



MINDBODY: Frequently Asked Questions

Why MINDBODY?

The **MINDBODY app** makes it easy for members to search for PEAK classes and appointments. To make things even easier, you are able to book right from your phone.



MINDBODY App vs Mind & Body?

The **MINDBODY App/Website** is not just for Mind & Body classes. **MINDBODY App** includes all PEAK Missoula Group Fit, Cycling, Aqua, Coached Lap Swim, and Mind & Body classes.

How do you know if a class is at Blue Mountain, Racquet Club or Downtown location?

Location Class Key

BM - Blue Mountain **DT** - Downtown **RC** - Racquet Club
OD - Outdoor (Group Fit - Racquet Club pickleball courts, Cycling - Blue Mtn fitness patio)
**Aquatic classes are at Blue Mountain

For example: "OD-PEAK Extreme" this class is located outdoor at the pickleball court at the Racquet Club across from the Blue Mountain Facility.

How can members edit their MINDBODY account? Can they edit their email address?

Members who have a **MINDBODY** account can use the "[account manage portal](#)" on a web browser to view and edit the information associated with their universal account.

I entered the wrong email address. Can I change it?

The **MINDBODY app** works by linking the email used to create your app login to the email on file with PEAK Health and Wellness Missoula. For this reason, it is important to use the same email address in both places whenever possible. With that said, you can change your email address at any time by logging in to your account at account.mindbodyonline.com.

I can't log in (MINDBODY app)

If you are sure you are entering your password correctly, but it is still not recognized:

- The password entered when creating your account or resetting your password needs to be at least 8 characters and no more than 30.
- Please be mindful of this especially if you are relying on a password manager, as those will generally create lengthy passwords by default.

Please note the following:

- The login ID and password used for your account with the business via the web is a separate set of credentials from those used in the app.
- After opening the app's password reset email, if you receive an error message after clicking the link and it states, "**Change request does not exist**" or "**Invalid change request key**," the password reset link has either reached its 24-hour security expiration window or has been used previously to complete your password reset. Please tap "**Forgot Your Password**" again to generate a new link.

I never created an account on this app. Why do I have an account?

I never created an account on this app. Why do I have an account?

- This is my first time using the app and the app is asking me to enter a password. Is someone else using my email?

No need to worry!

- Odds are that you have created an account with one of those businesses and since **our logins are universal**, the system is requesting your password used in the other app.
- We recommend resetting your password through the "**Forgot Password**" option. Have any additional questions? Reach out to our Consumer Support Team.

I can't find PEAK Health & Wellness Missoula when I search on the MINDBODY App?

In your phone settings, double-check and make sure you have selected "**Allow location**" so the app is allowed to search for the nearest gyms by you.

→ If that is still not working, increase the miles in the search area.

→ Still not working? Start from step 1, log out, check location settings, and log back in.

**Don't see your question here? Visit: support.mindbodyonline.com OR
Email: info@peakmissoula.com**