

## HOW TO ACTIVATE YOUR MINDBODY ACCOUNT

There are 4 key things you will need to set up to ensure that your Bentleigh Fitness Centre Membership and BFC Mindbody account function. It might take a moment but once you're ready to go, booking your favourite class will become second nature. Simply follow the below steps to get started!

### Create your BFC Mindbody Account

All Bentleigh Fitness Centre members will need to create an account with the BFC booking system to have access to class bookings.

1. To get into the BFC booking system click go to <https://clients.mindbodyonline.com/classic/ws?studioid=5722735&styp=-98>
2. If you're on your phone or tablet, CLOSE the GET MINDBODY APP screen for now by selecting the X on the top right-hand corner.
3. In the CREATE YOUR ACCOUNT box type in your email address and select the blue NEXT icon.
4. Fill out your CONTACT INFORMATION and ACCOUNT INFORMATION. Anything with a \* is required.
  - IMPORTANT NOTE: If you have an existing Mindbody account use the same email address as your BFC account will synchronise with your existing app.
  - IMPORTANT NOTE: When you create your password, it must be between 8 and 30 characters and includes at least one number or special character, one upper case letter and one lower case letter
5. Under WHAT DO YOU WANT TO HEAR ABOUT select whether you'd like to receive notifications via email and/or text, this will impact how you receive notifications when you come off a waitlist and into a class.
6. Select the blue CREATE ACCOUNT button on the bottom right corner.
  - IMPORTANT NOTE: You might be asked to verify yourself through a series of simple randomised questions, once you answer these questions select the blue verify button on the bottom right of the popup box.

### Connect your BFC Mindbody Account to your current BFC Membership

To be able to book classes, you will need to connect your account to your current BFC Membership. Please note there are no extra charges for this process.

- Select the ONLINE STORE tab in the top right corner and click CONTRACTS which will appear below it.
- The information has been pre-filled, and set to \$0. Simply select the following buttons as they appear MAKE PURCHASE, CHECK OUT & PLACE ORDER.
  - IMPORTANT NOTE: You might be asked to verify yourself through a series of simple randomised questions, once you answer these questions select the verify button on the bottom right of the popup box.
- Once the PURCHASE COMPLETE page appears. Your two accounts have been successfully connected. Close this window and head to your app store for the final steps.

# BUILD MY STRONG BODY & MIND

**BENTLEIGH  
FITNESS CENTRE**

## Install the Mindbody App

Once you have a connected account, you can use the Mindbody app to book classes.

1. Search for 'mindbody' through your App Store for iPhone or Google Play for Android and select INSTALL.
  - IMPORTANT NOTE: If an error occurs please ensure your phone has its latest software updates and that you have enough space on your phone for the app to function properly.
2. Open the app, select GET STARTED and CONTINUE WITH EMAIL
3. Sign-in with your BFC Mindbody account email and press NEXT then type the same password you created through the Bentleigh Fitness Centre Link.
4. Enter your FIRST NAME & LAST NAME then press the LET'S GO button at the bottom of the page.
5. Select the CONFIRM NOW button and you will be sent to your inbox where an automated email requires you to verify your email address. Open the email and click VERIFY THIS EMAIL ADDRESS.

Once this is complete, close the window and go back to the Mindbody App to create a shortcut to Bentleigh Fitness Centre

## Create a shortcut to Bentleigh Fitness Centre

You can favourite Bentleigh Fitness Centre on the MindBody App to your homepage to fast track all your class bookings.

1. Click the SEARCH FOR ANYTHING bar at the top and type in Bentleigh Fitness Centre.
2. In the LOCATION bar below, type Bentleigh East & select SEARCH
3. Select Bentleigh Fitness Centre and select the HEART ICON located on the top right side just above the words 'Bentleigh Fitness Centre'.
4. Close the app

When you reopen your app a shortcut to Bentleigh Fitness Centre will appear on your home page, ready for you to book.

## Forgot your Password?

You can reset your password through the App or the Desktop site

## How to RESET your Password on the Mindbody App

1. Select CONTINUE WITH EMAIL and enter your email address
2. Click NEXT on the bottom of the screen
3. Click the FORGOT YOUR PASSWORD? Link, and an automatic email will be sent to you
4. Open the email and follow the email prompts and create your new password.
5. Select SET PASSWORD and you're ready to go!

## How to RESET your PASSWORD through the Mindbody Website

1. Open your Mindbody Link: <https://clients.mindbodyonline.com/classic/ws?studioid=5722735&stype=-98>
2. Click the NEED NEW PASSWORD? Link, and type in your email address then select the blue NEXT button. An automatic email will be sent to you
3. Open the email and follow the email prompts and create your new password.
4. Select the blue SAVE button and you're ready to go!

