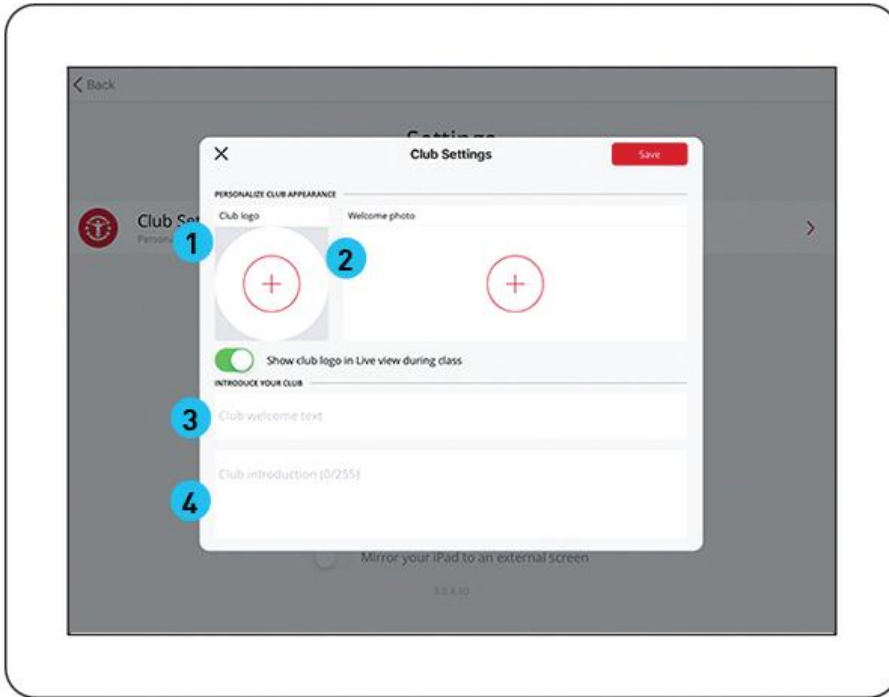


## Club appearance

In the Polar Club app, go to the **More** menu and choose **Settings > Club appearance**.


 Club appearance settings are visible for the club admin only.

1. **Add Club logo:** The club logo is shown on your club community page in the Polar Flow web service. You can also enable to show the club logo in the live view during classes. In the live view, your club instructors can enable or disable the logo from the cogwheel menu on the top right-hand corner of the screen.
2. **Add Welcome photo:** Make the community page your own by adding a photo showcasing your club.
3. **Club welcome text:** Write a welcome text for your club members. They will see this text on the sign-in page of the Polar Club iPad app when they sign up for classes.
4. **Club introduction:** Write an introduction of your club. This text appears on your club community page in the Polar Flow web service.



## Club heart rate zones

Change or restore heart rate zones. This setting affects how colors / heart rate percentages are shown during the training session.

 Heart rate zone settings are visible for the club admin only.

## Send summary email

Use the slider to turn the feature on or off.

When the feature is on, and your club members have accepted Polar Club communication in their Polar Flow account (**Settings > Privacy**), your club members will receive a short **training summary email** every time they participate in a Polar Club training session

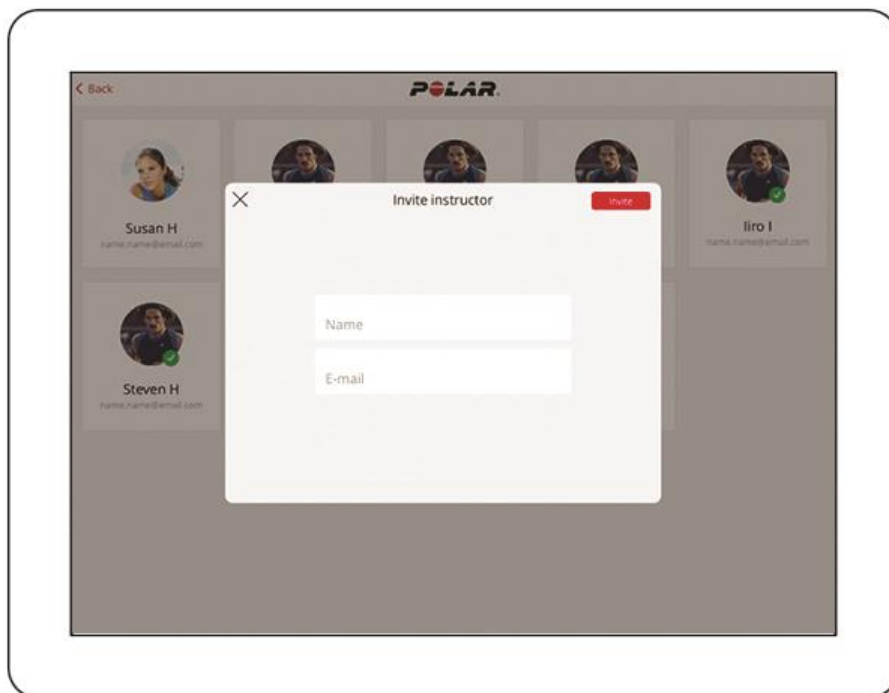
## External screen view

View a test screen to adjust the colors on the external screen.

# MANAGE INSTRUCTORS

## INVITE INSTRUCTORS TO THE CLUB

1. To invite new instructors to your club, go to the **Manage** view in the Polar Club app, and choose **Manage instructors**.
2. Tap the plus icon. Write the instructors name and email address, and tap **Invite**.



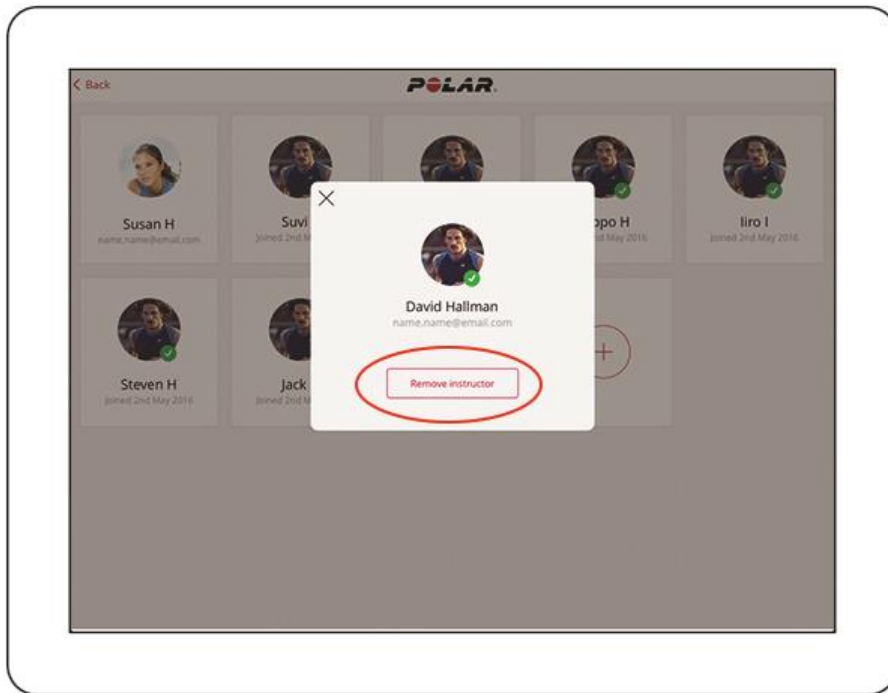
3. Instructors will receive a welcome email with instructions on how to continue. They need to:
  - Create their own Polar account at [polar.com/club](https://polar.com/club), and accept the invitation from your club

OR

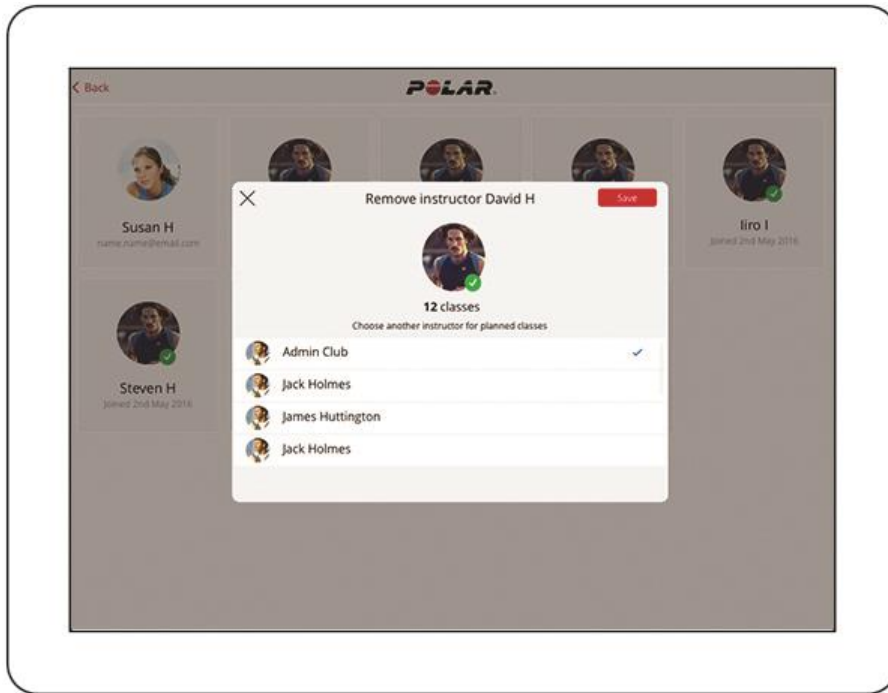
- If they already have a Polar account (created with the same email address that was used in the invitation), they sign in to [polar.com/club](https://polar.com/club) with their existing Polar account, and accept the invitation from your club.

## REMOVE INSTRUCTORS

As a club admin, you can remove instructors from the club. Tap the instructor card in the **Manage instructors** view and choose **Remove instructor**.



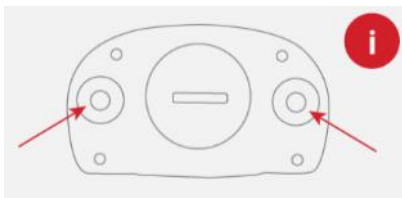
If the instructor has classes scheduled, choose another instructor for scheduled classes, and tap **Save**.



**i** Instructors can remove themselves from the club by tapping their own instructor card and choosing **Remove instructor**.

## ADD A HEART RATE SENSOR OR FITNESS TRACKER

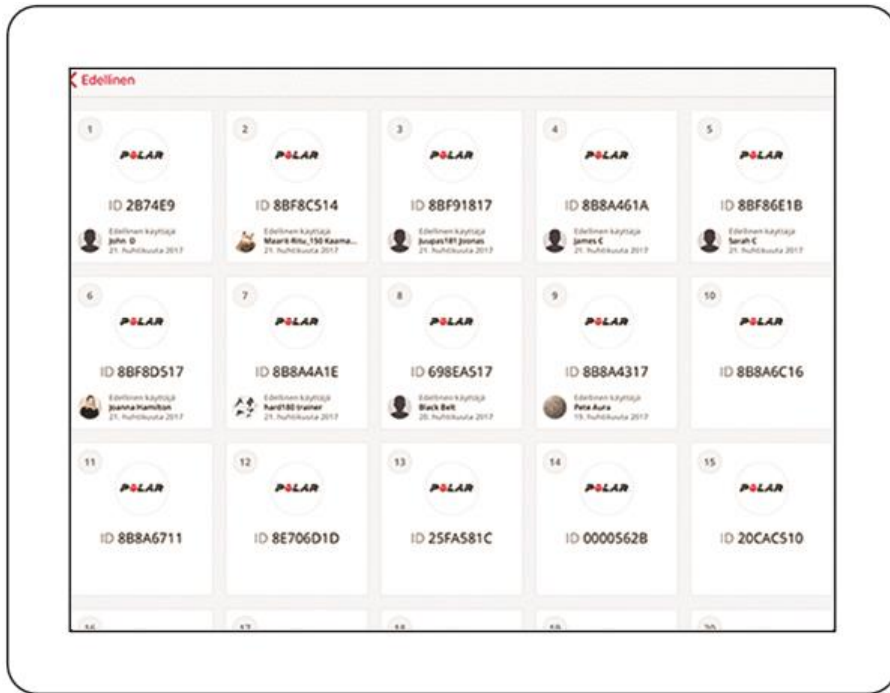
You can add a new heart rate sensor or fitness tracker to your Flow account. Tap your instructor card and choose **Add sensor**. Activate the sensor by touching both contact points simultaneously.



