



RODAN+FIELDS  
PULSE

# FAQ

## PULSE PILOT PROGRAM

FOR PULSE PILOT PROGRAM,

RF<sup>®</sup> EC INVITEES ONLY

New Pulse is designed to provide you with actionable insights to manage your business on-the-go. The first set of features available as part of the Pulse Pilot Program includes a mobile-first design and enhanced features for the Orders View functionality only. The features available now are:

- Display current open period only
- Display orders, order summary and contact information
- Filters for enhanced viewing

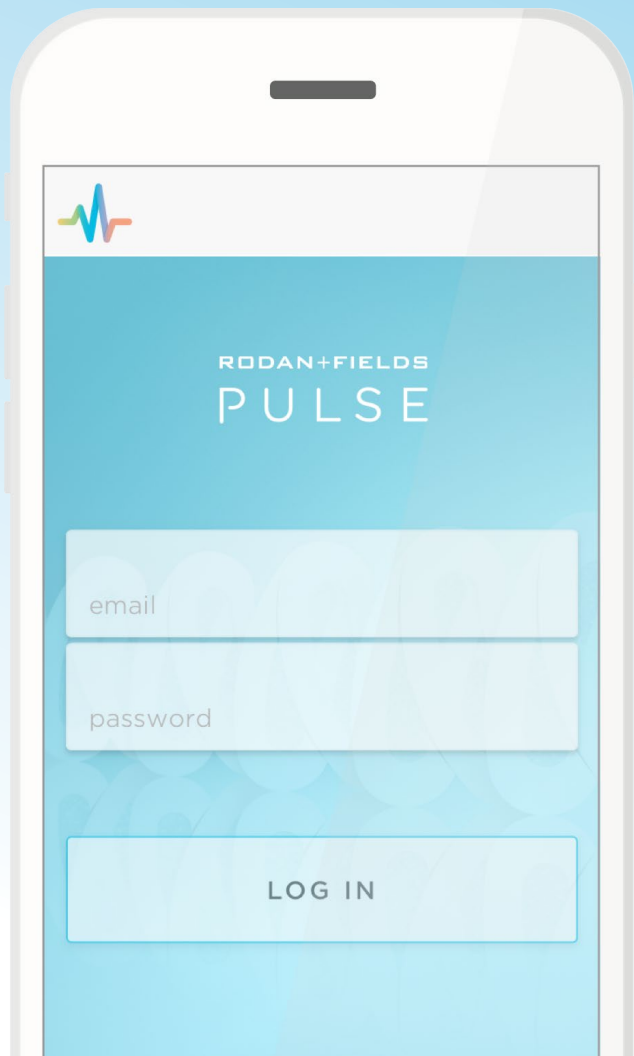
Looking for something specific? Tap to skip ahead to one of the following topics:

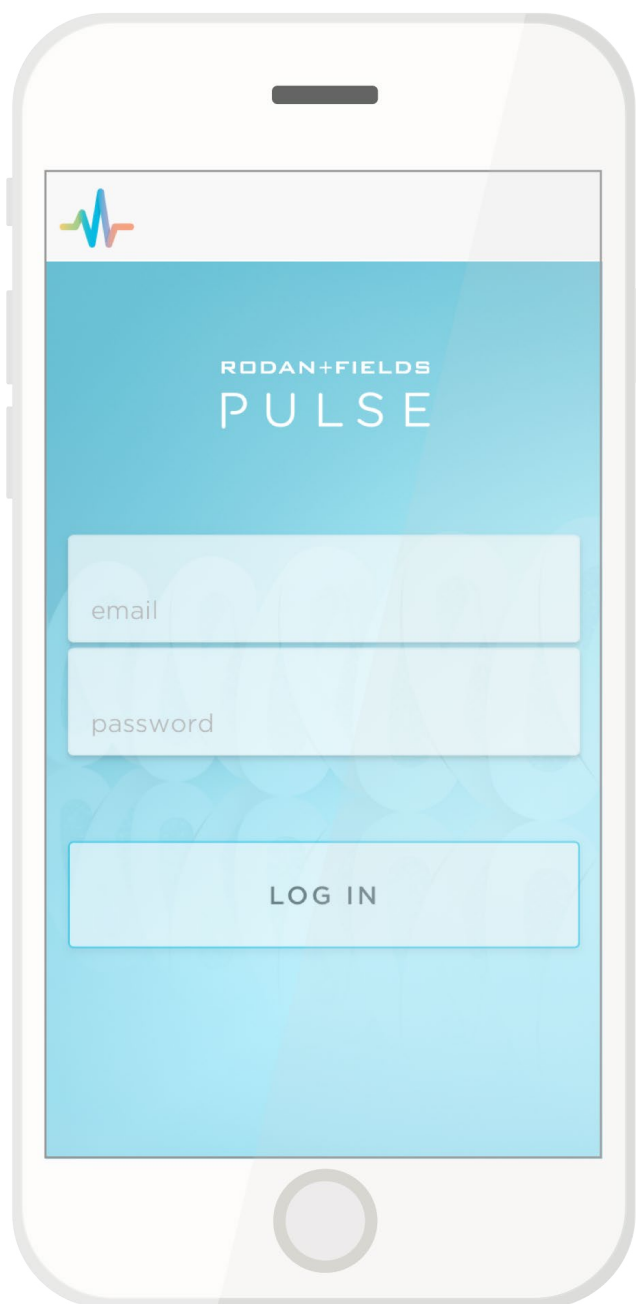
[LOGIN](#)

