



User Manual - Version 3.25

MyUnivera Manual

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Dashboard Page

The **Home Page Dashboard** is the landing page for MyUnivera. It is informative, yet simple to use and gives the user up to date information about their account and marketing performance. Each of the headings (*Fig. 2 circled in red*) are hyperlinks to the associated content with the "Notifications" section as the focal point for suggested marketing activities.

The notifications you see on your homepage dashboard are intelligent recommendations based on contact activity, your actions, and other insights.

Following the recommendations on the notification center is the best way to grow your contact list, maintain your existing contacts, and achieve success when using MyUnivera. We hope you enjoy your new recommendations.

Should I **"Continue"** or **"Dismiss"** notifications?

Most notifications will direct you to email certain contacts or navigate to certain page of the system to perform an activity. Clicking **Continue** will mark the notification as read, remove it from your notification list, and forward you to another location to complete the recommended activity. Clicking **Dismiss** will mark the notification dismissed and load the next one.

What is the "Next" button?

Some notifications are helpful tips or general notifications which do not need actions. These notifications will have a **Next** button to mark the message as read and load the next message.

What happened to my notifications?

Notifications whether dismissed or completed will automatically re-appear when important again.

Dashboard includes:

- **Notifications:**

- The notifications section (*Fig. 2 boxed in yellow*) is a dynamic, intuitive and educational section that will constantly suggest next best activities based on proven performance metrics. These notices will change over time and will be different between users.
- Clicking **Continue** will mark the notification as read, remove it from your notification list, and forward you to another location to complete the recommended activity. Clicking **Dismiss** will mark the notification dismissed and load the next one.

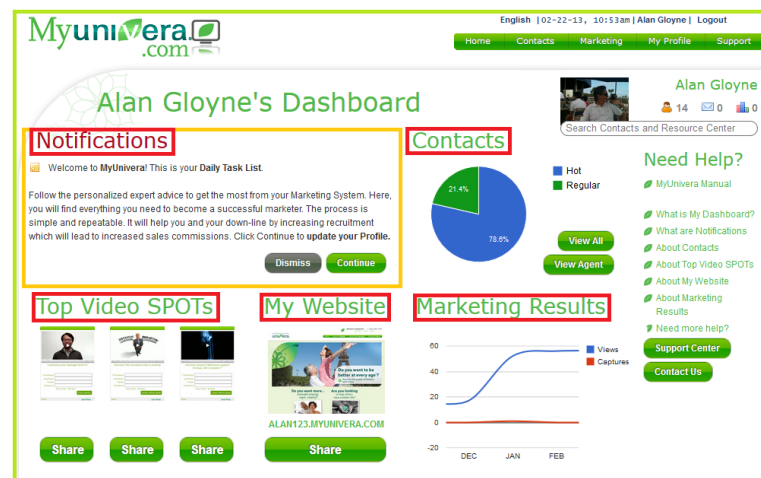
- **Contacts:**

- This graph gives you a view of the contacts highlighting the percentage with the most activity. View Agent and View All are quick links to the Hot Contact follow-up guide and to the full list of contacts.

- **Top Video SPOTS**



Dashboard Fig. 1



Dashboard Fig. 2

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- These images are quick links to view and share SPOTs with new prospects and for driving traffic to the Associate's website. The SPOTs displayed are the users most effective based on views and captures and will be frequently encouraged to share through notifications.
- **My Website:**
 - This is the link to the Associate's replicated website (*URL boxed in blue*) for sharing with new prospects for recruitment into the business and for new customer sales.
- **Marketing Results:**
 - Displays in a graphical line chart, the Associate's traffic results for the previous three months.

Need Help?

- **Need Help Items**, (*boxed in red*) Access to the online User Manual or access to individual help topics is a click away. Simply select the topic and click it to display the descriptive help text.
- **Support Center**, (*boxed in red*) Provides resources on the use of MyUnivera, and for tips and techniques for prospecting and business building.
- **Contact Us**, (*boxed in red*) provides a method where any kind of feedback may be delivered for attention by corporate support.



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Home Page

The **Home** page includes these sections:

The Home page is being replaced by the introduction of an intelligent **Dashboard**. As you access your account you will be offered the opportunity of seeing and using the Dashboard, simply click on the button (boxed in red) to switch to the new Dashboard. (Note, You can always return to this page if you wish too).

For those that remain with the Home page the instructions are as follows:

MyUnivera Announcements

- * Check this area often for important information about your marketing efforts with MyUnivera.

Getting Started

- * If you are new to MyUnivera, click on getting started to go step by step in **learning the basics** for getting the most from your marketing system.

My New Contacts

- * View all new contacts captured from your marketing efforts. **Drill in to each Contact** to make sure you have communicated to them via email or auto-responder message.
- Use the **Go to Manage Contacts** link to view and manage all of your contacts.

Hot Contacts

- * View a snapshot of contacts with **unread notifications** indicating recent activity by contacts listed as **Prospects** in your **Contact List**
- Use the **Go to My Agent** link to see all contacts with unread notifications.

My Marketing Summary

- Catch a glimpse of how your **Marketing Pages** and most effective **SPOTs*** are performing

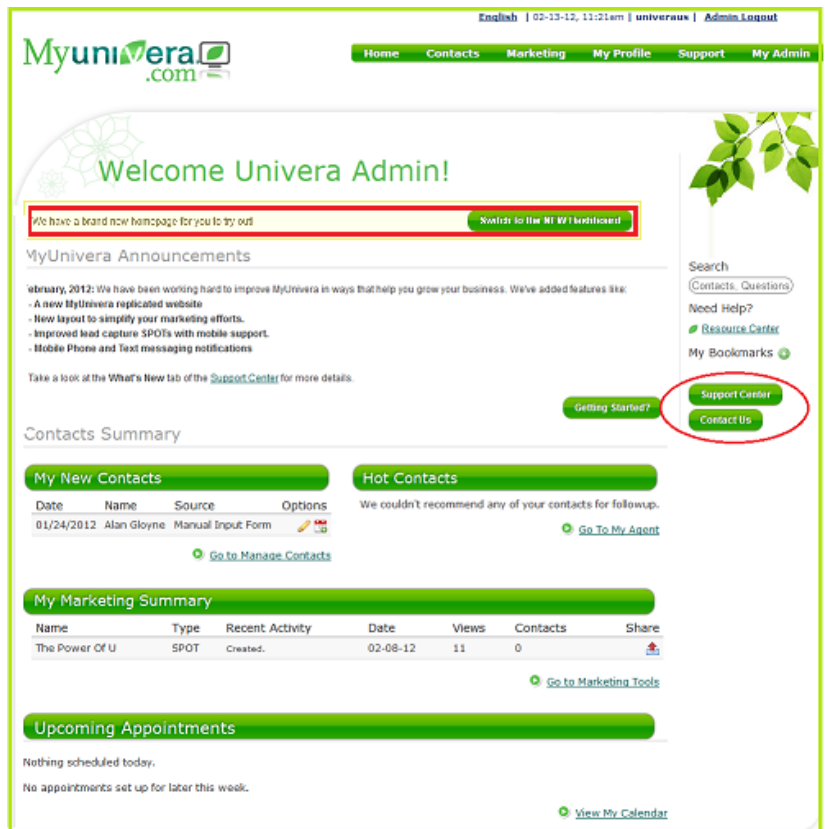
My Upcoming Appointments

- Shows a 2-week snapshot of your **MyUnivera Calendar**, with link to view your full calendar.

Need Help?

- **Support Center**

Provides resources on the use of MyUnivera, and for tips and techniques for prospecting and business building.



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- **Contact Us**

***Note: Firefox is the preferred browser for MyUnivera. However, if you are encountering issues with the MyUnivera interface, please use the **Contact Us** button (*circled in red*) to let us know, and we will respond as soon as possible.

Manage Contacts Page

Use the **Manage Contacts** page to view and edit all of your contacts.

You can **add your own contacts manually** or **import** or **export your contacts** using a comma delimited (.CSV) file.

Contact List

- Displays all of your contacts.
- Click the **column title** to sort by that field.
- Click the **View/Edit** icon (yellow pencil) in the **Options** column to update information for a contact.
- Click the **Email** icon to create and send a customized message for a specific contact.
- Click the **Calendar** icon to set up an appointment for a specific contact.
- Create **Groups** to organize your contacts.
- At the bottom of the list, you will find **Search** and **Refresh** icons to help you when working your contacts.
- Use the **arrow** icons at the bottom of the list to navigate to another page of contacts.

Upcoming Appointments

- Gives you a 2-week snapshot of your **calendar**, with links to add notes or appointments.

Contact Count

- Shows you a graphical representation of the number of contacts you have, broken down by the month they were added.

MyUnivera.com | English | 02-13-12, 12:42pm | univera.us | Admin Logout

Home | **Contacts** | Marketing | My Profile | Support | My Admin

Manage Contacts | + New Contact | Import Contacts | Export Contacts | Manage Groups

Use this page to view and edit all of your contacts. It also gives you a 2-week snapshot of your calendar, with links to add notes or appointments.