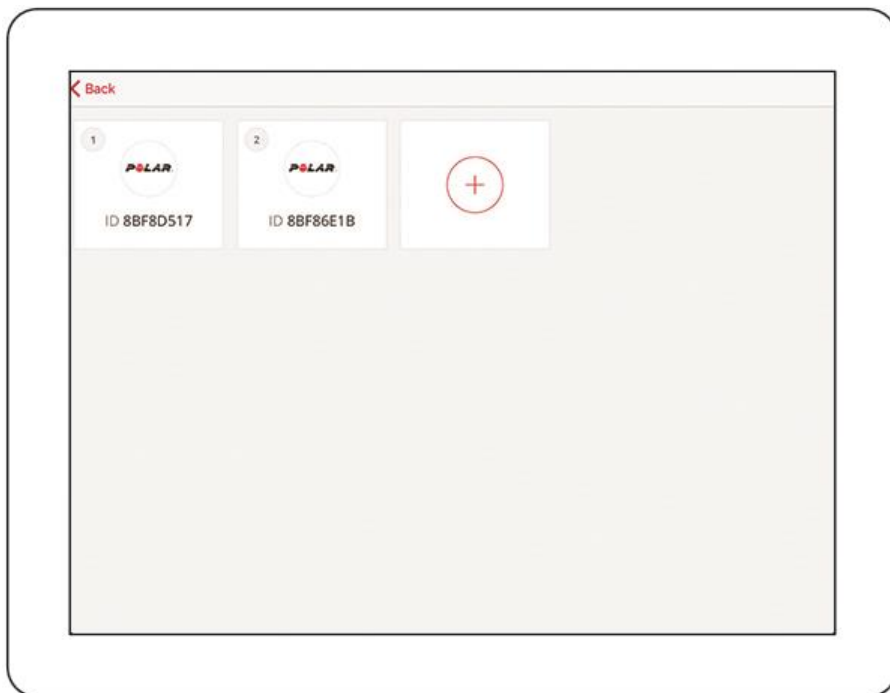
## REGISTER LENDABLE HEART RATE SENSORS

To see their heart rates on screen, exercisers need to wear a compatible Polar heart rate sensor or fitness tracker. They can use their personal devices, but you can also lend the heart rate sensor for them. In case you're planning to lend sensors for exercisers, you need to register the sensors in the **Polar Club app**.

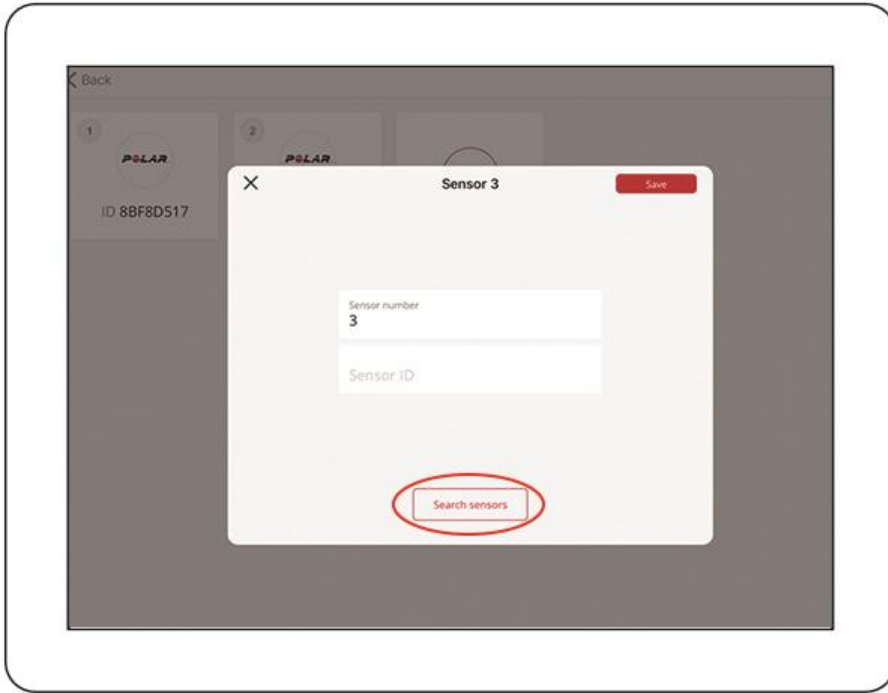
1. In the Polar Club app, go to **More > Manage sensors**. In the **Manage sensors** view, you can add and remove lendable sensors, and see the last user for each sensor.



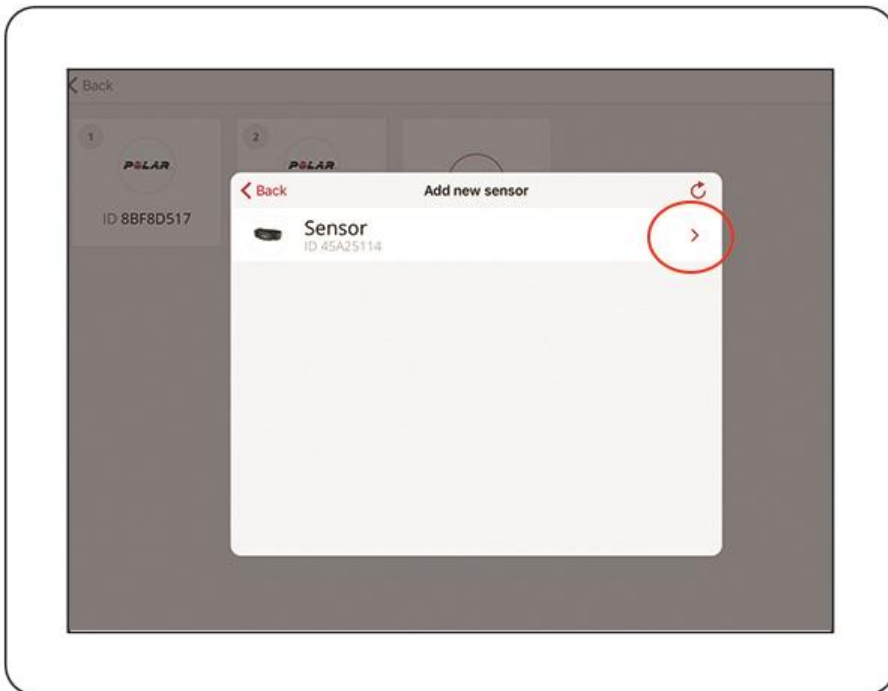
2. To add a new sensor, tap the plus icon.



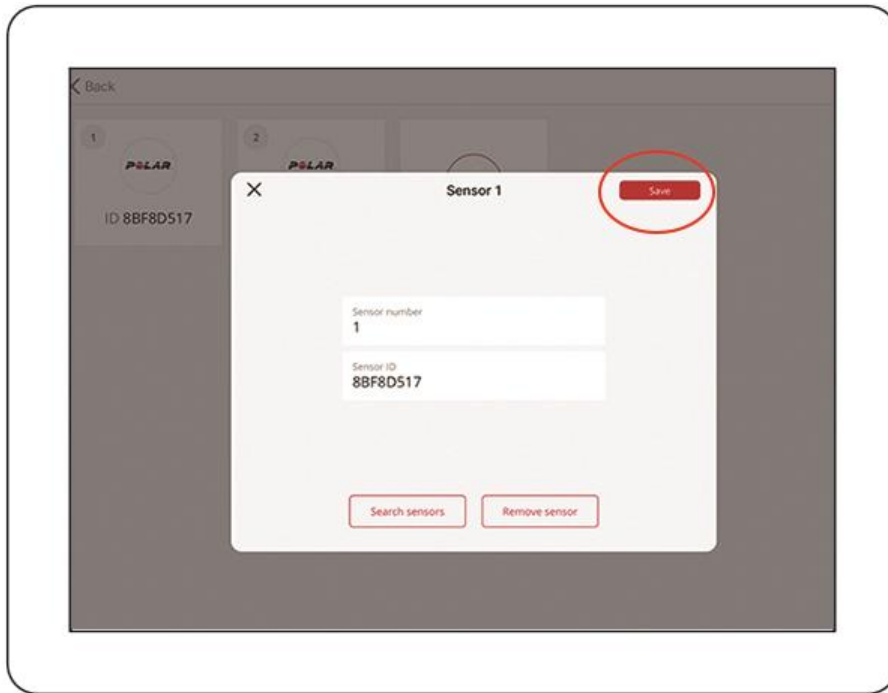
3. The Polar Club app picks the next available number for the sensor, but you can also change the number if you want. Tap **Search sensors** and activate the sensor by touching both contact points simultaneously.



4. Once the sensor is found, the **Sensor ID** is shown. Tap the arrow to continue.



5. Attach the sticker with the corresponding number on the sensor, and tap **Save**.



 The Polar Club uses Bluetooth® technology and is compatible with several Polar heart rate sensors and fitness trackers. Please see [the list of compatible Polar heart rate sensors and fitness trackers](#) on the support page.

## HEART RATE SENSOR MAINTENANCE

**Connector:** Detach the connector from the strap after every use and clean the connector with a mild soap and water solution. Never use alcohol or any abrasive material (e.g. steel wool or cleaning chemicals).

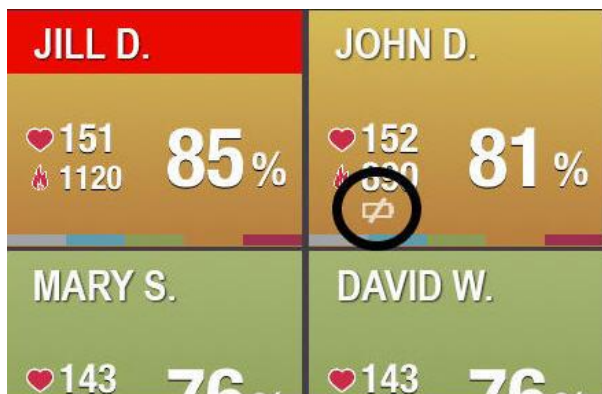
**Strap:** Wash the straps regularly in a washing machine at 40 °C (104°F) to ensure that you always have clean straps available for those wanting to borrow a heart rate sensor. Detach the connector from the strap before washing. Always use the washing pouch (included in the set). Do not use bleach or fabric softener.

Never dry the strap or the connector in a dryer!

**Storing:** Dry and store the heart rate sensor strap and the connector separately to maximize the heart rate sensor battery life. Keep the heart rate sensor in a cool and dry place. Do not store the heart rate sensor wet in non-breathing material, such as a sports bag, to prevent snap oxidation. Do not expose the heart rate sensor to direct sunlight for extended periods.

**Changing batteries:** If a heart rate sensor's battery charge level has lowered, the Polar Club app notifies you by displaying a battery low symbol:





If the symbol appears on the screen during a class, there's no need to worry about the battery running out right away. There's still enough battery life left to finish the class. However, the battery should be changed as soon as possible. All connectors have user changeable batteries. Please see the sensor manual for instructions on how to change the battery.

## CAMPAIGNS

The campaign feature on your club community page in the Flow web service is a great tool for motivating your club members to be extra active during a fixed time period. During campaigns, your club members compete against each other by collecting training minutes in your Polar Club classes.

To open your club's community page

- in the Polar Club app, go to the **More** menu and choose **Your Club in Polar Flow**,
- in the Polar Club web service, open the club community page by clicking the shortcut on your home page, or
- in the Flow web service at [polar.com/flow](https://polar.com/flow), you can find your club community page by going to the **Community** tab and then selecting **Clubs**. Search for your club by using any of the following search criteria: sport, club's location or free text search.

### CREATE A NEW CAMPAIGN

On your club community page, choose **New campaign** and fill in the following information:

- **Name:** Name your campaign.
- **Description:** Define the campaign rules, for example, what the winner gets and what to do if there's a tie..
- **Starts / Ends:** Choose campaign start and end dates. The campaign starts at 0:00 on the start day and ends at 23:59 on the end day.


