



## Naturally Slim FAQ

### **When I visit the website to apply, the website asks for my credit card information. Am I in the correct spot?**

If you are prompted to enter your credit card information, you are at the Naturally Slim retail site, not your company's designated application.

- 1.) Be sure you enter in your company's specific application link in your browser.
- 2.) If you are redirected to the Naturally Slim retail site after entering in the correct address link, this is most likely due to the history and cookies setting on your browser.
- 3.) Clear your cookies under the internet tools option of your browser OR simply use a different browser than you are currently using.
- 4.) After the cookies and history settings have been cleared, or you select a different browser, enter in your company's Naturally Slim application address into your address bar.
- 5.) Click "Apply Now" and complete your application.

### **I've applied for the Naturally Slim program before, and I'd like to apply using my previous email address and/or user name. How can I do this?**

- 1.) Be sure to log completely out of your previous Naturally Slim account.
- 2.) Visit your company's Naturally Slim application page and click "Apply Now". You will have the opportunity to log in to your previous account later in the application.
- 3.) Underneath "Create your Account" on the next page, click Log In in the sentence "If you are a previous participant and would like to re-apply, Log in."
- 4.) Enter your previous Naturally Slim credentials. From here you will be able to complete your application using your previous account.

### **My spouse and I are both applying to the program. Do we have to use different email addresses?**

No, you can use the same email address but must use a different username and account.

### **May my spouse, friend or colleague and I use the same account to go through the program?**

Unfortunately, we do not permit two participants to share a single enrollment in the course. Our program was developed and refined over many years, and it is designed to be a one-on-one program that tracks your individual progress. We find that, when partners take the program together, neither benefits as much as they would from individual participation. Each person's body responds differently to the program, depending upon many factors such as gender, weight, metabolism, activity level and psychology. We have created a program that can be customized depending upon your progress, and we simply cannot give the same level of detail and attention to partners or other household members. Also, if your employer awards incentives or penalties for participation, we would need to be able to track the individual participation for both the employee and spouse.



### **How do I know if I completed my registration?**

You will see an Application Submitted page if you fully completed the application. Also, you will receive a confirmation email at the email address you provided during the enrollment process. If you did not receive a confirmation email, please check your spam filter to ensure the mail didn't get caught there. If it did, please add 'info@naturallyslim.com' to your Contact list or SafeSender list to ensure you receive all future emails from Naturally Slim. If you did not receive an email, please contact us at [support@naturallyslim.com](mailto:support@naturallyslim.com) so we can verify that your application is complete.

### **I am trying to log into my Naturally Slim program but I have forgotten my user-name and/or password.**

- 1) To obtain your username and/or password, visit [www.naturallyslim.com](http://www.naturallyslim.com) and click "Log In" under the blue "Sign Up" button.
- 2) On the next page, click "Forgot your Username?" or "Forgot your Password?" under the Log in button.
- 3) From there, you will be prompted to enter in the username or email address associated with your account. Click "Submit".
- 4) An email will be sent to your email address with instructions on how to reset your password or retrieve your username.
- 5) If you cannot remember the email address associated with your account, contact [support@naturallyslim.com](mailto:support@naturallyslim.com).

### **I have participated in Naturally Slim before and when I log into my account, I only see my old classes. Is this correct?**

You most likely just logged into your old account instead of filling out the application. You will need to first visit your company's application page and click the Apply Now or Enroll Now button. From there, you can login using your previous account information. On the following pages, you should see the application questions, and finally, the Application Submitted page. If you've forgotten the username or email address associated with your current account, contact [support@naturallyslim.com](mailto:support@naturallyslim.com).

You may need to clear your browser history, too. Reference Question 1, #3.

### **I haven't received my Naturally Slim kit. Is tracking available?**

The Naturally Slim kits will be shipped via one of two options, UPS or USPS, depending on your geographical location. Please check your email inbox and/or spam/junk folder for an email from UPS Quantum View - [pkginfo@ups.com](mailto:pkginfo@ups.com) or [naturallyslim@elitefulfillment.com](mailto:naturallyslim@elitefulfillment.com) for your tracking information. If you have additional questions, please contact [support@naturallyslim.com](mailto:support@naturallyslim.com)

### **I haven't received any emails from Naturally Slim. What should I do?**

We recommend adding the following emails to your Contact list or SafeSender list to ensure you receive all communications from Naturally Slim:  
[info@naturallyslim.com](mailto:info@naturallyslim.com), [counselors@naturallyslim.com](mailto:counselors@naturallyslim.com), [support@naturallyslim.com](mailto:support@naturallyslim.com)



**What do I do if I miss a class?**

If one of your classes has expired and you would like to get caught up, click on that particular week's circle on your program dashboard. You'll automatically be given additional time to watch the video.

**Do I have to complete the program on a desktop computer? Can I use my smartphone or tablet?**

You can use any type of electronic device with Internet connectivity to participate in the Naturally Slim program including a desktop, laptop, smartphone, tablet, etc. In fact, there is even an iPhone and Android app which you can use to watch your lessons and apply the skills to your daily life.

**Will I have access to coaches/counselors in the program?**

Yes, you will have access to a team of counselors that are ready to assist you at any time. Additionally, there is an entire online community that includes counselors, past participants and current participants available to share tips or answer questions whenever you need it.

**Participants are receiving explanation of benefits (EOB) documentation from our health plan provider. What does this mean?**

The Naturally Slim program is covered 100% by the sponsored health plan so there is no out of pocket cost for individuals enrolled in the program. An EOB is a statement provided by the health plan explaining what services were provided and paid for as part of an individual's health plan, this is not a bill. Naturally Slim will never bill individuals for participation in the program.

**Have more questions? Contact [support@naturallyslim.com](mailto:support@naturallyslim.com) for assistance.**