



SYSTEMS TRAINING 4



MANAGING YOUR ACCOUNT

INSIDE YOU'LL FIND



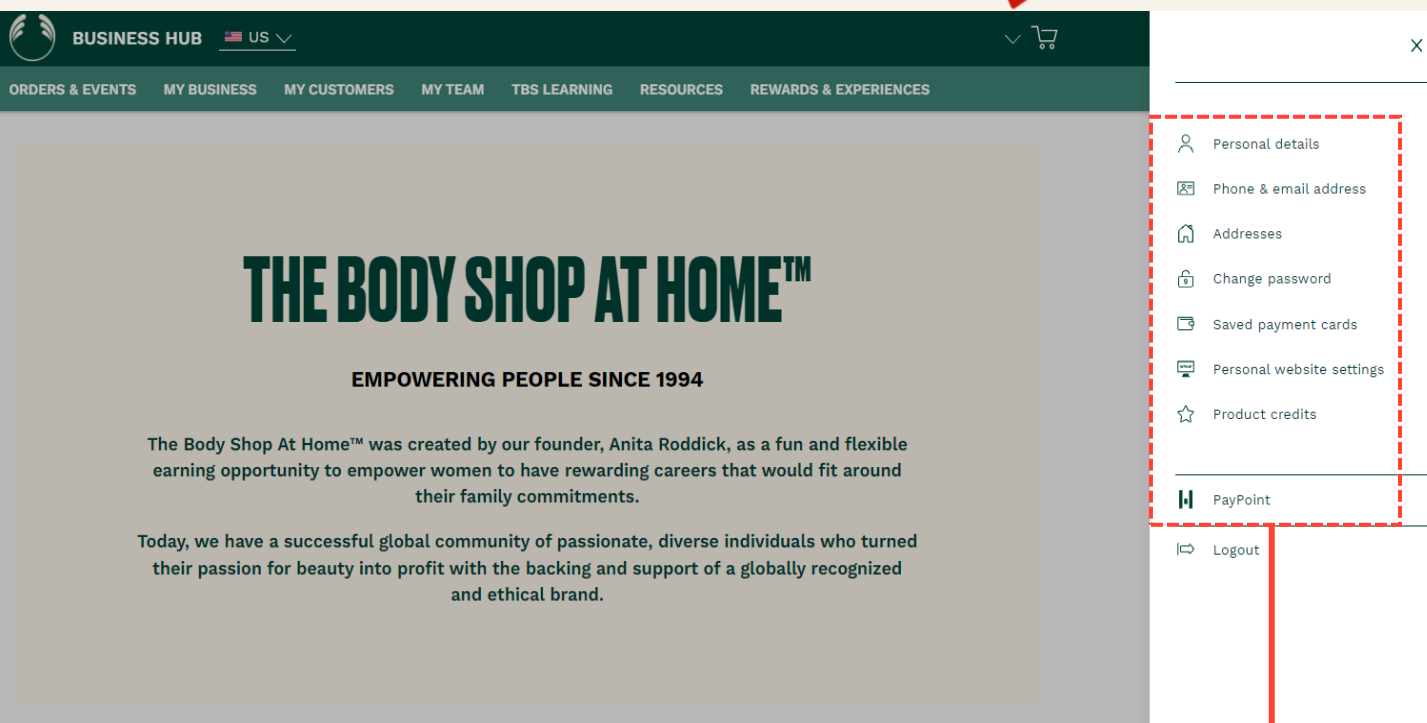
Everything you need to know about
accessing your Account as well as
viewing or amending your Account
information

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YOUR ACCOUNT

Accessing Your Accounts Page

1. To access your accounts page, select the drop down arrow next to your name



The screenshot shows the website header with a navigation bar. The 'BUSINESS HUB' section includes a dropdown arrow next to 'US'. A red dashed arrow points from the instruction box to this dropdown arrow. Below the navigation bar, the main content area features the 'THE BODY SHOP AT HOME™' logo and the tagline 'EMPOWERING PEOPLE SINCE 1994'. To the right, a user profile menu is open, listing options: Personal details, Phone & email address, Addresses, Change password, Saved payment cards, Personal website settings, Product credits, PayPoint, and Logout. A red dashed box highlights the first seven options, and a red line connects the 'Logout' option to the second instruction box.

