



# LPGN Pro Virtual Office USER GUIDE

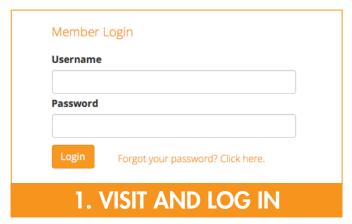


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#### HOW TO LOG IN TO YOUR VIRTUAL OFFICE

To access your Virtual Office, please follow the instructions below.



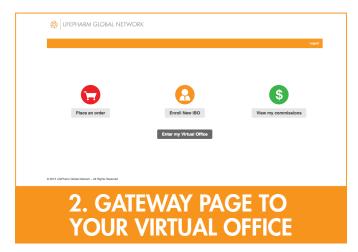
Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



Whether through networking, marketing efforts, or sharing LPGN Products throughout your daily life, you will be placing orders for product in your Virtual Office.



From the options available on the My Commissions page, you can view your earned current and past commissions.



From this gateway page, you can easily access the Order, Enrollment, Commissions or Dashboard pages of your Virtual Office.



As a result of your efforts sharing LPGN Products and the Opportunity with those you know and meet, you will have new IBOs enroll to begin their own LPGN businesses.

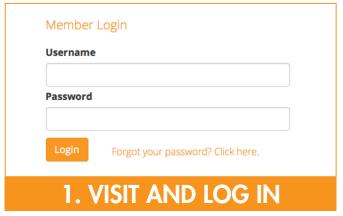


Your Virtual Office Dashboard provides everything you need to run your LPGN Business right at your fingertips.



#### **HOW TO SET UP AUTO-DELIVERY**

To set up Auto-Delivery and receive LPGN products regularly every month, please follow the instructions below.



Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



Go to "My Business">"Auto-Delivery" to view and manage your Auto-Delivery.



For a new delivery, click on "Create Additional Autoship" or to modify an existing delivery, select an order.

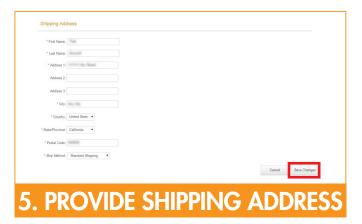
Select your shipment start date.



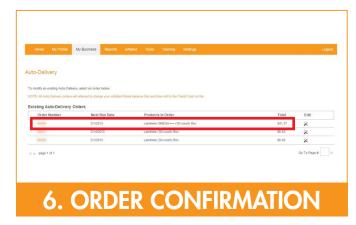
Select the quantity you would like delivered monthly.

#### **HOW TO SET UP AUTO-DELIVERY**

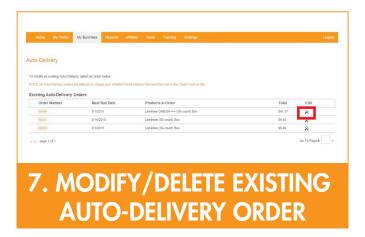
To set up Auto-Delivery and receive LPGN products regularly every month, please follow the instructions below.



Provide your shipping address and click "Save Changes" to confirm your order.



Your newly created Auto-Delivery order will appear in your "Existing Auto-Delivery Orders" list.



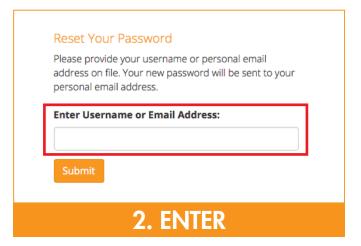
To modify or delete any existing order, click on tool icon.

#### HOW TO CHANGE YOUR LPGN VIRTUAL OFFICE PASSWORD

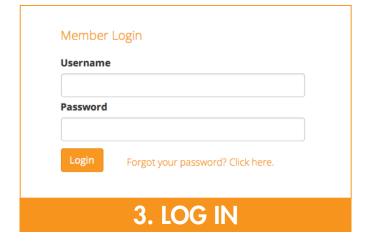
If you forgot your current password for your Virtual Office or if you'd like to select a new one, please follow the directions below.



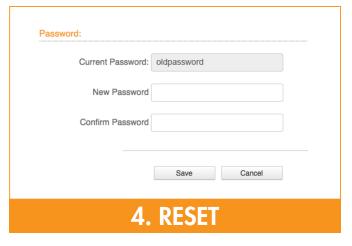
Visit the LPGN Virtual Office and click "Forgot your password." https://mylifepharm.com/



Enter your username or personal email address on file. A new password will be sent to your personal email address.



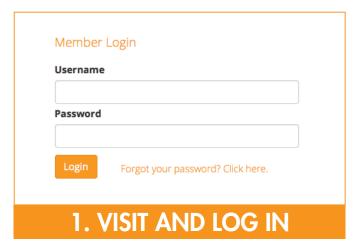
Log in to the LPGN Virtual Office with the password provided.



