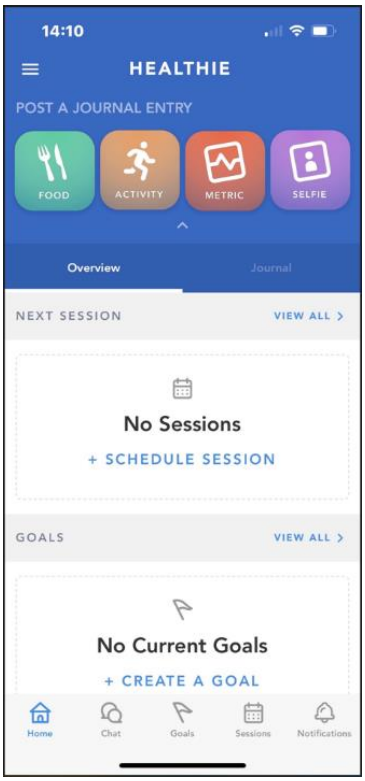
4-Week Health Challenge FAQ

How to book appointments?
Virtual appointments will be booked through Mindbody. During week 1, you'll schedule your evaluation. Follow ups will occur during weeks 2, 3 and 4 of the Challenge. Repeat participants will schedule a weekly follow up for weeks 1-4.

- **Option 1:** From a computer, here is link to Book a Challenge Appointment
- **Option 2:** On a phone, download our Mirbeau Balanced app. Go to *Book* then *Appointments* and click *Health Challenge*.

How to join appointments?
Coaching sessions will occur on Healthie. During your evaluation, you and your coach will come up with a schedule for your weekly coaching appointments. These will be your personalized sessions where your time will be spent working toward your goals and creating a health plan customized for your needs and lifestyle.

- **Option 1:** From a computer, log in to Healthie. Join call when prompted.
- **Option 2:** On a phone, log in to Healthie app. Join call when prompted.



How to submit the evaluation form?
Please complete the evaluation form prior to your first appointment. To submit the evaluation form, this must be done from a computer. You will receive an email with a form link. Click the link in the email. This will direct you to your Healthie account where you can securely fill out the form. Once completed, click Submit. To view and edit forms, go to Documents tab in your Healthie account.

How else will Healthie app be used?
The Healthie app will be used for these program components: (see screenshot)

- Individual Calls
- Text Messaging your Coach
- Creating Goals
- Logging Food Journal
- Recording Metrics
- Integrating Fitness Wearables (optional) To learn more, click here.

What will the weekly group call consist of?
The weekly group calls are customized to the private group that is participating in the Challenge to provide an added element of support and information, proven to be helpful for sustaining motivation in the process of achieving health goals. There will be opportunities for participants to engage as they feel comfortable. The 50-minute weekly group calls occur on Zoom Wednesdays 7:00pm.

How do I sign up for the weekly group call?
To receive the join link, you will need to pre-register. A Zoom link will be emailed to you 30 minutes prior to start time (please be sure to check your spam folder). To start, download our Mirbeau Balanced app. Once in the app, go to *Book*, select the class *ZOOM Challenge Call* and click *Book.*

How do I sign up for other live-stream classes and view the on-demand library?
As a bonus, you also receive unlimited access to over 80 live-stream classes offered 7-days-a-week plus our entire video-on-demand library for the duration of the Challenge! These classes include a variety of Strength, Yoga, Tai Chi, Pilates, Barre, Balance, Mobility, Cardio Tone as well as specialty classes like Chair Fitness, Low Impact Cardio and Pelvic Conditioning. You will pre-register for these live-stream classes just as you will for the weekly group call and receive the join link 30 minutes prior to start time. To view our video-on-demand library, click the *'Video'* tab within the Mirbeau Balanced app.

How do I join private Facebook group?
Please request to join using this link for our Mirbeau Balanced 4-Week Health Challenge Facebook Group.

What if I need to reschedule my appointment?
We request 24-hours' notice to reschedule. A $10 no-show fee will be charged for missed appointments.

We look forward to getting to know each of you and helping you achieve your goals!