

FAQ

Aug 2021: Website | Account | APP Issues

We had some site maintenance and some students have been experiencing some technical issues. Here is a FAQ to help you troubleshoot.

If you have any questions or still have issues - email us info@modoyogawestisland.com
We are happy to help!

Can't find MODO YOGA WEST ISLAND on your WEBSITE?

Do you only see the Montreal location?
Logging out and logging back in seems to fix it.

Still not working? Make sure you are on the [NEW Mindbody link to MYWI](#) in case yours is saved in your browser history.

Reservations not showing up?

Some upcoming reservations were lost in the transfer. While they are working on it, but we are asking everyone to make another reservation so you don't lose your spot.

“Account not found” on website or app?

West Island moved to a dedicated database and some accounts got caught in the shuffle. No worries - we got you!

1. Create a profile in the [West Island site](#)
(make sure to your **credit card** for an online payments)
2. Email us at info@modoyogawestisland.com. We will transfer accounts.
We will get back to you asap to let you know it's all complete.

PASSWORD PROBLEMS

- Password not working?
- Need new password?

This works both in APP and on Website:

1. Scroll down to “FORGOT PASSWORD”
2. Click on this and will send you link to reset your password
3. Done! You have a new password

APP doesn't show WEST ISLAND?

Are you using the new "Modo Yoga 3.0" app? It was released summer of 2021.

If you are using the new APP, try this first...Log out and log back in.

If it's still not showing up?

Uninstall and then install the app - here's the link for the new App.

Need to download the new & improved "Modo Yoga 3.0" APP?

[Download for Apple](#)

[Download for Android](#)

It's been over 3 years since I've been to studio - I can't find my account

Yes! Your account is still in our database it just went into inactive. Email us at info@modoyogawestisland.com and we can reactivate. No problem!

If you have any questions or still have issues - email us

info@modoyogawestisland.com

We are happy to help!