To reset your password, go to "Settings" > "Account" > "Password." Enter current password, enter your new password, re-enter your new password and finally click "Save."

#### **HOW TO CHECK AND TRACK SHIPMENTS**

To check your recent orders or to track a shipment to find out the expected delivery date, please follow the instructions below.



Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



To track your shipment, view the information/invoice and copy the tracking number.



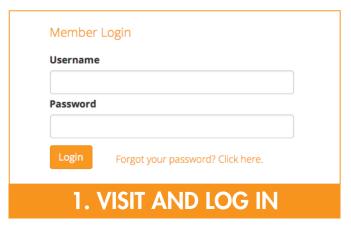
Go to "My Business">"Order History" to view your order history. To view the order information/invoice, click on the appropriate invoice number.



Visit www.USPS.com to track your shipments. Go to "Manage your Mail" > "Track," then enter/paste the tracking number in the box and click "Find" to see your status.

#### **HOW TO ENROLL A NEW IBO**

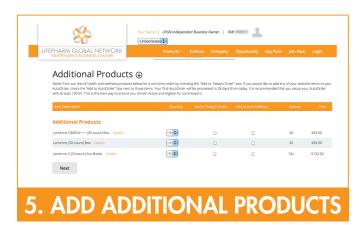
Whether through networking, marketing efforts, or sharing LPGN Products and the Opportunity throughout your daily life, you will have new IBOs enroll to begin their own LPGN businesses. This tutorial will walk your new team member through the seamless process of enrolling an IBO with LifePharm Global Network.



Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



You will be redirected to the Enrollment page where you'll be prompted to select your primary country of residence.



Before you finalize your enrollment order, you can add additional products or set up an Auto-Delivery order. Once you select your desired products and quantities, be sure to indicate if you'd like them included in your enrollment order or if you'd like to set it up as an Auto-Delivery order.

Once all selections have been made, click "Next."



There are several locations to initiate the enrollment process:

- At the top of the page in the "My Business" dropdown menu

- The "Enroll New IBO" button under "Quick Links"

- The "Enroll New IBO" button located in the footer of your

Virtual Office homepage



The enrollment package options available are designed to fit the needs of all of our IBOs. From just a few bottles of product to large packages containing a combination of products, you have the opportunity to select the package that best fits your business needs.



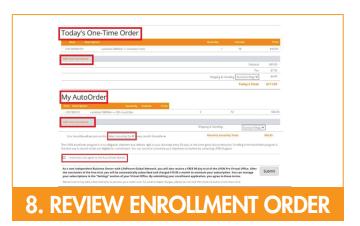
On the next page, you can enter all of your order details. Please note that each IBO must have his/her own unique email address to process the enrollment. When you enter your email address in the field marked "email," the system will inform you of its availability. If the email address you entered is already in use by another IBO, you will need to enter an alternate email address.

#### **HOW TO ENROLL A NEW IBO**

Whether through networking, marketing efforts, or sharing LPGN Products and the Opportunity throughout your daily life, you will have new IBOs enroll to begin their own LPGN businesses. This tutorial will walk your new team member through the seamless process of enrolling an IBO with LifePharm Global Network.



After you enter your billing and shipping information, you will then need to select your account username. Be mindful when selecting your username and choose a name that is easy to spell and remember as it will be used for your branded email address and your Replicated Site URL. Most IBOs elect to use their name or their business name for their username. Once all selections have been made, review all Terms and Conditions documents, click on the corresponding box that indicates the documents have been reviewed, and then click "Next."



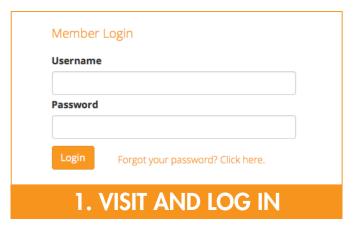
The next page will contain a review of your enrollment order. From here you can verify shipping and billing, your enrollment product order, and your future Auto-Delivery order. At this point, you can also add additional products to either Auto-Delivery or to a One-Time Order. If you set up a future Auto-Delivery order, indicate the Auto-Delivery date at this time. It will be shipped on your selected date every month thereafter. Once you've made your selections, reviewed your order, and reviewed the Auto-Delivery notice, click "Submit."



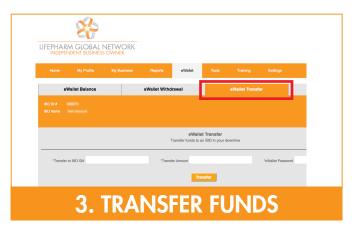
The confirmation page will provide you with your IBO#, website address, email address, Virtual Office login, username and password. You can also view your enrollment order. Be sure to save this information as you will likely need to access it frequently as you begin to build your business.