2. This will show a number of options where you can access information such as your:



- Personal Details
- Phone & Email address
 - Addresses
- Modify Your Password
- Saved Payment Cards
 - PWS Settings
- Product Credits



YOUR ACCOUNT

Personal Details


By selecting an option from the pop out window on the previous page, you will be take the corresponding page. For example – as you can see you now have a full view of 'Personal Details'


BUSINESS HUB US  

ORDERS & EVENTS MY BUSINESS MY CUSTOMERS MY TEAM TBS LEARNING RESOURCES REWARDS & EXPERIENCES

Personal details

- Phone & email address
- Addresses
- Change password
- Saved payment cards
- Personal website settings
- Product credits

 PayPoint

 Logout

Personal details

First name
Pearle


Preferred first name
If different from above, we will use this to refer to you
Pearle

Middle name
If you have any

Last name

Date of birth

Consultant ID

 To update your first name, last name and date of birth, please contact [consultant support](#)

Update

Within 'Personal Details' you can view your stored Date of Birth and Consultant ID, this is the information you entered during enrolment

You are able to input your Preferred First Name and your Middle Name here

To save the information you have inputted, simply select 'Update'

To update your First Name, Last Name or Date of Birth you will need to get in contact with the Consultant Support Team



YOUR ACCOUNT

Phone & Email Address

By selecting the 'Phone & Email' option, you will be taken to the screen where you can check the Phone and email address you have on your account. These are the details Head Office will use to communicate with you

The screenshot shows the 'Business Hub' interface. The top navigation bar includes 'BUSINESS HUB', a language dropdown set to 'US', and a user profile icon. Below this is a menu with options: 'ORDERS & EVENTS', 'MY BUSINESS', 'MY CUSTOMERS', 'MY TEAM', 'TBS LEARNING', 'RESOURCES', and 'REWARDS & EXPERIENCES'. The left sidebar lists user settings: 'Personal details', 'Phone & email address' (highlighted), 'Addresses', 'Change password', 'Saved payment cards', 'Personal website settings', 'Product credits', 'PayPoint', and 'Logout'. The main content area is titled 'Phone & email address' and contains the following elements:

- A heading: 'Head Office will use these details to communicate with you.'
- An 'Email address *' field with a 'Change' link to its right.
- A 'Mobile phone number *' field with a dropdown menu showing '+1' and a US flag.
- An 'Alternative phone number' field with a dropdown menu showing '+1' and a US flag.
- An 'Update phone numbers' button at the bottom right, which is highlighted with a red dashed box.
- A footnote: '* Indicates required information'.

Red arrows and dashed lines are used as annotations: one points from the 'Phone & email address' menu item to the page title; another points from the 'Update phone numbers' button to a text box at the bottom left; a third points from the 'Change' link to a text box at the bottom right. A woman illustration is at the bottom left.

