

Body Balance Institute utilizes an online management software system called MINDBODY (aka MBO). MINDBODY is an online tool that allows you to quickly and **MBO User Guides**

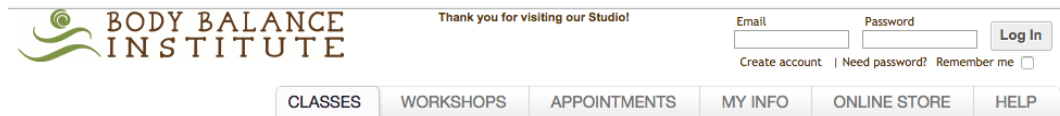
Website      Mobile

classes or make secure payments from the comfort of your home or on the go! You can even request appointments with your favorite instructor/therapist!

### Account Setup

Body Balance Institute is happy to set-up your username and password for you, or you can head over to the site directly by going to:

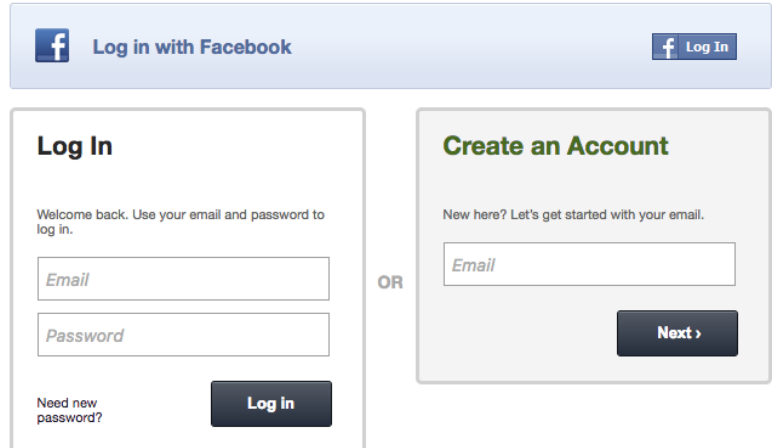
<https://clients.mindbodyonline.com/classic/mainclass?studioid=3271>.



In the upper right corner of the screen under the login fields, you have three options:

1) **Log In** – If you have already created a login, simply enter your e-mail address and password and click **'Log In'**.

2) **Create account** – If a BBI staff member has *not* entered you into MBO, click **'Create account'**. The next screen gives you three options: Log in with Facebook, Log In or Create an Account. For now, follow the **'Create an Account'** process. Enter your e-mail address, click **'Next'** and complete the registration form that follows.



3) **Need password?** – If you received a welcome e-mail from BBI, chances are an account has already been created for you! Just follow the instructions provided within the welcome e-mail for logging in. Lost the e-mail? No worries! Simply click **'Need password'**, enter the e-mail address you provided to BBI and click **'Next'**. MBO will send you a link to create a new password. Check your email and follow the instructions.

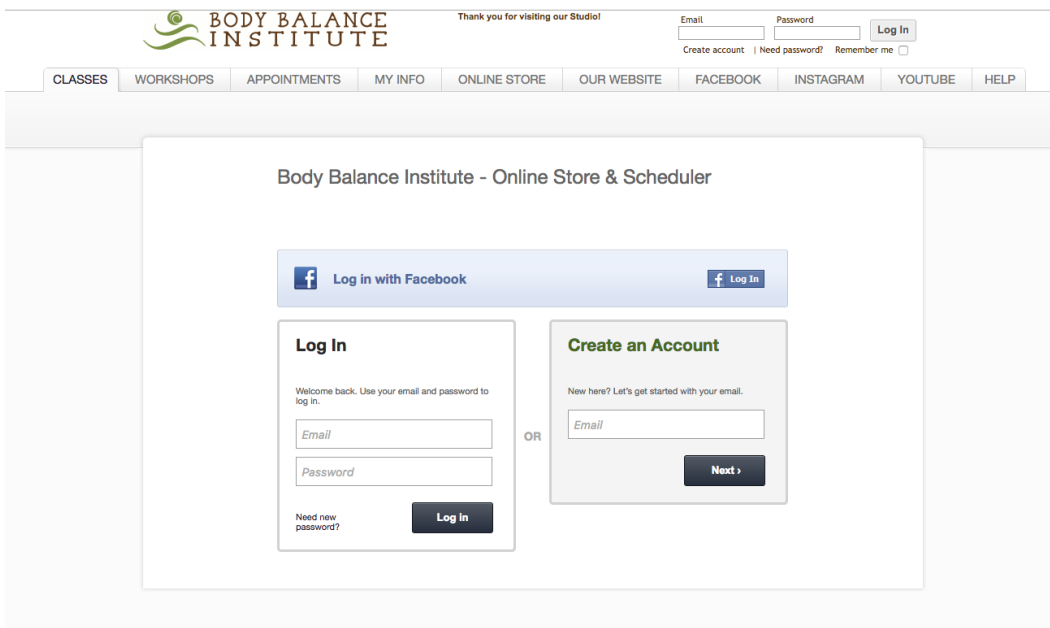
Don't forget to bookmark MINDBODY in your favorite web browser!

