

Livestream Support Questions

Browser Issues

Many browser issues are due to either an outdated browser or a lack of compatibility with certain plugins such as Java.

MINDBODY currently supports the latest versions of the following browsers:

- Chrome 74+
- Firefox 68+
- Safari 12+
- Edge 18+
- Mobile Safari 12+
- Chrome Mobile 76+

Browser capabilities can differ significantly between desktop and mobile, and not all features are supported on every browser. Java, in particular, is integral to many parts of the MINDBODY software (such as hardware) yet is not supported on most mobile applications.

In addition to this, the oldest version of macOS that is supported is macOS Sierra (version 10.12) as this is the oldest version that is able to support Safari 12.

Still Having issues? [Clear Your Cache](#)

Why Didn't I receive the Livestream Email?

Up to Date Email

Ensure your email is up to date in your Mindbody account

Spam filters

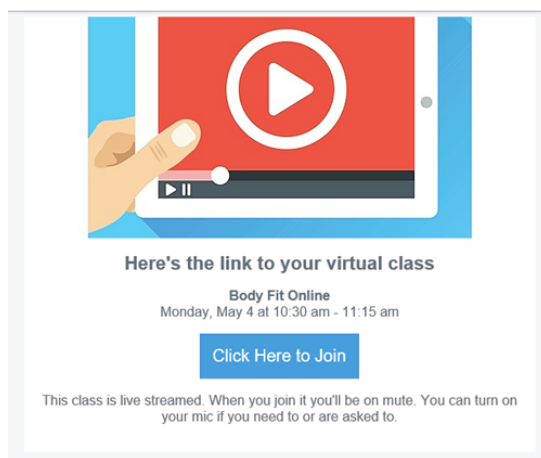
Sometimes, spam filters can keep emails from reaching the intended recipient. This email is sent from noreply@mail.mindbodyemail.com. We recommend adding this email address to your contact list so you receive the livestream link successfully.

Joining a Livestream Class

Now that you've booked a live stream class, here's what comes next.

Step 1: Check your email for the live stream link

Live stream links are sent out 30 minutes before the start of class. If you're booking within the last 30 minutes, then you'll receive the email within a minute or two.



You can also find the link in your schedule on mindbody.io 30 minutes before class begins.

Schedule

2 UPCOMING 27 COMPLETED

09	Thursday October, 2018	CYCLING Live Fit Virtual: Sculpt Cycle Studio with Jessica Myers	12:00pm - 1:00pm	Starts in 10min	JOIN LIVESTREAM
----	---------------------------	--	------------------	-----------------	-----------------

Step 2: Decide which browser or device you'll use to attend class

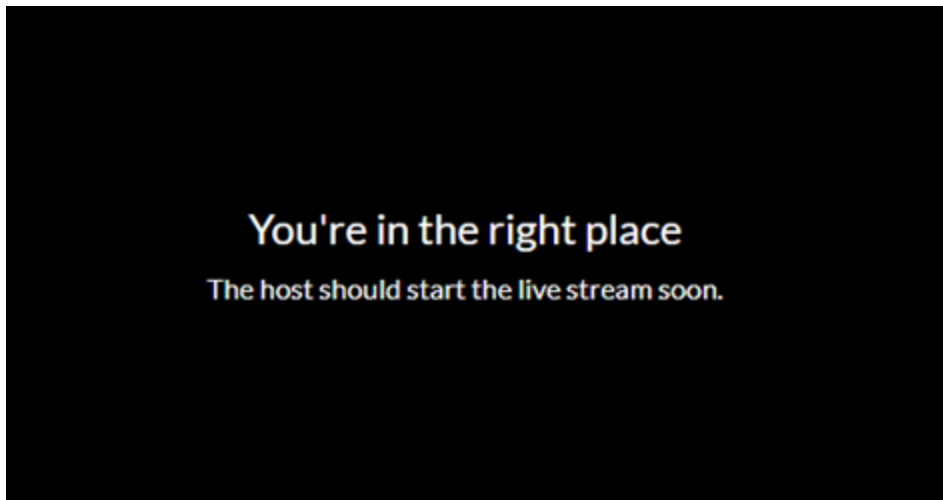
Live stream classes work better on some devices or browsers than others. Check the table at the bottom of this page to see which browser will work best for you.

