


How To Join A Fee-Based Live Stream Class

Now that you've booked a live stream class, here's what comes next.

Step 1: Check your email for the live stream link

Live stream links are sent out to your email address 30 minutes before the start of class. If you book within the last 30 minutes before class starts, then you'll receive the email within a minute or two.

Subject: Here's the link to CLASS NAME on 9/21 at 4:00 pm



Here's the link to your virtual class.
Link is only good for one class listed below.
Click the link below when the class starts or just before the class starts. The Mindbody Live desktop program listed below is not required but will enhance the user experience. Mindbody live download only needs to be completed once on your desktop device.

CLASS NAME
Monday, December 7 at 9:00 am - 10:00 am PST

[Click Here to Join Class](#)

First Time? Tips for a great Live Stream:

1. Desktop users: [Download the Mindbody Live app](#)
2. Use strong wifi or Ethernet cable for best connection.
3. [Click here for more tips](#)

You were sent this email because it pertains to a class you have registered for.

You can also find the link in “my schedule” if you log into your account online or the “My Classes” section when you log in using the App 30 minutes before class begins. You will only have access to the class link in your schedule if you have paid for and are booked for that particular class.

Step 2: Decide which browser and device you'll use to attend class.

On a desktop, live stream classes work better on Google Chrome.

You can also download “[Mindbody Live](#)” a program that improves the live stream experience on a desktop or laptop.

[DOWNLOAD MINDBODY LIVE](#)

On a mobile device, the best experience will be found on iOS Safari or Chrome for Android.

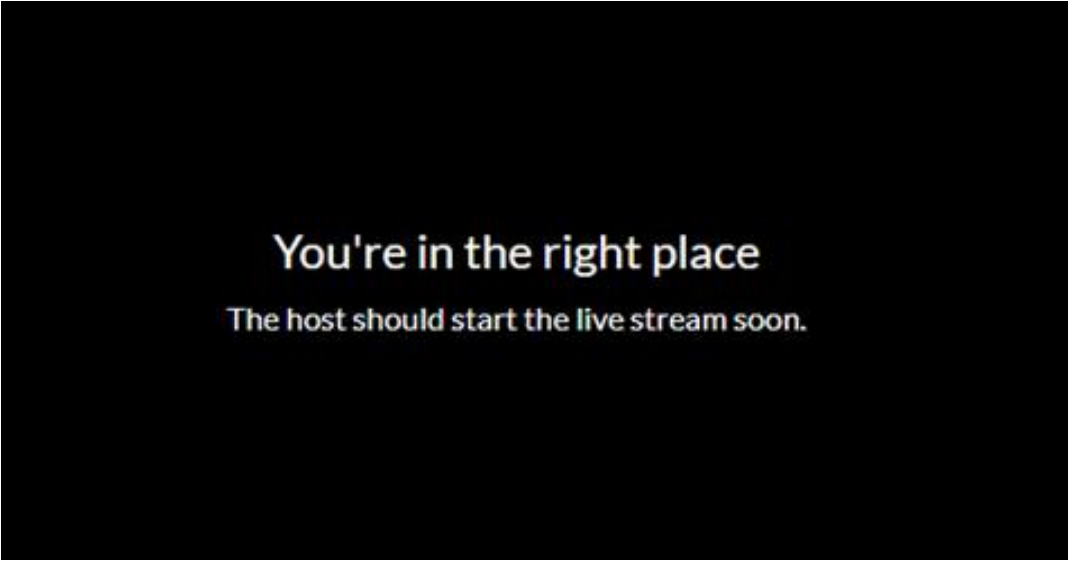
If you are using an iOS device, you must disable the pop up blocker. Here's how to do that:

1. Go to **Settings** > **Safari**.
2. In the **General** section, tap the **Block Pop-ups** toggle. It will turn white to indicate it's turned off.

Step 3: Log in to the live stream class

Use your login email and password to login to the class

If class hasn't started yet, you'll hang out in a waiting room. You'll see the screen below.



