

LES MILLS™ VIRTUAL SETUP GUIDE





Kia ora Nate,

Welcome to LES MILLS Virtual. You have taken the next step to get the World's best Virtual programs to your members. This email will guide you through some basic steps to complete the setup of your LES MILLS Virtual scheduler, the LES MILLS Virtual App and content download.

We've completed the process at our end and your account has been set up to run LES MILLS Virtual on **1 devices**. Now it's your turn; let's get this thing going.

STEP ONE

Sign in & set up your LES MILLS Virtual Scheduler and create your studio timetables. Please click the link below and use your LES MILLS Virtual Username and Password to get started:

[Sign in here.](#)

Username: 909137@lesmillsvirtual.com
Password: Tp0#RX686xJS

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This section outlines the initial steps you are required to complete to register to the LES MILLS Virtual Scheduler for the first time. Please ensure:

- You have received your on-boarding email (left)
- You have access to a desktop computer
- You are using Chrome as your web browser

Steps to activate your account:

1. Click> the 'Sign in here' link from your desktop to the LES MILLS Virtual Scheduler within your on-boarding email: <https://uk.lesmillsvirtual.com/virtual/signup>
2. Enter> Username (sent in on-boarding email)
3. Enter> Temporary Password (sent in on-boarding email)
4. Select> NEXT

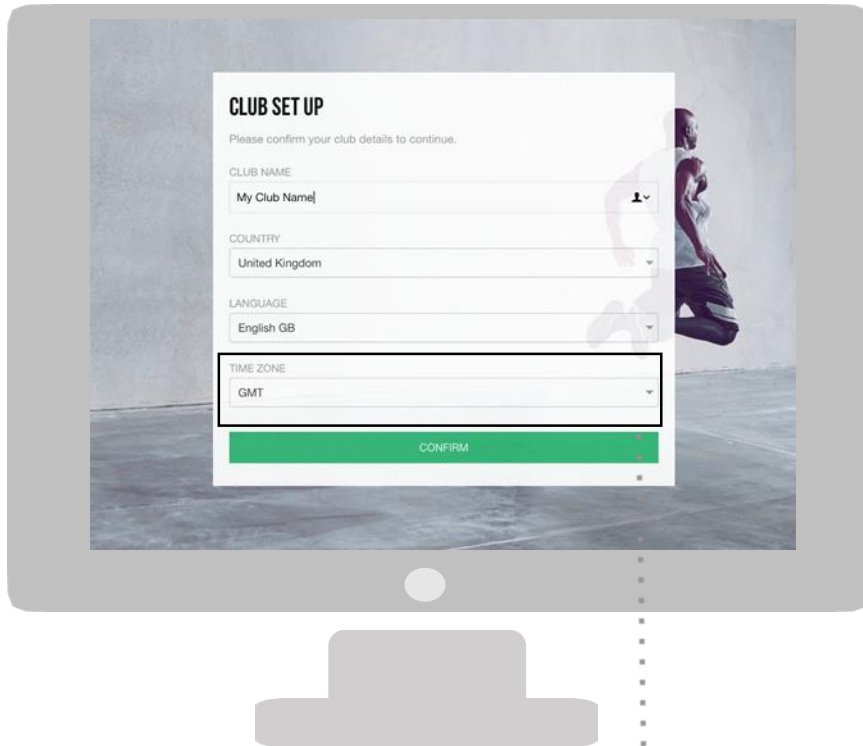
Please note: you will no longer need your temporary password. This has now been permanently changed to your new password

