



Parent Guide to BalletMet Virtual Classes

For the 2020/2021 academic year, BalletMet will be using three online tools to streamline your student's experience and for virtual classes:

- Mind Body – this software will allow access to in-person and virtual class schedules, along with paying any fees/tuition
- Zoom – this is an online live-streaming service that will be used to present the virtual classes
- FitGrid – this is a fitness technology company that connects the Mind Body class schedules to the Zoom live-stream

To see your student's schedule in Mind Body

- Go to the sign-in page:
<https://clients.mindbodyonline.com/ASP/su1.asp?studioid=320489&tg=&vt=&lvl=&stype=&view=&trn=0&page=&catid=&prodid=&date=8%2f31%2f2020&classid=0&prodGroupId=&sSU=&optForwardingLink=&qParam=&justloggedin=&nLqIn=&pMode=0&loc=1>
- Sign into student's account
- Click "My Info" from the tabs in the top right
- Click "My Schedule" from the menu that appears
- You can also use the Mind Body App to view schedules

Access the live-stream/virtual classes

- Make sure your computer is on and has a stable internet connection - if your student is using a laptop or tablet, we recommend keeping it plugged in.
- A few hours before your student's class they should have received a confirmation email from hello@fitgrid.com to confirm enrollment in the class. If you cannot find the email, be sure to check spam folders and make sure to add hello@fitgrid.com to your contacts to ensure it is not spammed in the future.
- About 30 minutes prior to class your student will be sent an email with the virtual class link. The email comes from hello@fitgrid.com, and contains the phrase "live-stream link."
- If you have the Zoom application on your device already, you will join the class immediately.
- If you do not have the Zoom application on our device, you will be promoted to download it.
- Please allow 5-10 minutes before the start of class to troubleshoot any issues you may come across.
- If your student has not received the email with the virtual class link by 5 minutes before the start of class, please contact Academy Support via **text** at (614) 427-2730 with your student's first and last name, and the class they are scheduled to take. We will email the link as soon as possible to the student's email address we have in the system.

If you have any issue or questions, please feel free to email our helpline at mindbody@balletmet.org or text (614) 427-2730.

This email and number are for technical support. For all other questions, please contact Kathy Wilson at kwilson@balletmet.org.