Gaga Online Tips

We are currently receiving a lot of requests for information. Please read all of the below information in detail before emailing us with any questions.

Step 1: Make a Profile for Gaga Online Classes via Mindbody

Register for Gaga's Mindbody system on our website. Click on "Join Us" next to the first class you wish to join to get started.

Click the Next button.

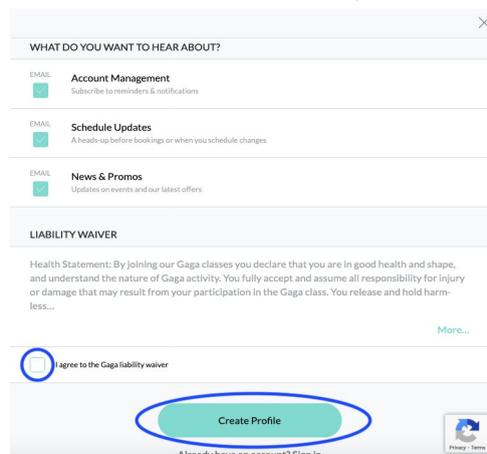Returning users should enter their e-mail and password for Gaga on Mindbody, and then click the Sign In button.
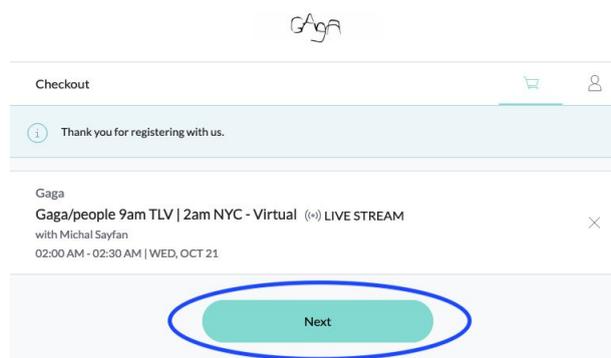New users should click the Create Profile button.
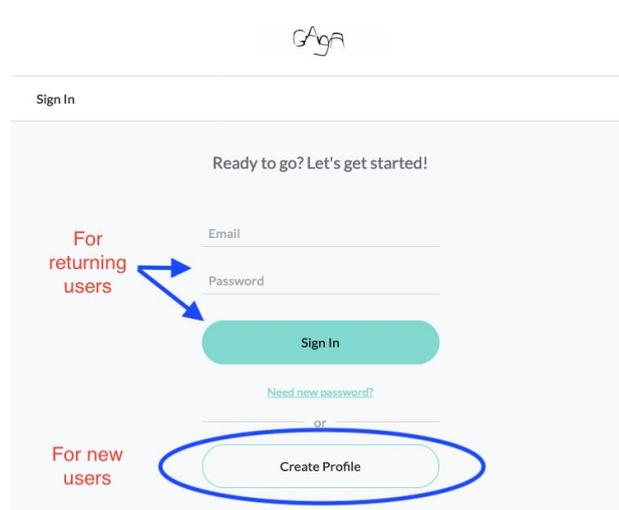
New users should fill out the form to create their profile. At the bottom, agree to the liability waiver and click on the Create Profile button. You may need to complete a captcha.

Once your profile is created, you should see the screen below. Click on the Next button.

Problems registering?
- 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: Purchase a drop-in, class card, or an unlimited month-long subscription.
Once you have a profile, you can purchase your class pass. Click the option you prefer and then the Next button.
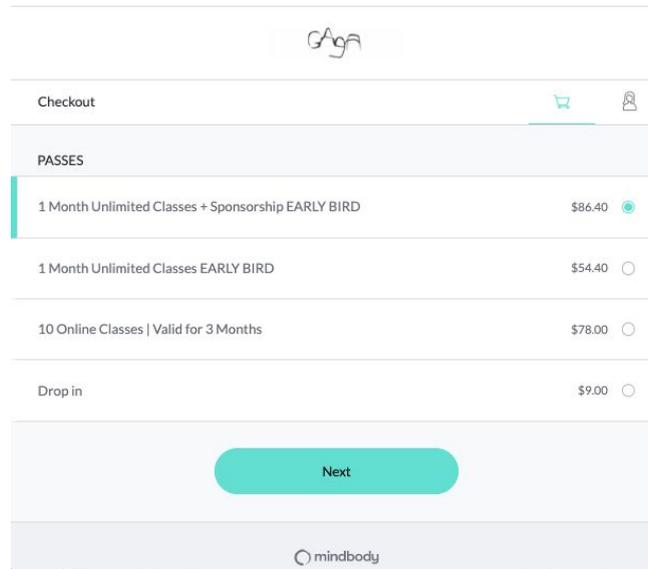
Enter your payment details and make sure to click check out at the end.

