

Guide

Student Body for instructors

A guide for instructors who run their own classes.

Describes Student Body as of 29 October 2026

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How to read this guide

This guide is for you if you teach your own classes. You choose what to teach, where, and when, and you take your own bookings.

It follows the order you'll set things up in. Each step tells you exactly what to select, using the same words you'll see on Student Body.

You don't need to read all of it. Each chapter is tagged with who it's for:

Tag	Read it if
All	You teach on Student Body at all
Booking here	Students book and pay for your classes on Student Body (Part 4)
Private lessons	You teach one person or a small group at a time, at times students choose from the ones you open (Part 5)
At studios	A studio also lists you as one of its instructors (Part 7)

Words in quotes, like "Get set up," are the exact wording you'll see on Student Body. A path like [Account → Booking Policy](#) shows where to go, one step at a time.

You'll also see two kinds of callout:

Heads up

Important things to know before making a change.

Good to know

Extra information that might come in handy.

At the end of the guide, you'll find a go-live checklist, the words we use, what to do if something looks wrong, and the things Student Body doesn't offer yet.

Welcome

Student Body helps students discover movement classes they'll love, and the instructors who teach them. That includes yoga, Pilates, dance, strength, meditation, racket sports, and more. Students search by what they want to do, when and where they'd like to go, and how they want the class to feel. They can also follow the instructors they like.

As an instructor, you'll get a page of your own, and your classes will be in front of the students looking for them. If you'd like, you can also take bookings and payments here, without needing a second system.

This guide takes you from a new account to a page students can find, and on to your first bookings.

Part 1

Before you start

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All

How Student Body works for instructors

Students find your classes on Student Body at app.studentbody.pt, on a phone or a computer. They might come across them in Discover, in search, on the map, or through a link you've shared.

Each class has its own page. It shows what the class is like, who it suits, who teaches it, where it is, and when it runs.

Students can book your classes in one of two ways, and you choose which one for each class:

- **On your own booking system**

If you already take bookings somewhere else, such as Acuity, a studio's booking page, your website, or by message, the class page will send students there. Student Body won't take any money or keep the booking. It will count how many students it sent your way (chapter 25).

- **On Student Body**

Students book and pay on Student Body, straight into your own Stripe account. You'll see every booking, check students in, give refunds, and can sell class packs and discount codes (Part 4).

You can start with the first and move classes over to the second whenever you like.

Good to know

Student Body never holds your money. When students pay for a class on Student Body, they pay you directly. You're the seller, through your own Stripe account.

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What it costs

You'll find what Student Body costs for instructors, and what each part includes, on our pricing page at <https://studentbody.pt/en/pricing>. Your own plan is on your Account page, under "Paid modules."

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All

What to have ready

You can set everything up in one sitting if you have a few things ready.

Here's what you'll need:

- **A photo of yourself and a few photos of your classes:** Real photos do more for your page than anything else.
- **A short bio:** Who you are, how you teach, and who your classes are for.
- **What you teach:** Your disciplines, and the languages you teach in.

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- **Where you teach:** The address of each place, including any arrival details like door codes, buzzers, or floor numbers.
- **Your classes:** A name, a short description, how long each class lasts, and what it costs.
- **How students book today:** If they book on your own system, have the link to your booking page ready. If you'd like them to book on Student Body, you'll need your bank details and ID for Stripe (chapter 14).

Getting started, step by step

When you first open your instructor dashboard, you'll see a card called "Get set up." It lists the steps to being found and checks off each one as you complete it.

Here are the five steps:

1. **Add a short bio:** Write a few sentences about what you teach and how your classes feel.
2. **Import or create your classes:** Bring them in from your booking system, or create them by hand.
3. **Publish a class:** Make at least one class ready for students.
4. **Schedule a session:** Add an upcoming date and time for it.
5. **Go live:** Make your profile and classes visible in search and Discover.

Your next step always has a button that takes you to the right page. You can also select any other step, then select "Take me there." The card will disappear once you're live with a published class and an upcoming session.

The card may first ask "How will you teach on Student Body?" Choose "Host my own classes," or "Both" if a studio also lists you. If you choose "Both," read Part 7 as well. Your answer only shapes the checklist, and you can switch paths at any time from the bottom of the card.

If you teach private lessons, read Part 5 before the "Schedule a session" step. A lesson has a few settings of its own, and its times come from the hours you open rather than from sessions you schedule one by one.

Part 2

Your profile

Creating your account

If you're new to Student Body

Go to app.studentbody.pt and sign up. There's no password to remember. You can continue with your email, and we'll send you a code and a sign-in link, or continue with Google or Apple.

A short setup follows, in two steps:

1. **Profile:** Add your first and last name, your date of birth (only to confirm you're 16 or older), and "Where are you based?" At the bottom, under "How will you use Student Body?", choose "I teach classes."
2. **Disciplines:** Answer "What do you teach?" and add the languages you teach in. Check the box to accept the Terms and Conditions and Privacy Policy, then select "Finish setup."

Heads up

The setup starts with "I'm looking for classes" chosen, so make sure you choose "I teach classes" before you continue.

You'll then be taken to your instructor dashboard. As the setup explains, "Your instructor profile starts hidden. Go live from your dashboard once your classes are set up." Chapter 7 explains what hidden means.

If you already have a student account

You don't need a second account. Go to app.studentbody.pt/instructor and select "Create my instructor profile." You'll keep your student account, and your bookings, saved classes, and the people you follow all stay exactly where they are.

Finding your dashboard later

Sign in and select your profile picture, then select "Instructor dashboard." You'll also find it as the first row under "Your teaching" on your Account page.

Your dashboard's menu has four groups:

Group	Pages
Teach	Home, Classes, Formats, Schedule, Bookings
Insights	Insights, Audience, Feedback
You	Profile, Share, Sources, My locations
Account	Payments, Class packs, Discounts, Account

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Good to know

"Show me around," at the top of your dashboard, walks you through each section. To see it again later, go to your Account page and select "Replay product tour" in the "Support" section.

Your profile

Your profile is your page on Student Body. It's the first thing students see when they look you up, and it appears beside every class you teach.

To edit it, go to Profile and select "Edit Profile." Here's what each section is for:

Section	What it's for
Profile completeness	Shows what's still missing from your page
Profile URL	Your handle, which is your page's address (studentbody.pt/your-handle). Select "Save handle" once you've found one that's available
Identity	Your photo, your bio, and an optional "Status Announcement," a line pinned to the top of your page. Leave it empty to hide it
Featured at the top, Your own sections, Your own colors and fonts	Extra ways to shape your page, part of Profile Plus
About your teaching	Short answers that help students tell whether your classes suit them
Expertise	What you teach and the languages you teach in
Background & Training	Your teaching history and certifications
Media Gallery	Photos and videos of your teaching
Social & Links	Instagram, your website, LinkedIn, YouTube, and up to three other links
Theme	An accent color for your page
Booking policies	Your default "Free-cancellation window (hours)" (chapter 16)
Discovery visibility	Listed or Hidden (chapter 7)

When you're done, select "Save Profile."

