

# Virtual Livestream Classes FAQ

## 1. How do I find the schedule for virtual livestreamed classes?

Visit [www.edenprairie.org/communitycenter/fitness](http://www.edenprairie.org/communitycenter/fitness)

Click on “Register for Group Fitness Classes”

The screenshot shows the website's navigation menu on the left, with 'Fitness' selected. The main content area is titled 'Fitness' and includes a notice: 'The Fitness Center is currently open at 25% capacity per the governor's Stay Safe Order.' Below this are three buttons: 'Search for Specialty Fitness Classes', 'Group Fitness Schedules', and 'Subscribe to Fitness Information'. A section titled 'Group Fitness Classes' contains the text 'Community Center members currently have access to group fitness classes by reservation only.' and a link 'Register for Group Fitness Classes' which is highlighted with a red arrow. Below this is a 'Fitness Equipment' section with text about equipment orientation. A vertical banner on the right side of the page reads 'EDEN PRAIRIE COMMUNITY CENTER FITNESS'.

Once inside the group fitness schedule, filter by “Virtual” as the location to streamline the class options. Then hit the “Filter” button.

The screenshot shows the group fitness schedule page. At the top, there are navigation links for 'prev week' and 'next week', and a date range 'November 02 - November 08, 2020'. A dropdown menu is set to 'Virtual', and a 'Filter' button is highlighted with a red arrow. Below the filters, there are options to 'Print this week's Schedule' and 'Print class descriptions'. The main content is a table of classes for the week of November 2-4, 2020. Each class entry includes a checkmark icon indicating it requires a reservation, the class name, instructor, studio, category, length, location, and links for 'Description' and 'Sign Up'. An iCal icon is also present for each class.


| Time                               | Class Name                     | Studio | Category              | Length | Location |                            |
|------------------------------------|--------------------------------|--------|-----------------------|--------|----------|----------------------------|
| <b>Monday, November 2, 2020</b>    |                                |        |                       |        |          |                            |
| 9:35am-10:30am                     | Mix it Up - VIRTUAL<br>Mindy H |        | Cardio/Strength Combo | 55     | Virtual  | Description »<br>Sign Up » |
| <b>Tuesday, November 3, 2020</b>   |                                |        |                       |        |          |                            |
| 6:00am-7:00am                      | BodyPump - VIRTUAL<br>Marie G  |        | Strength              | 60     | Virtual  | Description »<br>Sign Up » |
| <b>Wednesday, November 4, 2020</b> |                                |        |                       |        |          |                            |
| 9:30am-10:30am                     | Yoga - VIRTUAL<br>Marya J      |        | Mind/Body             | 60     | Virtual  | Description »<br>Sign Up » |

## 2. How do I get the link to join the virtual livestreamed class?







Click "Sign Up"


« prev week **November 02 - November 08, 2020** next week » Virtual [category] Filter Clear

[day] [class name] [instructor]


Classes marked with a  require a reservation

[Print this week's Schedule »](#)  
[Print class descriptions »](#)

| Time                               | Class Name   | Studio | Category              | Length | Location |  |
|------------------------------------|--|--------|-----------------------|--------|----------|--|
| <b>Monday, November 2, 2020</b>    |  |        |                       |        |          |  |
| 9:35am-10:30am                     |  <b>Mix It Up - VIRTUAL</b><br><i>Mindy H</i> |        | Cardio/Strength Combo | 55     | Virtual  | Description »<br>Sign Up »  |
| <b>Tuesday, November 3, 2020</b>   |  |        |                       |        |          |  |
| 6:00am-7:00am                      |  <b>BodyPump - VIRTUAL</b><br><i>Marie G</i>  |        | Strength              | 60     | Virtual  | Description »<br>Sign Up »  |
| <b>Wednesday, November 4, 2020</b> |  |        |                       |        |          |  |
| 9:30am-10:30am                     |  <b>Yoga - VIRTUAL</b><br><i>Marya J</i>      |        | Mind/Body             | 60     | Virtual  | Description »<br>Sign Up »  |



You will be prompted to either Login, or if you have never logged in before you will click on the "Create a Login" tab, fill in all the fields and click "Register."