The screenshot shows the Polar Flow web interface for a club named 'Fitness express'. The main content area is titled 'Start a new campaign' and contains a form with the following fields:

- Name:** Enter name
- Description:** Describe the rules of your campaign, for example, what does the winner get and what to do if there's a tie.
- Starts:** 29-09-2017
- Ends:** Choose end date

A blue 'Create' button is at the bottom right of the form. A red box highlights the 'New campaign' button in the top right corner of the form area, with a red arrow pointing to it.

Once you've created a campaign, a notification regarding the upcoming campaign will appear on the club community page. The notification with the following information is visible to everyone with a Polar Flow account:

- Campaign name, start and end date

 *The **Edit** button is shown only for the Club admin and instructors.*

- Description
- Days remaining until the campaign start

The screenshot shows a notification for 'Club Superfit summer 2017 iPad campaign!' with the dates '1.6.2017 - 31.7.2017'. The notification text reads: 'Gain the most training minutes in Polar Club classes during June and July. Winner gets an iPad mini! In case of a tie, the winner is randomly selected by the staff...'. A red circular icon with a calendar symbol and the text '50 days to campaign start' is displayed. There are 'Edit' and 'Share' buttons.

## DURING THE CAMPAIGN

When the campaign starts, your club members with a Polar Flow account will automatically participate in the campaign when they join a Polar Club class in your club. Only the training minutes from Polar Club classes will be taken into account in the campaign.

The club members can follow their rankings and the progress of the campaign from the club community page. The following information is shown on the campaign notification when the campaign is running:

- Campaign name, start and end date
- Description
- Days remaining in the campaign and the total amount of training minutes that all participants have collected
- **Leaderboard** of top 5 participants in the campaign. The leaderboard shows how many training minutes the top 5 participants have collected. If two or more members have collected the same number of training minutes, the number of rewards received during the classes will affect the order on the leaderboard. The members will also see their own rankings, even if they are not among the top 5.

Club Superfit summer 2017 iPad campaign!  
1.6.2017 - 31.7.2017 Edit

Gain the most training minutes in Polar Club classes during June and July. Winner gets an iPad mini! In case of a tie, the winner is randomly selected by the staff... b More

25 days remaining

7213 min total all participants Share

### Leaderboard

1	Mario A	250 min  6
2	Keijo R	101 min  6
3	Anna A	101 min  3
4	Kaija K	67 min  0
5	Carl M	55 min  0
...		
27	You	3 min  1

Once the campaign is over, the top 3 participants will be ranked gold, silver and bronze.

Club Superfit summer 2017 iPad campaign!  
1.6.2017 - 31.7.2017 Remove

Gain the most training minutes in Polar Club classes during June and July. Winner gets an iPad mini! In case of a tie, the winner is randomly selected by the staff... More

Campaign is over

7213 min total all participants Share

### Final results

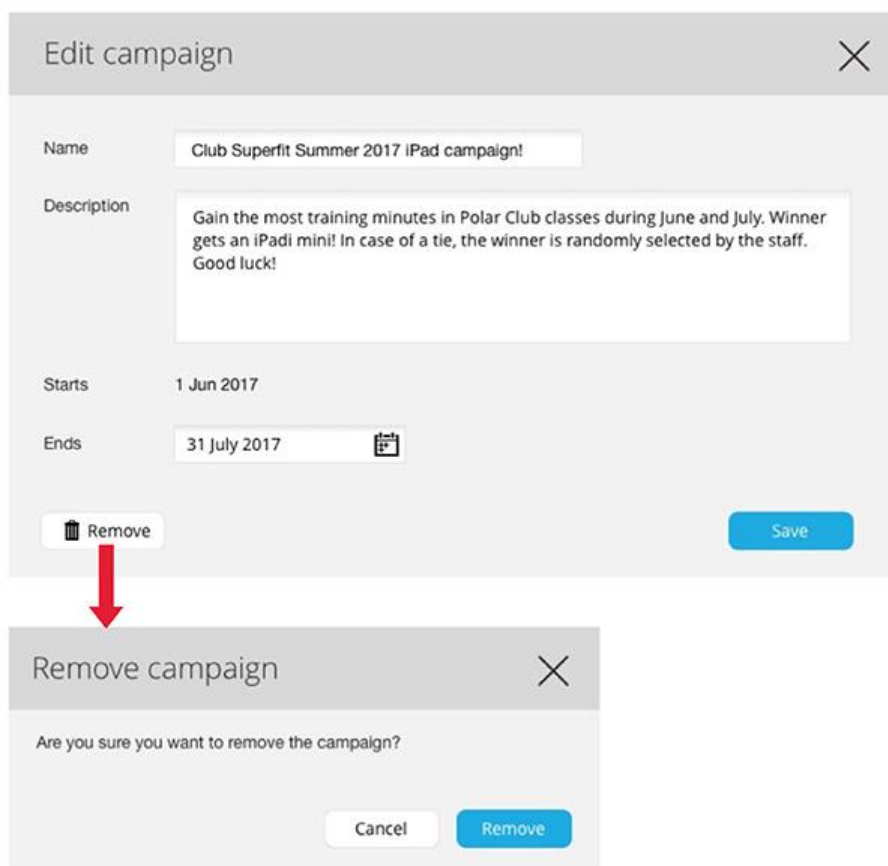
1	Mario A	250 min  6
2	Keijo R	101 min  6
3	Anna A	101 min  3
4	Kaija K	67 min  0
5	Carl M	55 min  0
...		
27	You	3 min  1

## EDIT OR REMOVE THE CAMPAIGN

You can edit the information you filled in when creating the campaign. To edit the campaign, click the **Edit** button next to the campaign name. After editing, click **Save**.

 *The campaign start date cannot be changed if the campaign has already started.*


The campaign results are shown on the club's community page until you create a new campaign or remove the campaign. If you want to remove the campaign, click **Remove**, then confirm by clicking **Remove** again.



The image shows two screenshots of a mobile application interface. The top screenshot is titled "Edit campaign" and contains the following fields: "Name" with the value "Club Superfit Summer 2017 iPad campaign!", "Description" with the text "Gain the most training minutes in Polar Club classes during June and July. Winner gets an iPad mini! In case of a tie, the winner is randomly selected by the staff. Good luck!", "Starts" with the date "1 Jun 2017", and "Ends" with the date "31 July 2017" and a calendar icon. At the bottom left is a "Remove" button with a trash icon, and at the bottom right is a "Save" button. A red arrow points from the "Remove" button to the second screenshot. The second screenshot is titled "Remove campaign" and asks "Are you sure you want to remove the campaign?". It has "Cancel" and "Remove" buttons at the bottom.

## SYSTEM MAINTENANCE FAQS

### IS IT POSSIBLE TO USE THE SAME IPAD FOR CUSTOMER SIGN-IN AND FOR RUNNING THE CLASSES?

Yes, it's possible to add exercisers before the class using the same iPad as for running the class. You can also add exercisers during a class easily by tapping the  button on the top of the display, and then tapping **Sign in**.

## **CAN CLUB MEMBERS USE THEIR OWN HEART RATE SENSORS?**

Your club members can use their personal Polar heart rate sensors or fitness trackers. They can also use their heart rate sensors in their own training with a compatible Polar training device or gym equipment. All data is stored in the Flow web service and in the Polar Beat mobile app.

## **WHICH HEART RATE SENSORS ARE COMPATIBLE WITH POLAR CLUB?**

The Polar Club uses Bluetooth® technology and is compatible with several Polar heart rate sensors and fitness trackers. Please see [the list of compatible Polar heart rate sensors and fitness trackers](#) on the support page.

## **IS THE POLAR CLUB COMPATIBLE WITH OTHER MANUFACTURERS' HEART RATE SENSORS?**

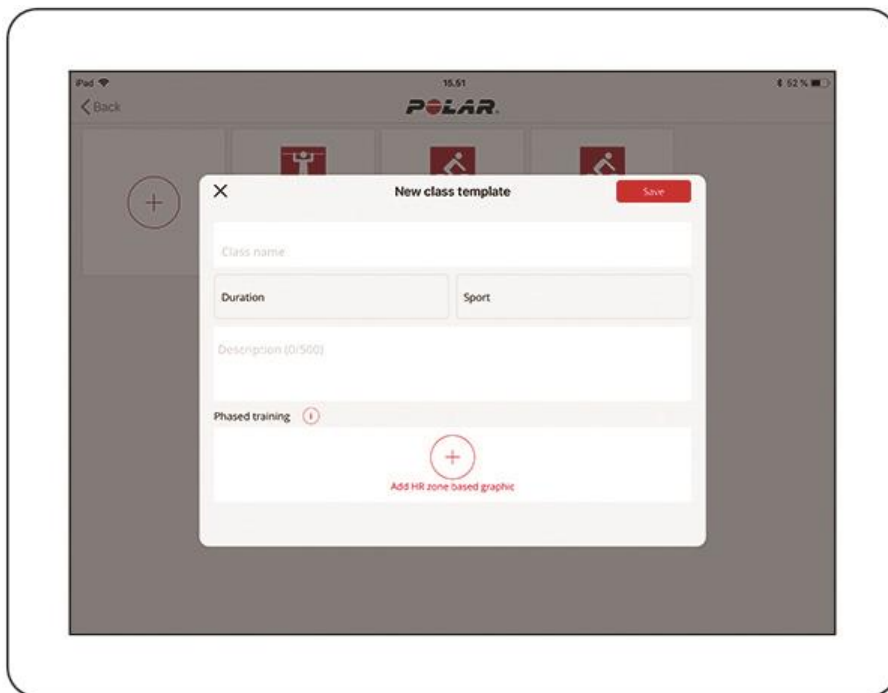
The Polar Club can only be used with compatible Polar heart rate sensors and fitness trackers.

# CLASSES AND SCHEDULES

## MANAGE CLASS TEMPLATES

You can manage your club's classes in the Polar Club app. Go to **Manage > Manage class templates**, and create templates for all the classes you are planning to run with Polar Club. Polar Club can be used in different kinds of workouts, for example, cardio and strength training, high intensity training, and fitness dancing.

To create a new class template, tap the plus icon and fill in the class information:



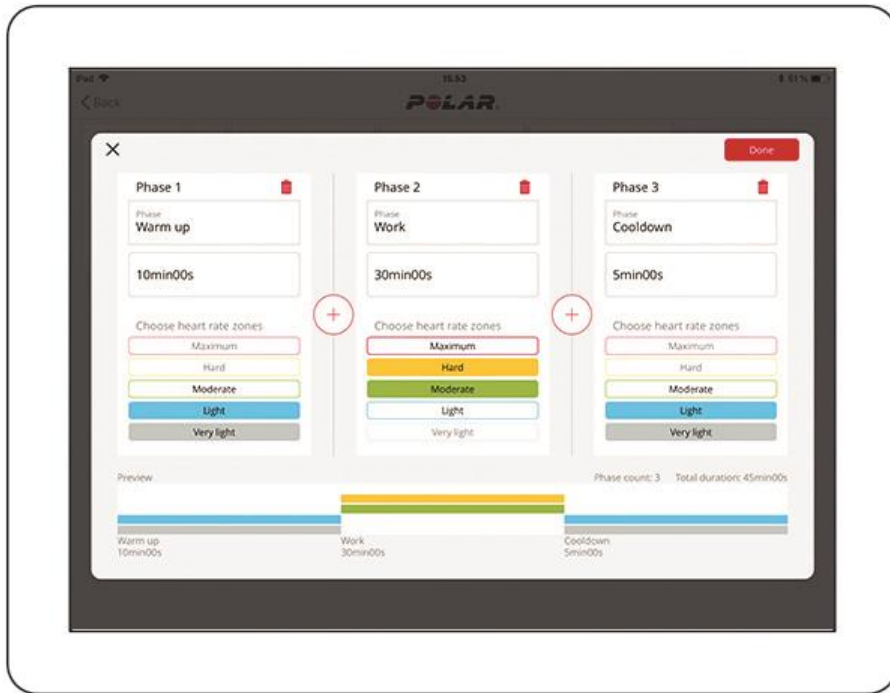
**Class name**, e.g. HIIT Circuit

**Duration**, e.g. 30 min


**Sport**, e.g. CIRCUIT TRAINING

**Description**, e.g. High Intensity Interval Training

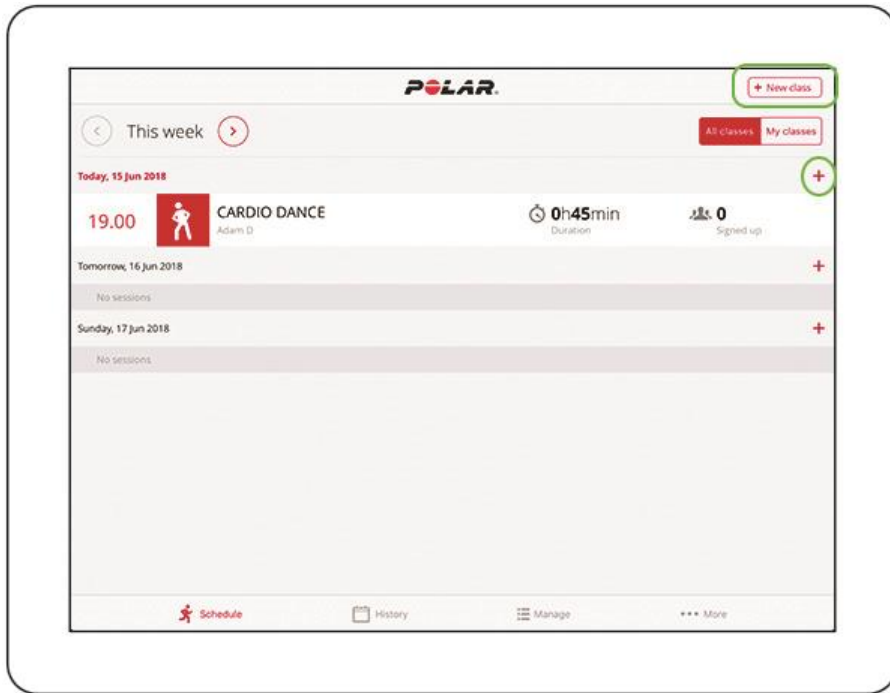
**Phased training**: Plan your class in detail by adding heart rate zone based phases. Tap the plus icon. Add name, duration and target heart rate zone for each phase. You can add more phases by tapping the plus icons.



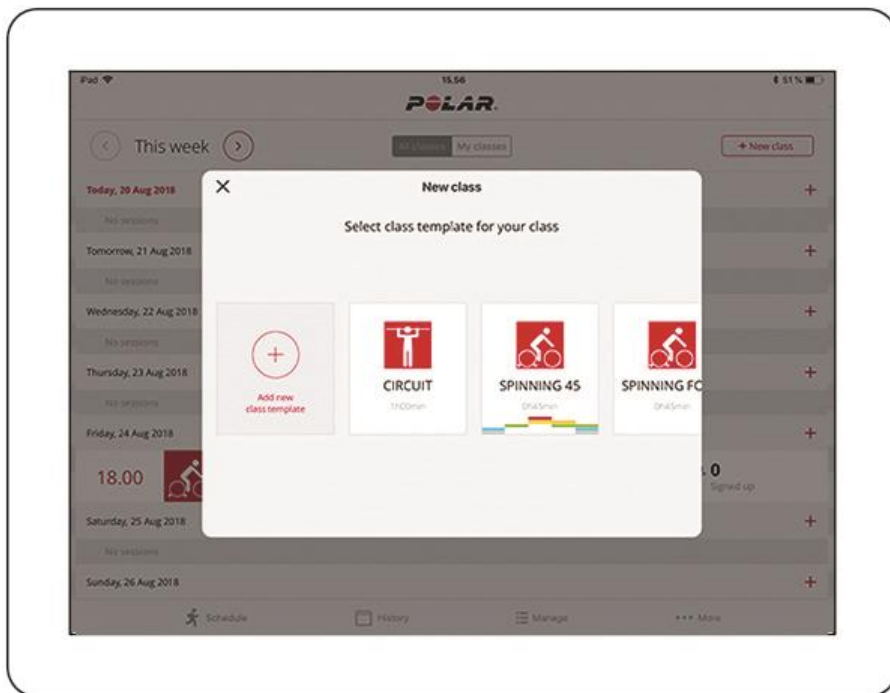
## SCHEDULE CLASSES

 Before you can schedule classes in the Polar Club app, you need to create [class templates](#) in **Manage** > **Manage class templates**.

1. Go to **Schedule** and tap **New class** in the top right-hand corner of the screen, or tap the plus icon to schedule a class for a certain day.



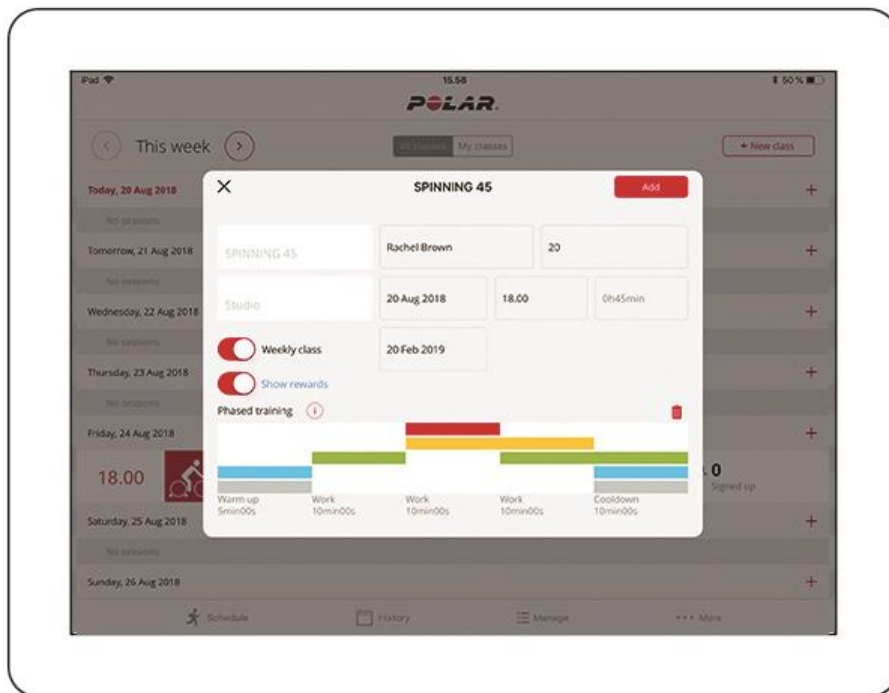
2. Choose a class template for your class. Swipe the screen to browse the templates.



3. Fill in the class information: **Class name, Studio, Instructor, Date and time, Max. attendees.** Several fields are already filled from the template, but you can modify them all. If you selected a template with training phases, you can edit the phases by tapping the phased training graphic. The



modifications are saved only to the current class.



To add a recurring class (e.g. every Monday at a certain time), choose **Weekly class**, and then add the end date of the recurring class.

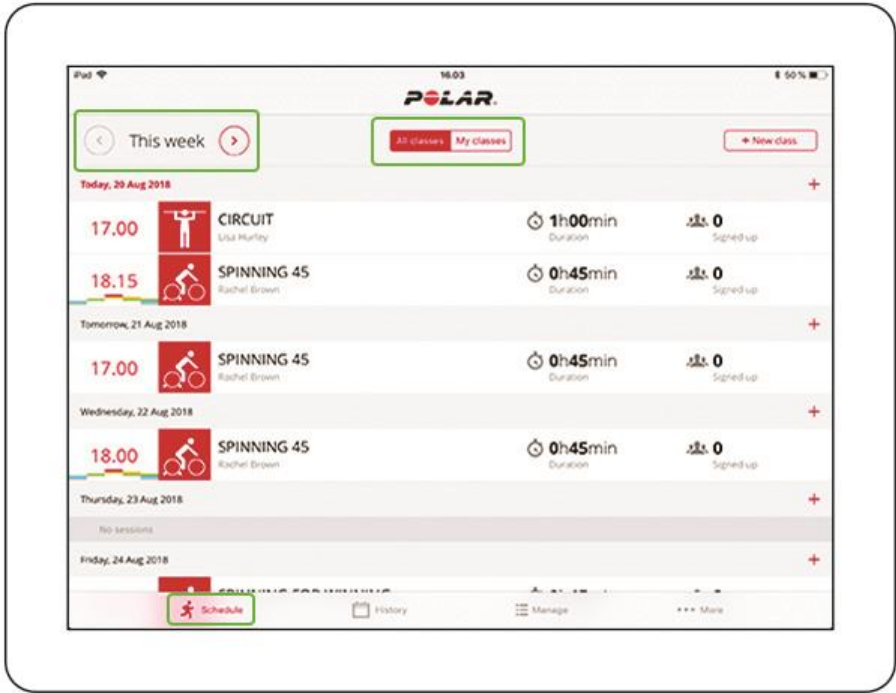
If you set the **Show rewards** feature on, the exercisers will receive the following rewards in the summary view after the class:

- **Cool Down Champion:** This award goes to the exerciser with the fastest heart rate recovery times.
- **Zone Mates:** These two exercisers completed the class with the most similar heart rate zone distribution.
- **Zone Master:** This exerciser spent the most time in the heart rate zone the group trained the most in.
- **Phase master:** This reward goes to the exerciser who stayed closest to the planned heart rate zones during a phased training session.
- **Range Ruler:** This exerciser reached the biggest range between the lowest and the highest heart rate. The calculation does not take into account the first and last 5 minutes of the session.

## SCHEDULE VIEW

You can see all scheduled Polar Club classes from the **Schedule** view.

- The classes for the current week are shown by default. Tap the left or right arrow button to switch between weeks.
- You can choose to view **All classes** or **My classes**.



Tapping a class brings up the class information. In this view, you can

- edit the class information,
- remove the class from the schedule, or
- open the class to [start the class](#).



# **CLASSES AND SCHEDULES FAQS**

## **HOW MANY EXERCISERS CAN BE MONITORED DURING A CLASS?**

A maximum of 96 exercisers can be monitored during a class. However, we recommend monitoring a maximum of 40 exercisers at a time to make sure that the data on the screen is clearly visible.

## **HOW MANY SESSIONS CAN BE RUNNING SIMULTANEOUSLY?**

The number of instructors and simultaneous sessions is not limited. However, you can only run one session at a time on one iPad.

## **WHAT IS THE MAXIMUM LENGTH OF A CLASS?**

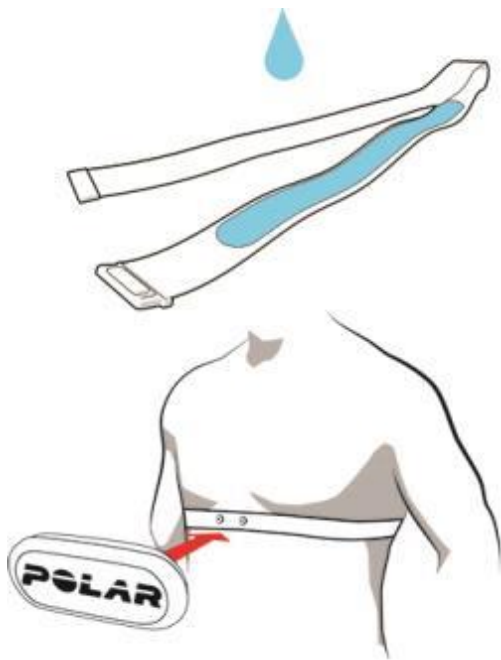
When creating a class, the length for one class can be a maximum of 24 hours. Note that the actual length can be different than the length defined in the class settings since the instructor starts and ends the sessions manually. Classes are not started or stopped automatically.

# TRAINING

## WEARING THE HEART RATE SENSOR

Before starting the training session, make sure that everyone is wearing their heart rate sensors. The following instructions show how to wear a heart rate sensor correctly.

1. Moisten the electrode areas of the strap.
2. Attach the connector to the strap.
3. Adjust the strap length to fit tightly but comfortably. Tie the strap around your chest, just below the chest muscles, and attach the hook to the other end of the strap.
4. Check that the moist electrode areas are firmly against your skin and that the Polar logo of the connector is in a central and upright position.



