

classpass

Front Desk Guide

Updated 02.19

Welcome to ClassPass!

In the following guide, we'll share everything you need to know about ClassPass users and reservations. You'll learn how to use your Partner Dashboard—your home base for schedule changes, user check in and more—and how to troubleshoot any issues that may arise.

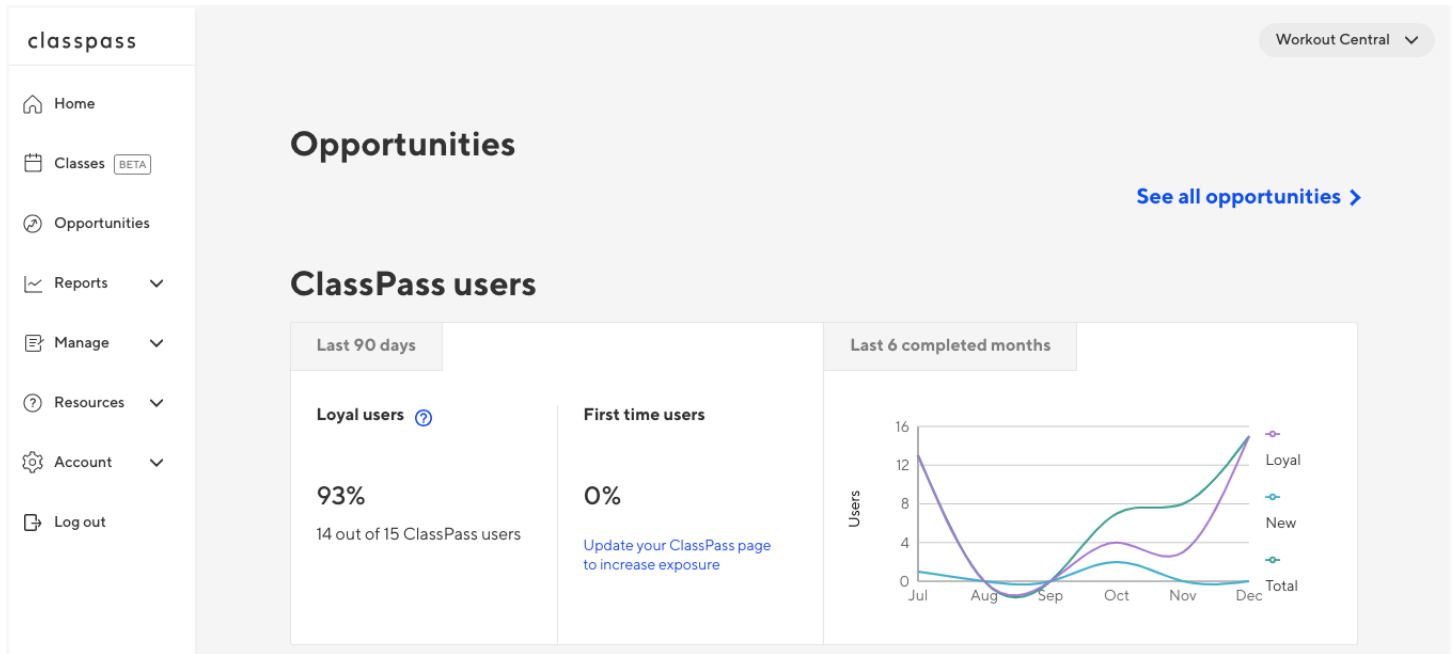
We suggest you print out a copy of this guide to keep at your front desk.

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Review Your Dashboard

This is your starting point for everything you do, from posting open spots to checking in members. To log in to your dashboard, visit: <https://partners.classpass.com>



Review Your Roster

When you log into your dashboard, you'll see your homepage. Click Classes on the left-hand side to view upcoming classes. Click on the class to view details like class times, names, instructors and roster of ClassPassers. Scroll down or adjust the date at the top to see more.

