Gaga Online Tips

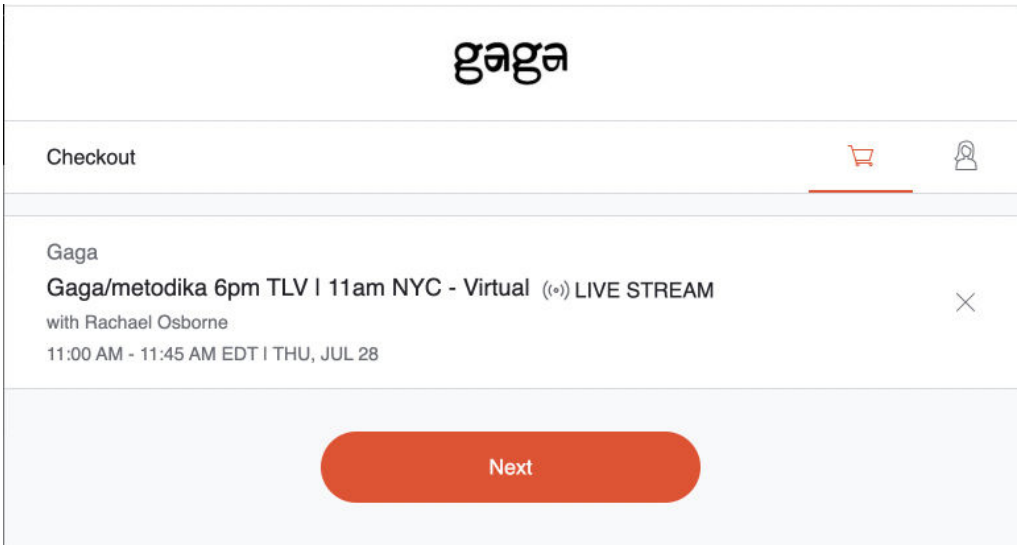
Please read all of the below information in detail before emailing us with any questions.

Step 1: Buy a Membership or Pass for Gaga Online Classes via Mindbody

Have a pass already? Skip to Step 2!

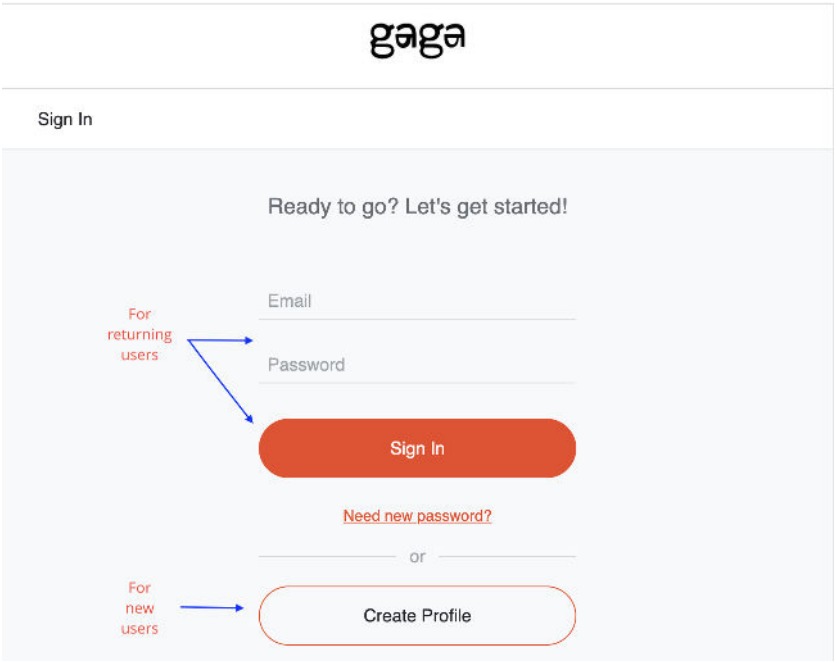
View our pricing options on this page. Memberships renew automatically each month, making it a piece of cake to keep dancing with us. Passes offer a set number of classes in a specific time frame and do not renew automatically.