Contact List

Date	First Name	Last Name	* Email	Telephone	Locale	Source	Type	Group	Options
01-10-12	Tiffini	Coleman	tiffini@abqglobal.r	310 413 0768	English	Manual	Personality Er	-	[Pencil] [Email] [Calendar] [Refresh]
12-28-11	Laura	Finley	afinley233@yahoo.c	281 352 3566	English	Manual	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-26-11	Martha	Miller	ed738@aol.com	+1 785 649 9150	English	Nutritional Cleansin	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-17-11	Kaley	Sander	kailey.sander@gmail	-	English	Manual	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-16-11	Denise	Cargo	denise@ue@hotmail	907 688 4495	English	Manual	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-14-11	peggy	reiter	reiterpeggy13@hotm	563581804	English	Csv	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-14-11	Jennifer	Ballard	texansbroad@aol.c	281940715	English	Csv	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-14-11	Tiffany	Spencer	tiffanyspencer@yah	615972820	English	Csv	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-14-11	Ashley	Moreland	amerceri@yahoo.co	770380846	English	Csv	-	-	[Pencil] [Email] [Calendar] [Refresh]
11-14-11	megan	goertz	meganshall@gmail	406548756	English	Csv	-	-	[Pencil] [Email] [Calendar] [Refresh]

Page 1 of 1 | Displaying 1 to 1 of 1 items

Upcoming Appointments

Sun Mon Tue Wed Thu Fri Sat

February 12 13 14 15 16 17 18

19 20 21 22 23 24 25

Appointment (click appointment for more details)

[Add Note / Appointment](#) [View My Calendar](#)

You have contacts!

sep '11 to feb '12

Contact Count

Sep OCT NOV DEC JAN FEB

Support Center

If you need assistance of any kind, please visit the support center.

[Click here](#) to navigate to the Support center.

Contact List: Adding Contacts

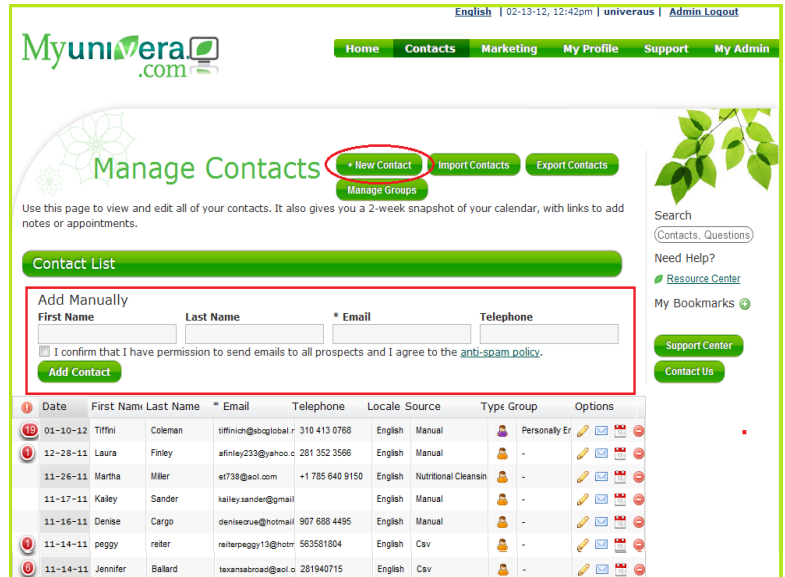
Follow these steps to manually enter a contact:

- Click the **Add Manually** button. (circled in red)
- Enter the contact's **First Name**, **Last Name**, **Email** and **Telephone** number. (outlined in red)

Note: you will be add more information for this contact later using the **View/Edit** icon in the **Options** column.

- Click the Add Contact button.

The contact will be added to your **Contact List**.



Contact List: Importing Contacts

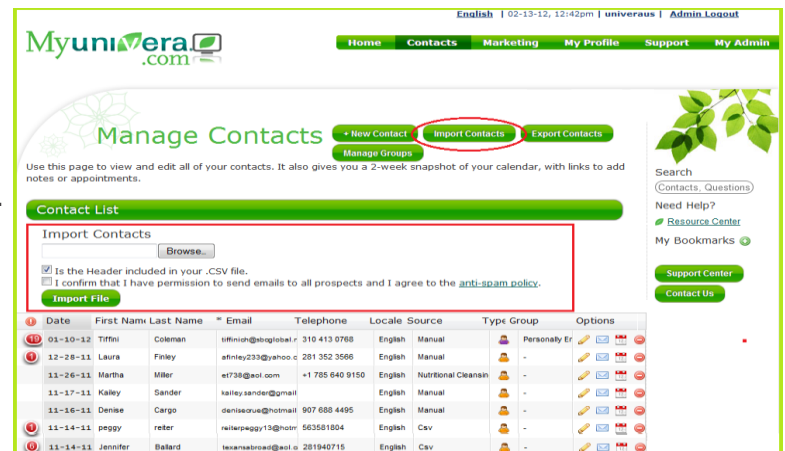
Follow these steps to import a list of contacts:

- Click the **Import Contacts** button. (circled in red)
- Click the **Browse** button to select a CSV file (outlined in red)

Note: CSV stands for **Comma-Separated Values**. Export your database to as CSV file using a program like Excel, for example.

- Click the **Import File** button.

The **Uploaded Contacts** page opens. (shown on next page)



Importing Contacts Continued....

Be sure to review this information before continuing. Match the source columns, columns supplied in the CSV file (shown in blue) to the Target columns (shown in blue).

- Click the **Save** button. (circled in red)

As this process can take a short while a progress report will display the current details while the contacts are added to your Contact List and a summary of the results will be displayed.

English | 07-02-12, 05:45pm | Catherineyoungperetz | Logout

Home Contacts Marketing My Profile Support

Upload Contacts

You are attempting to upload 2371 Contacts. To save these contacts to your contact list press the Save button.

Please confirm and adjust the column choices below.

If you need to change any of the Target Columns below, you may do so by selecting the proper Target Column from the drop-down list. All columns assigned to "Notes (Other)" will be stored in a note attached to the Contact History instead of a field. If you think there is a better field, select it from the drop down list.

Source Column	Target Column	Example #1	Example #2	Example #3
Firstname	First Name	David	Theresa	Donna S
Lastname	Last Name	Macarthy	Brackens	Van Meter
Email	Email	CMAC810H@YAHOO.COM	tbrackens2004@yahoo.com	meters@hughes.net
Phone	Telephone	5136026396	5405639373	3305323710
Address1	Notes (Other)			
Address2	Notes (Other)			
City	Address City	CINCINNATI	ROANOKE	WELLSVILLE
State	Address State	OH	VA	OH
Postaltip	Notes (Other)	45202	24019	43968
Contacttype	Notes (Other)	Business Prospects	Business Prospects	Business Prospects
Notes	Notes (Other)		EST EVENING disc Sent Email about TRY AGAIN	

Save Cancel Upload

© 2012 MyUnivera - Powered by RepStars. Use of this web site constitutes acceptance of the RepStars Privacy Policy, and Terms of Use

Deleting recently uploaded CSV File

Should you need to reverse out a recently uploaded batch this can be done from the Manage Groups link. Click the **Delete CSV Uploads in Batch** (circled in red).

From the list of CSV Uploads you have performed in the past select a batch to be removed (highlighted in red), then select the Submit button to perform the action.

English | 07-02-12, 06:03pm | Catherineyoungperetz | Logout

Home Contacts Marketing My Profile Support

Manage Groups

Click **Delete Group** to delete the Group from your list, but keep the Contacts tied to that Group.
Click **Remove Contacts** to remove the Contacts, but keep the Group in your list for later use.
Click **Export Group** to export all of the Contacts within that Group to a CSV file.

Title	# of Contacts	Delete Group	Remove Contacts	Export Contacts
Hot Leads	0	Corporate	Empty	Empty
Opportunity Based Leads	0	Corporate	Empty	Empty
Product Based Leads	0	Corporate	Empty	Empty

Add Create New Group

Delete CSV Uploads in Batch

English | 07-02-12, 06:03pm | Catherineyoungperetz | Logout

Home Contacts Marketing My Profile Support

Delete CSV Uploads

The following is a list of CSV Uploads you have performed in the past. Select one and you have the option to remove all of the contacts uploaded in case there was a mistake made.

Date	First Name
07-02-12	Nancy
07-02-12	Ray

Submit 344 Contacts Uploaded on 07-02-12

Save Outlook Contacts as CSV File

Follow these steps to **save a Microsoft Outlook contact list as a CSV file**:

- Open **Outlook**, go to the **File** menu and select **Import and Export...**
The **Import and Export Wizard** window opens (not shown).
- Under **Choose an action to perform**, select **Export to a file**.
- Click the **Next** button.
- Under **Create a File of Type**, select **Comma Separated Values**.
- Click the **Next** button.
- Under **Select folder to export from**, select **Contacts** (under **Mailbox**).
- Click the **Next** button.
- Enter a **name for the CSV file** under **Save exported file as**.
- Click the **Next** button.
- Select **Export “Contacts” from folder: Contacts**.
- Click the **Finish** button.