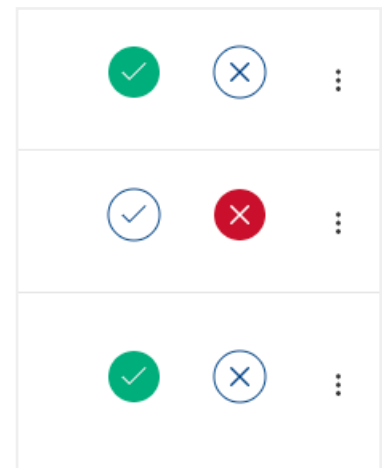
Roster		Insights		
J	Jane Brown 136x total visits	✓	✗	⋮
S	Susie Luu 228x total visits	✓	✗	⋮
L	Lydia Moore 36x total visits premium	✓	✗	⋮

How to Mark Attendance

As a default, all ClassPassers will be marked as Attended, though you'll have 48 hours after each class to make changes to their status. We ask that you mark any no-shows so we can hold those members accountable and prevent them from doing it again.

To mark attendance:

1. Go to your **Roster**
2. Select the **Check** or **X** icon next to the ClassPasser's name to mark the user as attended or missed



Flag Inappropriate Behavior

Inappropriate behavior from ClassPassers can include late arrivals, rude comments, requests to be marked present when they're not and more. Make note of this type of behavior by selecting the three vertical dots icon to the right of the ClassPasser's name and attendance status. This information will remain confidential, and if we need to address a specific issue, we'll do so discreetly and professionally.

The screenshot shows a 'Roster' view with two tabs: 'Roster' (selected) and 'Insights'. The roster lists three ClassPassers:

- Jane Brown**: 136x total visits. Feedback options: Green checkmark (positive), Blue X (negative), and a three-dot menu. A tooltip 'Give feedback about Jane' is visible over the three-dot menu.
- Susie Luu**: 228x total visits. Feedback options: Blue checkmark (positive), Red X (negative), and a three-dot menu.
- Lydia Moore**: 36x total visits. Feedback options: Green checkmark (positive), Blue X (negative), and a three-dot menu. A 'premium' badge is visible below her name.

Contact Your ClassPassers

Need to reach out to the ClassPassers who booked your class? Send them an email:

1. Go to your **Roster**
2. Select the **pencil icon** next to your class
3. Select **Email Class** to email all booked ClassPassers, or select **Email New Users** to email new ones only

The screenshot displays a class card for '10:00 am • Yoga • Emily'. A pencil icon in the top right corner opens a dropdown menu with the following options: 'Edit Instructor', 'Email class', 'Cancel this class', and 'Cancel all upcoming instances'. Below the class title, there are two tabs: 'Roster' (which is underlined) and 'Insights'. Under the 'Roster' tab, there are two summary boxes: 'Total Users' with a value of '1' and 'Returning Users' with a value of '1'.

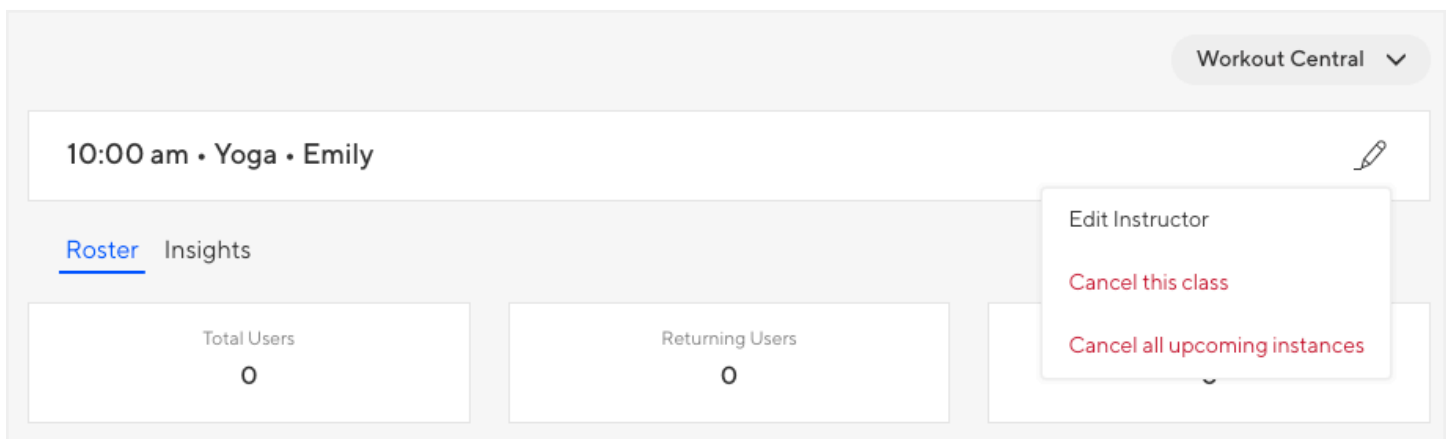
Cancel a Class

If something comes up and you need to cancel a class, make sure to cancel your class through your ClassPass dashboard as well as your scheduling platform to ensure that ClassPassers are notified. If you cancel within 12 hours of your start time, ClassPassers will not be penalized for a late cancel on their end.

