



L'BRI
PURE n' NATURAL



L'BRI Connect
MOBILE APP
GUIDE & FAQ

TABLE OF CONTENTS

GENERAL INFORMATION	3
Support provided for the app	
DOWNLOADING THE APP	3
SET UP MY PROFILE	3
How to add the information that displays on the website link when sharing resources from the app	
How to add your photo	
How to add what displays when sharing on social media	
SELECT YOUR NOTIFICATION PREFERENCES	4
SYNC CONTACTS	4
How to add contacts from your phone	
HOW TO ORGANIZE YOUR CONTACTS	5
FEED TRACKS ACTIONS TAKEN	5
SHARING RESOURCES (videos, images, PDFs, websites)	5
How to Share a Resource via Email or SMS (text)	
How to Share a Resource to Social Media	
How to Share a Resource through Facebook Messenger	
How to Download a Resource from the App	
How to Select Favorites	
How to Customize Your Tools Page	
Drip Campaigns	
MY MEDIA	7
How to Create Interactive Video	
Interactive Video Best Practices & Tips	
How to Add an Image to My Media Section	
How to Add Your Website to My Media Section	
How to Add a PDF to My Media Section	
How to Edit a My Media Resource	
How to Delete a My Media Resource	
How to Delete an Interactive Video in My Media	
FAQ	9
What can I do if the app is not functioning properly?	
If clearing cache does not restore proper function, try these options	
Will my data be deleted if I delete my app?	
Should I turn on Lead Capture?	

L'BRI Connect Mobile App

The L'BRI Connect Mobile App is a powerful tool that makes it so easy to share videos, images, PDFs and links with your contacts. It contains an abundance of resources; it's organized for easy access; it includes descriptions that create curiosity and prompts action – all done for you! You can create your own videos, and even make them interactive with buying and joining links. PLUS, L'BRI Connect tracks action taken to make follow-up a breeze.

So, let's get started!

GENERAL INFORMATION

Support provided for the app:

L'BRI Customer Care

Hours of Operation: Mon–Fri, 8:30am–4:30pm Central Time

Phone: 262-363-9674 or 800-742-8828

Email: support@lbri.com

DOWNLOADING THE APP

- ▷ You can download the app onto iOS and Android devices: phones, tablets, even multiple devices.
- ▷ A system-generated email and text is sent to Consultants using the email and mobile phone number that is in your Business Center. Be sure that information is correct. If you don't see the email, it may have been routed to spam because it is coming from a new, unknown address or may not be recognized.
- ▷ You can also download the app from the Apple App Store or Google Play. Type **L'BRI Connect** in the search to download. Use your Business Center credentials to log in.
- ▷ While you do need to accept the terms and conditions before using the app, the subscription or fees do not apply to L'BRI. Access to the L'BRI Connect app is included as one of the many benefits provided with your monthly technology fee.

SET UP MY PROFILE

How to add the information that displays on the website link when sharing resources from the app:

1. Tap **More** at the bottom right corner.
2. Tap **My Profile**.
3. Tap **My Info**. You can update your picture by tapping it, change name, email address, and phone number. (If you choose to add a Bio, make it very brief; 1-2 sentences about your purpose with L'BRI.)

How to add your photo:

1. Tap **More**, then tap **My Profile**.
2. Tap **My Info**. Tap the camera icon to the left of your name.
3. Select **Take Photo** or **Choose Photo**.

How to add what displays when sharing on social media:

1. Tap **More** at the bottom right corner.
2. Tap **My Profile**, then tap **Share Options**.
3. Tap **Social Display**. This reveals a list of social media platforms. Add your user name to those you desired. This will show in the player page when you share resources.

SELECT YOUR NOTIFICATION PREFERENCES ---

1. Tap **More**, then tap **Settings**.
2. Under Feed section, tap **Notifications**.
3. Select if you want to be notified in the Feed by Email or SMS (text) when new content is added or if an action is taken by a contact. If you select Email, you have the option to choose the email you use for L'BRI.