Step 3: Register for Your Classes
Once you have a class pass, click on "Join Us" next to each class you want to take (please start with the first class you want to join to make sure your class pass is activated on the right date!). You must **sign up at least 15 minutes before class**. We recommend signing up in advance to ensure proper notifications; booking windows open up 2 weeks before each class.

Joining Gaga Classes Online

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 in advance (you must register at least 15 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 at least 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. Sessions will be locked 5 minutes after the hour, and no late entry is permitted.

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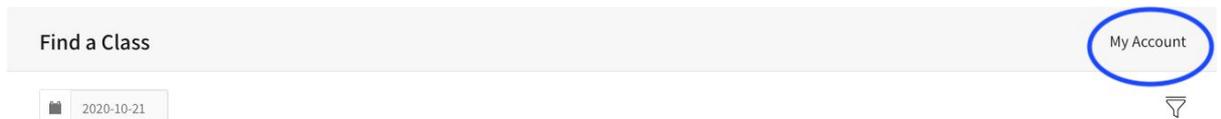
- If you are properly registered and have the right time but don't see the link, email GagaOnline@gagapeople.com with the subject line "Online Class Help."

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
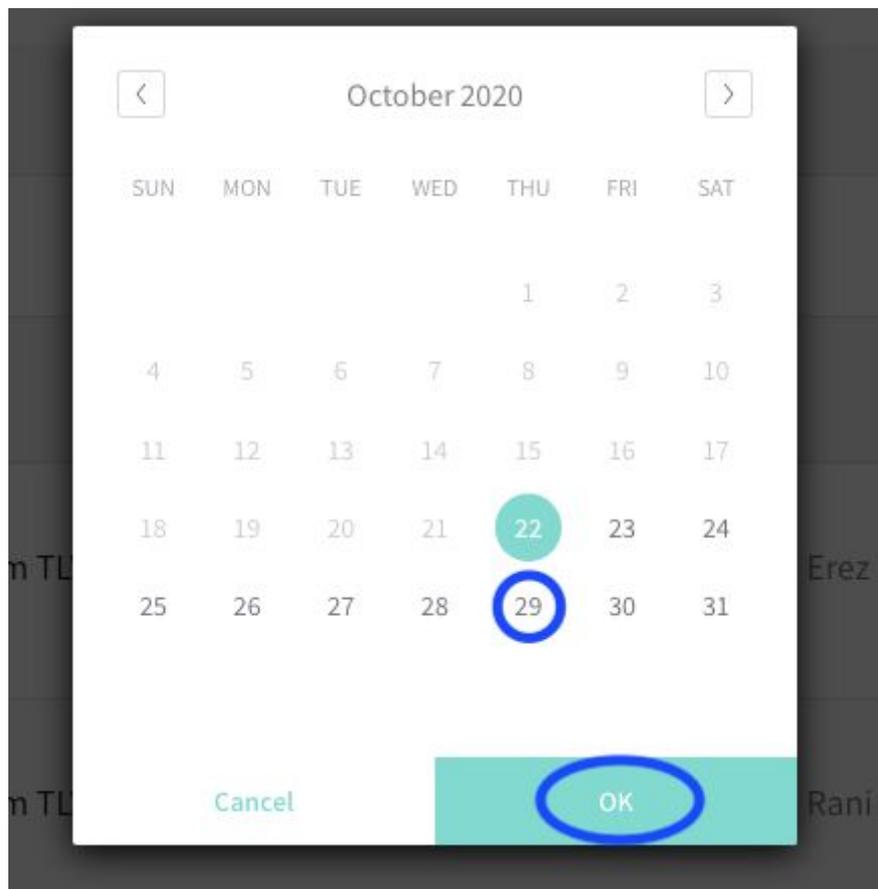
Registering for Future Classes

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.