[ORDERS](#)

[PULSE PILOT PROGRAM](#)

Current Pulse will be available during the Pulse Pilot Program to support your other business management needs.





## LOGIN

### Where do I access the Pulse Pilot Program?

New Pulse is a mobile-first website optimized for mobile devices – iOS, Android, etc. To access:

1. Visit <https://pulse.rodanandfields.com>
2. Input your Pulse login credentials and you will see the new Orders view

For easier access in the future, we recommend bookmarking this link on your mobile device.

# LOGIN

## **Does the new Pulse work on tablets, or only on a mobile device?**

At this time, Pulse is only optimized for mobile devices.

## **What browser and device is the Pulse Pilot Program compatible with?**

The Pulse Pilot Program is optimized for the web browser on Apple iPhone devices. We'll be adding support for additional devices soon.

## **Is the Pulse Pilot Program available through the Pulse mobile app or through a mobile browser only?**

New Pulse cannot be accessed through the current Pulse Mobile App. The Pulse Pilot Program is currently only available through the browser on your mobile device. We recommend you save the URL as a bookmark on your mobile device for quick access on-the-go.

## **How do I add a bookmark on my mobile device?**

Tap on the square and arrow icon at the bottom of the screen in the center, then tap on "Add Bookmark." You will be taken to a second page where you can rename the bookmark if you choose, then tap "Save."

Alternatively, you can add the URL to your home screen for easier access. Tap on the square and arrow icon at the bottom of the screen in the center, then tap "Add to Home Screen." The URL will automatically be added as an icon on your home screen.

## **What is included in the Pulse Pilot at this time?**

The first set of features includes a new Orders view and the ability to click to call or e-mail your Customers directly from the contact information card.

# LOGIN

## **When will the Pulse Pilot Program be available for Droids?**

We are currently planning the timeline for adding support for additional browsers and devices and will share an update when finalized.

## **Can I share my Pulse login or any of the support resources with my team?**

No. The Pulse Pilot Program is exclusive to those invited by the R+F Home Office Team. All information and access shared with you as an RF<sup>X</sup> Leader during the Pulse Pilot Program is strictly confidential. Please refrain from sharing your login credentials and any of the support resources provided to you during the Pilot Program.

## **What if someone on my team wants to join the Pulse Pilot Program? Can I make sure they're added?**

We are releasing new Pulse in phases and while we can't add everyone from the very beginning, we will be incorporating more users with each new phase as part of the Pilot Program.

## **I received an e-mail that says I'm part of the Pulse Pilot Program; however, I'm not able to log in. What do I do?**

Reach out to [pulsepilot@rodanandfields.com](mailto:pulsepilot@rodanandfields.com) and someone will contact you with access information.

## **Can I still access current Pulse?**

Yes, you will be able to access current Pulse throughout the Pulse Pilot Program. Simply go to <http://myrfpulse.com> and log in to your account as you normally would.

# LOGIN

## What should I expect during the Pilot Program?

During the Pilot Program, we recommend you use new Pulse for all order management, logging any issues you experience or any functionality that is missing via the feedback form. You should continue to use current Pulse for all other business management needs.

Please keep in mind that this is a Pilot Program and not all functionality will always work as expected, but with your feedback and support we will be continuously enhancing features and resolving issues. You can expect constant improvements to functionality throughout the Pilot Program.

In addition to the feedback form, we will be reaching out to you regularly via e-mail with surveys to learn about your experience with new Pulse. Our user experience team will also be contacting select users throughout the program to conduct deeper interviews.

