AVINI HEALTH®
ADVANCES IN NATURAL HEALING

Avini App Tutorial

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AVINI HEALTH®
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PLEASE NOTE

Before you begin, it is essential to understand what this app is and what it is not. This app is designed to help you manage your Avini business, share links, add notes/tasks, track the progress of new prospects, watch videos, and learn more about Avini products and the Company.

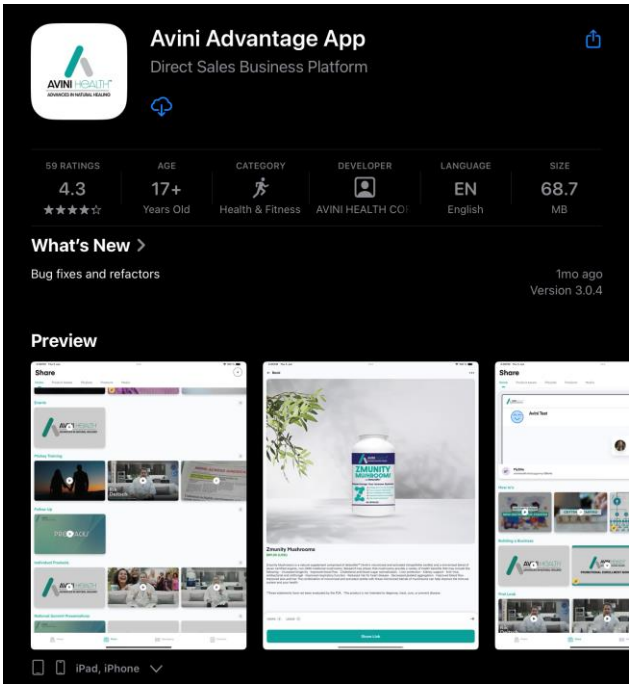
This app is not a method for purchasing products, managing your auto shipping, or accessing your back office, even though you can view it. Please use a computer to access the avinihealth.com website for a better view of your account and its functionality.

Thank you.

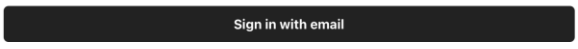
Please scroll down to get started.

Installing the Avini App (Links attached)

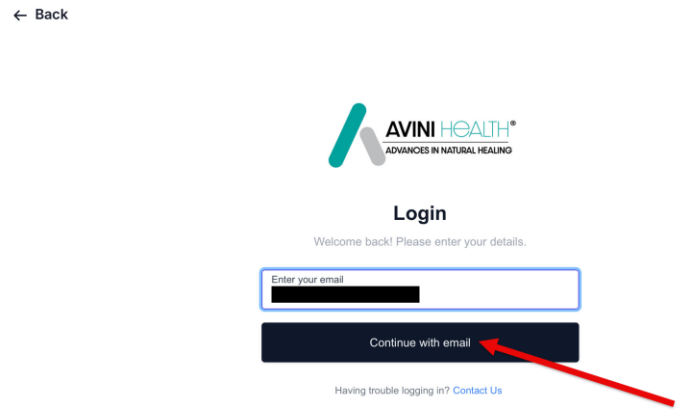
1. Go to the Google Play Store or Apple App Store and search for "**Avini App**". Click on the app that says "**Avini Advantage App**" and install the app on your device.



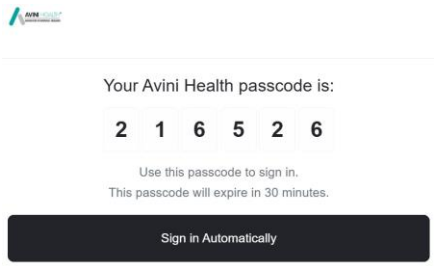
2. Open the Avini Advantage App and click "**Sign in with email.**"



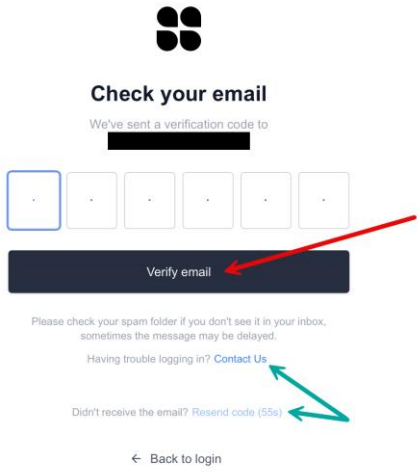
3. Enter the email address attached to your Avini Back Office where it says, "**Enter your email**". You will soon receive an email with a six-digit code. It may take up to three minutes for the email to arrive. Please check your spam folder if you still can't see it.



4. Go to your email to get the code. Press your finger on the code and highlight it, then copy or write down the code. The "**Sign in automatically**" button may not direct you to the app, and you may need to open the app manually.

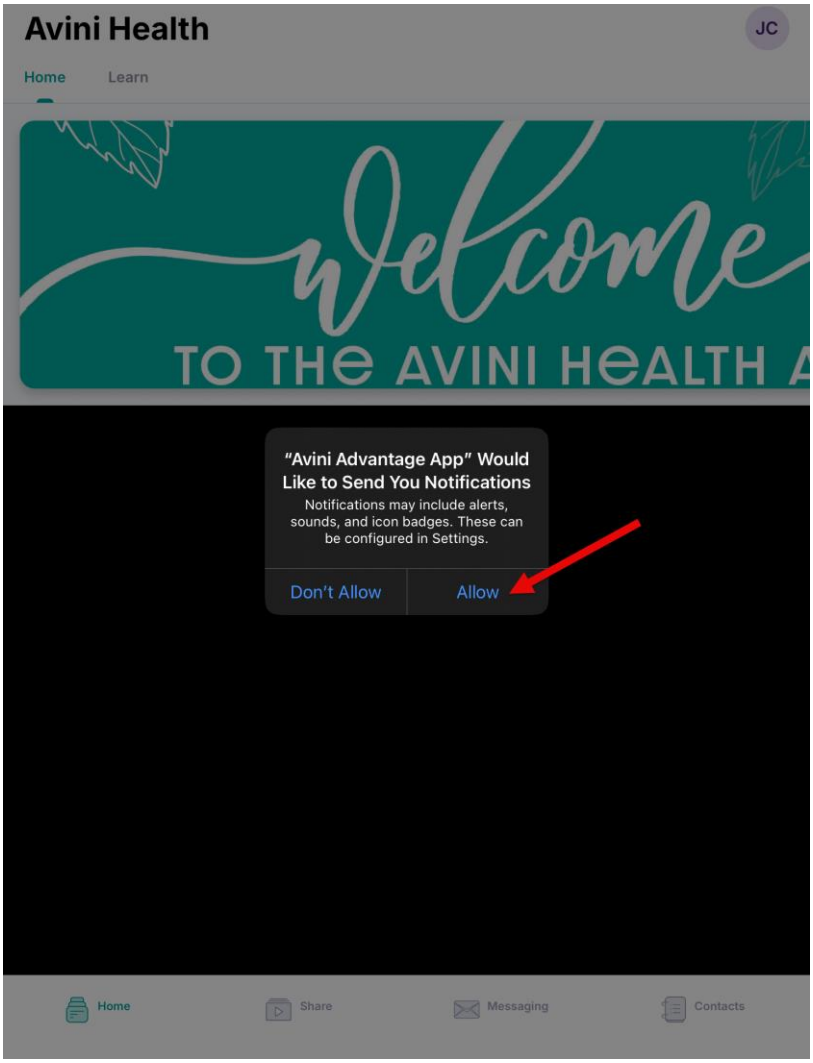


5. Paste or type in the six-digit code and click "**Verify email**".



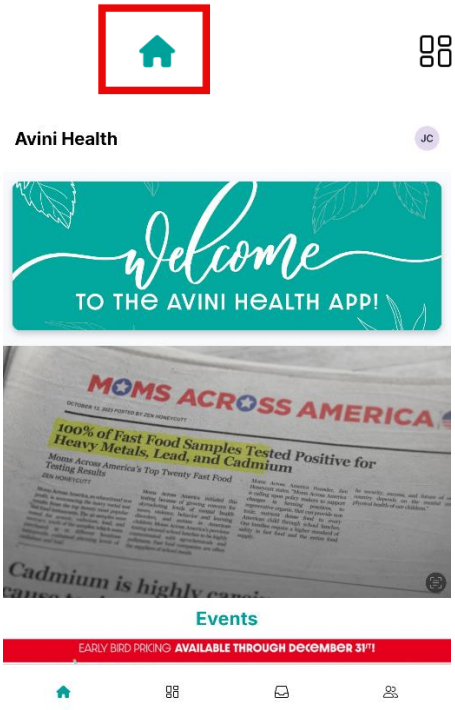
Click "**Resend code**" if you didn't receive an email. If you are experiencing issues with logging in, please click "**Contact Us**," which will direct you to your email. Explain the issue you are experiencing, hit send, and a ticket will be submitted. A team member will contact you promptly.

6. Click “**Allow**” when it asks if you would like to be sent notifications



Congrats! You have successfully downloaded the Avini Advantage App and are now ready to track and grow your Avini business on the go. Below is a guide on navigating the Avini Advantage App.

Navigating the Avini Home Page

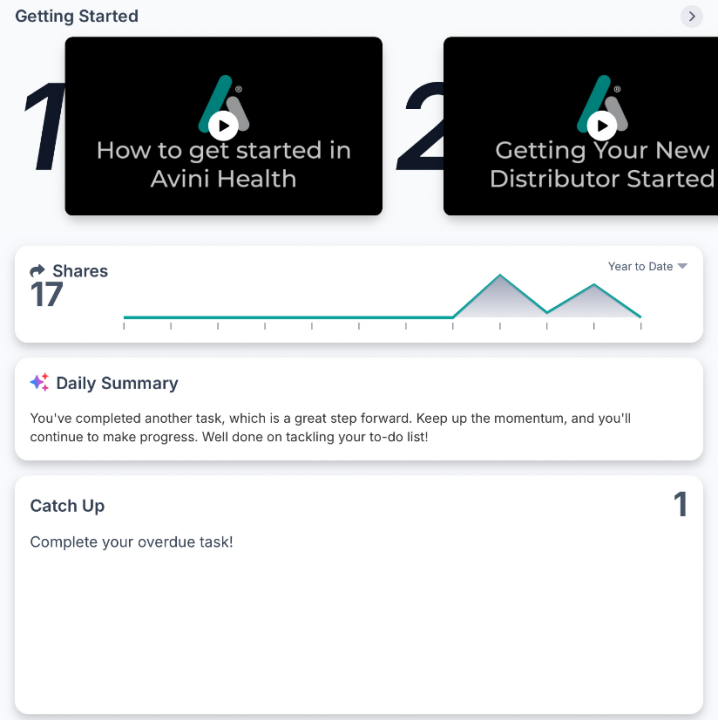


Introduction Video: Learn how environmental toxins affect us in our daily lives.



Events: Sign up for the next Avini events easily on the app. Just click on the image, then "**Register Now**". Click the green button that says "**Go To Event's Website**" to check out other amazing events we are having.



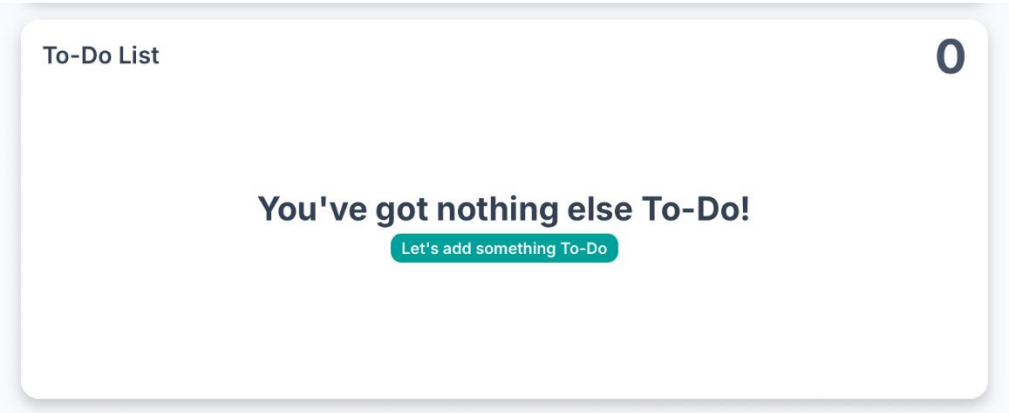


Getting started: Videos to see how you and your team can get started as distributors.

Shares: Shows you how many shares you've made. You can choose today to all time on the upper right-hand side, where it says "Year to Date" with a drop-down arrow.

Daily Summary: Displays your daily activity.

Catch Up: A tab on Everything that shows all scheduled activities on the app.



To-Do List: This will be covered later.

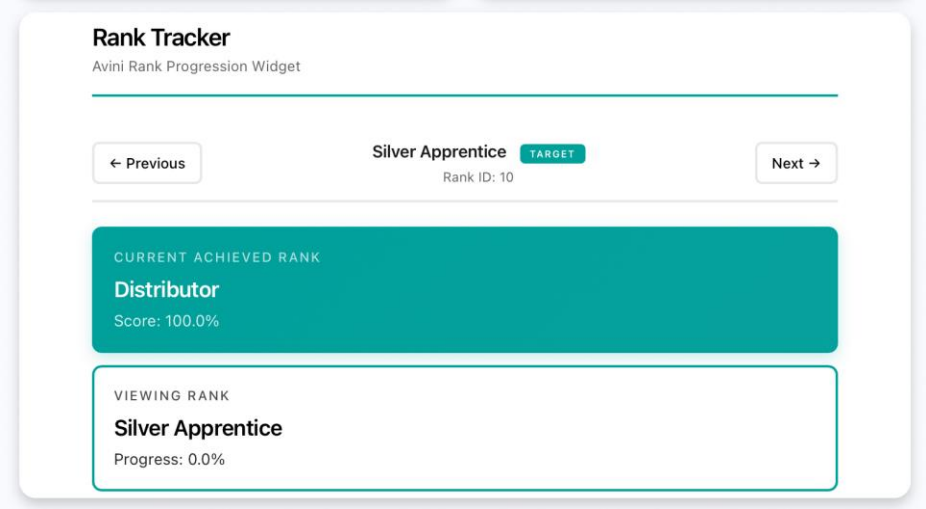


Recent Activity: Tracks each activity you have completed on the app. Note: It may say "No Activity To Report" but if you click on it, it will show you who has interacted with the links you sent. Please ensure the link you send is the trackable version or it will not be reported. That will be covered later in the "Share" section.



Business Links: This will take you to your back office. May have an image like above or be blank.
Home: This will bring you to the Avinihealth.com homepage.
Shop: This will bring you to the Avinihealth.com shop page.

Note: These links will direct you to a mobile version of the website and will not have the same functionality as the desktop version of avinihealth.com. This will be covered later in the "Accessing the Avini Backoffice from the app" section of this guide.

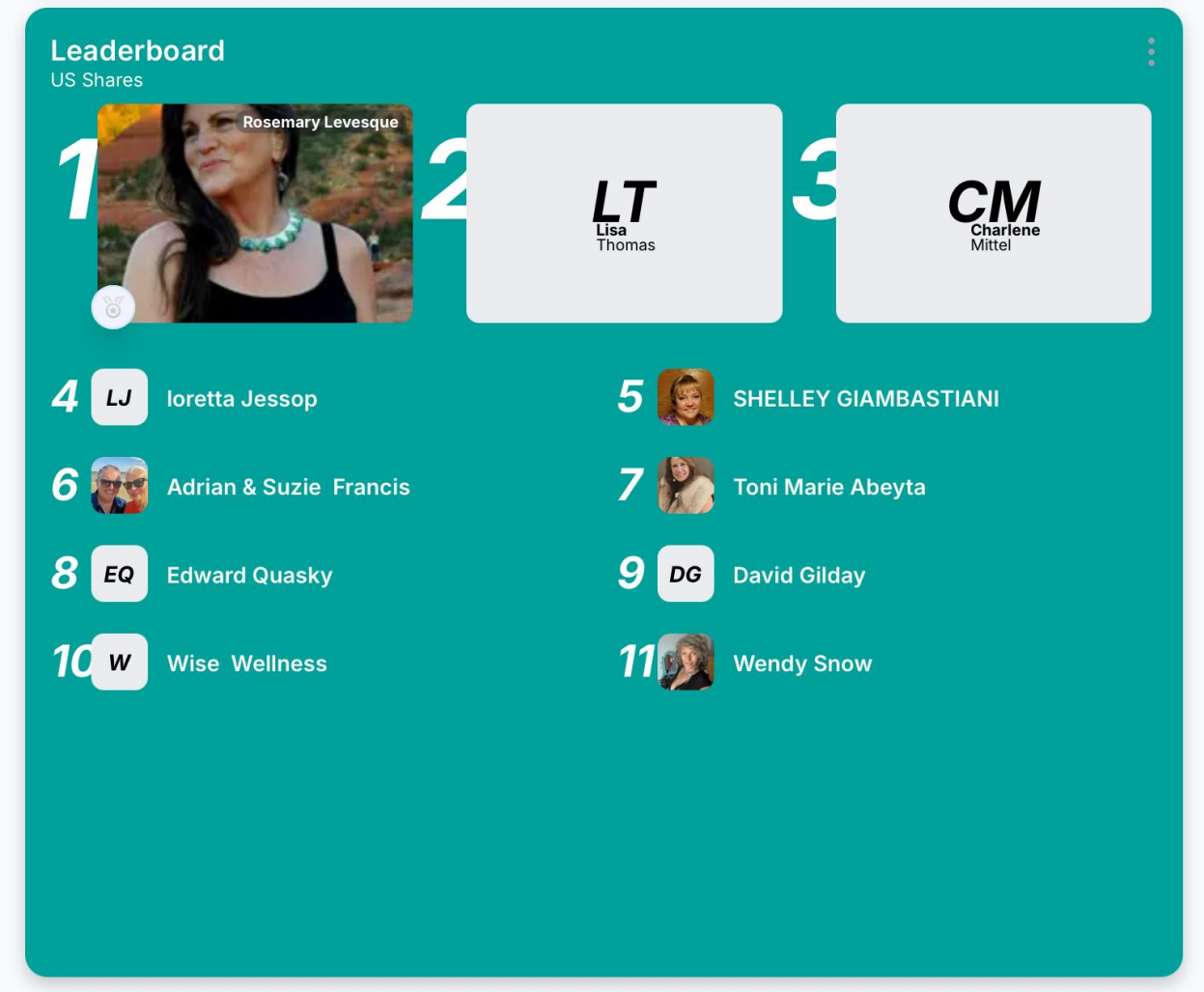


Rank Tracker: This shows where you are rank-wise and what is needed to earn the next higher ranking through progress bars.

Note: If you see the error “User Not Found,” scroll to the top of the home page, then press and pull down on the screen to refresh.



Analytics: Analytics show you how many shares, views, or visitors your page has gotten.

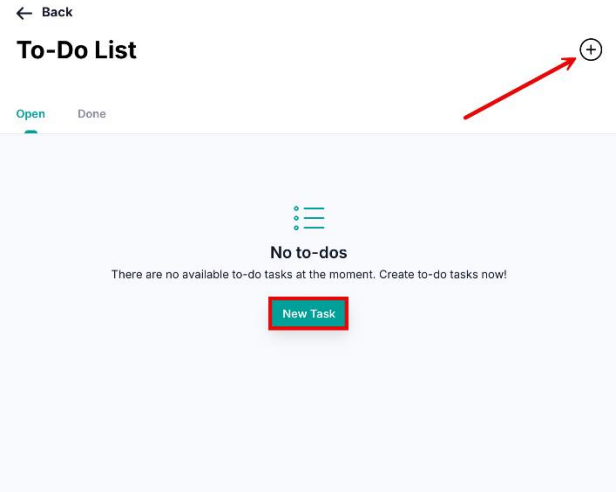


Leaderboard: Counts the number of times a shareable item has been shared. See where you rank compared to other Avini members and compete to have the most video shares. Check out the Q&A for more details

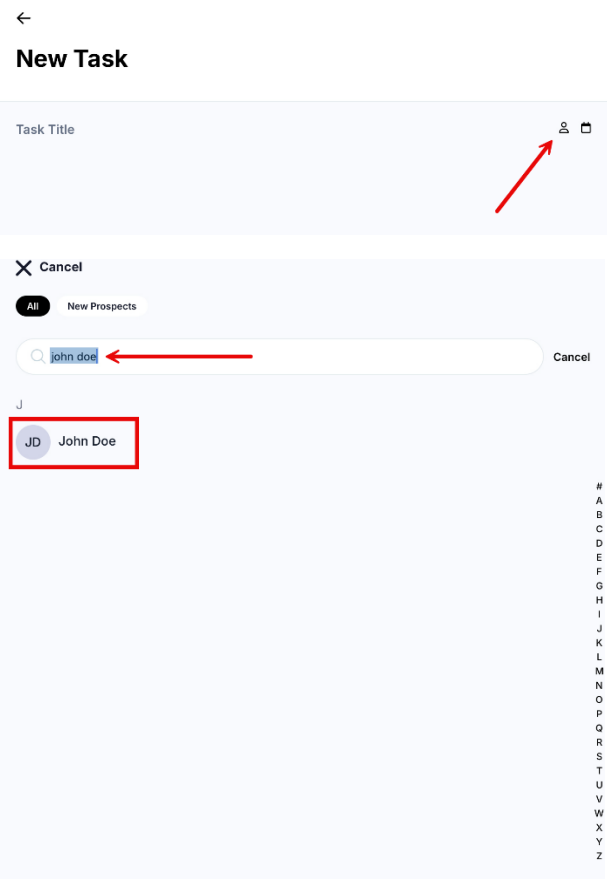
Below, we will learn how to create a To-Do List.

