



Personal Web Sites – Frequently Asked Questions

1. How can a Shaklee Personal Web Site (PWS) help me build my business?

Personal Web Sites (PWS) are specially designed to provide information to your prospects about Shaklee products and the Shaklee opportunity. They are geared to get your prospects to take one of the following three actions: 1) join Shaklee, 2) purchase a product, or 3) contact you for more information.

The design, content, and navigation have been developed primarily for those who know little about Shaklee. Your PWS is designed to be a “destination” site that you can link to from your own Web site, blog, Twitter feed, Facebook account, or other social media sites. Your PWS is the face of your Shaklee online business.

2. How do I set up my Shaklee Personal Web Site?

Log in to MyShaklee.com and click on **My Website** (top-right corner of the page), then select “Yes! Sign me up for my Website.” You’ll then be guided through the PWS sign-up process.

3. How can I share information from my PWS via social media?

At the top of all Personal Web Sites there’s a **Share This** link, which allows you to share that page through social media.

4. What sections of my PWS can I customize, edit, or change?

The “About Me” section features several different areas you can customize. There’s default text already populated, so if you elect not to customize, your pages will contain the text that’s already there. This section should reflect you and your personality. To get started, write about what you like about Shaklee and why others should join Shaklee. We strongly encourage you to take the time to customize these areas and update them frequently.

On the “About Me” pages you can also add pictures that you’ve already posted to Web-based photo services such as Flickr, Photobucket, or Picasa. You don’t need to send these pictures to Shaklee for approval; you’ll already be agreeing to Shaklee’s Internet Guidelines as you update your pages.

5. Where can my Canadian customers (non-Members) place orders on my PWS?

At the top of your PWS there’s a navigation link titled **Shop**. By clicking on this link, your Canadian customers (non-Members) are able to shop directly from your Personal Web Site. They’ll have access to every product that’s available in the Shaklee Product Catalogue.

Reminder: Members should log in to MyShaklee.com to place orders so they can take advantage of preferred pricing and receive Personal Point Value (PV) on all orders placed.

6. Can my U.S. customers (non-Members) place orders on my Canadian PWS?

No. You’ll need to sign them up as U.S. Members by using the **Join Now** button, then selecting the drop-down menu with a small flag beside it and choosing **USA: English**. Your new Members will be in the U.S. shopping environment and will purchase items from the U.S. product line at U.S. pricing.

7. How can I add my name and contact information to my PWS?

To add a name and “tagline” to your PWS, log in to MyShaklee.com and select **My Website**. Then, choose the radio button next to the PWS you’d like to edit and click **Edit**. Next, click on the **Settings** tab, which gives you

the option to update your "Name" and/or "Tagline" fields. Once you're done, simply click **Save** at the bottom of the page.

Your name and contact information will then be displayed at the top of your PWS.

8. How can I get visibility into what people are clicking on when they come to my PWS?

There are two primary ways:

- a. iTrack provides visibility to the leads that are coming in from your PWS
- b. Google Analytics can provide comprehensive tracking information for your site, including what your visitors are clicking on, where they're coming from, and much more; it's a free service and can be set up by going to <http://www.google.com/analytics> – just follow the prompts and get started!

9. What is the cost of a Personal Web Site?

Your primary Personal Web Site is \$14.95 a month (the first month is \$24.95 and includes a one-time set-up fee). Each additional PWS template is \$7.50 per month. The set-up fee is waived when a GOLD PAK, GOLD Plus PAK, or a Super GOLD PAK is purchased, and the PWS is free for three months (with a GOLD PAK or a GOLD Plus PAK) or six months (with a Super GOLD PAK).

10. Is a credit card required when I set up my PWS?

Yes. The Personal Web Site Billing System requires that you enter a credit card number for monthly payments during set-up. Shaklee charges for each month in advance of providing PWS service. The first payment is due upon activation, and your credit card will be charged that day. Your credit card then will be charged on the same date each month beginning the month following activation. If you activate your site on the 29th, 30th, or 31st of the month, your billing date will be the 28th.

11. I signed up with a GOLD PAK, which includes several months of a PWS at no charge. Why do I need to provide credit card information?

Those who are eligible for "no-charge" months of PWS will still need to enter a credit card to ensure that we have a method of payment when this period expires. This ensures continuity of your PWS after the no-charge period expires. You have the option to cancel your PWS at the end of your no-charge period and before the card is charged.

12. How can I access the Canadian product line, pricing, and languages from my PWS?

At the top of all Personal Web Sites (right-hand side of the page) there's a drop-down menu with a small flag beside it. From this menu you can select one of three options: **Canada: English**; **Canada: French**; or **USA: English**. Please note that Canadian and U.S. Distributors can only sell Shaklee products in their own markets (please refer to #7).

13. How many PWS templates are there to choose from?

The following templates are now available: Opportunity, All Products, Vivix[®], R_x for a Healthier Life[™], Cinch[®], Get Clean[®], and Sports Nutrition.

14. What are the primary differences between the PWS templates?

The top navigation bar links and many of the "promo bar e-spots" (the square mini banners at the bottom of the template home page) are the same across all templates. However, the content and videos under the **Why Now** link are different from template to template. The **Why Now** link is focused on the **theme** of each template – essentially a "why now" about Vivix, Cinch, Get Clean, all products, R_x for a Healthier Life[™], the Shaklee Opportunity, and so forth. There are also a number of promo bar e-spots that are custom for each of the templates.

15. Where can I find videos on my PWS?

The **Why Shaklee** and **Why Now** sections contain multiple videos.

16. How do I manage my PWS – that is, change my *About Me* page, template, contact information, etc.?

There are two ways to edit your PWS:

- a. Log in to MyShaklee.com and go to **My Website**, then select the radio button next to the PWS template you'd like to modify and click **Edit**
- b. Click **Edit** directly from your PWS page

17. Where can I get information or guidance about personalizing my PWS?

You have lots of great support for customizing or personalizing your PWS. Visit the **Training** page at MyShaklee.com and click on **My Business and PWS Training Calls**. Here you'll find a schedule of live training Web conferences, as well as recordings of previous training sessions, and workbooks that will guide you through the process of personalizing your PWS.

18. What if I have more questions about Personal Web Sites?

If you have additional questions you can call Shaklee Canada Field Support at 1-888-5-SHAKLE (1-888-574-2553) or e-mail us at canada@shaklee.com. Please include the acronym "PWS" or the phrase "Personal Web Site" in the subject line.