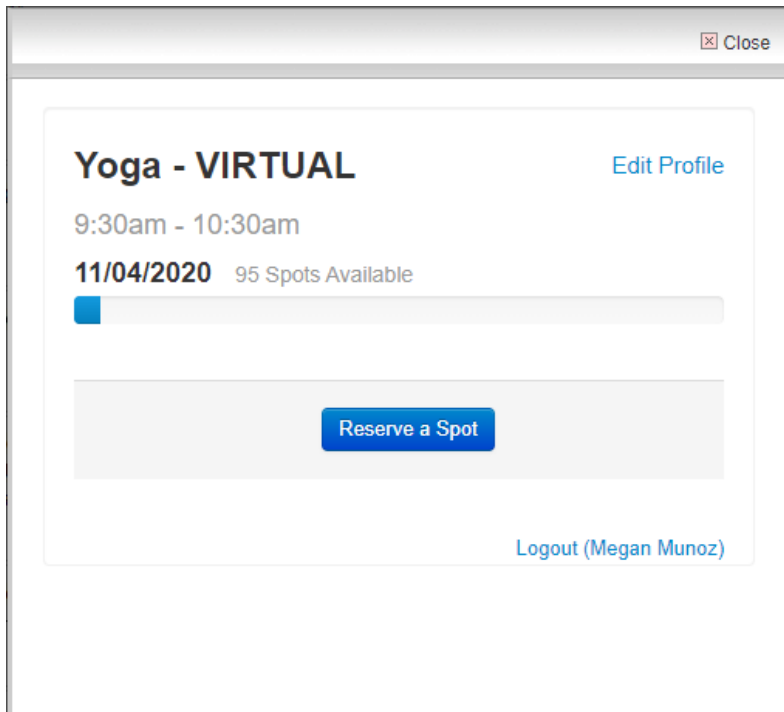
Login [Create a Login](#) [Forgot Password](#)

Please login below to sign up for your class. If this is your first time signing up, please [click here to create a login](#).

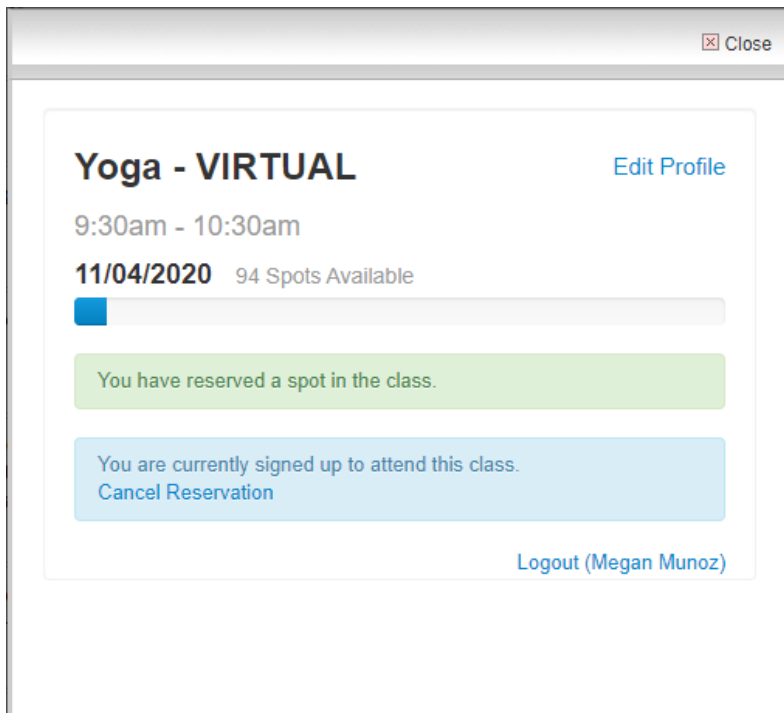
Email

Password


Your class will then appear and you'll be prompted to "Reserve a Spot."





It will confirm that you have a spot in the class and will give you a clickable option to cancel your reservation should you need to.



You will also receive an email confirmation showing the livestreamed class date, time, link, reminders, and instructions for optimal viewing. It will have a clickable link should you need to cancel your virtual class reservation.

 Fri 10/30/2020 5:18 PM  
City of Eden Prairie <no\_response@groupexpro.com>  
Virtual Class Reservation for Megan Munoz

To  Megan Munoz

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi Megan Munoz,

You have reserved a space in the following virtual class:

Class: Yoga - VIRTUAL  
Location: Virtual  
Date: 11/04/2020  
Time: 9:30am

To access the virtual class please visit:  
<https://us02web.zoom.us/j/83983720435?pwd=NjZCb0RwOHdlVVNleU9leVJhQWNZdz09>

Additional information regarding virtual class:  
By registering for this virtual class, you agree to the terms and agreement of membership, both in person and virtual.

- Do not share this link. Doing so could jeopardize your membership status.
- For optimal viewing, pin the instructor. To do this, right click on the instructor's square, select "Pin".
- Use your name so the instructor can identify participants. To do this, right click, select "Rename" and type in your name. Remain muted at all times.
- Virtual classes may be recorded by the host. Participant recordings of class are prohibited.

