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# FAQ

## Customizing Your Practice

## Account and Billing

## Troubleshooting

## Customizing Your Practice

### Setting Your Music and Voice

I can't hear the instructor's voice! Where's the volume control?

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How do I change the music?

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I'd prefer to listen to my own music as I practice. How do I turn off the music completely?

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How do I change the voice I hear?

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How do I change the language I hear?

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I want to hear the most instruction possible when doing the poses.

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I want to zen out and hear the least amount of instruction available.

How can I slow down the speed of my practice?

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I don't know where to start! What settings should I select to get the best experience?

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When should I move up a level?

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How can I get more breathwork and guided meditation in my practice?

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What is Yoga Nidra?

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I'm craving community during my journey! Is there some group I can join to support me when I have questions?

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### More Practice Settings

Can I exclude particular poses from my practice?

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Do you offer a pose library so I can learn more about each pose?

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I'm pregnant! Is there a prenatal option I can select?

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Is there more than one model I can watch on the video?

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Do you have closed captions/subtitles?

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### Other Fun Features

Do you support Chromecast?

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Do you support AirPlay?

PX-2624.2

**Is there a way to save my favorite practices?**

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**Can I name my favorite practices so I don't forget which one is which?**

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**How can I share a practice with my friends?**

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**Do the apps connect to Google Fit?**

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**Do the apps connect to Apple Health?**

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**Do the apps connect to FitBit?**

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**What songs played during my practice?**

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## **Account and Billing**

### **Making Changes to Your Account Settings**

**I can't access my subscription.**

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**How do I change the email associated with my account?**

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**How do I change my password?**

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**How can I unlink Google/Facebook, and use an email and password instead?**

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**How do I delete my account?**

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**I have more than one account. Can I merge them?**

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PX-2624.3

Can you send me a receipt for my subscription purchase?

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How do I manage my email preferences?

## Making Changes to Your Subscription

I can't access my subscription.

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How can I get a refund?

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I want to cancel my subscription.

### How to Manage or Cancel Your Subscription

*If you purchased your subscription on the web:*

1. Go to **Settings**. On mobile, you can get there by tapping the three horizontal lines at the bottom right of the screen. On web, Settings is in the left sidebar.
2. Under **Settings**, tap **Subscription**.
3. Then you should see more info, including how to cancel or change your subscription, including turning off auto-renew.

*If you purchased your subscription through the mobile app:*

You can manage your subscription through the **Apple App Store** or through the **Google Play Store**.

### About Your Subscription

You will never be charged for a subscription unless you explicitly purchase a membership through our website, Apple, or Google. Subscriptions are found under the email address that you used when you purchased the subscription. If you do not see a subscription listed in your account, it means you do not have a subscription associated with the email address you currently logged in with. It is possible that your subscription may be associated with another email address, and if that is the case, you will need to log out and then log back in under that email address to see your subscription.

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PX-2624.4

I want to disable auto-renew.

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I got an email about a sale! How do I get the sale price?

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What payment methods do you accept?

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Do you charge exchange fees?

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Why are the in-app prices different from web prices? Are the memberships different?

**Purchasing through our website** avoids commission fees commonly charged by Apple or Google, and will usually get you the best price! You can purchase on our website with a **credit card** or with **PayPal**. Purchasing through our website gives you access to everything in all apps, just as if you purchased in-app through Apple or Google. You can use a web subscription on your computer, phone, and tablet.

You can also purchase a subscription in-app through Apple or Google. Please note, Apple and Google charge commission fees, which is why the in-app price will usually be higher than on our website.

\* For purchases made outside of the United States, we do not charge any exchange fees, but your bank might, so make sure to check with them!

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I thought the app was free, why am I being asked to purchase a subscription?

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Does my subscription renew at the same price I purchased it?

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Can I get a partial refund?

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I bought a monthly subscription but I want to switch to a yearly.

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Can I delay my subscription start date?

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Is my subscription for one app or all apps?

PX-2624.5

**Does my subscription give me access to workouts on all my devices (laptop, phone, tablet, etc)?**

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**Can I purchase a lifetime subscription?**

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**Can you send me a receipt for my subscription purchase?**

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**Can I gift a subscription?**

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**Can I share my subscription with family members?**

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**Do you have a referral or affiliate program?**

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## **Troubleshooting**

**I can't access my subscription.**

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**I have no sound.**

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**My screen froze midway through the practice.**

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**The video is reversed from what the voice is telling me.**

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**The videos are taking up too much of my phone's storage.**

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**I'm having trouble with Chromecast.**

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**There is no video with my Yoga Nidra practice.**

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