



Before you proceed with troubleshooting, please clear the cache from your device and reboot. See the instructions at the bottom of this document for details on how to clear the cache.

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Introduction (Please read carefully and thoroughly)

There are three steps necessary to join YHC Streaming videos:

- 1) Installing Zoom for video streaming on your device
- 2) Logging into MindBody
- 3) Selecting a class from the STREAMING CLASSES tab

1 - Installing Zoom

Installing Zoom and setting it up is slightly different depending on whether you are on a Mac or Windows computer or a mobile phone.

To install on a Mac computer or a PC go to:

<https://zoom.us/download>, download, and install.



To install on an iPhone go to:

<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

To install on an Android phone go to:

https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Follow the on-screen instructions to install. Once zoom is installed on your device you'll be able to join YOGA HEALTH CENTER streaming videos.

To access YHC streaming classes, after you've installed Zoom follow the directions below.

2 - Logging into MindBody - **if you've never logged into MindBody**

To view our streaming videos you must be logged in to MindBody. MindBody can be accessed by going to clients.mindbody.com. When you arrive at the MindBody site (assuming that you haven't done this already), you'll need to enter "133" (without the quotes) to get access to your YHC account. Or type in Yoga Health Center.

Once you enter 133 this screen will display.

Click on the button that says "Select". Once you've selected the Yoga Health Center as instructed above, the following screen will display.

YOGA HEALTH CENTER
677 Laurel St, Ste 200
San Carlos, CA 94070
(650) 631-YOGA (9642) ◊ www.yogahealthcenter.com



Yoga Health Center

Username/Email

Password

Remember me [Forgot password](#)

LOG IN [Continue to site without logging in](#)

Enter your login credentials. This will be your email or user name and password that you set up in MindBody.

If you've never logged into MindBody, or don't remember your login credentials, click on "Forgot Password". A link will be sent to your email so that you can reset the password. See below.



Yoga Health Center

Username/Email

Password

Remember me [Forgot password](#)

LOG IN [Continue to site without logging in](#)

Enter your login information. Click on LOG IN.



Yoga Health Center

Username/Email

Password

Remember me [Forgot password](#)

[Continue to site without logging in](#)

2a - Logging into MindBody - if you've previously logged in to MindBody

If you've previously logged in to MindBody you will see one of the following screens. If you see this screen, click on Yoga Health Center.



By clicking on Yoga Health Center as shown above, or if you have logged in previously you will see.

 **YOGA HEALTH CENTER** Fitness Harmony Community

If you have been to YHC before you have an account. Use your email address to log in.

Email: Password:

[Create account](#) | [Need password?](#) [Remember me](#)

[STREAMING CLASSES](#) [MY INFO](#) [GIFT CARDS](#) [FACEBOOK](#) [HELP](#)

Enter your username/email and password.

YOGA HEALTH CENTER
677 Laurel St, Ste 200
San Carlos, CA 94070
(650) 631-YOGA (9642) ◊ www.yogahealthcenter.com



Accessing Classes through MindBody

Once you've logged in to MindBody you will see the following screen where you will see a "STREAMING CLASSES" tab.

YOGA HEALTH CENTER Fitness Harmony Community

Welcome to your YOGA HEALTH CENTER online account! If you have been to YHC before you have an account. Use your email address to log in.

Welcome Ken Nangle, you're signed in Last sign-in: 1/16/2020 3:47:07 PM Log Out

STREAMING CLASSES MY INFO GIFT CARDS FACEBOOK HELP

All service categories All class types All teachers

Class Schedule

Today Day Week 3/26/2020

Start time	Classes	Teacher	Room	Duration
Sun March 22, 2020				
no scheduled classes or training sessions				
Mon March 23, 2020				
no scheduled classes or training sessions				

Click on the "STREAMING CLASSES" tab and you will be presented with a screen similar to this...

YOGA HEALTH CENTER Fitness Harmony Community

Welcome to your YOGA HEALTH CENTER online account! If you have been to YHC before you have an account. Use your email address to log in.