SYNC CONTACTS ---

You can add all contacts or select specific contacts from your phone contact.

How to add contacts from your phone:

1. Tap **Contacts** at the bottom of the app.
2. Toward the top of the screen, click on **Sync Device Contacts**.

If you want to sync ALL CONTACTS that are in your mobile device:

3. Click **Sync All**.
4. Every time you add a new contact to your mobile phone, pull down on the contacts page in the app to refresh it and the new contacts will be added to the app.

If you want to sync SPECIFIC CONTACTS that are in your mobile device:

3. Find the contacts to be synced from the list of contacts in your mobile device, then tap the **+ Sync** buttons to the right of each contact's name to add them to the app.
4. Once the contacts you want to sync are selected, click **Done** at the upper right.
5. Every time you add a contact to your phone that you want to add to the app, you will need to click on **Sync Device Contact** and find the contact. You can use **Search** to find them quickly. Then click **+ Sync** and **Done** to add them. If they don't show in the app immediately, swipe down to refresh.

HOW TO ORGANIZE YOUR CONTACTS

An efficient way to manage your contacts within the app is to sort them by Hot and Cold. A Hot contact is someone you want to reach out to soon. Marking them Hot makes them easy to find in your list of contacts. Cold contacts may be people you may not know very well, or people you want to contact later.

- Swipe contact **right for Hot** and swipe **left for Cold** to separate them.
- You can also tap the **swipe icon** in the upper right corner which pulls up all the contacts you have not had interactions with. You can quickly swipe them Hot or Cold to swipe up to skip or swipe down to hide them.
- When you want to view all Hot or all Cold contacts, tap the desired tab at the top.
- You can send resources in the Tools page to contacts from this view.

NOTE:

- Contacts can be easily synced from your mobile device. The desktop version of the app will allow you to import contacts from an Excel or CSV file into the app. (Refer to Desktop training to learn more.)
- Phone numbers are pulled from your phone contacts. Typically, you don't need to start with the country code, but you must include the area code and phone number.

FEED TRACKS ACTIONS TAKEN

The Feed shows what activity is going on through the app. When sharing from the app through SMS and Email, activity is tracked in the Feed. However, if sharing via Social and Copy, it does not. When sharing to Facebook Messenger, use the Social or Copy option but select the contact first.

Here are some examples of what you can see in the Feed:

- When you share a resource with someone through SMS or Email.
- When a person clicks on a resource.
- The percentage of a video a person watched.
- When someone visits your website or requests more info.

NOTE: Activity in the Feed cannot be deleted.

SHARING RESOURCES (videos, images, PDFs, websites)

Always pull down from the top of the Tools page to refresh which ensures you have access to the latest resources. L'BRI Connect provides new, relevant content each month. Occasionally resources are removed and will no longer be available. For this reason, you may want to download the resource to be sure you always have access to it.

How to Share a Resource via Email or SMS (text):

1. On **Tools** page, pull down to see the latest resources.
2. Select the resource you want to share. Remember, each section can be expanded to display more content by tapping **SEE ALL**.
3. You can click the **eye icon** or **play button** to preview the resource before sharing.
4. Once ready to share, select **Email** or **SMS** option at the bottom.
5. Select the contact you want to send to.

6. The app will generate a message with a suggested script that you can edit. You will then see your email or text application. The message also includes the resource link to your website. Tap **Send**. You will be notified that it was sent successfully.
7. When the recipient clicks on the resource, they will see the resource shared along with actions to take: request more info, order, or join.
8. When you go back to the **Feed** at the bottom of the app, you will receive feedback that the resource was sent and what action was taken by the recipient.

