

Frequently Asked Questions (FAQ)

I purchased a program - how do I get started?

Step 1: Download the TrainHeroic mobile app to your phone or device. For instructions on how to download the app, click [HERE](#).

Step 2: Check your email and retrieve the downloadable document containing your access code for the program you purchased. Use the access code to login to TrainHeroic, drop the program on your calendar, and you are ready to train.

How do I add a program to my calendar in TrainHeroic?

Click [HERE](#) for detailed instructions on adding a program to your calendar.

Does my access code have an expiration date?

The email containing your access code expires in 30 days, however, the code itself does not expire. If you were unable to open the email to retrieve the access code, please contact us at xipvirtual@gmail.com.

I did not receive an email with my access code. What should I do?

Try refreshing your inbox. It may take a few minutes for the emails to send in our automated system. Be sure to check all possible mail boxes including the spam box. If you still have not received the email, please contact us at xipvirtual@gmail.com.

Why am I Unable to Find Train Heroic in the App Store?

Try Updating your phone and the App Store. If you have an older Apple or Android device, TrainHeroic may not be available for that software.

What if The Train Heroic App is not Compatible With my Phone?

Use your computer! Create an account with TrainHeroic and use the access code to find the program.

Click [HERE](#) to check out the TrainHeroic Athlete Support page for any additional questions about the app or email xipvirtual@gmail.com