

# Using the MBO Scheduler

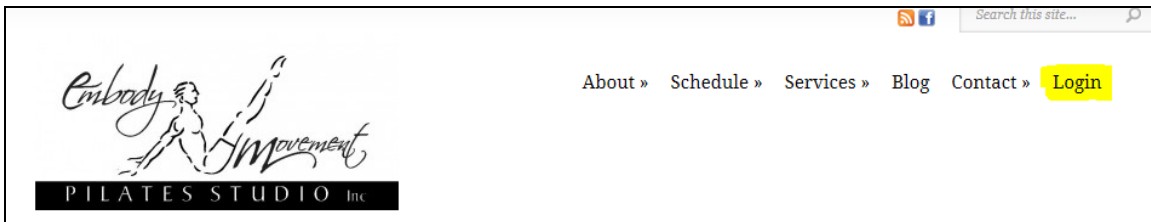
Embodiment Movement Pilates Studio, Inc. utilizes a software appointment tracking system called MindBody Online (aka MBO) Scheduler. The MBO Scheduler makes it convenient for you to:

- 1) View your Profile and Account Information
- 2) Review and alter your Schedule
- 3) See your past attendance and purchase history

The most common questions we get are about canceling and rescheduling a class. This document covers both how to cancel and reschedule yourself in a Group Class, as well as setting Private Session Appointments. These directions assume you are a student who has an active package on account. If you do not have a package in progress, please use the Online Store tab to make your purchase or contact us at 630-481-6367.

## How to Login

You can access the MBO Scheduler from the Studio Website. To Login to your account: Click on "Login" from the Site Menu.



You may either follow the instructions for setting up a new account, or if you already have an account, you can click on the "Login" button at the bottom of the page.



## Altering your Schedule

After logging in, click on the **MY INFO** tab, and then on **My Schedule**:

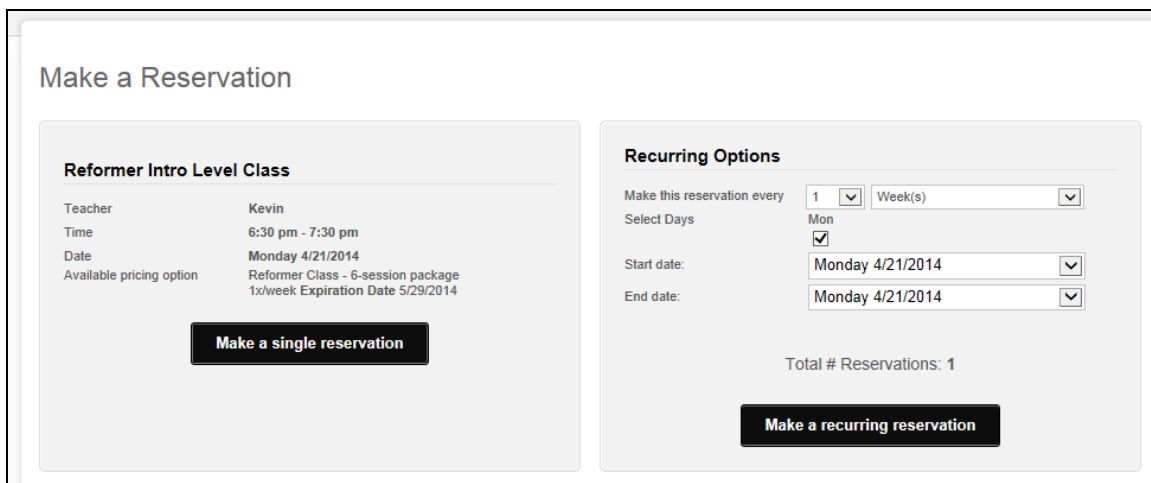
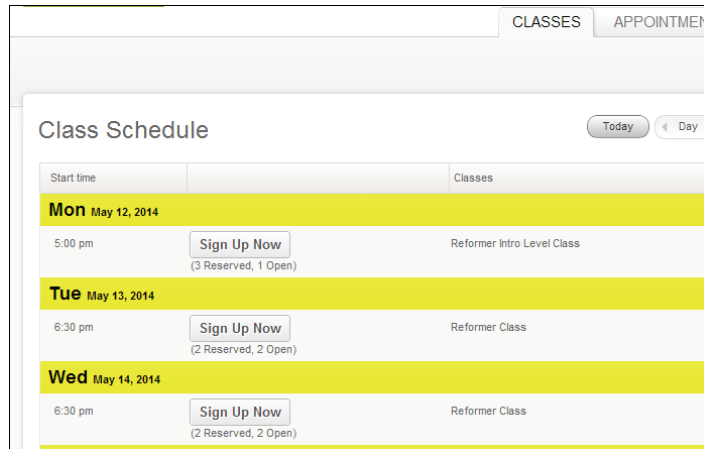
Day	Time	Share	Class	Teacher	Web	Reschedule	Cancel
Next week at Embodiment Movement Pilates							
Mon 4/21/2014	6:30 pm		Reformer Intro Level Class	Kevin	No		Cancel
4/27/2014 - 5/3/2014 at Embodiment Movement Pilates							
Mon 4/28/2014	6:30 pm		Reformer Intro Level Class	Kevin	No		Cancel

