



MYRIDE® & MYRIDE®+ REGISTRATION MANUAL

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# WELCOME

Welcome to Myride® and Myride®+. The most powerful, virtual way to experience Indoor Cycling. Ever. Myride® as a brand focuses on product development for clients seeking the most innovative and performance-enhancing “Virtual” cycling experience. Myride® and Myride®+ use the same console technology, however each product has its own unique fit-for-purpose software platform. Using one stock-keeping unit (SKU) means quicker inventory turnaround, lower stock investments and a simplified registration processes for our valued distribution partners.

### **REGISTERING MYRIDE®**

Myride - the personal, virtual cycling experience, requires the entry of an “Activation Code” on installation to enable the product’s functions. This process is a necessary requirement for Team ICG® and its distribution partners (You) to upgrade and service hardware revisions in the field.

### **REGISTERING MYRIDE®+**

Myride®+ - the group, virtual cycling experience, requires the entry of the standard Myride® “Activation Code” and a second “Upgrade Activation code” on installation. The first “Activation Code” will activate the console’s default Myride personal cycling use. The second “Upgrade Activation Code” will activate the Myride®+ group cycling use.

# GETTING STARTED

**YOU MUST HAVE AN ICG® ADMINISTRATION ACCOUNT TO REGISTER MYRIDE® OR MYRIDE®+ PRODUCTS.**

## YOUR ICG® ADMINISTRATION ACCOUNT

- Your ICG® administration account will be created for you by Team ICG®
- You will need to provide us with:

### Username

(This is the name you will see when logged in)

### Email address

(This should be a standard address of your business, for example sales@yourbusiness.com as it is used as the only email address to log in with)

### Password

(You will need to remember this to log in)

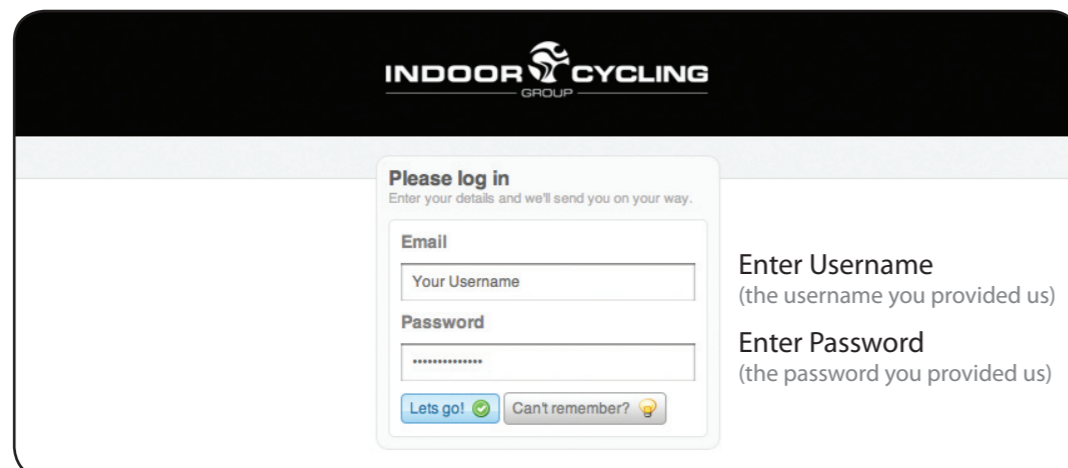
### Company Avatar

(Logo or other corporate image to represent your business)

## GO ONLINE

All product registrations are recorded and monitored online.

Go to <http://admin.ic-pro.org>



# ABOUT HOME SCREEN

## ABOUT YOUR "HOME SCREEN"

The "Home Screen" provides quick contact links to our technical website partners. Please only contact them if you are receiving technical error messages. For all other support please contact your regional Team ICG® representative.

## ABOUT "GROUPS"

The "Groups" section has been designed to ensure that products are registered correctly when a client has more than one operating site. It is essential to your client's service that if they have more than one operating site, the following administration process is followed:

SELECT "MANAGE GROUPS"

SELECT "ADD A GROUP"

(Accurately fill in all information fields ensuring the correct group company trading name, address, contact as well as any other relevant fields. Do not use the details of any one particular club for whom the client is buying.)

SELECT "CONFIRM"

**PLEASE TAKE CARE IN ENSURING THE GROUPS SECTION IS ACCURATELY ENTERED AND MAINTAINED. NOT RECORDING A "GROUP" FOR ANY MULTI-SITE CLIENT WILL RESULT IN PRODUCT COMPLICATIONS AND POOR CUSTOMER SERVICE.**

# ABOUT CLUBS

## ABOUT "CLUBS"

"Product Registrations" are assigned to Clubs. There are 2 scenarios when creating a Club:

### A.

Assigning a Club to a Group (when the club is part of a multi-site operator e.g. "Fitness First, Kensington Club" would be assigned to "Fitness First Holdings Plc"). In this case do the following:

SELECT "MANAGE CLUBS"

SELECT "ADD A CLUB"

(Accurately fill in all information fields ensuring the specific Club's name, address, contact and any other relevant fields. Do NOT use the Club's Group head office details.)