## I received a survey. Why should I complete it?

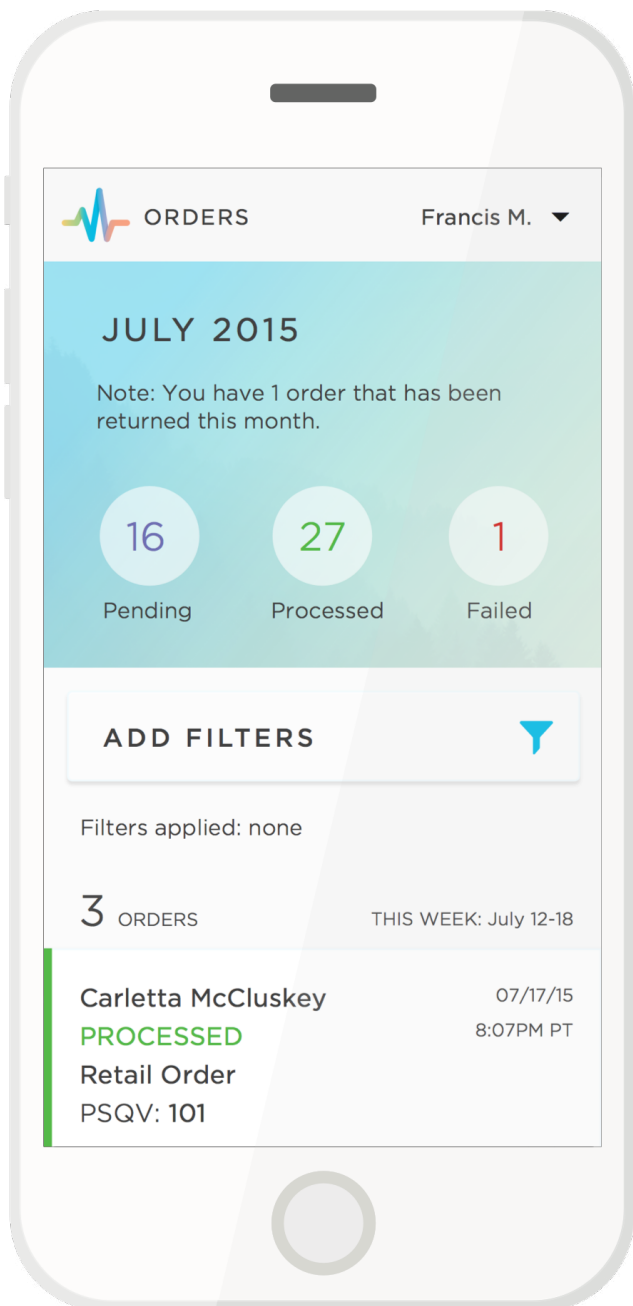
We value your feedback as we continue to enhance our Pulse Pilot Program. Your feedback is crucial to the frequency of updates and marketing resources available; we will strive to make enhancements based on your input. We encourage you to submit your feedback each time you have any as you use Pulse Pilot and we will do our best to meet your requests.

# ORDERS

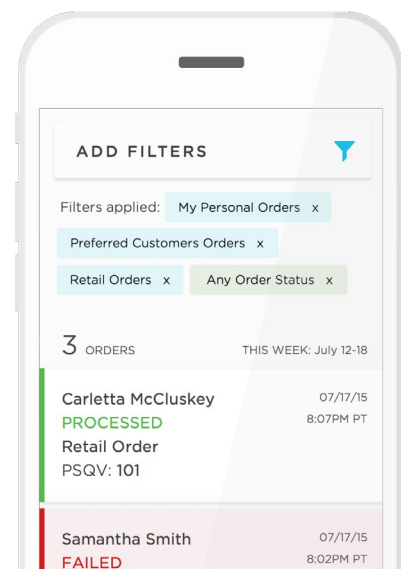
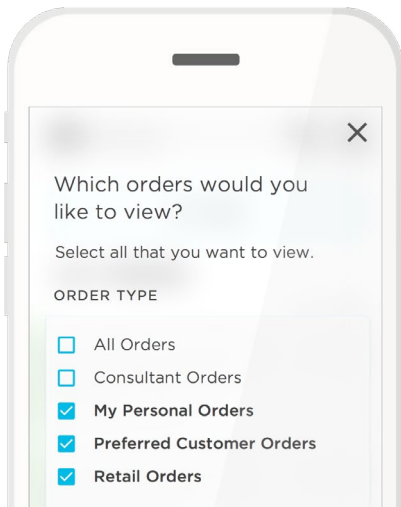
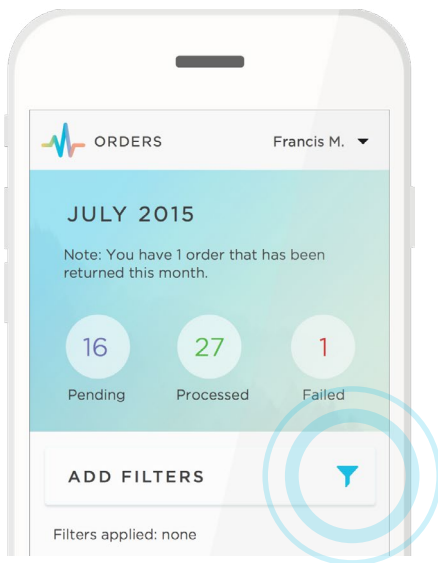
## How do I use the new Pulse to manage my orders?