## Canceling a Group Class Reservation

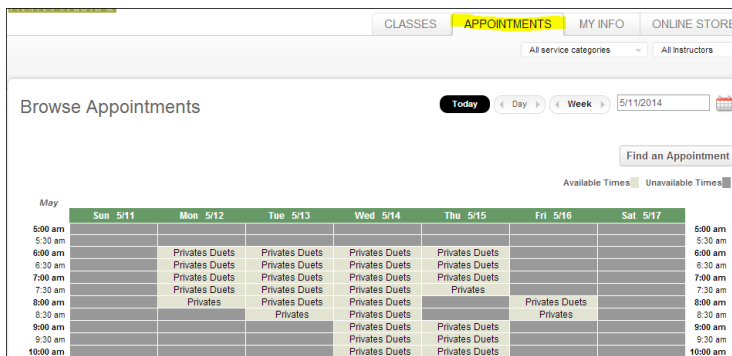
Click on **Cancel** for the class you're unable to attend and it will be removed from your schedule. \*Please note that the 24-hour cancellation policy applies. The system will not permit you to make a cancellation if you are inside that time window.

Sign up for, or Reschedule into a Group class: Click on the **CLASSES** tab to see a full calendar schedule that you can view by day, week, or month.

Click on the **“Sign Up Now”** button for the class you would like reserve. After selecting **“Make a Single Reservation,”** MBO will update your My Schedule.



Canceling a Private or Semi-Private (Duet) Session: Click on **My Schedule**, and select **Cancel** for the Session you are changing or removing, similar to the example above for cancelling a Group Class.



Rescheduling a Private or Semi-Private session: Click on the **APPOINTMENTS** tab. It will take you to the Browse Appointments screen, displaying all Available times for all instructors. Navigate to the day of your preference and click on the time you wish to book.

A “Request Appointment” form will come up and you can select “Request Single Appointment” or “Request a Recurring Appointment.”

### Request Appointment

#### Select Appointment Request Details

Instructor: Any Instructor

Date: Friday - 4/25/2014

Service category: Privates

Available Block Start Time: 10:00 am

Available Block End Time: 11:00 am

Appointment type: 55 minute Pilates Private

Start time: 10:00 am

End time: 10:30 am

Notes:

Request Single Appointment
Request Recurring Appointment

The appointment will show up in your schedule as **Requested Only**. MBO Scheduler sends both you and the Instructor an e-mail regarding your booking request.

### My Schedule

Day	Time	Share	Class	Teacher	Web	Reschedule	Cancel
<b>Next week at Embody Movement Pilates</b>							
Mon 4/21/2014	6:30 pm		Reformer Intro Level Class	Kevin	Yes		Cancel
Fri 4/25/2014	10:00 am		Privates / 55 minute Pilates Private		Requested Only	Reschedule	Cancel
<b>4/27/2014 - 5/3/2014 at Embody Movement Pilates</b>							
Mon 4/28/2014	6:30 pm		Reformer Intro Level Class	Kevin	No		Cancel

A follow-up e-mail of further correspondence or Appointment Confirmation will be sent to you in response.

The MBO Scheduler is a handy way to make appointment changes, view, and edit your profile information as is convenient to you.

If for any reason you have trouble logging in or making schedule changes, please feel free to call or text the studio number, 630-481-6367, or e-mail Sarah@EmbodimentPilates.com.