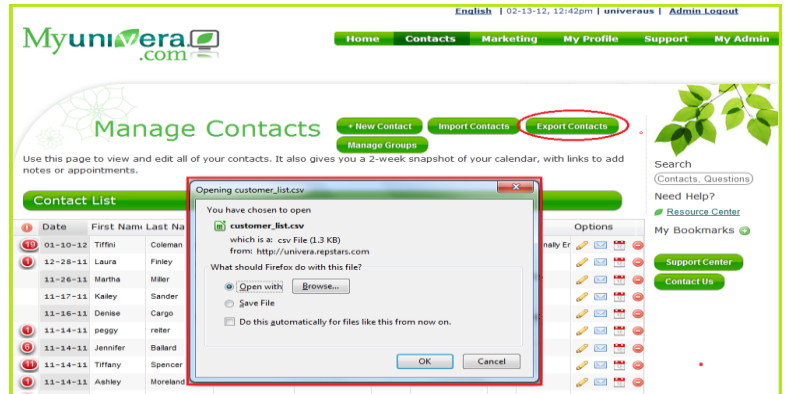
Contact List: Exporting Contacts

Follow these steps to export your contact list:

- Click the **Export Contact** button. (circled in red)

A pop-up window opens. (outlined in red)

- Select an option for your exported CSV file: Either **Open with** or **Save File**.



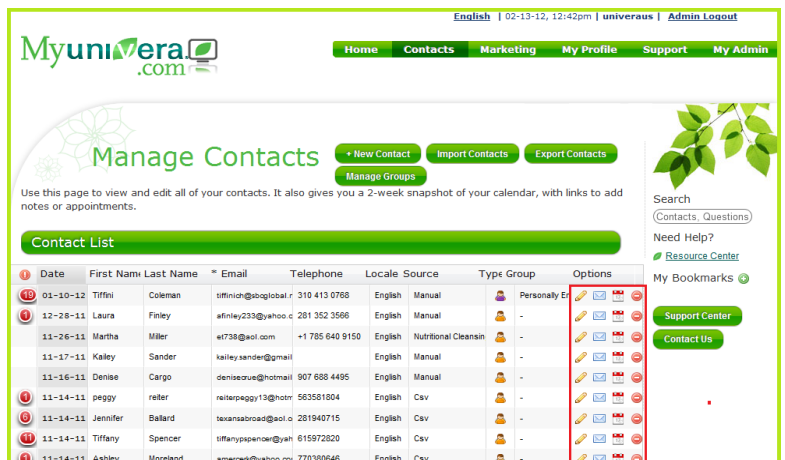
Contact List: View/Edit Contact Details

Follow these steps to view/edit your contact details.

- Click the **View/Edit Details** icon (yellow pencil) in the **Options** column (outlined in red) for the contact you would like to view/edit.

The **View/Edit Details** window opens.

- Edit the **Contact Information**, if necessary.
- Click the **Add Detail** button (circled in red) to see additional fields, such as, **Best Time to Call** and **Time Zone**.
- Enter as much information as you have in the fields provided.
- Click the **Save Contact Info** button when finished.



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Contact Types

Contact Type allows you to categorize your contacts based on types used by your company.

Use the drop-down list to select a **Contact Type** for this contact. *(outlined in red)*

There are four pre-set **Types**:

1. **Customer**
2. **Lead**
3. **Member**
4. **Prospect**

Note: All of your contacts will fall in to one of these Types.

- Click the **Save Contact Info** button when finished. *(circled in red)*

The screenshot shows the 'View History' window for contact Alan Gloyne. The 'Contact Information' section includes fields for First name, Last name, Email Address, Telephone, Contact Type (set to Prospect), and Language (set to English). The 'Save Contact Info' button is circled in red.

Contact Groups

You may also create custom **Groups** to better suit your needs and organize your contacts even further for grouping them in email.

Follow these steps to **create a new group**:

- Click the **Manage Groups** button. *(circled in red)*
- Enter a **Name** for your new group. *(outlined in red)*
- Click the **Add** button *(outlined in red)*.

The screenshot shows the 'Manage Groups' window. It contains a table with columns: Title, # of Contacts, Delete Group, Remove Contacts, and Export Contacts. The 'Add' button is circled in red.

Follow these steps to assign a contact to a **Group**:

- Click the **View/Edit Details** icon in the **Options** column for the contact you would like to assign to a Group.

The **View/Edit Details** window opens.

- Use the drop-down list to select the **Contact Group**. *(outlined in red)*
- Click the **Save Contact Info** button when finished.

The screenshot shows the 'View History' window for contact Alan Gloyne. The 'Contact Information' section includes fields for First name, Last name, Email Address, Telephone, Contact Type (set to Prospect), and Contact Group (set to '-'). The 'Save Contact Info' button is circled in red.

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My Calendar Page

Use the **My Calendar** page to manage your appointments and follow-up calls.

There are **4 types of events** on your calendar:

1. Corporate Events
2. Regional Events
3. Univera Office Events
4. Personal Events such as appointments

Note: the **current date** is highlighted green.

Click on any **existing event** to view more details.

Follow these steps to **add an event**:

- Locate the **date for your event** on the calendar.

Tip: use the **green arrow navigation buttons** at the top to go to the next month, if necessary.

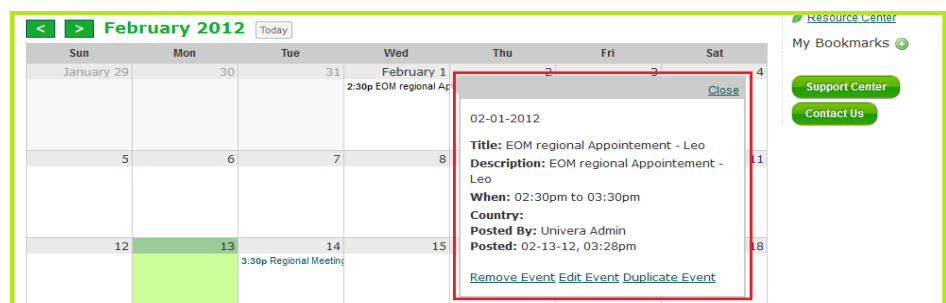
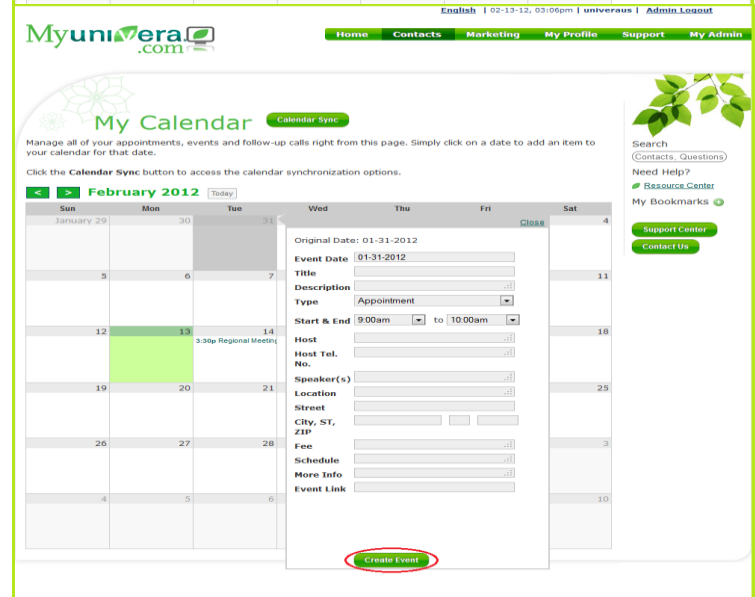
- Click on the **event date** to select it.
- Enter the **event details** in the pop-up window.
- Click the **Create Event** button. (circled in red)

Follow these steps to **remove or edit an event**:

- Click on the **event**.
- Select either **Remove Event**, **Edit Event** or **Duplicate Event** in the pop-up window. (outlined in red)

If you selected **Edit Event** or **Duplicate Event**, the **Event Details** pop-up window opens. (not shown)

- Enter the **updated information** in the fields provided.
- Click the **Update Event** button when finished.



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My Calendar Page (sync)

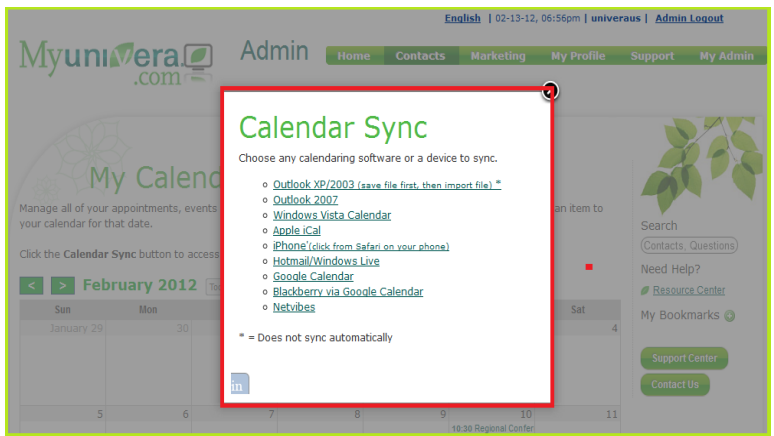
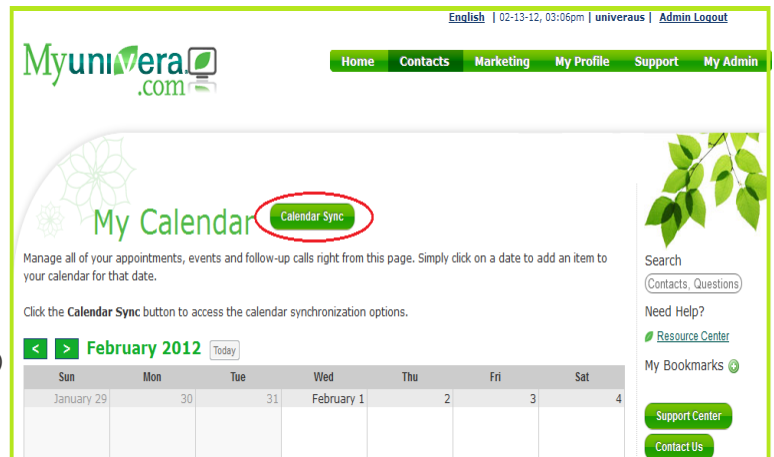
Easily **synchronize** your **MyUnivera** calendar to many common software packages or devices.