To cancel a class:

1. Go to your **Classes** and find the class you need to cancel
2. Select the pencil icon to the right of the class name
3. Select **Cancel Class***
4. Select **Roster** and confirm that it says **Notified** next to each ClassPasser

***Note:** This action will cancel that class only, not any recurring classes. The class will then appear as disabled. To cancel all upcoming instances, choose the second option.

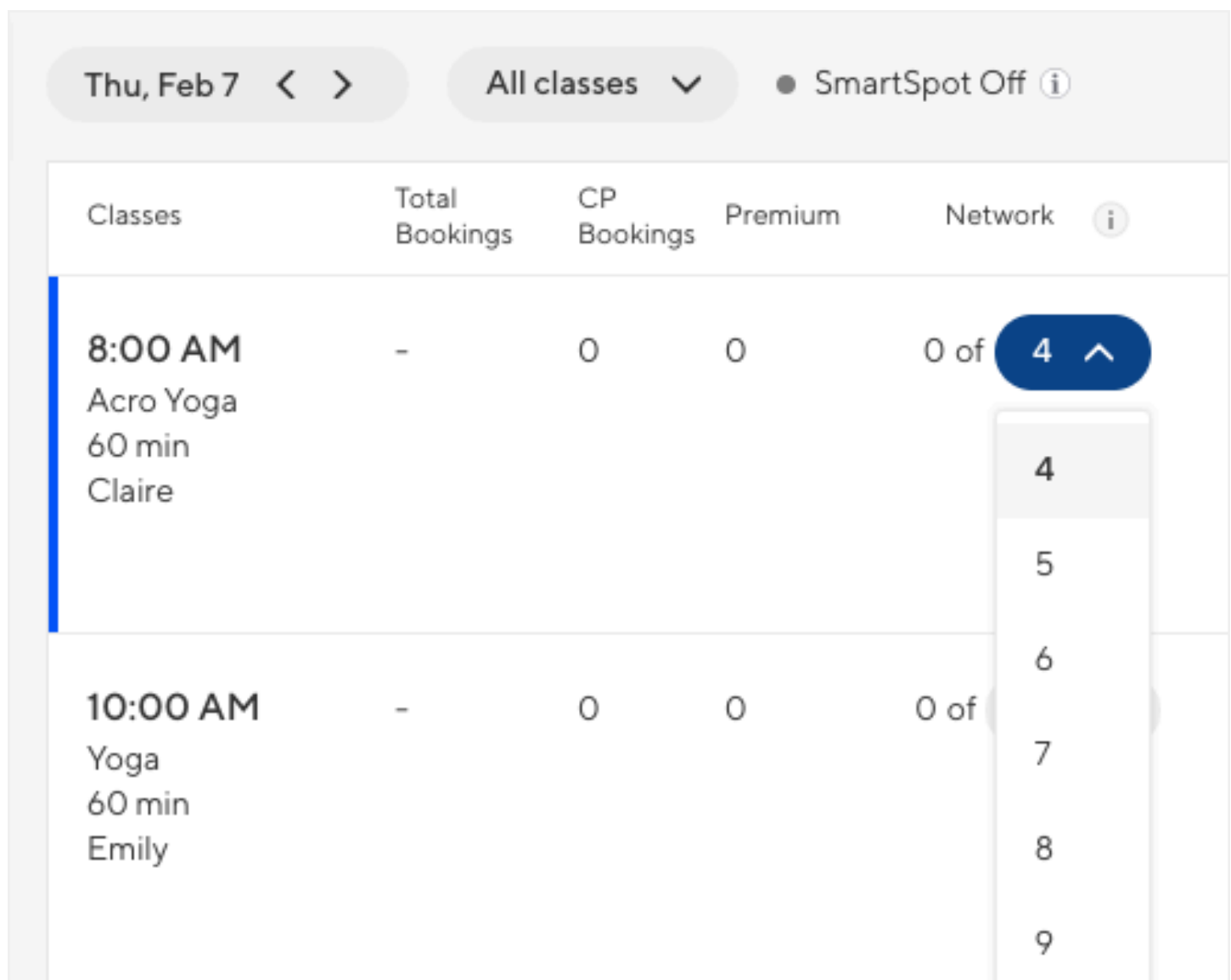


Update Your Class Spots

You can make adjustments to the number of spots available to ClassPassers at any time.