To-Do List

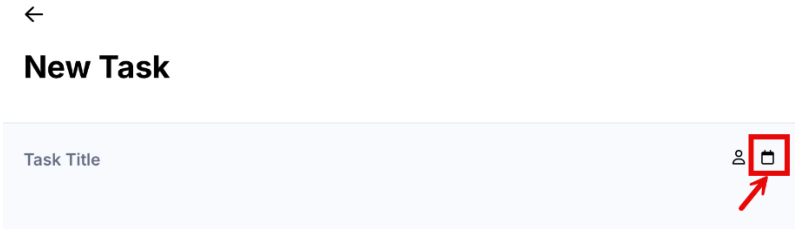
The To-Do List is a great way to create and keep track of tasks to help grow your Avini business. To add a task, please click on "**New Task**" or the "+" on the top right-hand corner.



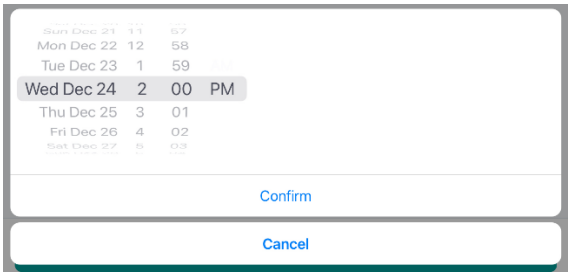
You can create tasks for yourself or a team member. To assign tasks to a team member, click the person icon. You can search for their name. For this example, we will be using "**John Doe**".



You can assign a date to the task by clicking on the **calendar icon** to the right of the person icon.



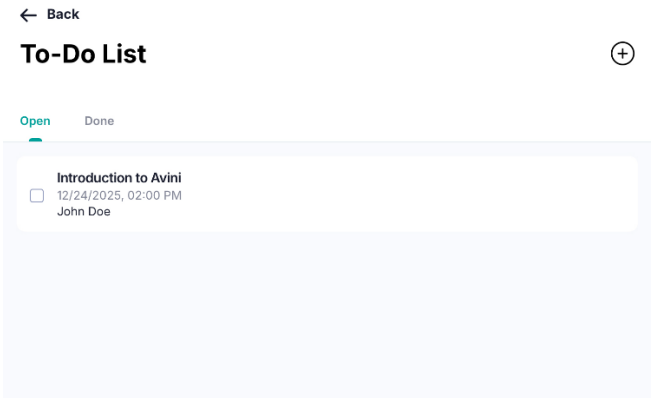
I will be choosing December 24th at 2:00 PM for this example.



I am going to add a title, "**Introduction to Avini,**" and click "**Save**".



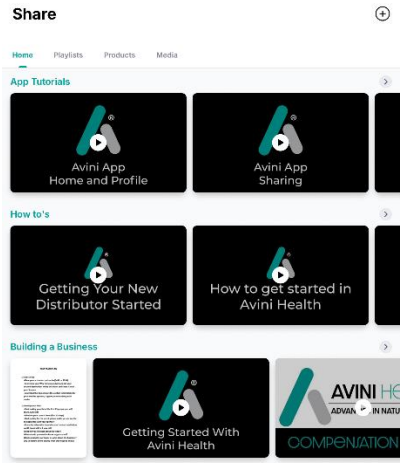
This will now be displayed in the "To-Do List" section on the home page.



Navigating the Avini Share page



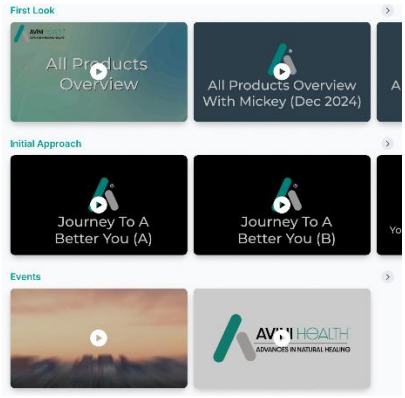
The Share tab in the app lets you share videos with new prospects. Let's first look at the types of videos available on the Avini Advantage App.



App Tutorials: Learn how to navigate the app through our App Tutorial videos.

How to's: These are the foundational steps for learning how to navigate your Avini business.

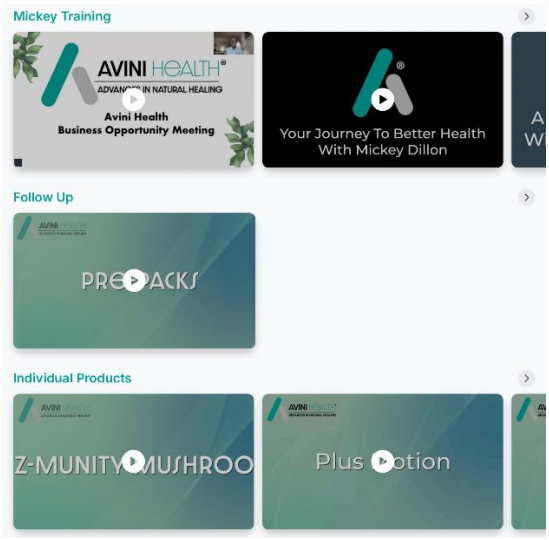
Building a Business: This is how you really get off the ground running. Showing you the steps to create a successful business.



First Look: This is where you will get to learn the insights into what makes Avini's products special with Chief Science Officer Rik Dietsch

Initial Approach: Introduction and overview of everything that is Avini Health. Great to send to people who are interested in starting a business.

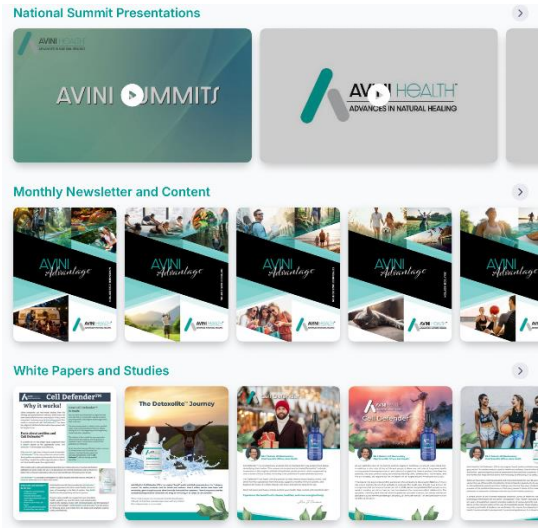
Events: See the fun our distributors had at past events and get excited to join us for the next one.



Mickey Training: Learning to upgrade your Avini business skills? Join Senior VP of Sales Mickey Dillon for masterful sales techniques to get further traction with your business.

Follow Up: A great way to follow up with your interested customers

Individual Products: Learn why each Avini product is special and how it can benefit you and your customers

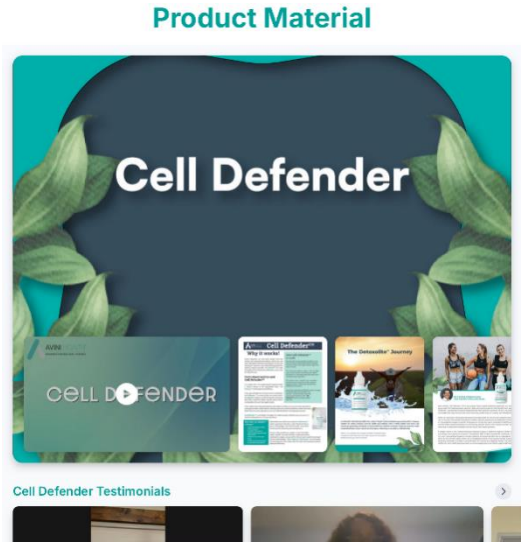


National Summit Presentations: Miss the last summit? No problem! We have everything you need to catch up on the highlights.

Monthly Newsletter and Content: Keep up to date with new information and articles, including news, distributor stories, and monthly rankings.

White Papers and Studies: Are you or one of your customers detail-oriented? Our scientific white papers and studies help you understand each product in greater depth.

The “Product Material” section is a detailed look at each product that we have available, including powerful customer testimonials.



Let’s take a deeper look at how we can share our Avini videos. I clicked on “**All Products Overview.**” To show you how to share Avini videos.

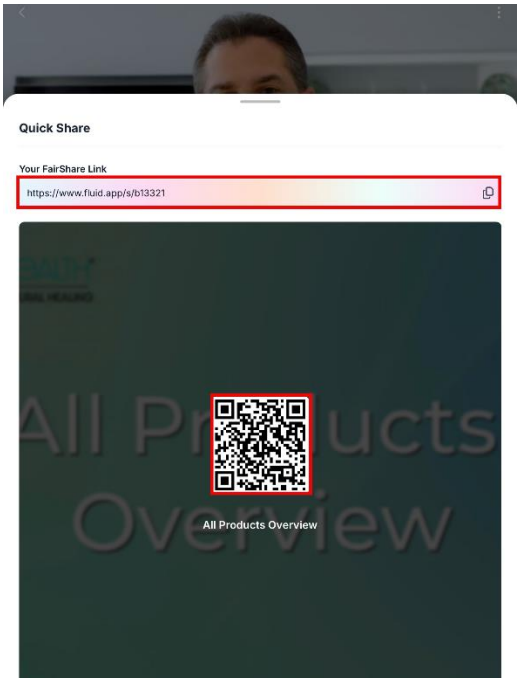
There are two types of links:

FastShare links: Public link that is not tracked to an individual. Good for social media.

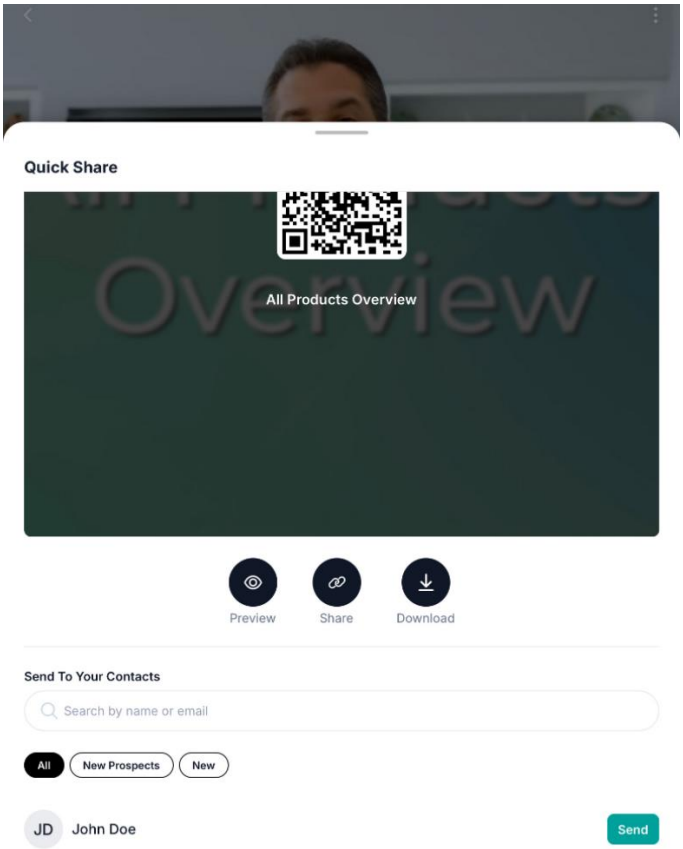
Trackable links: Link tracked to a specific contact to see their activity. (activity is shown through the recent activity screen on the home page as well as notifications).

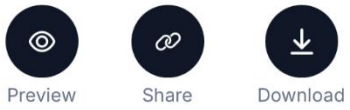


1. Click “**Share**” to bring you to the next page where you can create a tracked link.
2. The fluid.app link is a FastShare link.
3. The QR code is also a FastShare link.

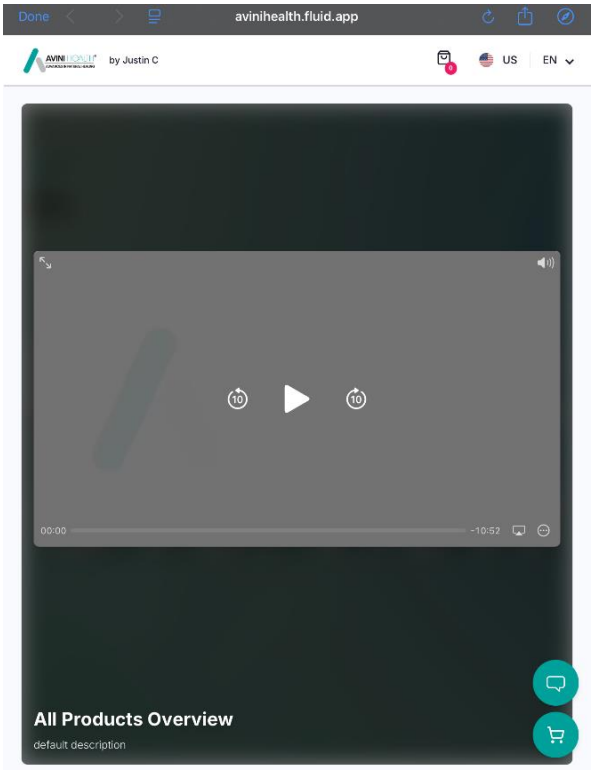


The top of the next page includes a link and a QR code, both of which are still FastShare links. If you scroll down, you will see more options to preview, share, and download, as well as the "Send To Your Contacts" Section. They will be covered on the next page.

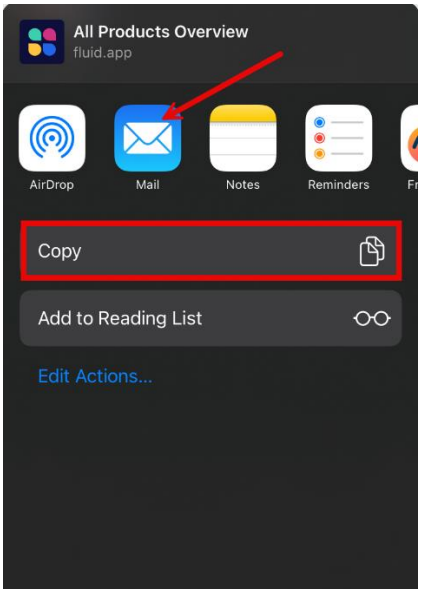




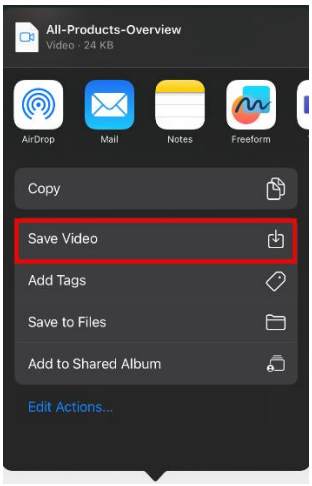
Preview: This will show you how the media will appear to the person receiving it.



Share: This copies the FastShare link so you can paste it wherever you like. When you click **"Share,"** a menu will appear, allowing you to choose email, text, or another method to send it.

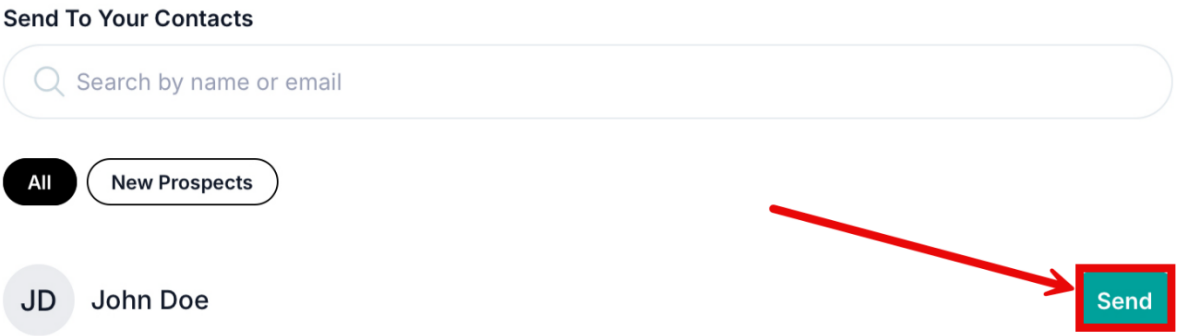


Download: Take the videos with you on the go by clicking the **"Download"** button. While you can share from this page, it is strongly recommended that you do not; instead, click **"Save Video"** to save it to your device.



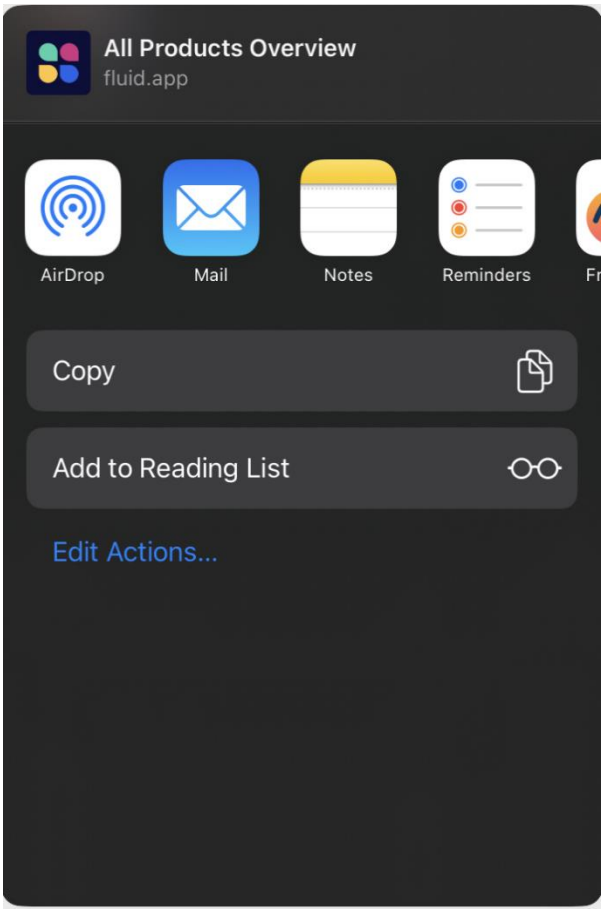
Creating a trackable link:

To create a trackable link, go to the **"Send To Your Contacts"** section. Scroll through the list or use the search bar to find the person you want to send media to. Once you've selected their name, click **"Send."** These are the contacts added to the Avini app. If you do not currently have any contacts in the app, this guide will cover how to add them later.



Three icons will show up. The email, text, and three-dot icon (more on that on the next page).





When you click the three dots, the device's share menu opens. You can choose how you'd like to send the link or select "**Copy**" to copy it and paste it anywhere.

Please note that links created this way are tied to that specific person. For example, if you create a link for **John Doe** and send it to **Jane Doe**, the app will treat anyone who clicks it as **John Doe**.

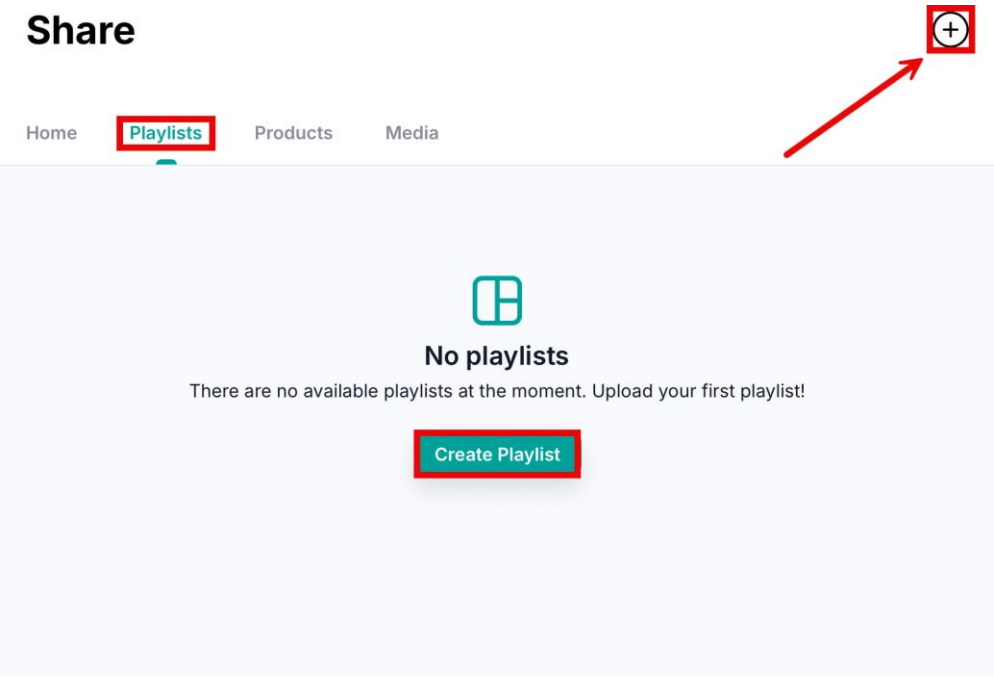
***Note*:** If you send a link and it does not track or show that they saw it, it is because they do not have you saved as a contact on **their** phone.