Click on the "Buy Now" button next to the membership or pass you want. In the pop-up, click the "Next" button.

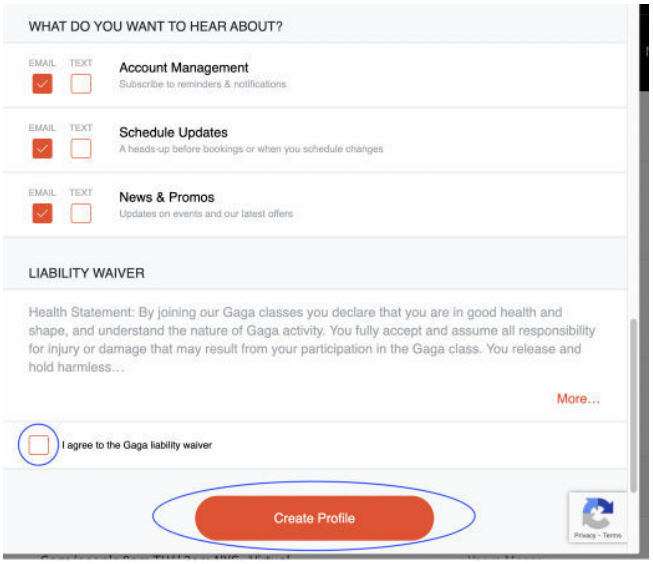


****If you have clicked on multiple "Buy Now" buttons, make sure to click "Remove" for any passes you do not wish to buy!*

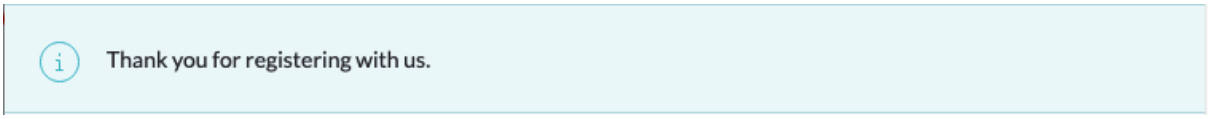
Returning users should enter their e-mail and password for Gaga on Mindbody, and then click the Sign In button.
New users should click the Create Profile button.



New users should fill out the form to create their profile. At the bottom, agree to the liability waiver and click on the Create Profile button. You may need to complete a captcha.

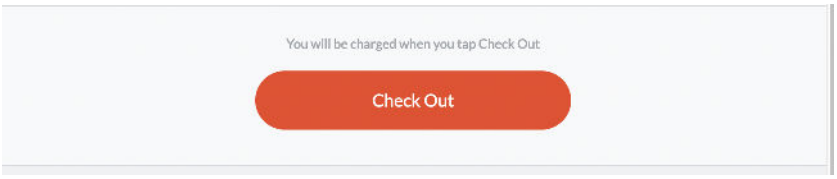


Once your profile is created, the next screen will indicate that you have successfully created an account.



Once you have logged in or created a profile, you will be taken to the checkout page where you can review your purchase of your membership or class pass and enter your payment details.

To complete your purchase, click the “Checkout” button at the end.



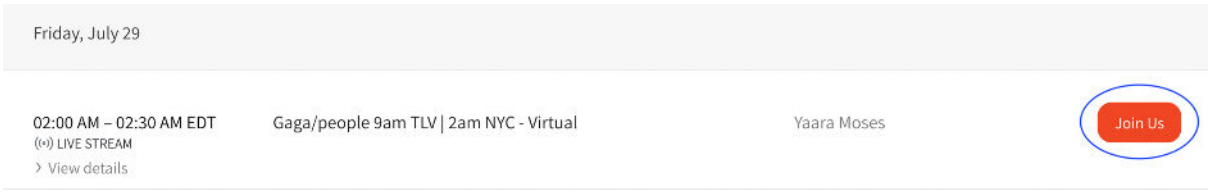
Problems registering as a new user?