To update your class spots:

1. Select **Classes** from the left-hand side bar and find the one you'd like to update
2. Locate the **Network Spots**
3. Use the drop-down to increase or decrease the number of allocated ClassPass network spots
4. For one-time changes, select **This instance only** and for all future occurrences of the class, select **This instance and all upcoming**
5. Click **Update** to confirm your changes



The screenshot shows a user interface for managing class spots. At the top, there is a date selector for 'Thu, Feb 7', a filter for 'All classes', and a status indicator for 'SmartSpot Off'. Below this is a table with columns for 'Classes', 'Total Bookings', 'CP Bookings', 'Premium', and 'Network'. Two class entries are visible: '8:00 AM Acro Yoga 60 min Claire' and '10:00 AM Yoga 60 min Emily'. The 'Network' column for the first class shows '0 of 4' with a dropdown menu open, displaying options 4, 5, 6, 7, 8, and 9.

Classes	Total Bookings	CP Bookings	Premium	Network
8:00 AM Acro Yoga 60 min Claire	-	0	0	0 of 4
10:00 AM Yoga 60 min Emily	-	0	0	0 of

Update Your Schedule

If you use a scheduling platform that is integrated with ClassPass, every schedule change you make on that platform will automatically update your schedule on ClassPass.

If you use a different scheduling platform or entered your schedule manually, here's how to manage it on your ClassPass dashboard.

< February 2019 >

SUN MON TUE WED THU FRI SAT

27 28 29 30 31 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 1 2

Create Schedules for:
Workout Central

? PUBLISH

0 schedules
(February 01, 2019)

< Sunday, February 10, 2019 >

Class Name	Start Time	Duration (mins)	Instructor
Body Pump	9:00 AM	60 mins	Claire
Yoga	10:00 AM	60 mins	Emily
Yoga	11:00 AM	60 mins	Emily

-- Select Class --

08:00 am

mins

No Instructor Specified

Field is required
Add another

Field is required

This field is optional

M T W TH F SA SU

Repeat weekly

Until: March 31, 2019

ADD

To add a schedule for a new class:

1. Select **Manage** from the left-hand side bar
2. Select **Create Schedules**
3. Select the date you'd like to update from the calendar in the upper left corner
4. Select **Add** and a field will populate below the existing schedule of classes
5. Select **Create a New Class** from the dropdown menu of your existing class list
6. Enter the name and description for the class
7. Select **Create** to add the class
8. Confirm the start time, duration and instructor of the class
9. To add additional times for that class, select **Add Another** and enter the class details
(Note: You can remove additional class times by selecting X next to their schedules)
10. If the schedule is recurring, specify an end date (Note: If the class recurs on multiple days of the week, simply choose additional days)
11. Click the check mark next to the instructor
12. Select **Publish** to confirm all changes

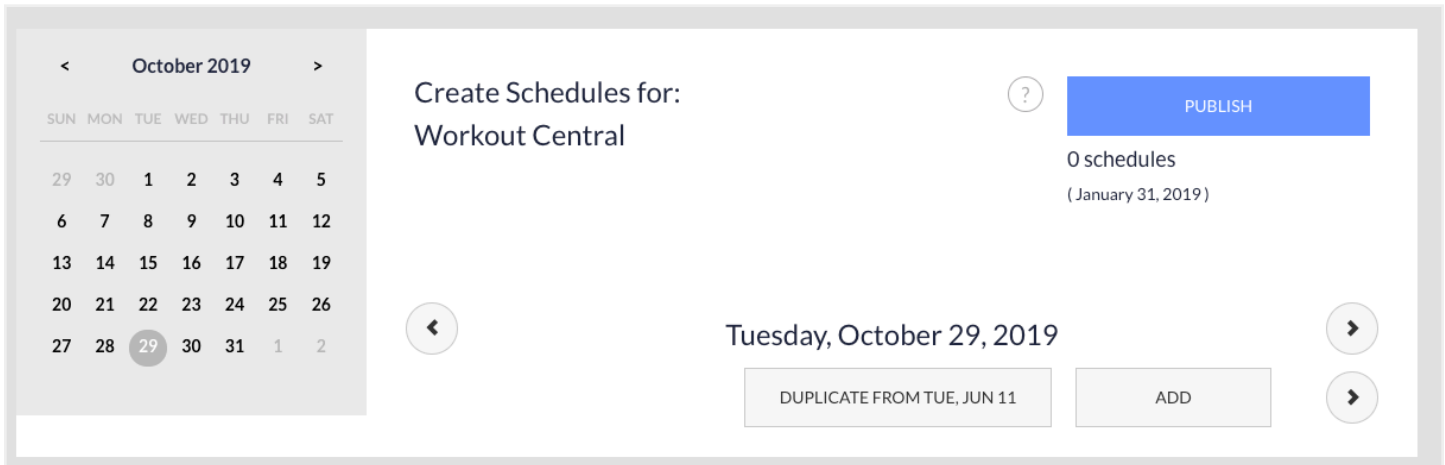
To edit a schedule:

1. Select **Manage** from the left-hand side bar
2. Select **Create Schedules**
3. Select the date you'd like to update from the calendar in the upper left corner (Note: If your schedule is already published, select the pencil icon next to its details)
4. Select the class you'd like to update
5. Make any edits to the class (Note: If ClassPassers have already booked your class, you can only edit the instructor)
6. Click the check mark next to the instructor
7. Select **Publish** to confirm all changes

Note: The most efficient way to make recurring changes to all future classes in a published schedule is to delete all future classes and create a new one with the desired change.

To duplicate an existing schedule:

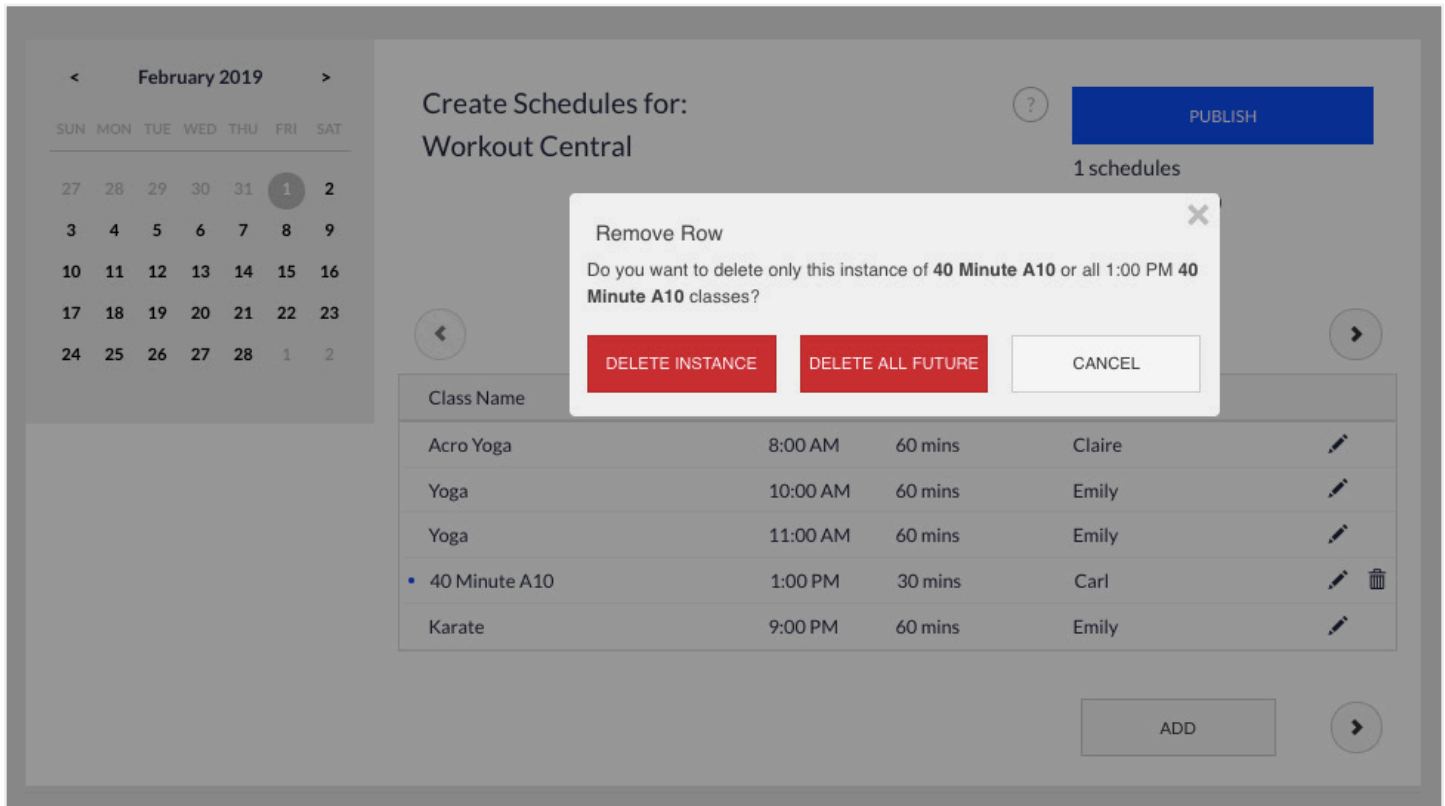
1. Select **Manage** from the left-hand side bar
2. Select **Create Schedules**
3. Select the date desired on the calendar at the left side of your screen
4. Select **Duplicate** to copy all scheduled classes from the same day in the week before
5. After the schedule populates for the new day, make any necessary changes
6. Select **Publish** at the top right corner of your screen (Note: Changes in your schedule will not go live until you select Publish)



