

Body Balance Institute utilizes an online management software system called MINDBODY (aka MBO). MINDBODY is an online tool that allows you to quickly and easily control your account information and schedule. Now you can manage your schedule on the go with the MINDBODY app. The MBO app gives you the freedom to view your schedule, book/cancel classes and make secure payments from the convenience of your smartphone or tablet. It only takes a few seconds to setup. You can even request appointments with your favorite instructor/therapist!

Get the App

1. From your mobile device or tablet, open your app store
2. Search for 'MINDBODY'
3. Locate the MBO app as indicated by the logo shown here
4. Click to install
5. Once installed, simply login with your MINDBODY username and password
6. Don't have an MBO username/password? Contact the studio at 904-223-4079 and ask for Carrie.



Login Options

Opening the app will give you two login options, Facebook or E-mail:

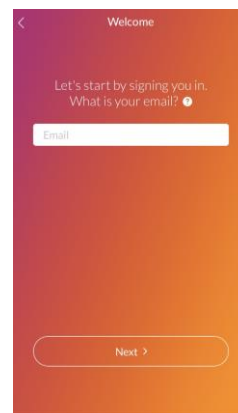
Facebook – To login with Facebook, follow the steps below:

1. Tap the 'Continue with Facebook' button
2. A notification will pop up, click 'OK' (settings can be adjusted later within Facebook)
3. On the next screen enter your MBO username and password
4. Tap 'Link Accounts'



E-mail – If you don't have Facebook or don't want to link your accounts, you may login with your email address by following the steps below:

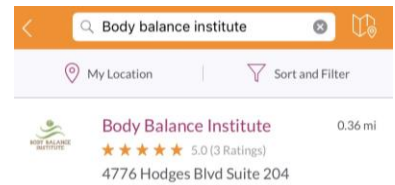
1. Tap the 'Or continue with email' link
2. Enter the e-mail address associated with your MINDBODY account
3. Tap 'Next'
4. Enter (or create) your password
5. Tap 'Next'
6. If you haven't set up a MBO account using the web version, enter your info, then tap 'Create Account'
7. It may ask if you want to use Touch ID to sign in; select your preference
8. Just created an account? **Verify your e-mail address to continue!**



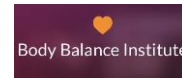
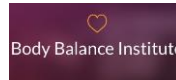
Finding & Making Body Balance Institute a Favorite



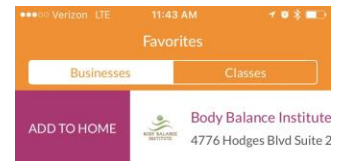
1. From the MBO app home screen, tap 'Favorites'
2. Search for 'Body Balance Institute'.
3. Once found, on the BBI listing.



4. On the next screen, tap the outlined heart at the top of the screen.
5. A solid orange heart indicates Body Balance Institute is saved as a favorite location!
6. Tap the heart at the bottom of the screen, a list of your favorite businesses and classes will be shown.

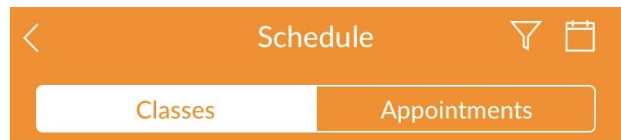


7. Swipe the BBI listing from left to right and tap 'ADD TO HOME'



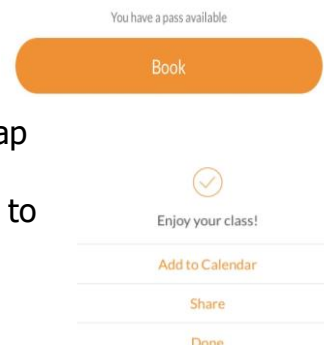
Finding BBI's Schedule

1. From the home screen, tap 'Favorites' at the top right OR the bottom center. If BBI is your home screen favorite, clicking the top right area will bring you directly to our class schedule. If not, you will need to click "SCHEDULE" once in the favorites screen.
2. The Schedule screen has two tabs "Classes" and "Appointments"; the selected tab is highlighted in white.



Scheduling Classes

1. Find the 'Schedule' screen as instructed above.
2. The Schedule screen has two tabs "Classes" and "Appointments"; select 'Classes' (the selected tab is highlighted in white).
3. Swipe right to left through the dates and select the date of interest or use the calendar in the upper right corner.
4. Once a date has been selected a list of classes will display. Find your class and select 'BOOK'.
5. If you have a package, a screen will display stating 'You have a pass available'. Tap 'Book'.
6. If you do not have a package, a payment screen will load. Select drop-in or the class package desire, and tap 'Book and Buy'.
7. A confirmation screen will display allowing you to 'Add to Calendar', 'Share' or simply select 'Done'.



8. If the class you wish to take is full, you can add yourself to the waitlist by tapping 'WAITLIST' and following steps 5 – 7.
9. To learn more about a class or the instructor, tap on the class name rather than 'BOOK'. Tap 'MORE' to read the instructor's bio or the class description.

