



### WHAT DO I NEED TO START?

- 1) **Basic technology:** An electronic device with access to the internet via cell phone, tablet, laptop or computer.
- 2) **Pilates Works Access Through A Web Connection:** A student account at Pilates Works - <https://pilates.works/> - using the Tula software platform embedded in our site). Your username is your e-mail address and you create your own password. **Note:** You **MUST** be logged in your account **AND** registered for the class to see and access the “View Broadcast” direct link.
- 3) **Zoom Access:** Sign up for a **FREE** account with Zoom - <https://www.zoom.us/> Downloading the Zoom app in advance of your first online session will save valuable time and avoid delays. **Note:** You will **NOT** be starting any session from Zoom, but will instead access your “View Broadcast” link through Pilates Works. You need Zoom on the device, but you will never start from Zoom. The direct link for the specific meeting will open Zoom for you, and you will be put into a virtual “Waiting Room” – then your instructor will agree to “Admit” you.
- 4) **Space:** A safe area to workout, where you have enough room to move easily. Any fitness accessories you have at home might be helpful, too. E.g., a mat or carpeting to pad your spine, bands, hand weights, rollers, etc. **Note:** FREE classes are taught in a generic fashion without any specific prop requirements, but you may know things you could do with props to amplify or modify for yourself. Depending on what joint/balance issues you might have, if we’re working on standing challenges, it could be helpful to have a sturdy bench, chair, or countertop nearby to assist, or a clear wall to place a hand on.

### HOW TO ATTEND FROM THE COMFORT OF YOUR OWN HOME, OFFICE, SHELTER OF CHOICE 😊

- 1) **PRE-REGISTER** for the training session, **EVEN** if it’s a **FREE CLASS!** Registering is the only way you will have access to the broadcast link. If you’re choosing to do personal training (privates, duets, trios) your instructor will create your appointment and registration for you, based on direct communications with you.

### **KISS THAT iPHONE APP GOODBYE!**



**And instead say HELLO to the BFF of mobile-friendly sub-domains:**

**<https://getmoving.pilates.works/student>**

***KISS YOUR iPHONE APP GOODBYE, and point us toward tomorrow! SO LONG, it’s been good to know ya, but we’re moving on! The studio iPhone app is now DEFUNCT. Please delete it from every Apple device you have it loaded onto. This new method is FAR BETTER in its functionality across multiple devices and platforms! BOOKMARK IT!***

- 2) **SET UP** your workout area and electronic device a bit early to be sure you’re ready to go. If using WiFi, double check that the signal is strong.
- 3) **LOG IN TO YOUR PILATES WORKS ACCOUNT** (which is your Tula Account). Places you can do that from include the **EXCITING NEW SUB-DOMAIN** which is especially helpful for mobile devices such as cell phones and tablets: <https://getmoving.pilates.works/student> **Or for your desktop or laptop, you might prefer our website student portal page:** <https://pilates.works/student-portal/>
- 4) **CLICK ON LINK:** If you are both **PRE-REGISTERED AND LOGGED IN**, then the “View Broadcast” link will appear near the name of the class you’re enrolled in, usually by at least 10-15 minutes prior to the start time. You might see it under “Upcoming Registrations” or within a larger version of the “Studio Calendar,” depending on what kind of device you’re on and how you got to the calendar or your account. (See Page 4)
- 5) **SELF ASSESSMENT:** Take a moment before class to check in with your body and notice what might be sore, stiff, tight, or out of whack in some way. Keep those considerations in mind as you make choices during the session. This is especially important if you are attending a group session where you might have your own video feed off and the teacher may not have the time and ability to truly monitor all of the student video feed while teaching the group.