Apple and Android have had to comply with anti-spam and messaging laws that prevent links from tracking users without opting in. Saving your number on their phone is considered opting in.

Creating a playlist

Now that we know how to share links, let's create a playlist. To create a playlist:

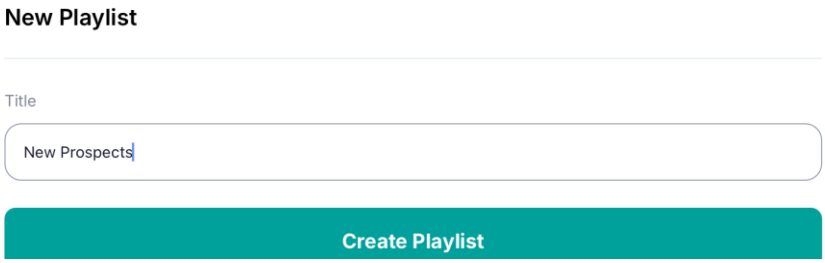
1. Go to the "Playlists" tab on the share page
2. Click the "**Create Playlist**" button or click the plus sign "+" on the upper right-hand corner.



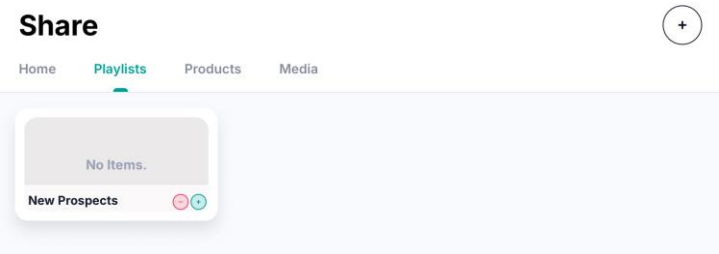
3. Click "**Create Playlist.**"



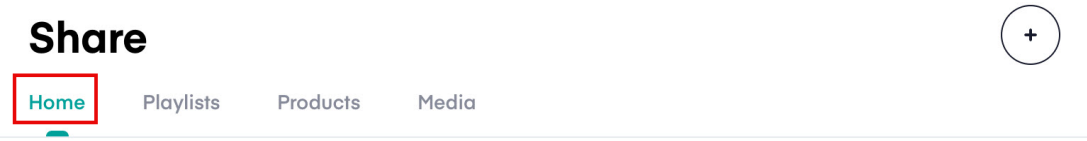
4. Name the playlist, then click "**Create Playlist**". I am naming mine "New Prospects"



It will now show up in the “Playlist” section.



5. Now let’s get videos on our playlist. Click “**Home**” tab on the “**Share**” page,

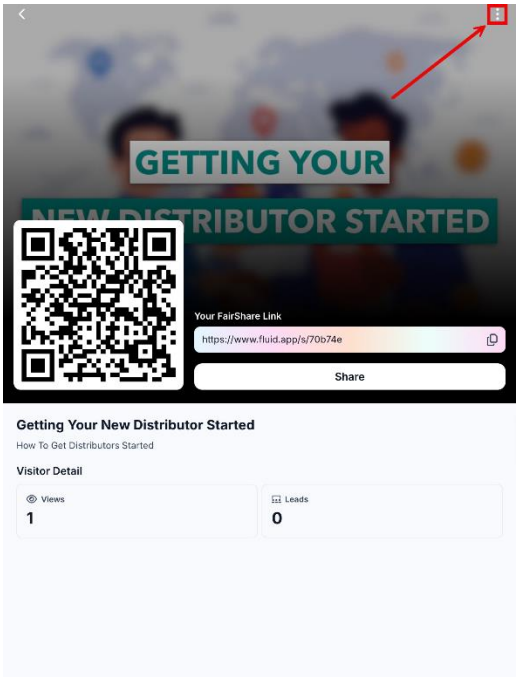


Or click the “**Share**” icon at the bottom of the screen to get to the share page.

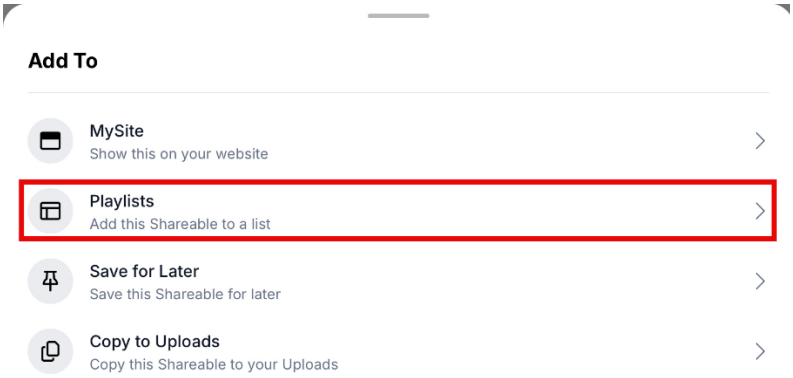


Since my playlist is “New Prospects,” I want to show them how to get started as a distributor.

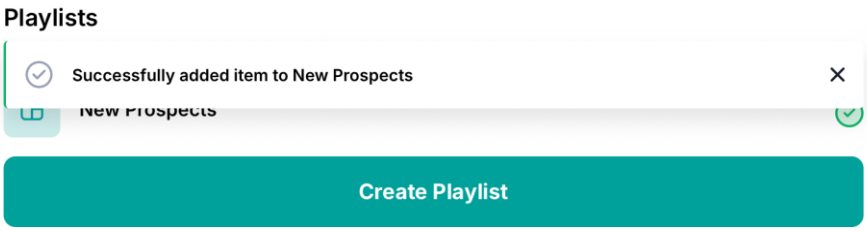
6. Click on a video you think would interest them in taking a further look into Avini. Once you find a suitable video, click the three dots in the upper-right-hand corner.



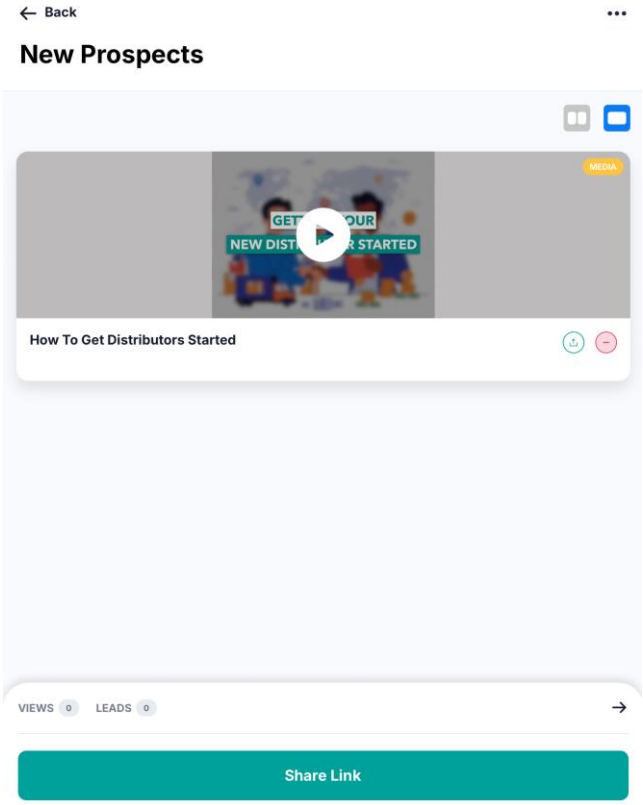
7. Click “**Playlists**” under where it says, “Add To.”



8. Click on the playlist you would like to add the video to.



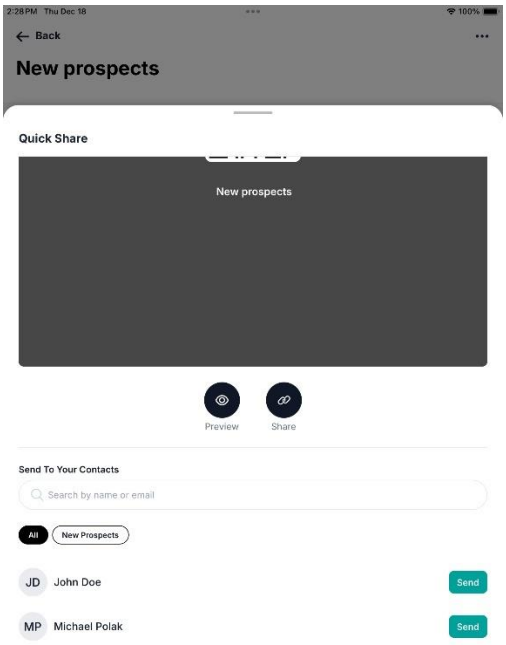
Now the “How to Get Distributors Started” video is on my “New Prospects” playlist.



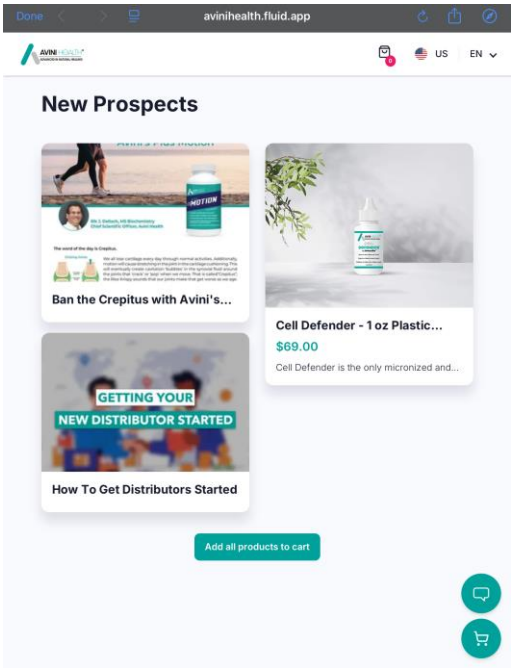
Sharing Playlists

You can add any media from the share page by clicking the three dots in the upper-right-hand corner.

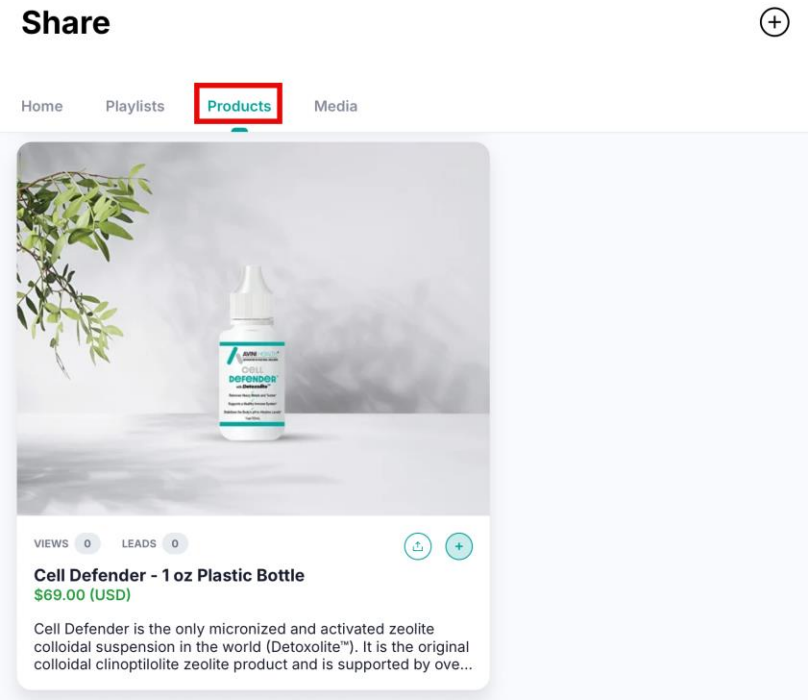
Finish adding media to your playlist. For this one, I added “Cell Defender”, “How To Get Distributors Started”, and a study on Plus Motion. Click “**Share**” to see the share options.



This is what they will see on their side and can click on what interests them:

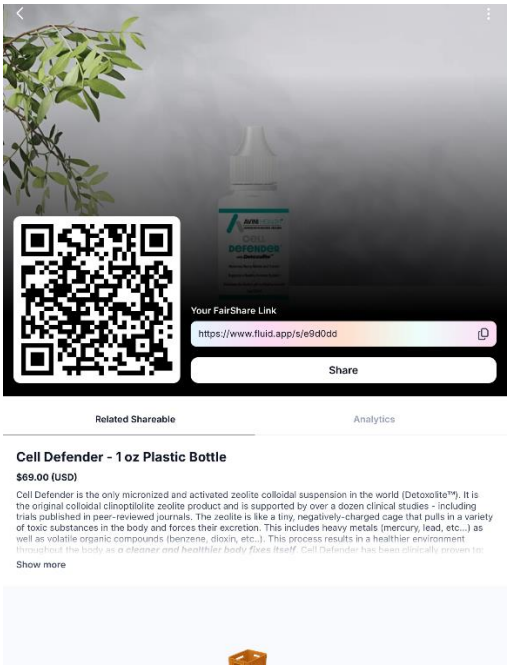


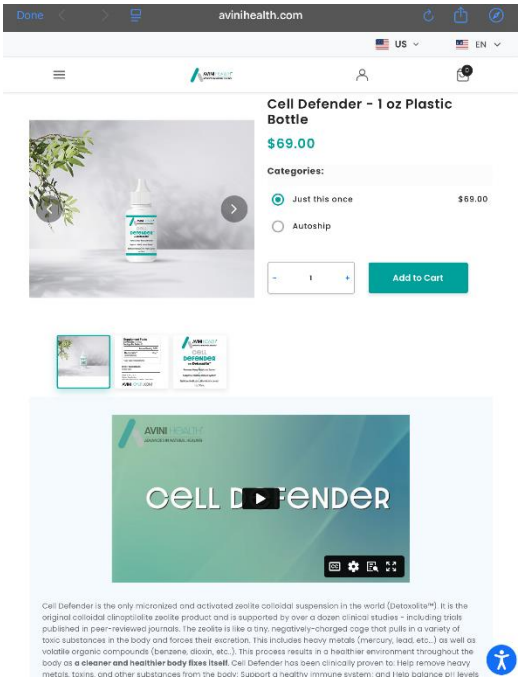
Sharing Products and Media



Now, let's say your customer is ready to buy Avini Products, or something pops up, and you think one of our products would help them. You can easily share links to specific products, and they will open on that product's page.

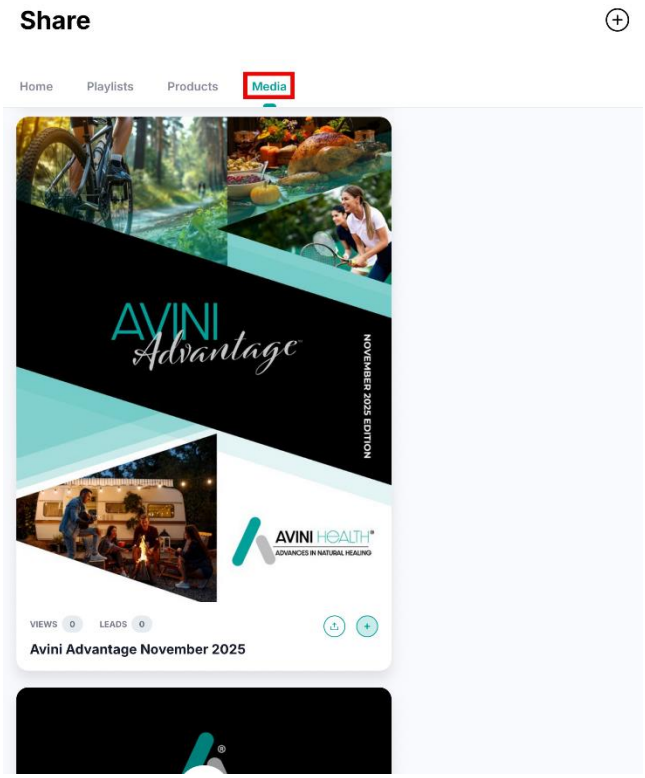
Note: They may notice the pricing is not wholesale; if they are a distributor, they need to sign in. If you do not see it, you need to log in.





Sharing products works the same way as videos. There are FastShare links and Trackable links.

The "**Media**" page has guides, tutorials, newsletters, and event information.

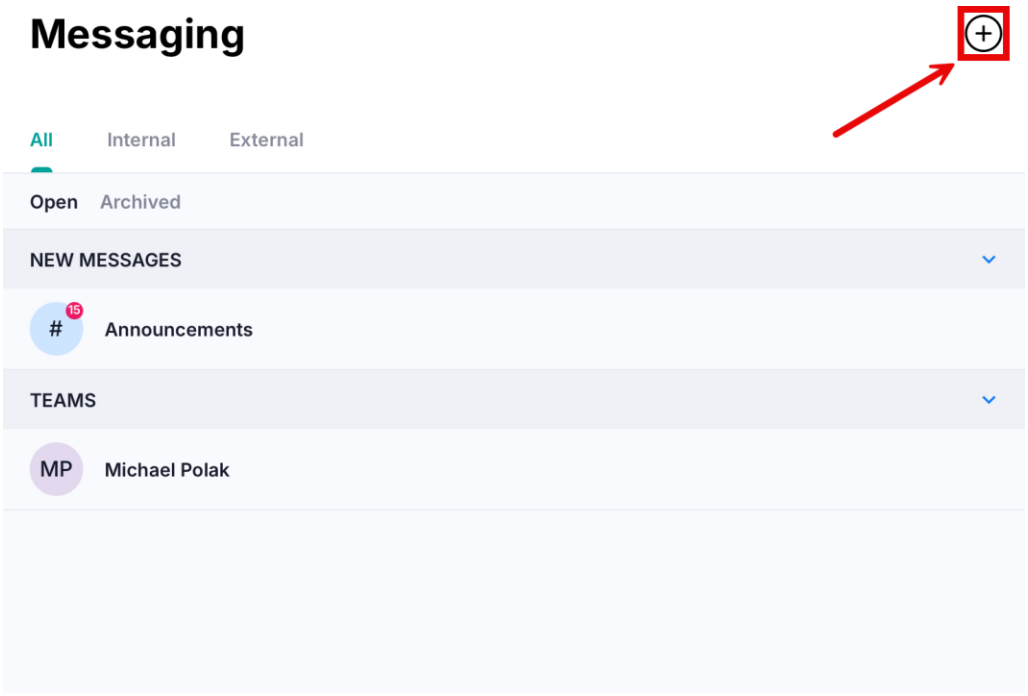


You can also add this to any of the playlists with the three dots on the upper right-hand corner.

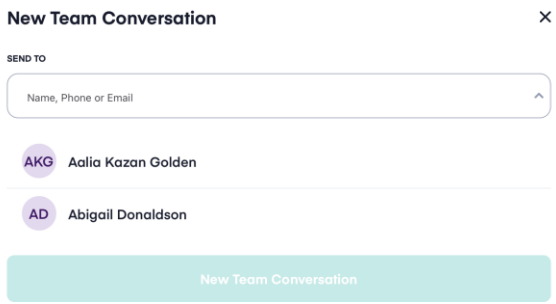
Navigating the Avini Messaging Page



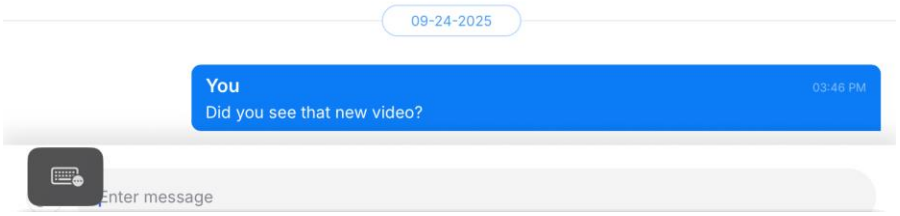
Here is how to reach out to other Avini Distributors. Click the plus sign “+” in the upper-right-hand corner.



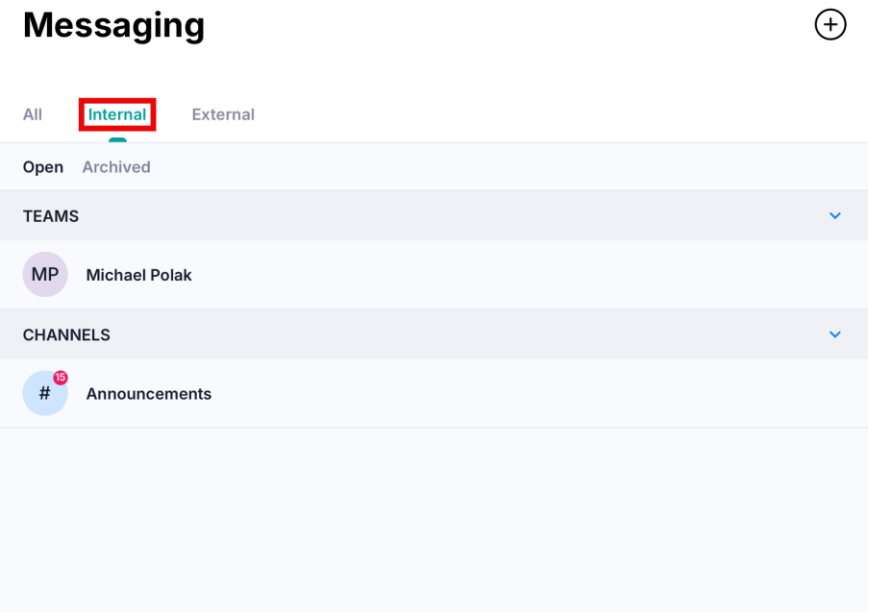
You can send and search for users you want to message. Click their name to open a text area.