### After the training session:

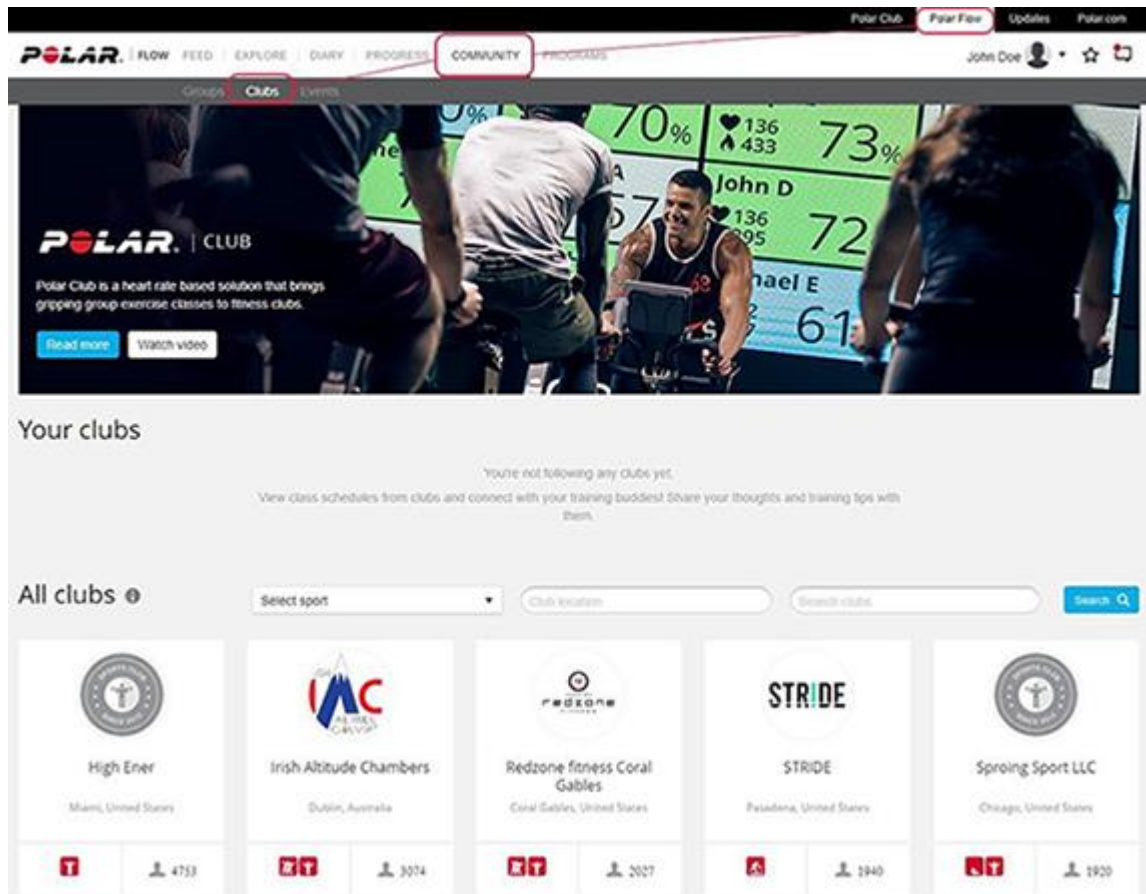
Detach the connector from the strap, and rinse the strap under running water after every training session. Sweat and moisture may keep the heart rate sensor activated, so remember to wipe it dry. See [Heart rate sensor maintenance](#) for detailed care instructions.

# SIGNING UP FOR CLASSES

## ONLINE SIGN-UP IN THE FLOW WEB SERVICE

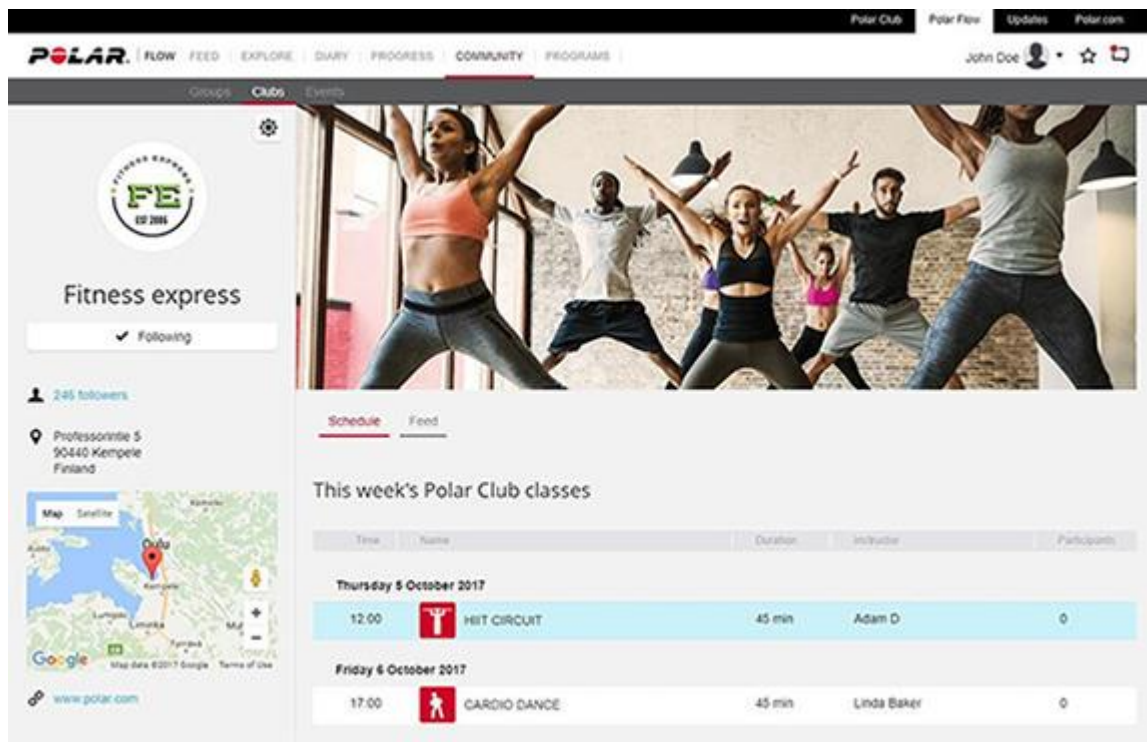
Club members need to have a Polar account to be able to sign in to the classes. They can create their accounts in the Polar Flow web service at [flow.polar.com](http://flow.polar.com). When creating an account, the members can fill their personal information (gender, weight, height) which is needed to ensure correct calorie consumption calculation and training feedback.

1. Your club can be found in **Community > Clubs**. Search for a club by using any of the following search criteria: sport, club's location or free text search.



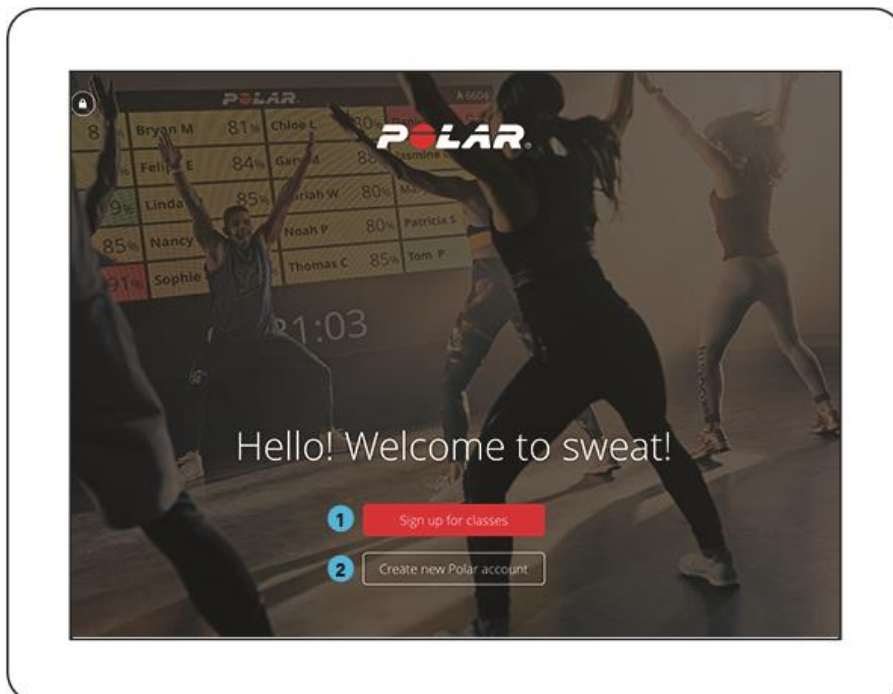
2. Members can choose a class to sign up for by clicking the class. They can cancel their participation in the class by clicking the class again. Members can sign up for classes through the web service

up to one week beforehand.



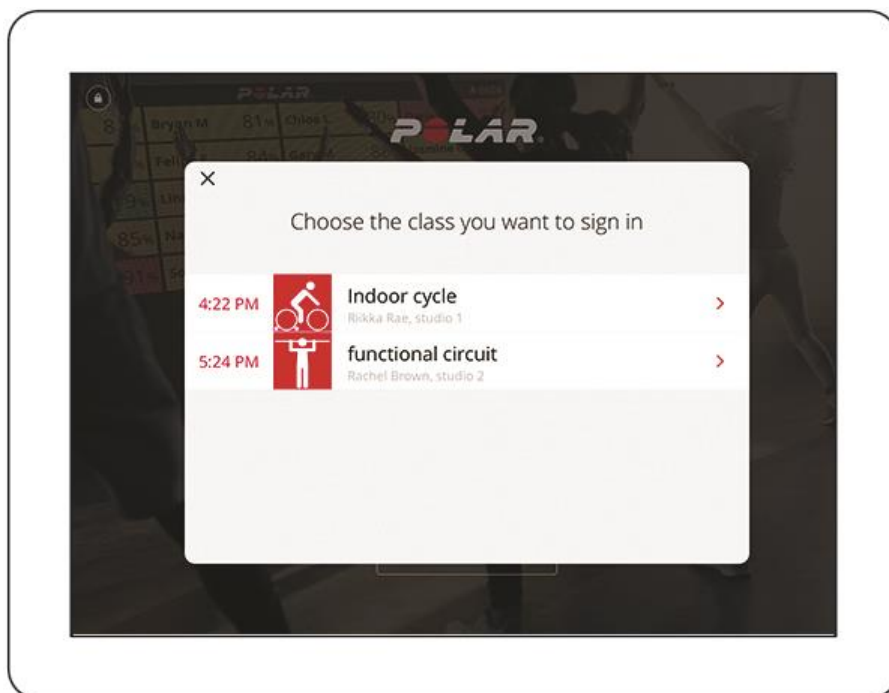
## SIGNING IN THROUGH THE APP

In the Polar Club app, go to **More > Customer sign-in** to open the **Customer sign-in** page.




## OPTION 1: SIGN UP FOR CLASSES

1. Tapping on the **Sign up for classes** button brings up the list of the Polar Club classes for the current day. If the class is full and cannot be joined, it appears in grey color.



2. The class is chosen by tapping it. After the class selection, the Polar Club app starts searching for compatible devices.
  - **Members who have paired their own device with their Polar Flow account and are wearing their sensor when signing up:** Once the Polar Club app has found the sensor, the member is asked to choose their account from the list. After choosing the account, the sign-in is complete.
  - **Members who are wearing their own device, but haven't paired it with their Polar Flow account yet:** The Polar Club app first asks if the member wants to connect their device with their Polar account to sign-in quicker next time, and then asks them to sign in with their Polar account. After signing in with their Polar account, the sign-in is complete.
  - **Members who need to borrow a heart rate sensor from your club:** If you have [registered lendable heart rate sensors](#) in the Polar Club app, tapping **Borrow sensor** brings up a list of available sensors. The members can choose the sensor by tapping. The Polar Club app then asks them to sign in with their Polar account. After signing in with their Polar account, the sign-in is complete.

## OPTION 2: CREATE A NEW POLAR ACCOUNT AND SIGN UP FOR CLASSES

 Consider having a separate iPad for the club members who need to create a Polar account before signing in to classes. This way you avoid lines in the club reception and give your members privacy in the account creation.

Your club members can create their Polar account through the app when signing in to a class for the first time. Tapping **Create a new Polar account** on the **Customer sign-in** page opens a form that the member has to fill in.

- **Date of birth** is needed for estimating maximum heart rate. The maximum heart rate is estimated by using the commonly used formula: 220 minus your age. The value can be changed if needed.
- The personal information—gender, weight, height—is needed to ensure correct calorie consumption calculation and training feedback.

After completing the account creation, the member gets to choose a class to sign up for. The class is chosen by tapping it. After the class selection, the Polar Club app starts searching for compatible devices.