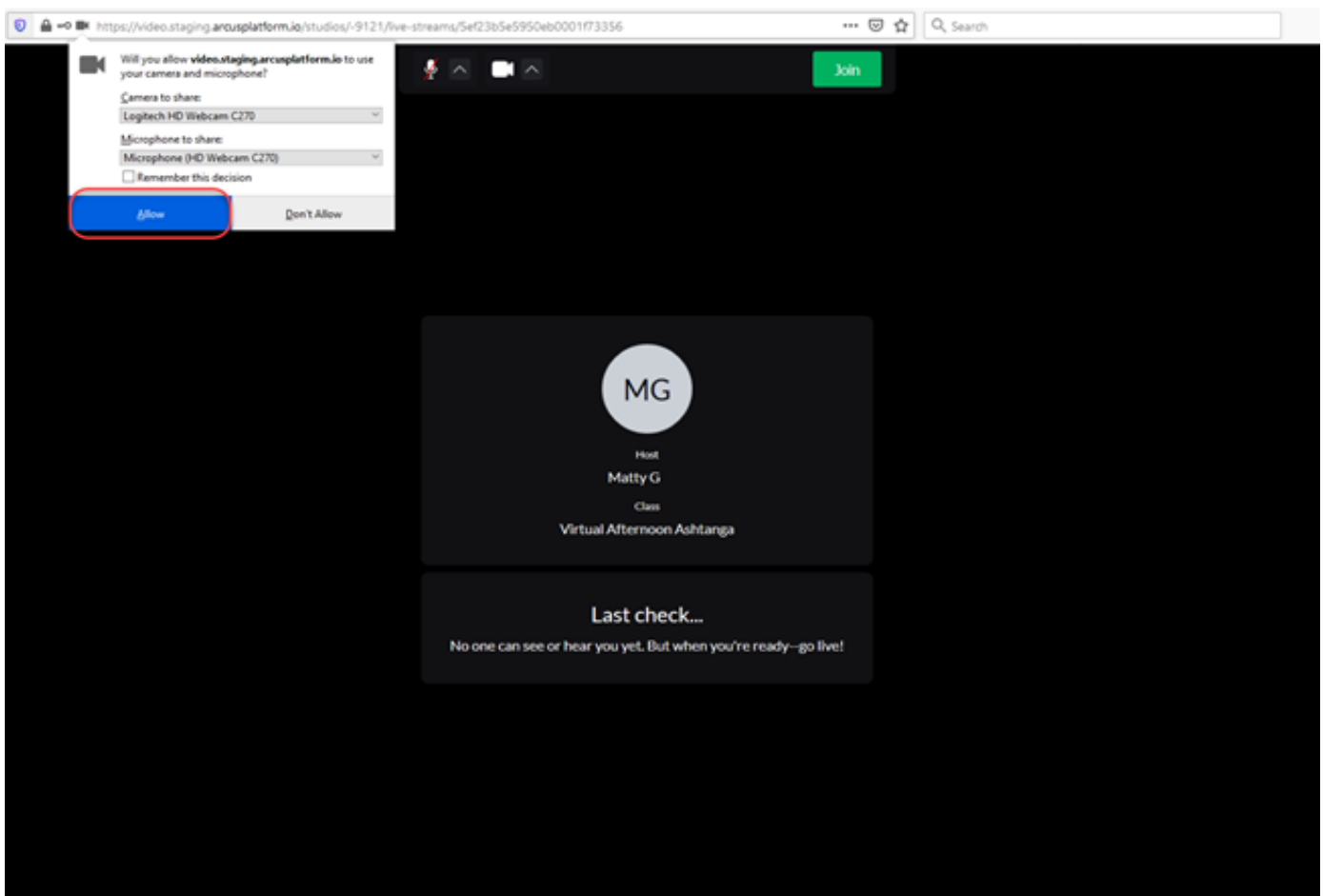
You're in the right place

The host should start the live stream soon.