Heads up

If you change your Profile URL, your old address will forward to your new one until someone else takes it, which can happen 30 days after the change. The schedule on your website stops working, so copy its code again from Share (chapter 24). We'd recommend choosing your handle before you share any links.

Writing your bio

Tell students what it's like to come to your class, who usually comes, and what you care about. Short paragraphs work best. If you teach in more than one language, mention which ones.

Choosing photos

Real photos of you teaching, and of the space, do more for your page than anything else. We'd recommend avoiding stock images.

Hidden and listed

Your profile is either Hidden or Listed. You choose, and nobody needs to review it first.

Here's who can see your profile, classes, and schedule in each case:

Setting	Who can see them
Hidden	Only you, even with a link. Your profile won't appear in search or Discover
Listed	Everyone, in search, in Discover, on the map, and by link

New profiles start hidden, so you can set things up at your own pace. While you're hidden, the links, QR codes, and website schedule on your Share page will show "not found" to everyone else. The Share page will remind you of this until you go live.

Going live

Once your profile, a published class, and an upcoming session are ready, select "Go live" on the "Get set up" card. You can also choose "Listed" under "Discovery visibility" in the profile editor at any time. Either way, it takes effect straight away.

Good to know

Going back to Hidden is just as quick, and hides your profile and classes again straight away. Bookings already made stay booked.

Good to know

If we prepared your profile at your request, your dashboard will show "We've prepared your profile, as you asked." Nobody can see it until you review it and select "Go live."

Part 3

Your classes and schedule

Bringing in your schedule

If your classes are already on a booking system, Student Body can import them, so you don't need to type them in twice. Everything you import arrives as a draft. Nothing is public until you publish it (chapter 9) and go live (chapter 7).

Go to **Sources → My connections**. The card you'll use depends on where your schedule lives:

Your schedule is in	Use	What happens
Your own Acuity account	"Acuity Scheduling," then "Connect"	You sign in to Acuity and allow Student Body to read your schedule. Select "Sync Now" to bring it in
A studio's BSport, YOGO, or Acuity, where you teach	"Import from BSport," "Import from YOGO," or "Import from Acuity"	You paste the studio's booking page. Student Body finds you there ("We found you as [name].") and imports only your own classes. You won't need a studio login
Anywhere else	"Import from a spreadsheet"	You paste your schedule or upload a file. Class, instructor, day (or a date for a one-off), and start time are required. Location, end time, capacity, price, and booking link import too. Select "Download a sample" to see the layout

Each import shows you what it found before anything is saved. Select "Preview," check the classes and sessions, then confirm the import with "Import my classes" (for Acuity, the button shows how many classes you've chosen).

Good to know

If Student Body can't match you by name, it will ask you to choose which instructor you are, or to check the classes that are yours.

Keeping everything up to date

The booking pages you connect are listed under "Saved schedules." With "Keep my schedule in sync automatically" turned on, Student Body checks them again every hour. New sessions appear, moved sessions follow, and sessions removed from the source are cancelled here.

A few things to keep in mind:

- **Your own Acuity account:** Changes arrive as Acuity sends them, and you can select "Sync Now" at any time.
- **A spreadsheet import:** It's a one-off, so it isn't saved or synced.
- **A moved session that already has bookings:** It stays as it is, so check it yourself.

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Good to know

"Refresh content" replaces the names, descriptions, and pictures of your imported classes with the source's current text. Classes you've edited on Student Body are kept as they are.

Good to know

Classes you import keep taking bookings where they came from, so a student on Student Body will be sent to that booking page. Chapter 10 explains how to take bookings for a class on Student Body instead.

Creating a class

A class is something you teach, described once. Each date and time it runs is a session (chapter 11).

To create one, go to Classes and select "New Class." A name, a type, a duration, and a price are enough to begin. Select "Create & continue," and the full class editor will open.

The editor has six tabs:

Tab	What it holds
Basics	Name, format, class type, duration, and short and long descriptions
Pricing & booking	How students book and what it costs (chapter 10)
Location & capacity	Where it happens, how many students can come, and what to bring
Discovery & alignment	What the class feels like and who it suits
Appearance	Photos, a video, a color, and a preview of the class page
Publish	What's still missing, and how complete the class page is

Choosing a format

Under "Format" in Basics, choose the kind of class it is:

- **Class:** A regular class, listed with your other classes and shown on your schedule.
- **Event:** A one-off or occasional event, such as a workshop or retreat. Students can book it, but it isn't listed with your regular classes.
- **Appointment:** A private lesson, booked at one of the times you open (chapter 20).

The "Class Type" decides where the class appears when students browse by type, so choose the closest one.

Helping students find the right class

Discovery & alignment is optional, but it's where a class can really stand out. You can describe how intense it is, how it feels, who it's great for and who it may not suit, and what to expect. Write it the way you'd answer a student who's never been to your class before.

Be honest about what to expect, and only include details that are true of every session.

Publishing a class

A class can be published once it has everything a student needs.

Here's what you'll need to add:

- A name, a class type, a duration, and a price.
- How students book, with your booking link or contact details if they book elsewhere.
- A short description.
- A location and a capacity.

The Publish tab lists anything that's missing ("To publish, add: ..."). When everything is there, select "Publish."

Good to know

A published class becomes public once your profile is listed (chapter 7). Until then, you can publish freely.

Heads up

Changes to a published class go live as soon as you save, and students will see them immediately. There's no review step.

Using a format for classes you teach in more than one place

If you teach the same class in several places or at several times, you can write it once on the Formats page. Every class that uses a format shows the format's name, descriptions, and photos, while each class keeps its own schedule, price, booking, and location.

To create one, go to Formats and start from one of your classes or from a name and a discipline. To use it on another class, open the format and choose the class under "Use it on another of your classes."

Good to know

In a class that uses a format, the editor shows "This class uses the format," and the shared details are locked. To change them, select "Edit the format," and every class that uses it will update.

How students book a class

In the class editor, go to Pricing & booking and choose an option under "How to Book":

Option	What students do	What your Classes page shows
Native	Book, and pay if it's a paid class, on Student Body	"Books here"
WhatsApp	Choose the time, location, and ticket on Student Body, then send you the request on WhatsApp, already written. They pay you at the lesson or by MB WAY (chapter 20)	"Books on wa.me"
Link	Select "Book" and go to your booking page (the link you add)	"Books on" and the site's name, such as acuityscheduling.com
Contact	Get in touch your way, by phone, email, or Instagram	"Books elsewhere"

Prices for a class booked elsewhere

When you choose Link or Contact, write the price as students will see it on your booking page, under "Price (as it appears on the booking site)." For example, "€15 per class." You'll need it to publish the class.