- If you have a different browser or device, try using it. You may also need to accept cookies in your browser.
- Contact us at GagaOnline@gagapeople.com if you have further issues.

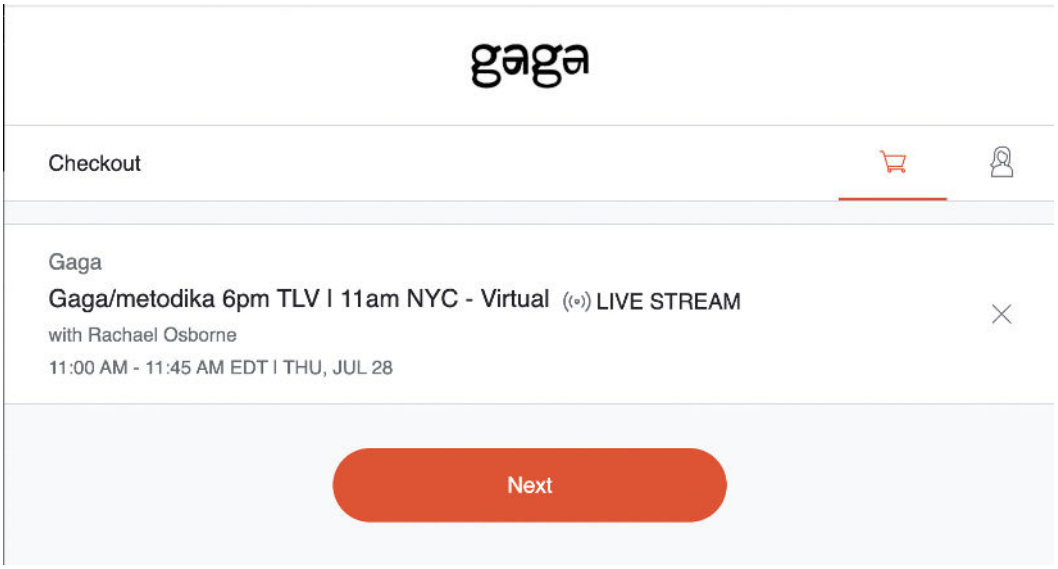
Step 2: Register for Your Classes

Once you have purchased a class pass, view our schedule.

Click on “Join Us” next to the first class you want to take to make sure your class pass is activated on the right date.



Click the Next button.



If you're not currently signed in, you will be prompted to enter your username and password, and then click the Sign In button.

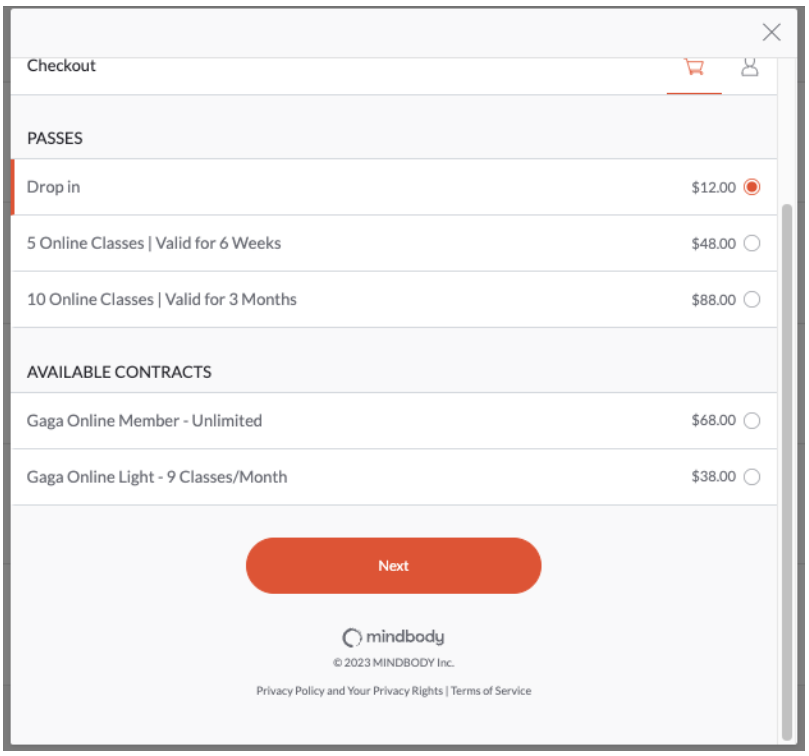
You will then see a "Thank you!" message confirming your reservation.