Step 3: Log in to the live stream class

You have a couple of login options here. You can log in with:

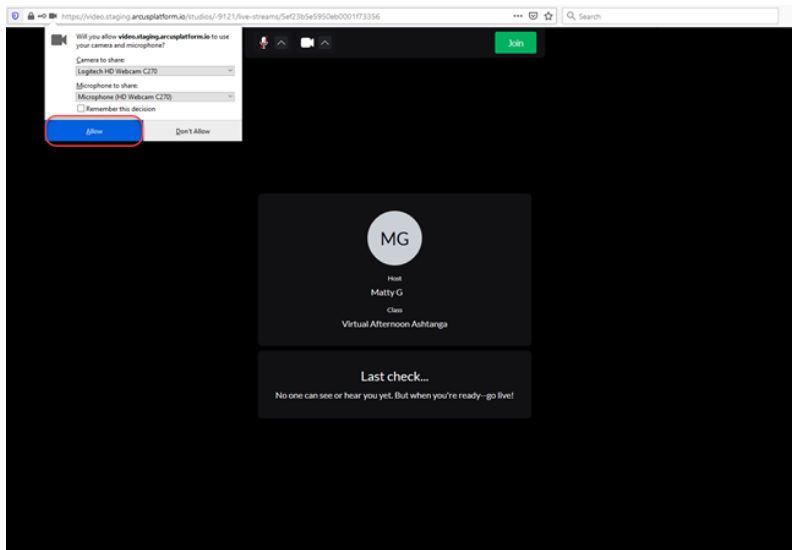
- **Your consumer mode login:** This is the login you use to access the studio's site on a web browser.
- **Your [Mindbody account](#):** This is the login you use on the Mindbody app or the business's app.

If class hasn't started yet, you'll hang out in a waiting room.

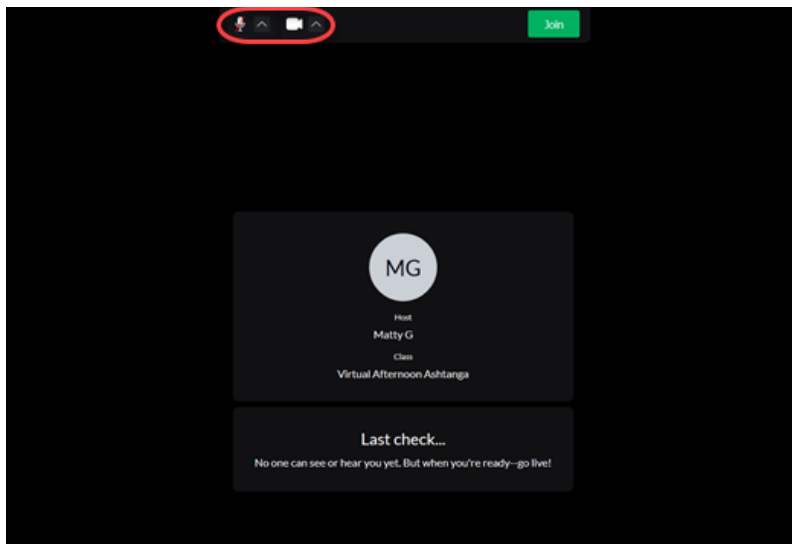


Step 4: Set your camera and microphone preferences

Your browser will ask to access your camera and microphone. Choose **Allow**—you'll still be able to mute your mic or turn off your camera in class if you'd like, but enabling at the browser level ensures you have control when the live stream starts.