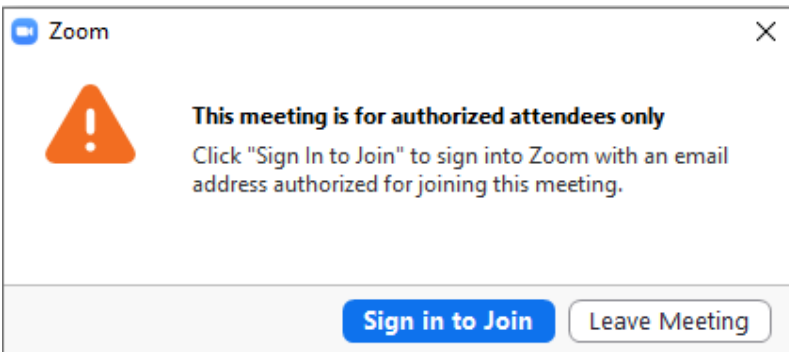
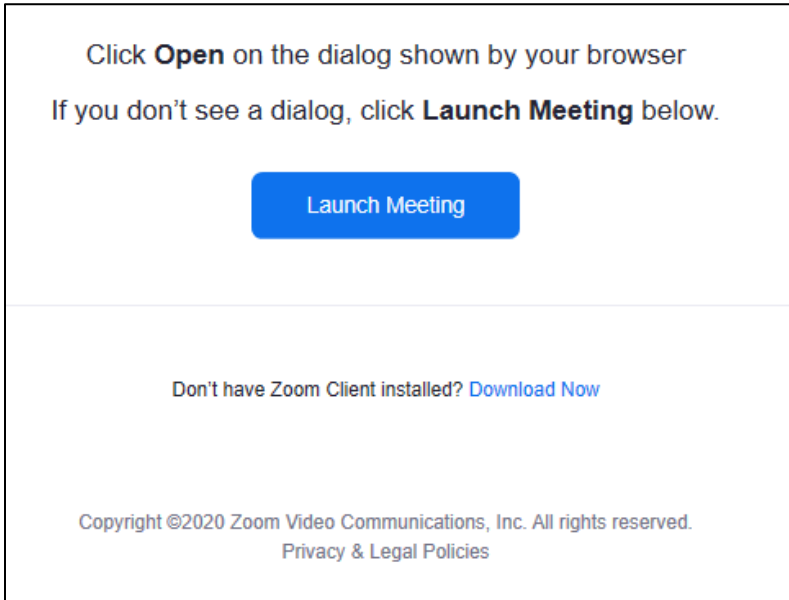
Should you need to cancel your reservation, please [click here](#).

Thanks and we'll see you soon!  
GXP

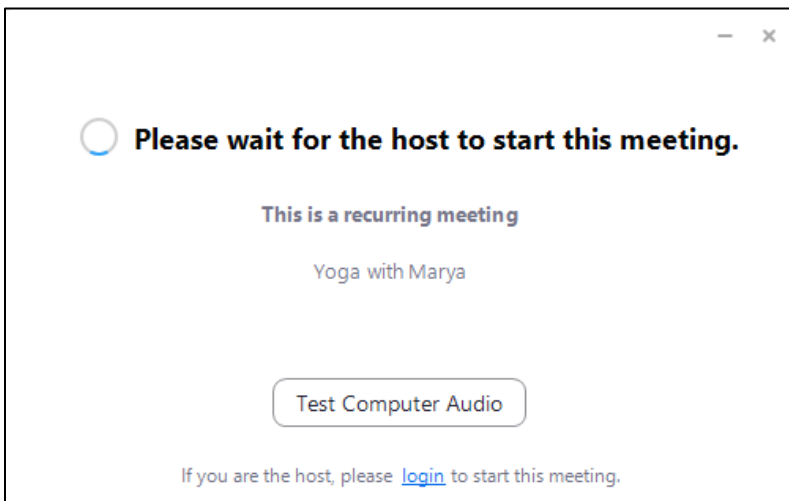
**WARNING:** This email was sent from GroupEx PRO. Please do not reply to this email. If you have questions, please reach out to the club's Group Fitness Manager.

### 3. How do I join the virtual livestreamed class?

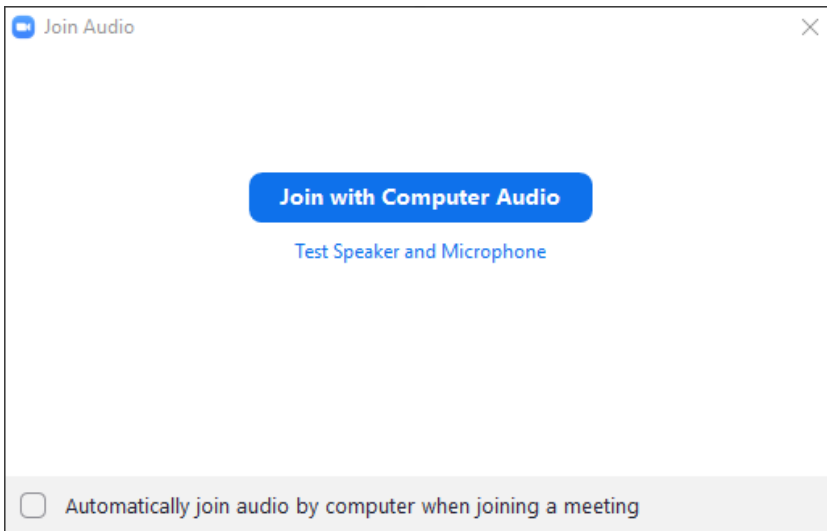
On the scheduled day and time, click on the class link in your confirmation email. **Do not share this link.** Doing so could jeopardize your membership status. The link will open in your Zoom app or give you the following message in your browser.