To register for more classes, click on "Join Us" next to each class you want to take, whether live or via video recording.

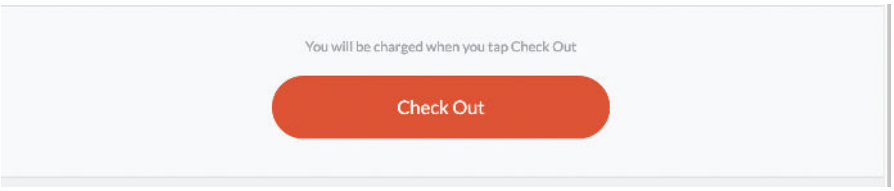
You must **sign up at least 10 minutes before class, even if you plan to take the class via video recording**. We recommend signing up in advance to ensure proper notifications; booking windows open up ~2 weeks before each class. Please only register for classes that you plan to attend live or via video recording.

In our system already? Used up your last pass?

If you don't have an active membership or class pass, you will be prompted to buy one when you click on any "Join Us" button on the calendar. The pop-up will share the available options from which you can choose.



Enter your payment details and make sure to click check out at the end.



Joining Gaga Classes Online

Joining Live
Make sure you have Zoom.Us downloaded on your computer or mobile device.

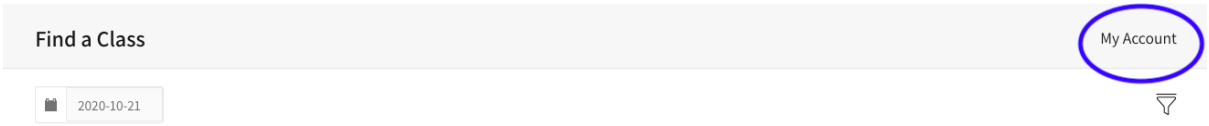
Check your email for a link to our Zoom class from Gaga via no-reply@apiant.com. It should arrive approximately 30 minutes before class if you registered well in advance (you must register at least 10 minutes before class).

Click on the link included in the e-mail to join the Zoom session. This link is unique and should not be shared with others. The e-mail will list the time of the class according to Eastern U.S. time (NY time).

We recommend that you join the session 5-10 minutes before class so you can check your tech setup, clear your space, and get groovy with a sense of plenty of time.

Don't see your link?

- Check your promotional, junk, or spam boxes.
- Check your time zone (here's a helpful time zone converter). All our classes are listed according to New York's time zone, and the class name includes the time in both Tel Aviv and New York.
    - Please note: the 6:00 pm class in New York will take place on the following day in much of the Eastern Hemisphere. If you want to take a class early Tuesday morning in Australia or east Asia, sign up for the Monday evening 6:00 pm class.
- Check your schedule in your Gaga Mindbody account to make sure you are registered (click on My Account at the top of our class schedule and then go to Schedule)



- If you are properly registered and have the right time but don't see the link, email GagaOnline@gagapeople.com with the subject line "Online Class Help."