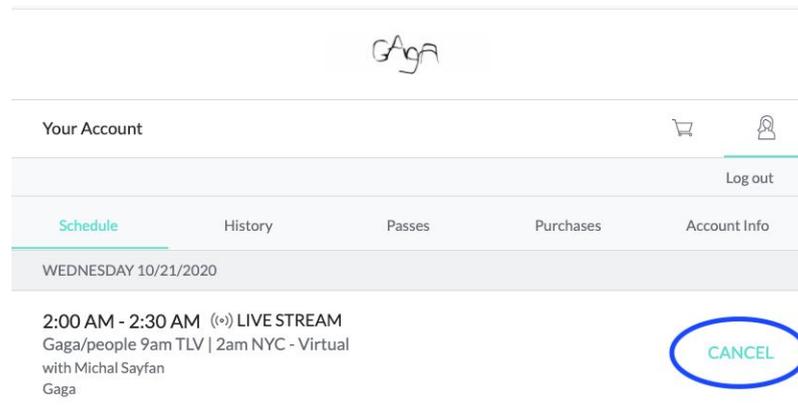At the top of our class schedule, click on the calendar icon.
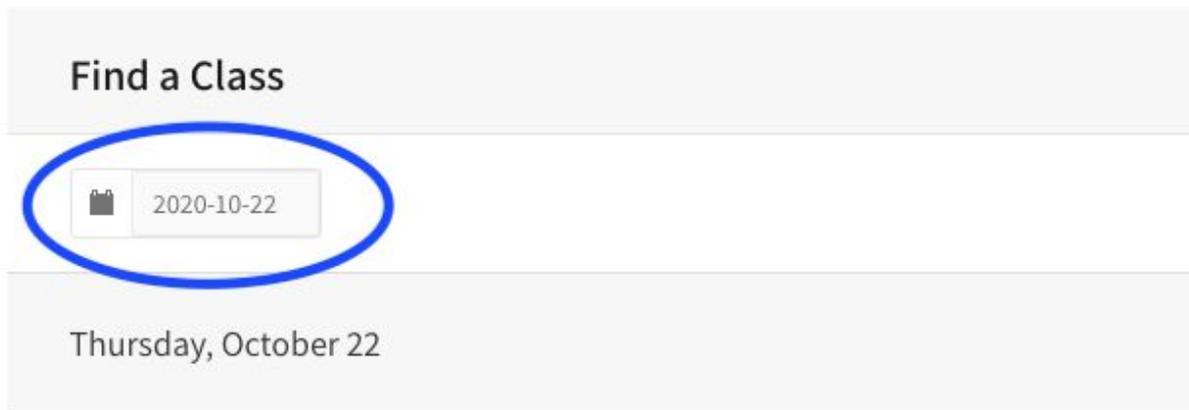
Click on a later date in the pop-up calendar and then click OK to see classes starting from that date.

Need to Cancel a Class?
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 30 minutes before class and purchased a drop-in or 10-class card, you will be able to use your credit to register for a different class within the period during which your class pass is valid.

Late cancel: If you cancel less than 30 minutes before class and purchased a drop-in or 10-class card, this counts as a class taken; you will not be able to recover or reschedule that class.

Gaga Online - More Tips

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.
-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.
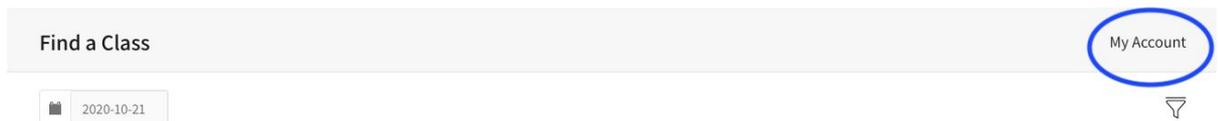
-In the Account Info section of My Account, make sure you are opted in to both Account Management and Schedule Updates to make sure you receive purchase receipts, confirmations of classes you register for, and any updates relevant to your specific classes.
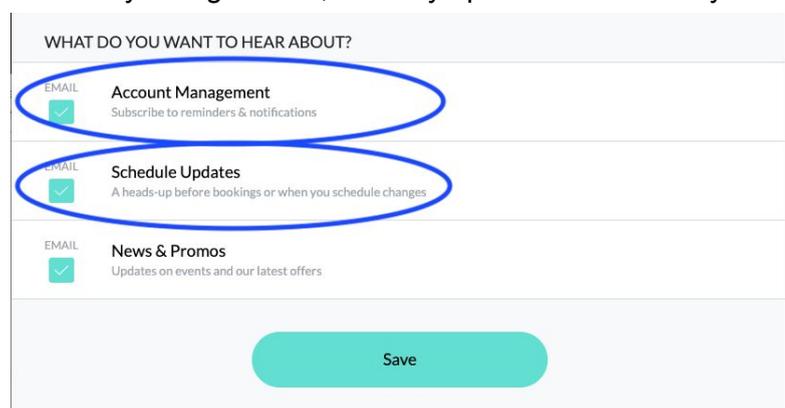
Gaga Tips
-We ask that all users participate actively.
-Make sure that you have room to move without obstacles.
-Wear comfortable clothes, and be prepared to dance barefoot or in socks.
-Check out more [work instructions](#) here.