

What happens in a Virtual Workshop?

Just like at our in-person Workshops, you'll find your expert Coach and fellow members ready to share advice, tips and support to help make your WW journey easier. There's time to talk about challenges and celebrate successes, followed by a discussion on that week's science-based topic, led by the Coach. Examples of topics include stocking your kitchen for success, managing stress eating, creating a daily routine, staying active indoors, and focussing on what you can control (rather than what you can't). Although you will be weighing yourself your Coach will also support you with monitoring your weight.

How will the Virtual Workshops work?

You choose a day and time that's convenient to you and buy a seat in that Workshop. You will receive an order confirmation email containing a 7-day digital access code with that Workshop link. Follow these steps to join your Workshop

<https://www.ww.ie/virtual-workshops/>

Please book the meeting using the same device you'll use to join the Workshop.

Can anyone attend a Virtual Workshop?

Yes, anyone 17 years and older is welcome to get started. Book your seat and you'll find a warm welcome at your preferred Workshop.

What happens if my Coach isn't on the Virtual list?

You are welcome to attend any current Virtual Workshop, where you'll receive the same inspiration, encouragement and support you've come to expect from your own Coach. More Workshops and Coaches will be coming on-line in future phases.

What happens if I reach a weight loss milestone?

We celebrate all milestones during virtual Workshops along with your WW digital celebration notifications.

How will I track my weight during Virtual Workshops?

You'll weigh-in at home and track your weight on WW digital. Click [here](#) for instructions how to track your weight on digital. Your Coach is also happy to help you monitor and track your weight.

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

Local pharmacies and Boots stores often have scales. Pop along to one of these and record your weight in your WW digital tools. Or you can choose not to weigh in and still participate in the discussion.

Accessing a Virtual Workshop

I don't have Zoom downloaded on my phone/computer.

To attend your Workshop ensure the [Zoom application](#) is installed on your device. Click [here](#) for instructions how to download it.

I don't have / don't know how to use WW Digital.

You will receive a code and instructions how to get set up on digital, and there's a 24/7 support option too. Mini video tutorials on Digital are available on our web page [here](#).

I don't have a smartphone/tablet. How can I take part?

To take part you will need either a computer, Smartphone or tablet, and an email address. You will also need a credit/debit card to purchase a seat online.

Can other members see me?

Yes, but if you don't like being on camera you can shut off the video at any time. Or, if you want the other members to see you but not your surroundings or what's going on behind you (the kids having their tea, your other half playing with the dog, etc) you can add a 'virtual background'. Find out how [here](#).

How do I switch off my camera?

If you're on a computer or tablet, you should see a video camera at the bottom left of your screen, next to the microphone. Click on it - if there's a red line through it, your camera is off. If not, it's on. If you're on a phone, tap the screen and you'll see the video camera icon in the navigation bar at the bottom.

How do I see the other members?

If you're on a computer or a tablet, you should see an option at the top right of the Zoom window to switch to 'Gallery mode'. There may be too many members to fit on one screen, so if you see arrows to the right or left, clicking on them will let you scroll through. If you're viewing on your phone, tap the screen and then swipe to the left.

Can I just listen, or do I have to actively join in?

If you don't want to talk within the group, this is perfectly fine. You can just take a back seat and listen to the conversation within the group.

If I want to contribute to the discussion, how do I do that?

You can signal to the Coach that you want to speak by putting your hand up, or by using the 'raise hand' feature of Zoom. If you're on a computer or tablet, click on 'Participants' at the bottom of the Zoom window, and a list of who's here will appear on the right of your screen. At the bottom of that list you'll see 2 buttons: 'Unmute me' and 'Raise my hand'. If you're on a phone, tap 'More' and you should see 'raise my hand'. Your Coach will either unmute you or ask you to unmute yourself.

You can also type your question in the chat box at the bottom of the screen. It'll be seen by everyone in the Workshop. Your coach will aim to answer it during the session.

How can I change the name that's displayed on Zoom?