How to Share a Resource to Social Media:

1. On **Tools** page, pull down to see the latest resources.
2. Select the resource you want to share. Remember, each section can be expanded to display more content by tapping **SEE ALL**.
3. You can click the **eye icon** or **play button** to preview the resource before sharing.
4. Once ready to share, select **Social** at the bottom.
5. Write your own message, or use the example message by tapping **Use Example Message**. The message will appear in the **Write a Unique Message** box. Tap **Copy**. Edit it slightly to make it your own. Because there is a link embedded in the resource, it's a good idea to put the link in the first comment and add to the message: "The link is in the first comment below."
6. Then tap **Copy**. (If you don't edit the script by 10% or more, you will be prompted to do so. Tap **Got it**.)
7. Select a platform option. Once the platform opens, tap **Paste** in **Write a Message** box.
8. Tap **Post** to post.
9. You can learn more by watching **Posting to Social Media** video in the **App Training Videos** section.

How to Share a Resource through Facebook Messenger:

1. This is done in a slightly different way than posting resources to social media or when sending info via email or text. Instead of tapping on a resource first, go to **Contacts** first.
2. Select the contact, tap **Share Tools** and select the resource.
3. Next, tap **Social** at the bottom, tap **Use Example Message** (edit it slightly) and tap **Copy**.
4. Select **Facebook Messenger**, select the contact again and tap **Send**.
5. If you go back to the **Feed** at the bottom of the app, you will receive feedback that the resource was sent and what action was taken by the recipient.

PRO TIPS:

- ▷ Sharing resources from the app provides the ability to see the action that was taken by the recipient in your Feed to make follow up easy. You can share a resource with several names from your phone contacts when you tap on the plus + sign. However, you will only get action feedback in your Feed for the first person listed.
- ▷ You can add text or images to a resource. We've left lots of white space in some of the images. For example: The Facebook group covers are blank templates. You can download them to your camera roll and then customize them in Canva.

How to Download a Resource from the App:

Not all videos can be downloaded due to copyright laws. When a person's image and voice are used in a video, it is automatically copyrighted and cannot be downloaded to be uploaded elsewhere by someone who did not create the original content.

1. Tap on the resource, then tap **Download**.
2. It is recommended that you download images and videos by tapping **Save to Photos**.
3. When downloading PDFs, either tap **Save to App** or **Save to File**.

How to Select Favorites:

1. Tap the resource.
2. Tap **Favorite**. When your first favorite is selected, a new **Favorites** section is created in the app.

NOTE: If one of your Favorites is removed from the app, it will no longer appear in your Favorites section. For this reason, you may want to download the resource to be sure you always have access to it.

How to Customize Your Tools Page:

1. From **Tools** page, tap the **toggle icon** in the upper right corner.
2. Press down on the section you want to move within the list.
3. From here you can toggle sections on or off.
4. Tap **Done** when completed.

Drip Campaigns

L'BRI Connect provides drip campaigns to use. If you want to create your own, use the Desktop version of the app.

MY MEDIA

My Media has four different options: Videos, PDFs, Images, and website links. This gives you more ways to add your personal content that you may want to use over and over to connect with prospects, customers, and team members. Your Executive Manager has the ability to share resources with you. They will appear in your My Media section.

How to Create Interactive Video:

1. Verify that you have a strong signal or internet connection before beginning.
2. On **Tools** page, scroll to **My Media** section.
3. Tap **plus + icon**.
4. Tap **Video** then select an existing video from your photo gallery or tap **Record Video**.
5. Scroll through the video to find the desired thumbnail which is shown in the top box.
6. Enter a **Title** for the video and add a **Description**.
7. Tap **Next** in upper right corner.
8. Click the corresponding interactive button that you would like to add. Then click the **(+)** Add button to see the content to add:
 - For Link, Calendar, Social, Email, and Call, enter in either the full URL or email address/phone

number.

- For Media, click **PDF** or **Video**. This will pull in all the PDFs or Videos that have been uploaded in the application.
 - For Shop, this will pull in all the Shop sites that have been uploaded within the application.
9. After you have selected the corresponding type of button and added the information or selected the resource, you can then change the style by clicking **Style**.
 10. Once completed, click **Save** in the upper right.

IMPORTANT: Be sure to watch the **My Media Training Video** for a more detailed tutorial.