Pro tips:

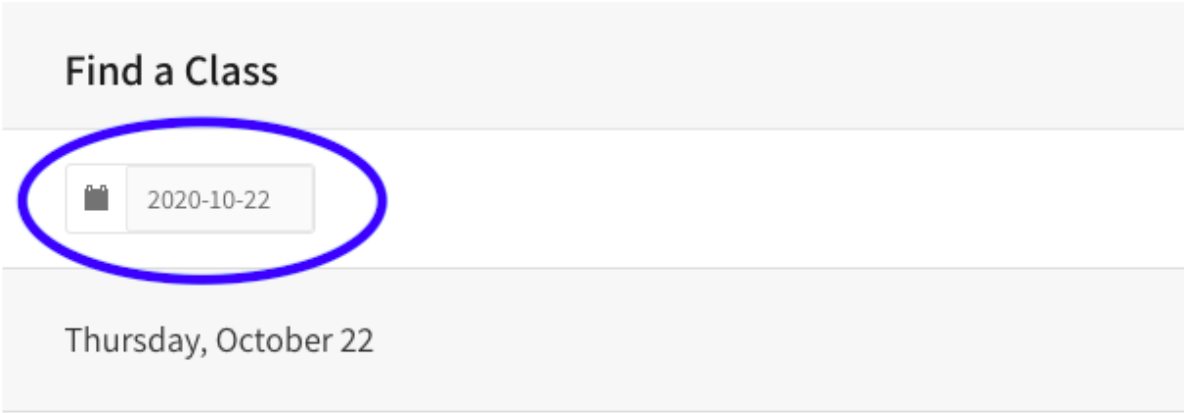
- Make sure to add no-reply@apiant.com to your email contacts to help our class mails avoid your spam box.
- Make sure that your e-mail address is correct in our system - click on My Account at the top of our class schedule and go to Account info

Joining Class on Demand via Video Recording
All users registered at least 10 minutes before class will be e-mailed a link to a video recording.

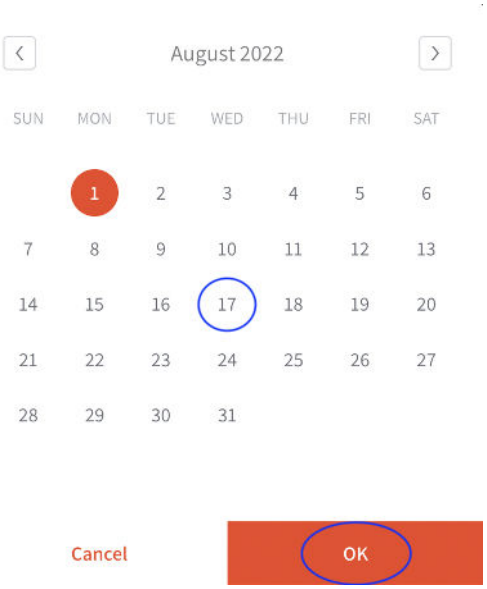
The video recording will be sent approximately 1 hour after the class ends and will be available for viewing online up to 24 hours after the class took place.

Registering for Future Classes
Our class schedule displays the classes for the next 7 days - but you can view and register for classes that are further in the future.

At the top of our class schedule, click on the calendar icon.