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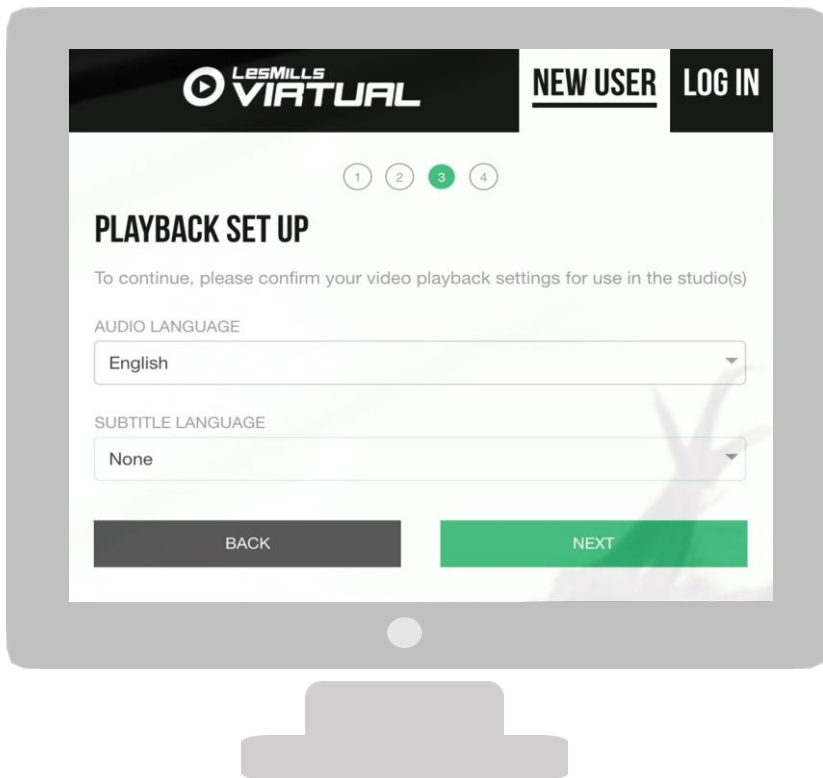
You will then be asked to complete your club preferences. It is really important you input the correct time zone otherwise the App and Schedule will not work.

6. Enter> Your club name
7. Enter> Your country
8. Enter> Your language
9. Enter> Your timezone
10. Click> CONFIRM

These steps can be updated at any point within the Settings>Club Preferences menu on the Schedule tool.



It is important the timezone is selected correctly




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PLAYBACK SETUP

This section allows you to select your audio and subtitle preferences. These will be added by your LES MILLS Customer Experience Manager before you receive the on-boarding email.

Select> audio language
Select> subtitle language
Select> NEXT

Note: If your preferred audio and subtitle preferences do not appear, please contact your LES MILLS Customer Experience Manager.



NEW USER

LOG IN

1234

PASSWORD RESET

Please reset your password to continue.

Passwords must be at least 8 characters and contain all of the following:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- Symbols (!@#\$%^&*)

NEW PASSWORD

CONFIRM NEW PASSWORD

BACK

CONFIRM

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PASSWORD RESET

To activate your account your temporary password must be changed. You will use your new password going forward.

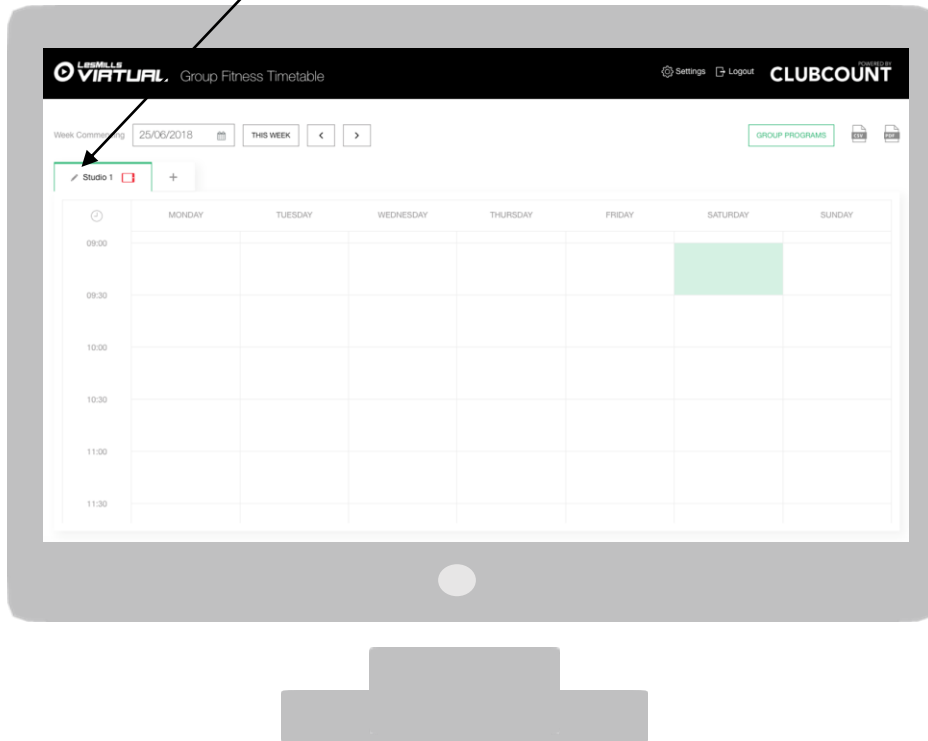
New password – must contain Lowercase & Uppercase letters, numbers 0-9 & one of the symbols listed ! @ # \$ % ^ & *

