



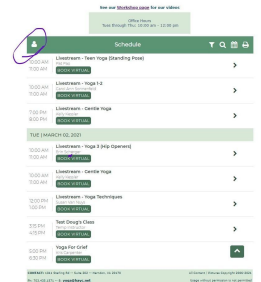
# HAYC Account Access and Registration

## Frequently Asked Questions

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### How do I access my account for the first time?

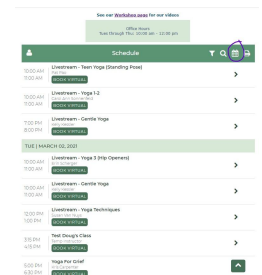
By noon, Sunday, February 14, you'll receive an email with the information you need to login. Otherwise, head to the classes page of our website and click on the silhouette icon located on the toolbar at the top of the schedule (see photo). Enter the address at which you normally receive HAYC emails, and select "forgot password" to be on your way to March registration! (Click [here](#) for enlarged photo)



**How do I change my password so that I am not using the one I received in the initial email?** To change your password, go to the schedule page found [here](#). If you are not logged in, you will see a silhouette icon in the upper left (see photo above). Click on the icon to login. If you are logged in, you will see the menu icon in the upper left. Click on the menu icon and choose "My Profile" from the drop-down list. From there, scroll down to the bottom and select the "Change Password" button.

### I can't see the entire month of classes. How can I get it to show me the last weeks of March?

Our calendar is preset to show 30 days of classes at a time, starting on the current date. Note: If you select March 1 (using calendar icon shown in photo) as your starting point, you will see classes through March 29 *not* through March 31. To see through March 31, you'd need to choose March 3 as your start date. It can be confusing, so be sure to remember the 30 day rule when searching for classes. Our sessions are loaded a month at a time, so no classes will appear beyond our current registration month! (Click [here](#) for enlarged photo)



**I can't see any classes when I try to view the schedule from the healthadvantageyoga.com page. I choose Classes, then Schedule and Descriptions from the menu at the top, but all I ever see is a blank page with the words "Studio Schedule" with three moving dots. Help!**

If the schedule doesn't open after a few seconds, try opening it on another browser. In the few reports of this we've had, simply changing to a different browser corrects the problem.



**When I choose “Buy Virtual” next to the class I wish to register for, I am brought to a page listing generic classes and pricing instead of the class I am purchasing. Am I doing something wrong?**

You are doing everything right! With our new system, your purchase is like buying a package. You'll buy a number of classes, and then use them as you sign up for your classes. Simply review the schedule, determine how many classes you'd like, and buy your package. Once you have that package, as you click “Buy Virtual” next to your favorite class, you are registered!

**Can I register for a month of classes at a time? I only see them listed individually.**

To book the entire month, purchase the package that has the number of classes you need for the month. Now, scroll through the calendar clicking “Book Virtual” next to each class you intend to take. It is important to click each individual class as classes are no longer bundled together to purchase a month in a single click.

**I don't see the link to my class on my receipt! How do I get in?**

Up to 15 minutes before your class starts, you may enter it by choosing “join now” from either the class listing on the main schedule, or by clicking on the menu and selecting attendance where you will see a listing of all classes for which you are registered. You will need to be logged in to your account to join the class from either location.

**This system would be great to have on my phone or tablet. Is there any possibility of an app in the future?**

Yes! If you go to your app store and search “Health Advantage Yoga Center” you'll find us! Registration and entering classes is now easier than ever.

**I like the new system for March registrations, but would like to continue ordering videos. Help! How do I do that?**

Our registration process for our library of videos remains the same as it has been throughout this Virtual HAYC period. To register, visit our website and select Workshops. There you will find our videos. Alternatively, when looking at our March schedule, we've posted a handy link to video registrations right above the new schedule. Once you find the classes/videos you wish to purchase, proceed as you have been with our original registration system.