Once you are logged in at <https://pulse.rodanandfields.com>, you will be taken directly to the Orders page for the current month period:

1. Here, you are able to view all pending, processed and failed orders for the current open period; and
2. You can also turn on filters to select which types of orders you would like to view for easy analysis and business tracking.



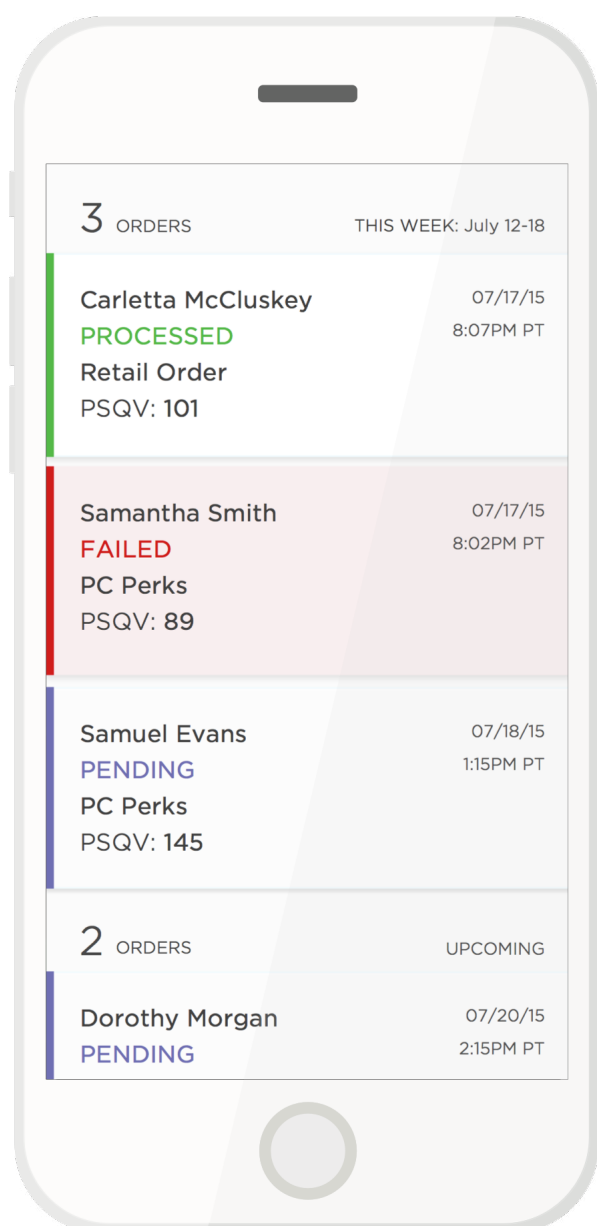
# ORDERS



## How do I turn on a filter?

Tap the filter icon where it says “Add Filters,” you will then be able to select the filters with which you want to view orders.

# ORDERS



## What does “Pending” mean?

These are autoships that are scheduled to run later in a given month. We’ve streamlined the Orders view to display all activity happening for the month. If you have any feedback on this feature, please share in via the feedback from.

## What does “Processed” mean?

Processed orders are those orders that have had the method of payment processed that month.

## What does “Failed” mean?

When an order fails, it means that the method of payment did not work. Reach out to the PC or Downline Consultant to let them know to update their billing information.



# ORDERS

## How do I contact someone regarding their order?

In new Pulse, you can tap to contact your Customers. Just tap on an order to see the order summary and tap the contact button to see contact information. From there, you can click-to-call or e-mail.