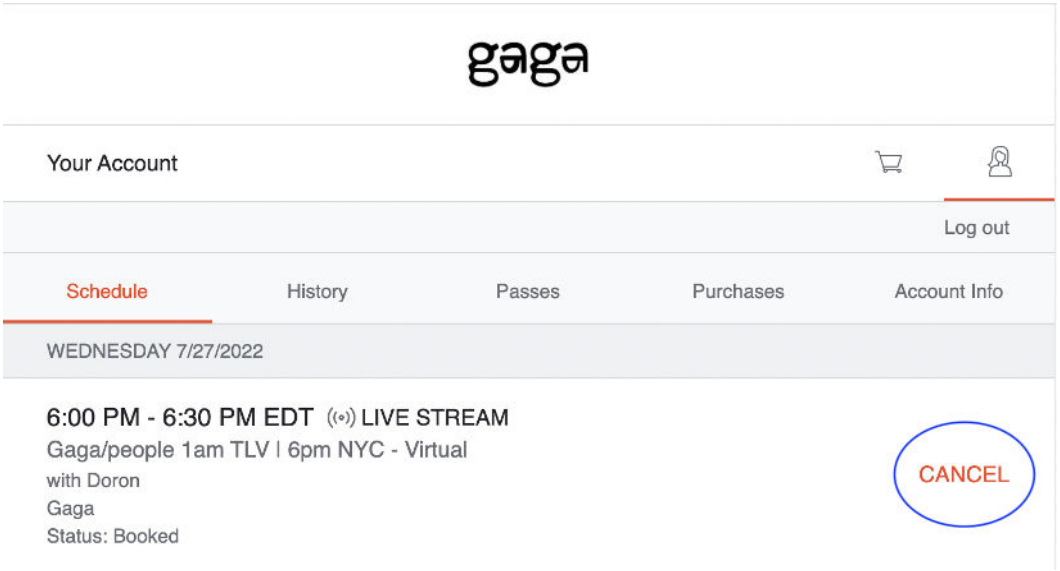
Click on a later date in the pop-up calendar and then click OK to see classes starting from that date.



Need to Cancel a Class?

If you cannot attend live and do not plan to view the video recording, please early cancel out of class:

1) On our website, click on My Account at the top of our class schedule and log in.
2) In the Mindbody pop-up, go to Schedule and click on Cancel next to the class you cannot attend.



Early cancel: If you cancel more than 1 hour before class and purchased a drop-in, class card, or membership with a specific number of classes, you will be able to use your credit to register for a different class within the period during which your class pass or membership is valid.

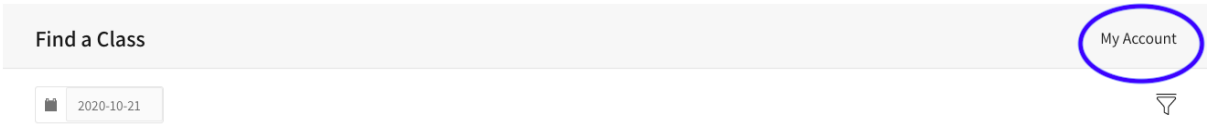
Late cancel: If you cancel less than 1 hour before class and purchased a drop-in, class card, or membership with a specific number of classes, this counts as a class taken; you will not be able to recover or reschedule that class.

Gaga Online - More Tips

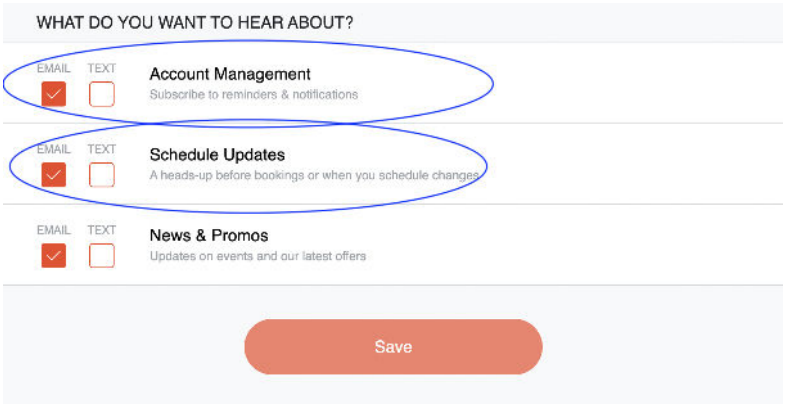
Gaga Tips
-We ask that all users participate actively.
-Make sure that you have room to move without obstacles.
-Wear comfortable clothes, and be prepared to dance barefoot, in socks, or in sneakers, depending on your floor.
-Check out our Gaga work instructions here.

