

# *Virtual Classes*

## **FREQUENTLY ASKED QUESTIONS**



*Q: Do I need to install an app to view virtual classes?*

Your computer might prompt you to install Webex, once you've registered for a class. Follow the on screen commands to install.

*Q: Can I join virtual classes after they have started?*

Yes! If you have registered in advance, you are able to join the class as long as it has not ended yet. As these classes are live, once they've ended they are no longer available to view.

*Q: How do I register for a virtual class?*

- Step 1:** Go to [www.nchmd.org/wellness](http://www.nchmd.org/wellness)
- Step 2:** Click "Schedules"
- Step 3:** Click "Group & Specialized Fitness Schedule"
- Step 4:** Click the underlined class you are wishing to attend virtually
- Step 5:** Click "Register"
- Step 6:** Enter your first name, last name, email, and NCH Scantag #

**Once your membership privileges are verified, you will be emailed a link to use to participate the day of the class.**

*Q: How far in advance should I register?*

Registration is available 3 days prior to the class, until 1 hour prior to each class.

*Q: Do I need to sign up for the same class each week?*

You will need to register for the class once a month to stay registered. Each day of class you will receive an access link providing your membership is active.

*Q: What if I have a membership, but I can't find my membership scan tag?*

If you can't find your membership scan tag, call the front desk at 239-624-2750 Extension #6, to purchase a replacement



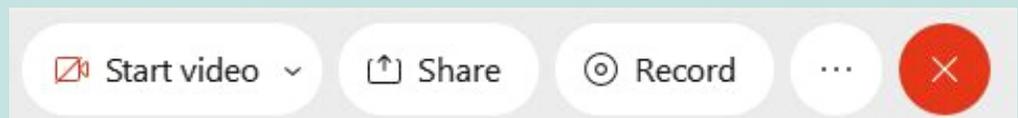
Wellness & Fitness Centers

*Q: What if I forgot I registered for a class?*

Thirty minutes before the class starts, you will receive an email with another link to join the virtual class.

*Q: I can view the class, but I can't hear it, why is this?*

Ensure your audio output is switched to the device you are viewing the class on. You can do this by clicking the three dots on the bottom white toolbar.



*Q: What classes are currently offered in the virtual format?*

Availability of our virtual classes changes as each month's Group Fitness schedule is released.

See our website for a current list of classes:

[nchmd.org/wellness/schedules](https://nchmd.org/wellness/schedules)

*More Questions?*

Contact Jennifer Ray, Group Ex. Manager at [jennifer.ray@nchmd.org](mailto:jennifer.ray@nchmd.org)