Note: This is a **one-way sync**.

Follow these steps to **sync your calendar**:

- Click the **Calendar Sync** button at the top of the **My Calendar** page. *(circled in red)*
The **Calendar Sync** pop-up window appears, displaying links to the available options. *(outlined in red)*
- Select the desired software application or device.
- Follow the on-screen instructions.

Note: Setup will vary depending on the option selected.



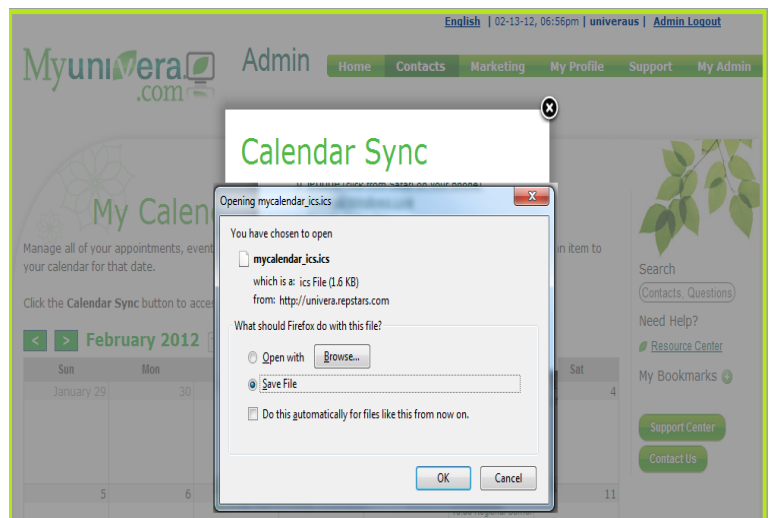
Outlook XP/2003 Users Only

The Outlook XP/2003 option **does not sync automatically** with MyUnivera.

Follow these steps to **sync your calendar with Outlook XP/2003**:

- Select the **Outlook XP/2003** option from the list.
- Select **Save File** in the pop-up window.
- Click the **OK** button.
- Open Outlook XP/2003 and import the **mycalendar_ics.ics** file into your calendar.

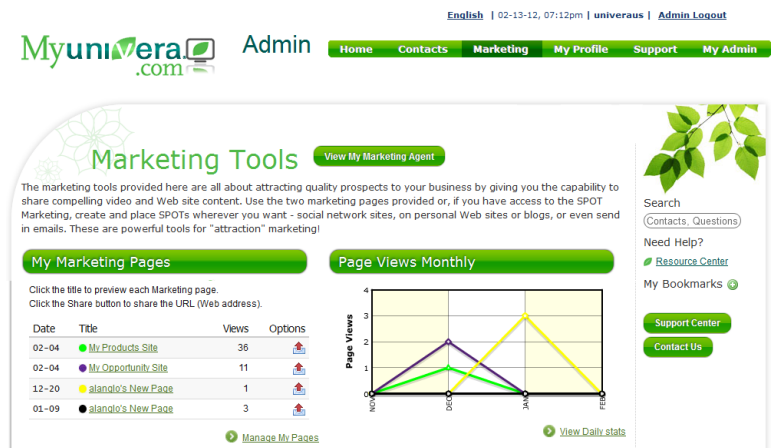
Note: Outlook XP/2003 only allows you to view the events in the file by importing them into your calendar. There is no synchronization after the file is imported, it must be re-imported to get updated information.



Marketing Tools Page

The **marketing tools** provided on this page are all about attracting quality prospects to your Univera business by giving you the capability to **share compelling video** and **Web site content**. Use the Web sites provided or, if you have access to the **SPOT Marketing***, create and place SPOTS wherever you want - social network sites, on personal Web sites, or even send in Emails. These are powerful tools for “attraction” marketing!

A **SPOT Video** is a lead capture form widget designed to attract qualified leads and capture their contact information. With MyUnivera, you can create and embed SPOTS on any Web site, blog or social network site (like Facebook, Myspace, etc) or in an Email.



The **Marketing Tools** page includes these sections:

My Web Sites

- My Replicated Site
- My Lead Capture Sites

Most Effective SPOTS

- This area displays your 3 top performing SPOTS in terms of view and contacts captured along with a button to quickly **Share** each SPOT.

View Page Views Monthly

- This chart shows you how your marketing pages (replicated Web sites) are performing. It is important to compare your web pages to determine what is and what isn't working for you.
- Click the **Page View Daily** link to monitor your marketing efforts more closely. Immediate impact is normally seen shortly after launching a marketing campaign.

SPOT Views Monthly

- This chart shows you how your SPOTS are performing.
- Click the **SPOT Views Daily** link to monitor your marketing efforts more closely. Immediate impact is normally seen shortly after launching a marketing campaign.

*The The SMA Lite subscription may not include access to all of the Lead Capture Pages. Upgrade your subscription to take advantage of this powerful tool!

Configure SPOTs* Page

Create and reuse **SPOTs** all over the Internet!

Your marketing success depends on being seen, and your **SPOTs** are terrific tools for helping you capture new prospects.

The **My Configured SPOTs** section displays the configuration settings for each SPOT in your account:

- **Created:** date the SPOT was configured
- **SPOT Name:** named according to intended use
- **Type:** size and type of SPOT
- **Autoresponder:** If enabled, the system will automatically send a simple Thank You email (without links) when a lead is captured through the SPOT.
- **IC** (Instant Contact):** feature is enabled if box is checked
- **Views:** number of times SPOT has been viewed
- **Contacts:** number of contacts captured
- **Share:** click to share SPOT (see below)
- **Options:** View SPOT Statistics, Preview, Edit or Delete SPOT

Follow these steps to **Share a SPOT**:

- Click the **Share** icon. (circled in red above)

The **Share your SPOT** window opens. The following options are available:

- **Share:** Quick links to share SPOTs on popular platforms.
- **Bookmark:** Quick links to bookmark your SPOT on popular social bookmarking sites.
- **Link:** Share the link provided (Click in box and Copy, CTRL-C) then place (Paste) your SPOT link to any web page or Email.
- **Embed:** Select a social network or copy the text provided to embed your SPOT on any web page.
- **Preview:** Click the link to preview your SPOT. (not shown)

* Creating SPOTs may be limited by subscription level

** Instant Contact (IC) minutes are only available on certain subscriptions and use of IC requires available call minutes on your account. Upgrade your subscription to take advantage of these powerful tools!

Created	SPOT Name	Type	Autoresponder	Views	Contacts	Share	Options
02-08-12	The Power Of U	Large Video	None	12	0		
10-07-11	transparent SPOT	Large Video	None	2	1		
10-07-11	New SPOT	Large Video	None	4	1		
09-12-11	Safari	Large Video	None	6	7		
08-31-11	Bear	Large Video	None	19	2		
08-30-11	Facebook Test SPOT	Large Video	None	11	0		
05-16-11	Isagenix Vision	Large Video	Thank You (Without L	13	1		

Instant Web Callback
Your phone number is not configured properly, you will need to correct this to receive calls from your SPOTs. [Configure Instant Contact](#)

Share your SPOT

Choose from any of the following options to share your SPOT "The Power Of U" anywhere on the internet.

Share Quick links to share SPOTs on popular platforms.

Email Facebook Twitter MySpace LinkedIn Xanga
LiveJournal Blogger Bebo WordPress Tumblr

Bookmark Quick links to bookmark your SPOT on popular social bookmarking sites.

Digg Del.icio.us StumbleUpon Yahoo Google

Link Share the link below (Click in box and Copy, CTRL-C) then place (Paste) your SPOT link to any web page, email or instant messenger.

[Copy Link to Clipboard...](#)

Embed Copy the embed code below (Click in box and Copy, CTRL-C) to share your SPOT (Paste) to any website that supports embed codes.

[Copy Embed Code to Clipboard...](#)

Preview Preview your SPOT here

<http://univera.repstars.com/p/24RY4DQ2H2>

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Configure a New SPOT*

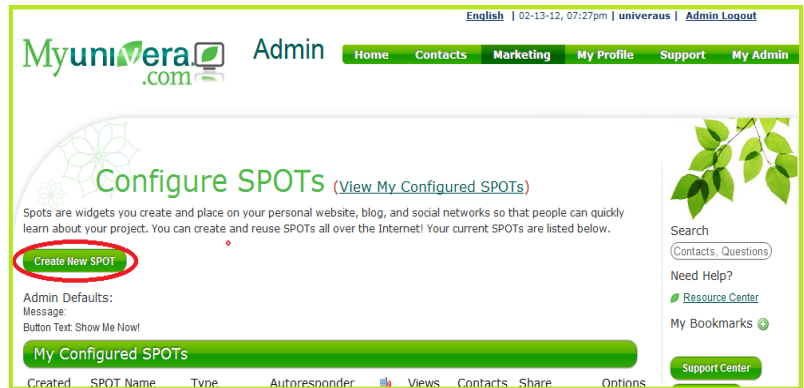
To create a new SPOT, just click on the **Configure New SPOT** button. A window will open on this page where you can create a SPOT.