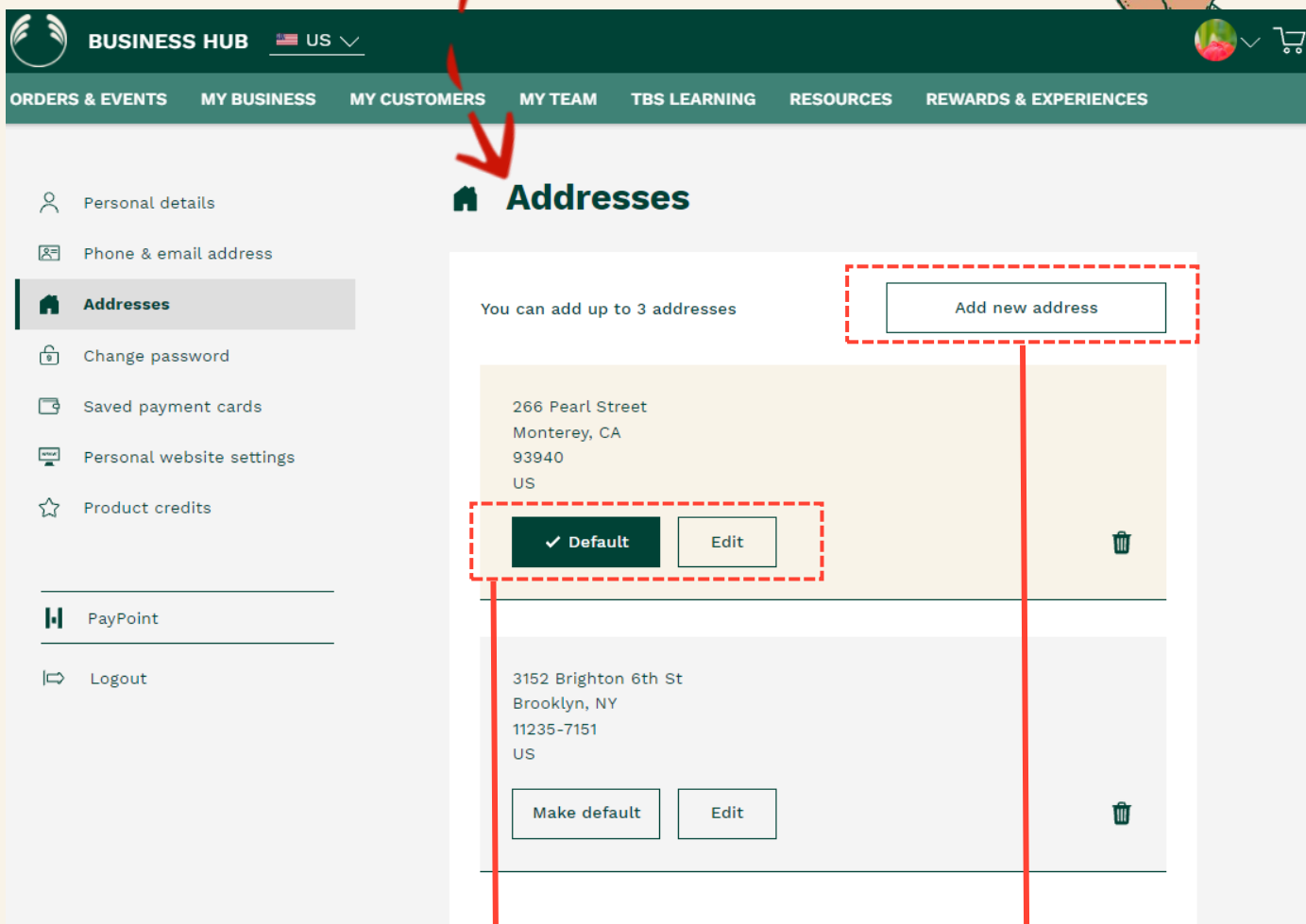
To update your phone numbers, you can select the 'update phone numbers' option

If you do need to update your email address for any reason, this can be done by selecting the 'Change' option button

YOUR ACCOUNT

Addresses

By selecting the 'Addresses' option, you will be taken to the screen where you can check what addresses you have on your account. You are able to add up to 3 Addresses



The screenshot shows the 'Business Hub' interface. The top navigation bar includes 'BUSINESS HUB' with a US flag and a dropdown arrow, and a shopping cart icon. Below this is a menu with 'ORDERS & EVENTS', 'MY BUSINESS', 'MY CUSTOMERS', 'MY TEAM', 'TBS LEARNING', 'RESOURCES', and 'REWARDS & EXPERIENCES'. On the left sidebar, there are links for 'Personal details', 'Phone & email address', 'Addresses' (highlighted with a red arrow), 'Change password', 'Saved payment cards', 'Personal website settings', 'Product credits', 'PayPoint', and 'Logout'. The main content area is titled 'Addresses' with a house icon. It states 'You can add up to 3 addresses' and features an 'Add new address' button (highlighted with a red dashed box). Below this, there are two address entries. The first entry is for '266 Pearl Street, Monterey, CA 93940, US' and is marked as 'Default' (highlighted with a red dashed box and a red line pointing to a callout box). It also has an 'Edit' button and a 'Trash' icon. The second entry is for '3152 Brighton 6th St, Brooklyn, NY 11235-7151, US' and has 'Make default', 'Edit', and 'Trash' buttons. A red line also points from the 'Add new address' button to a callout box.