Confirm new password exactly as entered in point 1

Click confirm

This completes the four stages of the initial sign up process. From this point onwards you should log in via the LOG IN function and not NEW USER.

Tip: Changing your studio name is an effective way of testing if your APP and Scheduler are in sync.



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SETTING UP YOUR STUDIO NAMES

1. Once you have logged into the scheduler and changed your password you will see the Timetable screen (left).
2. To rename your Studio/s Click > on the pencil symbol beside the Studio name and type the new name for that studio.
3. Name the studios as you call them within your facility e.g. Cycle Studio, Group Fitness Studio

Note: You can add more studios here but if these studios are going to be running Virtual classes then these will need to be setup by your Les Mills Customer Experience Manager.

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DOWNLOADING THE LES MILLS VIRTUAL APP

Turn on your iPad Pro and make sure the device is connected to WIFI.

Find the APP Store logo on your menu screen.

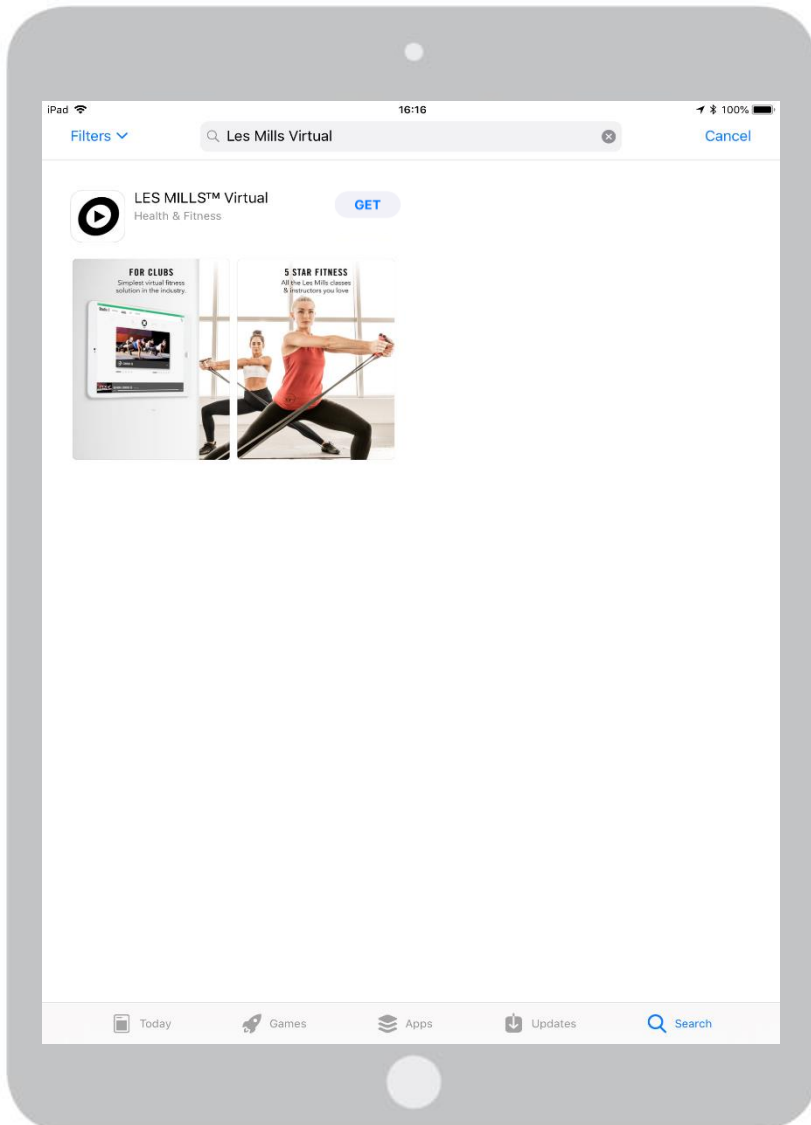
Within the APP Store> Search

Within the Search Bar type> Les Mills Virtual

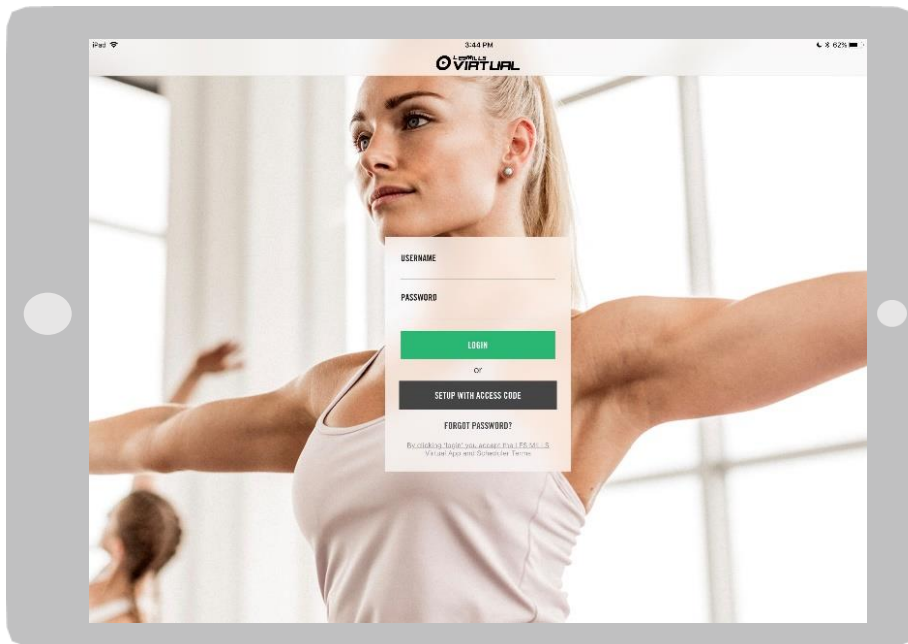
Select> Virtual

Click> GET

Note: There is more than one LES MILLS APP, ensure you select 'VIRTUAL'



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LES MILLS VIRTUAL APP LOGIN & STUDIO SETUP

Now that you have downloaded the APP from the APP Store and activated your account in the Scheduler it's time to login to the LES MILLS Virtual APP

Username> your username (eg. 123456@lesmillsvirtual.com)

