



## EBB&FLOW ONLINE

### HOW TO:

#### *Set up your account*

1. Click this link <https://app.namastream.com/#/ebbflow-yoga-limited/auth/signup>
2. Fill in your email and choose a password
3. Agree to the T&Cs and sign up
4. Fill in your personal details and you will be taken through to our homepage

#### *Access live streaming*

1. Go to your homepage
2. Select Live Streaming with either today's or next Monday's date\*
3. Click VIEW PRODUCT
4. In the top right-hand corner above the product description, select PURCHASE
5. You will then be taken through to a payment page to complete your payment\*\* via PayPal:

Account Information

You are logged in as RIANNAKATE1@GMAIL.COM [Log out](#)

Payment Information

  
Please, complete payment on Paypal  
After a successful payment you will be redirected back to this site.

Click this button to purchase the product:

[Check out with !\[\]\(98f8456b37eccb83c047e8149b58e871\_img.jpg\)](#)

Order Summary



Live Streaming  
5 live streaming events

£6.00   
Your subscription automatically renews every day.

ENTER COUPON CODE HERE

Questions?  
Need help or have questions?  
[Contact us](#)

6. Once your payment is complete, you will be able to go back to your homepage and view all of the content within that particular week of Live Streaming, which will include the following:
  - a. Daily live streams
  - b. Recordings of the previous live streams for that week
  - c. Access to an expanding library of yoga flows for you to use as you please

\*This will depend on how soon you wish to start streaming. The product called Live Streaming is valid for one week only, from the start date indicated in the title. If you purchase next week's Live Streaming you will **not** be able to access any streams for the remainder of the current week.

\*\*Please note that as this is a weekly service you will need to purchase a new live stream every week. Each week a new product will be loaded with the correct dates. The cost is £6 per week, from Monday through to Sunday. You can then re-purchase for the following week on Monday.

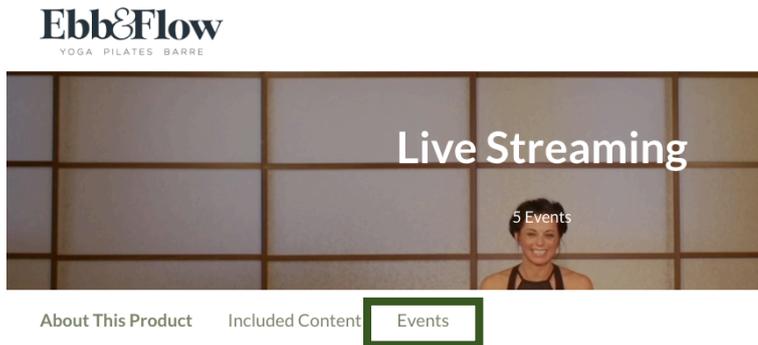
**Should you choose to purchase mid-week, the cost will remain at £6 – We cannot make the software take part week payments**





### Join a LIVE yoga class

1. The schedule for the full week of live streams can be found on the **EVENTS** tab (see image below) inside the product feature of the software:

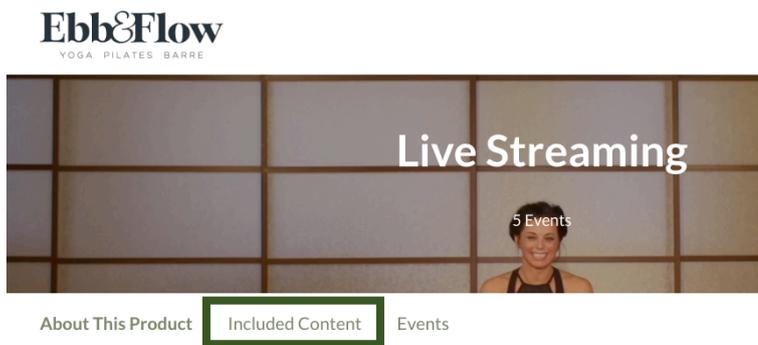


About this Product

2. All classes are organised by date and time, which means that Monday's classes will be shown at the top of the list, and Sunday's classes will be nearer the bottom
3. All streams will be started approx **10 minutes before** the class starts, to allow everyone time to log on and get comfortable; you will therefore be able to join every session up to 10 minutes early. Remember: The option to JOIN SESSION will be greyed out until 10 mins prior to the class start time.
4. Once the stream window opens, simply click JOIN SESSION and you will have joined the class!

### Practise in your own time

1. With the weekly purchase of Live Streaming, you will also have full access to our media library; this is something we are constantly updating with new content.
2. Simply click on the Live Streaming product available in your homepage
3. Go to the INCLUDED CONTENT tab (as below):



About this Product

4. Here you will find all previously uploaded videos, plus recordings of any live streams you missed!



## FAQ

### *How does online streaming work?*

It's very easy to use, simply click [this link](#) and follow the above instructions.

### *Can I stream using the E&F app or Website?*

No, this service is not connected to Mindbody or the E&F app. It's a separate piece of software.

### *How much does it cost?*

£6 per week, from Monday through to Sunday. You can then re-purchase for the following week on Monday. Please note that the cost will remain at £6, should you choose to only purchase mid-week.

### *Can I pay for a part-week?*

No, sorry that's not possible in their software. When ever you join us in the week – the cost is still £6

### *How does live streaming work with my class pack?*

This is an additional service that is separate from class packs, as these can only be redeemed in the studio. All memberships and class packs are now on hold until the studio re-opens, so if you have any questions about this please contact [jill@ebbflowyoga.co.uk](mailto:jill@ebbflowyoga.co.uk).

### *Can I still come to the studio?*

The studio is now closed temporarily and will remain closed until such a time that we feel it is safe for members to return and practise in person. We will be back we promise!

### *Which classes are live streamed?*

All yoga classes (except pre-natal classes) will be live streamed. We are planning some Pilates too very soon.



***Will the live streams be recorded?***

Yes, all live streams will be recorded so that anyone who is unable to attend the live stream time is able to watch it back afterwards. Please note these recordings will stay up in the video library for one week and will then be removed to make room for the new ones.

***Who can see the live stream?***

Fellow Ebb&Flow students who are signed up to the live streaming service and practising online.

***Can I invite my friends and family to join in, even if they live anywhere in the world?***

Yes, we'd love that. The more people viewing these the better, it helps us to keep the teachers working and sending out all the great vibes to everyone at this difficult time.

***How do I cancel my live stream membership?***

Simple! You don't renew it next week.

If you have any other technical questions please contact [rianna@ebbflowcorporatewellness.co.uk](mailto:rianna@ebbflowcorporatewellness.co.uk) and we will be happy to help you!