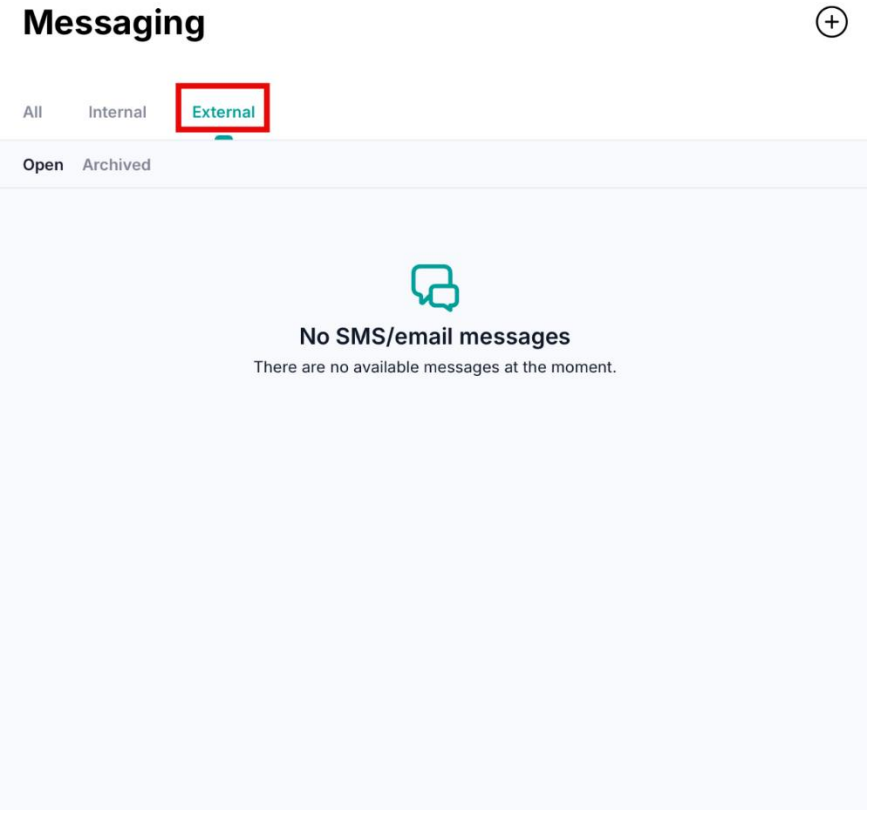
Once selected, you can start messaging them.



Click the "**Internal**" tab to see your current active messages with other distributors.



Click the "**External**" tab to see the messages that were sent to you by other distributors.



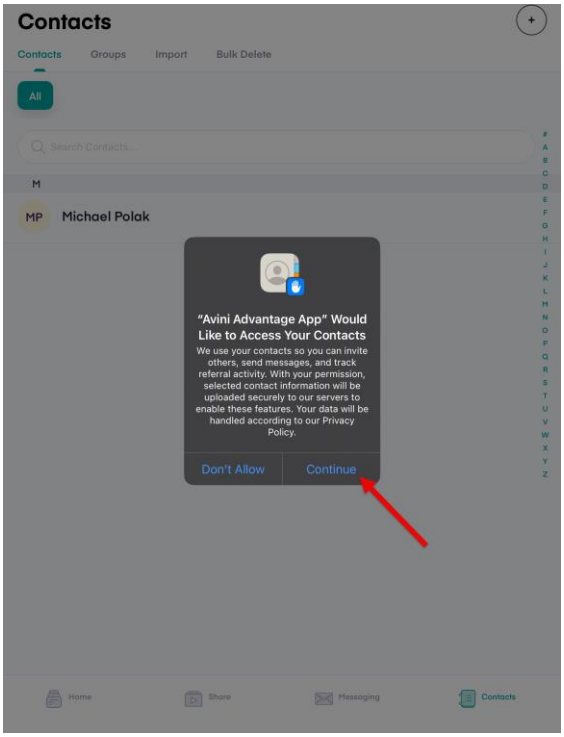
Let's learn how to import, create, and utilize the "Contact" section of the app.

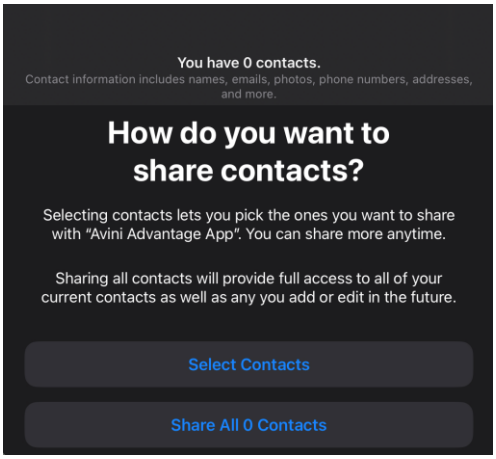
Navigating the Avini Contacts Page

You own your contacts; we do not share or gather their information. Neither your upline nor your downline will be able to see them.



When you click on "**Contacts**," the Avini App will prompt you to allow it to access your contacts. Click "**Continue**" if you would like to, or "**Don't Allow**" if you don't.



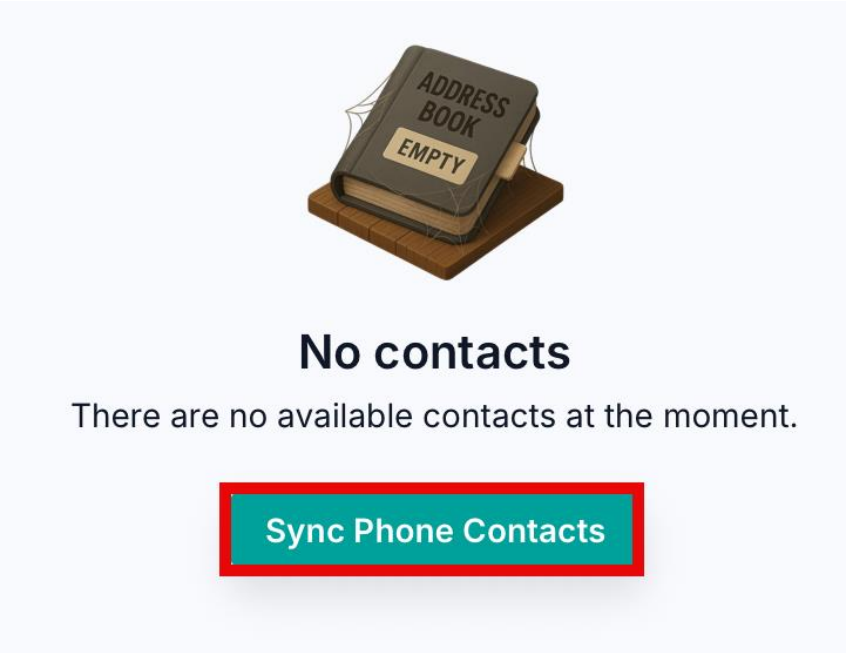


When you click "**Continue**," you will have the option to select "**Specific Contacts**" or "**Share All Contacts**".

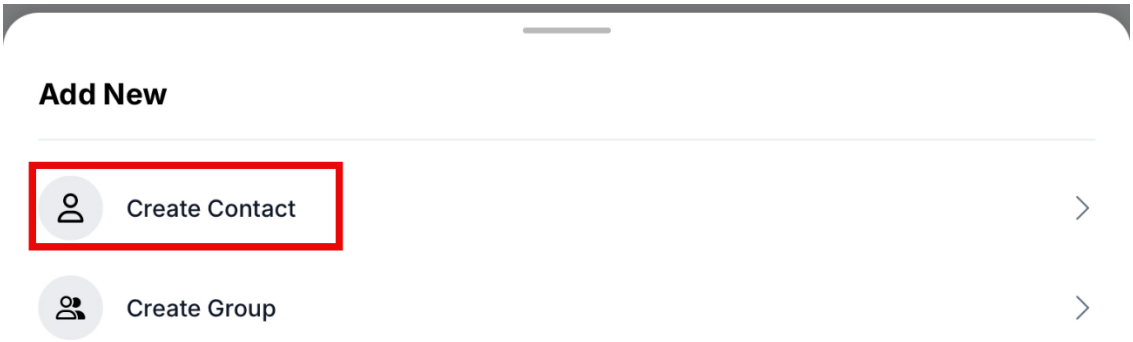
Creating a New Contact

To create a new contact from the app:

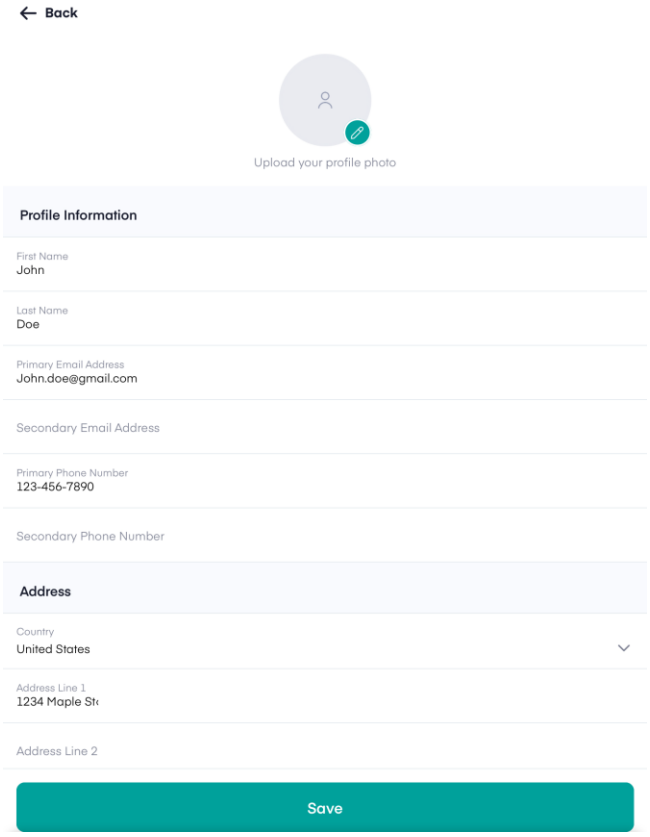
1. Click the plus sign in the top right-hand corner.



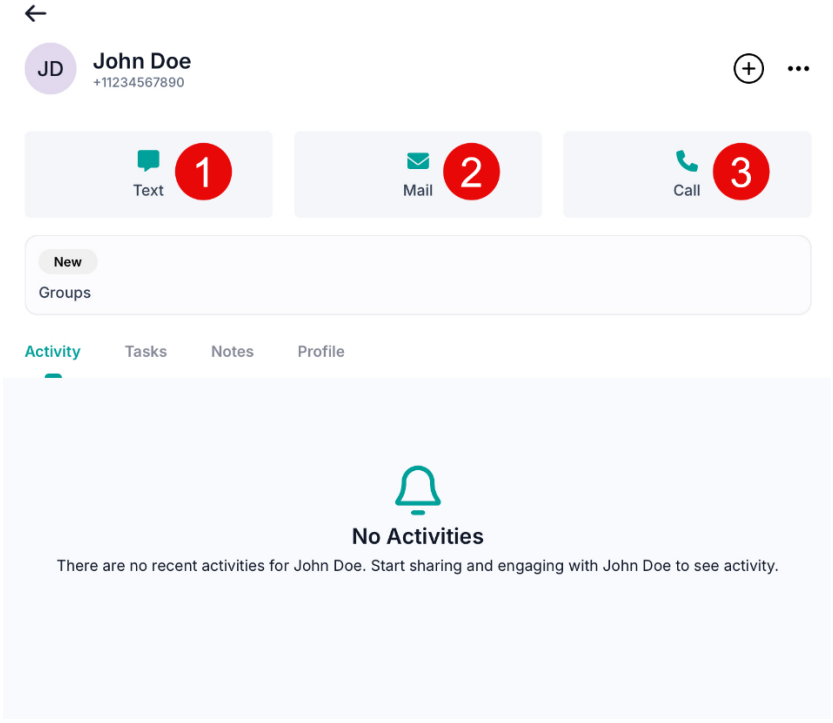
2. Click "**Create Contact**" on the bottom of the screen



3. Fill out information about your contact and click "**Save**".

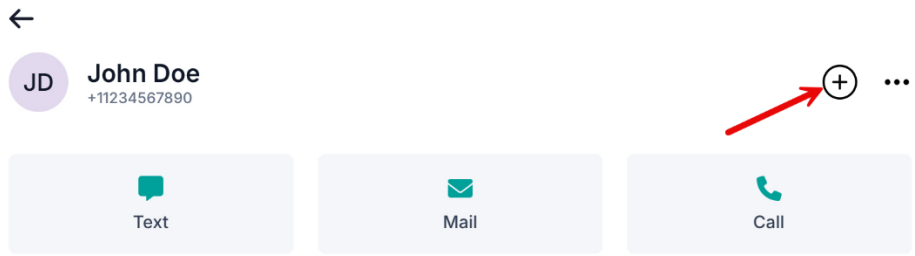


You can now interact with their page to view their activity, follow-up tasks, notes, profile, and the group they belong to. From here, you can also text, email, or call them.

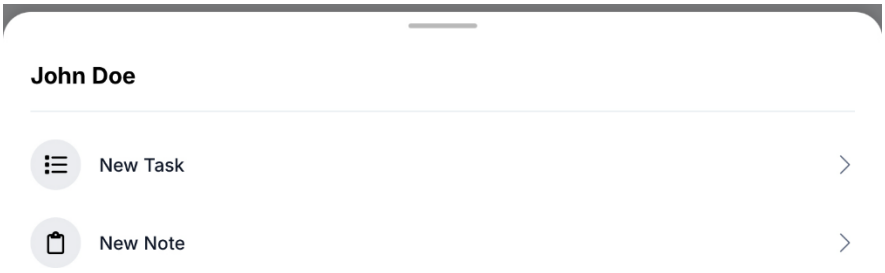


Adding Contact Tasks

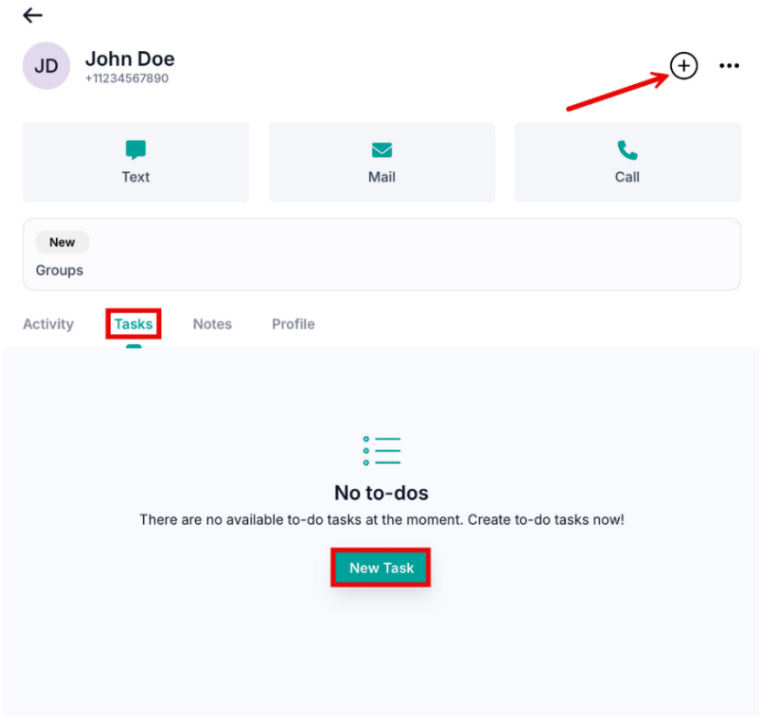
To create a note or task, click the plus sign "+" on the upper right-hand corner.



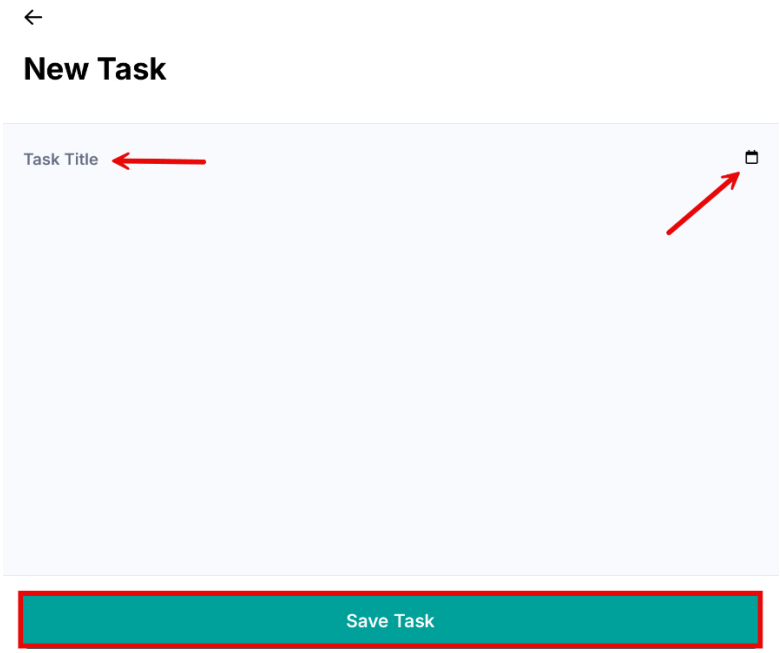
And select either "**New Task**" or "**New Note.**"



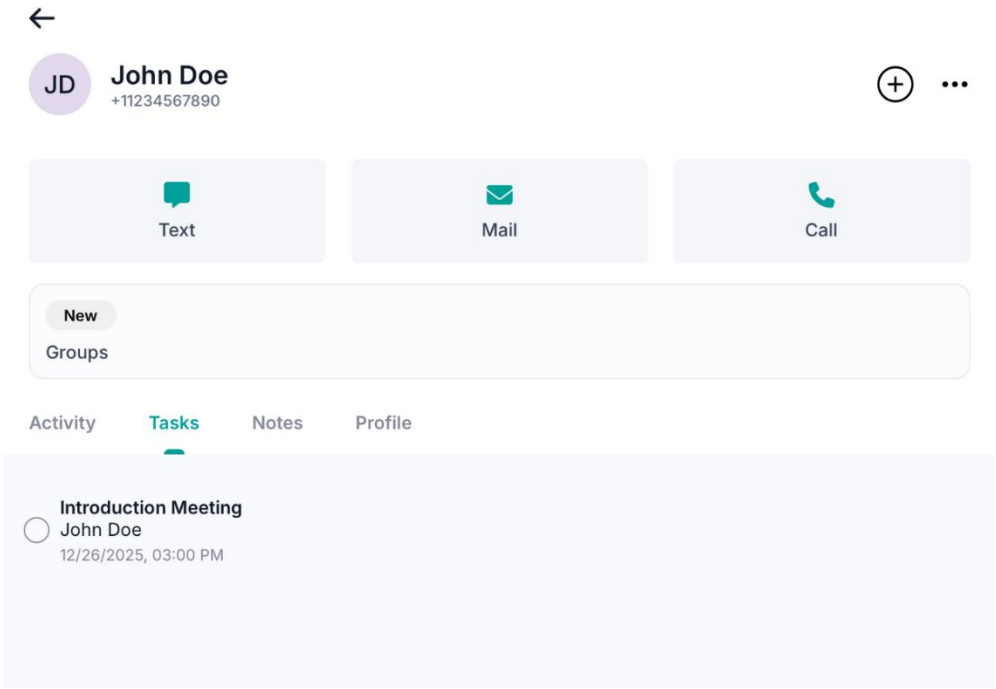
You can also create a task from the "**Tasks**" section on your contacts profile page. To do so, click the green "**New Task"** button in the middle of the screen or click the plus sign "+" on the upper right-hand corner, then click "**New Task**" as covered above.



Enter the name of the task in the **“Task Title”** field. Use the calendar icon to set the due date, then click **“Confirm”** when you’re finished.



The task was successfully created.



Note: Items will be highlighted in red if they are overdue.