## When I send an e-mail, will it be using my @myrandf.com e-mail address?

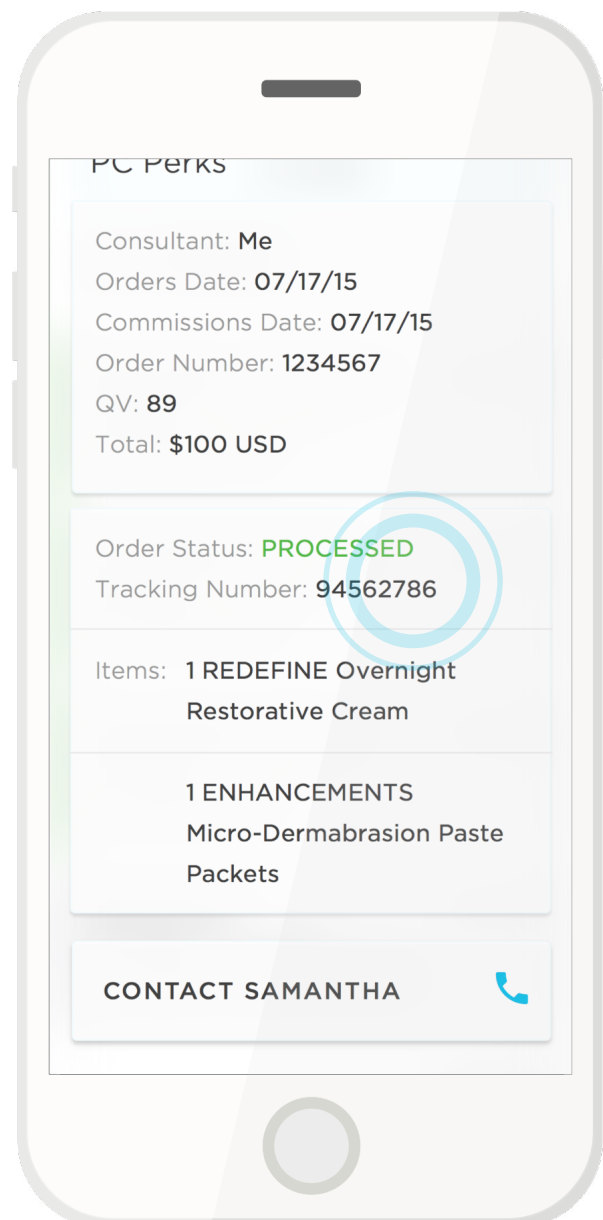
No, at this time the e-mail will send from your default e-mail client and e-mail address (such as Outlook, iCal, or Gmail).

## How come some orders have a 0\* on it?

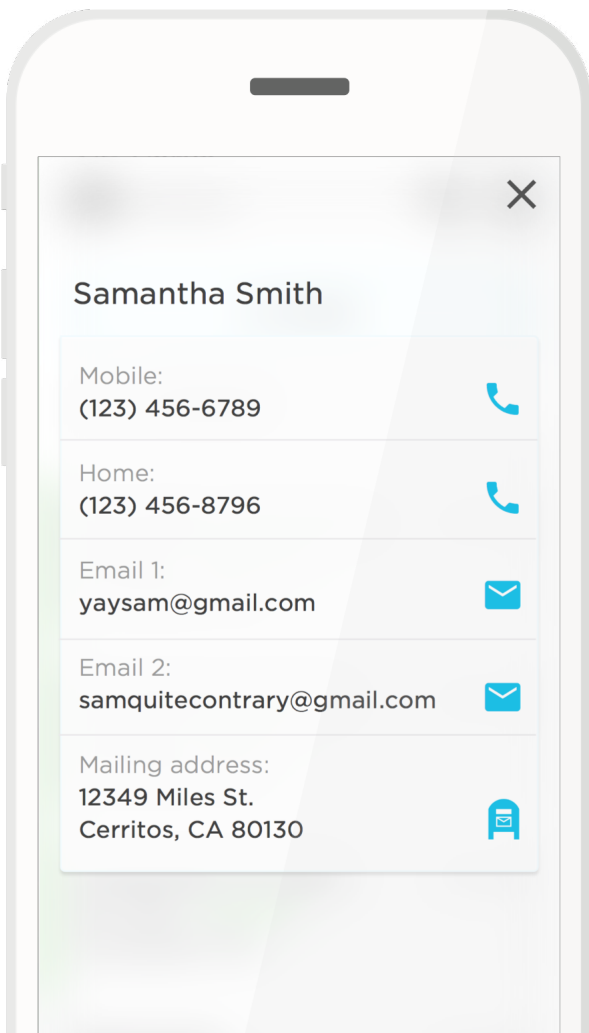
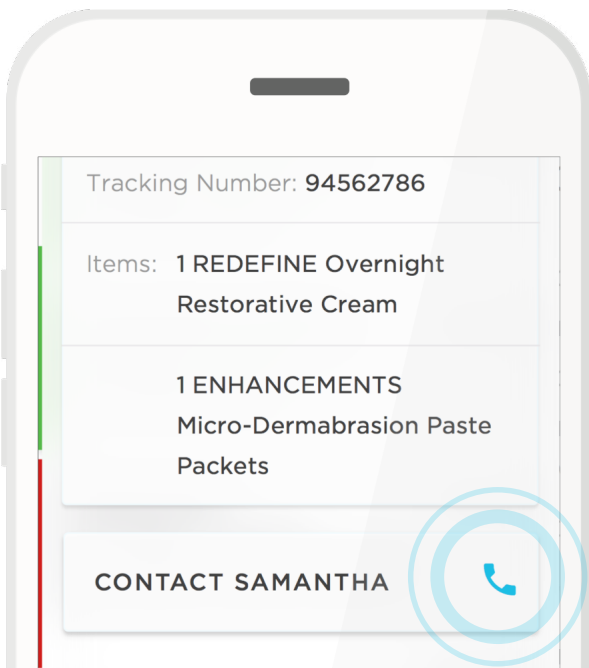
These orders come from Consultants or PCs that have compressed or rolled up to you.

