Troubleshooting

Account Help · https://www.fitnessacademy.com/help-center/troubleshooting/

Account Access Problems

Wrong email: Sign out and use the email from your checkout.

Verification email missing: Check spam folder, search for "fitr.training" in your email. Wait 5 minutes and try the reset again.

Logged out unexpectedly: Logging in on a new device automatically signs out other devices. This prevents account sharing.

App Problems

Programs not loading: Ensure you're signed in with the exact email from checkout.

Can't manage billing in app: This is normal. Billing is managed via the Manage Subscription (App) link on the website, not inside the mobile app.

App crashes or freezes: Restart the app, ensure you have the latest version from your app store.

Exercise Videos Not Loading

If you see a message like "Sign in to confirm you're not a bot" or "Sign in to confirm your age" when trying to play exercise videos in the app, this is a YouTube restriction, not an issue with our app or your account. Our exercise videos are hosted on YouTube and played through an embedded player. YouTube sometimes blocks playback when it can't verify your connection.

The most common causes:

VPN or proxy: YouTube actively flags VPN and proxy IP addresses. If you're running a VPN on your phone or your router, try disconnecting it and playing the video again. This is by far the most common fix.

Network restrictions: Some WiFi networks (work, hotel, public, school) block or filter YouTube traffic. Try switching to mobile data or a different WiFi network.

Privacy or ad blocking settings: Browser-level privacy features and ad blockers can prevent YouTube's cookies from loading properly, which triggers bot detection. If you're using Safari, go to Settings > Safari and turn off "Prevent Cross-Site Tracking." If you're using an ad blocker or content blocker, try disabling it temporarily.

Quick fixes to try:

1. Turn off your VPN
2. Switch from WiFi to mobile data (or vice versa)
3. Close and reopen the app
4. Restart your phone

If the video still won't load after trying the above, reply to any of your welcome emails or email hello@fitnessacademy.com with a screenshot of the error message.

Browser and Technical Issues

- Use Chrome or Safari for subscription portal access
- Clear browser cache if portal pages won't load
- Disable browser extensions if experiencing checkout issues