You can also choose which address to select as your default, or edit your saved address if needed



You can also select the 'Trash' icon to delete the address if it is no longer in use

If you need to add a new address you can do this by selecting the 'Add New Address' button

YOUR ACCOUNT

Changing Your Password

By selecting the 'Change Password' option, you will be taken to the screen where you can change the password you have on your account

BUSINESS HUB US  

ORDERS & EVENTS **MY BUSINESS** **MY CUSTOMERS** **MY TEAM** **TBS LEARNING** **RESOURCES** **REWARDS & EXPERIENCES**

- Personal details
- Phone & email address
- Addresses
- Change password**
- Saved payment cards
- Personal website settings
- Product credits

Change password

Current Password *

New Password *

Passwords must contain:

- Between 8 to 24 characters minimum
- At least one lowercase character
- At least one uppercase character
- At least one special character
- At least one number

Update password

* indicates required information

Here you will need to enter in your current password and a new password following the rules defined which you can see above

Once you are happy with the password you have chosen, select 'Update password' option to save this



YOUR ACCOUNT

Saved Payment Cards

By selecting the 'Saved Payment Cards' option, you will be taken to the screen where you can view and edit your saved card details

The screenshot displays the 'BUSINESS HUB' interface. The top navigation bar includes 'ORDERS & EVENTS', 'MY BUSINESS', 'MY CUSTOMERS', 'MY TEAM', 'TBS LEARNING', 'RESOURCES', and 'REWARDS & EXPERIENCES'. A red arrow points from the 'Saved Payment Cards' option in the left sidebar to the 'Saved payment cards' section header. Below this header, three cards are listed: a VISA card (marked as 'Default'), an AMERICAN EXPRESS card, and a mastercard. Each card has a 'Make default' button and a 'Trash' icon. A red dashed box highlights the VISA card, and a red arrow points to the 'Trash' icon of the AMERICAN EXPRESS card. At the bottom, a note states: 'You can add additional cards as part of the checkout process'.

Here you can view the card details saved to your account

You can also view and edit which card is your default card

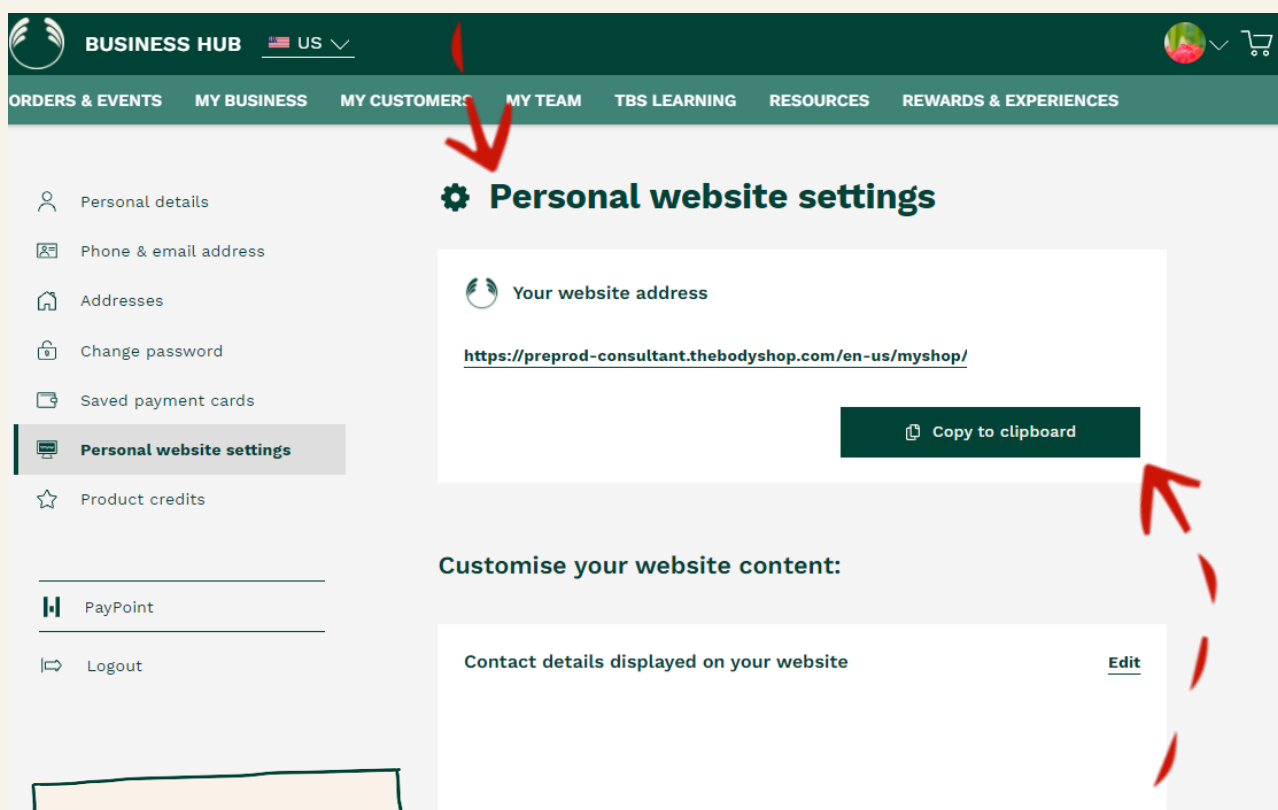
You can remove any cards from your account by using the 'Trash' icon