Prices for a class booked on Student Body

When you choose Native, choose "Free," "Fixed," or "Donation" under "Pricing." A fixed price can be "One price" or "Ticket options."

With ticket options, you can offer several tickets, each with its own price. Each ticket can have an optional "Seat limit," and you can set how many "People" it's for, such as a ticket for two. Students will see the price "from" the cheapest ticket.

Heads up

You can't publish a paid class that books on Student Body until you've set up your payment account (chapter 14).

Taking bookings on Student Body for an imported class

Change "How to Book" to "Native" and set a price. If your own booking system will keep selling places in the same class, go to Location & capacity and set "Seats sold on Student Body" to the number of places Student Body can sell. That way, the two systems never sell the same place twice.

Your schedule

Schedule shows every session you teach, with how full each one is.

Here's how to add sessions:

- **One date:** Select "Schedule Session," then choose the class, the date and time, and the location.
- **A repeating class:** In the same form, under "Repeat," turn on "Repeat this session." Choose how often it repeats, such as "Weekly" or "Biweekly," and add an "End Date" if it stops. Then select "Create Recurring Series." The date you picked becomes the first session.

Student Body adds new sessions of a recurring class automatically, so your schedule always stays several weeks ahead. Your recurring classes are listed under "Your recurring teaching schedule," where you can edit or end them.

Changing or cancelling sessions

There are two ways to change several sessions at once:

- **From Schedule:** In the week view, select "Select," then tap the sessions you want, or pick a whole day. The actions appear at the bottom, and each one shows you a preview before anything changes.
- **From Classes:** Open the class, select "View sessions," and check the sessions you want.

You can then choose "Reschedule," "Change location," "Capacity," "Cancel," or "Delete."

When you change a session's time or location, students who booked it are told by email and in the app. Students who booked on WhatsApp aren't, so Schedule gives you the messages to send them ("Tell your WhatsApp students").

Heads up

Cancelling a session that has bookings notifies those students and refunds paid bookings. A session that has bookings can't be deleted, so cancel it instead. "Delete" can't be undone.

Good to know

For a class you imported, make changes and cancellations on the source. The hourly sync will bring them over (chapter 8).

To move one student to another session, use "Move" on their booking instead (chapter 16).

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Private lessons

Private lessons

Lessons that students book at a time they choose, from the hours you open, have a part of their own. That includes lessons for one person or a small group. You'll find everything in Part 5, starting with chapter 19.

Your locations

A location is a place you teach. Students see it on your classes, with the address, a map, and how to get in.

Go to My locations and select "Add location." Here's what to fill in:

- **Name, Address, and City:** Start typing the address and select it from the list that appears. This sets the pin on the map and fills in the city.
- **Unit / floor, Getting here, and How to get in:** Add any arrival details, like door codes, buzzers, or floor numbers. Students coming for the first time need these most.
- **Show the exact location publicly:** When it's on, students see the full address. When it's off, they see the area until they book.

You can also add photos, parking, amenities, and accessibility details. For an outdoor location, you can name where you'll go if it rains (chapter 21).

Good to know

If a studio already has the same place on Student Body, you'll be asked whether to add your own anyway. Teaching at a studio's location works differently, because the studio collects the payment unless it agrees otherwise (Part 7).

Bookings and getting paid

Everything in this part is for classes that students book on Student Body. If all your classes book on your own system, you can skip ahead to Part 5 if you teach private lessons, or to Part 6 if you don't.

Getting paid

When students pay for a class on Student Body, they pay through Stripe, straight into your own Stripe account. You're the seller, and Student Body never holds your money. Stripe sends your balance to your bank on the schedule you choose in Stripe.

To set it up, go to [Account → Payment account](#) and select "Set up payments." You'll also find a "Payment account" card on your dashboard. Stripe will ask you to sign in or create an account, then for your details and your bank account.

Heads up

The email you start with at Stripe becomes the login for your payment account. If you already have a Stripe account, make sure you start with that account's email.

When everything's ready, the card will show "Payments active." You can then take card and wallet payments for your own classes, as the seller. If it shows "Finish setup," Stripe still needs something from you.

There are two more buttons for less common situations:

- **Start over with a different email:** Only available while your setup isn't finished.
- **Switch to a different Stripe account:** New bookings pause until the new account finishes its setup. Past payments, and any refunds of them, stay with your old account.

If Stripe pauses your account, the card will say so. Select "Fix it on Stripe" to see what's needed.

How students pay

Students can pay by card, with a card saved to their Student Body account, or with Apple Pay or Google Pay on the web. MB WAY is offered when it's turned on in your Stripe account, except in the Android app.

Class packs and discount codes

Class packs

A pack is a number of credits that a student buys upfront, and each class uses one credit. You'll need your payment account set up first. Until then, the page will show "Set up payments to sell packs."

To create one, go to [Account → Class packs](#), select "New pack," and fill in the details:

- **Name:** What students will see, such as 10 classes.
- **Credits:** How many classes the pack covers.

- **Price:** In euros, VAT included.
- **Valid for:** How many days from purchase the pack lasts. Leave it empty for no expiry.

A few things to keep in mind:

- **Which classes it covers:** Credits work on classes you take payment for yourself. Classes paid to a studio use the studio's own packs. To keep a class drop-in only, go to its Pricing & booking tab and turn off "Class packs."
- **Classes with ticket options:** A pack covers one of the class's tickets. Choose the class under "Covers," then its "Ticket" (chapter 20).
- **Changing a pack:** "Edit" changes only the name and price, for future purchases. To change the credits or how long it's valid, select "Duplicate" and archive the old pack.
- **Stopping sales:** "Archive" stops selling a pack. Students who already bought it keep what they bought.

Students can buy packs from your profile, or from the page of any class that accepts them. A week before a pack with unused credits expires, the student gets a reminder.

Discount codes

A discount code is something students enter when they book. To create one, go to **Account → Discounts** and choose:

- **Percent off or Amount off:** How much the code takes off. "A 100% code is a guest-list comp: the booking completes free."
- **Applies to:** All your classes, or just one.
- **Total uses and Valid for:** An optional limit on how many times the code can be used, and for how many days.

A few things to keep in mind:

- **Once per student:** Each student can use a code once. If they cancel the booking, they can use it again.
- **Fixed terms:** Once a code is created, its terms can't be changed. You can "Deactivate" it, and "Reactivate" it later.
- **Used codes:** A code that has been used can't be deleted, so deactivate it instead.

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Booking here

Bookings, check-in, and cancellations

Your bookings

Bookings lists every booking on your classes, session by session. You'll see who booked, when they booked, their ticket, and what they paid.

Here's how to find what you need:

- **Upcoming or Past:** Switches between future and past dates.
- **Active, Cancelled, or All:** Filters the bookings.
- **List, Week, or Month:** Changes the view.

