

Questions & Answers for SHOP, WORKSPACE, & PERSONAL WEBPAGE

OVERVIEW

Your new Sunrider home is online! Besides being aesthetically pleasing, functionally enhanced, and intuitive, the site will have access to **Shop** (home.sunrider.com), **Workspace** (workspace.sunrider.com), previously called Business Center, and **Personal Webpage**, previously called IBO Pages, with one single login.



SHOP is your shopping portal, where you can place your orders and make sure your products are shipped worry free. Click on a product image and then Details to read more detailed information on the Product Fact Sheets.



WORKSPACE allows you to manage your account and those of your downlines, monitor new members and evaluate where they are relative to expected rank, review your downline organization and make sure they are active, and share your meeting calendar, all seamlessly.



PERSONAL WEBPAGE is your very own customisable IBO Page. It sits on top of your SHOP page and allows you to share the link with prospects with a simple click. When a prospect joins using the link, you are automatically assigned as the sponsor.

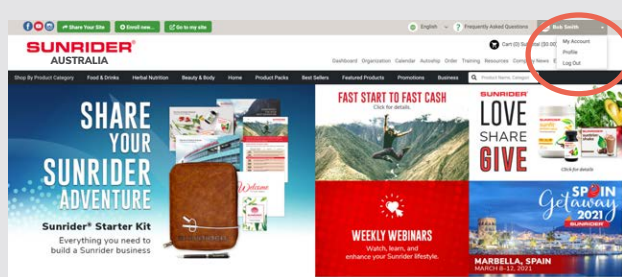


Have fun exploring the site and get familiar with it by navigating between the Shop, Workspace, and Personal Webpage sites.

What do I do the first time I go to home.sunrider.com?

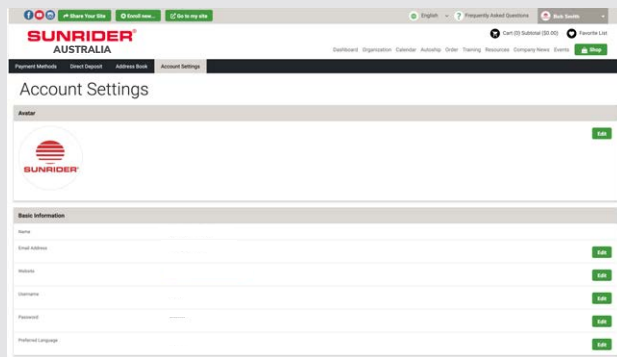
1

Go to **Log In** by clicking the green Log In button (top right corner of the screen) and if your old credentials don't work, reset your password.



2

Go to My Account by clicking right below your name (top right corner of the screen) and make sure you upload your picture, enter your payment information, and make sure your other information is accurately shown.



SHOP

Q1: How are the products categorised within Shop?

A1: Products are categorised among **Food & Drinks, Herbal Nutrition, Beauty & Body, Household, Bottles & Accessories, Product Packs, Best Sellers, Featured Products, and Business.** The products are listed alphabetically within each category. For your convenience, you can also search by product name if you know the product you are looking for. A search will display a list of products containing the product name you entered.

Q2: How do I search for products?

A2: You can search for products by logging in to your account at home.sunrider.com.au. Click **SHOP**, then select the desired products in the product group, or if you know the name of the product, you can type the product name in the search field located on the top right of your page.



Q3: How do I create a Favorites product list?

A3: Log in to your account, click **SHOP**, and then move your cursor over the desired products and click the heart emoji. Next, click default or create a new list, which will be automatically added to your Favorites.

Q4: How can I update my credit card information?

A4: Log in to your account, click on **MY ACCOUNT**, click **PAYMENT METHODS**, and then click on the edit pencil to update your credit card information.



WORKSPACE

Q6: How do I access the new Business Center?

A6: To access WORKSPACE (formerly the Business Center), go to: workspace.sunrider.com.au

Q7: How do I change my profile picture?

A7: To update your profile picture, find your name (displayed in the top right corner of your Workspace page); click on the down arrow and select **MY ACCOUNT**. Under Account Settings you will see **AVATAR**. To the right of Avatar you will see **EDIT**. Click on Edit and choose the file of an image you would like to use. Uploading this image will update your

Account Settings



profile picture.

Q8: Can I update my account information online?

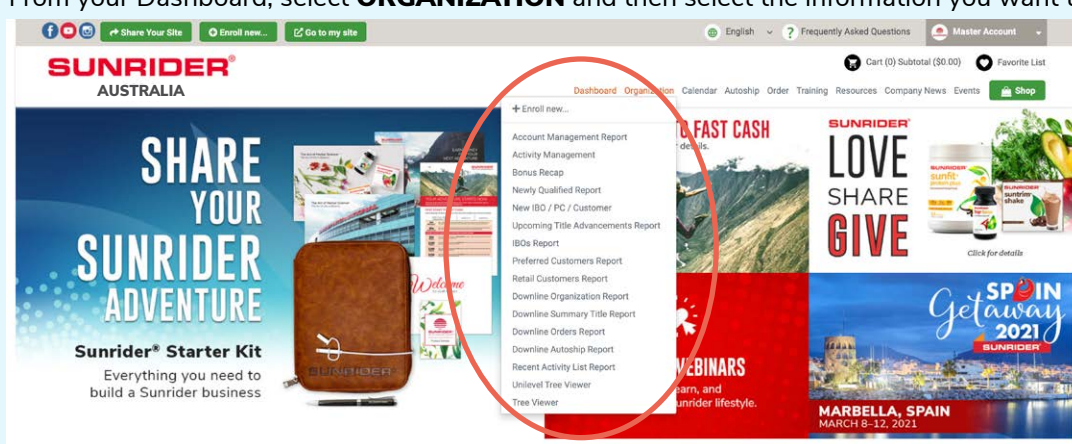
A8: Yes, to update your contact information, go to your name (top right corner of your Workspace page), click on the down arrow, and select **MY ACCOUNT**. You will see **ACCOUNT SETTINGS** and under this you will see **CONTACT INFORMATION**. Select **EDIT** to the right of the information you want to update.

Q9: Does ACCOUNT MANAGEMENT work the same as the previous one?

A9: Account Management in your Workspace takes your experience to a whole new level. While it allows you to view the same information as before, we have added filters that will allow you to sort the information to best fit your needs. We encourage you to experience this enhanced functionality for yourself.

Q10: How do I check my account activity in the new Workspace?

A10: Log in to workspace.sunrider.com, which will take you directly to your **DASHBOARD**. From your Dashboard, select **ORGANIZATION** and then select the information you want to



review, whether it's Account Management, Activity Management, etc.

Q11: How simple is it to create reports for my group?

A11: Creating reports in Workspace is very simple. All you need to do is select **Export to Excel** after you have populated the information you need.

Q12: How difficult is it to sign up a new Independent Business Owner (IBO), Preferred Customer (PC), or Retail Customer (RC)?

A12: The process to sign up a new prospect isn't difficult. As long as the prospect provides



PERSONAL WEBPAGE

Q13: How do I share my new Personal Webpage?

A13: Simply copy the URL on the address bar, paste it into an email, and send it to your recipient. Or, after logging in, click on **SHARE YOUR SITE** to automatically share the URL with the recipient. If they join Sunrider, you will automatically be assigned as their sponsor.

Q14: How can I get more information on navigating my Dashboard?

A14: You can find more help by going to our Training Videos. Simply click on **TRAINING** and then scroll down to **TRAINING PATH** and select the training you would like.