**More Zoom info + fending off TULA TRAUMA! →**

## OTHER ZOOM PARTICIPATION HELPFUL HINTS

**1) PRACTICE USING ZOOM.** If you've never used Zoom before, consider practicing using just the Zoom part by connecting with a friend/family member through Zoom and get in a "meeting" with them to play around with some of the features. This will give you a chance to test out how stable your connection is in addition to any other audio/video issues which might be coming from how your device is set up, or what other apps/programs might be running in the background. We've already discovered issues with special laptop protective covers blocking sound functionality and certain cell phones sometimes not switching appropriately to **"speaker phone" for the audio feed** (usually right after someone was on a phone call, but other glitches can cause this). How any **"Do Not Disturb"** function on your cell phone might function can be an issue, too. Once you're in Zoom for your first time, play with your screen, dashboard, setting options, etc. Like pretty much all of the software design trends of recent years, unfortunately, they like to hide functionality from your screen. That means you have to figure out how to keep clicking and tapping in different areas of your screen to know what's there that might be useful, and if you're on a cell phone you'll also have to keep swiping from right to left to see different functions. While it's possible that the software developers who started this trend are passive aggressive personalities with obsessive compulsive disorders with the need for a "clean desktop," just know that you may have to go hunting around for things like "Speaker View" or "Gallery View" or how to mute/un-mute your microphone, because those icons and buttons may keep disappearing from your screen so that your screen can look "clean" and pleasing to the eye. (Woo hoo?!?!) For those of us who became computer literate in the era of fully visible drop down boxes and menus, this requires a heckuva lot of brain re-wiring. And how those things appear and disappear depends on what kind of electronic device you're on, too. E.g., the Zoom app for phone looks/functions VERY differently than the app for computer. When in doubt, keep tapping, clicking, swiping, and looking around for what you might need. Any time you see 3 dots near each other [an ellipsis button \*\*\*], there's definitely SOMETHING there, whether or not it's of interest. In general, once a group class starts, you might prefer to be in "Speaker View" so that the video of the teacher is the largest one on the screen. If you decide you want to do personal training (privates, duets, or trios), you'll likely want to be in "Gallery View" so you can see everyone on your screen at the same time, and can also keep monitoring how well your teacher can see the angle of YOUR body in your own video feed. Essentially, when in "Gallery View" you can also use the video feed of yourself as a "mirror" to check out your form and alignment. But, if you're participating from a small cell phone screen while taking a group class, you'll probably want to stay in "Speaker View" to be able to keep a good view of the teacher's visual cues.

**2) ONLY USE 1 DEVICE.** Be careful that you haven't left yourself logged into Zoom on one device and then tried to go in on a second one. It's very possible you'll lose Zoom functionality if you do. It's usually best to avoid connecting separate cameras and microphones unless your device doesn't have those already built into it. **Do not call using your computer and phone at the same time.** Listening to the audio separately on your phone while your computer has the image will likely create other problems.

**3) CONNECTION SPEEDS: This "magical" virtual world is only SO magical!** If you're not sure you have a strong enough connection, you can test out your speeds by using [www.speedtest.net](http://www.speedtest.net). **You can test it on various electronic devices in various combinations of connectivity (WiFi, cell service, ethernet cable, etc.) to see what's working the best to ensure good UPLOAD speeds for video broadcast.** Testing multiple times across a short period of time may yield interesting results. **For "livestreaming" on a platform like Zoom, many experts recommend that you have a minimum UPLOAD speed of at least 3 megabytes per second for standard definition video (and at least 25 mbps for ultra HD).** To check the upload speed on your phone, download the Speedtest app (by Ookla) because it will only let you test the download speed if you go into their website via browser while on your phone. If using your cell phone and you're also able to make a WiFi connection in addition to your cell service, that might give you a higher rate/more stable connection. Also, it can be good to check how many devices are left running or automatically trying to stay connected to your WiFi, because each device will absorb part of your bandwidth. Even "smart" appliances can be tapping into your WiFi. If you can't connect to WiFi w/your cell, an LTE connection on your phone service can help stabilize the signal.

**4) SET PERMISSIONS FOR VIDEO AND AUDIO CONNECTIONS WHEN YOU FIRST JOIN THE MEETING** based on how you want to participate. How you want to be identified in Zoom is up to you. It's possible to add a still photo to your profile in Zoom, which could identify you even when you choose not to share your video. There are various other ways to hide yourself and change your screen even after you've joined the meeting. Keep exploring options! If you have Zoom set for a specialty background when your video feed is on, you'll need to turn that off for your teacher to be able to see your movement. The custom background feature seems to work well if you're sitting fairly still, but once you start moving around, your teacher will see various body parts popping in and out of your custom background in a very surreal way, which is too hilarious to be able to keep teaching properly!

**5) "CHAT" feature** - While I will usually try to remember to leave this on as another option for interaction, please know that because of how far away I need to be from my screens, I might not immediately see notifications or questions coming through.

***Please don't hesitate to un-mute your microphone to ask questions while I'm teaching!***

**6) LIVE CONVERSATION WITH FRIENDS** -- I think we all miss seeing each other in space and time! You're welcome to chat with studio friends before and after class, or to even make new friends! We've had some issues with people who got into the class and didn't know they were connected, and random sounds and voices coming through. There have been other issues with extraneous sounds getting amplified through the system, too. So, to avoid that, I now "mute" all participants before I start teaching group classes, but leave you the option to un-mute your mic. Don't hesitate to "un-mute" to ask questions, but the overall sound quality is much better this way. If I have time after/between classes, I'll try to leave the meeting open for a bit so that studio friends can say "hello" and catch up a little. Hearing other people's voices in real time can be very reassuring!