- **Members who are wearing their own device, but haven't paired it with their Polar Flow account yet:** The Polar Club app first asks if the member wants to connect their device with their Polar account to sign-in quicker next time, and then asks them to sign in with their Polar account. After signing in with their Polar account, the sign-in is complete.
- **Members who need to borrow a heart rate sensor from your club:** If you have [registered lendable heart rate sensors](#) in the Polar Club app, tapping **Borrow sensor** brings up a list of available sensors. The members can choose the sensor by tapping. The Polar Club app then asks them to sign in with their Polar account. After signing in with their Polar account, the sign-in is complete.

## SIGNING IN AUTOMATICALLY

The new automatic sign in feature makes signing in to a class effortless for the members who use their own Polar device and have signed in to a class through the Polar Club app at least once at the club. All they need to do is wear their heart rate sensor or wrist device, and if they wear a wrist device, choose a sport profile that has the **Heart rate visible to other devices** feature on (this is a default feature on the group exercise sport profiles). When they come into a class, they are automatically signed in without any action needed on the iPad.

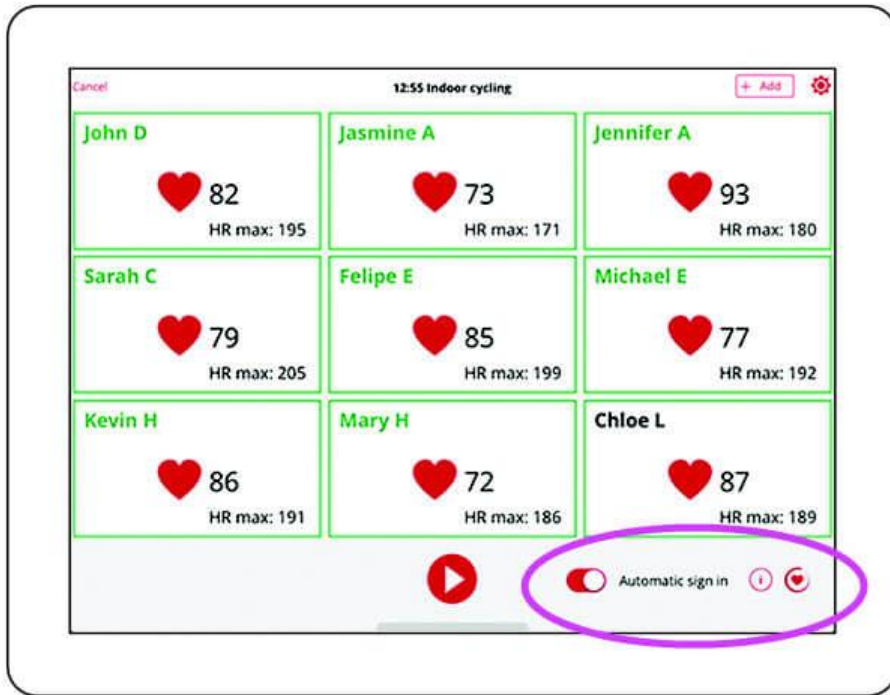
### HOW IT WORKS

The automatic sign in feature is on by default and will automatically start when you open the exerciser view.



The animation in the bottom right corner of the screen indicates that the automatic sign in is in progress.





The participants will see the following message on the external screen when the automatic sign-in is in progress:



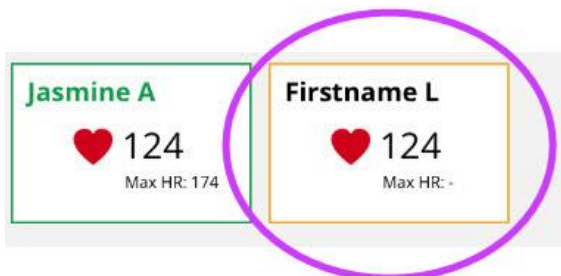
**Automatic sign in is in progress. Can't see your name? Try coming closer or contacting the instructor.**

Even with the automatic sign-in turned on, you can add participants also manually. If someone is missing from the screen, invite the participant closer, and make sure they are wearing their device correctly. If they are still missing, you can add them by tapping **Add** > **Add attendee** and choosing the sensor for them.

If there's a new participant who uses their own Polar device but hasn't signed in to a class through the Polar Club app before, the Polar Club app can still detect the heart rate signal from their device. The app will notify you of the new participant with the following message: **New participant! Please invite the participant closer, so you can help them sign in.**

Tap the new participant's card to open a view where the participant can confirm the sign in with their account and you can add the participant to the class.

If the participant is not added, the card will be removed when you start the class.



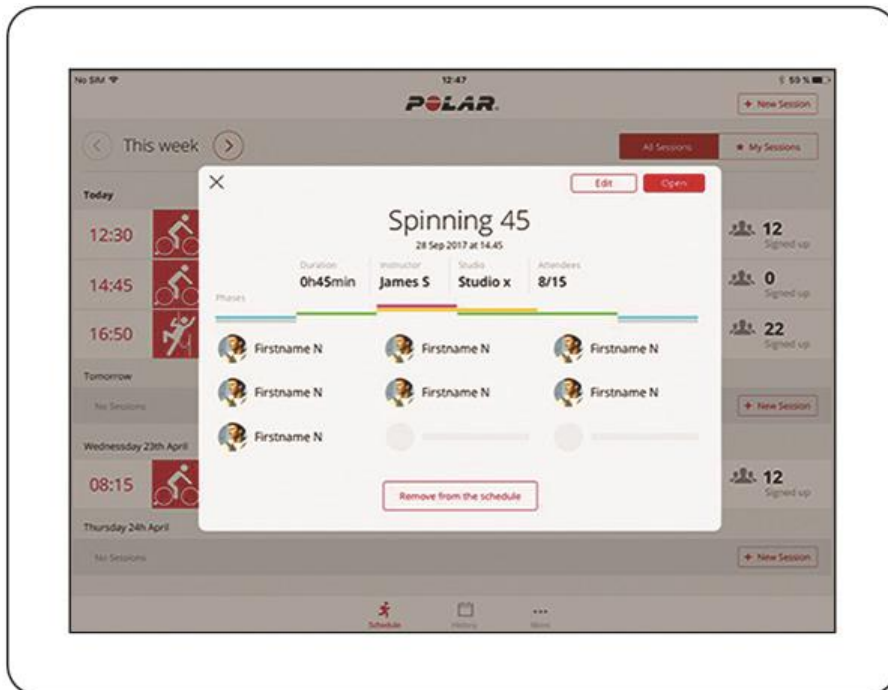
Automatic sign-in only works when the Polar Club app is in the exerciser view. Once you have started the session, you can only add participants manually.



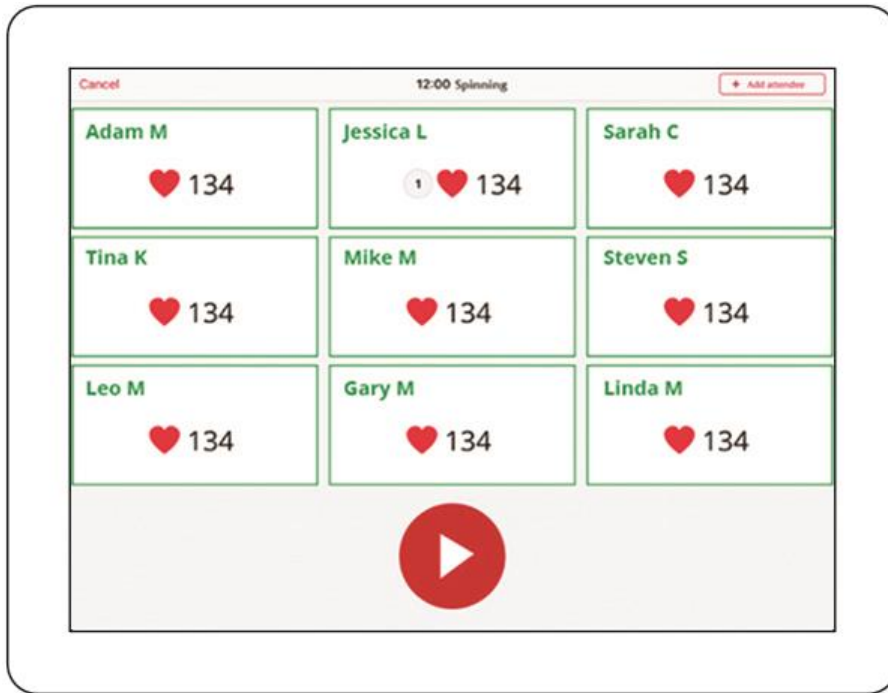
*You can turn the automatic sign-in feature on or off by using the slider in the exerciser view. If you turn the feature off, the Polar Club app will remember your choice the next time you open the same class with the same iPad.*

## STARTING A CLASS WITH THE POLAR CLUB APP


Start a class with the Polar Club app. You can see all the scheduled classes in the **Schedule** view. Tapping a class brings up the class information:




Tapping **Open** in the class information view brings up the exerciser view.

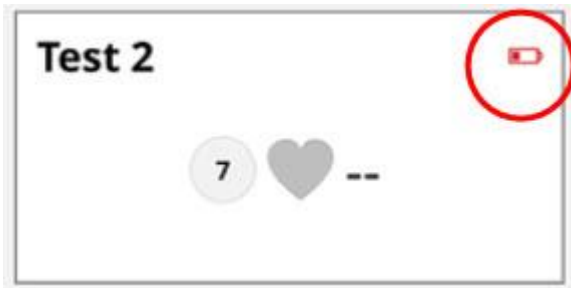


In the exerciser view you can:

- Add exercisers before starting the class by tapping **Add > Add attendee**, and then choosing the sensor for the exerciser.
- Add guests before starting the class by tapping **Add > Add guest**, and then choosing the sensor for the guest. This feature comes in handy for example in occasions where you would like to quickly add guests to show them the benefits of training with Polar Club. The training data from the guests is not shown in the reports in the Polar Club web services, but it's possible to link the guest's training data to their Polar Flow account after the session in the **History view**.
- Edit a participant's maximum heart rate value by tapping their card and choosing **Edit participant/Edit guest**. After editing the maximum heart rate value, tap **Save**. When you edit the maximum heart rate value of a participant using a Polar account, the participant must confirm the change with their account credentials.
- Start the class by tapping .

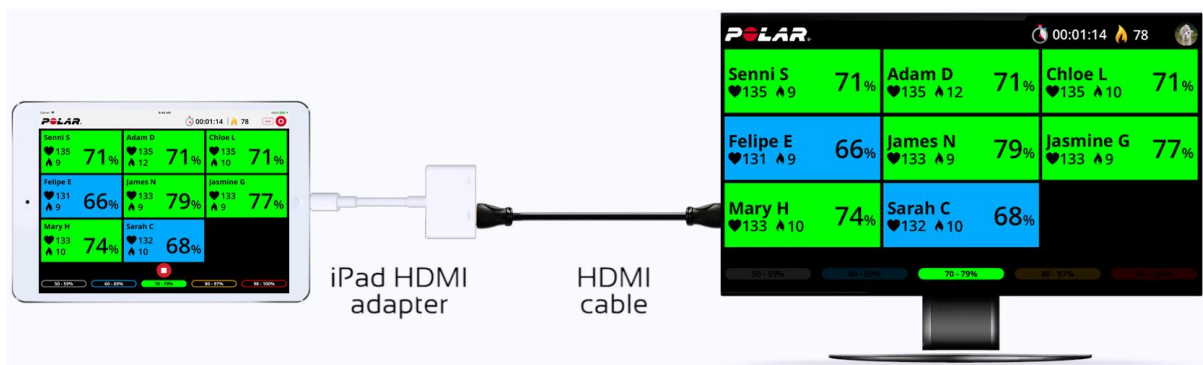
**Before starting a class**, check that the heart rate symbol is shown for each exerciser. The symbol indicates that heart rate is received from the exerciser. If the symbol is not shown, tap the exerciser's name and choose **Borrow sensor** to lend them a heart rate sensor or **Change device** to use another sensor.

 *If the battery low symbol appears, the heart rate sensor's battery charge level has lowered. There's no need to worry about the battery running out right away. There's still enough battery life left to finish the class. However, the battery should be changed as soon as possible.*



### Connecting the iPad to an external display

You need a suitable AV adapter and a cable to connect the iPad to a video projector or TV. After connecting the iPad to an external display, the iPad's screen is automatically mirrored onto the second screen.