To delete a schedule:

If the schedule is unpublished

1. Select the date of the unpublished class schedule you'd like to remove
2. Select the trash icon next to the class
3. Select either **This Instance** or **All Future Instances** (Note: If you select All Future Instances this class time will be completely removed from the schedule that you were publishing. Once published, there will be no way to restore or retrieve them.)
4. Select **Publish** to confirm all changes



If the schedule is published

1. Go to your **Class Roster** for the class you'd like to remove
2. Select the pencil icon next to the class
3. Select either **This Instance** or **All Future Instances** (Note: If you select All Future Instances, the next upcoming class will remain. To delete that as well, select This Instance after you've finished deleting all future instances.)

To verify schedule changes:

1. Go to the **Account** tab
2. Select **Visit Studio Page** in the dropdown menu
3. Confirm your changes are visible on your studio page

Note: Class additions take several minutes to sync from your dashboard to your page.

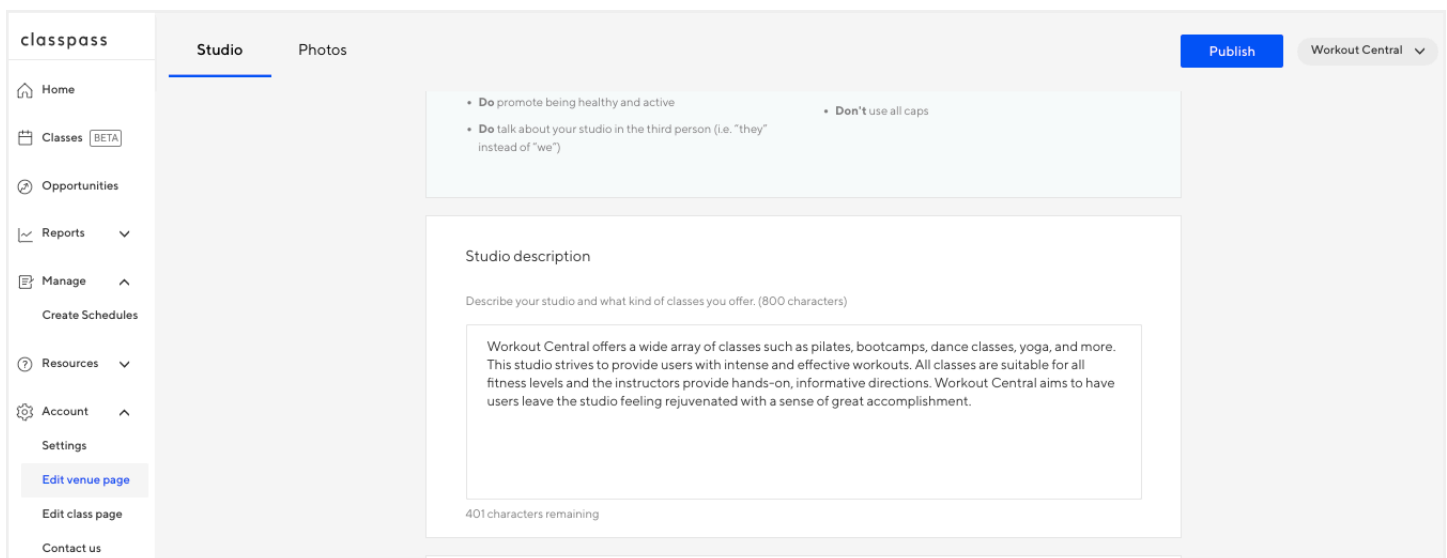
Customize Your Page

Your page is often the first thing ClassPassers see when they book your class, so it's important to make a good impression.

