

## Managing your online Isagenix Account

Go to [www.backoffice.isagenix.com](http://www.backoffice.isagenix.com)

Log in using your username and password ~ your username and password came to you in the original welcome email from me.

- If you have misplaced your email or log in info, your username is your first and last name, all lowercase, no spaces. And your password is 'dayspa'

When you log into your account you will be brought to your account homepage or dashboard. When you have the opportunity it's important to check out the following few things so you know how to manage and operate your account:

- 1. My Account** – Towards the very top of your account homepage. Click on 'My Account' to view, modify or adjust the following:
  - Personal Contact Information
  - Shipping and/or billing address information
  - Payment Methods
- 2. Place Order** – There is a Green Box that says 'Place Order' on your account homepage. If you want to place an order for products to be delivered directly to you before or in-between your automatic shipments click 'Place Order'.
  - Select United States
  - You will be brought to the online catalog – to the left are categories of products and when you run your cursor over them you will see the products highlighted under that category.
  - To select a product, click on it and it will bring you directly to that specific product page. Select the number you wish to purchase (remember that when you select 6 or more of any one item you receive an additional 10% discount on top of your wholesale pricing). **Make sure you always select WHOLESALE (not resale)** and click 'Add to Cart'.
  - If you are done selecting products click 'Proceed to Check out'. If you would like to add additional items to your cart click 'Continue Shopping'.
  - Once you are done filling your cart with all your awesome goodies and you click "Proceed to Checkout" check your cart contents and scroll down. Your payment, billing and shipping information is saved to your account. All you need to do is enter the CVV (3 digit security code on the back of your credit card) to confirm its you, scroll down some more and click 'Place Order'.
  - If you choose to use a different credit card than what's on file you will have to click 'Add' under Payment Information and it will ask you for the new card details. The you will enter the CVV code and click 'Place Order'.
- 3. Manage Autoship** – There is an Orange Box that says 'Manage Autoship' on your account homepage. This is where you can confirm, change or adjust the items you have on automatic shipment to continue with your program or maintain your results.

- Click 'Manage Autoship' and it will bring you to your cart where it will show it the date of your next scheduled order as well as the products to be delivered.
- To make ANY changes to your autoship, including the date of delivery you must click 'Edit my Autoship'
- To change the date of delivery: click 'Edit My Autoship' and select the date you wish to have your delivery processed. When you are done make sure you select 'Confirm Autoship'.

To change the contents of your shipment: click 'Edit My Autoship', All the products will show up with a Red 'x' to the right.

- You can change the quantity of any one item by changing the 'Wholesale Qty' number. If you are done modifying your order click 'Confirm Autoship'.
- If you wish to delete the item completely from your cart click the red 'x' to the right. NOTE: there must always be at least one item in your cart, it won't let you delete everything from your cart. You will have to add additional items, or new items before deleting all of the old items. If you are done modifying your order click 'Confirm Autoship'.
- To ADD new items to your cart: click 'Continue Shopping'. It will bring you to the online catalog where you can select the products you want, the number you wish to order (remember to ALWAYS select Wholesale NOT resale) and click 'Add to Cart'. Click 'Proceed to Checkout' or if you wish to add additional items click 'Continue Shopping'.
- When you are done modifying your order make sure you click 'Confirm Autoship'. You will receive an email stating you have modified your autoship, but it will not process until the date selected.

If you wish to turn your automatic shipment off, you must contact customer service to do so. You can Call them 1.480.889.5777 or you can do a Live Chat with them through your online account by clicking on the Blue Box in the very upper right hand corner that says 'Recorded Chat'.

#### Online Catalog Navigation:

- It's always more cost effective for you to order your products in a pak. Some of the most popular and most frequently ordered paks for maintenance are:
  1. Healthy Lifestyles Pak – Under Healthy Aging Solutions, it comes with your Ionix, enough shakes for 1 shake for breakfast, a box of Isadelights and a canister of cleanse for either another round of deep cleanse or can be used to nightly cleanse.
  2. Shake and Shot Pak – Under Energy & Performance, it comes with enough shakes for 1 shake per day, a box of our bars which can be eaten as a complete meal replacement, and 4 boxes of eShots
  3. Athlete's Pak – Under Energy & Performance, it comes with enough shakes for 1 shake per day, your Ionix Supreme, a box of bars, a

canister of Replenish and a canister of our IsaPro (an amazing protein recovery drink).

4. Sports Performance Pak – Under Energy & Performance, it comes with enough shakes for 1 shake per day, a box of bars and 2 boxes or canisters of Replenish
- Don't forget to check out our incredible skincare line called Rejuvity – food for your face!! That can be found under Age-Defying Skincare