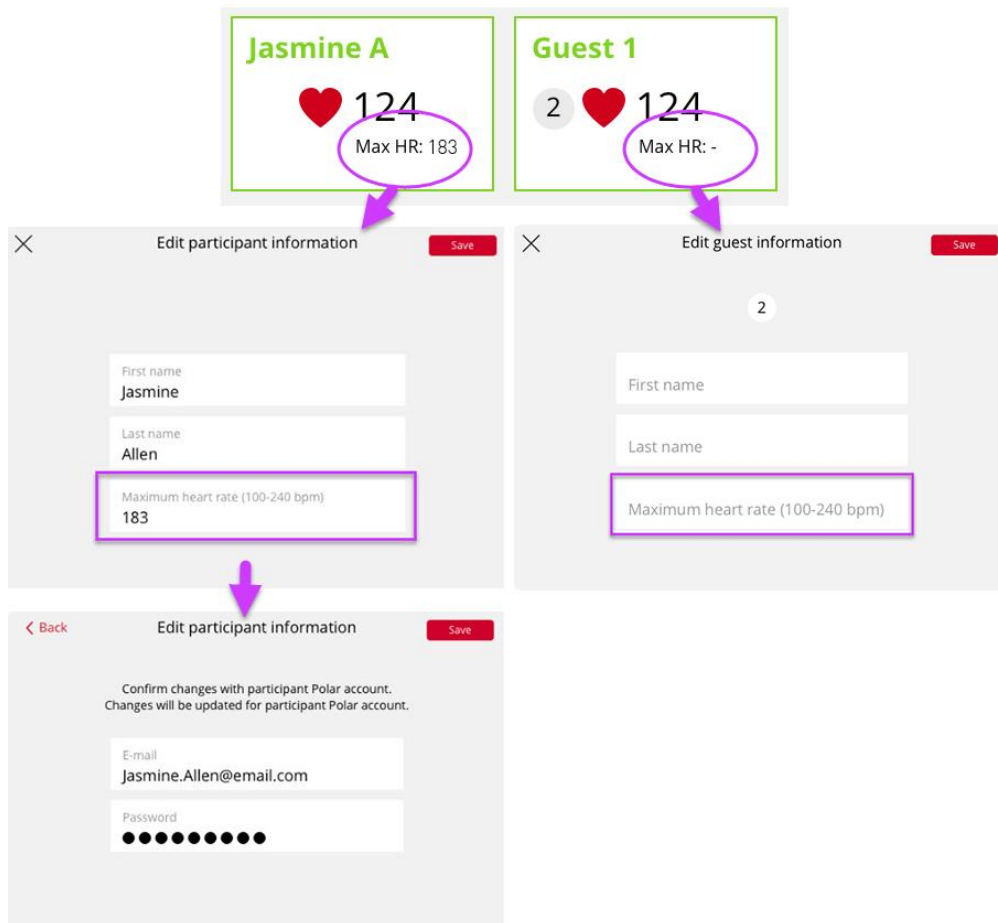


## EDITING A PARTICIPANTS MAXIMUM HEART RATE VALUE

The participants' maximum heart rate values are shown in the exerciser view on the iPad if the information is received from the physical settings of their Polar account. If any adjustments to their maximum heart rate values are needed, you can make them directly from the app before starting the class. The new maximum heart rate value will be updated directly to the participant's physical settings in their Polar account. You can also add a maximum heart rate value when it is missing, for example, in the case of a guest participant.

### EDITING A PARTICIPANT'S MAXIMUM HEART RATE BEFORE THE CLASS

To edit a participant's or a guest's maximum heart rate value before starting the class, tap their card in the exerciser view and choose **Edit participant/Edit guest**. The participant or guest information is shown, and you can edit their maximum heart rate value. After editing, tap **Save**. When you edit the maximum heart rate value of a participant using a Polar account, the participant must confirm the change with their account credentials.

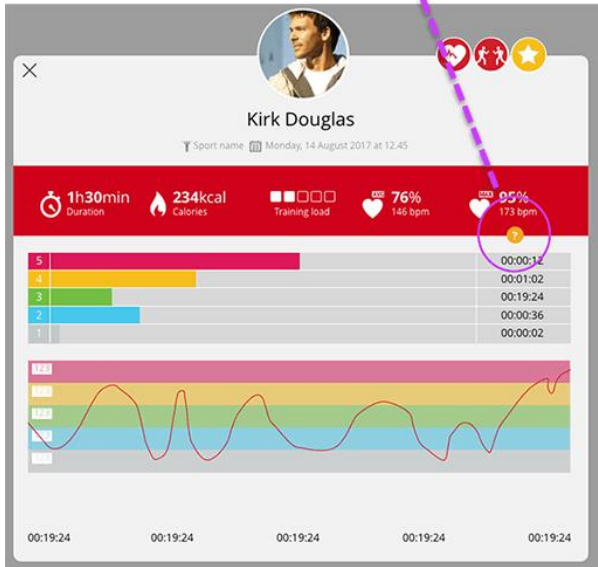
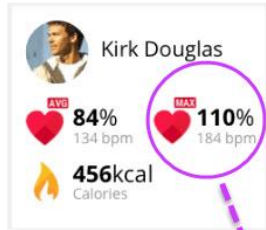


## UPDATING A PARTICIPANT'S MAXIMUM HEART RATE AFTER THE CLASS

If a participant's heart rate exceeds the entered maximum heart rate value during a class, the Polar Club app prompts you to update the maximum heart rate value when you open the session summary in the History view. The following notification is shown on the screen:

**Looks like your participant reached their highest HR so far! Update it to their Polar account.**

To update the participant's maximum heart rate value in the **History** view, tap the participant's card to open their individual session summary and then tap the query icon to open the view where the heart rate can be updated. The participant must confirm the maximum heart rate value update with their account credentials. The new maximum heart rate value will be updated directly to the participant's physical settings in their Polar account.



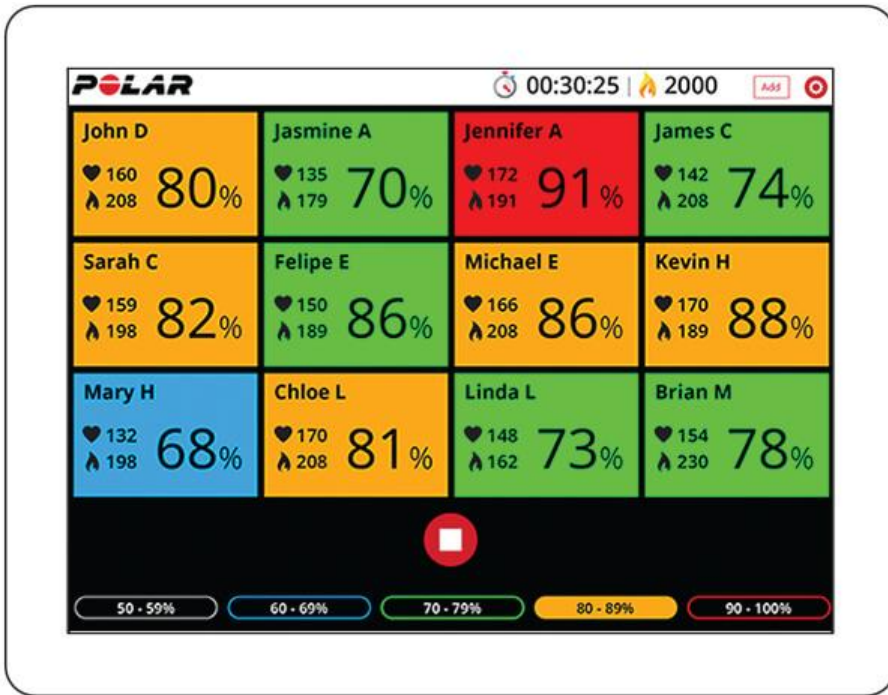
## FUNCTIONS DURING A CLASS

Seeing the exercisers' heart rates on screen takes the guess-work out of how everyone's doing and enables personal guidance. With real-time feedback on the intensity of your class, you can follow everyone's progress and guide them in the right direction.

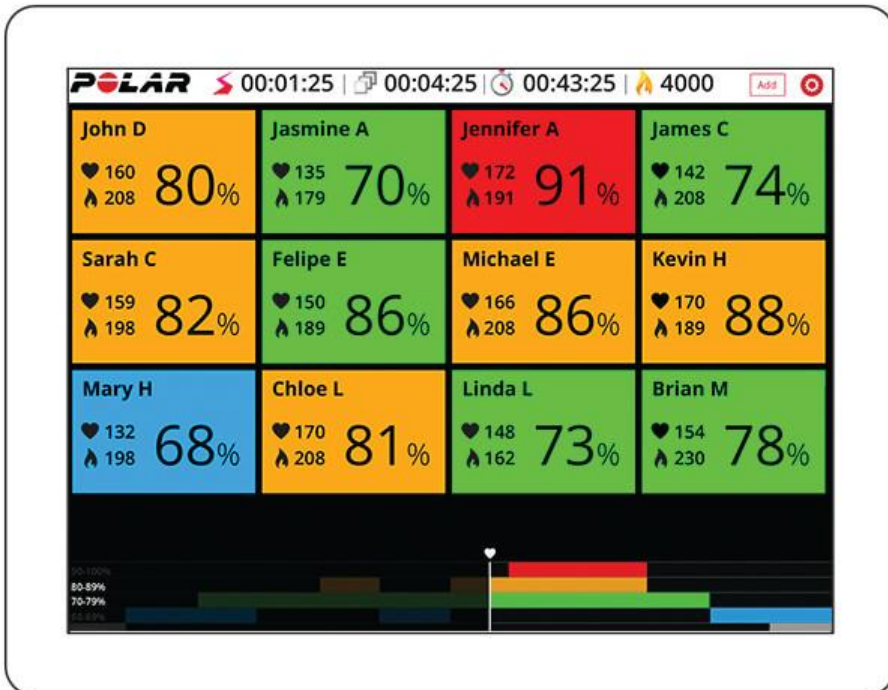
When everyone sees their heart rates on the big screen, it inspires and guides them towards achieving individual training targets together. And, at the end of the class, the group sees a summary of how they did.

### LIVE VIEW

This is the live view of the heart rate data from everyone in the class.



This is the live view of the heart rate data from everyone in the class with training phases.



In the live view you can see:


- Class duration
- Zone Time collected\* (Common zone time that all exercisers have spent simultaneously in the same HR zone.)
- Zone time animation\* that appears every time exercisers reach the same zone (e.g. yellow)
- Heart rate (beats per minute (bpm) and % of maximum) and calorie information for every exerciser
- Total calorie expenditure and earned calorie trophies\* (the exercisers will earn a calorie trophy for every 1000 calories expended) \*.

In addition to the above listed, in the live view of a class with training phases you can see:

- Countdown timer of the current phase.
- Preview of the class on the bottom of the screen as a small graph.
- Swiping the screen to the left shows the preview of the class in a larger graph.

\*Zone Time collected, zone time animation and calorie trophies are shown only if you set the **Show group rewards** feature on.

