



Virtual Workshop (COVID-19)

Frequently Asked Questions

1 Is my workshop cancelled due to the coronavirus?

WW is closely monitoring coronavirus, and the health and safety of employees and members are our top priorities. Our Workshops are temporarily going viral! We are suspending in-person Workshops starting Monday, March 16 until further notice. Please visit WW.com/us/find-a-meeting for more information on Virtual Workshops.

2 How do I view and join my WW Virtual Studio?

Your WW Virtual Studio is now in Connect! Start by searching for your group on Connect (only available in the WW app). Follow these steps to find your Virtual Studio.

1. Tap on **Connect** icon in your app.
2. Tap **Browse groups** (if you do not see the green **"Browse groups"** button, select **"See all"** to find the **"Browse groups"** icon after your list of groups.
3. To browse for your Virtual Studio or a Virtual Studio near you, type your state postal abbreviation + a space (e.g. KY) in the search bar.
4. When you find your group (or a group nearest your area, tap on the name and description. The tap **"Join"**. You're in!

3 I did not see my Workshop listed in my Connect group (aka Virtual Studio) in order to join it virtually, so where can I find it?

If you don't see your usual Workshop, it's because yours has been rolled into a larger Virtual Workshop with other members in your area. Until then, we encourage you to use your Virtual Studio to check in with fellow members and your local Studio team!

4 How do I join my Virtual Workshop?

First, make sure you have joined a Connect group (aka Virtual Studio). Within your Virtual Studio you can find the Virtual Workshop schedule and Zoom link. Each week at the Workshop time, a Coach will host a Virtual Workshop via the free Zoom app, which creates a live streaming video conference. If you haven't already, download the free Zoom app. You can also access Zoom via your web browser. You can post and interact with your fellow members in your Virtual Studio at anytime. You don't have to wait for your Virtual Workshop to start. If you prefer not to join the video conference, you can call into a toll-free number using a land line or mobile phone. Check the Studio Finder and your email for further updates.

5 If I miss my live Zoom Workshop, can I access a recording to watch it later?

No, there will not be a recording of the Workshops made available after the live Virtual Workshop. We encourage you to make your best effort to attend your normal Workshop time to keep up your routine and participate in the live discussion. As an alternative, you may join a search for and join any Virtual Studio to find a Workshop that fits your schedule. Over 10,000 Virtual Workshops are offered each week nationally. If you are unable to make a Workshop time, we send expanded articles about your Weekly Topic via your weekly member e-newsletter. You can check your email preferences here to make sure you have checked that you would like to receive your member e-newsletter.

6 How will I track my weight during Virtual Workshops?

During this period of Virtual Workshops, you will need to weigh in at home and track your weight on your smartphone, tablet, or computer. We recognize that your scale at home may be calibrated differently than the scales at the Workshop—don't worry about the temporary discrepancy, it will be accounted for when you return to the Studio.

7 I don't have a scale at home, what should I do?

While we are holding Virtual Workshops, you can choose not to weigh in and still participate in the discussion. We also have several scales available for purchase at WW.com/us/shop. Right now there is free shipping for all orders over \$25, and if you need to purchase a bathroom scale, use promo code **SALESALE** at checkout for 20% off. Discount is limited to two scales. We recognize that this scale may be calibrated differently than the scales at the Studio. Don't worry about the temporary discrepancy—it will be accounted for when you return to the Studio.

8 Will I get my Wins for attending the live Virtual Workshop if I don't weigh in?

At this time, you will earn 50* WellnessWins for tracking your weight digitally only. Your WW team and fellow members are there for you in the live Virtual Workshop! It is not mandatory to attend the Virtual Workshops, but keeping up your routines can help you stay on track. We hope to see you there!

Have more questions?

Please visit WW.com/us/find-a-meeting for more information.