Should you need to add additional cards, this can be done as part of the checkout process during an order

YOUR ACCOUNT

Personal Website Settings

By selecting the 'Personal Website Settings' option, you will be taken to the screen where you can view and edit your settings on your Personal Website (PWS)



BUSINESS HUB US ▼

ORDERS & EVENTS MY BUSINESS MY CUSTOMERS MY TEAM TBS LEARNING RESOURCES REWARDS & EXPERIENCES

- Personal details
- Phone & email address
- Addresses
- Change password
- Saved payment cards
- Personal website settings**
- Product credits

Personal website settings

Your website address

<https://preprod-consultant.thebodyshop.com/en-us/myshop/>

[Copy to clipboard](#)

Customise your website content:

Contact details displayed on your website [Edit](#)

FIND OUT MORE IN
01. DISCOVERING YOUR PWS

Here you will find the link to your main Personal Website

This link can be shared with your customers at any point.

Your customers can then shop with you from anywhere, anytime!

YOUR ACCOUNT

Product Credits



By selecting the 'Product credits' option, you will be taken to the screen where you can view and download your Product Credit account details

BUSINESS HUB US

Annie Anderson

ORDERS & EVENTS MY BUSINESS MY CUSTOMERS MY TEAM TBS LEARNING RESOURCES REWARDS & EXPERIENCES

Personal details

Phone & email address

Addresses

Change password

Saved payment cards

Personal website settings

Product credits

PayPoint

Logout

Product credits balance 381.20

Transaction Date (Latest)

Transaction Date	Reference	Points Amount	Expiration Date
10/05/2021	Order: 260953	-39.2pt	01/03/2022
09/16/2021	PeriodID-77	+25pt	12/15/2021
09/16/2021	PeriodID-77	+75pt	12/15/2021
09/16/2021	PeriodID-77	+100pt	12/15/2021
09/16/2021	PeriodID-77	+150pt	12/15/2021
08/09/2021	Order: 260856	-29.6pt	11/07/2021
08/09/2021		+100pt	11/07/2021

Download << < 1 > >>

FIND OUT MORE IN
15. PRODUCT CREDIT
ACCOUNTS



Here you will be able to see your product credits balance and also filter the view for your individual credits you've earned

This will show you by transaction date, reference, points amount and expiration date what points you have earned over time.

You can also chose to download this into a Microsoft Excel Spreadsheet



THE BODY SHOP

**NEXT UP:
DISCOVER PLACING
A RETAIL ORDER**