Follow these steps to Configure a New SPOT:

- Click the **Configure a New SPOT** button (circled in red)

Note: your **SPOT preview** (outlined in red) will load automatically as you make your selections.

- Select a **Type**: Video, Prospect or Call
- Select a **Size**: Medium, Large, Small (if applicable)
- Select a **Theme**: Tip: choose a color scheme that will compliment the site where you plan to share your SPOT.
- If configuring a **Video SPOT**, select a Video. **Note:** Video features will only appear on Video type SPOTs.
- **Enable Auto-Play?** Select yes or no.
- **Add A Message.** Note: 70 characters max.
- **Edit button text.** Note: 30 characters max.
- **Enable Autoresponder?** If enabled, the system will automatically send a simple Thank You email (without links) when a lead is captured through the SPOT.
- **Show Contact Info?** Note: this option is only available on **Large-size SPOTs**.
- **Send Contact to:** Enter the URL where you would like to send your contact after they have entered their contact information.
- **Give your SPOT a name.** Tip: name each SPOT according to its use.
- Click the **Save SPOT** button (circled in red) to save.



After you configure a SPOT it will appear in your **My Configured SPOTs** list on the **Configure SPOTs** page.

* Creating SPOTs may be limited by subscription level

MyUnivera Manual

Video Manager* Page

Create and upload your own **videos** to further customize and personalize your SPOTs.

Note: All uploaded videos will be reviewed for appropriateness by the Univera Compliance Department, usually within 48 hours. (Check the **Status** in the **Videos Available** section at the bottom of the page for current availability).

Important things to keep in mind:

You must have approval from copyright owners to use copyrighted materials in your videos (i.e. music, voices, non-Univera owned items, etc.)

All videos that contain misrepresentations of Univera's products or compensation plans will not be approved for use.

Our goal is to support all files that are commonly uploaded by users. The suggested file size is 50mb or less.

Supported formats include: asf, 3gp, mov, flv, f4v, wmv, avi, raw, dat, divx, xvid, m1v, m21, m2v, m4e, m4v, mjp, mkv, movie, mp4, mpg, mpeg, ogm, qt, rm, vob, wm, wmv, yuv.

If you experience difficulty uploading your video, please contact Customer Support.

* This feature available on the **SMA Pro** level subscriptions.

English | 02-14-12, 11:10am | univera.us | Admin Logout

Home Contacts Marketing My Profile Support My Admin

Media Manager [\(View Available Media\)](#)

Use this page to upload and manage all of your media. You can designate media as private for email and inclusion on your SPOTs. If you have a promotional video, click the flag to show on the TV site. Inappropriate use of the media platform as stated in the RepStars Terms Of Use will result in flagging of your media and immediate termination of your account.

Media Information

1. File to upload Suggested file size: 50mb or less

2. Title

3. Description

4. Language

5. Tags (optional) (Max 255 Characters)

In_q_num. Options ☐ Show this video on the Company TV site?

Media Available

Title	Date Added	Status	Language	On .TV	Edit	Delete
Doc Attachment	02-13-12	Approved	English			
The Power of U	02-08-12	Approved	English			

Search

[Contacts](#) [Questions](#)

Need Help?
[Resource Center](#)

My Bookmarks [+](#)

[Support Center](#)

[Contact Us](#)

Marketing Agent Page

Use the **Marketing Agent** page to view your prospects with the **highest chance of being converted** based on their recent activity.

Click the **Email me My Marketing Agent** button to send this report to your email address listed under the **My Profile** tab.

The screenshot shows the 'My Marketing Agent' page for February 14, 2012. It features a navigation bar with links to Home, Contacts, Marketing, My Profile, Support, and My Admin. The page title is 'My Marketing Agent - 14 February 2012'. Below the title, there is a button 'Email me my marketing agent'. The main content area is divided into two sections: 'Hot Prospects for Follow-up' and 'Hot SPOTS to Share'. The 'Hot Prospects for Follow-up' section contains a table with columns: Meter, Contact Name, Source, Telephone, and Options. The 'Hot SPOTS to Share' section contains a table with columns: Created, SPOT Name, Type, Views, Prospects, and Share Link. On the right side, there is a sidebar with a search bar, links to 'Need Help?', 'Resource Center', and 'My Bookmarks', and buttons for 'Support Center' and 'Contact Us'.

Meter	Contact Name	Source	Telephone	Options
Mike Simmons	SPOT "medium spot"			
Isa Revealed	SPOT "medium spot"			
david	SPOT "Friday" ON "email"		+1 727 510 8394	
Sebastian Leonardi	Manual Input Form		+1 860 759 4893	
Alan Oso	SPOT "Bear" ON "email"			
Martin Chermacov	SPOT "Martin SPOT" ON "email"			
Alan LinkedIn	SPOT "Spanish" ON "LinkedIn"			

Created	SPOT Name	Type	Views	Prospects	Share Link
03-16-11	Business Testimonial	Large Video	0	1	
02-14-11	Business Testimonial	Large Video	1	3	
09-12-11	Safari	Large Video	6	7	
02-11-11	prosp2	Medium Prospect	1	1	
10-07-11	medium spot	Medium Video	5	4	

You can also set up your **Marketing Agent** to be **automatically emailed to you** for your convenience.

Follow these steps to change your Marketing Agent settings:

1. Click the **My Profile** tab in the main navigation bar.
2. Scroll down to the **My Marketing Agent** section.
3. Select the option that best fits your needs:
 - **Reminder Mode:** Only send my Marketing Agent when I have not logged in for at least 20 days before the 15th of the month.
 - **Every Month:** Send me my Marketing Agent email on the 15th of every month.
 - **Disabled:** My Marketing Agent email will only be sent by my request on the Marketing Agent page.

The screenshot shows the 'My Marketing Agent' settings form. It has a title 'My Marketing Agent' and a subtitle 'Your Marketing Agent is available via email for your convenience. Select the option below that best fits your needs:'. There are three radio button options: 'Reminder Mode' (selected), 'Every Month', and 'Disabled'. The 'Reminder Mode' option is selected, and the 'Every Month' option is also selected. The 'Disabled' option is not selected.

My eSignature*

Customize your graphical eSignature and use it as your digital business card in online mail services like Gmail, mail programs like Outlook, internet forums, and websites! Take advantage of its ability to drive further traffic to your marketing tools by the use of its many Buttons and Links. Use the **eSignature Report** (boxed in green) to keep track of views and clicks. If the recipient is entered in your [Contact List](#), you can view their eSignature activity in the **Contact Details**.

Note: Go to the [My Profile](#) page to set your eSignature as the closing to all emails sent through your account.

Or you may **copy your eSignature** (boxed in red) to then paste it into your internet email system.

* **My eSignature** may only be available at top levels of service. [Go to Support Center](#) to review service level features.

To **Modify** your eSignature click the **Modify My eSignature** (boxed in blue) – On this you can choose different images, text styles, button messages and url links.

My eSignature [Copy My eSignature](#) [Modify My eSignature](#)

Customize your **eSignature** and use it as your digital business card in online mail services like Gmail, mail programs like Outlook, internet forums, and websites! Use the **eSignature Report** to keep track of views and clicks. If the recipient is entered in your MyUnivera Contact List, you can view their eSignature activity in the **Contact Details**.

Note: Go to the **My Profile** page if you would like to set your eSignature as the closing to all emails sent through your MyUnivera account.

Alan Gloyne
1 561 271 1046

univera.

Prosperity,
(Pros-per-i-ty), Noun.
The condition of being
successful, especially
economic well-being.

Want more?