MAKE SURE THAT YOU SELECT THE CORRECT "GROUP" FROM THE DROP DOWN LIST

### B.

Creating a stand alone Club (single operating site):

SELECT "MANAGE CLUBS"

SELECT "ADD A CLUB"

(Accurately fill in all information fields ensuring the specific Club's name, address, contact and any other fields are used.)

LEAVE THE "GROUP" DROP DOWN LIST SHOWING, "PLEASE CHOOSE"

(This means that the club is not assigned to a Group)

# ABOUT PRODUCT REGISTRATIONS

## NEW PRODUCT REGISTRATION

Registering a product is fast and easy. You will need to have completed the following before any product registration:

You will need to know the "Club" the product is to be registered to  
(Making sure you have added the club and the club is assigned to a Group if appropriate. Please read "About Groups" and "About Clubs")

You will need to know the HDD number of the product(s) you wish to register  
(Please read "What is a HDD and HDD number")

This process is explained in "Product Registration For Myride®" and "Product Registration For Myride®+"

## REPLACEMENT PRODUCT REGISTRATION AND DELETING REGISTRATIONS

You have the administration permission to unregister and delete a product registration. This will be required when replacing a faulty HDD either under or out of warranty. It will also be required when permanently relocating a registered product to another client or club location.

This process is explained in detail on pages 17-20.

# ABOUT SEARCH

“Search” can be found under the “Manage Groups” and “Manage Clubs” section. “Search” allows you to search for a specific Club or Group or permits you to filter Clubs and Groups by Region or by Product.

The screenshot shows a search filter interface with the following fields: Club name (text input), Region (dropdown menu with 'ANY' selected and options 'United Kingdom' and 'United States' visible), Myride product (dropdown menu with 'ANY' selected), and Myride registration user (dropdown menu with 'ANY' selected). A 'Search' button with a green checkmark is at the bottom.

## SEARCH BY REGIONS FILTER

The filter will only provide options to search regions assigned to your distribution (Therefore if you only operate one region e.g. United Kingdom, this filter will not add any functionality to your searches).

The screenshot shows the same search filter interface as above, but with the 'Myride product' dropdown menu open. The options are: ANY (selected), Myride, Myride Plus, and Either.

## SEARCH BY PRODUCT FILTER

The filter will show 3 options:

Myride® | Myride®+ | Either

# BEFORE INSTALLATION

## PRODUCT REGISTRATION FOR MYRIDE®

### STEP 1: CREATE YOUR CLIENT'S CLUB

Select “Manage Clubs” and create your client’s club by selecting “Add a club” (Making sure you have added the club and that the club is assigned to a Group if appropriate. Please read “About Groups” and “About Clubs”)

The screenshot shows the 'Add club' form in the Myride admin interface. The form includes fields for Contact name (Joe Bloggs), Group (dropdown menu with options: -- please choose --, Durham's Group, DW Sports, Your Company Name), Address (text area), Postcode, and Country. A sidebar on the right titled 'Choose a section' lists various management options: Manage members, Manage trade partners, Manage groups, Manage clubs (checked), Offer code generation, Manage events, News, Reports, Myride, Import Myride serial numbers, Product registration, and Myride reports.



# BEFORE INSTALLATION

## PRODUCT REGISTRATION FOR MYRIDE®

### STEP 2: REGISTER THE PRODUCT(S)

SELECT "PRODUCT REGISTRATION"

SELECT THE RELEVANT CLUB FROM THE "CLUBS" DROP DOWN MENU

(If you forgot to create the new club you can select "Create new club" in the drop down menu)

SELECT THE DEFAULT "MYRIDE" PRODUCT IN THE "SELECT THE PRODUCT" OPTION.

ENTER THE HDD NUMBER OF THE MYRIDE PRODUCT

(Please see "What is a HDD and HDD number")

(If you have more than one product to register to this club then select, "Add another product" and repeat the last two processes.)

SELECT CONFIRM

(You will be presented with the product(s) "Activation Codes" on a separate web page providing overview by: Club, Product, HDD Number, Activation Code, Date Registered, Details)

**THE "ADVISE CLUB" BOX CAN BE TICKED TO SEND AN ACTIVATION MESSAGE DIRECTLY TO THE CLIENT EMAIL ADDRESS YOU RECORDED, ADVISING OF THE PRODUCT "ACTIVATION**

**(WHAT IS AN "ACTIVATION CODE"? PLEASE SEE THE "WELCOME" SECTION ON PAGE 3.)**

**THE "ADVISE BY EMAIL" FREE-TYPE FIELD PROVIDES YOU THE OPTION TO ADVISE MULTIPLE CLIENT CONTACTS OR INTERNAL STAFF OF THE PRODUCT(S) "ACTIVATION CODE"**

**(PLEASE SEE THE "WHO NEEDS TO KNOW PRODUCT "ACTIVATION CODES"?)**

# BEFORE INSTALLATION

## PRODUCT REGISTRATION FOR MYRIDE®+

### STEP 1: REGISTER MYRIDE® FIRST

COMPLETE THE IDENTICAL PROCESS TO "PRODUCT REGISTRATION FOR MYRIDE®"

### STEP 2: SEND A PURCHASE ORDER

SEND YOUR PURCHASE ORDER TO TEAM ICG®  
WITH THE FOLLOWING INFORMATION:

(Please see "Sending Myride®+ Orders to Team ICG®")

The Club name exactly as registered online

The "HDD number" of the Myride® to be upgraded to Myride®+

(If the client has bought more than 1 Myride® product we need to identify which unit you are placing in the group cycling environment for a Myride®+ upgrade)

The "Myride+ content package" they have purchased

(Please see "Myride+ content options")

### STEP 3: SEND A PURCHASE ORDER

Team ICG® will upgrade the Club's Myride® product(s) within five working days and send you and the Club (and Group) the "Upgrade Activation Code" and Myride®+

Health Club Website Instructions

(Please see "Myride®+ User Manual")

# DURING INSTALLATION

## ENTERING THE MYRIDE® "ACTIVATION CODE"

### STEP 1: POWERING UP THE MYRIDE®

Locate the "connections plate" on the rear of the myride® unit at the bottom.

Make sure the power lead is correctly connected and turn on the power by the switch.



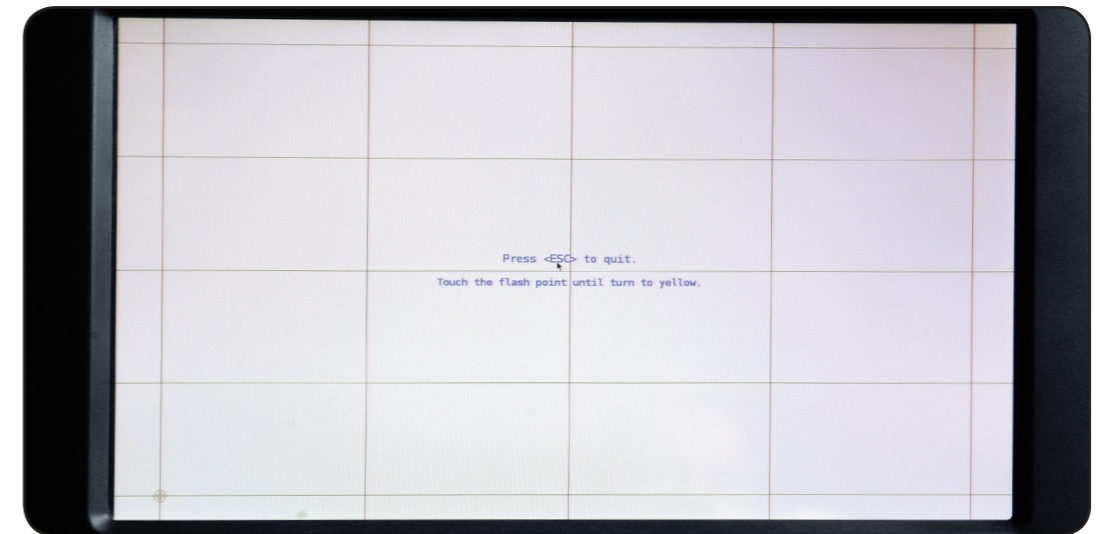
### STEP 2: CALIBRATING THE TOUCH SCREEN (OPTIONAL)

When turning on the Myride® Console, you will be presented with a "Touch screen to calibrate" message on screen. As you are now setting up the Myride® Console for the first time please touch the screen.

A white grid will now appear followed by a flashing dot in the bottom left corner of the screen. Press this dot for approximately three seconds until it changes from green to red and then to yellow.

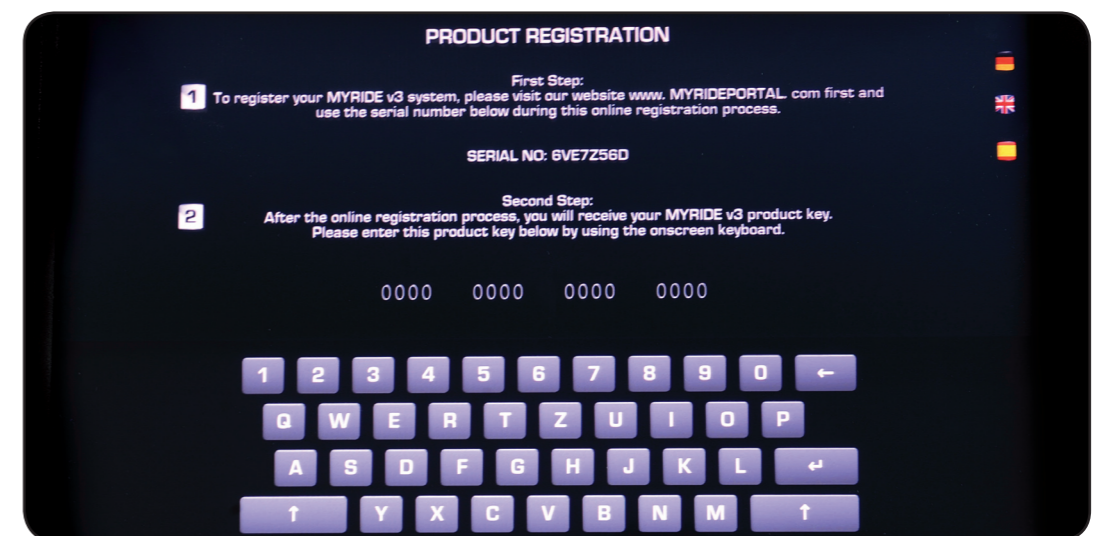
Another 3 flashing dots will appear, first in the bottom right, then the top right and then lastly in the top left. Repeat touching these dots until they are yellow. When the last dot (top left) is yellow the process is complete.