The MBO app only allows you to book one class at a time.

Viewing Your Schedule

1. Tap 'Schedule' icon on bottom of the home screen.

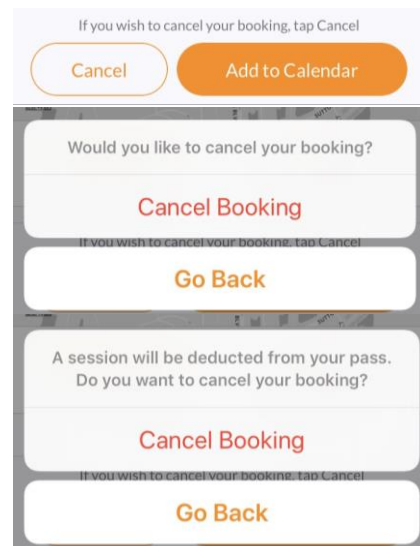


2. The Schedule screen has two tabs "Upcoming" and "History"; select 'Upcoming' (the selected tab is highlighted in white).
3. Your full schedule of classes and appointments will be displayed.
4. To the right it will show either 'BOOKED' or 'WAITLIST'.




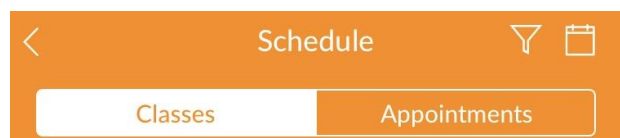
Canceling Classes

1. Tap 'Schedule' icon on bottom of the home screen.
2. Tap the class you wish to cancel.
3. Select 'Cancel'.
4. MBO will ask you to confirm your cancellation, select 'Cancel Booking' or 'Go Back'.
5. Note if the cancellation is late, a notice will appear stating, 'A session will be deducted from your pass. Do you want to cancel your booking?', select 'Cancel Booking' or 'Go Back'.
6. If you have an emergency, please late cancel and contact the studio via e-mail. Refer to our late Cancellation Policy for more information.



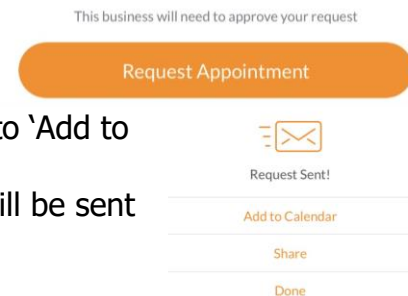
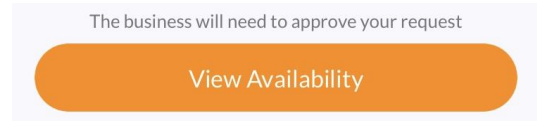
Requesting Appointments

1. From the home screen, tap  'Favorites' at the top right OR the bottom center. If BBI is your home screen favorite, clicking the top right area will bring you directly to our class schedule. If not, you will need to click "SCHEDULE" once in the favorites screen.
2. The Schedule screen has two tabs "Classes" and "Appointments"; the selected tab is highlighted in white.
3. Select the 'Appointments' tab as instructed above.



MINDBODY User Guide (Mobile Version)

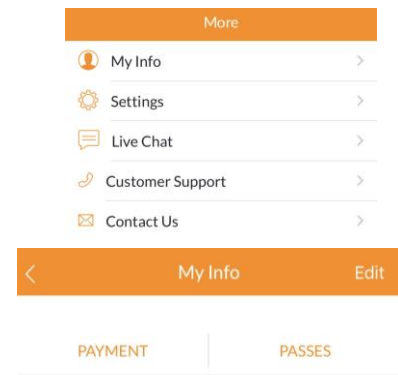
4. Select the type of appointment you are interested in. (Please note, there are 3 private and 3 duet types which are based on the instructor.)
5. Select the appointment length (displayed in purple).
6. Pick a staff member or select 'Any Staff'.
7. Selecting a specific staff member will take you to their bio. Click 'View Availability'.
8. If an appointment is available, a DOT will appear below the date. Select the date to view the available times.
9. Tap the desired time.
10. An appointment screen with detailed information will appear, select 'Request Appointment'.
11. A Request Sent screen will display allowing you to 'Add to Calendar', 'Share' or simply select 'Done'.
12. An Appointment Confirmation or Denial e-mail will be sent to you within 24 hours.



The MBO website version will allow more search parameters for appointment requests and is easier to navigate.

Edit Personal Information, Add Payment Methods and View Passes

1. Tap 'More' icon on bottom of the home screen.
2. Select 'My Info'.
3. Click 'Edit' at the top right to edit your personal information.
4. Click 'PAYMENT' to add or update your stored cards.
5. Click 'PASSES' to view your current available packages.



Website Version

Prefer to use a website to manage your account? The website version offers more account management and an easier viewing layout. Simply visit <https://clients.mindbodyonline.com/classic/mainclass?studioid=3271> and login with your MINDBODY username and password. Any questions? We are happy to help!