#### **HOW TO ACCESS YOUR eWALLET**

How to access your eWallet to view available balance, make a withdrawal, make a transfer to another IBO, or change your eWallet password.



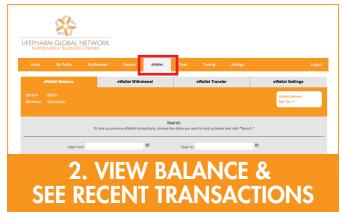
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To transfer funds from your eWallet to another IBO, go to "eWallet" and click on "eWallet Transfer" tab. Then enter the IBO ID# you want to transfer to, the amount, your eWallet Password, and finally click "Submit."



To withdraw funds from your eWallet, go to "eWallet" > "eWallet Withdrawal." Enter your password, then the amount that is equal to or less than your eWallet balance, and finally click "Submit."



Click on "eWallet" to view your balance, deposited commissions, adjustments and withdrawals. For more information, click "Details."



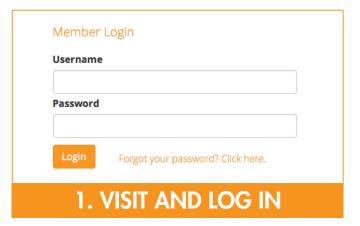
Please fill out a direct deposit form or request for an LPGN Pay Card prior to going through the withdrawal process. Both forms are available to download in "Tools"> "Resource Library."



To change your eWallet password, go to "eWallet"> and click on the "Settings" tab. You then enter your current eWallet password, your new password, confirm your new password, and click "Submit."

#### **HOW TO PLACE AN ORDER**

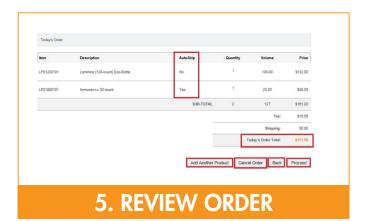
Whether through networking, marketing efforts, or sharing LPGN products throughout your daily life, you will be placing orders for product in your Virtual Office. This tutorial will walk you through the seamless three-step process of placing a new order.



Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



In Step 1 of the 3-Step Process, select desired quantity, check A/D box if you would like this purchase automated monthly, then click "Add to Cart."



The final part of the 3-Step Process is to review your order. At this point, you can add additional product by clicking on "Add another product." To cancel your order or go back to your previous screen, click the corresponding buttons. Once you verify the Auto-Delivery status, quantities, and total of the products ordered, click proceed and your payment will be processed.



There are several locations to access your shopping cart:

- At the top of the page in the "My Business" dropdown menu

- The "Place an Order" button under "Quick Links"

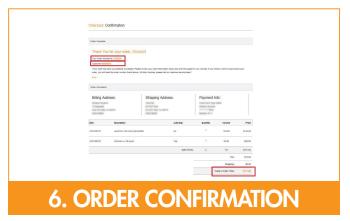
- The "Place an Order" button located in the footer of your Virtual Office landing page.



#### 4. CHOOSE PAYMENT METHOD

During Step 2, you will provide your payment method. If you have a gift card, enter the number in the field provided and click "Redeem."

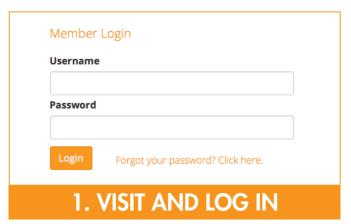
To use eWallet points or a credit card, indicate your preference using the dropdown menu. Once your selection is made and all appropriate fields are completed, click "Proceed."



The order confirmation page will appear, providing you with your order details. You will find your order number and your IBO# at the top left corner of the page. In the body of the page, you can view the products contained in your order along with the order total.

#### **HOW TO CUSTOMIZE YOUR REPLICATED WEB**

Your Replicated Site is your very own website or "Front Office" that you can use to direct customers to purchase product as well as those interested in becoming IBOs at LPGN. Follow the steps below to customize your Replicated Site.



Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



To change your Replicated Site address, you must change your username, which will also change your email address (for Premium users). Click on "Change Username" and after you select an available Username, click "Save" to confirm your selection.



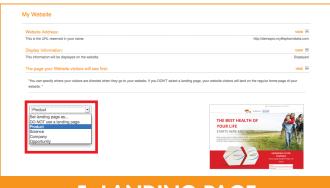
Click on "Settings">Website to modify your Replicated Site's address, view/modify display information, select landing page, select theme, link your social media accounts, or to upgrade your Replicated Site Subscription.



