

How to join a virtual class in MindBody

1. Check your email for the virtual/live stream link
 - You will receive the link 30 minutes prior to the start of class
 - Registration closes 30 minutes before class starts.
 - If you have any issues at all receiving the link, please contact customerservice@lauriannwestcc.org or jlai@lauriannwestcc.org or call our welcome desk at (412) 828-8566 and choose option 4.
2. Log in to the class using your Mindbody account login. This is the same login you use to access your Mindbody app.
 - If you do not remember your login information, we are not able to provide your password. You will have to hit “forgot my password” and go through the reset process. If you’re unsure of which email address you have associated with your Mindbody profile, contact jlai@lauriannwestcc.org or twright@lauriannwestcc.org.
3. Once you are logged in, your device will ask how you would like to stream the class. Click “continue in Google Chrome/Safari”. You will be placed in a waiting room until the instructor starts class.
4. When class is about to begin, you will be prompted by your browser about your camera and microphone preferences. Once those have been selected, hit the green “join” button.
5. When class is over, click “Leave live stream” then sign out.

Tips and Tricks

- If you are joining class from a laptop or desktop, Mindbody suggests using Google Chrome. Virtual/live streaming is not compatible with Safari on a laptop or desktop.
- If you are joining class from a mobile device, Mindbody suggests iOS Safari or Chrome for Android.
 - If you are using an iOS device (iPhone/iPad), you must disable the pop-up blocker.
 - Go to Settings > Safari
 - In the General section, tap the Block Pop-ups toggle. It will turn white to indicate it’s turned off.
- Choose “allow” when your browser asks to access your camera and microphone. You can still choose to stay on mute or turn off your video during class.
- There are a couple of different view options during class. *Presenter view* shows the instructor’s video, and *grid view* shows 15 participants plus the instructor’s video.
- You can use the chat box to communicate with the instructor through the chat icon located on the left side of your screen. Note that there is no private chat, so everyone can see what you post.
- Mindbody will only show the first 15 participants’ videos, so if you get a “we’ve reached the video limit” message, you can still join the class. You just won’t be visible to the other members of the class.