

## **FREQUENTLY ASKED QUESTIONS**

### **Do I have to be a YMCA member to participate in the online classes?**

Yes, you need to be an active or past member of the YMCA of MEWSA to register.

### **How do the Zoom classes work?**

The YMCA of MEWSA will send out daily workout schedules via a Constant Contact with classes, class descriptions and times for the daily classes. Below the schedule of classes, Zoom links will be supplied. You do not need to have a Zoom account to participate in the classes. Just click on the link for the class you want to join. You will need to enter your full name and email address to register for the class. *Your name should match the name on your membership card* or you may not be granted admittance into the class.

### **What is a Virtual Waiting Room?**

Attendees are put into a “virtual waiting room” which is a virtual staging area that prevents people from joining the class until the host is ready. While you are in the waiting room, our staff will be verifying that you are a YMCA member before you can enter the virtual class. If your YMCA membership cannot be validated in our system, you will not be admitted entry into the class. *For this reason, we ask attendees to log in 5-10 minutes before the class start so that all attendees can be vetted and the class can start on time.*

### **Why am I sometimes left in the Virtual Waiting Room?**

If you have been admitted to the virtual waiting room but are experiencing difficulties in joining the class, this may be due to a system malfunction. Please exit and log in again.

### **Can I register for the classes early?**

Yes, you can register for classes early. All you need to do is click on the class link you wish to attend and enter your full name and email address. This information will be retained for when you return at the appointed time for the class.

### **Why are the times on the schedule and in the Virtual Waiting Room different?**

Zoom does not allow classes to be scheduled on the quarter hour, therefore, please follow the scheduled times listed in the Constant Contact emails you receive and not the times listed in Zoom.

### **How do I install Zoom?**

You do not need a Zoom account to participate. The links provided to you by the Y will automatically bring you to the Zoom website, which is a web-based video conferencing tool that works with personal computers, mobile phones, iPads and

other handheld devices. After launching Zoom, either click Download or Launch Zoom. If you already have the Zoom app, you can just click Join Meeting.

**I received a message saying “Waiting for the host to start the meeting”.**

**What should I do?**

If you receive this message, the host has not yet signed on. While you are waiting, you can check your audio and video settings.

**Why can't I speak to the instructor?**

In order to provide the best experience possible, we will automatically be muting all attendees and you will only be able to hear the instructor.

**How do I sign up to get on the list?**

You must be a YMCA current or past member to participate in the classes. If you are not already receiving the Constant Contact, please email Julisa Joaquim at [julisa.joaquim@ymcaofmewsa.org](mailto:julisa.joaquim@ymcaofmewsa.org) who will help you register for these classes. Please provide your full name and membership identification number to her so that she may validate your membership to speed up the process.

**Is there a limit to how many people can attend the Zoom classes?**

There is no limit to how many people can attend the classes, however, they do get very crowded so we suggest that you register as early as possible.

**Do I need to register every day?**

No, once you register the information will be retained in the system and you can just join the classes.

**I signed up but I'm still not getting the Constant Contact emails**

If you are not receiving the Constant Contact emails, they are most likely going into your Spam folder. Please check and if they are, please add Constant Contacts to your safe senders list or add them to your address book. If you have a Google Gmail account, the emails are most likely going into your Promotions folder. You may follow the same instructions above to have them sent to your Inbox.

**I unsubscribed from Constant Contact emails from the YMCA of MEWSA.**

**How do I re-subscribe?**

If you have previously unsubscribed from receiving Constant Contact emails from the YMCA of MEWSA, please contact Julisa Joaquim at [julisa.joaquim@ymcaofmewsa.org](mailto:julisa.joaquim@ymcaofmewsa.org) who will help you re-subscribe so that you can begin receiving the virtual workout schedules. In order to be re-subscribed, you must confirm re-subscription through an email that Constant Contact will send you. *If you have not received it, please check your Spam or Promotions folder.* Please note that you will only be subscribed to this group, and will not receive any other Constant Contacts besides these.

**Why am I not allowed in the class?**

If your name cannot be validated in our system as a current or past YMCA member, you will not be allowed into the virtual class. Other reasons for not being admitted into the virtual class are: using an alias or vague name on your registration form, not naming your device with your full name but using "iPad" or some other ambiguous name.

It is our intention to provide the maximum experience possible for our members and while we have had to implement additional precautionary measures, we felt that it was in the best interest for our members and instructors. Thank you and enjoy the classes!