



## Andover/North Andover Y Group Exercise Online Reservation Instructions

### **GETTING STARTED:**

1. Go to: <https://www.mvymca.org/classes-schedules/andover-group-exercise-schedule/>
2. Click on the class that you want to attend.
3. For Spinning, select the bike you'd like to reserve.
4. Log In or create a new account if this is your first time.
5. You can also go directly to the "Log Into Your Group Ex Account" tab to sign up for a new account and then register for classes.

### **IMPORTANT INFORMATION:**

- Reservations may be made 2 days in advance.
- Reservations for classes 2 days in advance opens at 5:00am. (ex.- Monday at 5:00am you will be able to register for classes held on Wednesday).
- Reservations may be made up to 15 minutes prior to the class start time.
- Cancellations can be made up to 15 minutes prior to class start time.
- Your spot may be given to another participant who is waiting if you are not in the studio and have checked in with the instructor **5 MINUTES PRIOR** to the class start time.
- Waitlisted participants are accepted into class if there is an available spot 5 minutes prior to class start time, and are accepted in the order that they are waitlisted in, then non-registered members (walk-in's) are given a spot if available.
- You can **CANCEL/MODIFY** your reservation by going to your "My Account" dashboard or to the scheduling page and clicking on the class you signed up for.

### **FAQ's:**

- If you need to reset your password, request a reset at the log in screen and then wait 30 minutes to use the new password to log in.
- The online registration system will send you an email with your data after class if you are pre-registered and wear a heart rate monitor chest strap **AND** have registered the monitor in your account. There is a number on the back of your chest strap that you enter in the "device" field on your account profile. Chest strap must be ANT+ compatible. FitBit and Apple watches do not sync with this system as they are not ANT+ compatible. Our welcome center sells compatible HR chest straps.
- Spinning data will be sent to you even if you don't wear a HR monitor, but only if you are pre-registered for the class and only from the bike you are assigned to.
- From your dashboard you can opt in/out to be displayed on the studio monitor.
- If you prefer to use an app to register, download the Mind/Body App for your device. Your log in information would be the same as it is on our website. \*Please note you can register for spinning classes but you will NOT be able to select a bike from

*\*Please contact Nicole Bennett at [nbennett@mvymca.org](mailto:nbennett@mvymca.org) with any questions*