



Onefit

Manual MindBody

This manual covers the following three aspects of the integration:

- Set up of the integration
- Working with MindBody
- Schedule changes

1. Integration MindBody with OneFit

In order to receive reservations and bookings by OneFit members automatically via MindBody, we ask you to follow the next steps in this manual to achieve a successful integration.

1.1 Account activation

Activating your MindBody account on the OneFit platform.

Step 1: Log in onto your MindBody account.

Step 2: Click on the **activation link** you have received from us.

Step 3: Fill here the **activation code** you have received from us.

Step 4: Click on **Submit**.

1.2 Staff member

The next step is to create a new staff member account. This is important to enable OneFit to create members and add / cancel reservations to your MindBody system.

Step 1: Go to **Home** after logging-in.

Step 2: Click on **Staff** and choose **Add Staff**.



1.2 Staff member

Step 3: Fill out the fields.

The phone number is not needed for the configuration.

Step 4: Under **Add a New Staff Member** fill out a user name and password

Step 5: Go to **Staff Member overview**.

Step 6: Click on the OneFit-employee to adjust the settings.

Important: OneFit needs the log in details to set up the integration. Send OneFit those details so the integration can be set up and the schedule to be imported.

1.3 Permission group

It is important to make a so-called **Permission group** with specific permissions for the OneFit-employee.

Note: This step is for the software packages Accelerate en Ultimate.

Step 1: Click on **Manager Tools**

Step 2: Click on **Staff Permissions** under **Staff**.

Step 3: Click on **Edit/Add groups**.

Step 4: Click on **Add Groups** and create a new **Permission Group** with the name **OneFit**.

1.3 Permission group

Step 5: After this group has been added a **Group Overview** will appear.

Step 6: Click on **Edit Logins & Permissions** next to the new created **OneFit** Group.

Step 7: Make sure to give the following permissions in **Permission Group Settings**
Important: [click on Update](#) for each permission category.

- *Classes and Enrollments*
 - Make reservations
 - Make unpaid reservations
 - Cancel reservations
- *Appointments*
 - View entire appointment schedule
- *Clients*
 - Add Client
 - Override cancel policy
- *Sales Team Management*
 - Availability to view all clients
- *Manager Tools*
 - Complete sales transactions at POS

1.4 Appointing Permission Group to a Staff member

Now that the OneFit Permissions Group has been made, we can appoint the OneFit Staff member to this group.

Step 1: Go to **Staff** and click on the OneFit staff member.

Step 2: Select on the left side under **Permission Group** the OneFit Permission Group you just made.

Step 3: Scroll down and press **Save**.

1.4 Appointing Permission Group to a Staff member

Staff Members

Manage your staff by adding their contact info, schedules, pay rates, and logins.

Name	Phone	Email	Appointments
OneFit OneFit			+ Assign appointment types

Dashboard Setup Checklist Staff

OneFit OneFit

Save

Staff Profile Staff Appointment Setup Appointment Availability Class / Hourly Pay Rates

Choose an image

Staff login
OneFit123

Permission group
OneFit

Login locations
All locations

Gender
Female

Staff ID #
Set Staff ID

Employment dates
Set start date
Present

Deactivate Staff Member

Contact

Email address

Opt in to feature updates from MINDBODY

Mobile phone

Home phone

Work phone

Postal code

Select State/Province
NETHERLANDS

Private notes

Settings

Check staff
Instructor (for appointments)
Teacher (for classes)
More

Sales settings

Rep 1
Can be assigned followups

Google Calendar Integration

Google calendar

Share your MINDBODY schedule with your Google Calendar.

Before you can share your schedule, have the Owner enable Google Calendar Syncing on the General Setup & Options screen.

Each permission group has its own unique set of permissions that determines what staff members can do and see when they log in.

1.5 API Credentials

Step 1: Go to <https://developers.mindbodyonline.com/> Mindbody developer portal.

Step 2: Go to **Login** (if you don't have credentials yet, sign-up for a new account).

Step 3: Go to **Account**.

Step 4: Click on **API credentials** (left)

Step 5: **Important:** send OneFit the **API Key** (under API Keys)

Important: send OneFit the API Source Name and Source Password (under API Source Credentials)

Note: if the password is hidden, it is often known with the developer. If not, click **Reset** to receive a new password.

1.6 Pricing option set-up

After activation you will have to adjust the pricing options so OneFit can process the reservations.

Step 1: Click on the homepage on **Service & Pricing**.

Step 2: Click on **Classes**.

Step 3: Go to the first service category you want to offer on OneFit and go to **Pricing Options**.

Step 4: Click on the name of the category.

Step 5: Click on **Add Pricing** and then **Single Session**.

