

FAQ: ACUITY SCHEDULING & PAYMENTS -- STUDENTS

How do I get an ACUITY ACCOUNT? (recommended)

Use a phone, tablet, or computer to go to the Schedule page of the YCOM website (yogacoop.com/schedule) and follow the instructions there. (There's a QR code posted on the desk at the studio, too, which takes you straight to that page.) Also, there's an Acuity Scheduling app you can download onto your phone.

In the upper right corner of the Schedule page are two buttons: one to LOGIN, and one to SIGN UP (for an account). Click on the latter for a simple process to create an account with Acuity (the scheduling system), so that you can make a reservation more easily, keep track of the reservations you've made, and make any necessary changes to them (reschedule or cancel).

How do I make a CLASS RESERVATION?

Use a phone, tablet, or computer to go to the Schedule page of the YCOM website (yogacoop.com/schedule) and follow the instructions there. (There's a QR code posted on the desk at the studio, too, which takes you straight to that page.) Also, there's an Acuity Scheduling app you can download onto your phone.

How do I PAY for a class?

There are currently several options for this: (NOTE: Digital payments are always preferred.)

(a) **Credit/debit card** payments can be done easily at the time of registration near the end of the process. (YCOM encourages this method, as it is less demanding of our limited volunteer work time.) They can also be done later with a button provided in the confirmation email or by logging into your Acuity account (if you have one—always a good idea) and checking your list of 'Appointments' from the drop-down menu upon clicking on your email (top right corner).

(b) **Checks** for all classes should be made out to the **Yoga Co-op of Madison**; they can be dropped off at the studio or mailed to YCOM's address (812 E. Dayton St. #200, Madison WI 53703); please include the teacher's name and class date(s) in the memo of the check or attach a note with that info.

(c) **Cash** is still acceptable (though it is much harder for us to process); please be sure to attach a note to it, including your name, the teacher's name, the class date(s) it is for, and the amount.

FAQ: ACUITY SCHEDULING & PAYMENTS -- STUDENTS

How do I register for MORE THAN ONE CLASS at a time?

After clicking on your first choice for a class date on the calendar, you will be given three options: (1) 'Select and Continue' (without any more reservations), (2) 'Select and add another time' (to add one more at a time), or (3) 'Select and make recurring'. Choosing that last option will allow you to determine how many weeks in a row you'd like to reserve that class. You can always remove any particular date in the sequence now or reschedule a class later, if a conflict arises. *(NOTE: There is no discount for multiple classes.)*

Can I reserve and pay for classes with MORE THAN ONE TEACHER at a time?

Unfortunately, no. You must pay for classes of each 'type' (teacher/day/time) separately. Then you can use the 'Schedule Another Appointment' button on the final confirmation page to return to the full schedule and make a reservation for another teacher (or 'class type').

How do I RESCHEDULE a class?

There are two easy ways to do this—and one fallback option:

(NOTE: It's always better to reschedule, as opposed to canceling.)

- (1) If you saved the confirmation email you received for the class reservation (always a good idea), you will find a button there which allows you to change or cancel that.
- (2) If you have signed up for an Acuity account (also a good idea!), you can login and use that drop-down menu to see a list of all your upcoming 'Appointments' (class reservations). Find the one you want to change or cancel and click on the 3-dot button on the far right of it to see the options available and follow the instructions.
- (3) If neither of those options work for you, please use the 'Support' button at the top of the Schedule page to send an email to the Scheduling Administrator, explaining what you are trying to do, and you will receive some assistance as soon as they are available.

How do I CANCEL a class reservation and receive a REFUND?

It's always easier and better to reschedule than to cancel, but if you don't expect to take that particular class again and need to cancel, you can follow the same instructions as for rescheduling and choose the 'Cancel' option instead. Then you need to use the 'Support' button at the top of the Schedule page or email 'pay@yogacoop.com' to request a refund. You will receive a refund in 5-10 business days, if you paid online; otherwise, it may be 10-15 days.

How does the 'RESERVE WITHOUT PAYING' option work?

This option is available for those who feel it absolutely necessary to pay with cash or check. YCOM prefers that all payments be made digitally in order to make the most efficient use of our volunteer labor for handling them. If you are reserving multiple classes, it is much simpler to pay for all of them during the initial reservation process; otherwise, you will have to pay for each one individually. There will be a 'Pay for Class' button on your confirmation and reminder emails for this purpose. *(Also see "How do I pay for a class?" above.)*

How do I get the MEMBER DISCOUNT for my class reservations?

If your membership is currently paid up, you can get the member discount by entering the code 'MEMBER' on the line in the upper right corner of the 'Information' page, labeled 'Package, Gift, or Coupon Code'. Be sure to click on the 'Apply' button, and then it will display the discount.

Do I need to use the 'Member' discount code every time I register for classes?

Yes, you do. Since YCOM is not using this system to handle our membership dues, it does not keep a record of who is or is not a member, which can change over time.

Is the 'FIRST-TIME REGISTRATION' a real 'appointment' for a day and time? Do I need to cancel it?

No, it is not a real appointment of any kind. It is just a placeholder for the registration process to occur. You can ignore all references to an appointment, and you do not need to cancel it.

Will Acuity SECURELY STORE and remember my credit/debit card info?

Yes, as long as you check off the box which confirms your permission for them to do so, which will show up on the payment page when you get there.

Can I RESCHEDULE for a class at a DIFFERENT TIME or TEACHER?

The Acuity system will only allow you to reschedule for a class of the same 'type' (teacher/time/day). However, you can reserve another class 'type' and ask your teacher or the bookkeeper (via the 'Support' button on the Schedule page or email 'pay@yogacoop.com') to transfer your original payment to the new class.

How do I use a GIFT CERTIFICATE or a 10-CLASS PACKAGE to pay for my class reservation(s)?

There are two ways to handle this:

- 1) The easiest way is to make sure you sign up for an account with Acuity (see above). Then, once you login on the Schedule page, you can click on your email/username to get a drop-down menu, which includes an option to 'Manage Codes'. If you enter the code for your gift certificate or 10-class package here, then you will be given credit for it once you get to the payment page.
- 2) If you don't login before selecting class(es), you will have an opportunity to enter the necessary code on the Information page on the line labeled 'Package, Gift, or Coupon Code'. Be sure to click on the 'Apply' button, and then it will display the credit.