Students' names appear the way each student chooses to show them, such as their full name or first name and initial. You won't see students' contact details here, apart from a WhatsApp number you added yourself (chapter 21).

Select a booking to act on it:

- **Cancel booking:** Cancels it and returns the student's money or pack credit. They're told by email and in the app, unless you check "Don't email the student (I've told them myself)."
- **Reschedule:** Moves the student to another time of the same class. "Nothing changes in what they paid, and they're told by email and in the app."
- **Message:** Sends the student a message about this booking, in the app, by push, and by email.

Good to know

If a class of yours ran at a studio's location and the studio took the payment, the booking shows "Paid to" and the studio's name. Only the studio can cancel and refund it, and it won't appear in your Payments (chapter 17).

Checking students in

Select "Run check-in" on your dashboard, or open the session and select "View class list & check in." It works before class too.

Here's what you can do:

- **Present or Absent:** Mark each student, or select "Mark all present."
- **Add walk-in:** Add someone who turns up without booking.
- **Show QR code:** Students who booked can scan it with their phone to check themselves in.

On a lesson for several people, each player the student named has their own row, "with [name]," and their own mark (chapter 23).

Moving a booking

On the same screen, select "Move" beside a booking to move that student to another session of the same class, any time before it starts. "Nothing changes in what they paid, and they get an email with the new time." It's the same as "Reschedule" on Bookings.

Students can also move a booking themselves with "Move to another time." They can do this once, while they could still cancel for free, and

you'll get a notification when they do. After that, they're asked to message you.

Messaging the students booked

Select "Message attendees" on a session to send everyone booked a message. It arrives as a notification and by email, and you can send it until 48 hours after the session.

Cancellations

Here's how cancellations work:

- **When a student cancels in time:** If they cancel inside your free-cancellation window, they get their money or pack credit back. If they cancel later, they don't.
- **When you cancel a session:** Everyone booked is refunded or gets their credit back, whatever the window (chapter 11).

To set your window, go to [Account → Booking Policy](#) and choose a "Free-cancellation window." If you don't choose one, it's 24 hours before class. A class can have its own window, set under "Free-cancellation window (hours)" in its editor, which overrides yours.

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Booking here

Payments and refunds

Payments lists what was paid to you, in money and pack credits, one month of classes at a time. Go to [Account → Payments](#) and choose the month under "Month of the classes."

Here's how to find a payment:

- **All, Paid, or Refunded:** Filters the list.
- **Search:** Finds a student or a class.
- **A row's menu:** "View booking" opens the booking, and "View in Stripe" opens a card payment in your Stripe dashboard.

Giving a refund

Select "Refund" on the row, then "Confirm refund." This returns what's left of the payment from your Stripe account to the student's card, or the credit to their pack. It also cancels the booking and frees up the place.

The student will get a refund receipt by email, unless you check "Don't email the student."

A few things to keep in mind:

- **Refunding part of the amount:** Do this in your Stripe dashboard. Student Body records the partial refund, and the student keeps their place.

- **Refund held for review:** If a student cancels more than five card-paid bookings on Student Body within 24 hours, the refunds for the later cancellations wait for you. Select "Refund" to release one.
- **Disputes and chargebacks:** Handle these in your Stripe account.

Invoices and tax

When students book a class on Student Body, you're the one selling it. That means invoicing it is your responsibility, just as it is for any class you sell today. Student Body doesn't issue invoices or faturas for your sales.

Your payment account card says so too: "You issue the invoices the law requires for what you sell here. What we send your student after a booking is a receipt, not an invoice." The student's confirmation email also tells them to ask you for the fatura, with their NIF if they want it on the invoice.

Keep issuing faturas from your certified invoicing software. These can help you match your payments to your invoices:

- **Your monthly sales statement:** Every sale and refund on your Stripe account for a month, with what a fatura needs, including the student's NIF when they gave one. Go to [Insights → Export](#) and find "Monthly sales statement," then select "Download CSV" or "Print / Save as PDF." We also email it to you on the 1st of each month when you've had sales.
- **Your Payments page:** Booking by booking.
- **Your Stripe reports:** For amounts, fees, and the money sent to your bank.

Lessons paid to you directly

A lesson booked on WhatsApp and paid at the lesson or by MB WAY never passes through Student Body, so you issue the receipt, just as you would without us. Your Payments page lists those lessons under "WhatsApp bookings," with "Export the month (CSV)" (chapter 23).

Your accountant is the right person to tell you how to treat these sales.

Private lessons

This part is for lessons that students book at a time they choose, from the times you open. A lesson can be for one person or a small group, with you.

Lessons use what you set up in Parts 3 and 4, including your locations, your payment account, check-in, and refunds. We'd recommend reading those parts first.

How private lessons work

A private lesson is a class with the format "Appointment." Instead of scheduling sessions one by one, you open times. These are the hours you're available on each day of the week, and where. Student Body divides them into lesson times, each as long as the lesson, and students choose one.

Here are the key points:

- **One party per time**
Each lesson time is booked once, by one person, for themselves or for a small group. The class page says so: "Choose a day, then a time. One party per time."
- **The ticket sets the party size**
You can offer a ticket for one, for two, or for four, each with its own price.
- **Everything else works as for any class**
That includes how students book (on Student Body, on WhatsApp, or by link), payment, emails, check-in, cancellations, and refunds.
- **Lessons you arrange another way are blocks**
A block closes the time on your schedule, with no student and no payment.

Here's where you'll set everything up:

You set	Where	Chapter
The lesson, with its length, notice, tickets, and price	Classes → New Class , then the class editor	20
Where students can book, if you teach at more than one location	The class editor's Location & capacity tab	20
Your open times	Schedule, a recurring rule with "Slots between these hours"	21
Time you're not available	Schedule → Block time	21
One location per day	Schedule → Block time	21

Setting up a lesson

Go to Classes and select "New Class," as for any class (chapter 9). Then fill in each tab of the class editor.

Basics

Under "Format," choose "Appointment." "Duration (minutes)" is the length of one lesson.

A few settings appear only for appointments:

- **Minimum notice (hours):** How far ahead students need to book. Times inside the notice can't be chosen, and the lesson's page tells students how far ahead to book. Leave it empty for no minimum.
- **Gap between lessons (minutes):** Time kept free after each lesson before the next one can start.
- **Prefer to teach new students one on one for their first session:** Students will see that you prefer this. If someone chooses a group ticket for their first booking with you, they're asked once whether it's their first time with you. They can then select "Book one on one instead," or say they've trained with you before. Nobody is turned away.
- **Other times (optional):** A note shown under your times, for example to say that other times may be available if students message you. On a lesson booked by WhatsApp, students also get an "Ask on WhatsApp" button.

Location & capacity

Choose your location (chapter 13), and set "Default Student Capacity" to 1.