## How can I tell if a PC's order has shipped?

When you tap on a processed PC order, there is a tracking number in the order summary for all shipped orders. This tracking number will take you to the tracking information from FedEx or UPS.



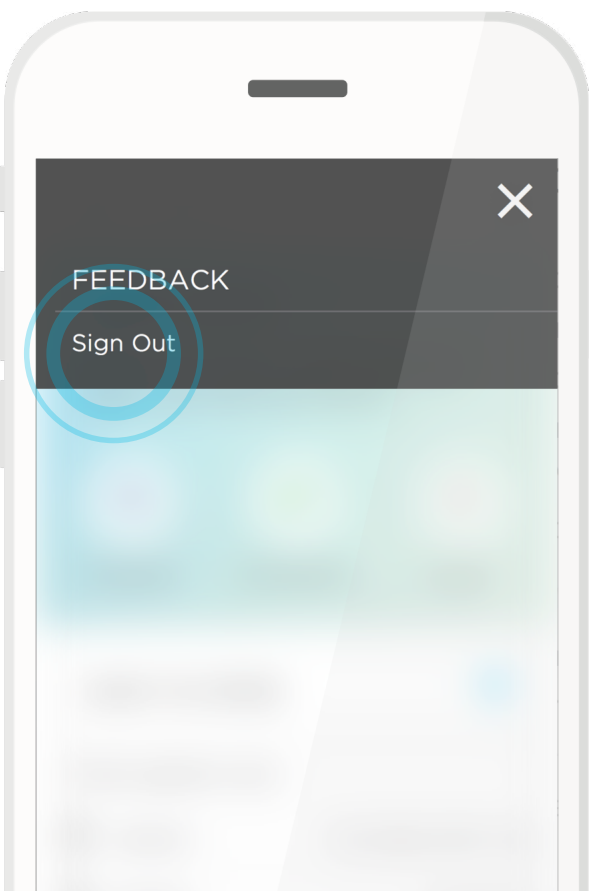
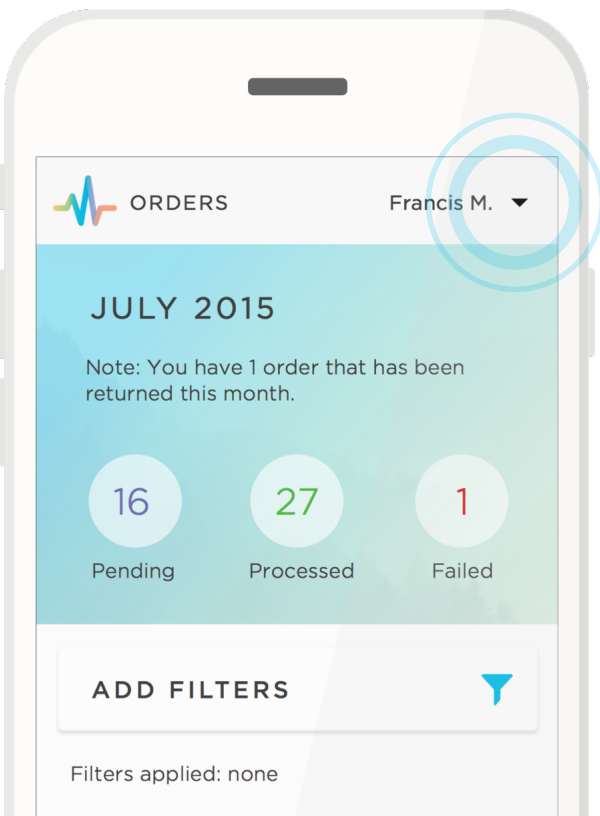
# ORDERS



## Where do I find my PC's contact information?

Tap on your PC or Downline's order, then tap on the contact's first name. You will be taken to their contact information card, where you can call or e-mail them directly from your mobile device.