[About Me](#) [Shop](#) [Vitality](#)

My eSignature Report

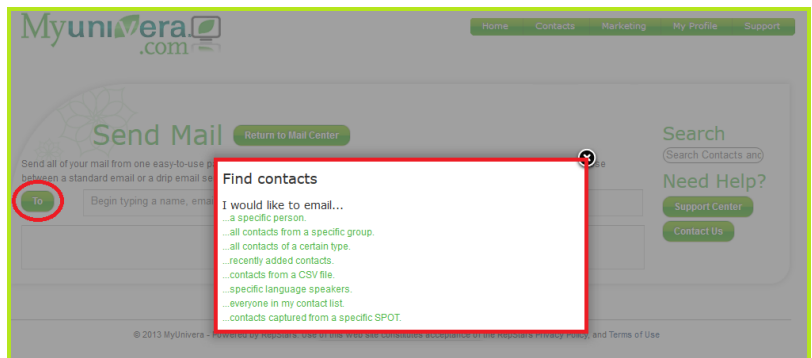
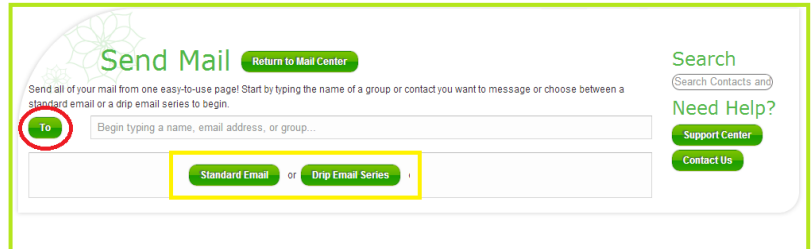
Total Views	Unique Visitors	Total Clicks	URL	Last	Clicks
9	3	11			
			http://alanuni123.myunivera.com/power-of-vitality	08-10-12	1
			http://alanuni123.myunivera.com/	08-10-12	1
			http://alanuni123.myunivera.com/about	08-10-12	1
			http://alanuni123.myunivera.com/	08-10-12	3

Create Email

The create email page has been created so that you can perform all your emails needs from the one page. Simple and intuitive to use, this page includes:

- **Getting Started::**

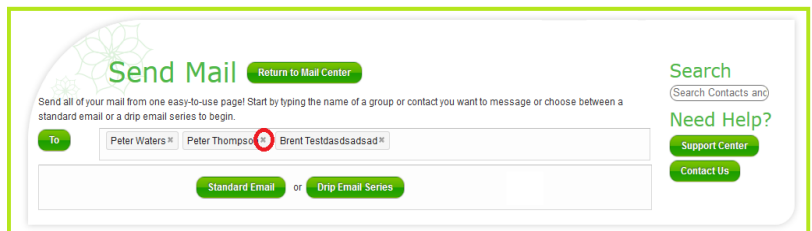
- From the 'To' field start by typing in the name, email address or telephone number for whom you want to be receiving the email. You can enter multiple contact information as recipients to the email. String together multiple addresses with commas. e.g. "John Doe" <john@example.com>, Jane Doe <jane@example.com>, jill@example.com, James <james@example.com>
- 'TO' button - You can use the To: field just like in Outlook, Gmail, or any other email client. We even support copying from other email clients and automatic contact creation for email addresses you don't already have.
- 'TO' button filters – Narrow down your email audience using the 'TO' button as described above.
- Select the type (*boxed in yellow above*) of email you will be sending. Each type selected will have further options to select from (see next image).



Inserting New contacts into your Contacts List:

Create contacts from any emails list (Yahoo, Gmail, etc) into your Contacts List by CTRL+click each contact from any email and then CTRL+C to copy them all for pasting into the new email send page. New contacts will be added to your contacts list.

- You can further streamline your selection by **deleting individuals** from the email address list by clicking the x (*circled in red*) on the email box.



MyUnivera Manual

Standard Emails

- **Standard emails** allows you to build your own email or select from pre-formatted email templates including text content. Use the following buttons to complete the email (*boxed in red*):
- **Template** (*boxed in red*) – Select from the drop down any one of the template emails.
- **Next button** (*boxed in red*) – Use this button once you have completed your email content and ready to preview and send.
- **Change Content** (*boxed in red*) – Allows you to return to the Getting started point without having to submit or send this email.
- Use the **edit features** (*boxed in yellow*) to create your email, these include all standard email tools, Bold, Italics, Underline, Attachments, etc.

Drip Emails

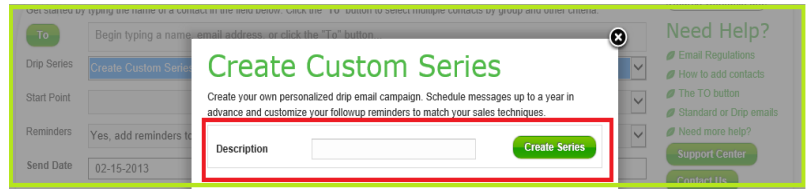
- The **Drip email option** will allow you to select a series from the dropdown menu (*boxed in red*). The content of the individual emails can be seen by clicking the **Preview button** (*circled in yellow*).
- The **bookmark** (*boxed in red*) - dropdown option allows you to select the starting point when send the campaign.
- **Setup Events** (*boxed in red*) - allows you to include event activity reminders into your calendar.
- **Next button** (*boxed in red*) – Use this button once you have completed your email content and ready to preview and send. **Change Content** (*boxed in red*) – Allows you to return to the Getting started point without having to submit or send this email.
- **Change Content** (*boxed in red*) – Allows you to return to the Getting started point without having to submit or send this email.

Custom Drip Emails

For users that have the feature included in their service level, you can create and maintain Custom Drip Emails from the Drip Campaign Series. Here you will see the Create Custom Series (*boxed in red*), Click this link to initiate the build process.

MyUnivera Manual

1. Fill in the space to give the series a name and click **Create Series** (image 2, highlighted in red).



Get started by typing the name of a campaign in the box below. Click the "X" button to select existing campaigns by group and view details.

Begin typing a name, email address, or click the "To" button.

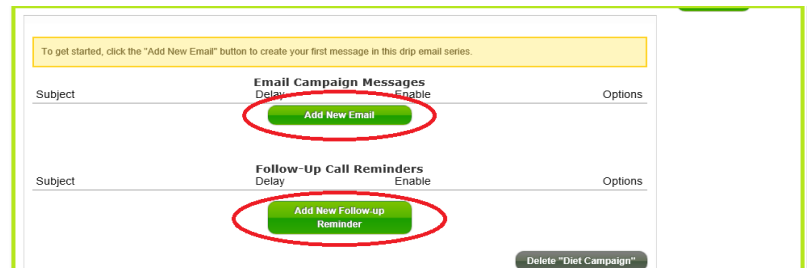
Create Custom Series

Create your own personalized drip email campaign. Schedule messages up to a year in advance and customize your followup reminders to match your sales techniques.

Description

Create Series

2. For each email you will have in the series, you can now **Add New Emails** (circled in red), adding the content. As you add content remember to use the pseudo **{prospect_first_name}** **{signature}** which are automatically substituted with the relevant data.



To get started, click the "Add New Email" button to create your first message in this drip email series.

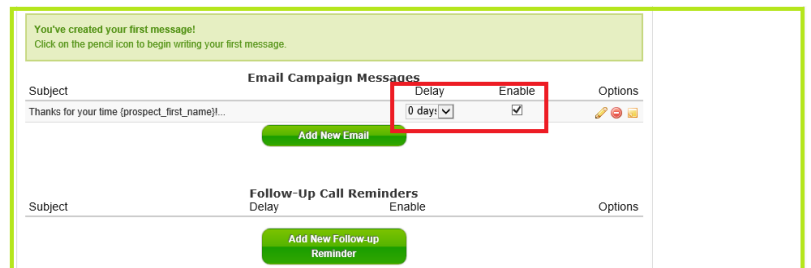
Subject	Email Campaign Messages	Delay	Enable	Options

Add New Email

Add New Follow-up Reminder

Delete "Drip Campaign"

3. After Saving the email you get the opportunity to set the **Delay** (boxed in red), that is the delay in days before sending out this email in the series, 0 (zero) representing immediate, while a number represents the days delay from when the first email gets sent.



You've created your first message!
Click on the pencil icon to begin writing your first message.

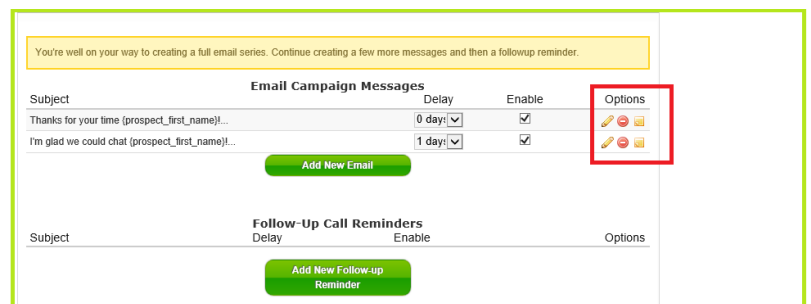
Subject	Email Campaign Messages	Delay	Enable	Options
Thanks for your time (prospect_first_name)!		0 days	☒	 

Add New Email

Add New Follow-up Reminder

4. If you wish the series to include calendar reminders these can be added by clicking the **Add New Follow-up Reminder** (circled above in red).

5. You can **remove (delete)** a existing series by clicking the **Delete "Series Name"** button when previewing the campaign details.



You're well on your way to creating a full email series. Continue creating a few more messages and then a followup reminder.

Subject	Email Campaign Messages	Delay	Enable	Options
Thanks for your time (prospect_first_name)!		0 days	☒	  
I'm glad we could chat (prospect_first_name)!		1 day	☒	  

Add New Email

Add New Follow-up Reminder

6. **Preview Email** allows you to view the content and delay for each email. After selecting the Preview button, from the previous image, the pod will display the list of participating emails. Click the view **content option** (boxed in red) to see the actual email. The delay column indicates the delay in days when that specific email will be sent from (or since) the first email in the series goes out.

MyUnivera Manual

Confirm Email Message Page

The **Confirm Message** page includes:

Contacts Section

- Displays a **list of all the contacts** who will be Emailed. Please briefly review the list and revise your selection criteria on the previous page if necessary.

Timing Section

- Shows the **date that the message is scheduled to be sent**. Please confirm the date and total number of contacts are correct.

Message Preview Section

- Please check **message preview** (*outlined in red*) for errors.