Heads up

A lesson time counts as taken once its bookings reach the class's capacity, and every new class starts at 15. If you leave it at 15, up to 15 parties can book the same time. With 1, one party books each time, and the ticket decides how many people come.

If you teach at more than one location, "Where students can book" decides where each lesson can happen:

- **One location:** Lessons are at the lesson's default location, or at the location a lesson time names.
- **Students choose:** Until a day has a booking, its lessons are offered at every location you pick under "Students choose among:" The first booking chooses the location, and that day's other lessons move there. Pick at least two locations, including the lesson's default location.

Good to know

Students can only choose among locations whose payments go to the same account, so you can't mix your own locations with a studio's.

Pricing & booking

Under "How to Book," choose how students book the lesson:

- **Native:** Students book and pay on Student Body, into your Stripe account, so your payment account needs to show "Payments active" (chapter 14). Choose "Fixed," then "Ticket options," with one ticket for each party size. Give each ticket its price and how many "People" it's for. Students will see "By party size · 1 to 4 people."

- **WhatsApp:** Add "Your WhatsApp number," with its country code. As the editor explains, "Students choose the time, the location and the ticket here, then send you the request on WhatsApp, already written." You agree on the details with them there, and close the time in your schedule (chapter 21). Give one "Price (paid at the lesson)," or ticket options.
- **Link or Contact:** These work as for any class (chapter 10).

Getting paid by MB WAY on a WhatsApp lesson

On a lesson booked by WhatsApp, you can add "Your MB WAY number (optional)." It needs to be a Portuguese mobile number, like 912 345 678.

Here's what changes when you add it:

- **How students pay:** Once you confirm the time, students pay you by MB WAY instead of at the lesson. The class page shows your number, and the money goes from their bank app to yours.
- **The price field:** It changes to "Price (paid by MB WAY)."
- **Keeping track:** "They pay you directly, outside Student Body." We never see the payment, so you mark it paid yourself (chapter 23).

If you leave it empty, students pay you at the lesson.

Good to know

Your MB WAY number only shows on a class booked by WhatsApp. If you change the class to "Native," it's no longer shown. If the class changes owner, for example when you hand it to a studio, its WhatsApp and MB WAY numbers are cleared. The class then goes back to a draft, so the new owner can choose how students book.

Longer tickets

On an appointment, each ticket can have its own lesson length, in the "min" box beside it. Leave it empty to use the lesson's own length.

A 90-minute ticket on a 60-minute lesson also takes the next lesson time, so it only fits where that time is still open. Where it doesn't fit, students will see "Not at this time" on that ticket. If the booking is cancelled, both times open again.

Court and location fees

Under "Court fee" (for racket sports) or "Venue fee" (for everything else), tell students whether your price covers the court or the location's own charge. Choose "Don't say," "Included in the price," or "Paid at the location," and add a note on how much and how to pay.

Students will see it beside the price. When it's paid at the location, the booking email says so too.

Cancellations and packs

Cancellations follow your "Free-cancellation window (hours)," as for any class (chapter 16).

On a lesson booked on Student Body, a pack covers one ticket, such as ten one-on-one lessons. To create one, go to **Account → Class packs**, select "New pack," choose the lesson under "Covers," and then its "Ticket." As the page explains, "Each credit books this ticket of the class: ten one-on-one lessons book the one-person ticket."

Make sure the lesson's "Class packs" switch, under Pricing & booking, is turned on. Packs need your payment account (chapter 15), so they don't work on a lesson booked by WhatsApp.

When you're ready, publish the lesson (chapter 9) and open your times (chapter 21).

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Private lessons

Your open times

Your open times come from a recurring rule. Each rule covers one day of the week, the hours you're available, and a location. It creates one lesson time for every lesson length, plus the gap, starting from the first hour.

Opening your times

Here's how to create a rule:

1. On Schedule, select "Schedule Session." Choose the lesson, the first day, the time you start, and the location. Turn on "Repeat this session," choose "Weekly," and select "Create Recurring Series" (chapter 11).
2. Under "Your recurring teaching schedule," select "View All" and open the rule you just made.
3. Check "Slots between these hours" and set "Available from" and "Available until." The line beneath them tells you how many lesson times that makes each day.
4. Select "Update series." When you're asked "Apply these changes to your upcoming sessions too?", select OK.

Make one rule for each day you teach. You can have two on the same day, such as a morning and an evening, and a different location on different days. If students can choose where to book (chapter 20), set the rule to "Any of the lesson's locations."

Students see your rules as one line per day, for example "Hourly · 09:00–13:00 · 17:00–20:00."

Student Body keeps eight weeks of lesson times ready. If you change the lesson's length or gap, your rules will follow. Upcoming empty times are recreated at the new length, and booked ones stay as they are.

Never double-booked

You can't schedule anything over a time you already teach. If you try, you'll see "You already teach" and the class and time. When you schedule a class over open lesson times, the empty ones make way for it.

Blocking time

On Schedule, select "Block time," beside "Schedule Session," for "A lesson booked elsewhere, or hours you're away."

Here's what to fill in:

- **Day, From, and Until:** When you're not available.
- **Why:** Choose "Booked elsewhere" or "Not available."
- **Where:** For a lesson booked elsewhere, the location you'll be at, so the rest of that day can follow it.
- **Note:** A note just for you.

Select "Block this time," and the empty lesson times inside it will close. To open them again, select "Remove" next to the block under "Blocked time."

A few things to keep in mind:

- **No student, no payment:** A block only closes the time.
- **Further ahead:** You can block time more than eight weeks ahead. Lesson times created later inside it stay closed.
- **Booked lessons:** You can't block over a lesson someone has booked. You'll be asked to "move it or cancel it first" (chapter 23).

Keeping each day at one location

If you teach at more than one location, the "One location per day" switch on the Block time page keeps each day in one place. The first thing on a day that fixes a location holds the day. That could be a lesson with someone in it, a class, or a block with a "Where." That day's empty lesson times move there, and move back if it goes. Booked lessons and classes never move.

On your Schedule, here's what each day shows:

- **At [location]:** The day's location is decided.
- **Open:** The day is still open at more than one location.
- **Moved here from [location]:** An empty lesson time moved to the day's location.
- **split day:** Something later in the day is at another location. The earlier one holds.

Changing a day's location for rain

If one of your locations is outdoors, you can move a whole day somewhere else. On Schedule, select "Change location" on that day's row.

It only appears on days with something of yours to move, if you have two or more locations.

Choose where to move under "Move to." It starts on the location you named under "If it rains," if there is one. Every class, lesson, open time, and block that day moves there, at the same times. You can add a "Message to your students (optional)."

Students who booked are told by email and in the app. For students who booked on WhatsApp, you'll get the messages to send under "Tell your WhatsApp students."