### Account Login Options

**Basic** – After creating an account you can login with your e-mail address and password by visiting:

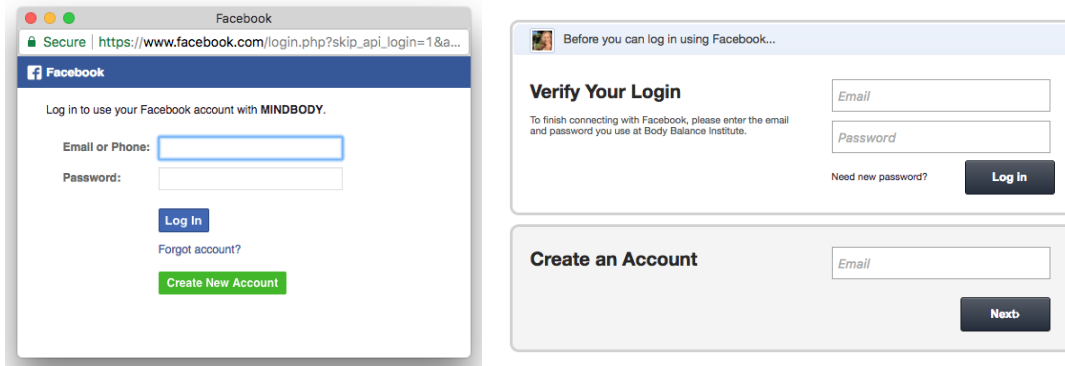
<https://clients.mindbodyonline.com/classic/mainclass?studioid=3271>.

Forgot your password? Click '**Need password?**' to have a password reset link e-mailed to you.



**Facebook** – If you decide to login with Facebook, you will have to select '**Create account**'; this will take you to the account setup screen. Click on the Facebook Log In button. A pop-up screen will display, requiring you to enter your Facebook login information first. The next screen will request that you '**Verify Your Login**' or '**Create an Account**'. Here you will use your MINDBODY login information (please note, this may be different than your Facebook login).

# MINDBODY User Guide (Website Version)



## Scheduling Classes

The **CLASSES** tab allows you to view BBI's current class schedule, read class descriptions and instructor bios and sign up for classes. To read about the classes and instructors, simply click the class or instructor's name. To schedule a class, locate the class you wish to take and click the **'Sign Up Now'** button. Please note; if the class you wish to take is full, you can add yourself to the waitlist by clicking the **'Sign Up Now'** button.

Class Schedule Today < Day < Week > 10/8/2017

Start time		Classes	Teacher	Assistant	Duration
<b>Mon October 02, 2017</b>					
8:00 am	<b>Sign Up Now</b> (0 Reserved, 6 Open)	Reformer & Mixed Apparatus	Tara		1 hour
9:00 am	<b>Sign Up Now</b> (8 Reserved, 0 Open)	Reformer & Mixed Apparatus	Lisa		1 hour
10:00 am	<b>Sign Up Now</b> (5 Reserved, 3 Open)	Elevated Movement	Lisa		1 hour

The next screen allows you to book a single class or make a recurring reservation:

**Make a Reservation**

Make reservation for  Myself  Someone Else

**Barre Pilates**

Teacher: Cheryl  
Time: 9:00 am - 10:00 am  
Date: Saturday 8/26/2017

**Recurring Options**

Make this reservation every: 1 Week(s)  
Select Days: Sat  
Start date: Saturday 8/26/2017  
End date: Saturday 8/26/2017

Total # Reservations: 1

Make your selection by clicking either **'Make a single reservation'** or **'Making a recurring reservation'**. If you do not have an available class package, you will be

prompted to select a **'Series or Membership'** in the online store. If you already have a class package, the next screen will display the confirmation of your schedule.

[Find an Appointment](#)

### Canceling Classes

Available Times Unavailable Times

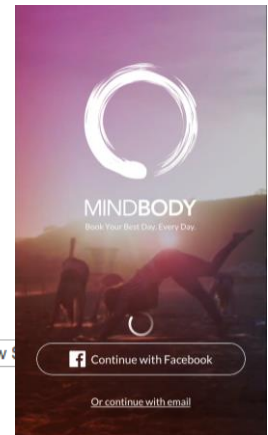
To cancel a class, go to the **MY INFO** tab and click **'My Schedule'**. Your full schedule of classes will be displayed and the option to cancel is to the right of each class. Click **'Cancel'**. MINDBODY will ask you to confirm your cancellation once. Note that **'Late Cancel'** appears when the online cancellation period has passed. Please refer to our late Cancellation Policy.

### Requesting Appointments

The **APPOINTMENTS** tab allows you to view availability, read instructor bios and request appointments. To request an appointment, click **'Find an Appointment'** on the right side of the screen and select the type of appointment you are looking for. A new screen will open requesting you to set certain parameters for your search; be as specific as possible when making your selections and click **'Search'**. Find an appointment day/time that works for you and click **'Request'**. Complete the Appointment Request Details on the next



screen and submit the request. Once submitted, an e-mail regarding the booking request will be sent to the studio and the appointment will show up in your schedule is *Requested Only*. An Appointment Confirmation or Denial e-mail will be sent to you within 24 hours. If you are unable to find an appointment day/time that works for you; please select **'Request waitlist'** on the Search Results page.



Search Results

### Mobile App

For smartphone users, you can also view schedules, book classes and more from the convenience of your phone or tablet with the MINDBODY app. It only takes a few seconds to setup. From your mobile device, open your app store and search for **'MINDBODY'**. Once installed, simply login with your MINDBODY username and password to start reserving classes and keep track of your schedule with ease. Any questions? We are happy to help! Stop by the front desk or e-mail [bodybi@gmail.com](mailto:bodybi@gmail.com). Prefer to call? Reach us by dialing 904-223-4079.