1.6 Pricing option set-up

The screenshot shows a software interface for managing classes and pricing. The top navigation bar includes a search bar and icons for various functions: **1** (SEARCH), **2** (HOME), CLASSES, PARENTS SESSIONS, CLIENTS, MARKETING, REPORTS, and RETAIL. Below the navigation bar, the main menu includes Dashboard, Setup Checklist, Staff, **Services & Pricing**, Products, and Manager Tools. The left sidebar is titled 'Services & Pricing' and includes a **3** (Classes) menu item, along with Appointments, Enrolments, Arrivals, Pricing, and Contracts. The main content area is divided into two sections: **4** (Classes) and **5** (Free Classes). The 'Classes' section has a table with columns for 'Classes' and 'Pricing Options'. The 'Free Classes' section has a table with columns for 'Classes' and 'Pricing Options'. A dropdown menu for 'Add Pricing' is open, showing options: **Single session**, Multiple sessions, and Unlimited sessions. A yellow banner at the bottom of the 'Free Classes' section says 'Click + Add Pricing to set up your pricing options.' At the bottom of the page, there is a button '+ Add new service category'.

1.6 Pricing option set-up

Add pricing option.

- Step 1: Add under **Pricing Option Name** ExternalVisit in (write 'ExternalVisit' as 1 word with capital E and V).
- Step 2: Add price to 0.00. This is important, because you will not be paid out through MINDBODY.
- Step 3: Click **Sell Online** off.
Note: if this is not off, you will give free classes for your users.
- Step 4: Add expiration date on 15 days after date of sales.
- Step 5: Select **Revenue category** for your report.

1.6 Pricing option set-up

Step 6: Show **Extra options**.

Step 7: Under **Need to set up advanced settings**, click **YES**.

Step 8: Select **Add with additional Options**.

The screenshot shows the 'Add a Pricing Option' form in a software interface. The form includes the following fields and options:

- 1**: Pricing option name (text input)
- 2**: Price (text input, value: 0.00)
- 3**: Sell online
- 4**: Expires (dropdown: Days) after the sale date (dropdown)
- Number of sessions: Single session, Multiple sessions, Unlimited sessions
- Is this an introductory offer? (limit of 1 per client): No, Yes, for new clients only, Yes, for new and existing clients
- 5**: Revenue category (dropdown: Massage)
- 6**: Additional options
- Membership: Does a client become a member when they purchase this pricing option? If so, select a membership below. (Select membership dropdown) (optional)
- Need to set up advanced settings (e.g., members discounts, restrictions)?: Yes, No
- 7**: Yes
- 8**: Save with Additional Options (green button)

1.6 Pricing option set-up

Adding advanced pricing option.

- Step 1: Check if the name of the pricing option is **ExternalVisit**.
- Step 2: Confirm whether **Sell online** is off.
- Step 3: If there are multiple locations check **Location Info** and make sure all locations are selected in **Sell at** and **Use at**.
- Step 4: Scroll down to **Advanced settings** and change **Priority** to **High**.
- Step 5: Click **Save**.

Note: if you have another service category, repeat above steps.

1.6 Pricing option set-up

After the pricing option has been added, we will configure this on our side. To do this we will make a test reservation. You can safely ignore and remove this customer.

The screenshot shows a web application interface for adding a pricing option. At the top, there is a navigation bar with a search field and several menu items: HOME, CHECK IN, CLASSES, APPOINTMENTS, CLIENTS, REPORTS, and RETAIL. Below this is a secondary navigation bar with links to Dashboard, Setup Checklist, Staff, Services & Pricing (highlighted), Products, and Manager Tools.

Add a Pricing Option

Clients can purchase this pricing option to pay for Fitness.

Pricing Options

- Name**
 - Pricing option name: **1** [Input field]
 - Number of sessions: Limited sessions
 - Service category: Sauna + Cryo
 - Appointment types: Select Appointment type (Sauna + Cryo | Infrared Sauna | Massage)
 - Revenue category: Massage
 - Expires after: 30 Days
 - Discontinued: [checkbox]
- Price**
 - Price: 0.00
 - Sell online: **2** [checkbox]
 - Set number of sessions: 1
 - Use per session pricing: [checkbox]
- 3 Location Info**
 - (leave blank for all locations) Sell at: **4** [Input field]
 - (leave blank for all locations) Use at: [Input field]

1.7.1 Classes set-up

Adding new classes.

- Step 1: Add a class.
- Step 2: Give this class a name.
- Step 3: Choose a (sub)category.
- Step 4: Upload a picture.
- Step 5: Pre-set conditions for the class.
[Example: ladies only.](#)
- Step 6: Click on **Add**.