Welcome Ken Nangle, you're signed in Last sign-in: 1/16/2020 3:47:07 PM Log Out

STREAMING CLASSES MY INFO GIFT CARDS FACEBOOK HELP

Media

Today Day Week 3/26/2020

Click on a Link to View!

Streaming Classes

1) 75 Minute Vinyasa with Kristi - 9:30 am In this 75-minute yoga class with lovely healing music, students of all levels will flow through a sequence of poses that link breath and movement, including sun salutations and a variety of other postures that improve your strength, balance, and flexibility.

2) 5:00 pm - 50 Minute Core Fit with Val In this 50-minute fitness class with upbeat music, students of all levels work on strengthening their abs, glutes and upper body, making this class an overall conditioning workout like no other. Options are provided from easy to difficult.

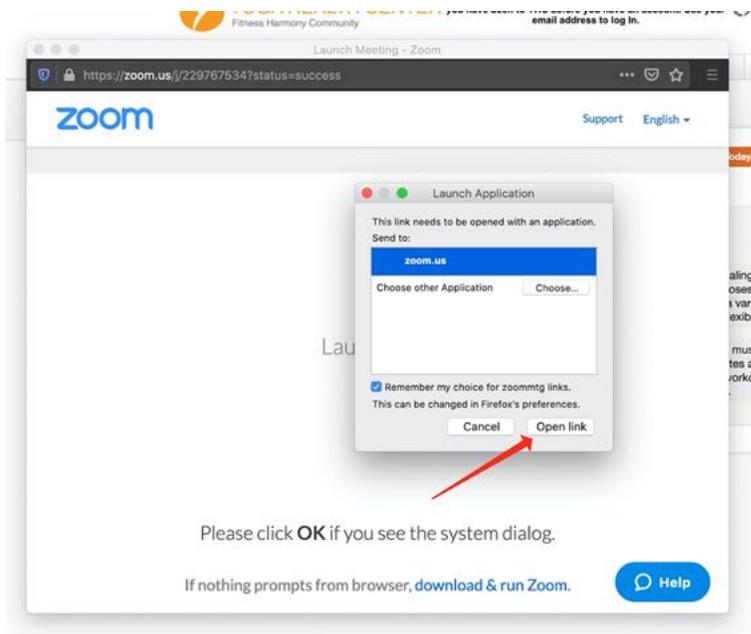
Note: The classes will change each day. On this day there are two streaming classes available. On other days, different classes or additional classes may be visible depending on what classes are available that day.



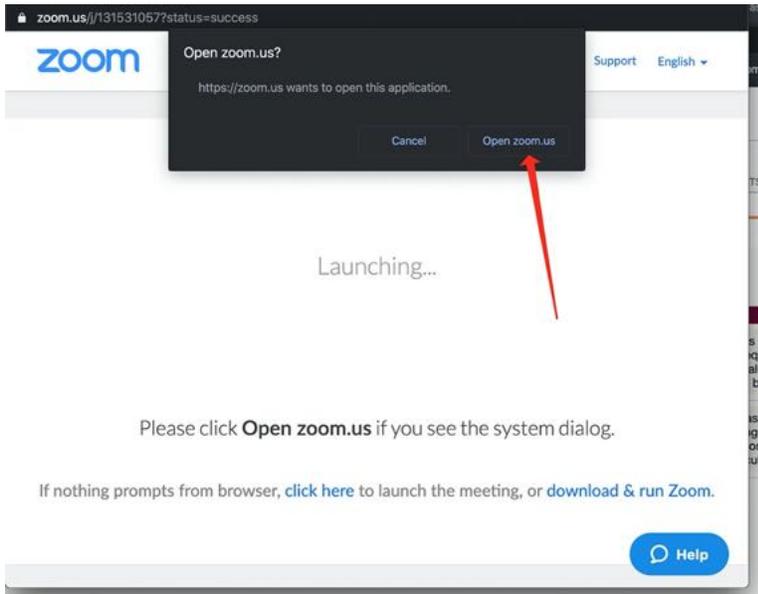
Click on the class you want to attend and it will launch Zoom automatically. Depending on your device and/or browser you'll be presented with a screen similar to this.

