



Group Exercise FAQs

WHAT is the group fitness class signup process?

- Download the Mindbody app or visit www.mindbodyonline.com to create an account.
- If this is new for you, contact Amanda Gelovich at agelogich@jfedsnj.org to align your JCC membership with Mindbody.
- Whether you are attending virtually through Zoom, or in-person, we request that you register in Mindbody ahead of class time.

HOW do I sign up for classes?

1. Using Mindbody, search for Katz JCC and find the class(es) you wish to attend. We are offering hybrid format for nearly all classes, so you'll see them listed twice. There will be an option for class name (ex: Zumba with Renee) and virtual on Zoom (ex: VIRTUAL Zumba with Renee). In a few cases, there will only be VIRTUAL offered.
2. Register for each virtual or in-person class you wish to take; you will see a \$10 drop-in rate until you click on the word "Book," then it will change to the free Member rate. You should not be asked for a credit card. If you are, please contact Amanda Gelovich (agelovich@jfedsnj.org) so she can properly align your JCC membership with the Mindbody system.
3. Once you've booked, you'll receive an automated email from Mindbody simply stating that your registration went through. No equipment or Zoom information is included.
4. As class time gets closer, you'll receive another email, this time from Group Fitness Coordinator Karen Roorda confirming the class start and end time, location, equipment, and the Zoom link. Please consider adding kroorda@jfedsnj.org to your address book, so these emails do not go to your Spam folder.

WHEN should I sign up?

- No matter if you're attending in-person or through Zoom, you should sign up as early as possible, but 24 hours in advance is ideal. The longer you wait, the more likely it is you won't receive the informational email with full details, plus the class could be fully booked.
- If you can no longer attend, please cancel your reservation using Mindbody or contact Karen (kroorda@jfedsnj.org) to cancel it for you.

WHY are these steps required?

- In the hybrid class world (instructors teaching to in-person attendees and virtual), we need to be sure we have enough physical and electronic spaces. The Social Hall allows up to 20 people with proper social distancing, but the J360 fits only 9 people before starting a waiting list. Virtual classes can accommodate up to 50 attendees. Tracking it in one space, via an established system like Mindbody, ensures we can retain all the details.
- Instructors need to validate that their classes deserve to remain on the schedule, and a healthy number of attendees is the best way to do so. By registering in advance, your instructor can simply sign everyone in as attending, rather than searching, finding and signing in. Classes can start and end on time, which benefits everyone.

OTHER frequently asked questions:

Can't I just get the Zoom information from the Facebook Group, 30 minutes before class starts?

These posts by JCC Marketing serve as a backup and a reminder. Attending without registering does not help the instructor start on time and it does not give you the equipment information and other details.

I got the Zoom information from the weekly JCC emails (and/or the weekly schedule posted in the Members Only Facebook Group), why do I have to register in Mindbody?

The email and schedule are for convenience. However, attending live or virtual classes without registering does not help the instructor start on time, may not count you as an attendee, and does not give you equipment information and other details.

Why did I receive an email indicating "We missed you at ___ class"?

This is an automated message from Mindbody when you're registered for class, but the instructor doesn't sign you in. You will not be penalized in any way. Please disregard this email.

Why didn't I receive Karen's detailed follow up email with the Zoom information, class location, equipment, etc.?

It's likely a timing issue. If you signed up very close to the class start time, you may not have received the email yet or Karen may not have seen your reservation, having already sent the details to registered attendees the day before class and again a few hours before class.



Why is the Mindbody app or website giving me trouble?

Please contact Amanda Gelovich (agelovich@jfedsnj.org) for assistance and explain what's occurring. It's likely you're not the only one!

Why can't I find Dana L's classes in Mindbody?

These classes are offered Live in our Members only Facebook Group and do not require advance registration.

When the weather gets nicer, and some classes move outdoors, will I still need to use this process?

Yes, we expect to continue with Mindbody for the foreseeable future. There are limited socially distanced spaces on the tennis courts, plus we'll still need to communicate the same details as well as contingency plans in case of inclement weather or other last-minute changes.

Is this the same system used for reserving time in the fitness center, indoor track, pool and basketball court?

No, Mindbody is separate from Daxko, the system used for those functions.