

The following has been edited by TAMU System Benefits to reflect the 2015 pilot program elements.

Naturally Slim Application and Program FAQ

When I go 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 your company's application link in your browser. (www.naturallyslim.com/tamus)
- 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 and history settings 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.

I've taken the Naturally Slim program before or applied before, and I'd like to apply using my previous email address and/or user ID. How can I do this?

- 1.) Be sure to log completely out of your previous Naturally Slim account.
- 2.) Visit your company's Naturally Slim application page and click "Apply Now". Do not log in first. You will have the opportunity to log in later in the application.
- 3.) Continue until you reach the page titled "Corporate Enrollment".
- 4.) At the top of the page next to "Former Participants", click "Login to Continue".
- 5.) Log in using your previous Naturally Slim credentials. From here you will be able to complete your application using your previous account.

Please note: you can always create a new account while applying using a different User ID and email address, or follow the above instructions to apply using your previous account credentials.

I've forgotten my password and/or user ID. How can I retrieve this information?

- 1.) To obtain your user ID and/or password, visit www.naturallyslim.com and click "Log In" under the orange "Enroll Now" button.
- 2.) Next, click "Forgot your User ID?" or "Forgot your Password?" under the orange "Not a Member" button.
- 3.) From there, you will be prompted to enter in the 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 user ID.
- 5.) If you cannot remember the email address associated with your account, contact info@naturallyslim.com.

TAMUS is not currently allowing spouses to enroll. ~~My spouse and I are both applying to the program. Do we have to use different email addresses?~~

Yes. Each account requires a unique email address. If you share an email address, you can easily create a free email address at www.yahoo.com, www.gmail.com, www.hotmail.com, etc...

I have participated in Naturally Slim before and when I log into my account, I only see my old classes. Is this correct?

You most likely created a new account while applying for your current program, but are logging into your old account. You can retrieve your user ID using the above instructions. If you've forgotten the email address associated with your current account, contact info@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 on your program dashboard. Next, click request an extension. Depending on how long the class has been expired, you may be asked to provide information to the Naturally Slim Counselors as to why you are requesting an extension. If you are asked to provide the reason for your extension request, one of the Naturally Slim Counselors will review your request and contact you.

I haven't received my Naturally Slim kit. Is tracking available?

When the Naturally Slim kits are shipped, a tracking email is sent to the email address you provided on your application. This email comes from naturallyslim@elitefulfillmentsolutions.com with the subject line: "Your Naturally Slim Kit". Please check your junk/spam filter, as sometimes unrecognized email addresses get caught up in this filter.

Please note kits are not included with the Advanced program, only the Foundations program.

I haven't received any emails from Naturally Slim. What should I do?

We recommend adding the following emails to your contacts to ensure you receive all communications from Naturally Slim:

info@naturallyslim.com, counselors@naturallyslim.com, support@naturallyslim.com, nstown@naturallyslim.com, naturallyslim.com@elitefulfillmentsolutions.com, servicesHLC@HLCsignup.com, nstown@naturallyslim.com.

Have more questions? Contact info@naturallyslim.com for assistance.