# DURING INSTALLATION



### STEP 3: ENTERING THE MYRIDE® "ACTIVATION CODE"

Using the virtual onscreen keyboard, please enter your "Activation Code". Once entered the system will automatically start up.



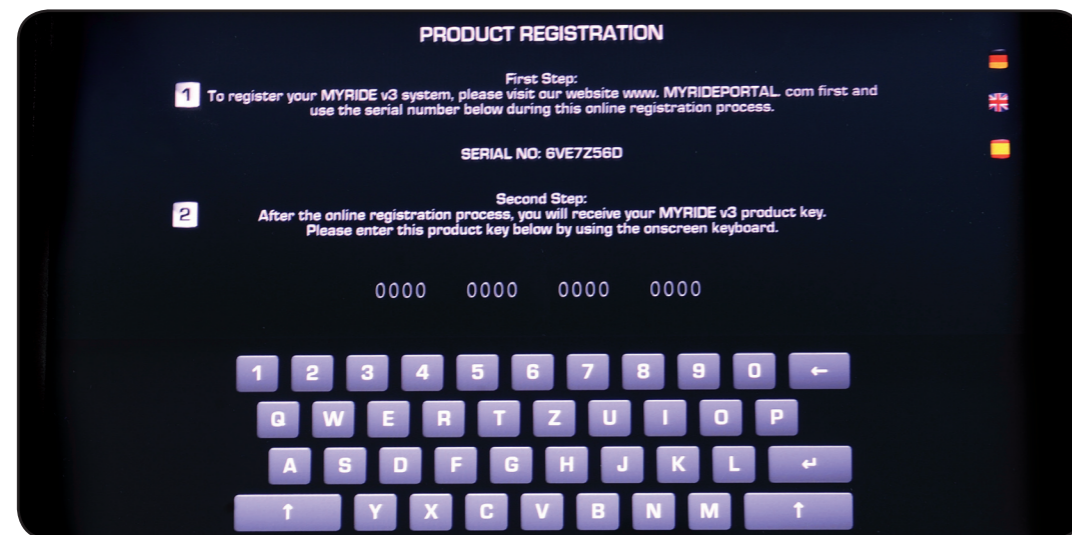


# DURING INSTALLATION

## ENTERING THE MYRIDE+ "UPGRADE ACTIVATION CODE"

### STEP 1: MAKE SURE YOU HAVE ENTERED THE MYRIDE® "ACTIVATION CODE"

The myride®+ "upgrade activation code" can only be entered after the myride® console has been registered and activated for its default myride® personal cycling function.



### STEP 2: GO TO THE ONSCREEN ADMINISTRATION MENU

Make sure you are on the home screen of the Myride® personal cycling set-up. Go to the Administration Menu by pressing the ICG® cycling logo (bottom right of screen), immediately followed by pressing the Myride® logo (top left of screen).

### STEP 3: ENTERING THE MYRIDE®+ "UPGRADE ACTIVATION CODE"

From the menu tabs on the left side of the screen choose "Upgrade". Using the virtual onscreen keyboard enter your Myride®+ "Upgrade Activation code". If you are upgrading this unit with more than 1 Myride®+ content package then you will have more than one "Upgrade Activation Code". In this case, after entering your first code press, "Add code". Repeat the process as many times as required. When finished press, "Done" and your system will automatically reboot, converting to an Upgraded Myride®+ function.

# AFTER INSTALLATION

## RE-REGISTERING A MYRIDE OR MYRIDE+

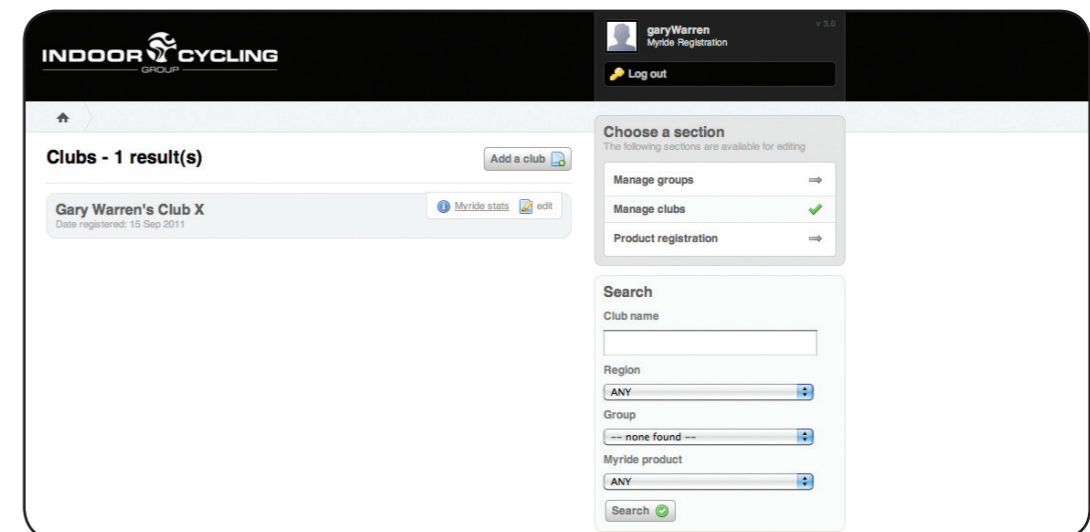
You may be required to re-register a Myride® or Myride®+ for the following reasons:

You registered a product for a tradeshow, demonstration or client trial and now need to assign the product to a club to which it has been sold.