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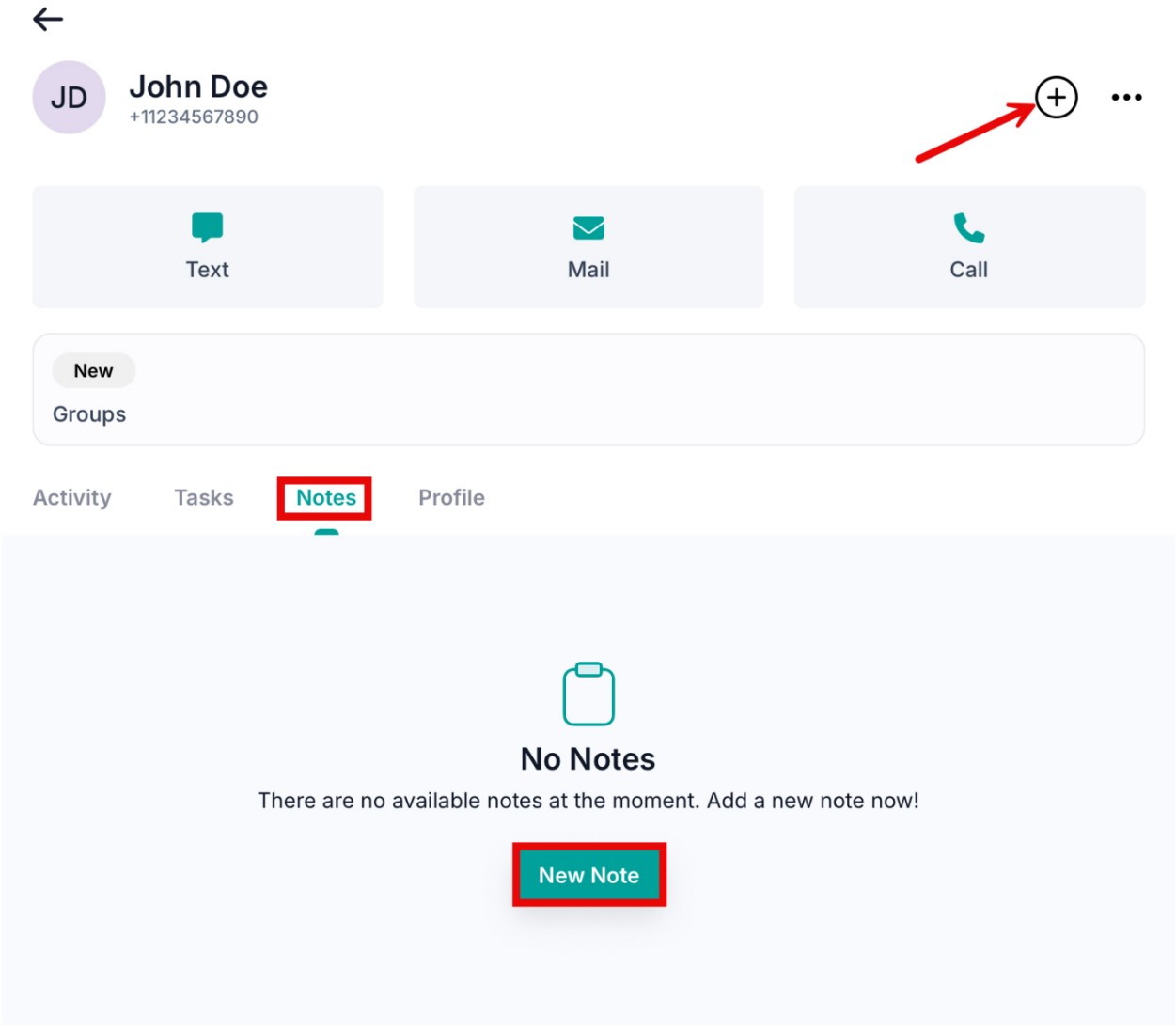
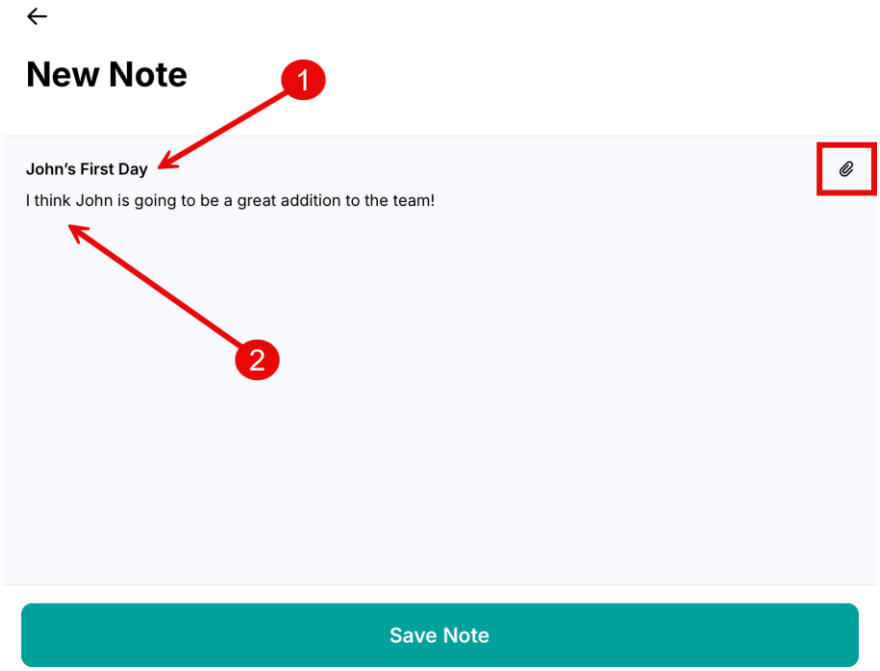
Adding Contact Notes

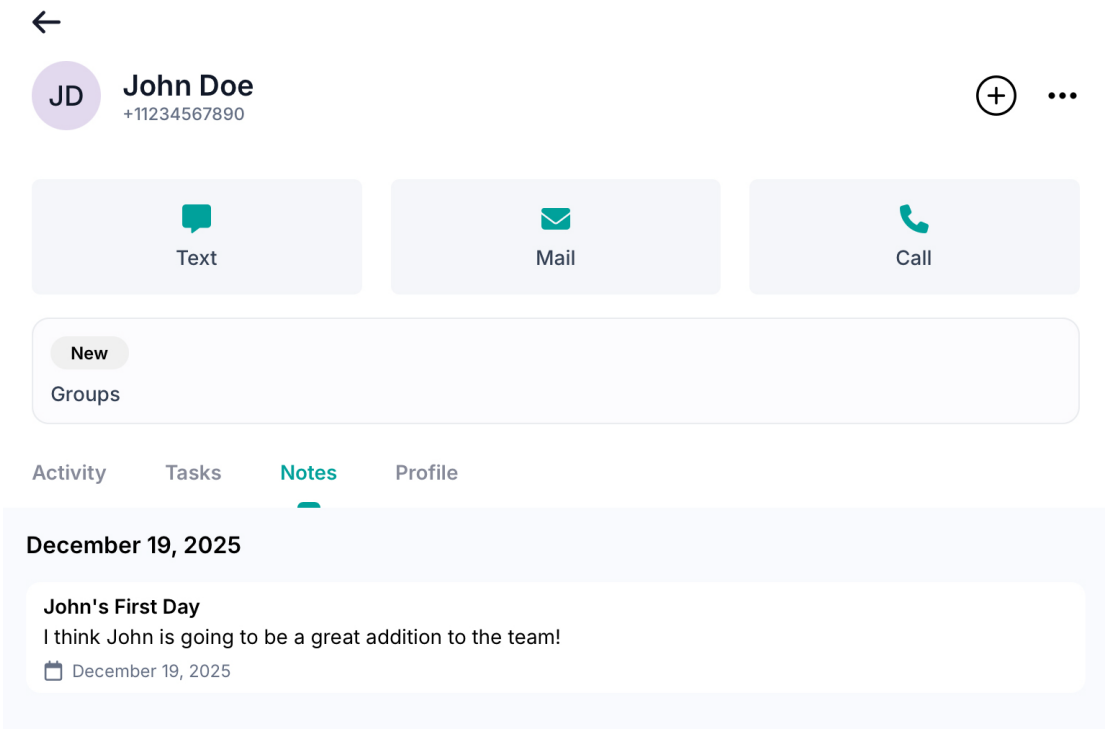
To create a contact note, go over to the "**Notes**" section of your contact. Click the green "**New Note**" button in the middle of the screen or click the plus sign "+" on the upper right-hand corner.



Please provide the note with a title (bubble 1) and a description (bubble 2). Add any desired attachments (paperclip icon), then click "**Save Note**" when you are done.

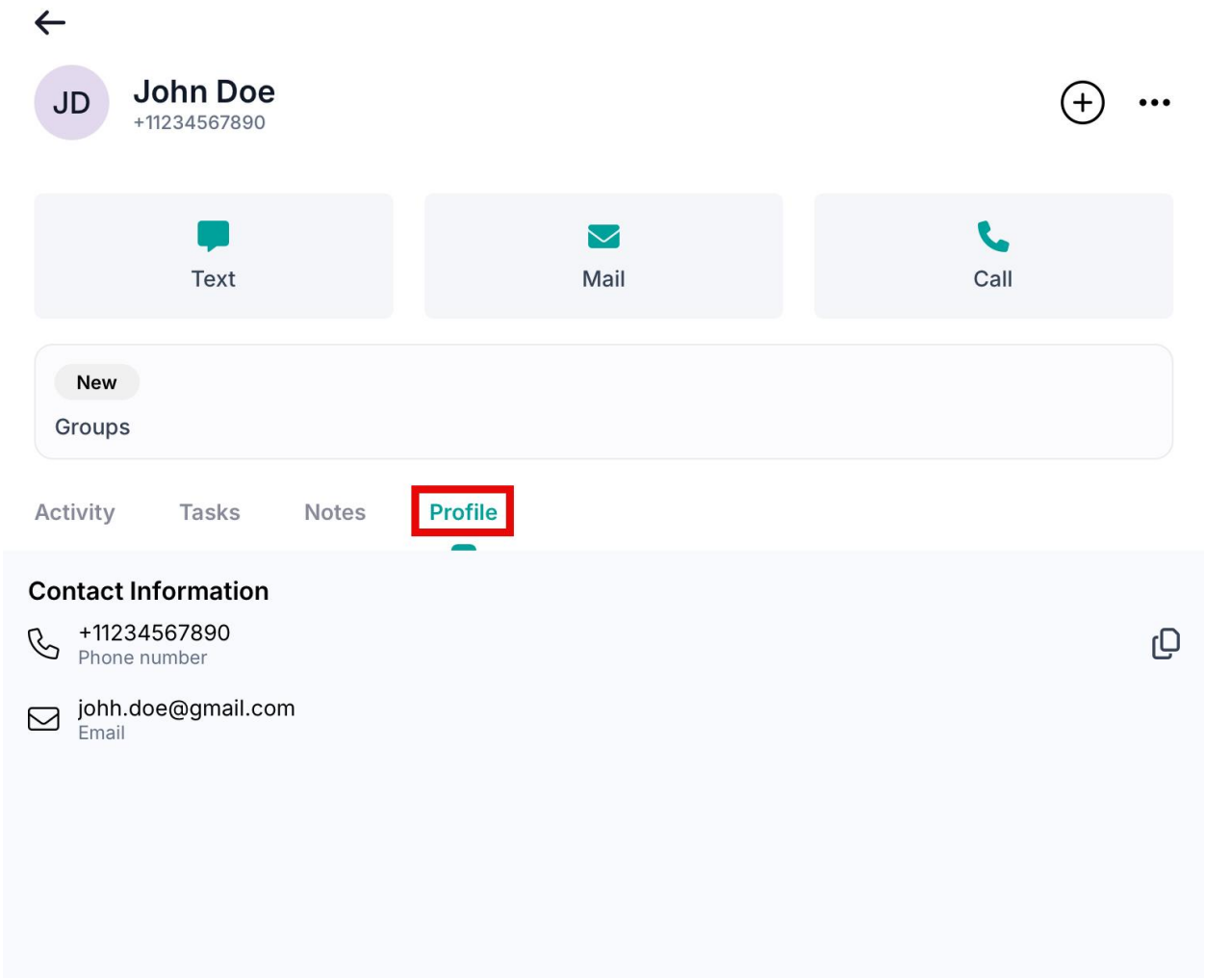


It automatically timestamps the note.



Contact Profile

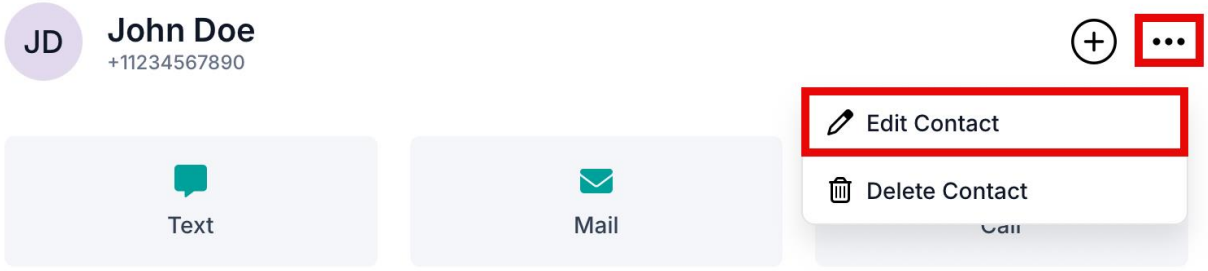
The "**Profile**" section provides a quick overview of the contact's information that can be easily copied.



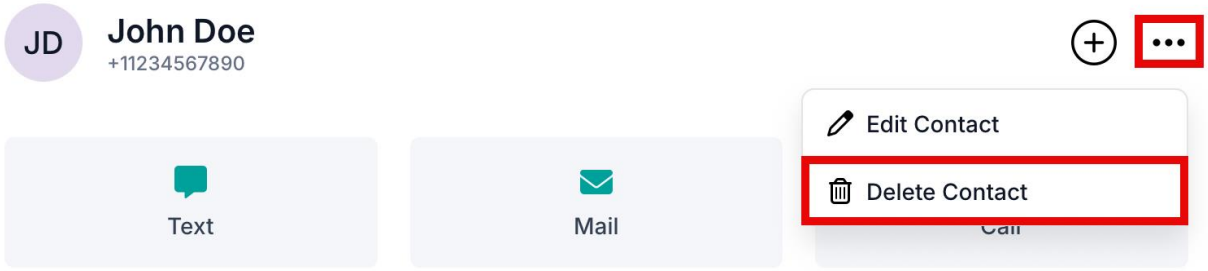
Editing or Deleting a Contact

On any section of the contact's page, press the three dots in the upper-right-hand corner to edit or delete a contact.

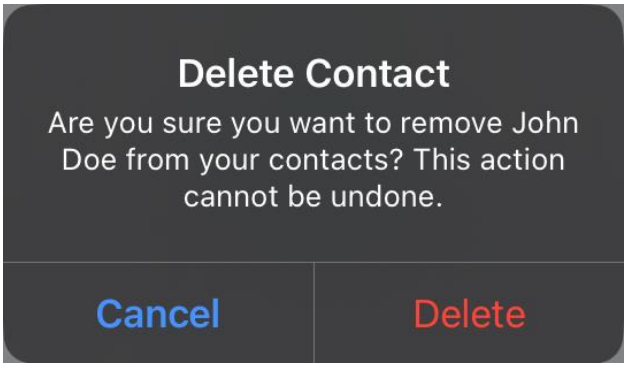
Click "**Edit Contact**" to open their profile page, where you can update their information.



Click "**Delete Contact"** to permanently delete the selected contact.



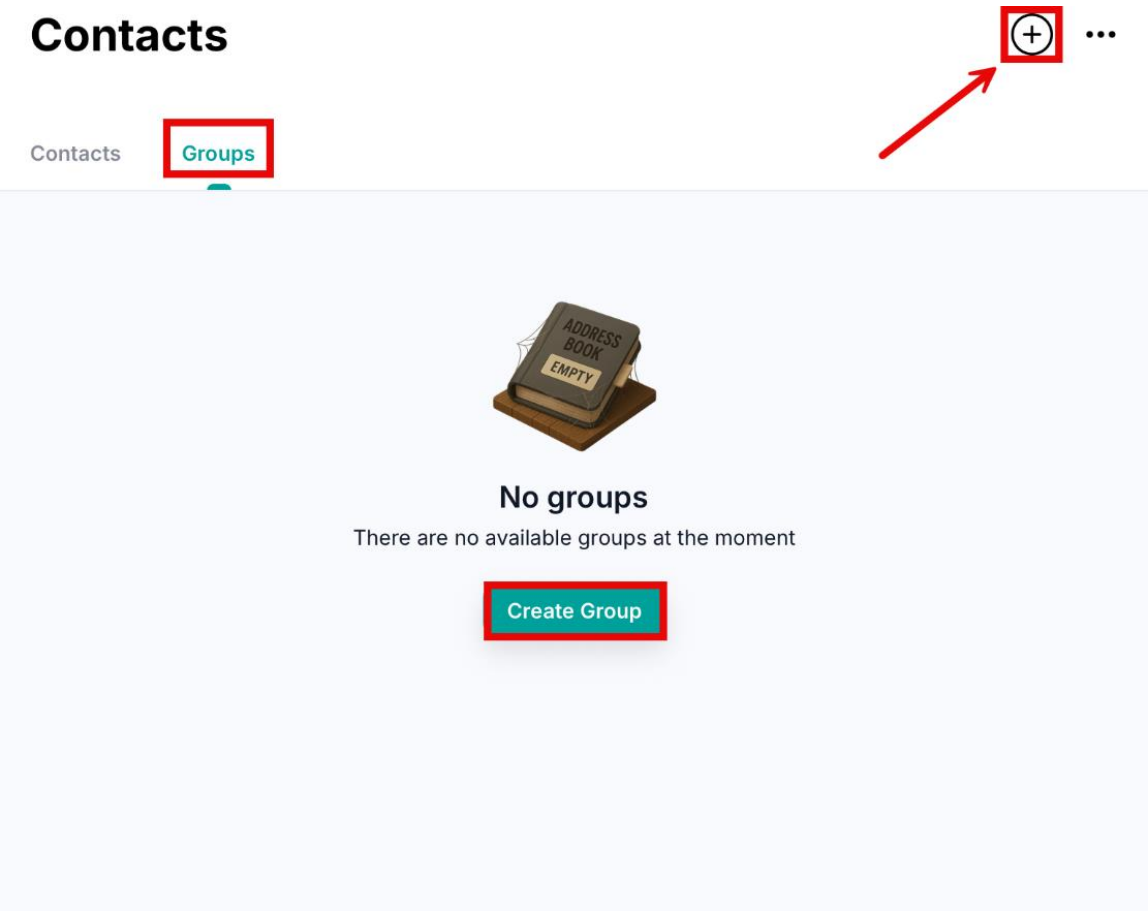
Click "**Delete**" if you are sure you want to remove them.



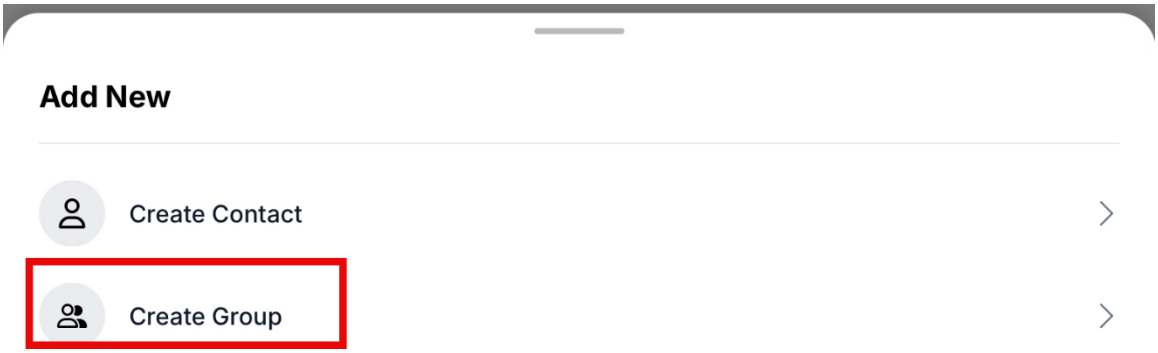
Groups

To create a new group:

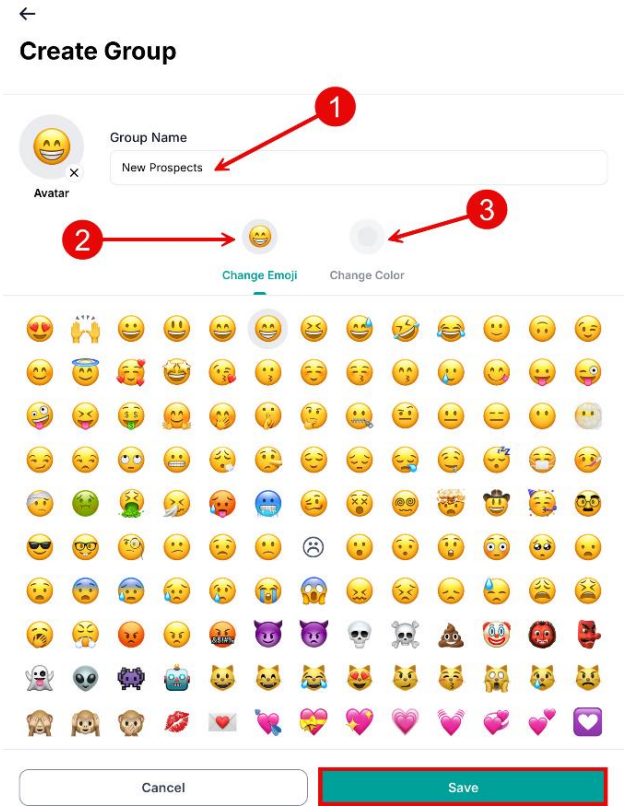
1. Click the plus sign "+" on the upper right-hand corner or click the green "**Create Group**" button in the middle of the screen.