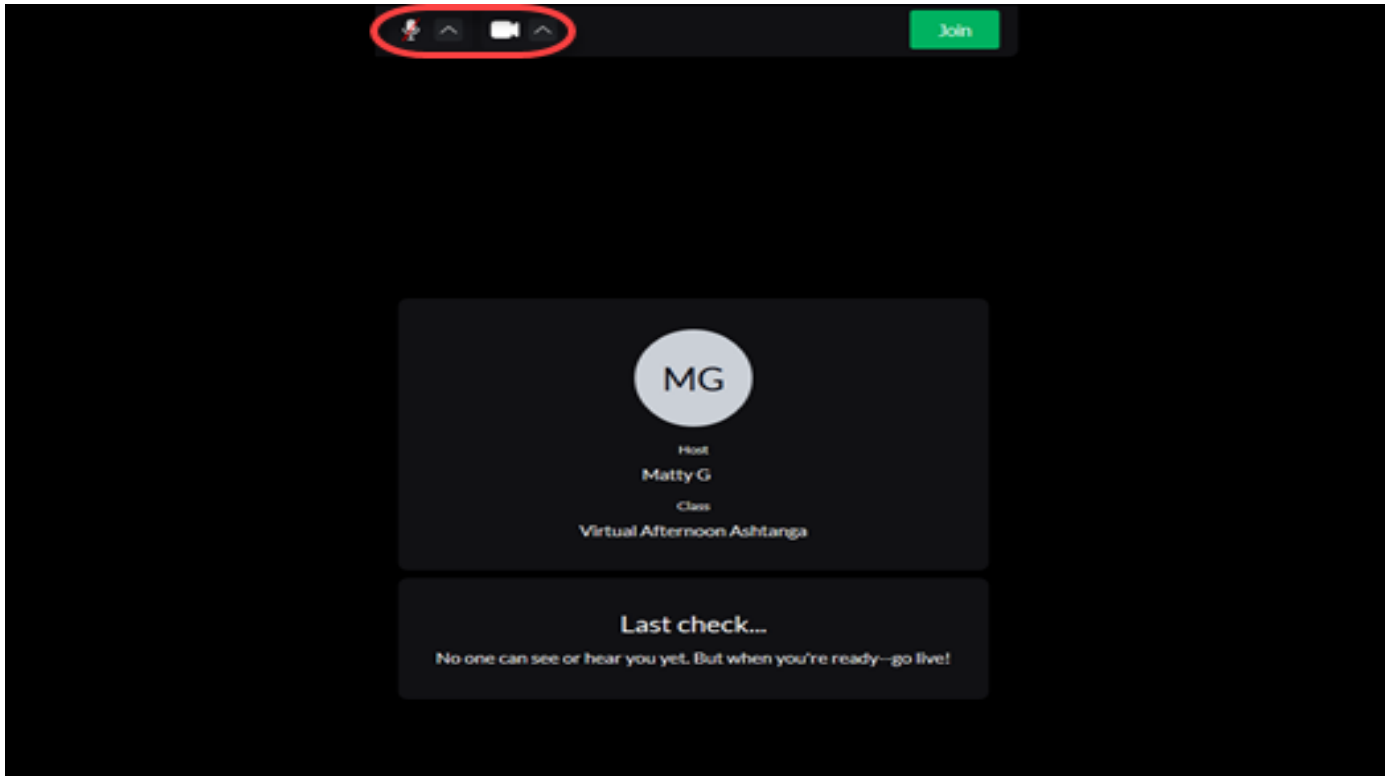
Step 4: Set your camera and microphone preferences

Your browser will ask to access your camera and microphone. Choose **Allow**—you'll still be able to mute your mic or turn off your camera in class if you'd like, but enabling at the browser level ensures you have control when the live stream starts.

All class attendees will start each class as “Muted”, with the option to unmute during class if the instructor would like to engage with the participants.



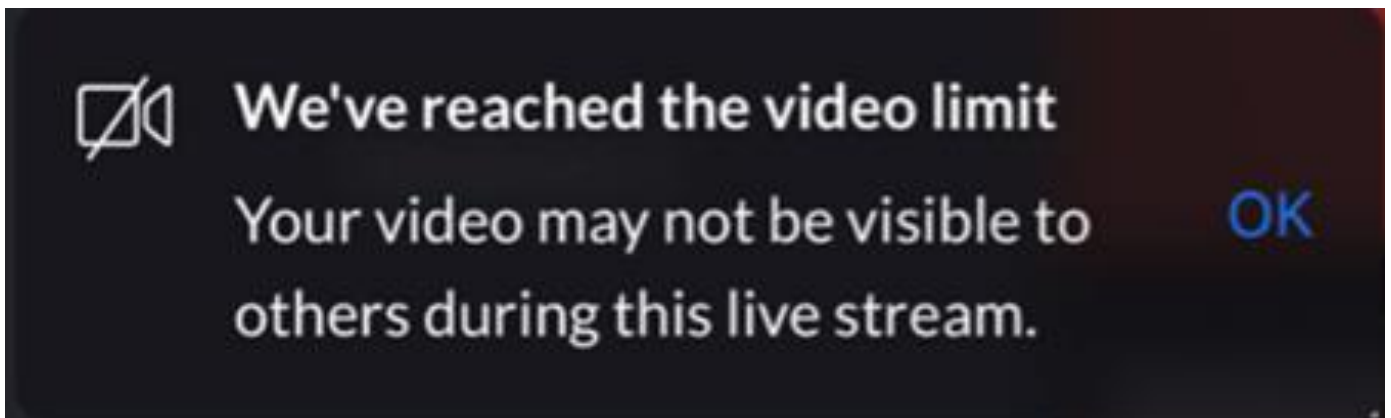
You can use the microphone and camera buttons at the top to set your preferences.