Interactive Video Best Practices & Tips:

- ▷ Videos must be a minimum of 5 seconds and a maximum of 3 minutes.
- ▷ There is no limit, but it is highly recommended that you add no more than 3 links to keep your "call to action" simple and clear.
- ▷ Videos record in the app and also on your phone. Once recorded and sent to your contact, you can delete the video on your phone to save space, and it will still be available in the app.
- ▷ The most effective strategy for interactive video is to personalize each one by using the contact's name and referencing something unique about your connection with them.
- ▷ Another effective strategy is to record a "generic" video. For example: you could send the same interactive video to people you met at a vendor event and insert a link to shop. You could also invite them to join your VIP group to get more tips by including a link to your Facebook group. Once they take action, you would then know if they placed an order and asked to join your VIP group.

How to Add an Image to My Media Section:

1. Verify that you have a strong signal or internet connection before beginning.
2. On **Tools** page, scroll to **My Media** section.
3. Tap **plus + icon** and tap **Image**.
4. Either take a new image or select an existing image from your gallery.
5. **Enter Title** for the image and **Write a Description**.
6. Tap **Save** in upper right corner.

How to Add Your Website to My Media Section:

1. Verify that you have a strong signal or internet connection before beginning.
2. On **Tools** page, scroll to **My Media** section.
3. Tap **plus + icon**.
4. Tap **Website**.
5. Type or paste your desired website URL. Be sure to include the full URL including https:// at the beginning.
6. Use the thumbnail provided from the website or tap **Select Thumbnail** and choose an existing image from your Files or photo Gallery.
7. Give the website a **Title** and **Write a Description**.
8. Tap **Save** in upper right corner.

How to Add a PDF to My Media Section:

1. Verify that you have a strong signal or internet connection before beginning.
2. On **Tools** page, scroll to **My Media** section.
3. Tap **plus + icon**.
4. Tap **PDF**.
5. Select PDF from your files.
6. You can use the thumbnail displayed which is the PDF or edit the thumbnail by tapping **Edit Thumbnail**, or **Select Thumbnail** to add a different image by uploading from your photos.
7. **Enter Title** for the PDF and **Write a Description**.
8. Tap **Save** in upper right corner.

How to Edit a My Media Resource:

1. On **Tools** page, scroll to **My Media** section.
2. Tap on the resource you wish to edit.
3. Tap **Edit** at the top and the edit screen will appear.
4. Edit what needs to be changed.
5. Tap **Save** in upper right corner.

How to Delete a My Media Resource:

1. On **Tools** page, scroll to **My Media** section.
2. Tap on the media image you wish to delete.
3. Tap **Edit** at the top and the edit screen will appear.
4. Scroll to the bottom and tap **Delete**.
5. Confirm you want to **Delete**.

How to Delete an Interactive Video in My Media:

1. On **Tools** page, scroll to **My Media** section.
2. Tap on the video, tap on **Edit** at the top and the video needs to load.
3. Then tap on **Delete Video** at the bottom.
4. Confirm you want to **Delete**.

FAQ

What can I do if the app is not functioning properly?

1. Tap **More**, then tap **Settings**.
2. Scroll to bottom, tap **Clear Cache**.
3. Confirm by tapping **Clear Cache**.
4. Log back into app.

If clearing cache does not restore proper function, try these options:

- ▷ Logging out and logging back into the app.
- ▷ Update to the latest operating system for your device.
- ▷ Contact L'BRI Customer Care for additional help.

L'BRI Customer Care

Hours of Operation: Mon–Fri, 8:30am–4:30pm Central Time

Phone: 262-363-9674 or 800-742-8828

Email: support@lbri.com

Will my data be deleted if I delete my app?

If you want to delete the app from one device, you can download it onto another device and log in there. No data will be deleted when app is deleted.

Should I turn on Lead Capture?

NO, Lead Capture requires visitors to enter their name and email address before gaining access to web pages you share. It is turned OFF by default, and we highly recommend it remains OFF. Lead Capture is located in ***My Profile*** under ***Share Options***.