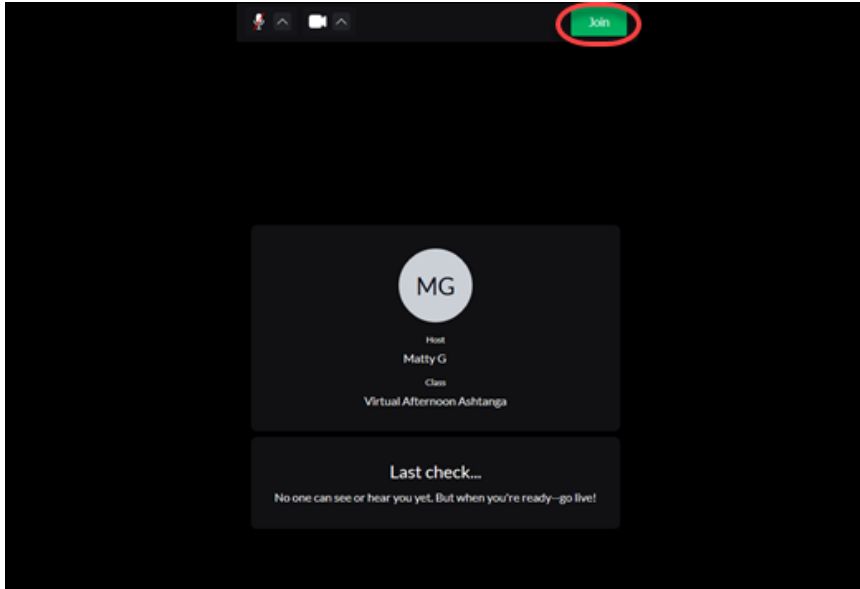
You can use the microphone and camera buttons at the top to set your preferences.



- If your camera and/or microphone are not working, use the links below to learn how to enable your camera and mic for the class. Also, keep in mind that only the first 15 attendees can share their video.
 - [Chrome](#)
 - [Safari](#)
 - [Firefox](#)
 - [Microsoft Edge](#)

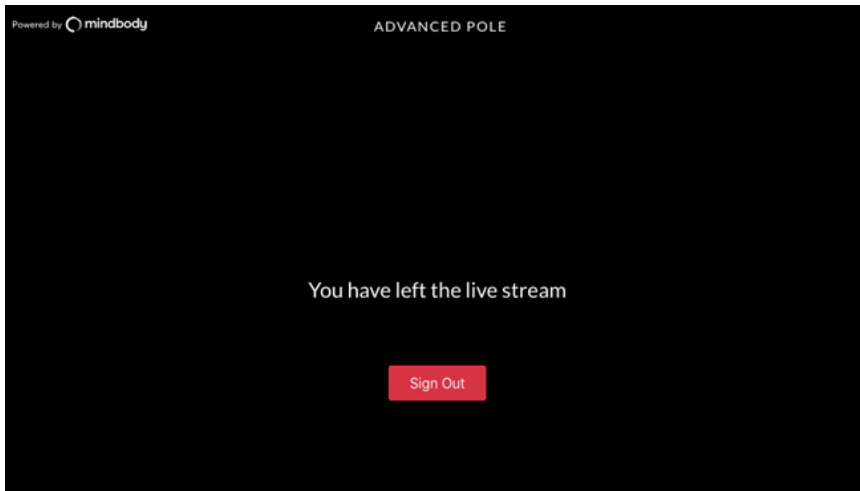
Step 5: Join the class

When you're ready to join the class, click **Join** at the top.



You can click on the Full screen icon on the right to enlarge the video to full screen view during class.

When class is over, you can click **Leave live stream**, then **Sign Out**.



Live stream browser support

	Chrome (v. 78+)	Chrome iOS (Mobile)	Chrome Android (Mobile)	Firefox (v. 72)	Safari (v. 13+)	Safari iOS (Mobile) (v. 13+)	Edge (v. 18)
See your own video	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
See tiles with other viewers' videos	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
See instructor's video	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hear instructor	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Instructor can hear you	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Select camera	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Select audio source	<input type="checkbox"/>		<input type="checkbox"/>				<input type="checkbox"/>
Select microphone source	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stop/pause video	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Mute microphone	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Mute speaker	<input type="checkbox"/>		<input type="checkbox"/>				