## STILL NOT CONVINCED WE SHOULD DO IT THIS WAY?

These positive points answer the most frequently asked questions which have come up so far:

- 1) **NO EXTRA BORDER WALLS!** No need for a meeting number or password to attend.
- 2) **NO DISAPPEARING ACTS!** No worries about invitation e-mails disappearing into junk or spam or getting bounced away from any e-mail server.
- 3) **EASY PEASEY!** No panic while trying to find a previous e-mail meeting invitation or password, since the link which is posted is a **DIRECT LINK!**
- 4) **INDEPENDENCE!** No need to contact anyone else to get started. (Unless you need coaching through the process of how to use Zoom.)
- 5) **LESS ANXIETY! GREAT FOR INTROVERTS! ABSOLUTELY NO NEED TO BE A MEMBER OF ANY KIND OF SOCIAL MEDIA PLATFORM TO ATTEND,** such as for a Facebook Live.
- 6) **NO BOUNCERS AT THE DOOR! VERY FEW WORRIES ABOUT US EXCEEDING OUR 100 PARTICIPANT MEETING LIMIT FOR FREE CLASSES ANNOUNCED ONLINE** since participants need to register with the studio to attend.
- 7) **MORE SECURE!** I'm creating a unique meeting ID for EACH class, which makes it harder for someone to **hack in or steal access.** Also, for someone to register for a class at the Pilates Works studio through Tula, I have to approve that they are associated with our studio, so if something suspicious comes through, I can try to contact them through their e-mail first to make sure they're legit.

**No, you can NOT use the same broadcast link for different classes.** For a wide variety of security reasons, as per the recommendation of Andrew Wicklander (the software developer who is the genius founder of Tula), I am creating a NEW meeting link with a unique meeting ID number for each class "meeting."

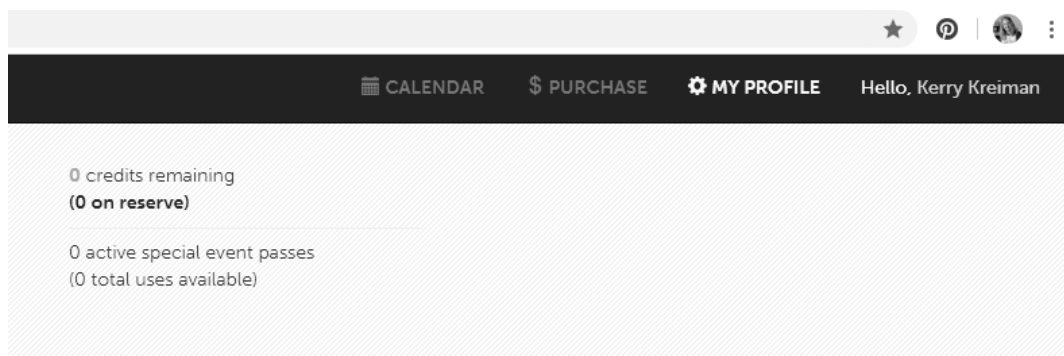
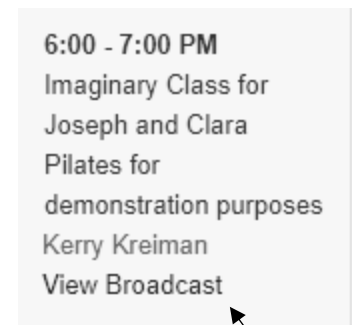
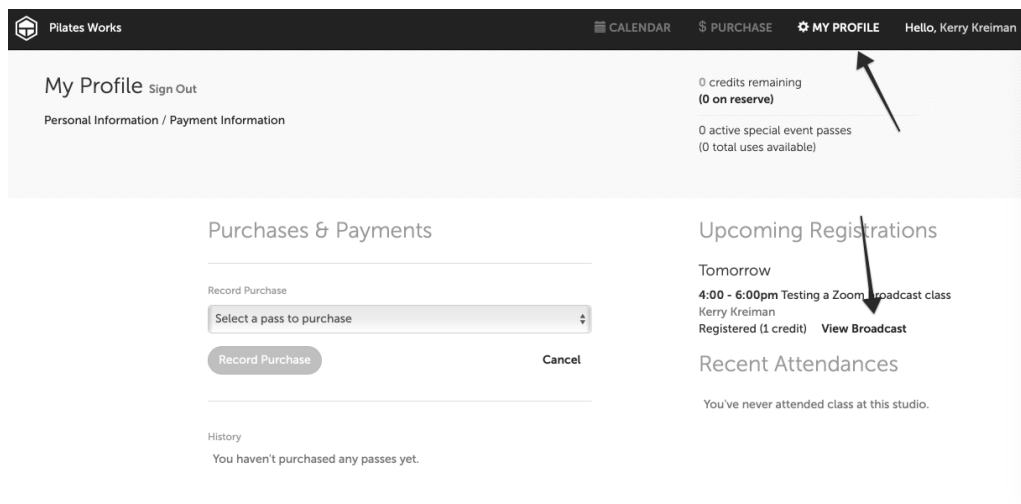
**No, sorry, but I'm not going to give out the permanent I.D. to our Zoom account** to anyone to use as they like to get in and out. That would be a huge security risk! Plus, it would make it impossible to have paid classes on the schedule, because anyone with the number could get into any class.