A Group account has informed you that the unit is being relocated to a different club.

### STEP 1: SELECT THE CLUB

(Using your ICG® Administration Account, search and select the club to which the Myride® or Myride®+ has been registered.)

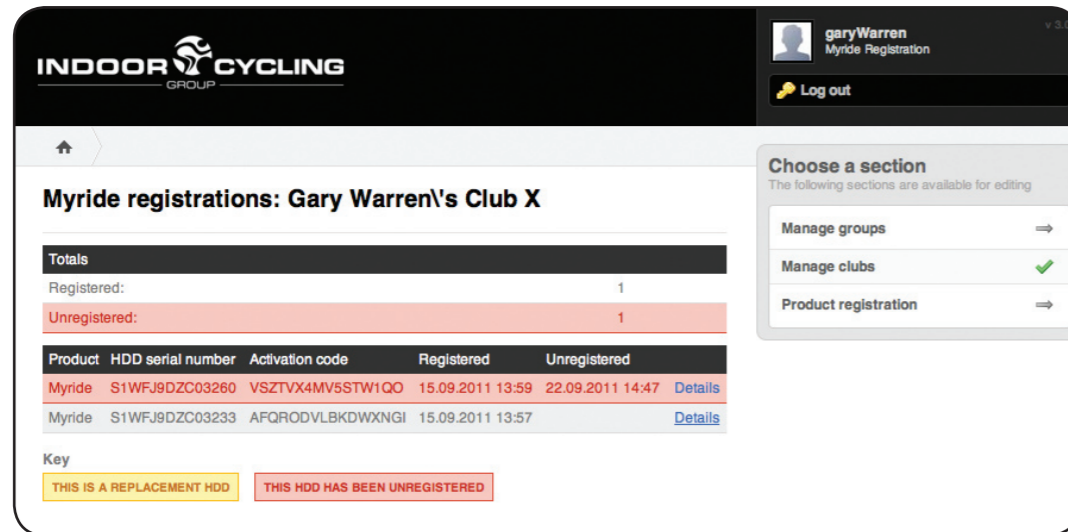


### STEP 2: IDENTIFY THE MYRIDE® OR MYRIDE®+ HDD NUMBER & SELECT DETAILS

(You may have more than one console registered to the club so please carefully select the correct unit by identifying the HDD number.)

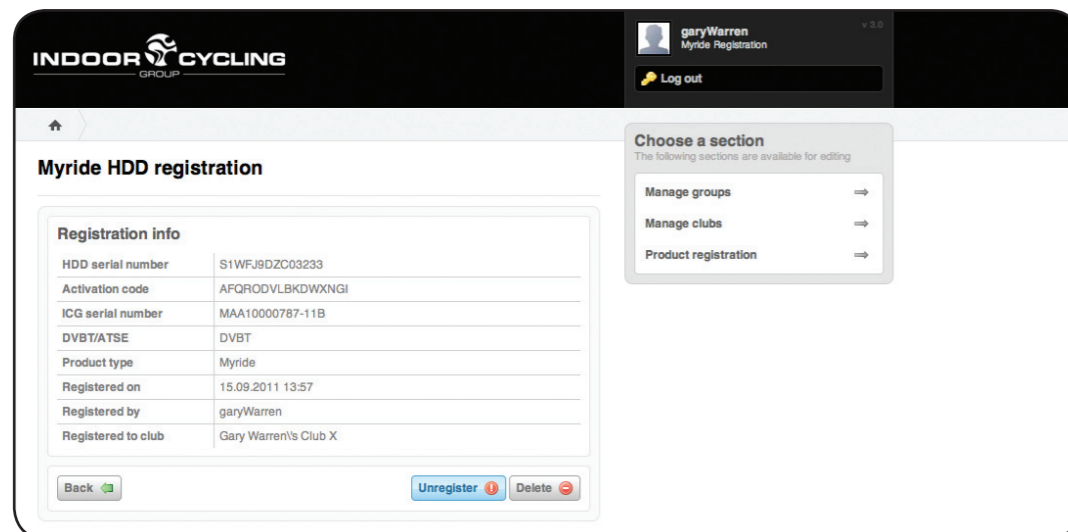


# AFTER INSTALLATION



### STEP 3: UNREGISTER

(From the product details screen check the unit selected is definitely the unit to be unregistered then select "Unregister". The system will ask you to confirm this action and then show a confirmation that the action has been completed.)