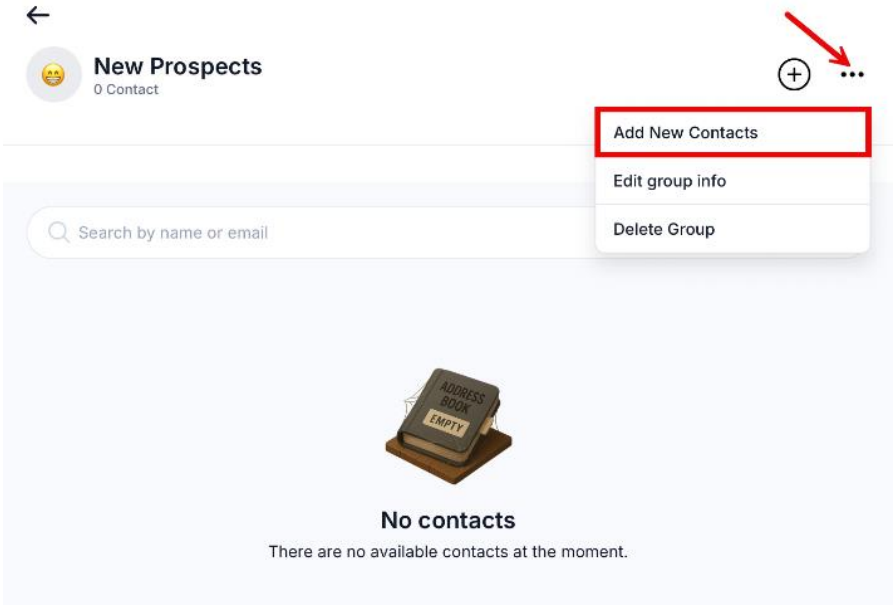
2. Click "**Create Group**"



3. Name the group, choose an emoji, and chose the color and click "**Save**"

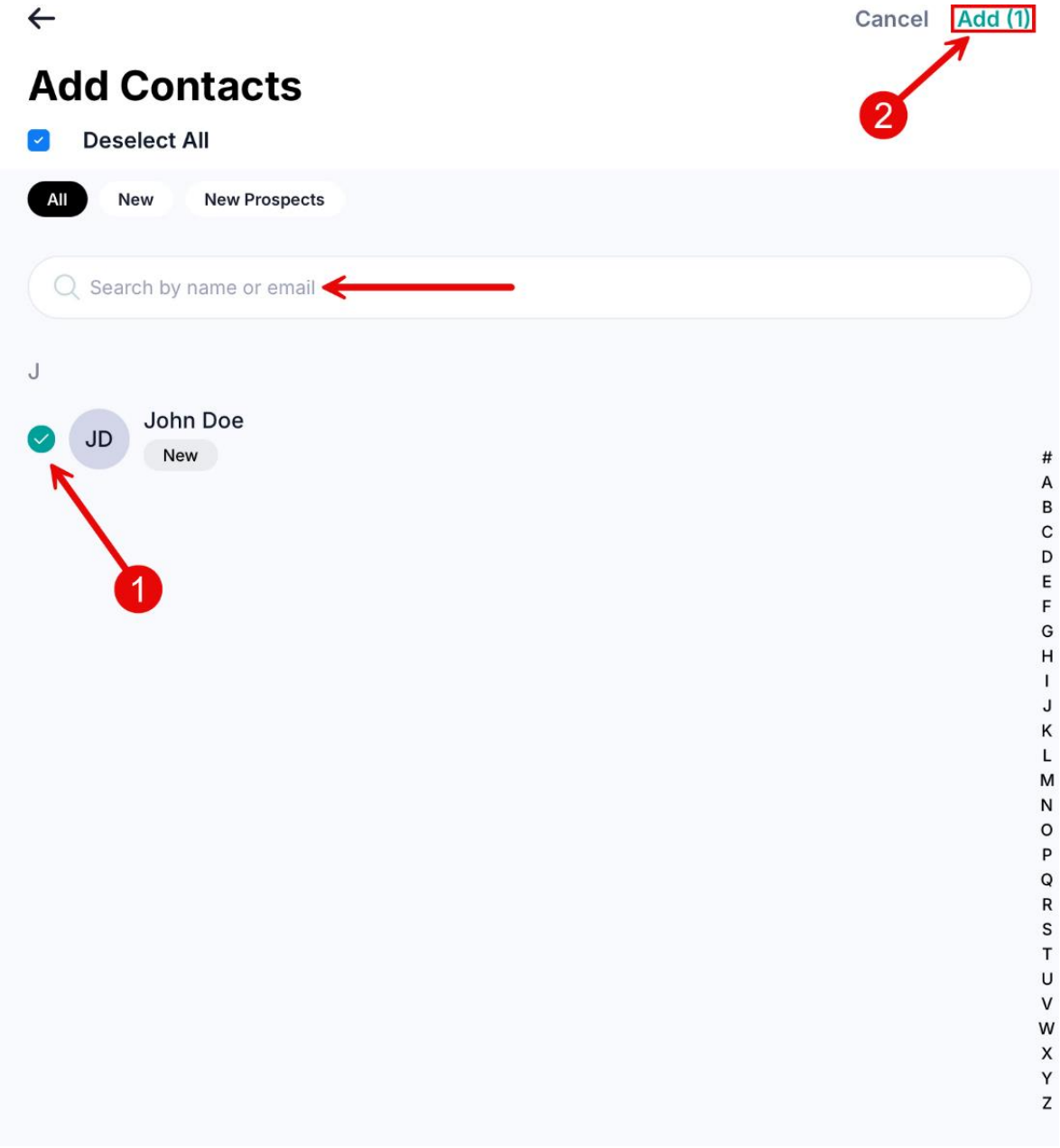


Now that the group is created, click the three dots on the upper-right-hand corner to edit the group. Click "**Add New Contacts**" to contacts to your newly created group.

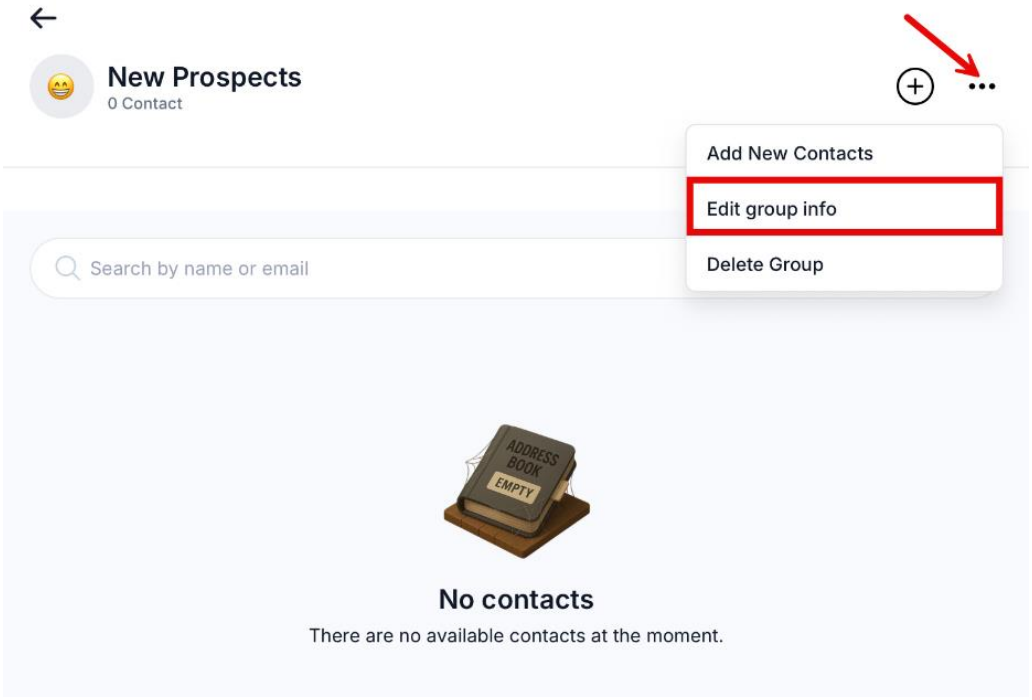


Note: You can create new contacts that are automatically added to the group if you click the plus sign "+" on the top right-hand corner and click "**Create Contact**"

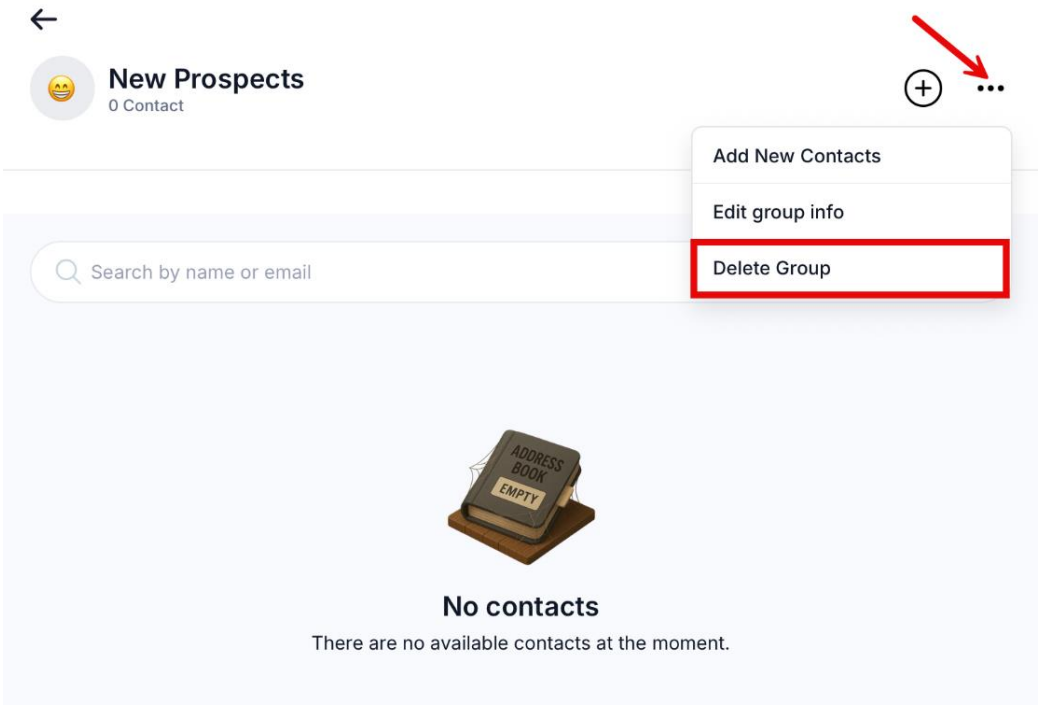
After you click "**Add New Contacts**" you will be taken to a contact search page. Scroll through the list or use the search bar to find the contact you'd like to add to the group. Select as many contacts as you want, then click **"Add"** in the top-right corner when you're finished.



To edit the group name, or emoji click “**Edit group info**”.



To delete the group, click “**Delete Group**”



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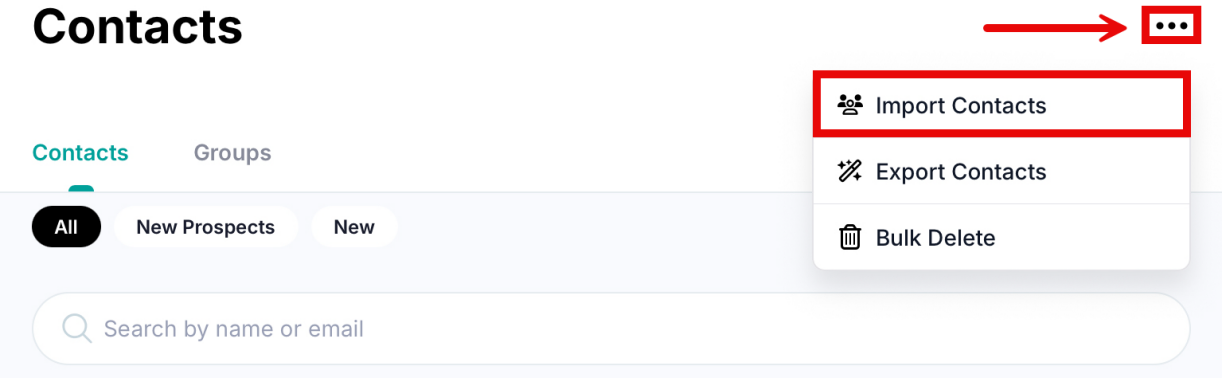
Import Contacts

Did you choose not to add your phone contacts when you first signed in? No problem!

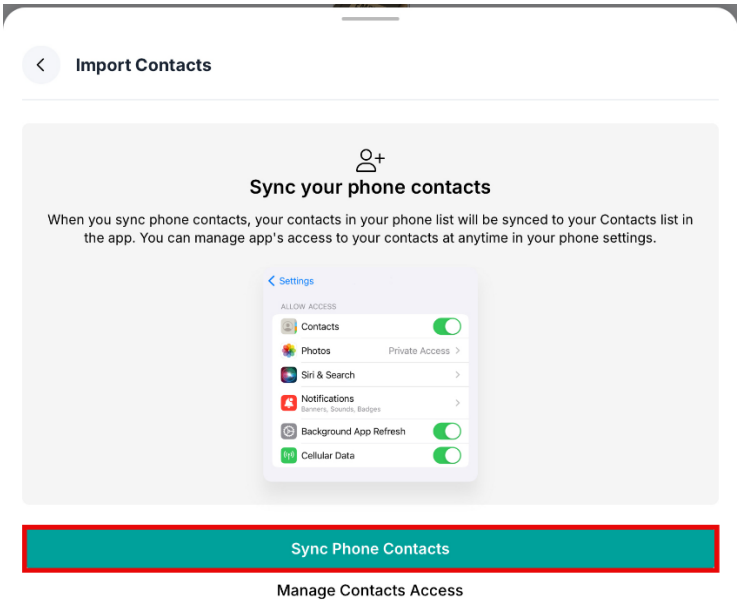
Go to the "**Contacts**" page, then click the three dots on the upper-right-hand corner, then "**Import Contacts**".



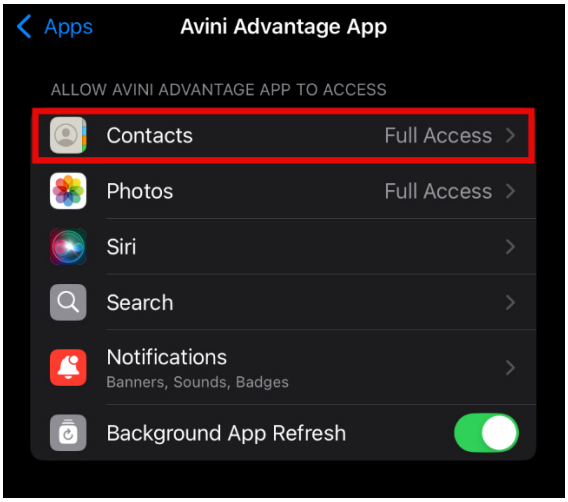
Click "**Add Phone Contact(s)**"



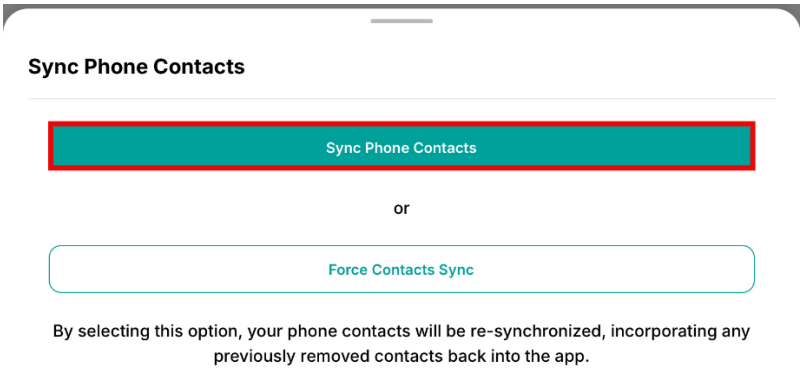
Click "**Sync Phone Contacts**". You will be asked to sync your contacts again if you denied permission the first time.



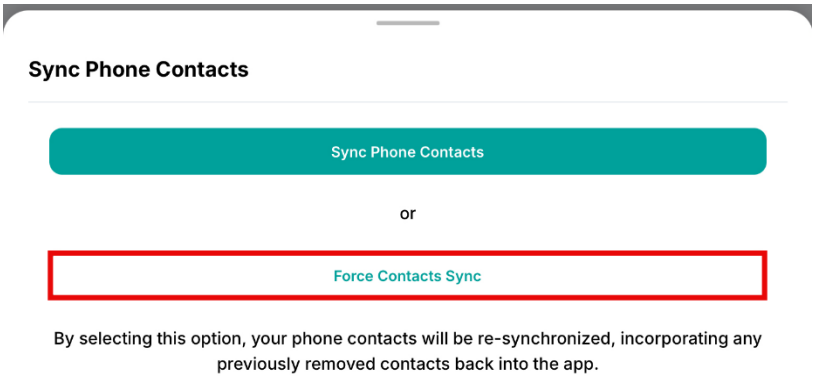
If you click "**Manage Contacts Access**" it will bring you to your phone's settings. You need to ensure that contacts have full permission.



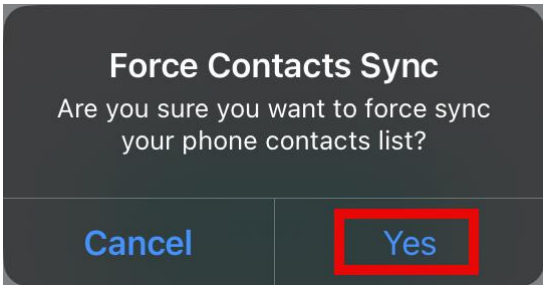
Click "**Sync Phone Contacts**"



If your contacts are not syncing from your phone after several minutes, go back to the contacts menu, click the three dots on the upper-right-hand corner, click "**Import Contacts**", click "**Sync Phone Contacts**", then click "**Force Contact Sync.**"



Then click, "**Yes.**"



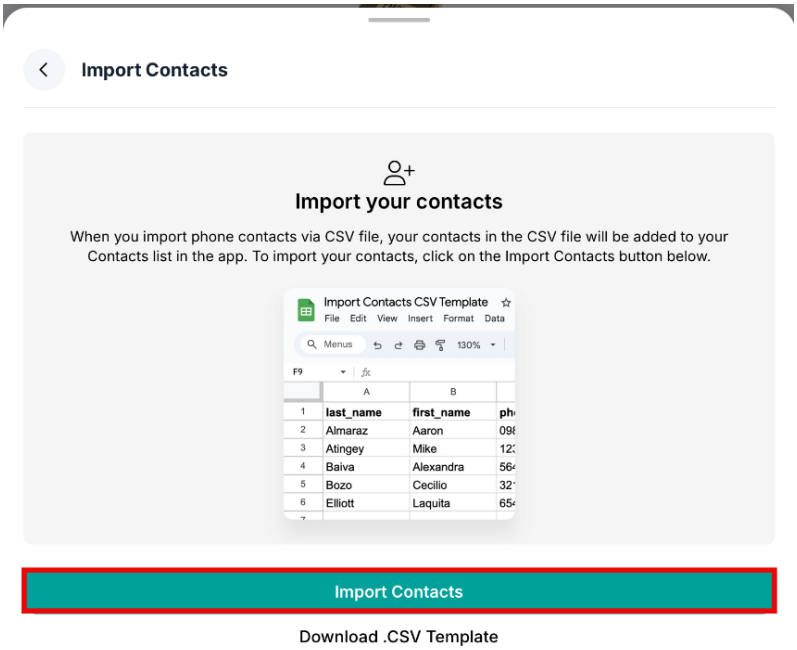
You may need to click "**Force Contact Sync**" two more times if it did not work the first time.

Importing Contacts from a Spreadsheet Document

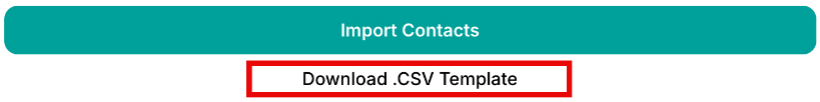
You can also add contacts from an **Excel** or **.CSV** file. Click **"Import .CSV"**,



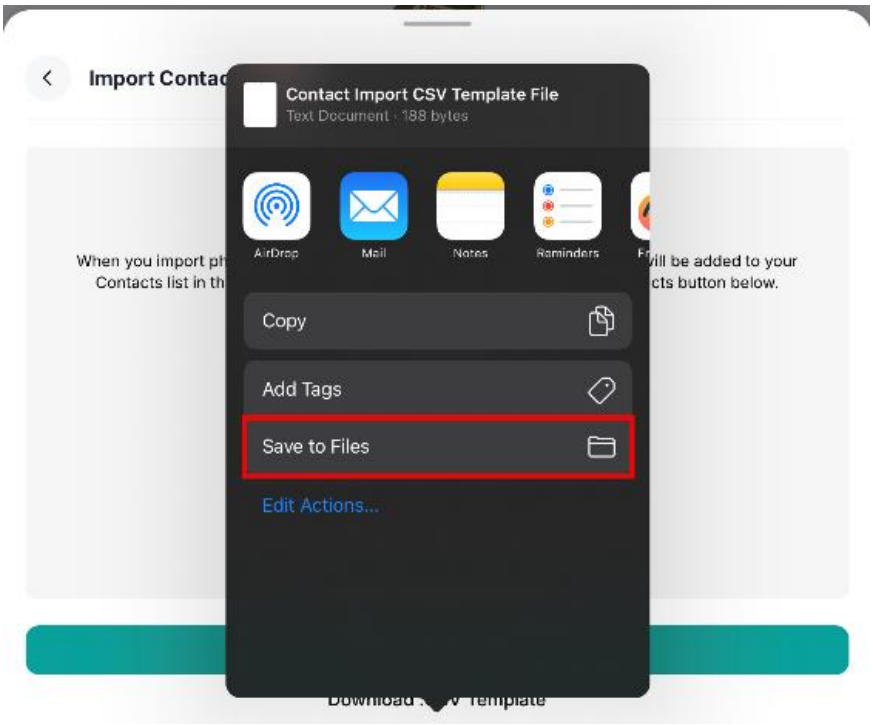
Click **"Import Contacts"** and select an existing spreadsheet on your device files. Proper formatting is crucial. Download the template to see the correct format.