# ORDERS



## How do I sign out?

Tap on the down arrow next to your name in the upper right-hand corner to access the main menu. Tap “Sign Out” to log out of Pulse. You will need to login the next time you access Pulse.

# ORDERS

## When will enhancements be made to existing features?

Enhancements will be made regularly as we are able to fix issues that you have addressed. You can expect to receive a monthly e-mail communication summarizing enhancements made to the product and issues that have been resolved. finalized.

## When will new features be released?

New Pulse features will be released gradually as part of the rollout plan. We will release new features as we fix issues and incorporate your feedback, not adding new major functionality until what's there works well. This ensures we deliver the best quality product possible.

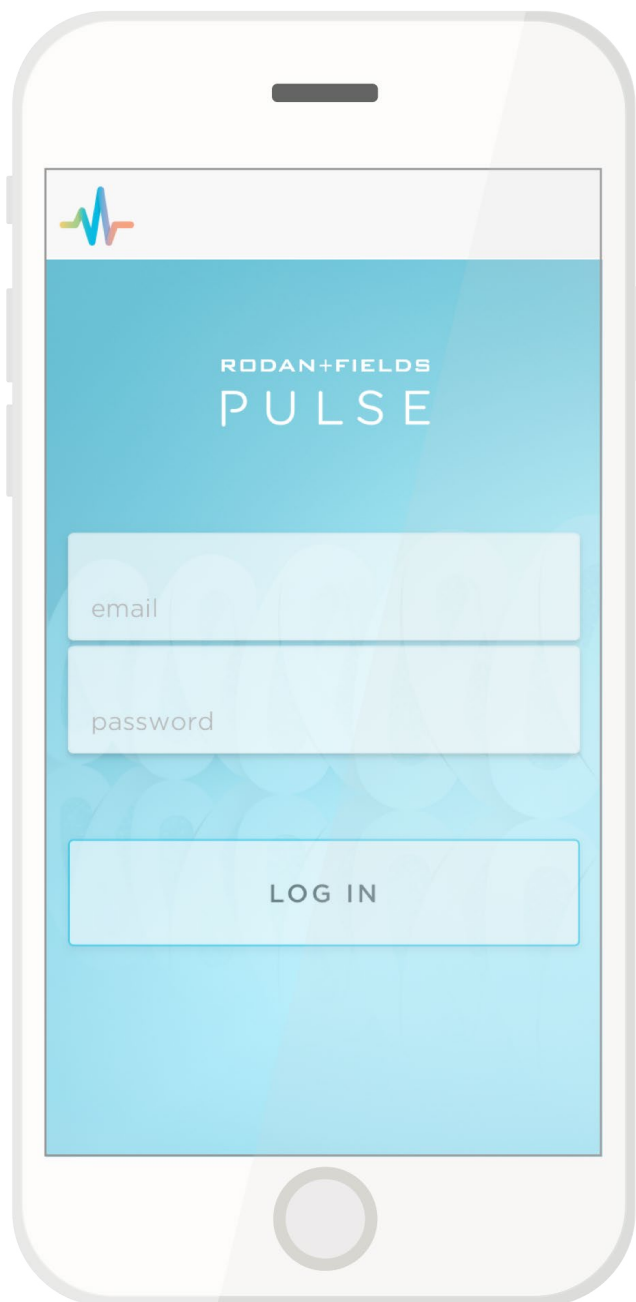
## What are the phases of the Pulse Pilot Program and what features can I expect to experience next?

Within the Orders view, expect these enhancements to come soon, once we know the basic functionality is working well:

- PC Profile
- PCs by Ship Date Order History

The next major new functionality will be reports and functionality for your Preferred Customers.

Once we've optimized that section, we'll add information about your L1-L3 Consultants.



# PULSE PILOT PROGRAM

## What is the Pulse Pilot Program?

The purpose of the Pulse Pilot Program is to roll out features and build users gradually, improving issues and enhancing functionality as we go, so we launch with the best possible product. We will begin small with Leaders, broadening the group in early 2016 to Consultants who opted-in to the Pulse Pilot Program at Convention 2015.

# PULSE PILOT PROGRAM

## Why is new Pulse being released in phases?

We know running your business takes a lot of work and the last thing we want to do is launch a new product that will require hours of training and cause disruption to your business. Releasing new functionality one section at a time allows you to become familiar with new features and share feedback along the way, while still accessing current Pulse to ensure you can run your business effectively. We'll be addressing issues based on your feedback before releasing additional functionality and adding more users, ultimately ensuring that we launch the best possible experience every step of the way.