Zoom Tips
-Select "Speaker view" in the top right corner so you can see a large view of the teacher. Full screen Zoom on your device to get the best view.
-We work without mirrors in Gaga and recommend that you toggle through the small windows so you do not see yourself. This way you can focus on your sensations and on the teacher's instructions.
-We recommend you turn on your camera so the teacher can see you.
-Using bluetooth headphones may provide a higher-quality sound experience.
-You will be muted throughout the class, but before or after class, you're welcome to give a shout out to us in the chat.
-More information about Zoom can be found in their user guide

Mindbody Tips
-Click on My Account at the top of our class schedule to view your upcoming schedule, history of classes, and more.



-In the Account Info section of My Account, make sure you are opted in to both Account Management and Schedule Updates to make sure you receive purchase receipts, confirmations of classes you register for, and updates relevant to your specific classes. We also recommend signing up for news & promos so you can stay up to date about Gaga.

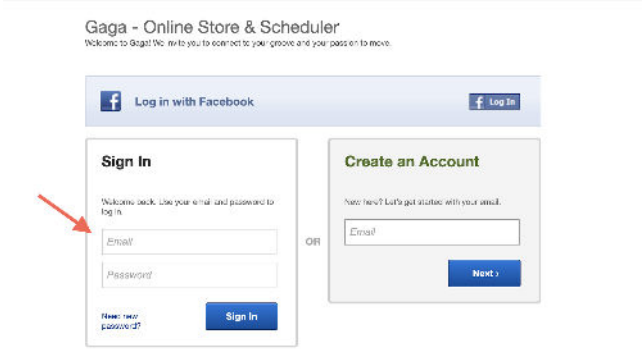


Terminating Gaga Online Memberships

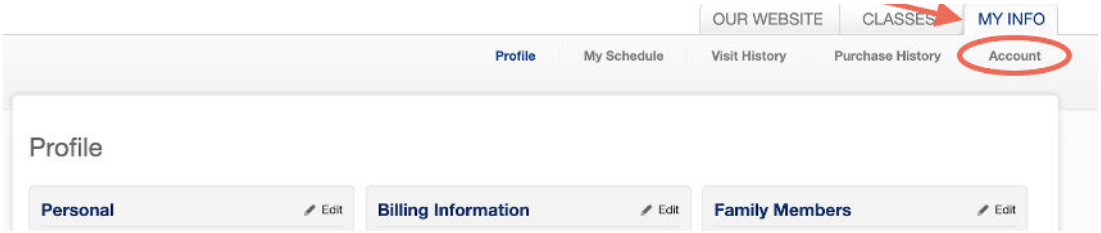
****Please note**** Once you have terminated your contract, you will be unable to register for classes. The termination is effective immediately. We recommend cancelling the day before your next billing cycle, if you would like to take advantage of the time remaining on your pass.

To terminate your monthly contract, follow the steps below:

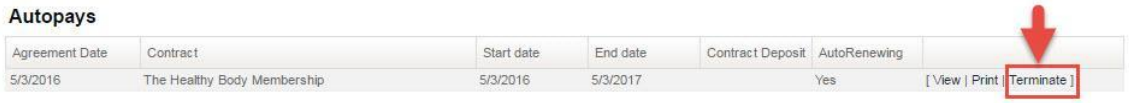
***Step 1*:** Visit this link and sign into your account with your username and password.



Step 2: Click on the "Account" button under the "My Info" tab.



Step 3: Under the "Autopays" heading you will see your contract. On the right hand side, click "terminate".



Step 4: A pop-up window will appear, asking if you are sure you would like to terminate. Click "OK".

Your contract will then be cancelled, and you will not be charged for any future months. If you run into any difficulties, or have any questions, feel free to contact us at gagaonline@gagapeople.com