

MindBody Frequently Asked Questions

When I try to book a class, I get an error message stating "This class cannot be purchased online. Please call to purchase this class."

You will need to have an active membership before you can book a class. Please visit the membership page of your facility website and complete the form. After submitting the form, you will receive an email within 24 hours stating your account has been activated. At that time you will be able to book classes and other services.

If you have already registered for a membership and receive this message, please reach out directly to the facility.

I registered for a membership. When I try to book a class, I get an error message stating "This class cannot be purchased online. Please call to purchase this class."

Have you received an email stating your membership has been activated? If not, your account has not been activated. You should receive an email within 24 hours of registering stating your account has been activated. At that time you will be able to book classes.

If you do not receive an activation email within 24 hours, please contact your facility. The facility email address can be found at the bottom of any facility web page.

My membership was activated, but when I try to book a class I get an error message.

This is a browser security problem. [Click here](#) to view a MindBody tech support article to resolve the issue.

When I go to the website, I can't see the MindBody registration form or class registration calendar.

This is an Internet Explorer issue. Please change your browser to the most current version of Chrome, Edge, Firefox or Safari and access your facility website through that browser.

I did not receive an email with the link to join my class.

Please contact your facility. The facility email address can be found at the bottom of any facility web page.

I can't find my class join link.

When you register for a class, within a few minutes you should receive a confirmation email with the join link. **It will not include a calendar invite - we encourage you to create one at this time.** Depending on when you register, you will also receive a reminder email the day before. If you are not receiving these emails, your [email settings](#) may need to be updated. (scroll down to "existing client opt-in")

I get an error message or “wheel of death” when I try to book a service.

- Third Party Cookies: Please enable third party cookies. [How to enable cookies for your browser](#). If you are unable to do so and are trying to register for a service on a work device, you will need to complete your service registration with a personal device. Many work devices will not allow you to enable third party cookies
- VPN's and Ad Blockers: If you continue to have issues, try disabling ad blockers/VPNs. Pause any active ad blockers or disconnect from your VPN, as these can interfere with Mindbody's booking scripts and prevent the page from completing its load.
- Browser Cache: Many issues that arise in web-based software can be solved by clearing the browser's local memory, known as the browser cache. Browsers (e.g., Chrome, Edge, Firefox, and Safari) store tiny bits of site data on your computer, which helps websites load faster the next time you visit them. [Click here for detailed instructions](#).

When I try to book a service it says all appointments are full for the next 30 days.

Jump ahead to the next month until it gives you the next opening for an appointment.

[Additional Mindbody FAQ Support Articles](#)