Once you get used to the procedures, you'll learn that as long as you have a stable internet connection, it's usually not that difficult. If you find you're having trouble with a stable connection and you're on WiFi, please check that there aren't a lot of devices in your household already connected to the WiFi simultaneously. Band width can get stretched too thin to where feed requiring video and sound isn't going to flow consistently. *(See #4 on previous page.)*

# Related TULA TRAUMA TROUBLESHOOTING:

1) If you're attempting to use your Pilates Works custom iPhone APP, just STOP and DELETE it now!!! It was never possible to get to the View Broadcast window from the app, and other things weren't possible either. There are MANY reasons we have eliminated the iPhone app!!! APPLE was making it VERY difficult for many websites and apps to maintain functionality! KISS THAT APP GOODBYE!!

2) **IDENTIFYING THE LINK** -- The "View Broadcast" link is **not** a "public" link on the "public" calendar. It only shows up if you're pre-registered. But, even if you pre-registered for the class, if you're not **ACTIVELY LOGGED IN** to your account when you go to take the class, the View Broadcast link will NOT appear on the calendar. It is set to only allow people who pre-registered to be able to access the link. Plus, you **MUST** be logged in to your Pilates Works studio account for the system to know who you are (rather than just some random person on the internet)! The portions of screen shots below will show you some of the ways the "**View Broadcast**" **clickable link** might appear on your screen:



## Upcoming Registrations

Today

6:00 - 7:00pm Imaginary Class for Joseph and Clara  
Pilates for demonstration purposes  
Kerry Kreiman  
Registered **View Broadcast**

### 3) IDENTIFYING/ACCESSING YOUR TULA/PILATES WORKS ACCOUNT

If you were previously using the Pilates Works custom iPhone APP for studio reservations (which had been available through the Apple Store or iTunes), it's still the SAME username and password to get into your studio account from the Pilates Works website and the new mobile-friendly sub-domain! If you need to reset your password, you must do it yourself and the re-set link will be sent to whatever e-mail address your account is setup with. Their very strict security policies will not enable me to do it for you.

**PERSISTENT PASSWORD PUZZLEMENT?** TULA software is our studio's reservation system which tracks student accounts and attendances. If you had originally opted not to have your e-mail address linked to your student account, then you do not yet have a password. If you originally had your e-mail address connected to your account, and then later asked for it to be removed, then you do not currently have a password. For either of these scenarios, we can resolve in two ways. 1) I can put the e-mail address of your choice in to your account and that e-mail address will become your username, and then you can go in to create your own password. 2) You could create a new Tula account with your preferred e-mail address, and then I could merge the old and new accounts together into one account with your new/preferred contact info. Once you've got your e-mail as your username, you can opt to re-set your password at any time, but only you can do that.

**If you originally saved your password in your device in some way where it automatically connects and you don't know your password anymore**, you'll have to ask to re-set it, because there's no way for anyone to look it up. There are several places that you could go through the "forgot password" process to reset, but you'll need to put in the e-mail address you have connected to your account. If you aren't sure what e-mail address you used, then just pick one and try, or set up a new account under the one you prefer (and I can merge them for you), or contact me to first correct your e-mail address to the preferred one, and then you can set up your password.