By default, your Marketing Persona uses the info you have chosen to display in your Profile. However, you may—for business or privacy reasons—prefer to market or do business under a different name and contact information. Select preferred information to be shown and Click "Save."

#### HOW TO CUSTOMIZE YOUR REPLICATED WEBSITE

Your Replicated Site is your very own website or "Front Office" that you can use to direct customers to purchase product as well as those interested in becoming IBOs at LPGN. Follow the steps below to customize your Replicated Site.



#### 5. LANDING PAGE

You can specify where your visitors are directed when they go to your website. If you DON'T select a landing page, your website visitors will land on the regular homepage of your website. Use the pull down menu to make your selection and Click "Saye."

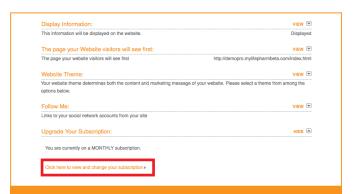


#### 7. LINK SOCIAL MEDIA ACCOUNTS

Site visitors can connect to your accounts on external social media sites by clicking the following links on your Replicated site. You can feature up to three accounts. If you do not feature any accounts, the follow me section will not be displayed. After adding desired social media accounts, click "Save."



Your website theme determines both the content and marketing message of your website. Please select a theme from among the options provided and click "Save."

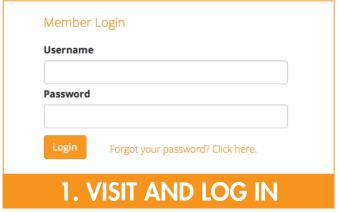


## 8. UPGRADE VIRTUAL OFFICE SUBSCRIPTION

Pro version users have the advantage of FULL functionality, multiple homepage options, trainings, business email, downloads, customization, contact tools, and more. To upgrade your subscription, click "Click here to view and change your subscription" where you will be directed to add billing information and upgrade subscription. When all appropriate fields are completed, click "Save."

#### **HOW TO MAKE A RENEWAL FEE PAYMENT**

To make your annual renewal fee payment, please follow the instructions below.



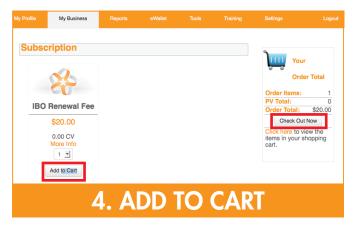
Visit the LPGN Virtual Office and log in. https://mylifepharm.com/



Go to "My Business">"Place Order."



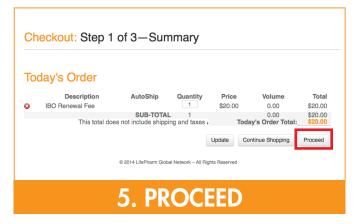
On the left side bar under "Store Menu," click "Subscription."



Click "Add to Cart" then click "Check Out Now" under the shopping cart where you'll be directed to a summary page of your order.

#### **HOW TO MAKE RENEWAL FEE PAYMENT**

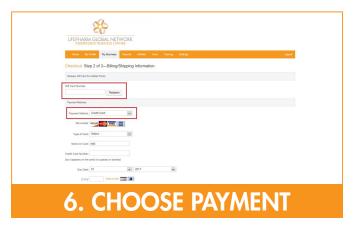
To make your annual renewal fee payment, please follow the instructions below.



The summary page will provide your order total excluding tax and shipping. Click "Proceed" to continue to the next step.



Review your order. When you are ready to finalize your order, click "Proceed."



You have 3 options to pay for your renewal: Gift card, eWallet points, or credit card. If you elect to pay with a gift card, you can redeem your gift card for eWallet points, then use the eWallet points to pay for your order. To pay for your order with a credit card or eWallet points, use the Payment Method drop down menu to make your selection. Complete all required fields, then click "Proceed."



Your confirmation page will provide your order number, order total, along with your order details.

#### **ACCESSING YOUR ARCHIVED COMMISSIONS**

To access your archived commissions, please follow the instructions below.



Go to "My Business" and click on "My Commissions."



Click the orange "Click Here" link to be redirected to the Archived Commissions Page.



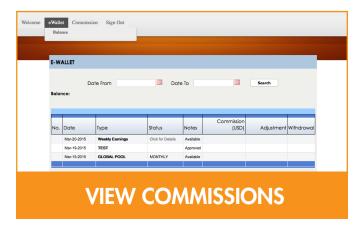
You will then be prompted to log in. Enter your IBO ID# and password, and click on "Login." Remember: your password is the same as your Virtual Office password.

#### **ACCESSING YOUR ARCHIVED COMMISSIONS**

To access your archived commissions, please follow the instructions below.



Select eWallet → Balance. To pull up a specific date, use the calendar "Date From" and "Date to."



Click on weekly or monthly commissions.