

Hi everyone,

It appears our scheduling software provider made a surprise change to the original system in the last few days. It left many of you unable to access your accounts to cancel/book sessions.

They inform us the new feature is designed to be more secure ie where we can no longer create standard passwords and log ins on your behalf – you must verify your emails associated with your accounts, create your own passwords etc.

The good news is we can now use the standard MindBody app – which in the long run will save a great deal of time to use. It also means that multiple family members can be listed under the 1 account! No need to sign out and log back in per each student.

In the next day or two we will be prompting the system to send out a **verification email** so you can all get started. The email you receive will look like the one below and/or the notification on your phone;

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Tom Allison,

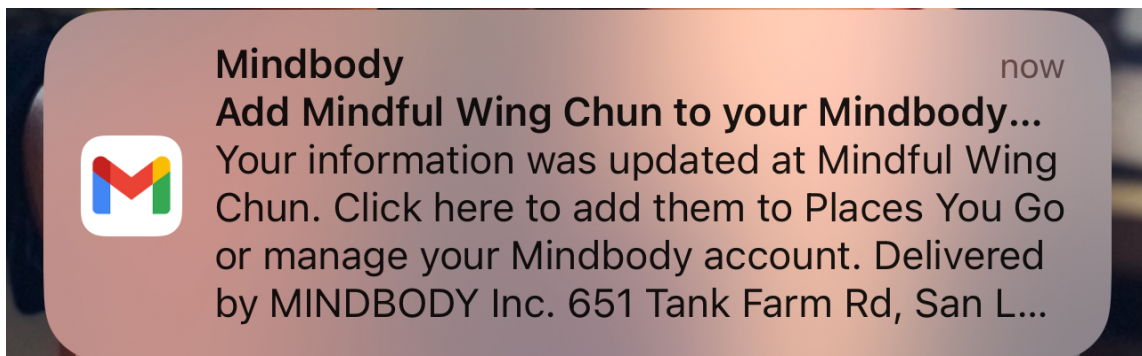
Your information was updated at Mindful Wing Chun.

[Verify your email](#) to set up your password and finish creating your account.

Then sign into Mindful Wing Chun – or any other Mindbody business - at any time.

Delivered by MINDBODY Inc.
651 Tank Farm Rd, San Luis Obispo, CA 93401
(877) 755-4279 | [Privacy Policy and Your Privacy Rights](#)

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Click on the link and where prompted on the next page please enter the original email you have on account and choose a password that suits you.

FOR THOSE WITH MORE THAN 1 CHILD REGISTERD PLEASE GET IN TOUCH AND LET US KNOW 1 MASTER EMAIL WE CAN USE FOR ALL YOUR FAMILIES ACCOUNTS BEFORE YOU ATTEMPT TO LOG IN.

Once signed in successfully you will have two options for future bookings;

Use the original system you are used to;

Visit <https://kidsmartialartsclasses.hk/book-a-class/> click on **'My Account'** the same way as before and continue to use the service.

Or (recommended), you may download the MindBody App for Android or iOS here <http://get.mnbdy.ly/s1ud/gWh0Zea2jt> which, once set up, seems to have cleaner user experience.

[Additional Help Pages should you need it](#)

About the MindBody accounts and changing email addresses and names;

https://support.mindbodyonline.com/s/article/I-entered-the-wrong-email-address-can-I-change-it?language=en_US&name=I-entered-the-wrong-email-address-can-I-change-it

How to add family members to a Mindbody Account;

https://support.mindbodyonline.com/s/article/How-to-add-family-members-to-a-Mindbody-account-Family-Accounts?language=en_US

How to switch profiles when logged into a family account;

https://support.mindbodyonline.com/s/article/How-to-switch-profiles-when-logged-in-to-a-family-account-Family-Accounts?language=en_US

We are here to help of course if the above does not get you anywhere, so if you should need it please contact us via WhatsApp. Please bare in mind we may be helping others so please do be patient with us 😊👏

Many thanks!