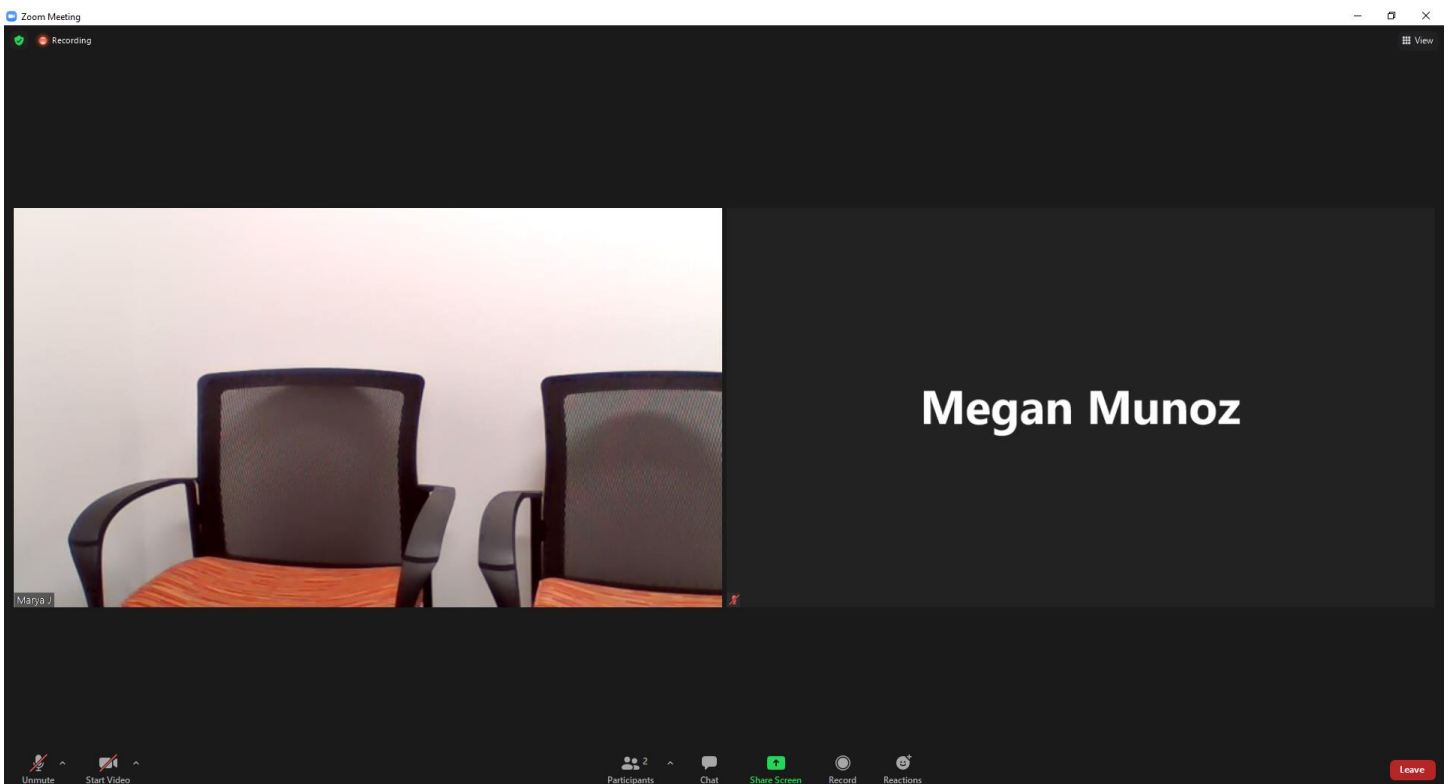
You will see the following message until the instructor starts the meeting.



When the meeting has started, click “Join with Computer Audio”.



You will automatically be muted. Please do not unmute yourself.



For optimal viewing, pin the instructor. To do this, right click on the instructor’s square, select “Pin”. Use your name so the instructor can identify participants. To do this, right click in your square, select “Rename” and type in your name.

To leave the class, click the “Leave” button in the bottom right hand corner. The instructor will also end the class.