If you want to use this method, click **“Download .CSV Template”**.



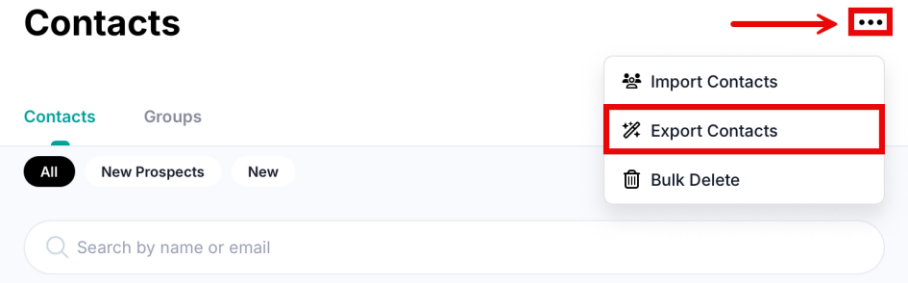
Click **“Save to Files”** to store it on your device. Fill out the template, then click **“Import Contacts”** to upload it.



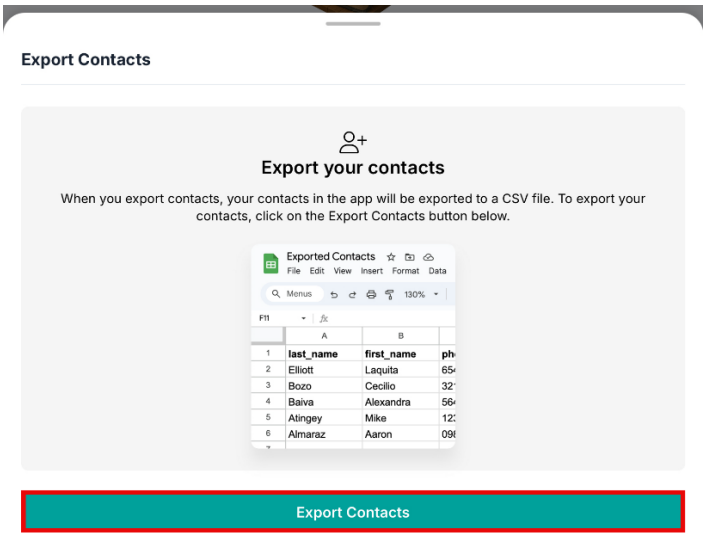
Next we will be learning how to export contacts from the app.

Exporting Contacts

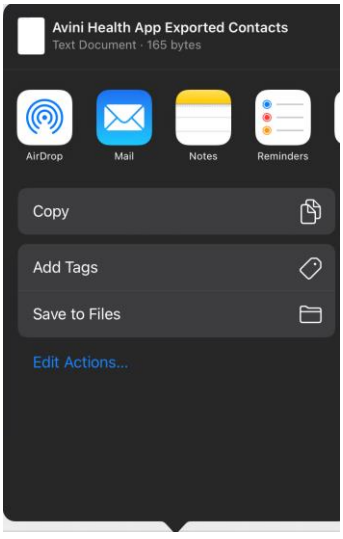
To export your contacts from the app to a spreadsheet. Click the three dots on the upper-right-hand corner, then click "**Export Contacts**".



Click "**Export Contacts**", then "**Export**" again when the pop up appears.

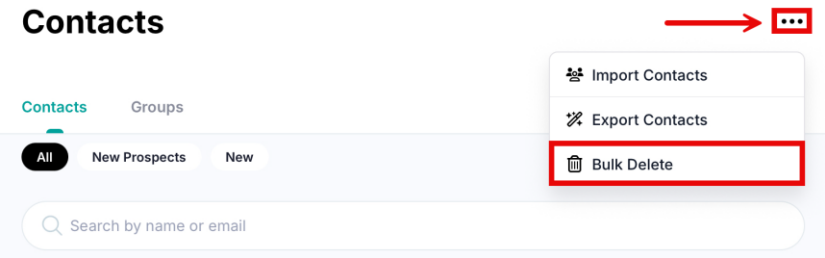


It will take you to your device's storage, where you can choose where to save it.

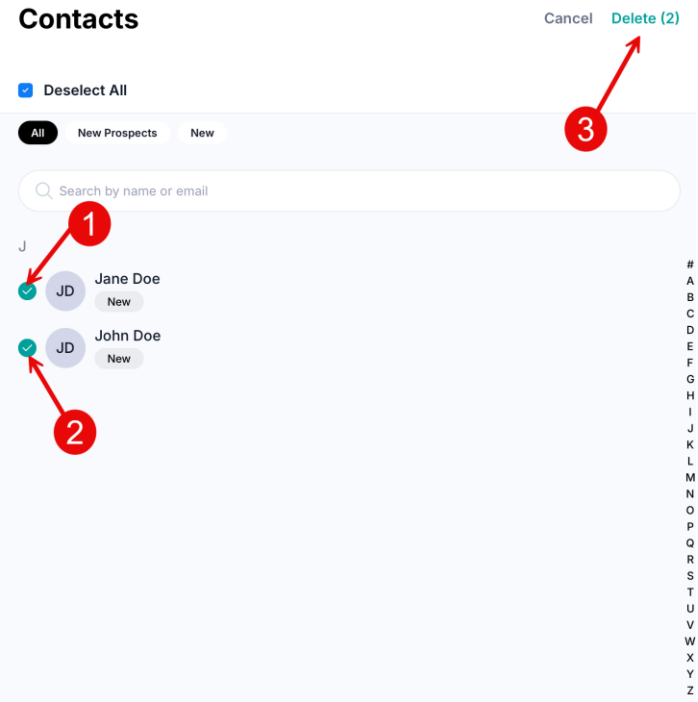


Deleting Contacts

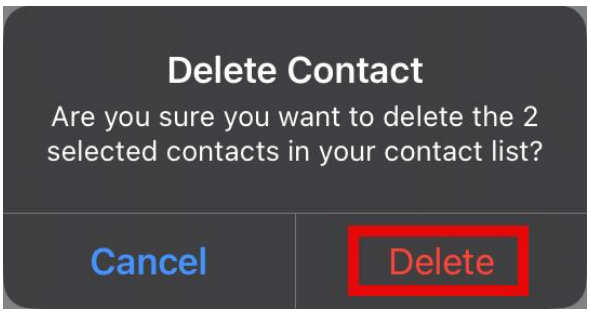
Go to the "**Contacts"** page. Click the three dots in the upper-right corner, then select "**Bulk Delete**."



Select the contacts you want to remove, then click "**Delete.**"



Click "**Delete.**"



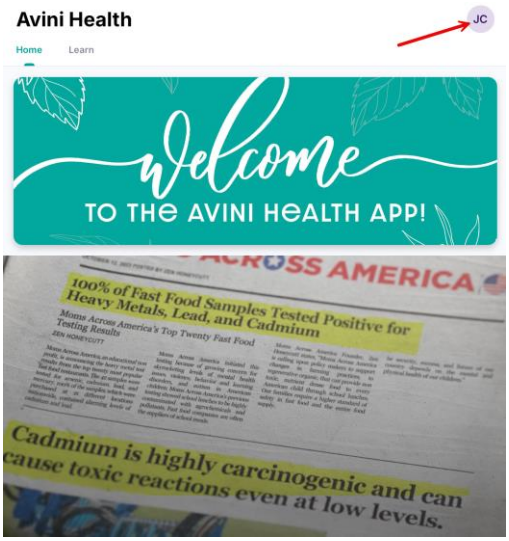
On the next page, we will cover how to set up your Avini Profile.

Setting up your Avini Profile.

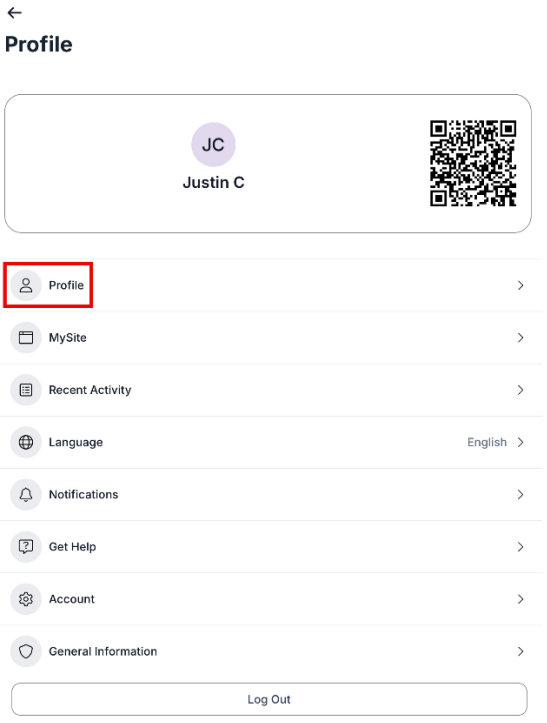
To set up your Avini Profile, please click the "**Home**" icon in the bottom left-hand corner of the app.



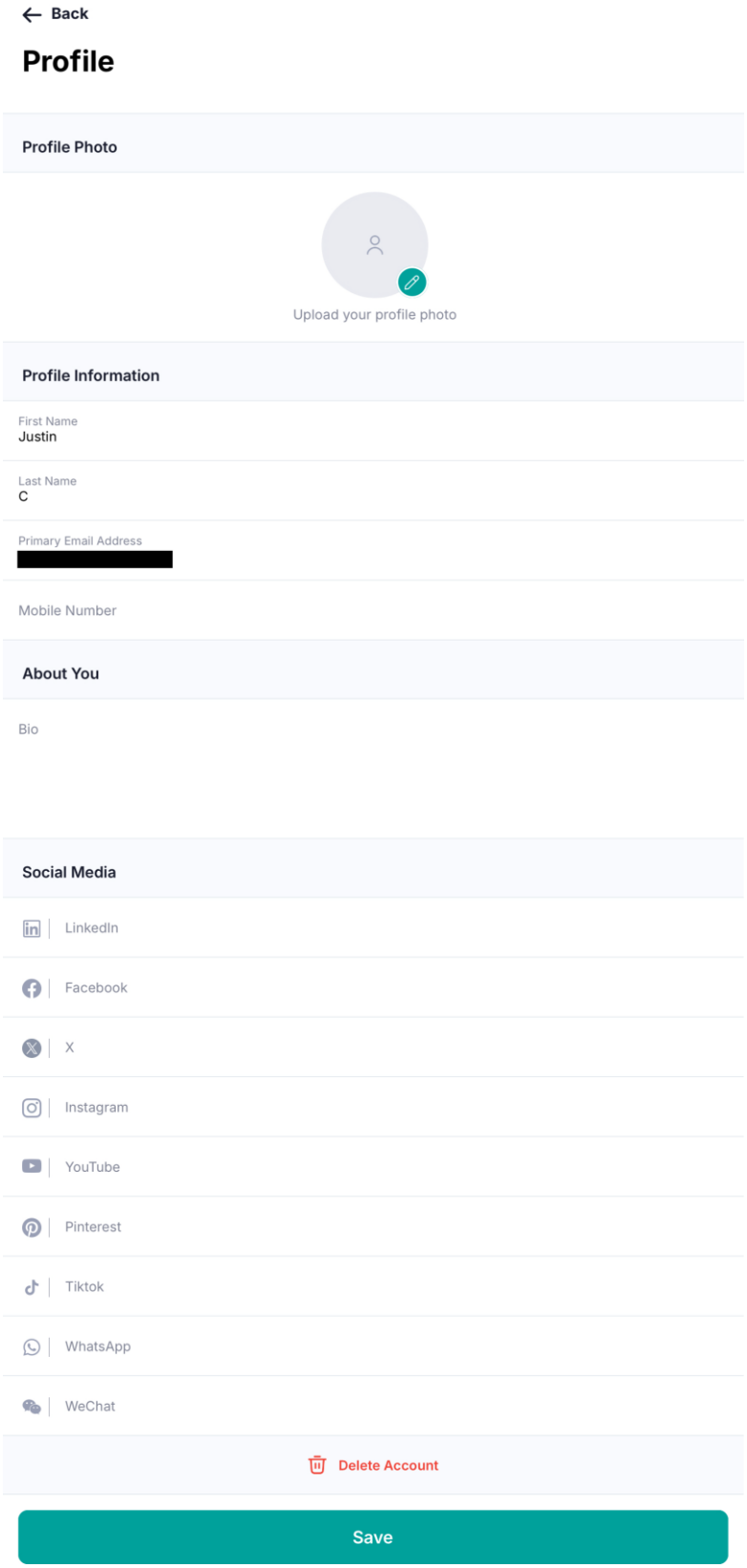
1. Click on the bubble with your initials or the photo that was added.



2. Click "**Profile**"

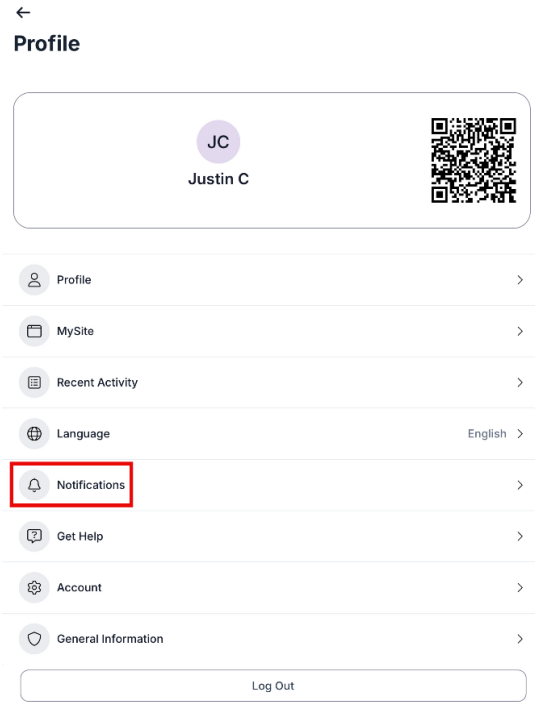


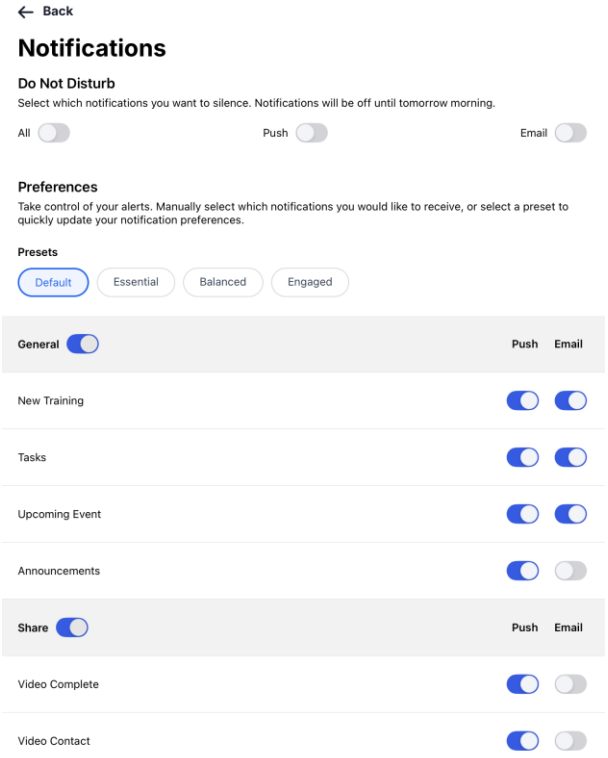
3. Enter your information and add a photo if you would like, and click "**Save**"



Changing your notifications settings

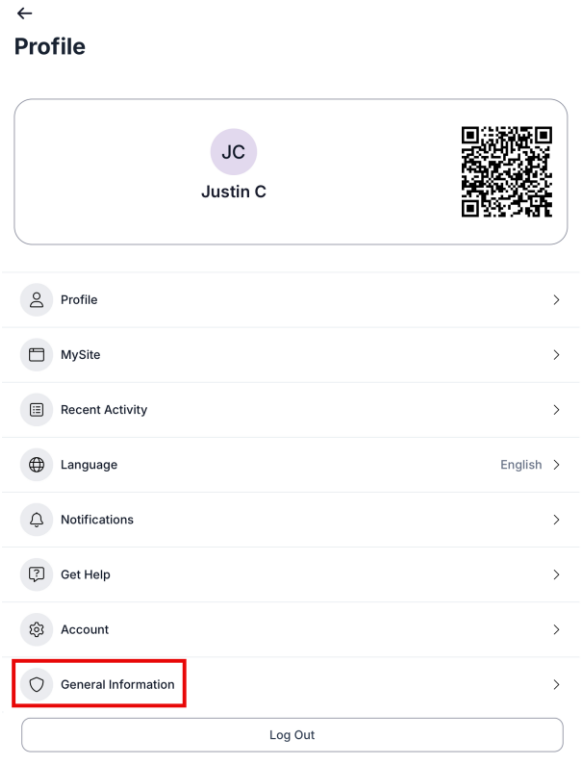
To change your notification settings, go back to the profile menu and click "**Notifications**"



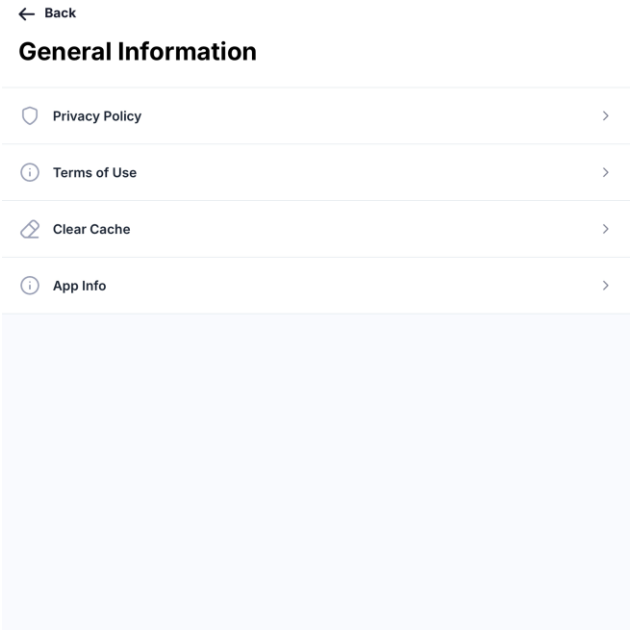


General App Information

Go back to the profile menu, click “To-Do List,” and click “General Information”

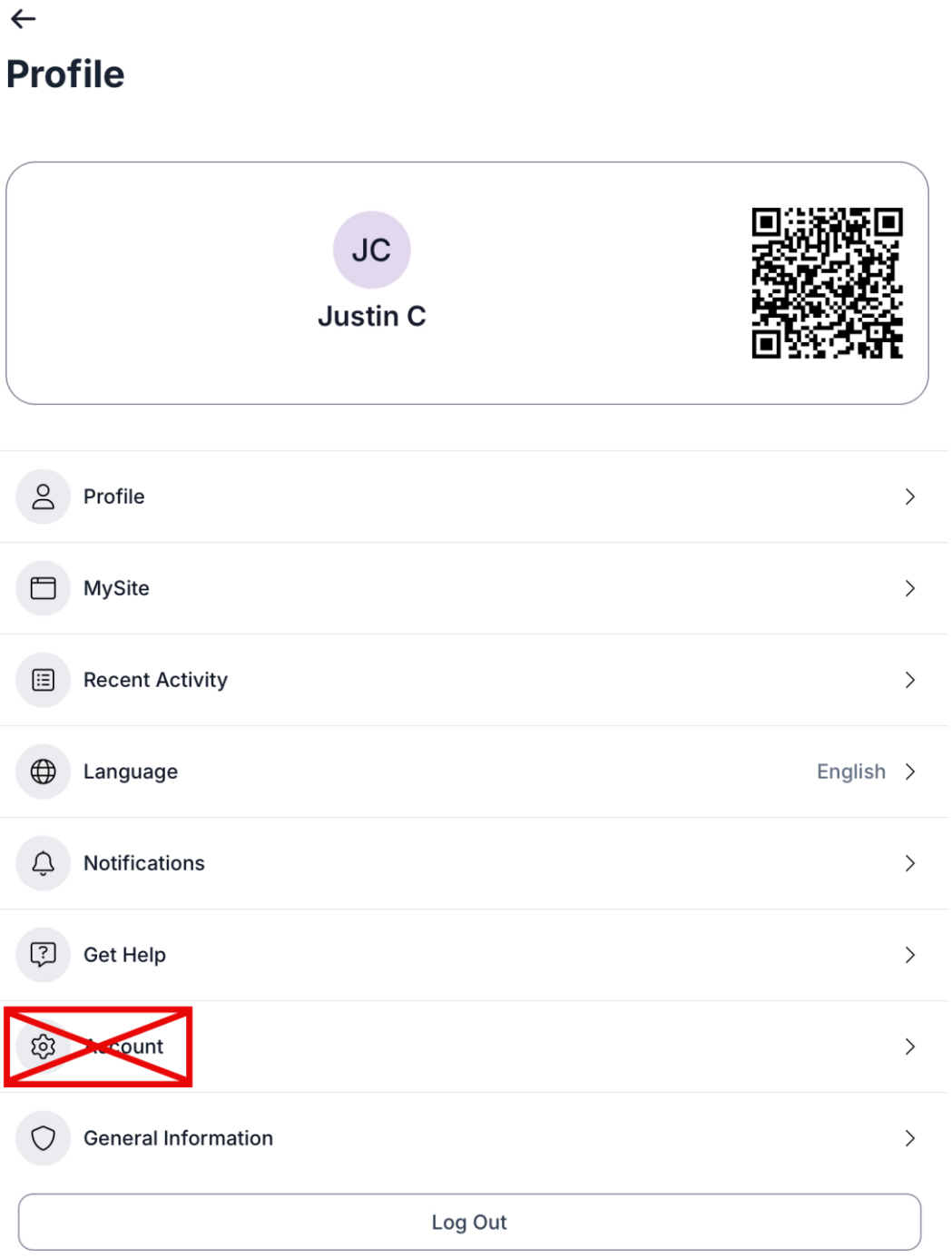


Learn about our Privacy Policy, Terms of Use, and how to Clear your cache (this helps the tech team troubleshoot the app; please notify a team member if you tried it). Also, find information about the app.