Lessons agreed on WhatsApp

The student's message ends with a link to the time they chose. Open it while you're signed in, and you'll see your tools at the top of the page, marked "Only you see this." Under "Booked on WhatsApp?", fill in the details:

- **Student's name (for your schedule):** Required.
- **Student's email (optional) and Student's WhatsApp (optional):** Add them if you have them. With the WhatsApp number, the confirmation opens that student's chat.
- **Price:** It starts from the ticket in the link. Clear it if there's no price.
- **Already paid:** Check it if the student has paid. On a class with MB WAY, choose "Already paid by MB WAY" or "Already paid at the lesson."

Select "Book this time." The time is booked for them, as long as the ticket. Nobody else can ask for it, and it appears in your Schedule, your Bookings, and at check-in like any lesson. No payment goes through Student Body. It's also listed on your Payments page, under "WhatsApp bookings" (chapter 23).

Student Body then writes a confirmation for you to send, with "Send on WhatsApp" or "Copy." When it includes a link, the link adds the lesson to the student's Student Body account.

Here's what happens next:

- **With the student's email:** Only that person can add the lesson to their account through the link.
- **Once it's on their account:** They get the confirmation email with the calendar file, and a reminder before the lesson. Their booking says how to pay you, "MB WAY to [number]" or "At the lesson," directly to you, outside Student Body.
- **If they cancel in the app:** They can do this until your "Free-cancellation window (hours)" starts (chapter 16). You'll get a notification, "[name] cancelled their lesson," and the time opens again. After that, the app asks them to message you on WhatsApp instead, and the lesson stays booked until you cancel it.

- **If you cancel:** Select "Cancel this lesson" on the card, or "Cancel lesson" on your Payments page. The time opens again, and a student who has the lesson on their account gets an email.

Marking a lesson paid

If the student hasn't paid yet, the card shows "Not paid yet" and the price. When the money arrives, select "Mark paid." On a class with MB WAY, select "Paid by MB WAY" or "Paid at the lesson." You can do this here, or later on your Payments page. "Undo" takes it back.

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Private lessons

How students find and book a lesson

Where students find your lessons

Here's where your lessons appear:

- **Discover:** Shows your lesson once, rather than every open time, with the number of other times, such as "+3 more times that day."
- **Your profile:** Opens with "Next open times," showing up to six open times on each of the next three days that have one. The line under your name shows "Next open lesson" and when, if it comes before your next class.
- **Your profile's schedule:** Shows each rule as one line, for example "Hourly · 09:00–13:00."

Booking a lesson

The lesson's page has "Pick a time," with "Choose a day, then a time. One party per time." Each day shows how many times are open, and a time can show "Taken" or how much notice it needs.

After choosing a time, the student chooses a ticket. If the day is still open at more than one location, they're also asked "Where would you like your lesson?" Then they book and pay ("Reserve"), or use a credit from a pack ("Use 1 credit").

Booking on WhatsApp

The button says "Book on WhatsApp" with the price. It opens WhatsApp with the request already written, including the lesson, the day and time, the location, the ticket and its price, and a link to the time. The student is told that nothing is booked until you reply, and that they pay at the lesson. Once you agree, close the time (chapter 21).

With your MB WAY number on the class, the price reads "(paid by MB WAY)," and the student is told before and after they send the request that "You pay the instructor directly, outside Student Body."

If you added "Other times (optional)," students can select "Ask on WhatsApp" to ask about a time that isn't listed.

Who's coming

When a ticket is for more than one person, the student is asked "Who's coming?" right after booking ("Who's playing?" for a racket sport). They can name a Student Body account, by name, @handle, or email, or just a name, with an email if they have it. They can also do this later from their booking.

A few things to know about the people they name:

- **People with an account:** They see the lesson in their own Bookings, "with" the student who booked.
- **People named with an email:** We let them know when they're added, and if the lesson is cancelled or moved, unless the student who booked turned off "Email the people I name" in their settings.
- **Changes and check-in:** Only the student who booked can change or cancel the lesson. The others check in with their own mark (chapter 23), but don't get the feedback request.

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Private lessons

Lessons day to day

Your dashboard

The bar at the top counts your lessons, such as "3 booked · 230 open times" ("upcoming" instead of "booked" if you teach classes too). "Today" lists the lessons booked today, each marked "Booked," with "Run check-in." Underneath, you'll see how many open lesson times you have today.

If any WhatsApp lessons aren't paid yet, or were paid and then cancelled, Home tells you, with "See them on Payments."

What Student Body tells you

You'll get a notification when a student moves their lesson ("[name] moved their booking") or cancels a WhatsApp lesson. Other new bookings and cancellations appear on your dashboard, your Schedule, and your Bookings page, without a message for each one.

Your schedule

Schedule shows open lesson times like sessions, "0/1" while open, and "1/1" and "Full" once booked. Blocks are the dashed cards, marked "Booked elsewhere" or "Not available."

Check-in

Check-in works as for any class (chapter 16). On a lesson for several people, each named player has their own row under the student who booked, "with [name]," and their own mark. The ticket, and so the party size, is on your Bookings page.

Moving a lesson

Here's who can move a lesson, and how:

- **The student:** They can select "Move to another time" once, while they could still cancel for free (chapter 16). They can move to another open time of the same lesson, with the same ticket. After that, they're asked to message you. "To change the party size or the class, cancel and book again."
- **You:** You can move it any time before it starts, as often as you need. On the check-in screen ("View class list & check in"), select "Move" beside the booking and choose the new time. "Nothing changes in what they paid, and they get an email with the new time." The email includes the updated calendar entry, and named players are told too.

Heads up

"Reschedule" changes the hours of the lesson time itself, and the student who booked is told. To move one booking to another open time, use "Move."

Cancelling and refunds

Cancelling and refunds work as for any class (chapter 16). A student who cancels in time gets their money or credit back, and a student who cancels later doesn't. A refund from Payments cancels the booking and opens the time again (chapter 17).

WhatsApp bookings on your Payments page

Every lesson you closed from a WhatsApp request is listed on your Payments page under "WhatsApp bookings," one month at a time. Each row shows the lesson, the day and time, the student's name, the ticket and the price, and whether it's "Paid" (by MB WAY or at the lesson) or "Not paid yet."

Here's what you can do there:

- **Not paid yet:** Shows only what you're still owed. The line above the list adds up the month, what's paid, what's not paid yet, and how many lessons.
- **Mark it paid:** Works the same as on the card, with "Undo" to take it back.
- **Send confirmation:** Sends the student the confirmation again, on WhatsApp.
- **Cancel lesson:** Cancels a lesson and opens its time again (you'll be asked to confirm). If it was already paid, it shows "Cancelled after it was paid: you may owe it back." When you've returned the money, select "Given back."
- **Export the month (CSV):** Downloads the month as a spreadsheet, with the date, time, class, student, ticket, amount, currency, status, and how and when it was paid. Use it for your receipts.

If a month has no lessons left, the list shows when your next WhatsApp lesson is.

