



# FAQs: Website How-To's

## mary-mccarthy.com

### Sign up and select a membership plan

1. At the top right of the page, click **“login.”**
2. Click on **“Sign up”** next to **“New to this site?”**
3. Sign up with Google, Facebook, or your email address. To login with email, enter your email address and create a password. Once you log in, see your **Name** at the top right.
4. Click on **“shop”** in the top navigation bar.
5. Select a membership plan and follow prompts for payment. Purchase a subscription with a credit card.

*Warrior I, II, and III memberships automatically renew every month. The Lotus plan does not automatically renew after 3 months.*

### Login for members

1. At the top right of the page, click **“login.”**
2. Log in as a current member with your email address and password.
3. Once you log in, see your **Name** at the top right of the home page.

### Class schedule

For an overview of classes, click on **“calendar”** in the navigation bar and scroll down to see the month's offerings of live Zoom classes at a glance.

### Book a class

1. Click on **“offerings”** in the navigation bar.
2. See the drop-down menu and click on **“Classes.”**
3. Scroll down until you find the class you want to attend. Click on the blue **“Sign up”** button.
4. See the current week and time under the date for this class. Click on the time (not the date).
5. Click the blue **“Next”** button. On **“Your Info”** page, type in your name and email address if not auto-filled. Add your phone number and check the box below only if you want to receive a text message reminder 24 hours before the class. *This SMS text message is automated from the website, not from Mary.*
6. Click the blue **“Book It”** button. Book only one class at a time and repeat the process to book each live Zoom class with Mary. Book each subsequent class from this page. Make sure you are booking the class/date/time you want. Click on the arrow to advance to the next week.
7. Once you book a class, scroll down the confirmation page to add it to your online calendar.
8. Watch for a confirmation email: **“Thanks for registering - see you in class!”** which includes a Zoom link for the class. This automatic email is generated from the website, you cannot reply to it.

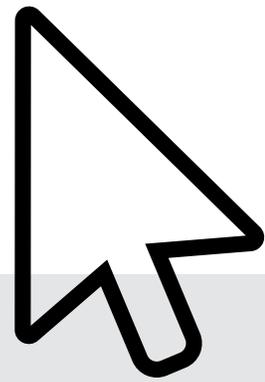
### Class cancellations

If a class is cancelled, you will receive an email. Cancellations will also be posted on Facebook and Instagram: @yogabymary.



# FAQs: Website How-To's

## mary-mccarthy.com



### Membership Renewal / Booking Details

The number of live classes you can book depends on the membership you purchased. To book more classes than the membership allows, upgrade your membership by cancelling your current membership plan and purchasing another option. If you run out of live classes, take advantage of the classes available to members 24/7 in the Video Library.

Book live classes for each month once your membership has renewed for that month. To find the renewal date: click on “Subscriptions” in the drop-down menu under your Name/login. For example, if you purchased a Warrior I membership on January 4, you can book a total of 5 live classes from January 4 – February 3. Once all of these classes have been booked, you need to wait until February 4 to book for the month ahead. This is when your membership will renew and the system will allow you to book live classes again. If you have a Warrior III or Lotus membership, you can book an unlimited number of classes at one time.

### Find a class Zoom link on the website

1. Click on your Name to see a drop-down menu and then click on “My Classes.”
2. See your booked classes listed in order by date. To access the active Zoom link for a class, click on the time, date, class title, or down arrow to expand the information and see “**Open Meeting Link**” in red at the left. Click on this link up to 15 minutes before class begins to join class.
3. Please arrive early for class and wait to be admitted. *Mary will not see you waiting if you join after class has started.*

### Video Library

1. Click on “offerings” in the navigation bar to see a drop-down menu; click on “Video Library.”
2. See the selection of class videos available 24/7 for paid members. To enjoy free, unlimited access to the most recent sessions of current classes, scroll down or click on the blue dots at the right to navigate down the page and then choose a video.
3. You may also click the “On Demand Video Library” button on your “My Classes” page under your login. This blue button is located near the top right of the page.

*The Video Library updates each time a class is taught.*

### Cancel a membership

To cancel a subscription before the next charge to your credit card, click on “Subscriptions” in the drop-down menu under your Name/login. Then click on the name of your membership plan and select “Cancel Subscription.” Memberships will cancel immediately and any unused credits will be lost.

### More questions?

- Contact Mary via email: [info@mary-mccarthy.com](mailto:info@mary-mccarthy.com) or text: 515-577-3365 with questions about classes or the website. Mary usually responds within 24 hours during her typical office hours: Monday thru Friday 8:30 am – 2:00 pm CST.
- Ask Mary to stay after class and explain yoga modifications or answer other class-related questions.
- All members are invited to attend the monthly “Discussion of Resilience & Grace.” Find timing and Zoom link information on the “shop” and “calendar” pages of [www.mary-mccarthy.com](http://www.mary-mccarthy.com).