

Registration FAQs

Yoga at Insight has moved to a new scheduling platform as of Feb. 22, 2024. Here are answers to some frequently asked questions that should help ensure a smooth transition.

How can I register for classes?

Your account, including future bookings as well as billing data, have all been transferred to Momence. All you need to do is create a password to continue registering for our 8-week courses, individual classes and workshops. Here's a link to reset or create your password:

[Reset my password](#)

How do I get started with registering for classes and purchasing new class packs?

Classes can be booked via [our website](#) or through the Momence App.

[More about registering for our offerings.](#)

Can I do all this from my phone?

Of course! [How to Download the Momence App](#)

Do I need to update my billing and credit card information?

If you wish to continue using your credit card to pay for your courses, classes and workshops, then no! Momence utilizes Stripe to process all credit card payments; however, Stripe does charge processing fees (3.9% + \$0.30).

Fortunately, you can bypass these fees, but it requires a transition on your part.

ACH (Automated Clearing House) is a direct debit payment method. Merchants use it to withdraw the cost of our services from your bank directly, while still utilizing the same security measures to protect your personal information. Stripe will still process ACH payments, but the fee to do it is lower, and Insight will absorb that cost for you. **So, adding your ACH information will ensure you can continue to register for our offerings, and not include any additional credit card processing fees.** Please know that your information will remain as secure as before – Stripe uses the same security measures for both ACH and credit card storage.

Here's what to do in three easy steps:

1. After resetting your password, log into your Momence account. Click your name on the top right, and then click **My Account**.
2. Now you are on the page that has your credit card info. Click on **Save ACH Direct Debit** and then click **Save**. A window pops up with info about how Momence uses Stripe to process payments; click **Agree and continue**.
3. Another window pops up. Select your bank. If you don't see yours, type the name of your bank in the search bar. (FYI: If you bank at Lake Ridge Bank in the Madison area, you have to search for the State Bank of Cross Plains). Put in your bank credentials – the sign-in you use to bank online and press **Submit**. You might be asked to answer some security questions you originally set up with your online banking. Choose the account you'd like to connect and click **Connect**. Now you won't incur any fees when registering for classes, and you can disconnect at any time.
4. Here's [a link](#) to some more information about this process.

More questions?

Please email Jeanne at jeanne@insightmadison.com and she will do her best to help!