

# **Infinite Light Center**

## **On Demand Yoga Classes**

### **Frequently Asked Questions**

#### **Class Pass Questions-**

*I already have a class pass. Can I take the on-demand classes using my regular class pass?*

Yes, as long as you have classes in your account, you can use them to pay for the on-demand classes.

*I am a new student. How can I take your on-demand classes?*

It's simple. Just go to our website ([InfiniteLightCenter.com](http://InfiniteLightCenter.com)), click on Yoga Classes and then Rates. Create an account. Purchase a Class Pass. Then Login and click on the Virtual Classes tab. Choose your class and click on it to take the class.

#### **Practice Questions-**

*How do I choose which class to take?*

If you're a regular student at Infinite Light Center, just pick the class you usually attend. If you're not a regular, read the class descriptions and make your choice that way. Our Gentle Yoga classes are for those who need a chair or simply want a gentler approach. Our Multi Level Yoga classes are for all levels of experience and fitness. Our teaching style includes accommodations so everyone can practice together. If you still have questions, get in touch and we'll steer you in the right direction.

***Are these live classes? Will I be on camera?***

No, the classes are pre-recorded videos. They are not live and you won't be on camera.

***Do I need to be ready to practice as soon as I click on the video link?***

No, you can click on the link whenever you want. You can press the pause button anytime you like. When you're ready to practice, set yourself up, make sure you can see the device you're playing it on from your mat or carpet, and press play.

***Will the same class videos be available every week or will they change from week to week?***

There will be new class videos available every week to choose from. The class videos you see this week will expire on Sunday at 5 pm ET. New class videos will be available on Monday morning, and they will be available to click on until Sunday at 5 pm ET.

## **Technology Questions-**

***I can't log in. What should I do?***

If you created a login in the past, and you remember the email and login associated with your account, you should be able to log in. If you've never created a login, you will have to do that before proceeding. Type your email into the "create account" box and if the system recognizes your email as the one you've used with us before, it will ask you to create a password. If none of those things work, you may have an inactive account. Accounts become inactive when you haven't come in to the center, or haven't purchased

anything from us in a while. If that happens, you will need to contact us and we'll help you.

***I forgot my password. What should I do?***

You can simply click on the “need new password” link below the login box and you will be able to reset your password. If that doesn't help, contact us and we'll help you with it.

***The class links won't turn red. I can't click on any classes.***

If the class links won't turn red, that's an indication that you don't have any classes in your account. If you think you do have classes in your account and the links don't turn red, then maybe you created a duplicate account for yourself. In that case, the new account wouldn't show that you have classes. If this happens, contact us and we'll merge the accounts for you so you can access your classes.

***The video won't open for me. I click on the link and it turns red but when I click again, nothing happens. What should I do?***

This usually happens when you have a popup blocker activated on your device. If this happens, check the settings on your device and deactivate the popup blocker. On many devices, you can deactivate it for one website. If you click the link and see a bar across the top of the screen with a message about your popup blocker, look for a box that shows your options. On some browsers, you can choose to accept popups one time only, or to always accept popups from a particular site. That should fix the problem.

***What is the best device to play the videos on?***

The best device to play our On-Demand Classes is a computer (PC or Mac). A device with a larger screen shows the video the best. Depending on your

phone, the video may not be large enough for you to follow along. You also need to position your device so you can follow along while you are doing floor as well as standing postures, and to hear when you're practicing.

## **Timeframe Questions-**

### ***How long will I have to watch the On-Demand Class I choose?***

You can watch the class from the moment you first click on it until Sunday at 5 pm ET.

### ***Can I take the class more than once?***

You can take the class as many times as you want until Sunday at 5 pm ET.

### ***Can I buy a class pass today and take the class later on (next week, next month, etc)?***

You can buy a class pass and take the on-demand class anytime you like. The pass will not activate until you click on the video.

### ***What if I have other questions?***

If you have other questions that have not been addressed here, please get in touch.

## **Contact Us**

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