Password> your newly created password

Click> Login

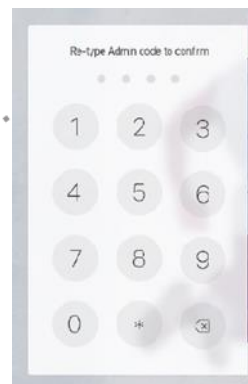
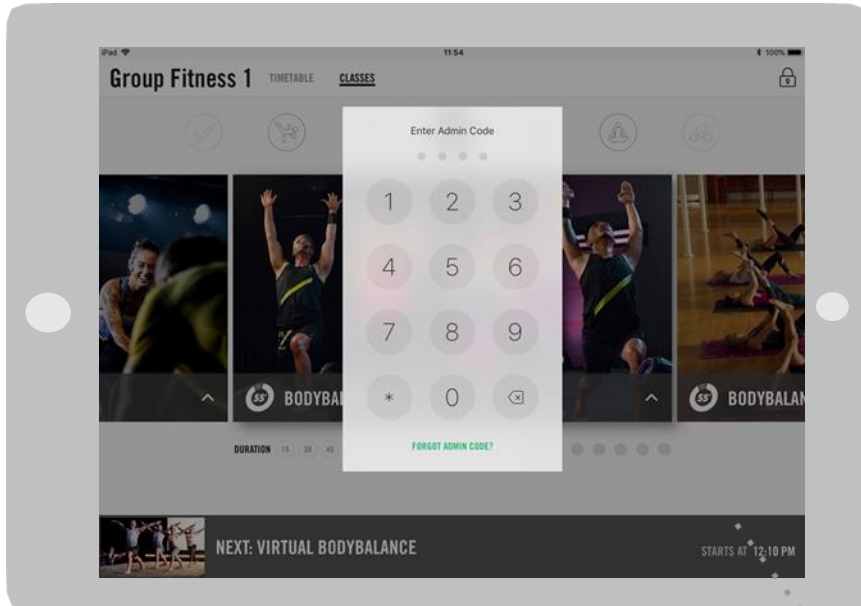
You will then be requested to select the Studio that you want this iPad to be paired with

Important: the APP must be logged into with your newly created password and can not be logged into with your temporary password.

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LES MILLS VIRTUAL APP ADMIN CODE SETUP

- Set your ADMIN Code (4 digits) for logging into the APP settings
- Confirm your ADMIN Code by re-typing your 4 digit code



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SELECTING WHICH PROGRAMMES APPEAR ON EACH DEVICE

If you have multiple studios and wish to restrict the content that appears on each device you can do so at this stage in the on-boarding process. This is useful if you have a studio that is dedicated to cycle classes only, for example.

If you would like all the content to download on to the device there is no required action, select 'OK'

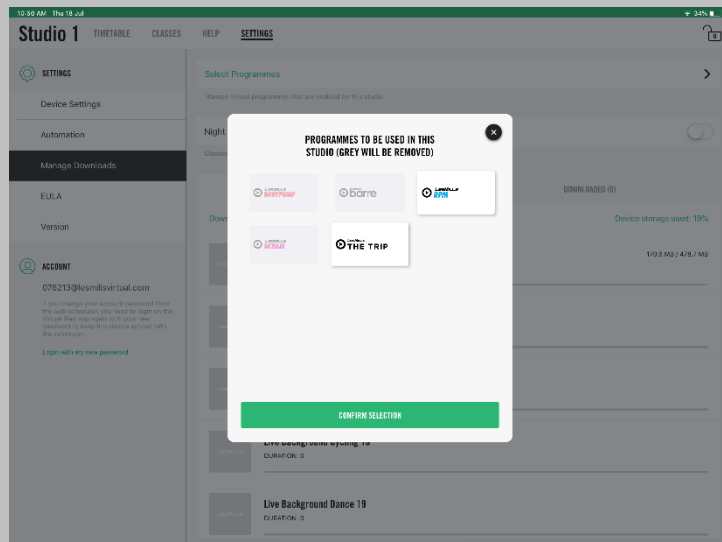
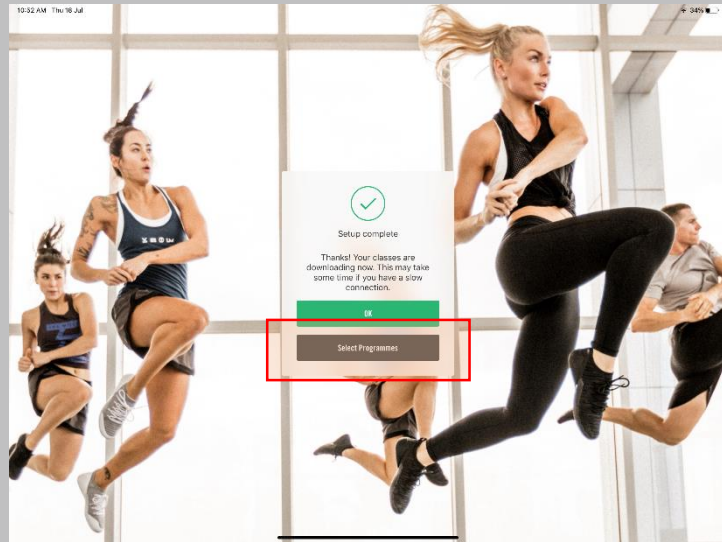
To restrict content follow these steps:

Select 'Select Programmes'

Your available programs will appear for selection

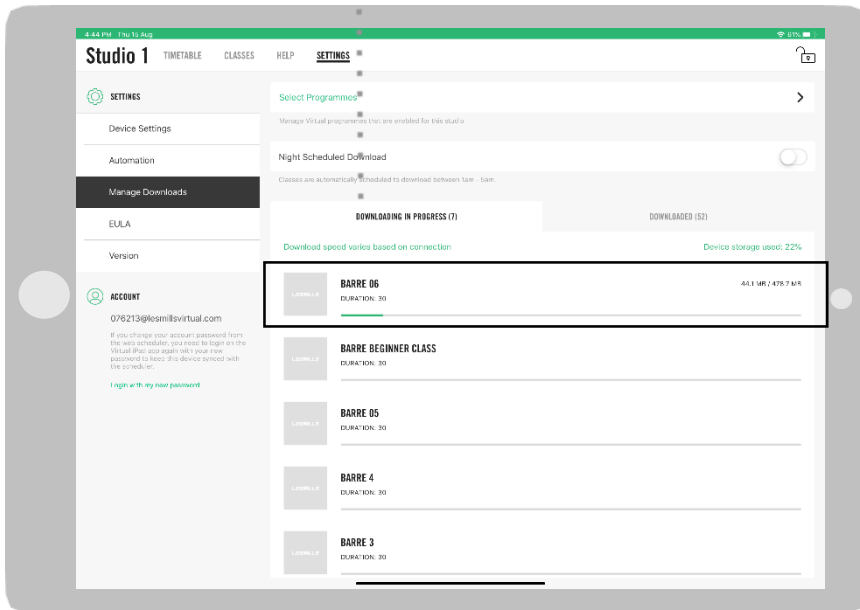
Tap any program you do not want to appear on the device (make them grey)

Select 'Confirm Selection'



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- Releases waiting to download will appear in the Downloading in Progress tab



DOWNLOADING CONTENT

Your iPad will now begin to download content, it is essential the iPad is left on, connected to power and WIFI and setup as follows:

IPAD SET UP

1. Turn off all notifications

1a. SETTINGS>NOTIFICATIONS>

1b. SHOW PREVIEWS – set to NEVER

1c. In NOTIFICATION STYLE pane, manually turn all apps to OFF

2. Prevent the iPad from automatically locking:

2a. SETTINGS>DISPLAY & BRIGHTNESS>AUTO-LOCK

2b. Set to NEVER

3. Turn off automatic updates:

3a. SETTINGS>ITUNES & APP STORE> AUTOMATIC DOWNLOADS

3b. Toggle all options OFF

4. Turn off SIRI 4a. SETTINGS>SIRI & SEARCH

4b. Ask Siri

4c. Listen for “Hey Siri” – Toggle OFF

4d. Press Home for Siri – Toggle OFF

5. Turn on Guided Access mode

5a. Accessibility Settings (SETTINGS>GENERAL>ACCESSIBILITY)

5b. Scroll down to the bottom of the page and toggle Guided Access to ON (Green) – advised to use a Passcode for this which can be activated within these settings.

