



TIPS & TRICKS FOR THE *Best* VIRTUAL EXPERIENCE



SCHEDULING CLASSES

- Follow us on social media or join our mailing list for class announcements.
- Always refer to MindBody for our most up-to-date schedule.
- Due to Covid, the schedule is fluid and subject to change without notice
- Book classes (1) day in advance up to 15 minutes before the scheduled start time. Sign up your way:
 - 1) MindBody App: get.mnbdy.ly/s/lud/jslLdMtMUy
 - 2) MindBody Online: https://bit.ly/HCSP_classes
 - 3) Call or stop by the front desk: (724) 597-0014
- Double check your booking. Each virtual option requires a separate sign up:
 - 1) [Zoom](#) > Live stream class at home in real time with your favorite instructor.
 - 2) [Zoom to Video](#) > Live stream class at home in real time with your favorite instructor or wait for the video recording to be delivered to your email inbox shortly after the live class ends.
 - 3) [Instructor Zoom to Studio](#) > When an instructor Zoom's class from home, you can still take at the club. We'll live stream it into our Group X Studio for you.
 - 4) [Video](#) > A newly recorded class that is being offered for the first time.
 - 5) [Video Replay](#) > A previously recorded class that you may have already taken.

CONNECTING TO CLASSES

- Look for class [Zoom](#) codes or [video](#) links in your email inbox approximately 10 minutes before the scheduled start time.
- If your class email does not arrive:
 - ✓ Refresh your email, and then check your inbox again.
 - ✓ Check your junk mail.
 - ✓ Check your spam filter settings.
 - ✓ Email us at healthclubsouthpointe@gmail.com ***Please do not call the front desk
- If you can't connect to class:
 - ✓ Try an alternative device (i.e., phone, ipad/tablet, computer).
 - ✓ Make sure your device and [Zoom](#) settings are up-to-date.
 - ✓ Check your Wifi connection. When possible, connect directly to your modem or make sure minimal devices are being used on our network during live classes.
 - ✓ Email us at healthclubsouthpointe@gmail.com ***Please do not call the front desk
- If class is glitching or your sound is out of sync:
 - ✓ Turn your video on and off to reset it.
 - ✓ Leave the meeting, and then rejoin.
- If you want to maximize your virtual experience:
 - ✓ Use a larger screen (i.e., stream class to your TV or display class on your TV screen by connect the proper cable from your device to your TV)
 - ✓ Turn your camera on so the instructor can see you ***Please note when your camera is turned on, your video WILL NOT appear in any video recording being sent out
 - ✓ Adjust your volume, and make sure you are muted before class starts.
 - ✓ After class, unmute and say "HELLO" to your instructor and the other participants!

WE ARE HERE FOR YOU 

Don't hesitate to reach out to us for support at:
healthclubsouthpointe@gmail.com