Tips:

1. **Do not** leave the words “test” or “example” in your subject line.
2. Make sure you **have not** included an individual person’s name instead of the substitution variable, {prospect_first_name}
3. Look for any **visual problems** with the Email. Most Email clients will see exactly what you see on this page.
4. **Substitution variables**, such as {prospect_first_name}, **should not be visible** in this preview subject or body. They have been **substituted with example data** (John, for example).

If any of the above information is not correct, click the **Change Settings** button to return to the **Create Email** page, or click the **Confirm and Send** button if you are ready to send this message. (*circled in red*)

English | 02-14-12, 01:15pm | univera | Admin Logout

Myunivera.com Admin

Home Contacts Marketing My Profile Support My Admin

Confirm Message

Please confirm that your entries from the previous page are correct. To alter these settings, click the **Change Settings** button, otherwise click **Confirm and Send**.

Contacts

The following list contains all contacts who will be emailed. Please briefly review the list and revise your selection criteria on the previous page if necessary.

Alan	agloyme@repstars.com
------	----------------------

Timing

This is when your message will be sent to your contacts. Please confirm the date and total number of contacts.

This mailing will be sent to **1 contacts Immediately**.

[Change Settings](#)

[Confirm and Send](#)

Message Preview

Please review the following preview before clicking the **Send** button.

Tips:

1. Do not leave the words "test" or "example" in your subject line.
2. Make sure that you **have not** included an individual contact's name instead of the substitution variable, <#prospect_first_name/#>
3. Look for any visual problems with the email below, most email clients will see exactly what you see here.
4. Substitution variables such as <#prospect_first_name/#> should not be visible in this preview subject or body. They have been substituted with example data.

Subject: Email Subject Line

"Hello Alan,

This is a little about me, Univera. The body of the email goes here.

Thank you,

Successfully Yours,

Univera Admin

Email Center Page

Use the **Email Center** to see your **Sent Emails** and your **Scheduled Emails** (messages you have created that are scheduled to be sent 1 or more days in the future).

The **Sent Emails** section allows you to track your **MyUnivera Email activity**. The most recent message appears at the top. *(outlined in red)*

- **Date** indicates the day the message was sent from MyUnivera.
- Click the **Subject** link to see the message that was sent.

English | 02-14-12, 01:40pm | univeraus | Admin Logout

Home Contacts Marketing My Profile Support My Admin

Myunivera.com

Create Email Review Drip Emails

Email Center

Use the Email Center to see your **Sent Emails** and your **Scheduled Emails** (messages you have created that are scheduled to be sent 1 or more days in the future).

Sent Emails				Scheduled Emails			
Date	Subject	Read	Options	Date	Subject	Sent	Options
07-28-11	Sending Emails	0%		02-16-12	The new Product launch	0 / 1	
06-03-11	Hola Martin	100%					

Search
Contacts, Questions
Need Help?
[Resource Center](#)
My Bookmarks

Support Center
Contact Us

- Click the **Read** column link (percentage) to view the **Email Campaign Report**.

This report shows the **Send Date**, number of intended **Recipients**, number of actual recipients (**Sent**) and number of **Opens**. It will also give **Details**, including the **Contact Name** and the **Date Read**.

For example, if the message had been **sent to 4 contacts and only 1 opened it**, the **Open** percentage would be 25%.

- Click the **red X** in the **Options** column to **Remove this Email** from your **Sent Emails** list (not from the recipient).

Note: you will not be able to reuse it in the future once you remove it from your list.

- Click the **envelope/red arrow** icon to **Reuse the Email**.

Note: this allows you to send the exact Email (including content and links) to other recipients.

MyUnivera Manual

Email Center Page (scheduled emails)

The **Scheduled Emails** section displays **all of the custom Emails** you have created that are scheduled to be sent 1 or more days in the future. *(outlined in red)*

Note: once the scheduled Email is sent, it will automatically move to the **Sent Emails** section.

- Click the **envelope/red arrow** icon in the Options column to Reuse the Scheduled Email and send to other recipients.
- Click the red X to Cancel the Scheduled Email.

The screenshot shows the MyUnivera Email Center interface. At the top, there's a navigation bar with links: Home, Contacts, Marketing, My Profile, Support, and My Admin. Below this, the 'Email Center' title is displayed with two buttons: 'Create Email' and 'Review Drip Emails' (the latter is circled in red). A descriptive text states: 'Use the Email Center to see your **Sent Emails** and your **Scheduled Emails** (messages you have created that are scheduled to be sent 1 or more days in the future).' Below this text are two tables. The 'Sent Emails' table has columns: Date, Subject, Read, and Options. It contains two rows: one for 'Sending Emails' (0% read) and one for 'Hola Martin' (100% read). The 'Scheduled Emails' table has columns: Date, Subject, Sent, and Options. It contains one row: 'The new Product launch' (0/1 sent). This table is outlined in red. On the right side, there's a search bar and links for 'Need Help?', 'Resource Center', and 'My Bookmarks'.

Date	Subject	Read	Options
07-28-11	Sending Emails	0%	
06-03-11	Hola Martin	100%	

Date	Subject	Sent	Options
02-16-12	The new Product launch	0 / 1	

Note: the message will be permanently deleted and not sent to the recipient(s).

Review Drip Emails

Click the **Review Drip Emails** button (*circled in red above*) to see the history of all your **Drip Email Campaigns**.

Use this list to keep track of who you sent campaigns to, and the date sent, as well as **Recent Activity** associated with each campaign.

The screenshot shows the MyUnivera Email Center interface with the 'Admin' tab selected. The 'Email Center' title is displayed with two buttons: 'Create Email' and 'View Sent and Scheduled Emails'. Below this is the 'My Drip Emails' section, which contains a table with columns: Start Date, Participant, System, Last Email, Status, and Options. The table has two rows: one for Aaron Smith (Completed) and one for Sebastian Leonardi (Completed). On the right side, there's a search bar and links for 'Need Help?', 'Resource Center', and 'My Bookmarks'.

Start Date	Participant	System	Last Email	Status	Options
09-01-11	Aaron Smith	Product and Business Series	Hi (prospect_first_name), Isagenix is affordable! (Day 1)	Completed	
03-07-11	Sebastian Leonardi	Product and Business Series	Hi (prospect_first_name), Can you say no to being thin and wealthy? (Day 8)	Completed	

Newsletters

Corporate Newsletters will be submitted on a regular Monthly basis. Deliver the latest news and increase traffic to your replicated website by inviting your contacts to receive the monthly newsletter. All your contacts that have opted-in to receive the your Corporate **Newsletters** will be sent one each month automatically. **It is your responsibility to keep your contacts aware that they can opt-in to receive this service by sending them newsletter invitations.**

Inviting Contacts to Opt-in to Newsletters

Send your contacts Opt-in invitations to the regular Newsletter by clicking the **Send Invitation to Newsletter** (circled in blue, below) . This will take you to the email center. Here, like any normal email select the contacts you wish to receive the email, then complete the process by sending the emails.

Notes:

Contacts that have previously been sent invitations, will be excluded from the list so that they do not constantly receive this invitation mail.

Recipients to the newsletter invitation email will need to click the Opt-in Button in the email to be set to receive future newsletters.

Opt-in a Contact.

Frequently you will meet people who verbally wish to opt-in to receive the newsletter, this can be done by selecting their name from the drop down list (in red square) and press the Opt-in Button (circled in red), these contacts will be sent a copy of the most recent newsletter and will be eligible to receive future newsletters.

View this newsletter online in English | French | Spanish

Vibrantly Yours

Rate Your Vitality

Are you living your life with vitality? Think you have adequate energy, focus and concentration to get through your day?

Take this quick quiz to determine your level of vitality and see how you can make it even better!

[take quiz](#)

Make it with Xtra!

The saying is true – breakfast is the most important meal of the day. So walk away from the donuts and easily prepare these power packed smoothies for a delicious and nutritious start to your morning!

[view article](#)

Improve Your Concentration with Simple Exercises

Ever find yourself starting a project or task, only to be distracted by an email, a text message, an employee, a web site or a random thought that pulls your attention in another direction? It seems to happen all too often, and can have a negative impact on productivity.

[view article](#)

Everyone was telling me I looked so calm. Xtra is what keeps my life balanced every day. It gives me clarity and balance and keeps everything working the way it should. It gives me the excitement and energy to face everyday.

[Subscribe](#)

[Forward to Friend](#)

[Email Me](#)

Please add this email to your address book. [To unsubscribe from this newsletter, click here.](#)

Univera, Inc. 2660 Willamette DR NE

English | 07-02-12, 04:28pm | Alan Gloyne | Logout

Home | Contacts | Marketing | My Profile | Support

Newsletters

Deliver the latest news and increase traffic to your replicated website by inviting your contacts to receive the monthly newsletter.

Subscribers

You have 0 newsletter subscribers.

[View All Subscribers](#)

Results

No one has received the newsletter from you.

Invite Contacts

There are 7 contacts you can invite.

[Send Invitation to Newsletter](#)

Contact Opt-In

Subscribe a contact to the monthly newsletter without an invitation. They will receive last months newsletter immediately.

[Opt In](#)

Dahlia Reyes
Select Recipient...
Claudia Gloyne
Daedre Lamson
Dahlia Reyes
Dahlia Reyes
Dave Aditays
George Benson
Tracy Gun

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My Profile and Preferences

The **My Profile and Preferences** page is where you can view and maintain your MyUnivera account information.

