



Virtual Fitness

FREQUENTLY ASKED QUESTIONS

Do I need a Microsoft Teams account?

- No, you can sign in as a guest. There is no charge for accessing Microsoft Teams. See the quick links “How to – Virtual Fitness” for more information.

When can I expect to receive my Microsoft Teams link?

- You will receive a link to the class approximately 30 min prior to class start. It will be sent to the email that we have on file for your account.

What if I need to change or review my Account information?

- Go to [City of Calgary](#) and log on to your account. You will have access to reviewing and making any necessary changes.
- If you are unsure of what email you have on your account, please call 403-268-3800 and a Customer Service Representative will assist you.
- If you have questions on updating or changing your account details or adding members to your account, please refer to our online [Help](#).

I didn't receive a link, what should I do?

- Check your spam or junk folder.
- Ensure you are using the email that is on your City of Calgary account.
- Email virtualfitness@calgary.ca 20min prior to your class start in order to let the team know you have not received access.

When should I login for my class or program?

- We recommend you are ready 5 minutes prior to the start of class so we can start on time.
- The instructor will welcome you into the meeting and will open the class 5 min prior to class start.

Who do I contact if I have issues connecting to the meeting?

- Please contact our Virtual Fitness Team @ virtualfitness@calgary.ca

Who can see me during class?

- If you turn on your camera, the instructor and all participants in class will be able to see you. We encourage you to keep your camera on so that the instructor can give you appropriate modifications and technique cues.

Do I need equipment for my class?

- Equipment is not required, however if you would like to have a few options we recommend the following:
 - Mat, band or tube, hand weights (general fitness classes)
 - Mat, yoga strap or belt (mind/body classes)

If I miss a class, can I re-watch it?

- Currently we do not have on-demand options available.

What if I have a City of Calgary Recreation pass?

- Virtual fitness classes are not included with your pass.

Can I cancel my registration?

- Please call 403-268-3800 to cancel your registration.

How can I pay for Virtual Classes after August 2021?

- Please go to [Virtual Fitness](#) on Live and Play to select your class. You will be automatically directed to the payment page. You may pay with Debit, Mastercard, Visa or American Express. For the month of August 2021, virtual fitness classes are being offered at no charge.

Is there a full schedule of Virtual classes?

- Please click on [Virtual Fitness](#) to view the upcoming classes

Are there classes that I can attend in person?

- We do have a selection of in-person classes, please see our Fitness and Wellness and Outdoor Programs on [Live and Play](#).

If I am having difficulty registering for a Virtual class what can I do

- For assistance registering for programs or questions regarding statements or outstanding invoices, please contact our Customer Service Centre at 403-268-3800 for support.