If your camera and/or microphone are not working when using a computer (Chrome), use the link below to learn how to enable your camera and mic for the class.

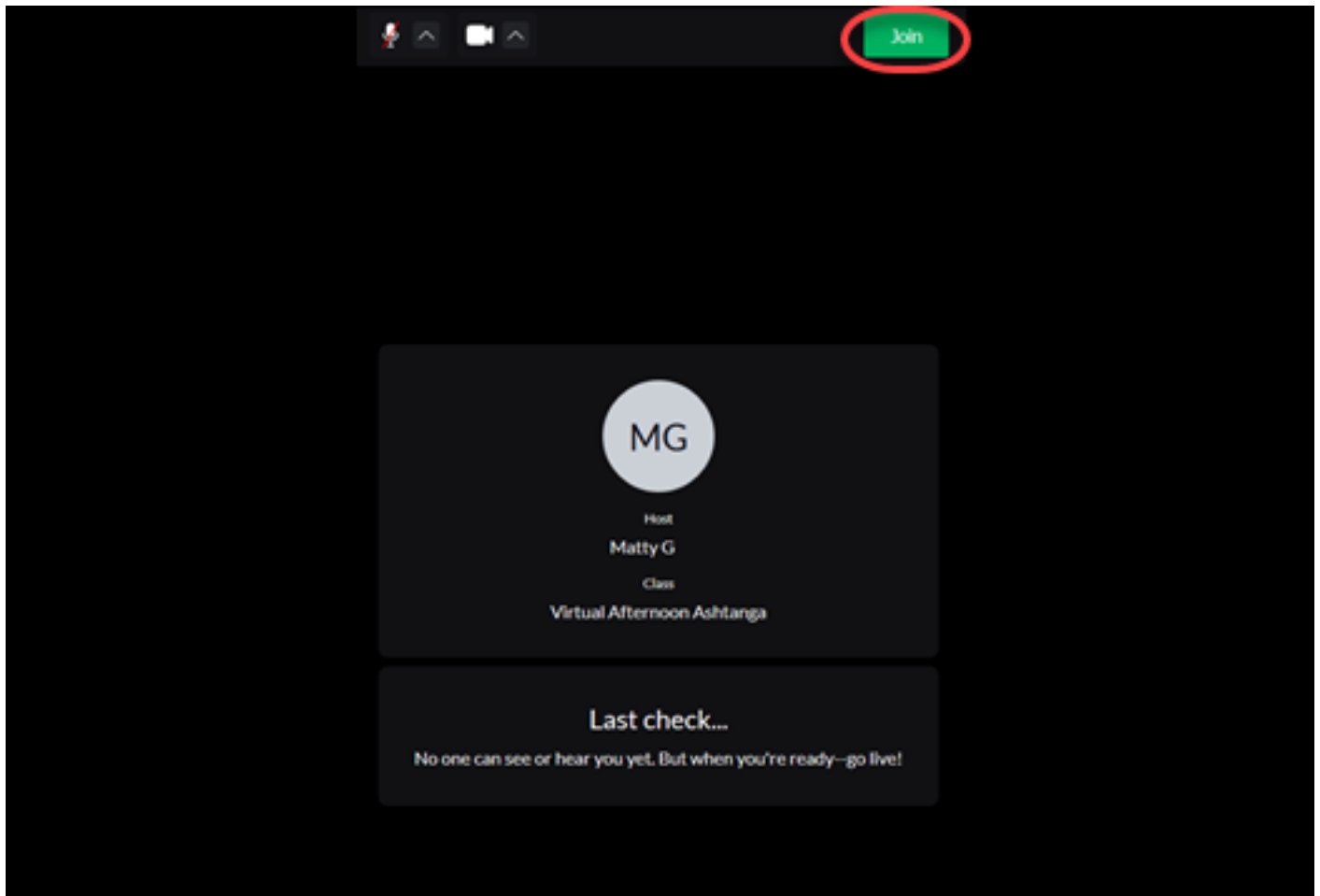
[CHROME HELP](#)

