



L'BRI
PURE n' NATURAL



L'BRI Connect
MOBILE APP
GUIDE & FAQ

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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

To see the latest content in the app:

1. Tap the **Tools** tab at the bottom of the app.
2. Pull/swipe down on the top of the app screen to refresh the content.

You will also receive a notification on your phone when new content is added.

What can I do when the screen is blank?

1. Go into **Settings**
2. Scroll to bottom, click **Clear Cache**
3. Confirm by clicking **Clear Cache**
4. Log back into app

What can I do if the app crashes?

- ▷ Logging out and logging back into the app usually corrects this.
- ▷ This may happen if you need to update to the latest operating system for your device.
- ▷ When prompted, always update to the latest version of the app.
- ▷ Contact L'BRI Customer Service for additional help.

How to change the information that displays on the website link when sharing resources:

1. Click on **Settings** then **My Profile** and **My Info**.
2. You can update your picture, name, email address, phone number and bio. (Bio has to be 400 characters or less.)

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**.

DOWNLOADING THE APP

Can I download the app onto phones and tablets, even multiple devices?

You can download the app on Android and iOS devices, tablets and multiple devices.

Why didn't I get the app download link via email and text?

- ▷ When this happens the L'BRI Connect link most often has routed to spam because it is coming from a new, unknown address or may not be recognized by a Consultant.
- ▷ The 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.

Can the app be downloaded from the Apple App Store or Google Play?

Yes. Type **L'BRI Connect** in the search to download. Use your Business Center credentials to log in.

Can I change the app from an Android device to an iPhone?

Yes, and if you want to delete the app from one device, you can download onto another device and log in there.

What does it mean when I see "terms and conditions" that refer to a trial subscription or fees when you download the app?

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.

SYNCING CONTACTS ---

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.

Is there a certain format for entering phone numbers for sending text messages?

Phone numbers are pulled from your phone contacts. Typically, you don't need to start with the country code, but do include the area code and phone number.

Can I sync or upload contacts from the Business Center?

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.

SHARING RESOURCES (videos, images, etc.)

How to share a resource via Email or SMS (text):

1. Tap the **Tool** tab and select the resource you want to share. Remember, each section can be expanded to display more content by tapping **SEE ALL**.
2. You can click the **eye icon** or **play button** to preview the resource before sharing.
3. Once ready to share, select **Email** or **SMS** option at the bottom of the page.
4. Select the contact you want to send to.
5. The app will generate a message with a suggested script that you can edit. The message also includes the resource link. Tap **Send**.

You will be notified that it was sent successfully.

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.

How to share to Social media:

1. Tap the **Tools** tab.
2. Select the resource you want to share.
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 of the page.
5. Write your message, or use the example message by tapping **Use Example Message**. The message will appear in the **Write a Unique Message** box. Edit it slightly to make it your own, then tap **Copy**. If you don't edit the script by 10% or more, you will be prompted to do so.
6. Select a platform option. Once the platform opens, tap **Paste** in **Write a Message** box.
7. Tap **Send** to post.

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.

How to download from the app:

Downloading a resource from the app will give you access to it even if you are not connected to the internet. Videos cannot be downloaded at this time.

1. Click on the resource then tap **Download**.
2. Once you click **Download**, go out of the section you are in, scroll to the bottom and you will see the resources you downloaded.
3. To download right to your camera roll, click the **eye icon** and tap the **download icon** in upper right.

How to select Favorites:

- ▷ Tap the resource then tap ***Favorite***.
- ▷ L'BRI Connect will always provide new, relevant content each month.
- ▷ Occasionally resources are removed. 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.

Where should I put a link when posting in Facebook?

Facebook doesn't want people to leave their platform, so it doesn't let you post a link that will take people off. It is better to put the link in the comments and say, "Click on the link in the comments to view the video."

You can learn more by watching ***Posting to Social Media*** video in the ***App Training Videos*** section.

Can I send a resource to multiple people?

You can share a resource with selected 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.

Can I add text to images?

Yes. 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.

INTERACTIVE VIDEO ---

How to create an interactive video:

1. ***Verify that you have a strong signal or internet connection before beginning.***
2. Click on ***plus +*** sign on the ***Tools*** page (iPhone - upper right, Android - bottom right).
3. Either record a new video or select an existing video.
4. If you want to add interactions to the video, be sure to watch the ***App Training Video*** for all the steps.
5. Select an image for the thumbnail of the video.
6. Click on the ***Next*** button in upper right corner.
7. ***Name*** the video and add a description.
8. Click ***Save*** in upper right.

What is the recommended time for interactive "selfie" videos?

Videos need to be a minimum of 5 seconds and a maximum of 3 minutes which is also a best practice. Research shows that people won't watch a video that is too long.

After recording an interactive video, will it record to a cloud database?

Your video records 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.

As a best practice, send the completed video to your contact before deleting it from your mobile device.

How many links can I put in an interactive video?

- ▷ There is not a limit, but it is highly recommended that you add no more than 3 to keep your "call to action" simple and clear.

How do I delete one of my interactive videos?

1. Tap on the video, tap on **Edit** at the top and the video will load.
2. Tap on **Next** at the top right.
3. Then tap on **Delete Video** at the bottom.
4. Confirm you want to delete the video.

Can I send the same interactive video to multiple people and get feedback on the action each of them took?

- ▷ The most effective strategy is to personalize each interactive video by using the contact's name and referencing something unique about your interaction with them.
- ▷ Another strategy that can also be effective is to record a more "generic" video. For example: You could send the same interactive video to several customers to follow up on requests for more information about a product that's on sale and insert a link to shop. You could also invite them to join your VIP group to get more tips and include 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 the Feed works:

The Feed shows what activity is going on through the app. Here are some examples:

- ▷ When you share any resource with anyone through SMS or email
- ▷ When the person opens up the message
- ▷ The percentage of a video the recipient watched
- ▷ When someone visits your website

Activity in the Feed cannot be deleted.

DRIP CAMPAIGNS

Can a drip campaign be created for texting like it is for emailing?

That functionality is not available.

When should I initiate the sample drip campaign?

You'll want to anticipate when your prospect will receive their samples. Activate the drip based upon how long it typically takes for them to receive mail. Once activated, your prospect will automatically receive two email messages. You are not able to customize either message.

- ▷ **Day 1:** "I'm reaching out to let you know your L'BRI samples are on the way, and tracking info is coming to your inbox. I'll be in touch soon to make sure everything arrived. If you have any questions, just let me know!"
- ▷ **Day 5:** "I'm back! Did the samples arrive OK? I'm so excited for you to try L'BRI!"