

Grokker FAQs

What is Grokker?

Grokker is an online, on-demand video platform and community of wellness experts and enthusiasts. It has thousands of stunning, HD-quality, expert-led videos on fitness, mental health, nutrition, sleep, and financial wellbeing to help busy people live healthier lives.

What is the cost?

Grokker is available to active members who have Aetna as their medical carrier through MTA NYCT at **no cost to you**.

Do my dependents have access to Grokker?

Each eligible MTA NYCT employee is allowed to invite up to two dependents to join Grokker. Each dependent must be 13 years of age or older.

How do I create my account?

You may create your account by navigating to grokker.com/mtanyct.

How do I invite my dependents to join Grokker?

1. From your homepage of grokker.com, select your profile icon in the upper right corner and choose “Account Settings”.
2. Under “Family Invitations”, enter your dependent’s email address and select “invite”.
3. Your dependent will receive an email with a link to create their own account.

How do I log in?

After your account is created, navigate to grokker.com and enter your email address and password.

How do I sign-on through Grokker’s app?

1. Your account must first be created through grokker.com/mtanyct
2. Download the Grokker app from the App Store or Google Play
3. Sign onto the app with your email address and the password you created.

Where do I start?

Taking the [Wellness Quiz](#) is the perfect place to start. Answer a series of questions based on your current wellbeing habits. You will receive a wellness score and get personalized tips relevant to your needs, as well as suggested Grokker programs to improve your wellness. (The results of your wellness quiz are private to you.)

What are Programs?

Programs are a set of guided workouts, led by a Grokker expert, that take the guesswork out of what to do and when to do it. Grokker has hundreds of programs to get you started. Whether you're looking for something in Fitness, Yoga, Nutrition, Mindfulness, Sleep, or Financial wellbeing, Grokker has something for you.

How do I join a program?

If you see a program you are interested in joining, go to the main program page and click the button "Join Program." You may then set your start date and time, and the days you wish to participate. All of the videos from the program will be added to your calendar.

How do I find Videos?

1. On your home screen, look for the section "Find your perfect video". Once you've selected the video duration, topic, and level, you will be shown a list of videos that meet your criteria.
2. A list of Grokker topics is displayed on the top of every screen (Yoga, Fitness, Cooking, Mind). Select any topic and then choose the subtopic to see a list of videos. Once those videos are displayed, you may further filter by selecting the intensity and duration.
3. You may also use the "Search" bar at the top of any screen to search for specific needs.

Are there videos in any other language than English?

Yes. Grokker has content translated into Spanish, Korean, Mandarin, and French.

How do I access the foreign language content?

1. From the website of grokker.com, click on your profile icon in the upper right corner and select "Account Settings".
2. Scroll down to the bottom of the screen and under "Language Settings", choose your preferred language.
3. Navigate back to your homepage. On the lower left panel, you will now see an option for "Language Preferences" and you may click the button to see the Grokker content in your preferred language.

What are Collections?

Collections are like playlists and give you easy access to the videos that you love. You may create a new collection or add videos to a current collection by clicking on the "Collections" button under any video. For more information on collections, please visit this [page](#).

Daily Workouts

Every day a new workout is posted on your home page. These gif workouts are less than 15 minutes, require no equipment, and you may go at your own pace. They're a great way to add variety to your workouts without having to spend time searching for something new.

What are Wellness Minutes?

Wellness Minutes reflect how many minutes of video you have watched on Grokker and the number of minutes tracked on your synced device. The more videos you watch, the more Wellness Minutes you earn and the higher your level is.

How do I track my progress on Grokker?

Once you complete a video, simply click on the "I Did This" button at the bottom right of the video to mark a video completed. You may review the completed history by:

- Clicking "My Profile" and selecting the "I Did This" tab to check out the activities recorded as complete, or
- Clicking "My Profile" and selecting "Calendar". You will see all of your completed activities and upcoming scheduled videos.

What other platforms may I view the videos on?

Grokker is available on your smartphone or tablet through the iOS or Android app. You may also enjoy Grokker videos on your big screen TV through Apple TV, Amazon Fire Stick, or Roku.

To connect your Grokker account to another device see the instructions below.

Watch videos from your personal/home computer:

1. Visit Grokker.com and click "Sign In"
2. Login with your account credentials

Watch videos from your iOS device or Android device:

1. Download the Grokker app from the App Store or Google Play and open it
2. Tap "Already a member? Sign In"
3. Login with your account credentials

Watch videos from your TV using Amazon Fire Stick, Roku, or Apple TV:

1. Download the Grokker app and then open it.
2. Click "Sign In" at the bottom of the page.
3. On your computer or mobile device, go to Grokker.com/activate and sign in using the instructions outlined above.
4. On your device, enter the 7-character code you see on the TV screen. Once the code is entered, your streaming device will automatically update, and you will be signed in.

For further instructions on watching Grokker videos on your TV, please click [here](#).



How can I track my external workouts?

Grokker will sync your external workouts tracked on your Apple Watch, Garmin watch, or FitBit device. For information on how to connect your device and what activities are synced to Grokker, please click [here](#).

How do I manually enter workouts?

For any workout that was not synced through your fitness tracker, you have the ability to “self-report” these minutes. To “self-report” minutes, click on your profile icon in the upper right corner and select “My Profile”. Once you navigate to the “My profile” page, you will see the option to self-report wellness minutes on the righthand side.

Do my steps sync to Grokker?

Grokker does not sync steps from your fitness tracker. Instead, you may manually enter them. Following the directions above, access “self-report activities” from the “My Profile” page. Once on the self-reporting tool, select workout type of “Walking”, and in the “Duration” section, change “mins” to “steps”. You may now enter the number of steps you completed, and these steps will automatically be converted into Wellness Minutes.

How do I manage my email preferences?

Navigate to your “Account Settings” on the top right corner of the page. Next to your email address, click “Edit”. You may then select which emails you would like to receive.

Need more help?

Visit our FAQ page here: grokker.com/faq

If you have technical questions, please email us at: support@grokker.com

You may also leave a message on our support line and someone will return your call within 1 business day: [1-888-664-0886](tel:1-888-664-0886)