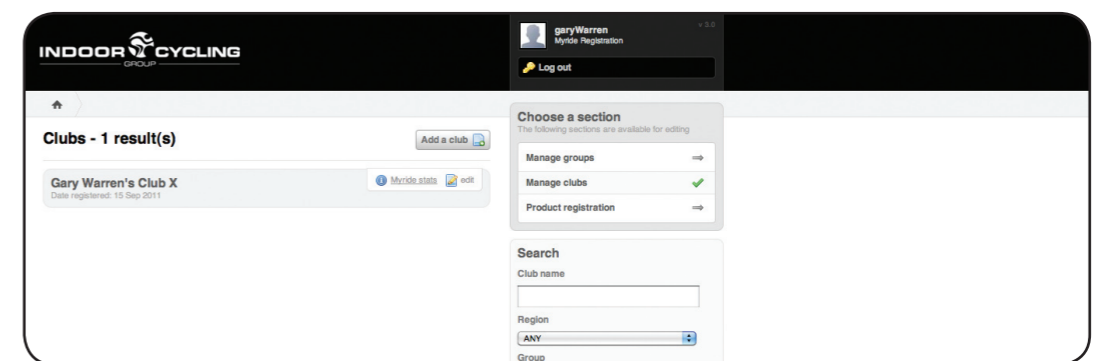
# AFTER INSTALLATION

## RE-REGISTERING A MYRIDE® OR MYRIDE®+ DUE TO HDD FAILURE OR UPGRADE

The unregister function explained in the previous "Re-registering a Myride® or Myride®+" will also be required when managing replacement HDD's for failed units in or out of warranty.

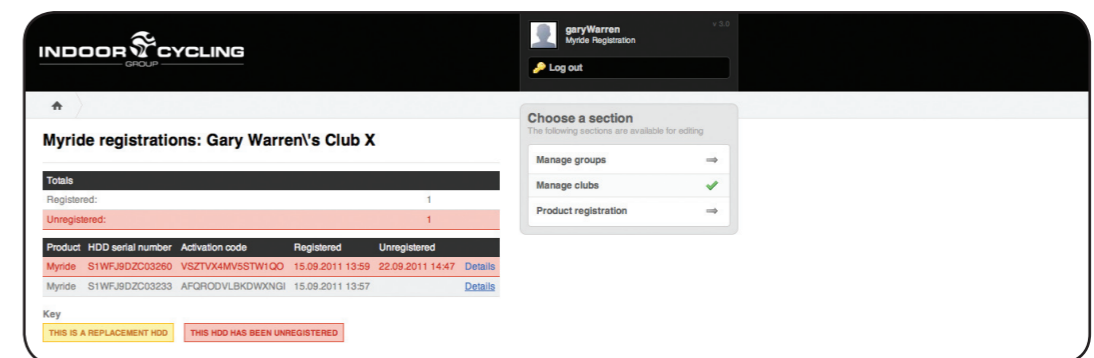
### STEP 1: SELECT THE CLUB

(Using your ICG® Administration Account, search and select the club to which the Myride® or Myride®+ has been registered.)



### STEP 2: IDENTIFY THE MYRIDE® OR MYRIDE®+ HDD NUMBER & SELECT DETAILS

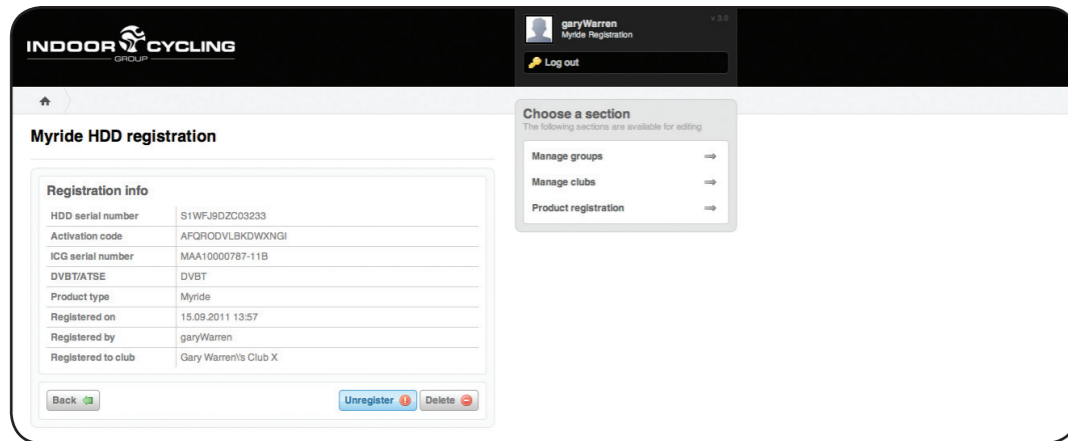
(You may have more than one console registered to the club so please carefully select the correct unit by identifying the HDD number.)



# AFTER INSTALLATION

## STEP 3: UNREGISTER

(From the product details screen check the unit selected is definitely the unit to be unregistered then select "Unregister". The system will ask you to confirm this action and then show a confirmation that the action has been completed.) (The unregistered HDD will be automatically recorded in this Club's summary)



## STEP 4: REGISTERING A NEW HDD TO THIS FAILED PRODUCT

Go to "Product Registration" and select the same club from which you have just unregistered the failed HDD.

