



New Website FAQ

Q: WHEN WILL THE UPDATED NERIUM.COM BE LIVE?

A: Updated Nerium.com will be live August 1, 2017

Q: WHAT'S DIFFERENT ABOUT THE NEW SITE? ARE THERE ANY NEW FEATURES?

A: New features include:

- An updated design and user experience
- An updated story to tell the full experience of how Nerium can help your prospect look better, feel better and live better
- Your personalised websites and lead capture pages combined in one location to create a smarter, conversion-driven experience that meets your prospects where they are
- The ability to switch easily between countries and languages for global prospecting

Q: WHAT IS MY PERSONAL WEBSITE DOMAIN?

A: It remains the same: YourUserName.Nerium.com

Q: HOW WILL THE LEAD CAPTURE SECTION OF THE WEBSITE WORK?

A: The previous capture page URLs will automatically direct users to your new personal website. Just like the previous capture page forms, if you are a Nerium Edge subscriber, when a prospect inputs their contact information, they will be entered into a corresponding email campaign.

Q: HOW WILL I BE NOTIFIED IF SOMEONE COMPLETES THE LEAD CAPTURE SECTION OF MY WEBSITE?

A: You will be notified via email when a prospect requests more information on your website. They will be added as a contact in the corresponding interest folder in GoProspect if you are a Nerium Edge subscriber.

Q: DO I NEED TO DO ANYTHING DIFFERENTLY?

A: You will continue to use your same personalised marketing website URL. Your capture page URLs will be redirected to your personalised marketing website.

Q: WHAT IS A BRAND PARTNER PROFILE, AND HOW DO I FILL IT OUT?

A: Your Brand Partner Profile will appear at the top of every page. It includes your name, a picture, a brief message, and your contact information. When a prospect is shopping on your personal website, this information will help them get to know you. You can fill out this information in your Back Office under Settings.

Q: I HAVE BOOKMARKS THAT LINK TO MY OLD SITE. WILL THOSE CONTINUE TO WORK?

A: They will work only for a short time. Please update your bookmarks as soon as possible.

Q: IS THIS A GLOBAL CHANGE?

A: Yes. We want to provide a seamless experience, regardless of the country you're in. This approach makes building a borderless business easier than ever.

Q: HOW DO I GET TO OUR INTERNATIONAL SITES?

A: If you are browsing internationally, our site will automatically bring you to the version of the site designed for you. If you would prefer to change locations manually, our retooled country selector will make navigating between languages and markets easy.