On a studio's own classes, the studio's owner and managers see the list on the studio's Payments page, and the instructor who closed the time can mark it paid too.

Heads up

These payments reach you directly, outside Student Body, so the receipt is yours to issue, as for any lesson paid at the lesson (chapter 18). The list and its export help you keep track, but they aren't receipts.

Lessons in your insights

Because each lesson time is booked by one party, how full a lesson is doesn't say much. So lessons have no fill rate, and empty lesson times don't count as sessions. In "Your classes, ranked by demand," on your dashboard, a lesson is marked "Lesson slots."

Part 6

Growing

Sharing your classes

Your page is at studentbody.pt/your-handle (chapter 6). The Share page in your dashboard gives you everything you need to send people there.

Here's what you'll find on it:

Section	What it gives you	Good for
Your link	Your page's short address, with "Copy link" and "Open"	Your Instagram bio
Your week, as a story	An image of your next seven days of classes, with "Share to Instagram" and "Download image"	Your Instagram story
What people see	The card that goes with your link when it's shared in a message	Checking your photo looks right
For the front desk	A QR code that opens your page, with "Download PNG" and "Show full screen"	A poster, or a phone held up at the end of class
More ways to share	"On your website," to add your schedule to your own site, and "Invite link," for students to sign up with your code	Your website, and inviting new students

To share one class or event, use the share button on its page, which gives you a short link. When you have an event coming up in the next three weeks, your dashboard will also suggest sharing it, with "Copy link."

Adding your schedule to your website

Under "On your website," select "Copy code" and paste it into your site's page editor, such as a Code block on Squarespace. The schedule sizes itself to fit the page, and students book each class the way it books (chapter 10).

Heads up

While your profile is hidden, these links, your QR code, and your website schedule show "not found" to everyone but you. The Share page will remind you of this until you go live (chapter 7).

Insights and Reach

Insights shows how your classes are going over the last 30 days. You can also choose "3 months" or "6 months."

Here's what each tab shows:

Tab	What it shows
Overview	Your headline numbers, and Reach (below)
Trends	How bookings, attendance, and how full your classes are have changed
By Class	Each class side by side

Tab	What it shows
Earnings	What your classes booked on Student Body have earned
Flow	How bookings move from request to outcome
Schedule	When demand is highest across the week
Export	Reports you can print or save as a PDF, spreadsheets (CSV), and your monthly sales statement (chapter 18)

Reach

Reach shows whether Student Body is sending you students, including for classes that book on your own system.

Here's what each number means:

- **Views:** Visits to your pages. These only count visitors who accepted analytics cookies, so the true number is higher.
- **Link opens:** Students Student Body sent to your booking page.
- **Said they booked:** What students told us when they came back.
- **Confirmed bookings:** Bookings made on Student Body, plus the ones students confirmed.
- **From your website:** How many times students selected Book in the schedule on your own site, counted separately from link opens.

Good to know

Earnings only counts what's booked and paid on Student Body. If all your classes book on your own system, it will tell you: "Your classes are booked and paid outside Student Body, so there are no platform earnings to show."

Exports

The "Attendance & bookings" spreadsheet has students' names only, with no contact details. "Audience contacts" includes an email or phone number only for students who chose to share them with you.

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All

Your audience and feedback

Audience lists the students who follow you and the ones who come back, grouped by how often they come.

Sending an announcement

"Message audience" sends a one-way announcement to everyone, or to a group, such as "Loyal (10+)," "Regular (5–9)," "Occasional (2–4)," "New (1)," "Inactive 30+ days," or "Inactive 90+ days." Students can't reply. Before you send, you'll see how many students it will reach.

A few things to keep in mind:

- **Group size:** A group (anything but "Everyone") needs at least five people.
- **How many:** You can send up to five announcements a day.
- **How it arrives:** Students see it in the app. They also get it by push or email if they've turned that on, and students who opted out of announcements don't receive it.

Answering questions

Students can ask you something from your profile. Their questions arrive on your dashboard, under "Student Questions," and you can answer them there.

Reading feedback

Once a class has ended, students who booked it on Student Body can tell you how it went, unless you marked them absent. If you didn't mark their attendance, they have three days to do so. Students who told us before the class that they'd booked on your own page have seven days.

Feedback ("Student Feedback") shows it all:

- **Public feedback:** Waits for you to "Publish" it. Published quotes appear on your profile and class pages, and "Hide from public pages" takes one down again.
- **Private feedback:** For you only.
- **Reply and Archive:** You can reply to a student, and archive what you've dealt with.

Part 7

If you also teach at studios

When a studio lists you

Many instructors run their own classes and teach at a studio or two as well. One profile shows all of it, and classes at a studio stay the studio's.

Joining a studio's team

A studio can reach you in three ways:

- **A claim link:** If the studio listed you before you had an account, it will send a "Claim link" to your email. The page tells you which classes will move to your profile ("This studio already lists classes under"), and you select "Accept invitation." The classes it listed under your name then join your profile.
- **An invitation:** It appears on your dashboard under "Studio invites," where you can select "Accept" or "Decline."
- **Finding them yourself:** Go to [Sources → Studios](#). "Studios listing classes under your name" shows studios whose schedule names you. Select "That's me," and the studio will confirm it.

Your profile and the studio's classes

The studio's classes appear on your profile under "Teaches at" and the studio's name. To leave one off your page, select "Hide from my profile."

If a studio shows its own photo of you on its page, you'll see it under [Sources → Studios](#), and you can select "Remove."

Classes the studio owns are the studio's to edit. From your Classes page, you can "Ask to edit" or "Ask to manage this class." For a class of yours that the studio should run, select "Hand this class to" the studio.

Teaching your own class at a studio's location

Choose the studio's location in your class. Unless the studio lets you schedule there directly ("Can schedule at our locations," a setting on the studio's side), each session you schedule there is a request. It shows as "Requested" until the studio approves it.

Who gets paid

At a studio's location, the studio collects the payment, unless it allows you to ("Can take payment for their own classes here") and you turn on "I'm the seller of this class" in your class. The editor will then show "You collect payment for this class," and the money comes to your Stripe account. A class you sell yourself won't appear on the studio's profile.

Either way, your Bookings page shows the booking. A booking the studio was paid for shows "Paid to" and the studio's name (chapter 16).

When a studio schedules you

Studios can suggest sessions of your classes. These appear under "Pending session requests," and "Studios that can schedule for you" lists

the studios that can do it without asking.

Good to know

The studio guide has a handout for the instructors on a studio's team. If you only teach at studios, that handout is all you need.

Part 8

Your account and help

Your account

Your Account page holds the settings that aren't about one class. To get there, select your profile picture, then select "Account." You'll also find it in your dashboard's menu.