When asked to select a product (see Product registration for Myride) you will now be provided with the option to select all unregistered HDD's recorded against this specific Club. Select the HDD number you are replacing and enter the new HDD number as normal to receive your Myride® "Activation Code"

Follow the "During Installation"

(This replacement HDD should be managed the same as any new product installation. If the HDD was originally upgraded to Myride®+ you will need to notify Team ICG® so we can also upgrade this new replacement HDD without charge. This replacement unit will be identified in the Club's account in order to keep track of failed units.)

**IF THE UNREGISTERED PRODUCT WAS AN UPGRADED MYRIDE®+ CONSOLE THEN PLEASE NOTE THIS FUNCTION WILL STILL BE ENABLED LOCALLY ON THE CONSOLE. SO PLEASE BE SURE TO REDISTRIBUTE THE PRODUCT ACCORDINGLY AND ENSURE THAT TEAM ICG IS INFORMED ABOUT THE NEW CLUB. FAILURE TO DO SO WILL RESULT IN PRODUCT COMPLICATIONS AND POOR CUSTOMER SERVICE. IF THE HDD WAS ORIGINALLY A DEMONSTRATION UNIT, YOU WILL BE REQUIRED TO SEND A PURCHASE ORDER TO TEAM ICG® BEFORE DISTRIBUTING TO A PAYING CLIENT.**

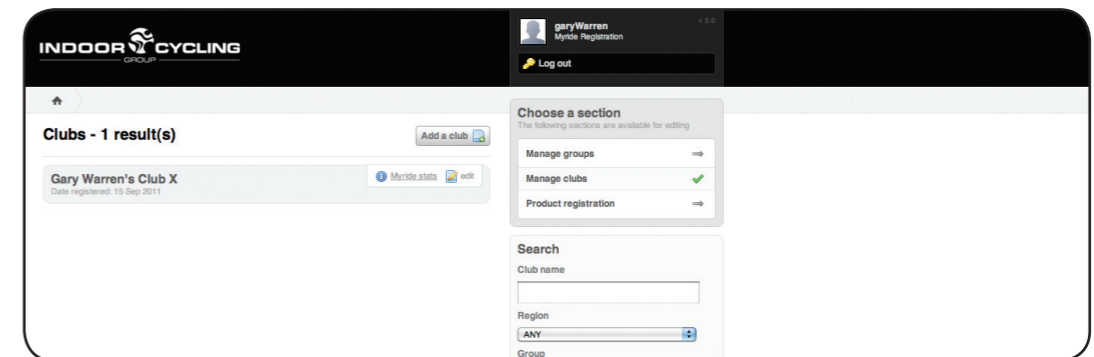
# AFTER INSTALLATION

## DELETING A MYRIDE OR MYRIDE+ REGISTRATION

**A MYRIDE® OR MYRIDE®+ REGISTRATION SHOULD ONLY BE DELETED IF THE HDD HAS BEEN CONFIRMED BY TEAM ICG® TO BE A DEAD UNIT. IN THIS CASE DELETING A HDD WILL REMOVE THE HDD NUMBER OUT OF THE SYSTEM COMPLETELY.**

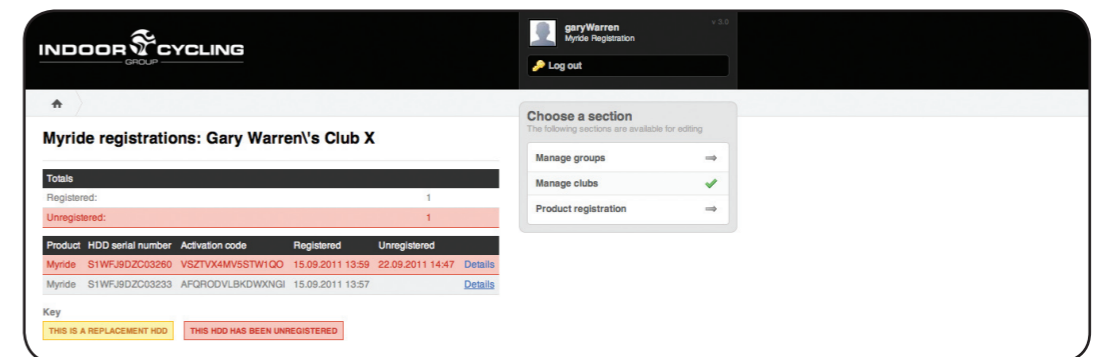
## STEP 1: SELECT THE CLUB

(Using your ICG® Administration Account, search and select the club to which the Myride® or Myride®+ has been registered.)