**If you're a fitness fanatic who does a lot of studio hopping, you might have a "TULA" account at another studio, such as a yoga studio.** If that's true, then you just need to be sure you're logging in to the correct studio. By starting at one of our Pilates Works pages, then you already know that you're accessing our studio. Each studio which uses Tula defines their own studio prices, policies, procedures in the system in the way that best suits their studio. For example, our registration process for paid classes is set to coincide with our 48-hour cancellation policy. (I have now re-set the system to where that does not apply to the FREE classes, and anything marked as free will allow you to de-register at any time prior to the class.) What another studio does is their own choice. Similarly, another studio using Tula might not use Zoom, and might instead post a broadcast link to a different service in the same box. We're using Zoom because it's fairly simple to use, viewers can sign up for free accounts, and the video quality is better than other services out there. Since we teach movement, having decent video feed is pretty darn important! If you prefer to use a different platform for a private session, I could potentially link to a different broadcast platform.

### 5) OTHER "View Broadcast" LINK PROBLEMS

**ZOOM NOT "WORKING" AFTER YOU CLICK?** If you try to "View Broadcast" really early, and you're getting a message saying that another meeting is in session, or that the account isn't available, it's very possible that I am in another Zoom meeting with someone else and that I haven't ended that meeting yet. If it enabled you to connect with Zoom at ALL, then you're probably using the right link, and it's just not available quite yet, because for now, our paid license is at a basic level where we can not have more than one Zoom meeting happening at a time. Later on we might pay for additional options, but we can't afford to do that just yet.


**ZOOM NOT OPENING AT ALL after you click on the "View Broadcast" link? It's possible that your security settings for your web browser on the particular device that you're on are stopping Zoom from opening.** (Note: I am testing all of the links right after I post them, to make sure that Zoom will open from the posted link.)

**LINK BROKEN?** If you already verified you're logged in, and you see the link, but for some reason the LINK itself appears to be broken or not working (and you never get to Zoom), three scenarios are likely:

- 1) The version of Zoom on the device you're on is not updated past 4.0 versions and won't open at all.
- 2) A smaller more recent update of Zoom is needed for other reasons, and you may have to seek out the update rather than waiting for a prompt to do so.
- 3) The dialog box for Zoom is trying to open up behind the window you're in and you can't see it, so you might need to minimize the window of your browser to make sure it's not hidden behind.

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## **STAY REFRESHED!**

Other things not making sense? No classes showing on a day when you know there are classes? Try refreshing your browser. For a hand held device, that might require dragging your fingertip down the screen to force it/ask it to refresh (to where you see the little circular arrow turning type indicator that it's doing something). On your laptop/desktop computer, try hitting the REFRESH BUTTON on your browser which usually looks like a circular arrow: 

## **STAY UP TO DATE!**

***Be sure to keep updating your Zoom app! They've been offering important security/functionality upgrades and are already up to Version 5.2.4! Note: All 4.0 versions are no longer working. Be sure to update BEFORE you use a broadcast link!***

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## **Prefer a different broadcasting/video chat platform?**

If you'd prefer to do private training sessions on a different platform, such as Skype, I'm happy to work to make that happen in the format that is best for you, as long as it doesn't require paying for an additional subscription.

## **STILL PANICKED???**

If you'd like to schedule a time for a PHONE CALL FOR TECHNOLOGY COACHING/TESTING/PRACTICE OF HOW TO USE ZOOM, send me a message, and we can find a time to figure it out. If you're ready to do livestream private training, we're also going to want to look at camera angles for your camera to make sure your instructor can adequately see your movement to help coach you to better success!

***THANK YOU for your patience as we continue to learn, grow, and adapt. It is truly and greatly appreciated! We're HERE FOR YOU, and we want to help you get through this! Hopefully we'll all come out better, stronger, and wiser on the other side!***

### **CAN ANYONE JOIN IN THE FUN?**

**YES!** You're more than welcome to extend invitations to friends and family far and wide! You could get your whole family moving in a Zoom mat with you if you've got the space in your home! You could invite friends from out of state and out of the country! The Zoom account level we're at now limits us to 100 participants per meeting, but since we're not sharing links directly on social media, and people have to pre-register for the specific class, it's unlikely we'd hit our limit. *(Even so, I'm now setting the classes to cap at 98 registrants to ensure there won't be a problem.)* So, **YES PLEASE, share, invite, spread the word about the FREE broadcast classes! I know some of you have been hesitant to do so, but I'm offering these free classes to be OF SERVICE to anyone for whom they might be helpful! Plus, the more, the merrier!**

**Additional "Sharing Is Caring" opportunity** - This is a great time for you to introduce our studio to friends, family, work colleagues, etc., since they can participate in something for free. If anyone in your circle has previously inquired about places you take classes, please let them know about the free online training!

**NOTE:** *While we're no longer offering free classes 6 days a week, because so many people are suffering from pandemic fallout in a variety of ways, I've been working to include at least 1 free and 1 half-price mat class each week through Zoom livestream.*