This screen will be different depending on your device/browser combination. However, they all do the same thing. At this point, your device is attempting to launch Zoom so that you can enter the meeting.

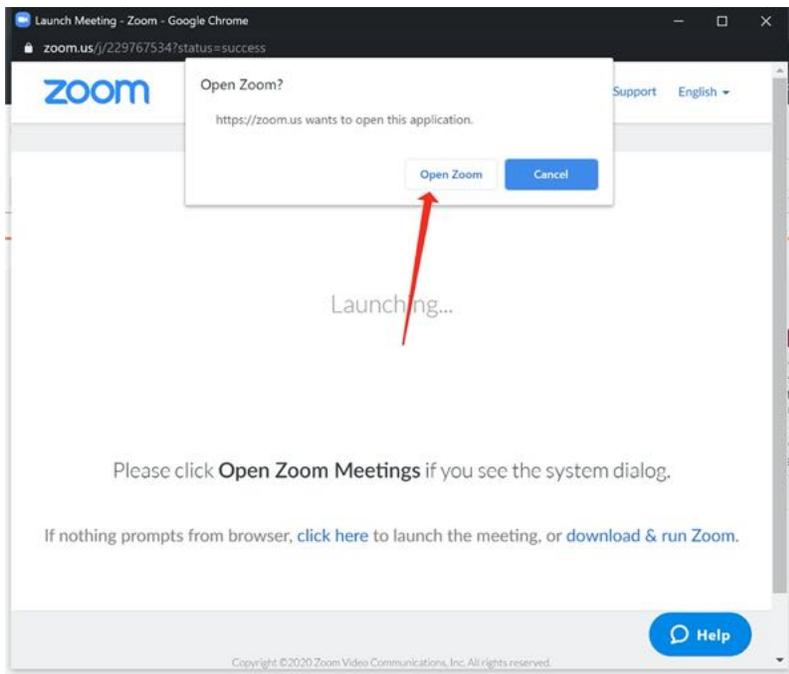
In this instance (Mac/Firefox) you need to click on "Open Link" and you'll enter the meeting.



Here's an instance where the device/browser combination is Mac/Chrome.



Windows/Chrome



Windows/Edge



Media

Click on a Link to View!

Streaming Classes

1) 75 Minute Vinyasa with Kristi - 9:30 am

In this 75-minute yoga class with lovely healing music, students of all levels will flow through a sequence of poses that link breath and movement, including sun salutations and a variety of other postures that improve your strength, balance, and flexibility.

2) 11:15 - 50 Minute Core Fit with Val

In this 50-minute fitness class with upbeat music, students of all levels work on strengthening their abs, glutes and upper body, making this class an overall conditioning workout like no other. Options are provided from easy to difficult.

Microsoft Edge blocked a pop-up from clients.mindbodyonline.com. Allow once Always allow

Clearing the cache of your device

iPhone/iPad - Safari

<https://support.apple.com/en-us/HT201265>

iPhone/iPad - Chrome

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DiOS&hl=en>

iPhone/iPad - Firefox

<https://support.mozilla.org/en-US/kb/clear-browsing-history-firefox-ios>

Android phone - Chrome

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DAndroid&hl=en>

Android phone - Firefox

<https://support.mozilla.org/en-US/kb/clear-your-browsing-history-and-other-personal-data>

PC - Internet Explorer 11

<https://clear-my-cache.com/en/windows/internet-explorer-11.html>

PC - Edge

<https://www.lifewire.com/clear-cache-microsoft-edge-4156806>

PC - Chrome

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>



PC - Firefox

<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

Mac - Safari

<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

Mac - Chrome

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

Mac - Firefox

<https://clear-my-cache.com/en/apple-mac-os/mozilla-firefox.html>

If you still have trouble with clearing your cache, or if you use Opera, refer to this website for your specific configuration.

<https://clear-my-cache.com/>