1.7.2 Classes set-up

Schedule new classes.

Step 1: Choose start date of the class.

Step 2: Choose on which days of the week the class will take place.

Step 3: Selecte a start- and endtime.

Step 4: Choose an end date (if you have one)

Step 5: Choose a teacher (staff member).

Step 6: Choose the Pay rate.

1.7.2 Classes set-up

Step 7: Choose the amount of spots.

Step 8: Choose **Total capacity** of the class (this is the total amount of spots available for this class).

Step 9: Choose **Yes** under **Online Planning**. Do this for all classes that you want available for OneFitters.

Step 10: Choose an **Online capacity**. This is the amount of spots that can be booked by OneFit/External.

Step 11: Click on **Schedule Class** to schedule the class.

1.7.3 Classes set-up

To ensure that existing classes are open to OneFit reservations, the following fields must be completed.

Step 1: Click on **How many people can book online**.

Note: This is the availability for all external parties.

Step 2: Make sure the button **Unpaid online signups** is on.

2. Working with MindBody

To work with MindBody it is important to know which changes are and are not automatically made in the OneFit schedule.

2.1 Import schedule

As soon as changes are made to the schedule, it is imperative that these are imported into the OneFit schedule. OneFit automatically imports the schedule from MindBody every two hours. This takes place at the following times: 05:00, 07:00, 09:00, 11:00, 13:00, 15:00, 17:00, 19:00, 21:00, 23:00. So, when making schedule changes or cancellations, take into account a processing period of two hours.

For example: if the lesson is changed from 08:45 to 07:15, this change will not be visible on the OneFit platform on time. The lesson will therefore have to be changed before 07:00.

2.1 Import schedule

It is important to note that if the location, name and / or time of an existing class is changed to an existing event, the reservations of OneFit members will remain. When the event is deleted and added again, the reservations of members automatically expire. The members will then be notified immediately by e-mail of the cancellation. Even if a lesson is deleted (because it is canceled), the reservations of members will expire and they will be notified immediately by e-mail.

The schedule of OneFit can be booked two weeks in advance, so the cut off date is always at least two weeks in the future. This means that the schedule must be in the system two weeks earlier. In exceptional cases, on the side of OneFit, a lesson that takes place in less than 2 hours can be canceled once by OneFit.

3. OneFit changes

Thanks to the integration between the booking systems of MindBody and OneFit, you now have control over the schedule for your location. Keep in mind that there are some changes in the schedule that can only be implemented by OneFit. It is therefore very important that these matters are communicated to OneFit.

3.1 Spots availability

In MindBody you can indicate how many available spots should be released to external parties.

Note: this applies to all external parties you work with.

Since OneFit imports the classes with a default number, it is important that you let OneFit the default number of spots know.

Note: only making available in MindBody is not enough.

If you want to give a specific number of places for OneFit to prevent any double bookings. Then you can provide OneFit with an overview with the number of available places per class that should be available. Then the operations team can manually adjust this in the schedule.

3.2 New classes

You can now add a new class to the schedule in MindBody yourself. However, it will only appear on the OneFit schedule if we have assigned a category to this class. That is why it is important to inform OneFit at all times of new classes that have been added to the schedule. This only concerns completely new classes, with a new class name / description.

If you want to notify OneFit of changes regarding new classes, do this by sending an email to lesrooster@one.fit.

3.3 Class cancellations

The cancellation of classes can be done by yourself with the integration. When canceling a class, it will be automatically removed from the system after an import at OneFit. OneFitters will be notified (see section 2.1 for times when schedules are synchronized).

Note: since the import has a processing time of 2 hours, it can take up to 2 hours before the change is visible on the OneFit platform. If it is an urgent timetable cancellation, please communicate this to the partner WhatsApp on: +31 20 299 3697. We can be reached here on Monday to Friday from 08:00 - 18:00 and Sat / Sun from 09:00 - 17:00.

3.4 Extra class locations

MindBody communicates a primary location to the OneFit system. This means that every class that is made available for OneFit will have the primary location automatically allocated on the schedule. If certain classes take place at a different location (eg outdoor), it is important that you notify OneFit. The Operations team can then adjust the class location for the relevant lesson (s).

If you want to notify OneFit of changes regarding new lesson locations, do this by sending an email to lesrooster@one.fit.

3.5 In short

What you can change

- Cancellations of classes
- Class name
- Class time
- Primary location
- Adding classes
- Category
- Teacher
- Class description

What OneFit needs to change

- One-time cancellation of classes within 2 hours before the start of the class
- Spot availability per class
- Secondary location

Contact

If you have any questions regarding the manual, please contact us at **partners@one.fit**. The Operations team will handle your questions.

SWEAT AND JOY

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