

## **IT WORKS! WRAP APP - F.A.Q.**

### **EFFECTIVE FEBRUARY 6, 2016**

#### **Q. What is the It Works! WRAP APP?**

The WRAP APP is your new way to share and try That Crazy Wrap Thing™! It is THE guide to everything you need to experience “wraptastic” results in as little as 45 minutes to progressive results over 72 hours!

With the WRAP APP, you can:

- Know how long to wrap with 45 minute and 72 hour timers
- Take your Before & After pictures to see visible results
- Easily share results across social media, email, and text
- Get reminders and fun tips for experiencing the best Wrap results
- Watch videos and get product tips

#### **Q. How much is the It Works! WRAP APP?**

The It Works! WRAP APP is free to download.

#### **Q. Which devices/operating systems can run the It Works! WRAP APP?**

The It Works! WRAP APP is available for Android smartphones and tablets running Android 4.4 or newer, and Apple smartphones and tablets running Apple iOS 8.1 or newer.

If you find that the WRAP APP is not working on your particular Apple or Android device, please provide feedback including which device and operating system you’re using at [MobileAppFeedback@itworksglobal.com](mailto:MobileAppFeedback@itworksglobal.com).

Please begin the subject line with the words “WRAP APP.” Followed by a short description of the issue/request. Also include in the body of the email the following information:

- Customer type and ID used to “Unwrap the App”
- Device and operating system
- Detail of the issue or enhancement request

For example:



Send To... ☐ MobileAppFeedback

Cc...

Subject: Wrap App: Add support for .....

ID: ID used to Unwrap the app on your device  
Customer Type: (LC or DT?) of the ID used to Unwrap the app on your device  
Device: IOS 6+  
Operating system: 8.1  
Issue:  
Enhancement Request: It would be great if the Wrap App allowed us to .....

**Q. Is the It Works! WRAP APP available for Android tablets?**

The It Works! WRAP APP is principally a mobile app, but it does work on Android tablets.

**Q. How do I find the It Works! WRAP APP?**

You can download the It Works! WRAP APP at [apps.itworks.com](http://apps.itworks.com), or through the app store on your smartphone or tablet. Search for the It Works! WRAP APP using any of the following search phrases in the Apple App Store or Android Market on Google Play: "My It Works!" or "WRAP APP."

**Q. What ID do I use to unlock the It Works! WRAP APP?**

**Enter ID:** The user can enter:

- The ID of a Distributor that was provided to them on a Blitz Card.
- Their own ID if they are already a Loyal Customer or a Distributor themselves.

**Blitz Cards:**

In the US only, the Blitz Cards have been updated to include the path to the It Works! apps page, as well as a place to include your Distributor ID number, which your prospects can use to Unwrap the App.



**Q. How safe is the It Works! WRAP APP?**

The WRAP APP uses encrypted security so you can use the app with confidence knowing that all of your data and credit card information are secure.

**Q. Can I download the It Works! WRAP APP to my computer?**

No. The WRAP APP is only available for mobile devices, such as smartphones and tablets.

**Q. Is the It Works! WRAP APP available in multiple languages?**

Not at this time. Currently the WRAP APP is only available in English.

**Q. I downloaded the It Works! WRAP APP but erased it; what do I do now?**

Don't worry! Simply re-download the It Works! WRAP APP at [apps.itworks.com](http://apps.itworks.com).

**Q. What's the best way to use the WRAP APP?**

Get your Wrap Party started with the WRAP APP! Encourage your Wrap Party attendees to download the WRAP APP (share your Distributor ID for them to "Unwrap the App") and use it as a mobile guide for That Crazy Wrap Thing!

With the WRAP APP, you can:

- Know how long to wrap with 45 minute and 72 hour timers
- Take your Before & After pictures to see visible results
- Easily share results across social media, email, and text
- Get reminders and fun tips for experiencing the best Wrap results
- Watch videos and get product tips

**Q. Where is the WRAP APP available?**

Apple Users:

- Supports: phones and tablets using Apple iOS 8.1 and newer
- Apps.itworks.com
- iTunes App store

Android Users:

- Android OS 4.4 and newer
- Apps.itworks.com
- Google Play Store

**Q. How do I find the WRAP APP on the iOS app store?**

You can download the It Works! WRAP APP through the app store on your smartphone or tablet. Search for the It Works! WRAP APP using any of the following search phrases in the Apple App Store or Android Market on Google Play: “My It Works!” or “WRAP APP.”

**Q. How do I find the WRAP APP on the Android market?**

You can download the It Works! WRAP APP through the app store on your smartphone or tablet. Search for the It Works! WRAP APP using any of the following search phrases in the Apple App Store or Android Market on Google Play: “My It Works!” or “WRAP APP.”

**Q. Is the app available for Windows or other smart phones?**

Not at this time.

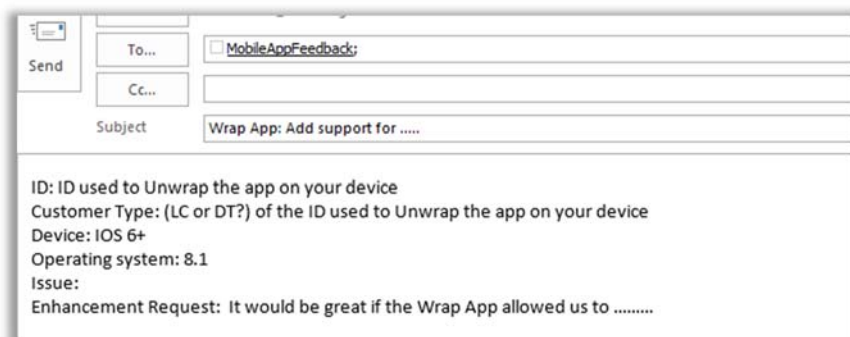
**Q. Will the WRAP APP work on iOS and Android tablets?**

It may or may not, depending on which tablet and which version of the operating system you are using. If you find that the WRAP APP is not working on your particular Apple or Android device, please provide feedback including which device and operating system you’re using at [MobileAppFeedback@itworksglobal.com](mailto:MobileAppFeedback@itworksglobal.com).

Please begin the subject line with the words “WRAP APP.” Followed by a short description of the issue/request. Also include in the body of the email the following information:

- Customer type and ID used to “Unwrap the App”
- Device and operating system
- Detail of the issue or enhancement request

For example:



The screenshot shows an email composition window. The 'To' field is set to 'MobileAppFeedback;'. The 'Subject' field contains 'Wrap App: Add support for .....'. The body of the email contains the following text:

ID: ID used to Unwrap the app on your device  
Customer Type: (LC or DT?) of the ID used to Unwrap the app on your device  
Device: IOS 6+  
Operating system: 8.1  
Issue:  
Enhancement Request: It would be great if the Wrap App allowed us to .....

**Q. Can a prospect or potential customer/distributor download the WRAP APP and use it?**

Yes, and it creates a new lead!

**Q. If I have feedback who do I contact?**

You can submit questions, feedback and errors to [MobileAppFeedback@itworksglobal.com](mailto:MobileAppFeedback@itworksglobal.com)