



## Naturally Slim FAQ

### **What is the Naturally Slim program?**

Naturally Slim is an online 10-week program which helps you change how you eat instead of what you eat. Learn the skills to lose weight and keep it off forever while still eating your favorite foods. It is not a diet. And, as you lose weight, you also improve your health by improving the risk factors that can lead to serious, chronic diseases like diabetes, heart disease, cancer and more.

### **What can I expect from the Naturally Slim program?**

Once the program begins, each week, you will get access to a new series of videos that share the Naturally Slim principles. These principles are the keys that will help you learn when and how to eat so that you can still eat all the foods you love and lose weight at the same time.

The entire dashboard is available to you 24 hours a day so you can watch whenever it is convenient for you. In addition to the videos, the dashboard includes tools to track your weight loss progress, monitor your activity, and find inspiration. Plus, in the program, you will have access to NSTown, the online community where participants can share ideas, successes, and challenges as well as reach Naturally Slim counselors.

### **Is there a cost for this program?**

The Naturally Slim program is covered 100% through Texas Mutual, so there is no cost to you.

### **How do I join the program?**

Go to [www.naturallyslim.com/TexasMutual](http://www.naturallyslim.com/TexasMutual) and click the 'Apply Now' button and complete the online application. Your application is considered complete once you hit 'Submit' and see a confirmation message that your application was successfully submitted. Remember that by completing the application, you are committing to participate in the program, if accepted. There may be a limited number of spaces available so please ensure you are committed to diligently completing the program before taking one of the spots.

### **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 the Texas Mutual specific application link in your browser – [www.naturallyslim.com/TexasMutual](http://www.naturallyslim.com/TexasMutual)
- 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.

### **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 'support@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.

**When/how will I know if I'm accepted to the program?**

Approximately one week before the program starts, you will receive an email notifying you of your acceptance into the program. A welcome kit will be mailed to your mailing address provided on the application and will arrive a few days before the program starts.

**Can I participate in the program at home?**

Yes, the program is completely online so you can access the program wherever you have internet connectivity.

**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 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.

**How do I submit feedback about the program?**

On your dashboard, click the NSTown tab on the left-hand side. Enter your testimonial under "Share your Success Story" on the right-hand side of the page.

Also, after week 10 of the Foundations portion of the program, you will be sent an optional survey to complete via email.

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