



Supporting class attendees

[Coach cheat sheet](#) · [device help](#) · [what to tell members](#)

Golden rules to tell every member

1. Join on your phone, not a laptop.
2. Use Safari on iPhone or Chrome on Android.
3. Open links in your main browser, not Instagram, Facebook, or email in-app browsers.
4. Install the free HypeRate app (or Pulsoid as backup) and connect your watch or strap there.
5. Keep the join page open and in the foreground for the whole class.
6. Connect before the warm-up so you appear when the trainer starts the timer.
7. We assign a fun board name for the class. Only your alter-ego shows on the board, not your real name.

Fast join flow (under a minute)

1. Open the join link or enter the group code. Tap Scan trainer QR if you have a QR code (Class step).
2. Returning on the same phone? Tap Join as [your name] after the group code.
3. New members: confirm the auto board name (tap New name for another) and fill in age and weight (You step).
4. Install HypeRate, start broadcasting, copy code from app.hyperate.io/YOUR-ID on the home screen.
5. Paste code, tap the tick icon (should show heart rate received), then Join the class.
6. If HypeRate fails, Pulsoid or Browser Bluetooth appear automatically on the join page.
7. First-timers: point them to Tips or Help in the top corner of the join screen.

As coach, you cannot fix pairing on a member's phone for them — but you can point them to Tips, Help, HypeRate, the member setup guide, or a spare chest strap.

Quick fixes by device

Apple Watch, Fitbit, Garmin, Wear OS, personal trackers

On the join Link step, members choose Watch / tracker. Recommend the free HypeRate app. Member connects their watch or Fitbit (or similar personal tracker) in HypeRate, copies their ID, pastes it on the PulseGrid join page.

1. Install HypeRate from the App Store or Google Play.
2. Connect the watch in HypeRate and start broadcasting (live BPM on home screen).
3. Copy the code from app.hyperate.io/YOUR-ID. Not an animation widget link.
4. On PulseGrid join: paste code, tap the tick icon, then Join the class.

Garmin, Polar & chest straps

Connect in HypeRate first (easiest). Or choose Browser Bluetooth on join for chest straps — wet the strap, wear it snug, pick it from the list.

Fitbit (most models)

Fitbit is a Watch / tracker path. Best fix: HypeRate app on the member's phone. Charge 6, Pixel Watch, and Google Fitbit Air may also work via browser Bluetooth (HR on equipment). Chest straps are the most reliable backup. Google setup: <https://support.google.com/googlehealth/answer/14236705>

Pulsoid (backup)

If HypeRate is unavailable, members can use the free Pulsoid app and sign in on the join page.

When something goes wrong

"Not on the live board"

- Check they used the correct group code.
- Confirm they see live BPM on the join page.
- Ask them to keep the join tab in the foreground.
- Verify HypeRate or Pulsoid is still broadcasting on their phone.
- Verify you started the class timer in the console.
- Refresh the live board display if it looks frozen.

Heart rate drops (Android & iOS)

- Usually Bluetooth or the phone OS pausing the link, not PulseGrid alone.
- Tell members: keep join page in foreground, stay near phone, keep HypeRate/Pulsoid broadcasting.
- PulseGrid auto-reconnects. Brief Offline on the board is normal; BPM should return in range.
- Guide: pulsegrid.club/docs/guidance-connection-stability.md

HypeRate or Pulsoid not connecting

Confirm heart rate is live in HypeRate. Ask the member to use the code from app.hyperate.io/YOUR-ID on the home screen and tap the tick icon before they join.

Browser Bluetooth issues

Wrong browser or in-app browser. Send them the join link to open in Safari or Chrome. Watches should use HypeRate instead.

Wrong group code

Give them the code from your console. Codes are not case-sensitive. Join links pre-fill the code automatically.

Forgot trainer password (your issue, not theirs)

Tap Forgot password on /admin and check your owner email. Members never need your password or PIN.

Resources to share with members

Save these links in your class WhatsApp group, email template, or studio noticeboard.



Join class
Member link



Setup guide
Online help



Member join PDF

Print at your studio reception. Full device guide with QR codes for HypeRate and Pulsoid.

pulsegrid.club/downloads/pulsegrid-member-join-guide.pdf

What you can stock in the studio

- One or two spare Bluetooth chest straps for Fitbit users.
- Printed member join PDF at reception.
- QR poster with your join link (from onboarding wizard or console share kit).
- Short verbal script: "Open this link on your phone in Chrome or Safari, not Instagram."

You run the class from the trainer console. Members run join on their phones. When in doubt, send them to /member-setup — it is always up to date.