This page includes the following sections:

My Profile

Follow these steps to **update your contact information**:

- Make sure your **First Name**, **Last Name** and **Email address** are correct.

Note: this information, along with your telephone number, will be automatically added as the closing of all Email messages sent through your MyUnivera system (including Autoresponders).

Your **First and Last Name** and **Email address** will be displayed on a SPOT (large size only) when you select the **Show contact info?** option in the SPOT configurations.

- Your **Display Name** is only visible to you. It is displayed on the **Home page**, for example.
- Your **Univera Member Number** and **Country** are set by the system when you subscribe to MyUnivera. You are not allowed to edit these fields.
- Click the **Save** button at the bottom of the page when finished. (circled in red)

The screenshot shows the 'My Profile and Preferences' page of the MyUnivera.com interface. The page has a green header with navigation links: Home, Contacts, Marketing, My Profile, Support, and My Admin. The main content area is titled 'My Profile and Preferences' and includes a sub-header: 'Use this page to update and maintain your personal information. Click the Save button at the bottom of the page when you are finished.'

The page is divided into several sections:

- My Profile:** Contains input fields for First Name (Univera Admin), Last Name (Admin), Email Address (univera@univera.com), and User Display Name (univera).
- Email Signature:** Includes a text area for a custom signature with a rich text editor toolbar. The signature text is: 'Successfully Yours, (member_first_name) (member_last_name) (member_telephone) (member_email) (member_website)'.
- My Instant Contact Details:** Includes fields for Phone Number (Country Code - Area Code - Phone Number), Call Me Between (9:00am and 5:00pm), My Time Zone (-06:00 United States (CT)), and checkboxes for 'Also send: Email, Text Message (SMS)' and 'Disable Calls: Disable all telephony features'.
- Preferences:** Includes a dropdown for 'Date Format' set to 'MM-DD-YY'.
- My Marketing Agent:** Includes a section for 'Reminder Mode' with radio buttons for 'Only send my Marketing Agent when I have not logged in lately', 'Send me my Marketing Agent email on the 15th of every month' (selected), and 'My Marketing Agent email will only be sent by my request on the Marketing Agent page'.
- Mobile App:** Includes a section for 'Mobile PassKey' with input fields for 'Mobile PassKey' and 'Mobile PassKey (Retype)'.

A red circle highlights the 'Save' button at the bottom right of the page.

MyUnivera Manual

My Profile and Preferences (instant contact)

My Instant Contact Details

The **Instant Contact*** settings determine how the system will perform when a contact fills out the lead capture form on one of your SPOTs.** You can set it to call you only during those hours you are available, as well as send you an Email. Remember to update your **Instant Contact** settings or it will not function properly.

My Instant Contact Details

You will be notified according to these settings when a contact fills out a SPOT

You will need to enter your telephone number, timezone, and hours when you would like to receive notification about newly captured leads.

Phone Number Country Code - Area Code - Phone Number Example: +1-(786)-111-2222

Call Me Between 9:00am and 5:00pm

My Time Zone: -06:00 United States (CT)

Also send: ☒ Email ☒ Text Message (SMS)

Disable Calls: ☐ Disable all telephony features

Follow these steps to **set up your Instant Contact Details:**

- Enter the telephone number you would like the system to use.

Note: use the following format: Country Code - (Area Code) - Telephone Number.
Example: +1-(786)-111-2222

- Select the **Call Me Between** time frame that works with your schedule.
- Use the drop-down list to select your **GMT (Greenwich Mean Time) Offset**.

Examples:

New York offset is -05:00 United States (ET), California offset is -08:00 United States (PT)

- The **Also Send** box allows you to turn off/on **Email notification**.

Note: this box is enabled as default, which means you will receive a call and an Email.

- The **Disable Calls** box allows you to turn off all **Instant Contact** telephony features, but keep all of your IC settings.

Check this box if your are going on vacation, for example.

- Click the **Save** button at the bottom of the page when finished.

Follow these steps to set up a SPOT with **Instant Contact option:**

- Go to the Marketing tab, select **Configure SPOTs**.
- Check the **IC box** next to each SPOT to add the **Instant Contact** option. (outlined in red)

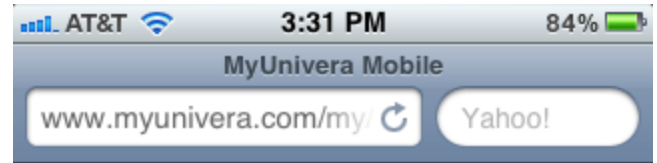
Created	SPOT Name	Type	Autoresponder	☐	Views	Contacts	Share	Options
10-07-11	medium spot	Medium Video	None	☐	6	4		
10-07-11	transparent SPOT	Large Video	None	☐	2	1		
10-07-11	New SPOT	Large Video	None	☐	4	1		
09-12-11	Safari	Large Video	None	☒	6	7		
08-31-11	Bear	Large Video	None	☐	19	2		
08-30-11	Facebook Test SPOT	Large Video	None	☐	11	0		

* **Instant Contact** (IC) minutes are only available on certain subscription levels. Use of IC requires available call minutes on your account.

Mobile Phone Application

The **Mobile Phone Application** lets you take your marketing system with you, giving you access to your Contact List, Add Contacts, quick links to telephone and Email Contacts, view your SPOT performance statistics, Calendar Events and more.

Follow these steps to install the Mobile Phone Application on any smart-phone:



Myunivera.com mobile



My Contacts



New Contact



Marketing Agent



My Calendar



Calendar Sync



My SPOTs



Access your Mobile Passkey (Password)

1. Click the **My Profile** tab in the MyUnivera main navigation bar.
2. Scroll down to the **Mobile App** section on the **My Profile** page and retrieve your Mobile Passkey.

Option 1: Open the URL from your cell phone.

1. Open the Internet browser on your phone.
2. Key in the following URL - <http://www.myunivera.com/my/mobile>
3. Follow the instructions on the How to Install screen. Key in you ID either as your **Email address** or **Univera Member ID**, followed by the **Passkey** as retrieved above.
4. Select the **Add to Home Screen** option.
5. Click the **Add** button to add the **MyUnivera icon to your home screen**.

Option 2: Text a link to your cell phone:

Note: use this option only if your cell phone number is entered in the **Phone Number** field in the **My Instant Contact Details** section on the **My Profile** page. (outlined in red on Figure 2)

1. Once you receive the text, click the link to open the URL on your cell phone.
2. Key in the following URL - <http://www.myunivera.com/my/mobile>
3. Follow the instructions on the How to Install screen. Key in you ID either as your **Email address** or **Univera Member ID**, followed by the **Passkey** as retrieved above.
4. Select the **Add to Home Screen** option.
5. Click the **Add** button to add the **MyUnivera icon to your home screen**.

Accessing your already installed Mobile Application

1. On your Mobile Phone Click the **MyUnivera icon** to launch the application.
2. Enter your **Member ID** and **PassKey** to login to the application.

Note: your **PassKey** can be found in the **Mobile App** section on the **My Profile** page.

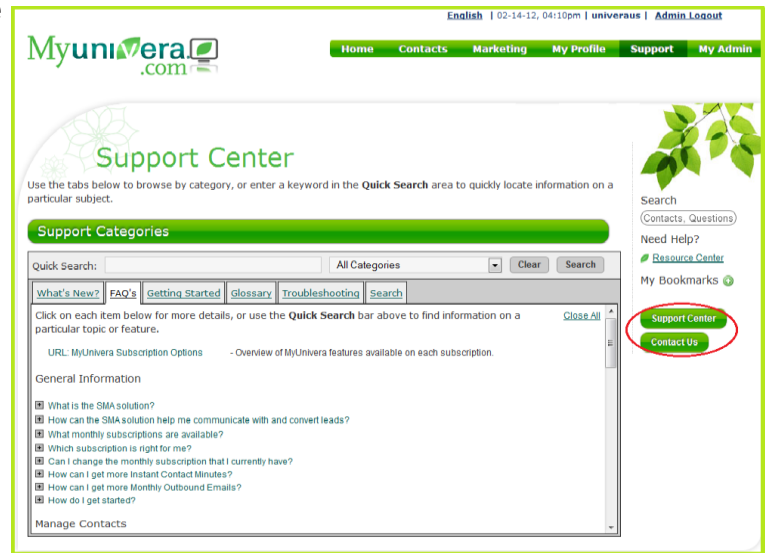
3. Click the **Login** button.
4. The **MyUnivera Mobile Phone Application** opens.

MyUnivera Manual

Support Center Page

The **Support Center** is where you can find valuable **information** and on-line **tutorials** to get started using MyUnivera, along with **sales coaching, resources**, and answers to **Frequently Asked Questions (FAQs)**.

Use the tabs to browse by category, or enter a keyword in the **Quick Search** area to quickly locate information on a particular subject.



Do you have **questions about MyUnivera**? Is there an enhancement you would like to see added? Please, contact us. Your feedback is important!

Follow these steps to **submit feedback about MyUnivera**:

- Click the **Contact Us** button, on the right side of any page. *(circled in red above)*
- Select a **topic** from the drop-down list.
- Enter a **rating** *(if applicable)*
- Type your **questions/comments** in the space provided.
- Click the **Send Feedback** button.

Univera Customer Service is also available to answer any questions you may have.

