

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.

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")