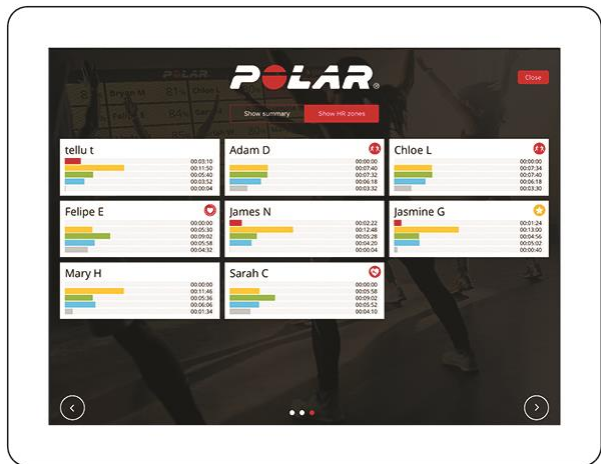
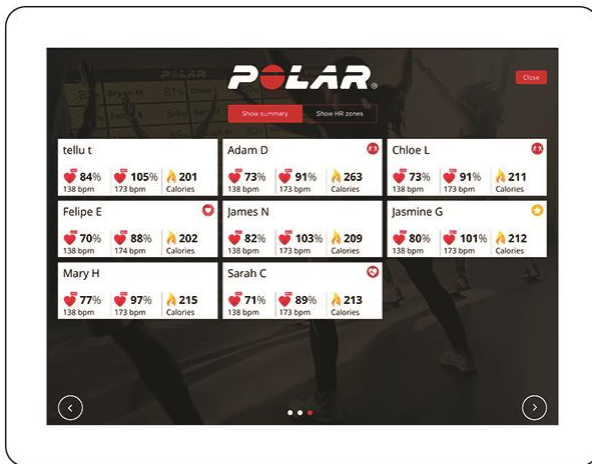
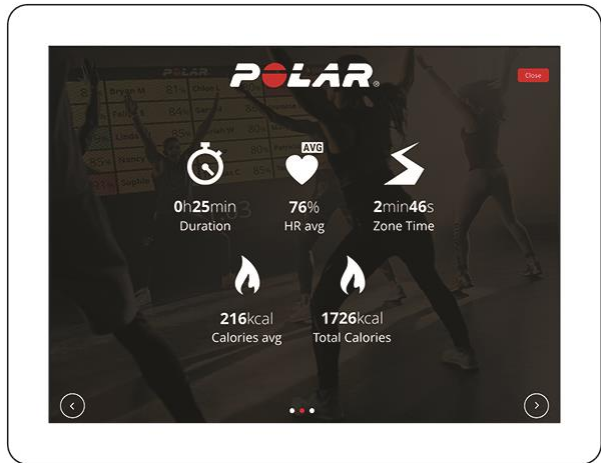
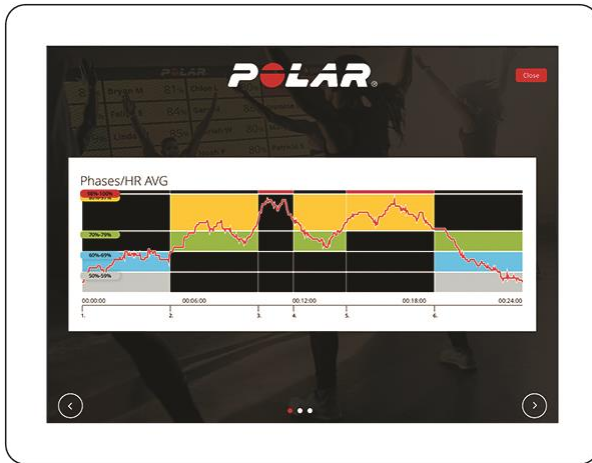
In the live view you can:

- Add exercisers by tapping **Add > Add attendee**, and then choosing the sensor for the exerciser.
- Add guests by tapping **Add > Add guest**, and then choosing the sensor for the guest.
- End the class by tapping .
- Remove exercisers by tapping the exerciser's name and choosing **Remove attendee**.
- Change exerciser's heart rate sensor by tapping the exerciser's name. Choose **Borrow sensor**, and then choose another sensor from the list.
- Set the **Show group rewards** feature on or off from the cogwheel menu on the top right-hand corner of the screen.
- If you haven't added phases to the class, you can set a target heart rate zone by tapping one of the zone areas on the bottom of the iPad view. Tapping the zone area again releases the selection.

## TRAINING SUMMARY

At the end of the class, the summary views enable comparison of training targets and feelings. You can see the average heart rate of the class participants as a curve and compare it to the planned heart rate based phases. Each exerciser's personal training data is automatically visible also in their Flow account. They can, for example, compare their heart rate curve to the planned heart rate based phases in Flow.



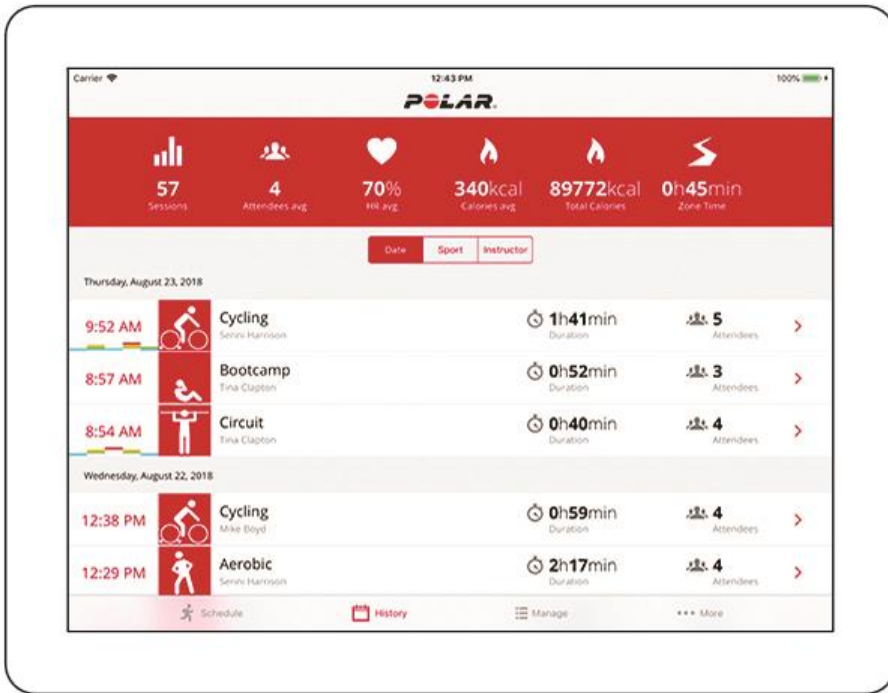



If you have chosen the setting to **Show rewards** when creating the class, the exercisers receive the following rewards in the summary view:

- **Cool Down Champion:** This award goes to the exerciser with the fastest heart rate recovery times.
- **Zone Mates:** These two exercisers completed the class with the most similar heart rate zone distribution.
- **Zone Master:** This exerciser spent the most time in the heart rate zone the group trained the most in.
- **Phase master:** This reward goes to the exerciser who stayed closest to the planned heart rate zones during a phased training session.
- **Range Ruler:** This exerciser reached the biggest range between the lowest and the highest heart rate. The calculation does not take into account the first and last 5 minutes of the session.

## TRAINING HISTORY IN THE CLUB APP

In the **History** view, you can find a summary and session reports of the last 30 days. The training history is available in three categories: **Time**, **Sport** and **Instructor**.

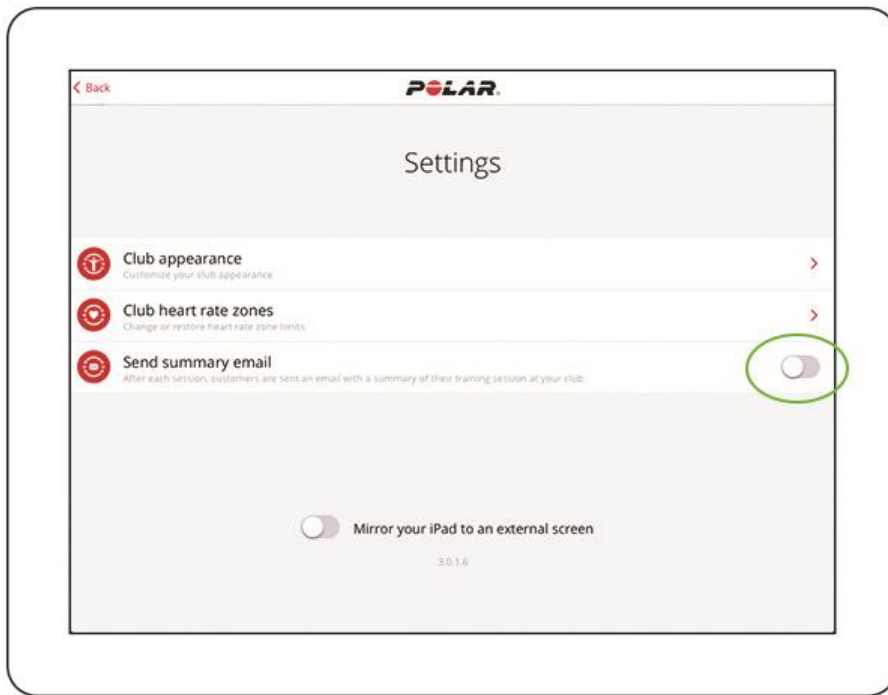


 Each club member's personal training data is also saved in their Polar Flow accounts, where they can view it at any time.

## TRAINING SUMMARY EMAILS

The automated training summary emails will give your club members a quick snapshot of their training results after every Polar Club training session they participate in.

You can turn this feature on in the Polar Club app. Go to the **More** menu and choose **Settings**. Use the slider to turn the **Send summary email** feature on or off.



**i** To receive the training summary emails, your club members need to accept Polar Club communication in their Polar Flow account (**Settings > Privacy**).

The following training results are included in the email:

- Duration
- Average heart rate
- Maximum heart rate
- Calories
- Earned rewards (Shown only if the recipient earned rewards from the session)
- Clicking on **Go to Polar Flow for more details** opens the training in Flow Analyze view.

**i** Your club members can unsubscribe from the training summary e-mails at any time by clicking on the link provided in their e-mails or by signing into their Flow account and unchecking the **Polar Club communication** box in **Settings > Privacy Settings**.

## TRAINING FAQS

### WHAT SHOULD I DO, IF THE INTERNET CONNECTION STOPS WORKING DURING A CLASS?

No worries, keep on training until the end of the class. The training data is saved on the iPad during classes. As soon as the class has been finished and the internet connection is working again, the training data is saved in the Polar Flow web service. Closing the app does not affect the data transfer.

## **CAN WE USE THE POLAR CLUB OFFLINE?**

Using the Polar Club requires an internet connection. If the internet connection stops working in the middle of the class, the class can be finished even without the connection. As soon as the class has been finished, the internet connection is working again and the admin/instructor signs in again, the training data is sent to the Polar Flow web service. Otherwise the Polar Club cannot be used offline.

# ***POLAR PRIVACY***

## **POLAR PRIVACY**

### **POLAR CLUB – FITNESS CLUB INSTRUCTIONS**

When purchasing the Polar Club product, the fitness club enters into an agreement with Polar. In this agreement, Polar will be acting as the data processor responsible for storing and managing the information uploaded into the Polar Club service. The fitness club acts as the data controller, and it is responsible for the data that is uploaded into the service and how the data is processed. The fitness club is also responsible for the validity of the users' information, and in addition is responsible for handling the data processing requests of individual users (deleting information etc.). More information on Polar data protection at <https://www.polar.com/en/legal/privacy-notice>.

The fitness club should guide its customers concerning the options on participating in group exercise classes. The fitness club should also tell its customers that they should reserve enough time when creating a Polar account as certain terms must be accepted, and that persons under the age of 13 must have approval from their legal guardian. If necessary, the participant should be guided to use a guest account.

The participants' training information is stored in the Club service and on the fitness club's iPad. This information is deleted from the fitness club's iPad after 30 days. No personal information is stored in the Polar Club service or on the fitness club's iPad.

### **POLAR CLUB – EXERCISER INSTRUCTIONS**

The information from Polar Club classes is stored on the fitness club's iPad for one month. Information stored includes the participant's training information as well as the identifying electric ID with which the Flow account used when signing in is connected to the Polar Flow database. The actual Polar Flow account is not stored on the iPad. All user information linked to the Polar Flow account is located in the Polar Flow service, and the fitness club does not have access to this information. The information in the Polar Flow service is saved on the servers of Polar's service provider. The servers are located in the EU or outside the EU.

A customer can participate in a Polar Club class by using an existing Polar Flow account, by creating a new Polar Flow account when signing in or by using a guest account.

#### **A customer using a Polar Flow account:**

The user signs in for a Polar Club class by using an existing Flow account or by creating a new account when signing in. When creating a Polar Flow account no personal information is stored on the fitness club's iPad. The only things stored on the iPad are the electric ID with which the Polar Flow account used when signing in is connected to the Polar Flow database, and the training session information.

#### **A guest customer:**

It is also possible to sign in for a Polar Club class as a guest, in which case the participant uses a name they wish to be shown on the screen during a class. No personal information is gathered or stored. If a

participant that used a guest account wishes to save their information after the class, they can do this by creating a new Polar Flow account or by using an existing Polar Flow account.

More information on Polar data protection at <https://www.polar.com/en/legal/privacy-notice>.