5c. Toggle Mirror Display Auto Lock to ON (green)

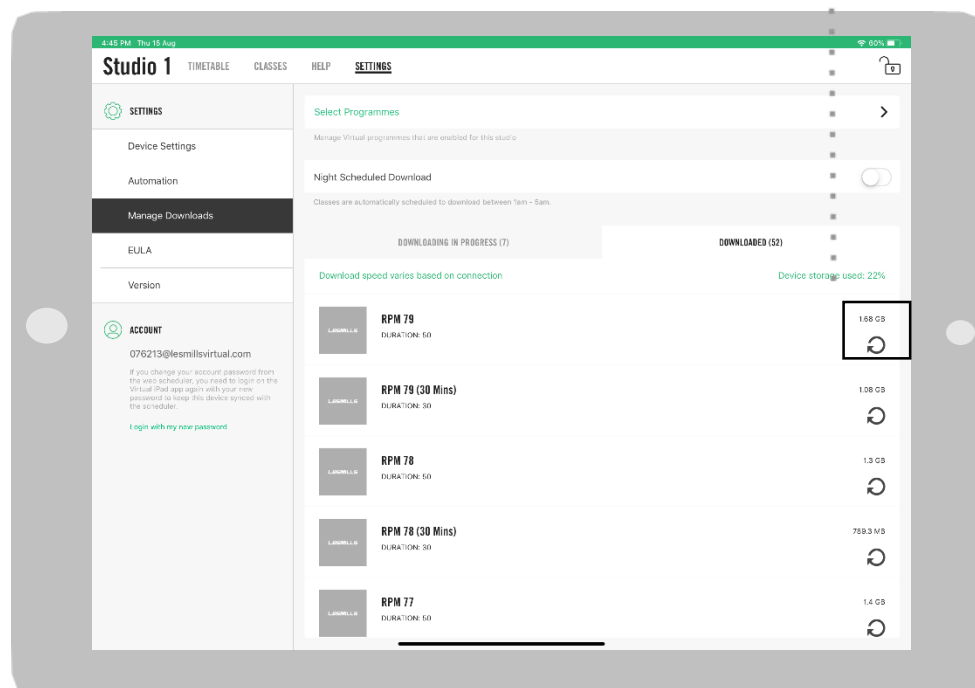
Within the APP

6. Turn off Night Scheduled Downloads.

6a. SETTINGS>MANAGE DOWNLOADS> SCHEDULED DOWNLOADS

6b. Turn toggle OFF

After a class has downloaded you will see the file size



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ADVICE ON DOWNLOADS

Included in the initial download of the standard bundle of 5 Virtual Group Fitness programs is over 50 hours of high definition video. Downloading these can take some time as the content file size is very large. Often it will be faster to complete downloads off site, in your on-boarding email is an access code that your AV provider can use to download content for you.

Downloads can take 1 - 2 days and in some cases a week, it's really important that this download process is not interrupted and the APP is left open and connected to the internet for the entire duration of the download process.

Try to put the iPad as close as you can to the WIFI router. It may seem obvious, but the closer you are to the source, the stronger, more stable and faster your WIFI will be.

If you have multiple devices, try setting each device up one at a time. Let downloads complete on each device before setting up the next.

To reduce the demands on your internet during peak periods you can toggle the Night Scheduled Downloads option to 'On' (green) from within the Manage Downloads screen on the APP. Selecting this will automatically download content between 1am and 5am.

If you find it is still taking too long, ask your AV partner or IT provider if they can complete the download for you via the access code.

Tip: While your content is downloading you can play with and create your studio timetables in the Virtual Scheduler on your desktop. As your account has been activated already please use the below link to login via a desktop computer: <https://uk.lesmillsvirtual.com/virtual/login>

LES MILLS Virtual App Help and Support

UK +44 208 0892 105

USA +1 312 818 2271

Alternatively, please log a ticket via the web link below

<https://www.lesmills.com/virtual/virtual-support/>