To edit venue details:

1. Select **Account** from the left-hand side bar
2. Select **Edit Venue Page**
3. Enter information for **How to Get There** and **How to Prepare**

Note: You may also update your studio description, website, contact and amenities in this section.



To edit your photo:

1. Select **Account** from the left-hand side bar
2. Select **Edit Venue Page** and click the **Photos** tab
3. Upload images for **Cover Photo**, **Class Detail Photo**, **Desktop Venue Photo**, **Mobile Cover Photo** and **Logo**

Note: Ensure the photos you upload meet the size requirements listed.

The screenshot displays the 'classpass' Partner Front Desk Guide interface. On the left is a navigation sidebar with the following items: Home, Classes (BETA), Opportunities, Reports (dropdown), Manage (dropdown), Resources (dropdown), Account (dropdown), Settings, Edit venue page, Edit class page, Contact us, and Log out. The main content area is titled 'Studio' and 'Photos'. It features a 'Photography tips' section with a list of instructions and an illustration of a smartphone camera interface. Below this is a 'Desktop Venue Photo' section showing a photo of a person in a studio and a 'Choose a new photo' button. To the right, a 'Who will see this photo?' section explains that the web cover photo will appear on the venue page and includes a preview of the website header.

classpass

Studio **Photos**

Photography tips

- Take all photos in landscape (if you're taking photos on your smart phone, turn it horizontal)
- Clean up the space prior to shooting
- Keep it bright! Turn on the lights, open the blinds, let all of the light in even if your classes tend to be dark
- If you're using your smart phone, tap and press on what needs to be in focus
- JPEG and PNG are the recommended file formats

Desktop Venue Photo

[Choose a new photo](#)

We'll crop your photo to 540 x220 pixels.

Who will see this photo?

Your web cover photo will show up on your venue page on the ClassPass website. We recommend a photo that showcases what makes your studio unique.

Pull Reports

You can pull reports on revenue and reservations at any time to keep track of your business' performance on ClassPass.

To pull a report:

1. Go to **Reports**
2. Select either **Reservations** or **Revenue** (Note: If you have more than one studio location, select only one location on the top left side of the page)
3. Select your desired start and end date
4. Select **View Report** (Note: Reservation reports show all reserved, attended, late-canceled and no-show instances)
5. Select **Download CSV** to download and save your report as an Excel file

Respond to Reviews

Reviews inform others about your class so future ClassPassers can choose the right class for them. They're anonymous, which means that ClassPassers won't be alerted if you post a reply to their review. For that reason, consider your responses as something only future ClassPassers will see.

We recommend you respond to reviews with specific issues and focus on what you've done to resolve the issue. You can also respond to positive reviews with encouragement or gratitude to help build your community.

To respond to a review:

1. Go to **Reports**
2. Select **Ratings**
3. Select **Reviews**
4. Choose your date range
5. Scroll to view your reviews
6. Select **Post a Reply** to write your response (Note: You're able to delete your reply any time, even after posting)
7. Select Submit Your Reply

Ratings & Reviews FAQs

What if a review notes that a class was cancelled?

This could happen if you weren't able to notify ClassPassers in time or didn't cancel it through your ClassPass dashboard. We recommend you apologize for the cancellation, advise that this is not commonplace for your studio and let them know that they'll be notified in the future by ClassPass. On your end, reach out to us at <https://studios.classpass.com/contact-us> to make sure ClassPassers' credits are returned to their account.

What if a ClassPasser reviews a class they missed?

While this is rare, this can happen if a ClassPasser was marked present when they weren't or left a review before you marked them as absent (since you have 2 days to do so). If this occurs, flag it by selecting the flag icon next to the review and reach out to us at <https://studios.classpass.com/contact-us> so we know to remove it.