## STEP 2: IDENTIFY THE MYRIDE® OR MYRIDE®+ HDD NUMBER & SELECT DETAILS

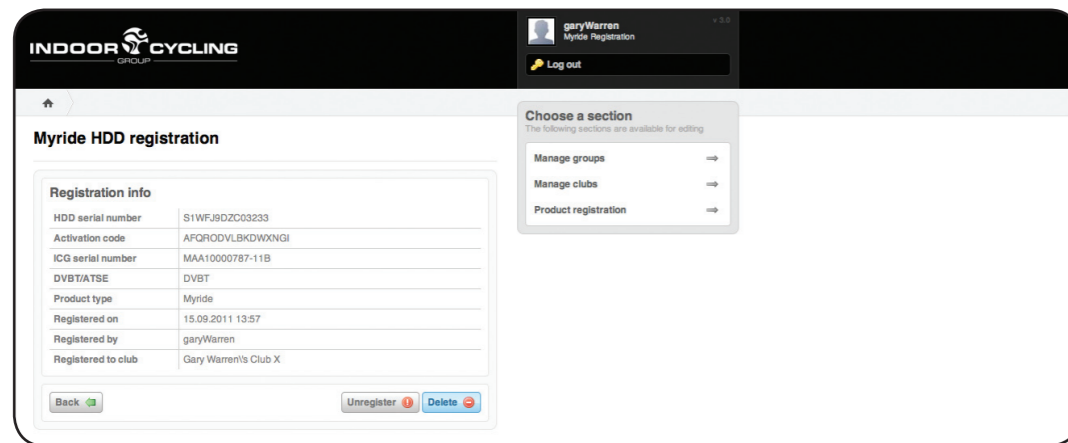
(You may have more than one console registered to the club so please carefully select the correct unit by identifying the HDD number.)



# AFTER INSTALLATION

## STEP 3: DELETE

(From the product "Details" screen check the product selected is definitely the product to be deleted then select "Delete". The system will ask you to confirm this action and then show a confirmation that the action has been completed.)



# FAQ

## WHAT'S A HDD AND HDD NUMBER?

A HDD is the computer driving the Myride® and Myride®+ product. The HDD number is the unique number assigned to each computer to identify its specification and to record where it is installed for the purpose of product updates and customer service.

## WHO NEEDS TO KNOW PRODUCT "ACTIVATION CODES"?

Myride® "Activation Codes" and Myride®+ "Upgrade Activation Codes" must be informed to:

### THE BUYER

The Buyer should always be informed of their activation codes irrespective of whether installing the product themselves or if a third party is installing. They must be provided with each product's activation codes before the products arrive on site.

### THE INSTALLATION ENGINEER

Whether the Installation Engineer is contracted to you or a third party contractor they must be provided with each product's activation codes before they arrive on site to carry out the installation.

## "MYRIDE® STATUS" AND REGISTERED PRODUCT "DETAILS"

All your product registrations and assigned clubs are recorded in your online ICG® Administration Account. In your "Manage Clubs" overview is the full list of clubs you have created and to which products have been assigned. On each club listed is a "Myride status" button. When selected you will be presented with the following High Level information:

EACH PRODUCT BY TYPE REGISTERED AT THIS CLUB  
THE HDD SERIAL NUMBER OF EACH PRODUCT  
THE MYRIDE® ACTIVATION CODE OF EACH PRODUCT  
WHEN THE PRODUCT WAS REGISTERED  
IF A PRODUCT HAS BEEN UNREGISTERED



# FAQ

Next to each product is a "Details" button. When selected you will be presented with the following additional information and options:

- MYRIDE®+ UPGRADE ACTIVATION CODES (IF IT IS A MYRIDE®+ PRODUCT)
- ICG SERIAL NUMBER
- THE TV TUNER INSTALLED ON THIS UNIT (DVBT OR ATSE)
- OPTION TO UNREGISTER THE PRODUCT (SEE "AFTER INSTALLATION")
- OPTION TO DELETE THE PRODUCT (SEE "AFTER INSTALLATION")

## SENDING MYRIDE®+ ORDERS TO TEAM ICG

Please provide the information advised in section "Product registration for Myride®+" and send to:

Myride® Sales Dept, Indoorcycling Group, Happurger Str.86, 90482 Nurnberg, Germany. Or [myridesales@indoorcycling.com](mailto:myridesales@indoorcycling.com)

## MYRIDE®+ CONTENT PACKAGES

### MYRIDE®+ MYRIDE VIRTUAL COACHING

This product provides:

- Myride®+ Health Club Website
- On demand Virtual Coaching option
- Myride Content in English, German and Spanish

### MYRIDE®+ MYSPORTIF VIRTUAL COACHING

This product provides:

- Myride®+ Health Club Website
- On demand Virtual Coaching option
- MySportif Content in English, German, Spanish

### MYRIDE®+ LIVE COACHING

This product provides:

- All Live Coaching video assets (No language requirement)
- Live Coaching Instructor User Interface

# FAQ

## MYRIDE®+ HEALTH CLUB WEBSITE

The following Myride®+ content packages are supported with a Myride®+ Health Club Website to create and manage virtual class timetables:

- MYRIDE®+ MYRIDE VIRTUAL COACHING
- MYRIDE®+ MYSPORTIF VIRTUAL COACHING

Setting up the Myride®+ Health Club Website for your client:

Your client's account is set up automatically when Team ICG generates the "Upgrade Activation Codes" for the above products. An email is sent to the given contact/email address for the Club advising them of where to go and what to do.

If the Club has been assigned to a Group then the given contact/email address for the Group will also receive the same email so they can keep track on their individual clubs.

For instructions on how clients use the Myride®+ Health Club website please see the "Myride®+ User Manual".



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