Here's what's under "Your teaching":

Row	What it's for
Instructor dashboard	Takes you back to your dashboard
Booking Policy	Your default free-cancellation window (chapter 16)
Connected apps	Your Acuity account and saved schedules (chapter 8)
Payment account	Your Stripe account (chapter 14)
Paid modules	Your plan (chapter 2)

Your data

Select "Download my data" to get a copy of your personal data, including your instructor profile.

Deleting your account

"Delete account" permanently erases your account and personal data. Your profile goes with it, so its name, photo, bio, and handle are removed, and the handle is released. Past classes keep their history, attached to an anonymous record.

Heads up

You can't delete your account while students are booked on your upcoming classes. Cancel those classes first, and your students will be refunded and told. Deleting can't be undone, so we'd recommend downloading your data first.

If you'd rather deactivate your account than delete it, select "Deactivate account" and contact our support team.

Getting help

There are a few ways to reach us if you need a hand:

- **Email:** Write to support@studentbody.pt. We'll get back to you within 2 working days.
- **In the app:** Go to your Account page and select "Contact support" in the "Support" section. You'll also find our "Knowledge Base" there.
- **Checking whether something is down:** status.studentbody.pt shows the status of Student Body, and you can follow it by email.

When you get in touch, tell us which page you were on and what you expected to happen. A screenshot helps too.

Appendices

Go-live checklist

Print this page and check off each item as you go:

- ☐ Create your account as an instructor ("I teach classes"), or select "Create my instructor profile" on your student account (chapter 5).
- ☐ Add your photo, bio, disciplines, and languages to your profile (chapter 6).
- ☐ Choose your handle under "Profile URL" before you share any links (chapter 6).
- ☐ Add each place you teach under My locations, with the address chosen from the list and "How to get in" filled in (chapter 13).
- ☐ Import your classes from your booking system, or create them by hand (chapters 8 and 9).
- ☐ Read each class through, including its description, type, Discovery & alignment, and how students book (chapters 9 and 10).
- ☐ Publish your classes (chapter 9).
- ☐ Add upcoming sessions to your Schedule, with recurring classes set to repeat (chapter 11).
- ☐ For private lessons, set the format to "Appointment," "Default Student Capacity" to 1, and a ticket for each party size you take, then open your times with "Slots between these hours" (chapters 20 and 21).
- ☐ If students will book on Student Body, make sure your payment account shows "Payments active" (chapter 14).
- ☐ Set your cancellation window under "Booking Policy" (chapter 16).
- ☐ Make your profile listed with "Go live" (chapter 7).
- ☐ Open your page as a student would see it, with "Browse as student."
- ☐ Share your page, with a QR code at your class, the link in your Instagram bio, and the schedule on your website (chapter 24).

Words we use

Here are the words you'll see throughout this guide, and what they mean:

Word	What it means
Class	Something you teach, described once, with its name, description, who it suits, and price
Session	One date and time of a class
Recurring class	A rule that creates sessions, for example every Tuesday at 19:00
Format	A class you teach in more than one place, written once on the Formats page. Not to be confused with a class's format (Class, Event, or Appointment)
Appointment	The format of a private lesson, booked at one of the times you open
Open time	A time a lesson can be booked. Your recurring rules create them, eight weeks ahead
Block	Time you close on your schedule, for a lesson booked elsewhere or hours you're away. No student, no payment
Party, player	The people one lesson booking is for. The ticket sets how many, and the others are players
Move	Moving one booking to another time of the same class, with the same ticket
Draft, published	A draft class is only visible to you. A published class is visible once you're listed
Hidden, listed	Who can see your profile, classes, and schedule: only you, or everyone
Books on Student Body	The class is booked and paid on Student Body, into your Stripe account
Books elsewhere	The class books on your own system, and Student Body sends students there
Source	A booking system Student Body imports your schedule from
Sync	Student Body checking a saved source again, every hour
Seller	Whoever sells the class and receives the money. For your classes booked on Student Body, that's you
Pack, credit	A pack is a number of credits bought upfront, and one class uses one credit. A pack for one ticket books that ticket
Follower	A student who follows you and receives your announcements
Reach	The numbers that show what Student Body sends your way, wherever students book

If something looks wrong

Here's what might be happening, and what to do:

You see	Why	What to do
Your links and QR code show "not found" to others	Your profile is hidden	Select "Go live" (chapter 7)
A class isn't in search	It isn't published, it has no upcoming session, or your profile is hidden	Publish it, schedule a session, and go live
"To publish, add: ..."	The class is missing something students need	Add what it lists
You can't publish a paid class that books on Student Body	Your payment account isn't set up	Set up your payment account (chapter 14)
"Set up payments to sell packs"	Your payment account isn't set up	Set up your payment account (chapter 14)
A session you cancelled is back	It comes from your source, and the hourly sync brought it back	Cancel it on the source
A new class from your source shows as a draft	Everything from a source arrives as a draft	Read it through and publish it
A session with bookings won't delete	Sessions with bookings can't be deleted	Cancel it instead (chapter 11)
The map pin is in the wrong place	The address wasn't chosen from the list	Edit the location and choose the address from the list
No "Refund" on a booking	The studio was paid for it, it's already refunded, or it wasn't paid by card or credit	See chapter 17. The studio refunds its own bookings
A student says they can't book a lesson	It's inside your "Minimum notice (hours)," it's "Taken," it's blocked, or no time is open	Check the lesson's notice (chapter 20), and your open times and blocks (chapter 21)
Two parties booked the same lesson time	The lesson's "Default Student Capacity" is above 1	Set it to 1 (chapter 20), then move one booking to another time (chapter 23)
"Not at this time" on a ticket	That ticket's lesson is longer, and the time after it isn't open	Nothing. The student can choose another time or ticket (chapter 20)
"Move it or cancel it first" when blocking time	A booked lesson is inside the block	Move the lesson (chapter 23), or block another time
"Moved here from" another location on a lesson time	"One location per day" moved an empty time to where that day is	Nothing. It moves back if the day changes (chapter 21)
A student's name shows as a first name and initial	That's how the student chose to be shown	Nothing. It's their choice

Not offered yet

Here are the things instructors ask about that Student Body doesn't offer yet. If one of them matters to you, let us know at support@studentbody.pt. It helps us decide what to work on next.

- Managing your classes in the Student Body phone app. You can use the website on your phone or computer instead.
- A calendar subscription for your teaching schedule.
- Changing a booking's party size or class. The student can cancel and book again.
- Importing one-to-one appointment types from Acuity.
- A standing lesson, booked once for many weeks.
- Players paying their own share of a lesson, or leaving feedback.
- A message to you for each new booking or cancellation. You'll see them on your dashboard and Bookings page.
- Partial refunds on Student Body. You can give them in Stripe.
- Invoices or faturas issued by Student Body for your sales.
- Monthly memberships and subscriptions, intro offers, and gift cards.
- Notes and tags on a student.
- Connections to booking systems other than BSport, YOGO, and Acuity.
- Deactivating your account yourself, rather than deleting it. Contact us to deactivate it.