What if the review mentions an instructor who wasn't there?

This can happen if you didn't update your ClassPass schedule with the correct instructor name. See page 9 for instructions on how to do this. We recommend you apologize for the confusion and let them know that instructors can change at the last minute if something comes up.

What if the ClassPasser notes that they didn't fully understand the class they booked?

We recommend you apologize for the confusion, but thank them for the feedback. Let them know that you'll update your class description accordingly to help prevent the situation from happening in the future. See page 12 for help editing your class description.

For more information on responding to reviews, check out our Help Center:

<https://classpasspartners.force.com/help>

Troubleshooting

Common issues and how to resolve them

A ClassPass user showed up for class but was not on my roster in my ClassPass dashboard.

If a ClassPasser is not on your roster, then their reservation was not completed on their end. Ask to see their in-app reservation – an email does not prove confirmation. If they do not have an in-app confirmation, apologize for the confusion and offer them to pay a drop-in rate to take your class. If they have any questions, feel free to direct them to <https://classpass.com/contact>.

A ClassPasser was on my ClassPass roster, but not in my MINDBODY roster.

This can happen if you accidentally remove the person from your MINDBODY roster, or if the user has a MINDBODY account and cancels their reservation through it instead. If this happens, don't worry – you'll still receive your typical payout through ClassPass. Simply add them to your MINDBODY roster using the ClassPass pricing option. To do this, log into your MINDBODY dashboard:

1. Select **Buy**
2. Select **Item Name**
3. Select **ClassPass**
4. Select **Add Item**
5. For a payment method, select **Comp/Guest**
6. Select **Complete the Sale**
7. Select **Save No Receipt**

Note: This only ensures that your ClassPass and MINDBODY rosters match. Reach out to us at <https://studios.classpass.com/contact-us> with any questions.

I want to call the ClassPassers signed up for my class.

We do not currently store phone numbers for ClassPassers. If they chose to provide a phone number, it will populate in your MINDBODY account (if you use that platform). If you need to reach out to ClassPassers directly, email them following the instructions on page 5.

I just added a class to my MINDBODY schedule but don't see it on ClassPass.

It may take up to 10 minutes to sync. Try refreshing your ClassPass account:

1. Go to **Manage**
2. Select **Schedules**
3. Select **Refresh Schedules**

If this doesn't work, reach out to ClassPass at <https://studios.classpass.com/contact-us> so we can resolve the issue.

There are more ClassPassers booked in a class than spots I allocated.

ClassPass helps you fill the spots you don't fill with direct clients. The spots you allocate for ClassPass users are called network. You may choose to manage the spot allocation manually on your own, or turn on SmartSpot – our spot fill technology – to automate the allocation. ClassPass users can purchase additional spots beyond a studio's network allocation – these spots available to users at a higher credit price (and higher payout for you) are called Premium spots.

ClassPassers are coming to my studio more than three times a month.

ClassPassers are able to visit your studio as many times as they want, but they will be charged a premium price to do so. That means you'll be paid more for those additional reservations. Also, note that their monthly studio count goes by their billing month, not the calendar month.

ClassPassers say they can't reserve a class spot when there are open ones available.

If this occurs, contact us at <https://studios.classpass.com/contact-us> and we'll help to resolve the issue. If the ClassPasser simply can't find your studio on ClassPass, suggest they clear their search filters – often they're applied and filter out certain studios without the member realizing.

I want to contact a ClassPasser regarding their review.

Our reviews are anonymous in order to encourage honest feedback, so you can only respond to reviews through your ClassPass dashboard. Contacting users directly regarding their reviews on ClassPass or for any other reason outside of class logistics or marketing purposes violates our Partner Terms and Conditions.

If you have questions about appropriate modes of contact or would like more information regarding a ClassPass review, reach out to us at [**https://studios.classpass.com/contact-us**](https://studios.classpass.com/contact-us).

Additional Resources

You can access the following materials in the Resources tab in your ClassPass dashboard.

After Class Blog

Get insights from industry experts and learn to better manage and grow your business with our blog. Topics include hiring, expansion, social media tactics and more.

ProPerks Program

Sign up and get exclusive discounts and benefits from vendors like Digilock, Gaiam, Boxed, Square-space, and more.

Resource Guide

Learn how to integrate your scheduling platforms, access our webinar history, download forecasting models and more.

Help Center

Search and find answers to any questions you may have.