## Who is involved in the Pulse Pilot Program and when can they expect an invitation to experience New Pulse?

### GROUP 1

RFx Leaders

DEC  
7

### GROUP 2

(Elite V and LV leaders, as well as hand-selected C-LIV ECs who opted in to Pulse Pilot Program at Convention)

LATE  
DEC

### GROUP 3

Convention Attendees who opted-in to the Pulse Pilot Program

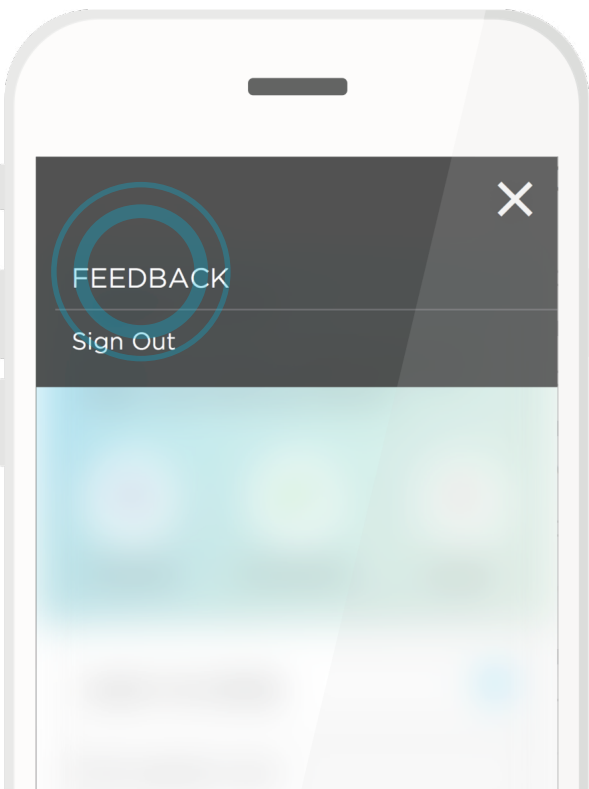
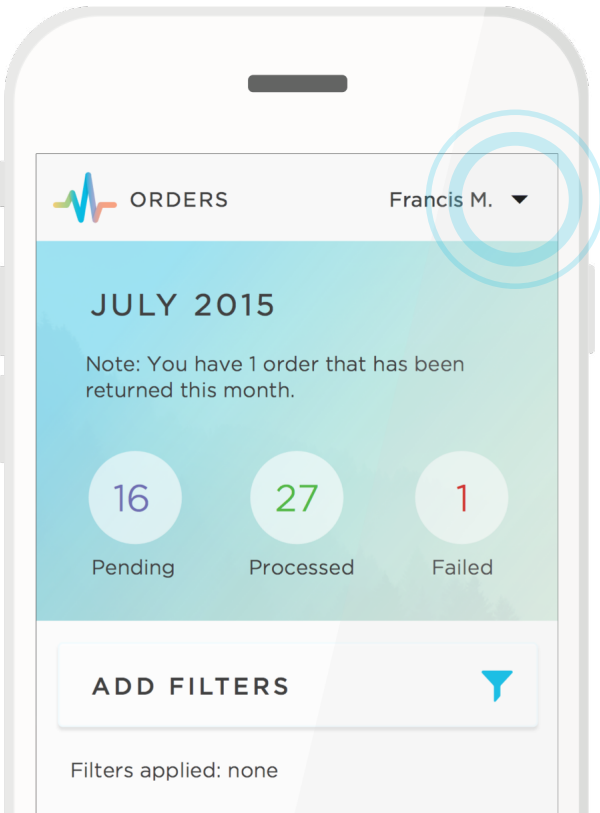
JAN  
-  
FEB

### GROUP 4

MAR

### ALL CONSULTANTS

# PULSE PILOT PROGRAM



## How do I share feedback?

Tap on the down arrow next to your name in the upper right-hand corner to access the main menu. Tap on feedback and you will be taken directly to a feedback form. This form is closely monitored by the R+F Home Office Team. We will try our best to provide a response within two business days.

# PULSE PILOT PROGRAM

## How do I report an issue?

If you encounter an issue or problem while using new Pulse, you can follow the steps above to log feedback or click [here](#). If you have an issue that can't be described via the feedback form, send us an e-mail at [pulsepilot@rodanandfields.com](mailto:pulsepilot@rodanandfields.com) and we will respond to you within two business days.

## Where can I find an overview of this phase of the Pilot?

Please visit

<https://pulse.rodanandfields.com/welcome/> to find an overview of the Pulse Pilot Program. Here you'll find information on what features are available to you immediately, future functionality and links to resources you'll need along the way.