## HOW TO USE THE MINDBODY APP

### How to BOOK a Class on the Mindbody App

1. Open your Mindbody App and log-in if you haven't already
2. Select BENTLEIGH FITNESS CENTRE which will appear under YOUR FAVOURITES on the first page. This will open up the live Group Fitness Schedule.
  - IMPORTANT NOTE: If you cannot see BENTLEIGH FITNESS CENTRE under YOUR FAVOURITES, refer to the CREATE A SHORTCUT TO BENTLEIGH FITNESS CENTRE Guide to set this up.
3. Select your desired date under the SCHEDULE bar to see what classes are available. Times will be listed in the first left column and class details in the second
4. Select BOOK on the right side of your desired class and select the orange BOOK button to confirm.
  - IMPORTANT NOTE: If the class is full, the BOOK button will change into a WAITLIST button. You can select the WAITLIST button on the right side of your desired class and select the orange WAITLIST button to confirm. There is a cap on how many people can waitlist themselves for a class, if you cannot book or waitlist a class, this means both the class and waitlist are full
5. When you see an orange window pop up that reads ENJOY YOUR CLASS you are in!
  - IMPORTANT NOTE: You can only book one class at a time and one week in advance.

### How to know if I am WAITLISTED on the Mindbody App

1. Open your Mindbody App and log-in if you haven't already
2. Select BENTLEIGH FITNESS CENTRE which will appear under YOUR FAVOURITES on the first page. This will open the live Group Fitness Schedule
  - IMPORTANT NOTE: If you cannot find it on your homepage, you will need to add it as a favourite. Please refer to the CREATE A SHORTCUT TO BENTLEIGH FITNESS CENTRE step-by-step guide
3. You can then view your waitlist ranking by going to the SCHEDULE and selecting the class you've waitlisted yourself on. On the top of the description, a grey bar will appear with your waitlist rank.
  - IMPORTANT NOTE: If you want to cancel your waitlist, Select the CANCEL button on the bottom right next to the class you'd wish to cancel then select CONFIRM

You will receive a notification through Email or SMS to confirm if you've come off the waitlist and gotten into a class.

## How to CANCEL a Class on the Mindbody App

1. Open your Mindbody App and log-in if you haven't already
2. Select PROFILE on the bottom right corner of your screen. Your Schedule will automatically appear with all UPCOMING classes that you've successfully booked
3. Select the CANCEL button on the bottom right next to the class you'd wish to cancel then select CONFIRM

## HOW TO USE THE MINDBODY ON YOUR COMPUTER

### How to BOOK a Class on the Mindbody Website

1. Open your Mindbody Link: <https://clients.mindbodyonline.com/classic/ws?studioid=5722735&stype=-98>
2. Sign-In with your username (email address) and password
3. Select CLASSES on the top right of your profile to see what classes are running this week.
  - IMPORTANT NOTE: You can filter by CLASS TYPE or TEACHER if you are looking for a specific class or instructor.
4. Select SIGN UP NOW on the left of the class you would like to attend
  - IMPORTANT NOTE: If the class is full, the SIGN UP NOW button will change into a WAITLIST button. You can select the WAITLIST button on the right side of your desired class. There is a cap on how many people can waitlist themselves for a class, if you cannot book or waitlist a class, this means both the class and waitlist are full.
5. Click the blue MAKE A SINGLE RESERVATION button on the left. You will be sent to your MY SCHEDULE page where you can view all your bookings

### How to know if I am WAITLISTED on the Mindbody Website

1. Open your Mindbody Link <https://clients.mindbodyonline.com/classic/ws?studioid=5722735&stype=-98>
2. Sign-In with your username (email address) and password
3. Select MY SCHEDULE located under the MY INFO tab to view all of your bookings and click on the WAITLIST link on the top right side of the table
4. The MY WAIT LIST page provides the details of each class you're waitlisted on. The wait list position for each will show in the WAIT LIST POSITION column.

You will receive a notification through Email or SMS to confirm if you've come off the waitlist and gotten into a class.

### How to CANCEL a Class on the Mindbody Website

- Open your Mindbody Link: <https://clients.mindbodyonline.com/classic/ws?studioid=5722735&stype=-98>
- Sign-In with your username (email address) and password
- Select MY SCHEDULE located under the MY INFO tab to view all of your bookings
- Find the class you would like to cancel and select CANCEL on the far right next to the corresponding class
- A pop-up will appear, select OK.

## **CLASS BOOKING AND CANCELLATION POLICIES**

### **Class Bookings**

All bookings can be made up to a week in advance. You can only book one class at a time through the system, and any recurring bookings made in a single booking attempt will not be accepted. You can attend more than one class in a day, simply make a separate booking for your desired classes.

### **Cancellations**

You **MUST CANCEL** your class 90-mins **BEFORE** the class start time. If you cancel within the 90-minute window, you will appear as a **LATE CANCEL** and considered a **NO SHOW** to the class. If you don't attend a class, you will be considered a **NO SHOW** and will receive your first strike. If you are a **LATE CANCEL** or **NO SHOW** more than once your Mindbody account will be blocked for 1 week and you will not be able to book any classes during that time.