



## **Curtis Health Zoom Classes FAQ's**

### ***Do I need to inform Curtis Health if I can't make a class I've registered for?***

You can cancel your registration through the class confirmation email you received from Zoom when you registered, or you can simply just not show up for class. No need to let us know.

### ***Is there a participant limit to the classes?***

Currently Curtis Health has a limit of 500 participants.

### ***I've registered for a class but I'm having trouble accessing a session. What should I do?***

Firstly, read our *Steps to Register for and Join our Zoom Classes* guide to ensure you haven't missed any important steps or considerations. If you're still having issues, contact [virtual\\_group\\_fitness@curtishealth.com](mailto:virtual_group_fitness@curtishealth.com)

### ***Why do some of the class times in Zoom start or end at a different time than the Curtis Health Zoom class schedule indicates?***

Zoom has time specification limits when setting up meetings. This is why a class for instance may display in Zoom as 12:00-1:00pm but the class actually occurs 12:10-12:55pm. This will be noted in the class description on Zoom but you can also see the Curtis Health schedule to ensure the correct times.

### ***Do I need any equipment to participate in the classes?***

We recommend having a mat and water bottle for each class. If you don't have a mat, a towel may do. Our classes are designed with people at home in mind therefore most of our classes will not need additional equipment for, although some classes may offer options to use weights if you have them. You can use weighted household items as an alternative when safe, such as soup cans, a backpack with books in it, etc. See page 2 of our Curtis Health Zoom class schedule. To the right of the class names you will see a ( \* ) indicating the classes where the option to use weights may be provided.

### ***The passcode provided by Zoom doesn't seem to be working to get in to a Zoom session. What should I do?***



First, double check you're entering in the correct passcode. You can also try signing out and back in to your Zoom account once again, then re-clicking on the link to join. You can also check if there is a software update available for Zoom. If still having issues contact [virtual\\_group\\_fitness@curtishealth.com](mailto:virtual_group_fitness@curtishealth.com)

***Are there instructor bios I can see to learn more about the instructors?***

These are coming soon. Stay tuned!

***Can I access class recordings? Are there recordings available for all classes?***

Those who have access to our Thrive page can view sample recordings of most of our virtual classes under exercise/class recordings or yoga/class recordings respectively.

These are updated approximately every 8 weeks.

Contact [virtual\\_group\\_fitness@curtishealth.com](mailto:virtual_group_fitness@curtishealth.com) if you do not have access.

Please note not all class recordings may be available for reasons including, but not limited to instructor insurance requirements and other technical circumstances.