

BurnAlong FAQs

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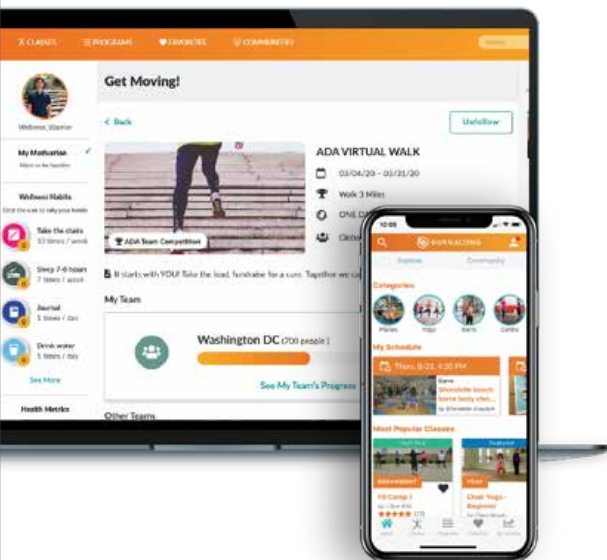
BurnAlong

An online wellness platform providing videos to help you **stay motivated and keep you healthy!**



BurnAlong offers thousands of online classes spanning 45+ health and wellness categories from 100s of instructors.

Live Classes
WITH 4 OTHER
TEAM MEMBERS & FAMILY!



What do I need to connect?

- BurnAlong works on mobile, tablet, and desktop via Web using the latest version of Chrome, Safari, Edge or Firefox browsers.
- We recommend Chrome. Make sure you've got the most up-to-date versions.
- Make sure you have a strong Internet connection – and close other windows. We do our best behind the scenes to optimize the experience for you based on your specific connection speed.
- If you want to take a class with others, you may get a small pop-up at the top of your screen asking for access to your camera and microphone. Make sure you Allow Access. (And when you're participating in a class with your friends please make sure you don't have any other tabs, windows or programs that are using your camera)

How long are BurnAlong classes?

Times are set by gyms, studios, and instructors, and can range from a few minutes to more than an hour. You can filter classes by the length when you're searching for the right class.

Is there mindfulness, nutrition, and physical therapy on BurnAlong?

There is. Along with fitness partners we also partner with wellness and rehabilitation partners.

How do I invite friends to join me in group classes?

It's very easy.

1. Find the class you'd like to take,
2. Select schedule, and set the date, time, and the friends you'd like to invite.
3. Login a few minutes before the scheduled time, click on your schedule, see the class, and select "Join Now."
4. Wave and say hello to your friends and enjoy the class

Not Working? Here are some troubleshooting steps you can go through:

1. Check Your Browser: Please make sure you are using the latest version of the Chrome, Edge, Safari, or Firefox browsers. We recommend Chrome.
2. Please make sure all other tabs are closed.
3. Restart your computer.
- 4.. Check Your Internet Speed: Make sure you have as strong Internet connection as possible. We do our best behind the scenes to optimize the experience for you based on your specific connection speed. Important note: If you're on a public wifi, or a wifi with a lot of other people, this will slow you down.
5. Take a speed test ahead of time to check your set-up. You may run into problems if your connection speed degrades to 3G or lower (100ms Ping, 750 kb/s download and 250 kb/s upload).
6. Check for Interference from Security Software: Firewalls and other security software can interfere with the streaming of video. Try disabling your firewalls or security software temporarily and then try to watch classes. If that then works simply add BurnAlong to your list of exceptions.

Do I need exercise equipment?

Most classes on BurnAlong don't require equipment.

When searching for a class, you can filter the results by the equipment you have. Get creative – there are often times things you can substitute for certain equipment (cans of peas for example, can substitute for weights, chairs for bars. We've learned from instructors.)

How should I set up my space for BurnAlong?

Community members use BurnAlong in their homes, offices, hotel rooms, backyards, or while waiting to pick up the kids, for flights ... you name it.

We recommend having 5-6 feet between yourself and the camera / Screen but this varies based on the type of class you want to take. You can always modify your exercising as you go depending on your space.

What type of class should I take?

Try different types of classes, and see what you enjoy the most and which instructors inspire you. It might be different classes and different instructors on different days. You might enjoy taking certain classes with friends and others on your own. Variety is the spice of exercise, too.

Are classes live or on-demand?

Both! We offer live classes and on demand classes. So whenever you want, wherever you are, you can take any class from any partner.

You can also invite others to join you in private sessions. That's right you can actually see and speak to friends while working out. Currently, you can be live with up to 3 friends. So, you'll see up to five screens: the instructor, yourself, and 3 friends.

Do I need to take classes in groups or with others?

You can take classes alone in private whenever you want. Being able to take classes with others is an added benefit.

What should I do if I can't hear any sound?

Please make sure your phone is not set to silent or vibrate, and your volume is turned up. If you're still experiencing issues after that, check to make sure you don't have a Bluetooth device hooked up.

As always, if you need further assistance we're always here to help and happy to do so. Contact us with any questions.

What's your privacy policy?

We take privacy very seriously. We do not sell, trade or rent your personal information. You can learn by reviewing our privacy policy.

Who can see me when I join a session?

We take privacy very seriously around here. No one can see you unless you give them access. When you join a session, the only people who can see you are your friends who are taking the class with you, but only if you give them access. Just click on the camera or microphone button switch them on or off. And there's always the option to take classes alone without a camera. It's your choice.

Is BurnAlong a website or an App?

Both! You can take classes via our website, or via our iOS and Android Apps.

How are you different from other online offerings?

In quite a few ways! Start with the fact that we partner with hundreds of local gyms, studios, and wellness professionals. So there's unparalleled choice, with classes across all categories and geared to all ages and fitness levels. Then, you have the option to participate live with friends in private sessions. And there's plenty in between (like weight-loss and other programs to follow, and free advice from experts). The first month is free so why not try it out for yourself?

Can I take any class from any partner on BurnAlong even if I'm not a gym member?

That's right! On BurnAlong you have unlimited access to all classes from all partners. So you can take a class from New York in the morning, Hawaii in the afternoon, and Nashville in the evening (real examples).

Do instructors require certification?

Yes. All instructors on BurnAlong are required to maintain the relevant certifications. Instructors must verify the following: I am warranting to BurnAlong that pursuant to the Content Provider Agreement (1) the instructor for this video is currently certified by a recognized organization as described in my BurnAlong profile and has expertise in the area of the content of the video, and (2) has all rights to the content and participants included in this video. If you have any questions or concerns regarding any instructors on BurnAlong please contact us