



**QUICK
REFERENCE
GUIDE**

TO ACCESS YOUR ACCOUNT

PHONE INSTRUCTIONS

Call your personal toll-free **herbalink** number

When you hear your greeting, press 

Enter your personal password

You are at the **main menu**

ONLINE INSTRUCTIONS

Go to <http://www.herbalink.com>

Enter your Login ID

Enter your personal password

You are at your **inbox**

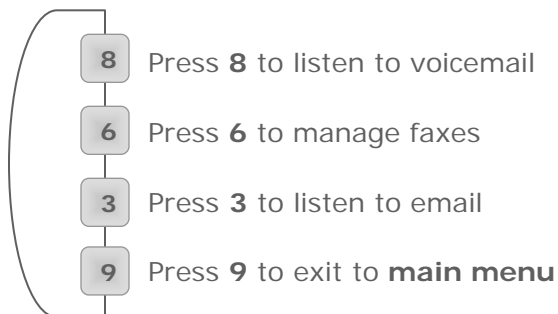
TO RETRIEVE YOUR MESSAGES

PHONE INSTRUCTIONS

From the **main menu**, press 

You are at the **play menu**

PLAY MENU:



After pressing one of the above options:

 Press **8** to listen to unplayed messages

 Press **7** to listen to played messages

ONLINE INSTRUCTIONS

From your inbox:

Click  to view all of your messages

Click  to view only your emails

Click  to view only your faxes

Click  to view only your voicemail

Each message can be determined as follows:

 Voicemail Message

 Email Message

 Fax Message

 Email with attachment

To play a message, click on the message

Messages can be played in any order

HERBALINK TIP #1 – RECRUITING

Your **herbalink** number is a powerful recruiting tool. By circulating your toll-free **herbalink** number on your marketing materials, you can be confident that your callers will have an exceptional first impression of your business. Record a greeting for your callers to hear, then let your **herbalink** number take care of the rest. You will never miss a call, and your callers will never hear a busy signal. Your **herbalink** number makes the perfect 24/7 personal assistant.

TO PLAY VOICEMAILS

PHONE INSTRUCTIONS

From the **voicemail menu**:

- 7 Press **7** to play the message again
- 2 Press **2** to answer (if internal)
- 4 Press **4** to give to another user
- 5 Press **5** to keep the message
- 3 Press **3** to discard the message
- 1 Press **1** to skip to next message
- 9 Press **9** to exit to previous menu
- * Press ***** to rewind 5 seconds
- # Press **#** to fast forward 5 seconds

ONLINE INSTRUCTIONS

From your **inbox**:

Click on the voicemail message you would like to listen to

Once opened, you will see the attached message, stored as a .wav file:

 [1081963206.wav](#) (38K)

Click on the **[Play]** link to the right of the attached file, or click the .wav attachment

Your message will play in your default media player, through your computer speakers

You can **Save**, **Delete**, **Reply** or **Forward** the message by clicking on the appropriate command

TO VIEW EMAILS

PHONE INSTRUCTIONS

From the **email menu**:

- 7 Press **7** to play the message again
- 2 Press **2** to answer (if internal)
- 4 Press **4** to give to another user
- 5 Press **5** to keep the message
- 3 Press **3** to discard the message
- 1 Press **1** to skip to next message
- 9 Press **9** to exit to previous menu
- * Press ***** to rewind 5 seconds
- # Press **#** to fast forward 5 seconds

ONLINE INSTRUCTIONS

From your **inbox**:

Click on the email message you would like to view

Once the email message is open, you can read the contents

Attachments can be opened by clicking on the file attached

You can **Save**, **Delete**, **Reply** or **Forward** the message by clicking on the appropriate link

To print the email, click on **[Printer Friendly Version](#)**

A new window will open that can be printed directly to your printer

TO VIEW OR PLAY FAXES

PHONE INSTRUCTIONS

From the **fax menu**:

- 8** Press **8** for fax transmittal options
- 7** Press **7** to play the message again
- 4** Press **4** to give to another user
- 5** Press **5** to keep the message
- 3** Press **3** to discard the message
- 1** Press **1** to skip to next message
- 9** Press **9** to exit to previous menu

To download a fax, press **8** on the fax menu for fax transmittal options.

- 4** 4 to send to a remote fax machine
- 7** 7 to receive (calling from fax machine)
- 9** 9 to exit to the previous menu

ONLINE INSTRUCTIONS

From your **inbox**:

Click on the fax message you would like to view

Once opened, you will see the attached fax, stored as a .tif file:



[1081954577.tif \(14K\)](#)

Click on the **[Preview]** link to the right of the attached file.

Your fax will be displayed your monitor

You can magnify or rotate the fax by using the appropriate commands at the top of the screen

The fax can be printed off on your printer

HERBALINK TIP #2 – TRAINING

herbalink is designed to generate powerful communication and training within your organization. With indispensable messages being transmitted between upline and downline, your entire organization will be better organized, focused and poised for success. Greater communication means greater success! Increased training equals greater advancement and progress for individuals as well as the organization. You will save time and effort when using **herbalink** as your primary communication means.

TO COMPOSE A MESSAGE

PHONE INSTRUCTIONS

From the **main menu**:

Press **6** to make a message

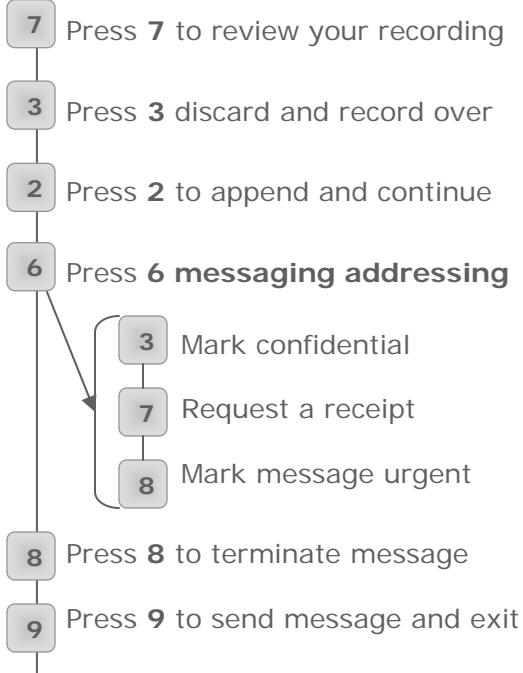
Enter the 10 digit **herbalink** number or distribution list number for which you are making a message

Press **2** to use your address book

Press the **#** to begin recording

Record your voice message when prompted

When you are finished recording, press **#**



ONLINE INSTRUCTIONS

In your account online, click the **Compose** tab on the left of the screen

Choose what message type to create:

Click **Voice to:** to send a voicemail

Click **Email to:** to send an email

Click **Fax to:** to send a fax

Click **Page to:** to send a text message

For voicemail, email and fax messages, enter the **herbalink** number (or distribution list) that you are sending your message to

Click the **To:** link, to use your address book

After typing your email or fax message, you can **Attach Files** by following the instructions to upload the files

After composing your message, you can:

Mark your message **Urgent**

Mark your message **Private**

Request a **Receipt**

To send the message, click **Send Now**

HERBALINK TIP #3 – RETAIN

Initial and consistent contact with new and current distributors alike is imperative in building and maintaining your Herbalife business. As most new prospects are largely impressionable during their first 90 days in the business, using herbalink to establish crucial contact and formative training will not only enhance their experience but will improve your rate of retention. Reduce frustrating “buy-backs” and keep your organization updated, motivated, progressing and in sync.