

## Mindbody & Zoom Troubleshooting Suggestions

These are a few quick and helpful solutions for possible technology issues you may have with Mindbody or Zoom. I am not an Information Technology (IT) professional, but I have learned to troubleshoot with students over this past year, and we have definitely figured out a few things! :) Please try these suggestions below, and then feel free to email me if you have any other problems or questions.

Thank you!

Melanie

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*“I am having a hard time logging into Mindbody.”*

- Try clicking on the link in the pop-up box on our home page that says, “If you have trouble logging in,...” Some students have also had better luck on computers versus phones to sign up.

*“I can’t remember my Mindbody password.”*

- Try this link from the website to reset your password <https://www.tosayoga.com/sign-up-or-buy/>.

*“The system seems to not let me sign up for a class unless it’s less than 7 days from now.”*

- At this time, we have set our system to allow students to sign up for classes only up to 7 days ahead. We may change this as we go along.

*“I can’t seem to login to Zoom.”*

- First, make sure you are using your own Zoom password. Be sure you are not using your Mindbody password or the Zoom class password in the class invite email.

*“I tried to sign up for class a few minutes before it started, but the system won’t let me.”*

- We have Mindbody set so that registration closes 30 minutes before class, so we have time to send the Zoom invite email. You can try to email [melanie@tosayoga.com](mailto:melanie@tosayoga.com). I will add you if I am able to check my email in that timeframe. And, I can always add you to the class after and send you the recording to do within our 72-hour recording window.

*“I signed up for a Zoom class and did not get the invite email.”*

- The Zoom class invite emails go out about 15-20 minutes before the class starts from [staff@tosayoga.com](mailto:staff@tosayoga.com). If it is within that time frame, first check any other folders in your mailbox as it may have gone there.

*“The password for the class recording does not seem to work.”*

- Make sure you are logged into your Zoom account. Also, try to copy and paste the password versus retyping it. Sometimes there is a small character such as a period that may be easily overlooked.