Just click on the 3 dots at the top of the screen. It's a good idea to at least include your first name, so that if your video is switched off, your coach still knows it's you.

Can I watch the Workshop back later? Are they recorded?

To protect your privacy and the privacy of other members, we ask that nobody records, takes screenshots, or shares anything that goes on in the Virtual Workshop and rest assured we won't be recording either.

I have poor/no internet service in my area. Can I access the Virtual Workshops/Digital tools?

You will need a reliable internet link to join the Virtual Workshops. Our WWmyWay - At Home service is ideal for poor internet areas with the double option to engage by phone and email.

Membership Types and Payment

The fee to attend a Virtual Workshop is €10 which includes a 7-day digital access code, payable online when you book your seat at your preferred Workshop.

What happens to my PrePays?

Until physical workshops resume all membership types are paused. Once physical Workshops are back, all memberships will be re-activated and that includes your PrePays which are safe on your membership card! You are welcome to attend Virtual Workshops at the current workshop fee.

Can physical Workshop Gold members attend a Virtual Workshop free of charge?

Until physical workshops resume all membership types are paused. Once physical Workshops are back, all memberships will be re-activated. You are welcome to join a Virtual Workshop at the current workshop fee, which includes a free 7 day digital code. You can find out more here: : <https://www.ww.ie/virtual-workshops/>

I'm a physical Workshop Gold member. If I choose not to attend virtual classes will I have to pay when physical Workshops re-open?

When physical Workshops resume you won't be charged a fee if you attended within 10 weeks prior to the closure and were within your 5lb tolerance.

Will I have to pay a re-join fee at my physical workshop if I don't attend a Virtual Workshop?

All memberships are paused at the moment so when physical Workshops resume you won't be charged a re-join fee or missed week fee if you attended the week before we temporarily closed.

Why do I not get my discount rate?

Until our physical workshops resume, there can be no physical weighing or proof of current membership types so until then, free attendance for Gold Members, discount membership and prepay membership will be temporarily put on pause. Gold, Discount and PrePay members are however welcome to attend Virtual Workshops at the current workshop fee. As soon as physical workshops re-open all member types will be re-activated.

Digital Codes and General Questions

Can I bulk buy Virtual Workshops?

Not at the moment, but you can buy your seat a week in advance.

When is the latest I can book a seat?

From Monday 29th June you can book up to 5 minutes before the Workshop start time.

I've tried to book a seat but the system wouldn't let me, why?

There is limited availability in each Workshop. If a Workshop is already full you won't be able to buy a seat but can choose an alternative if you wish.

What happens if I book a seat and then can't attend? Do I get a refund?

You can contact the Coach you booked with and ask if they can facilitate you on another workshop that week.

Can I purchase the codes without the Virtual Workshop? The codes are linked to the Virtual Workshops and are not available without a Workshop purchase.

When you book a Virtual Workshop when do you get the code?

When you book your seat at a Virtual Workshop your order confirmation email contains your digital code which can be activated at any time and is valid for 7 days.

What about those who have subscribed to digital, can they access the workshops free?

The Virtual Workshops are hosted by our WW Coaches which is a separate service to WWmyWay the At Home service. Combining them is not currently an option.

I'm nervous I'll go off track if I can't come to the Workshop.

We're here for you! We encourage you to join a Workshop virtually, and get the same support, inspiration, encouragement and sharing as you would in your physical workshop. You can join in the chat or just listen, the same as always.

I love our group, and I'll miss the support and tips we give each other.

Our Virtual Coaches offer the same support as the physical Workshops before, and you might also see some familiar faces. You can log onto our official WW Facebook and Instagram for ideas and support from other members.

Can I invite a friend who isn't a member of WW?

You can invite others to purchase a seat if they would like to attend a Virtual Workshop. Only the person who purchased the Virtual Workshop seat will be admitted to the Workshop.

I normally buy WW products at my Workshop. How will this work in Virtual Workshops?

You can buy WW products from your Coach who will arrange to post them to you, plus P&P. Alternatively, you can contact Carmel ckidney@ww.ie to place an order.