Only 15 participants can share their video during class, so if you're the 16th person to join, you may see this message. (currently there are no fee-based live stream classes at Rossmoor with more than 15 spots, so no need to worry about this at this time)



Step 5: Join the class

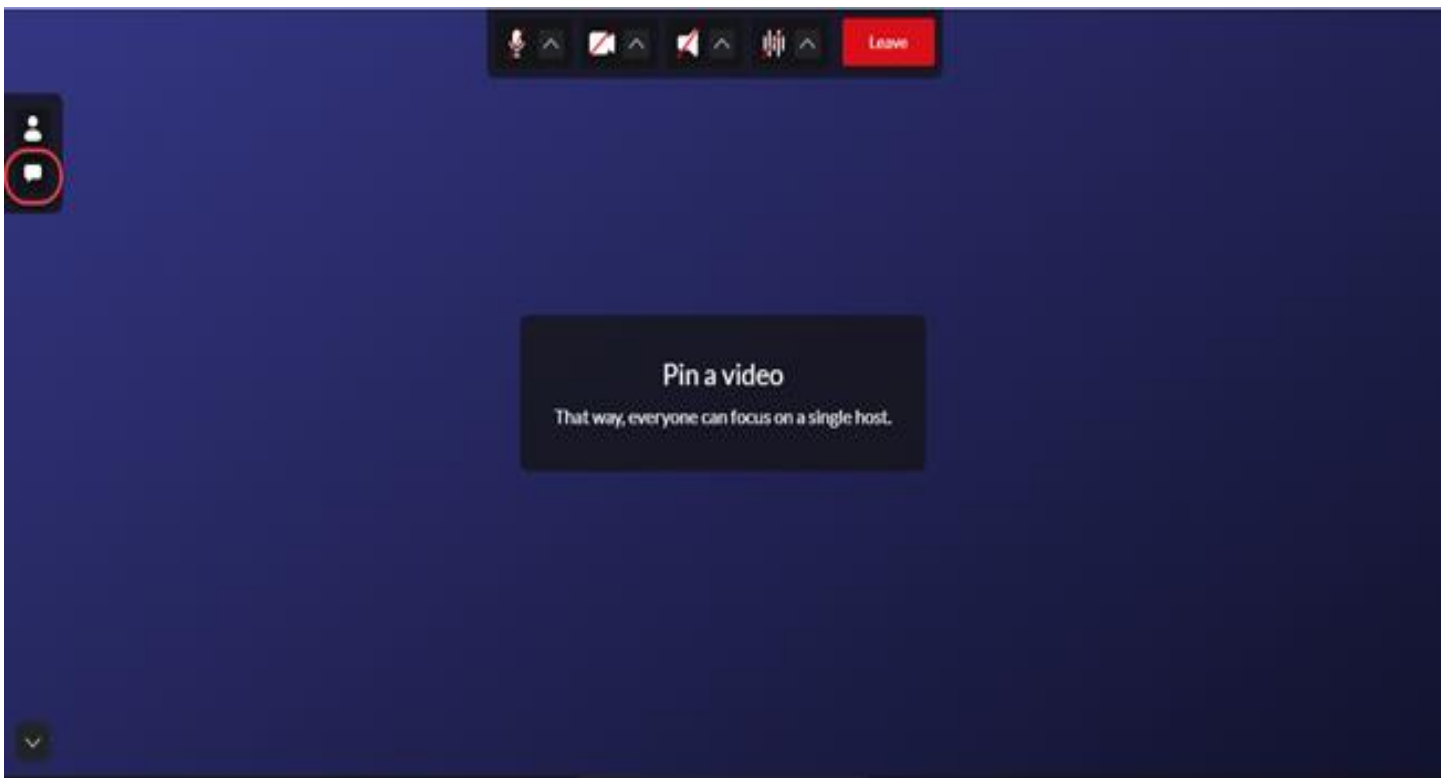
When you're ready to join the class, click **Join** at the top.



You can click on the Full screen icon on the right to enlarge the video to full screen view during class. You also have the option to change views:

- **Presenter view** shows the instructor's video
- **Grid view** shows up to 15 participants' videos along with the instructor's video in a grid.

Additionally, you can use the **chat box** to communicate with the teacher or their assistant. Keep in mind that there is no private chat option — all participants can see what you post. Just click on the chat icon on the left, and the chat box will open.



When class is over, you can click **Leave live stream**, then **Sign Out**.