App Account

Please do not click this section. It asks you to add your address and card information. The app is not intended for purchasing, and you will receive an error message each time you attempt to add that information.

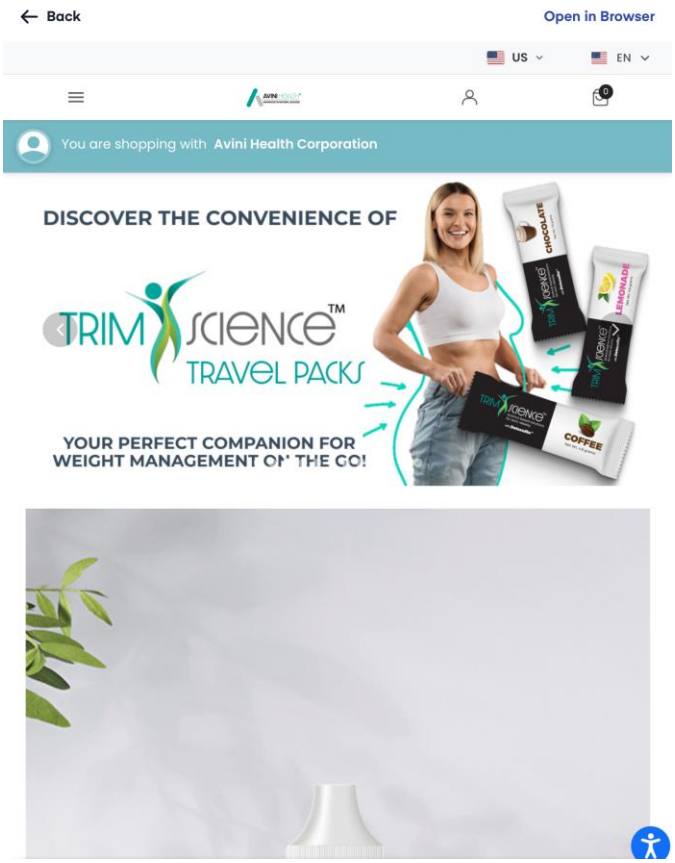


Accessing the Avini Backoffice from the app

These views are from the Avinihealth.com mobile version website and will not have the same functionality as the desktop version.

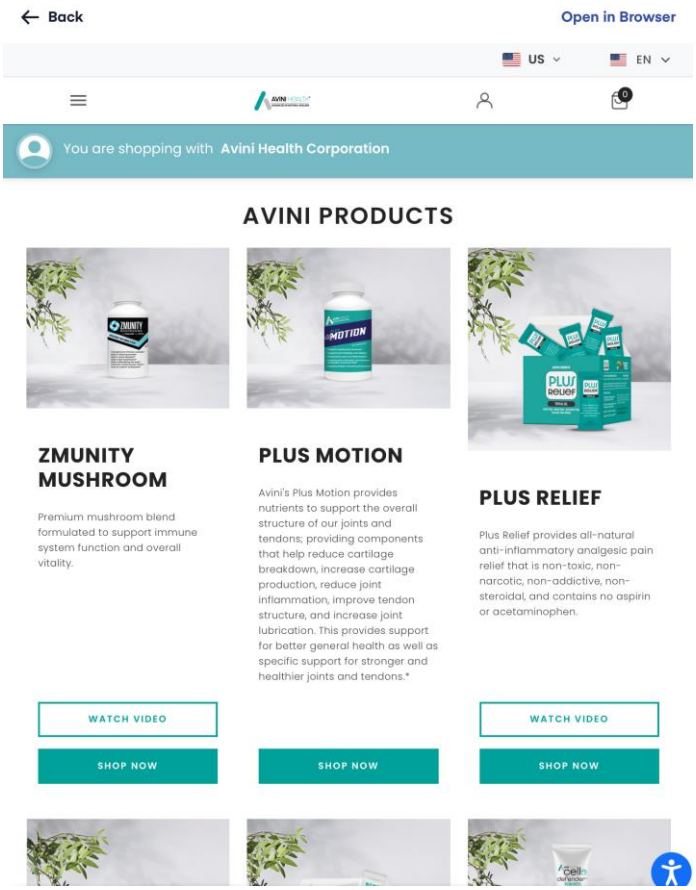
Clicking the "**Home**" button on the App's Home Screen will get you to the front page of the mobile website.





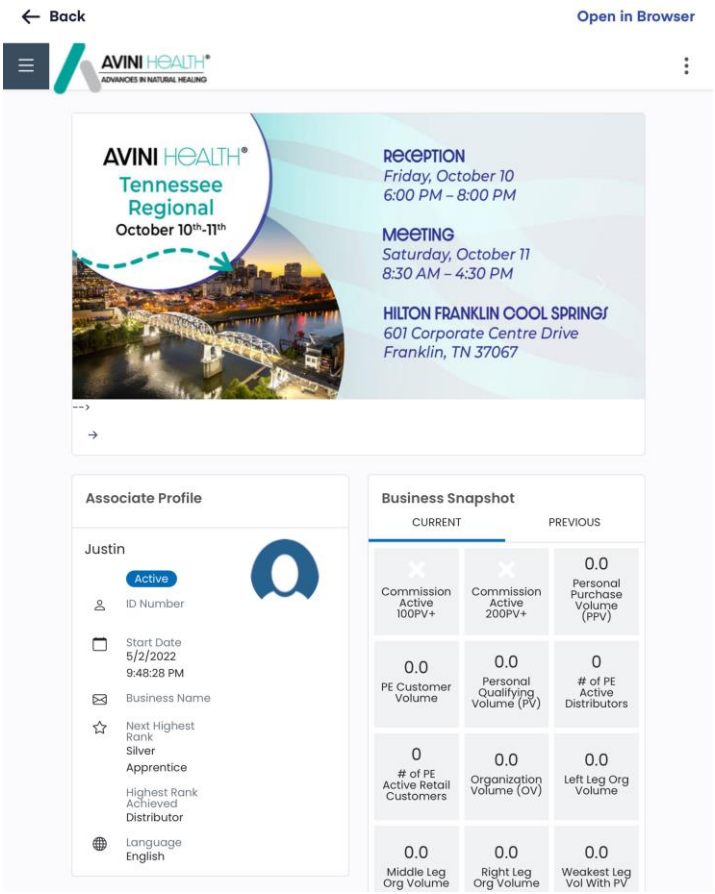
Clicking the "**Shop**" button on the App's Home Screen will get you to the shop page of the mobile website.



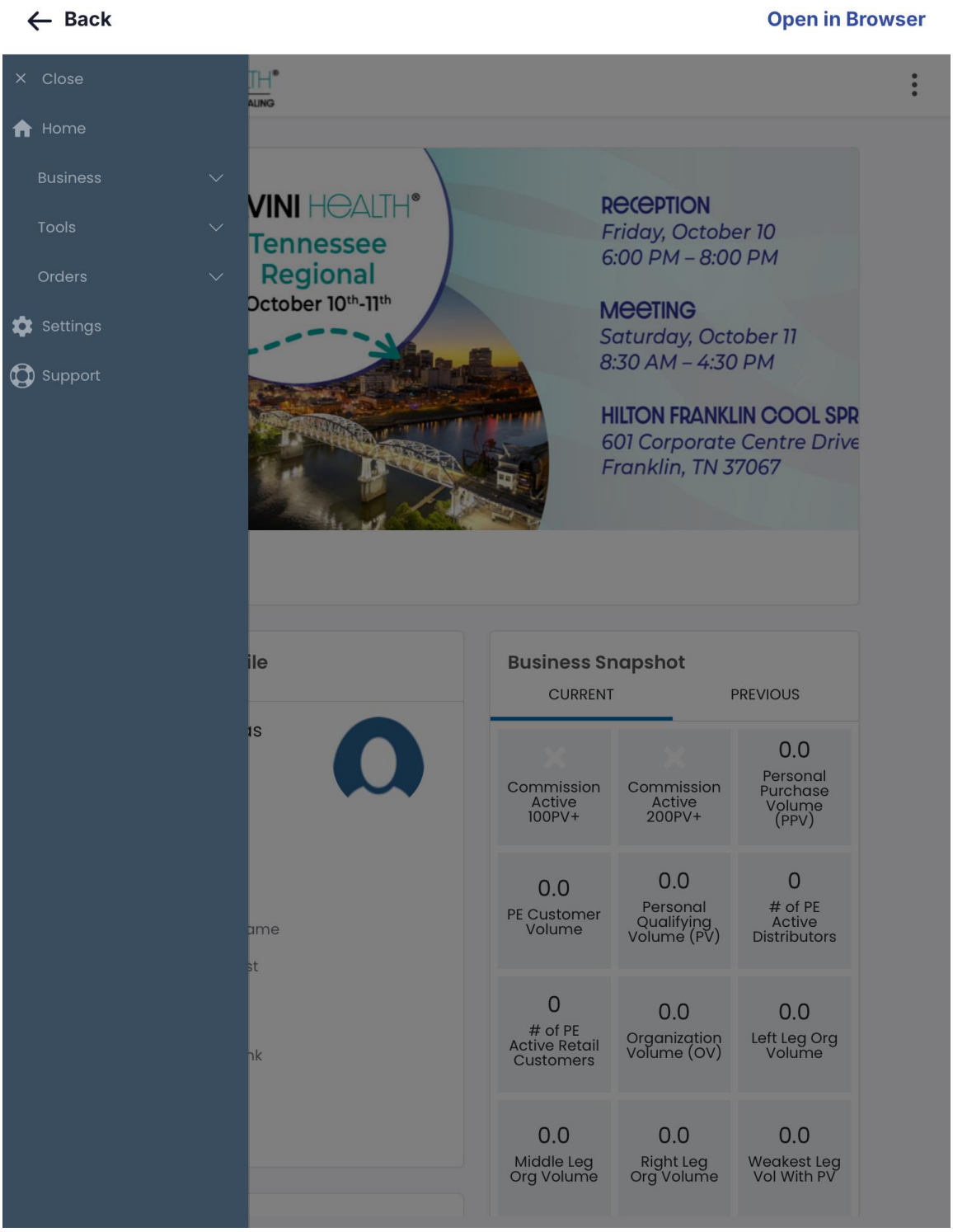


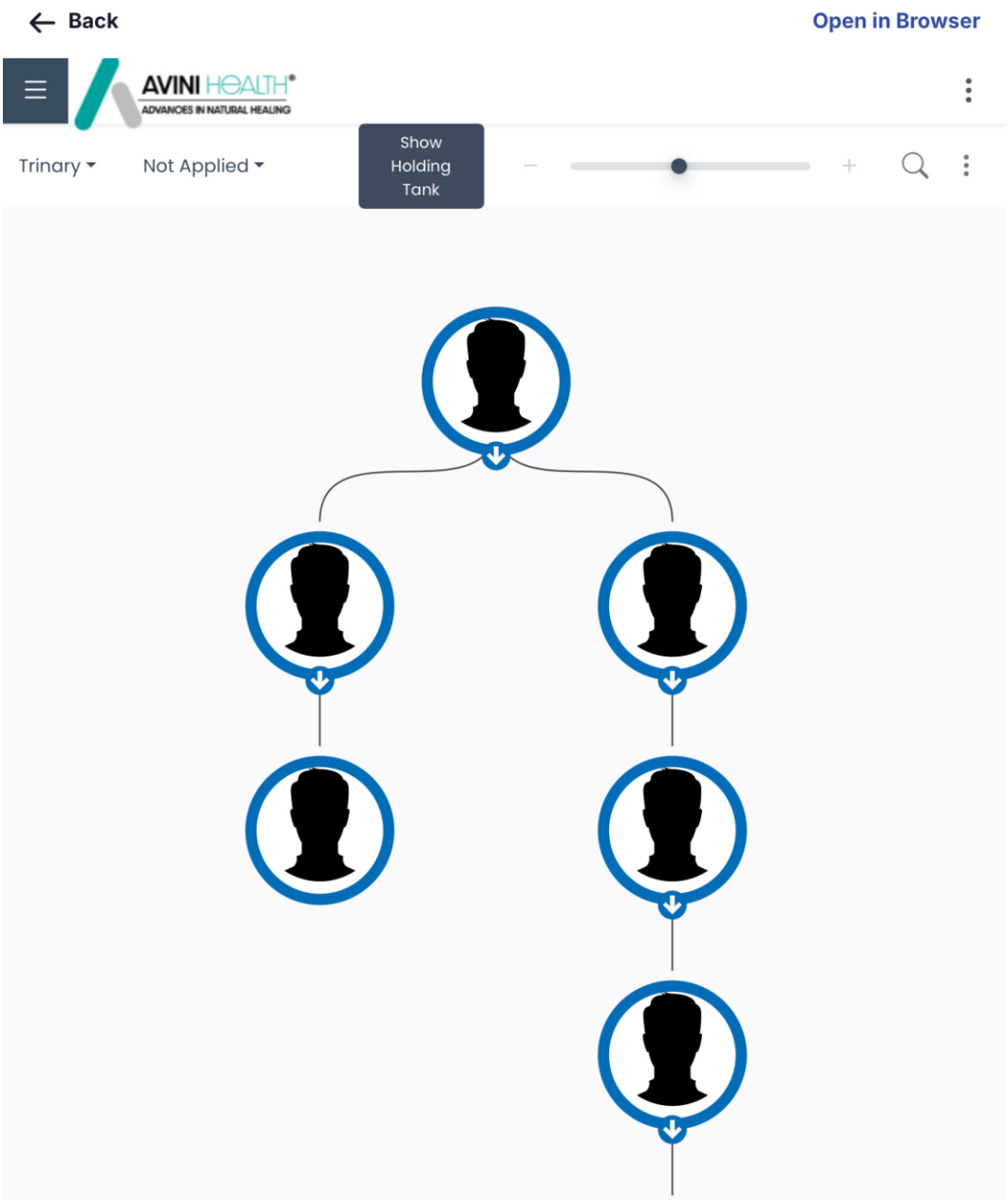
Clicking the "**Back Office**" button on the App's Home Screen will get you to your Avini Back Office Mobile view. Note: The image may or may not be there.





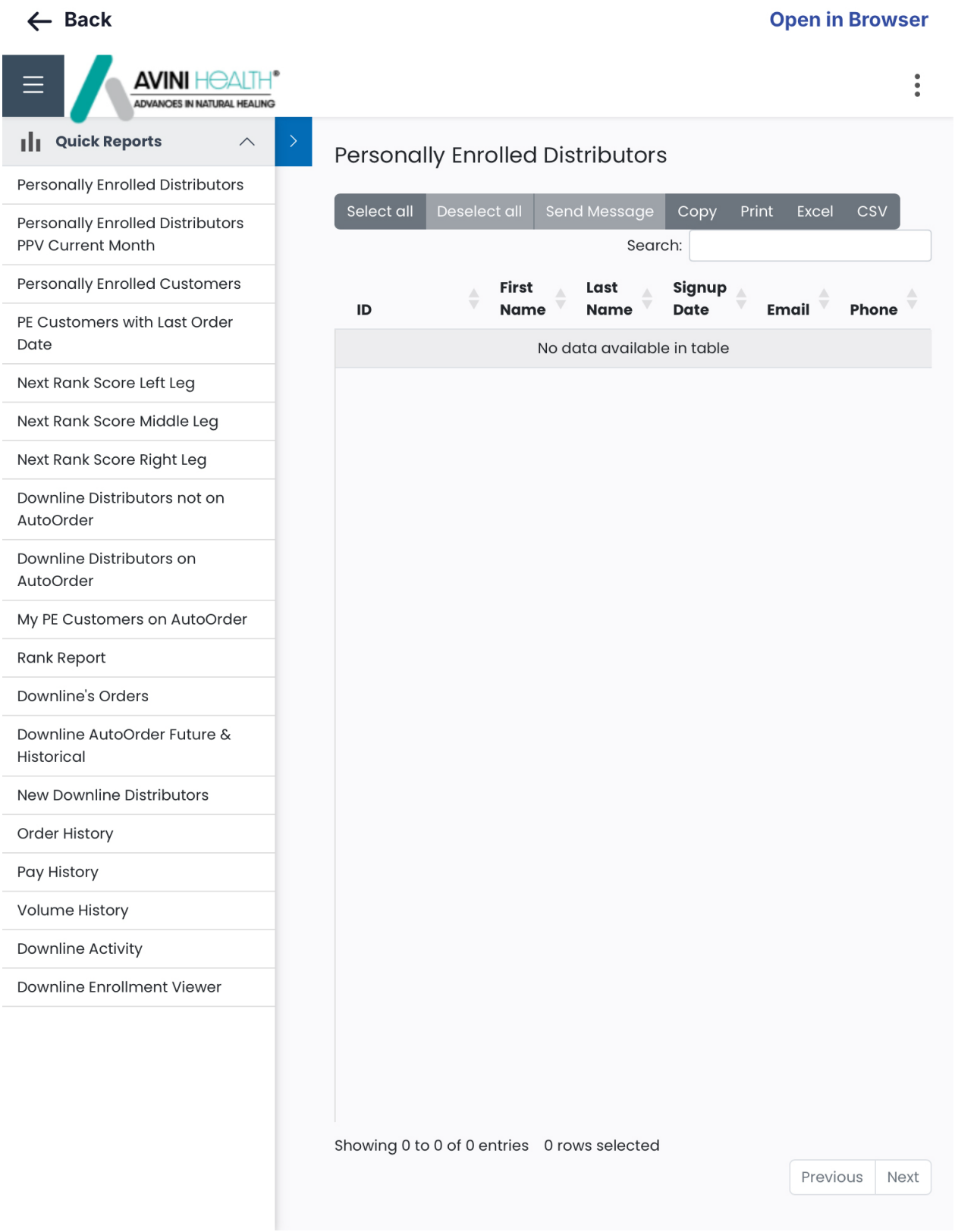
If you click the hamburger menu in the top-left corner, you will see your back-office menu options.



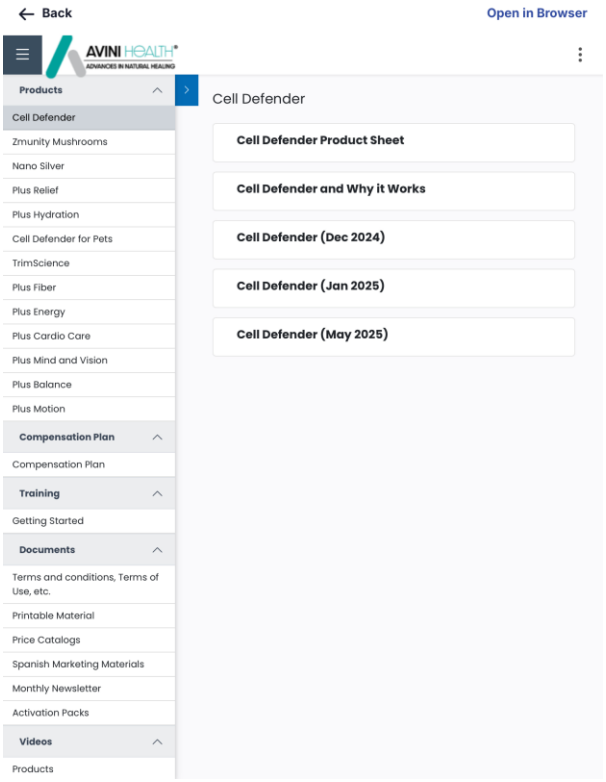


If you want to make changes to the tree, it is strongly recommended that you do so on a desktop version of the Avini Health website.

View reports. Click “**Business**”, then click “**Report Center**”

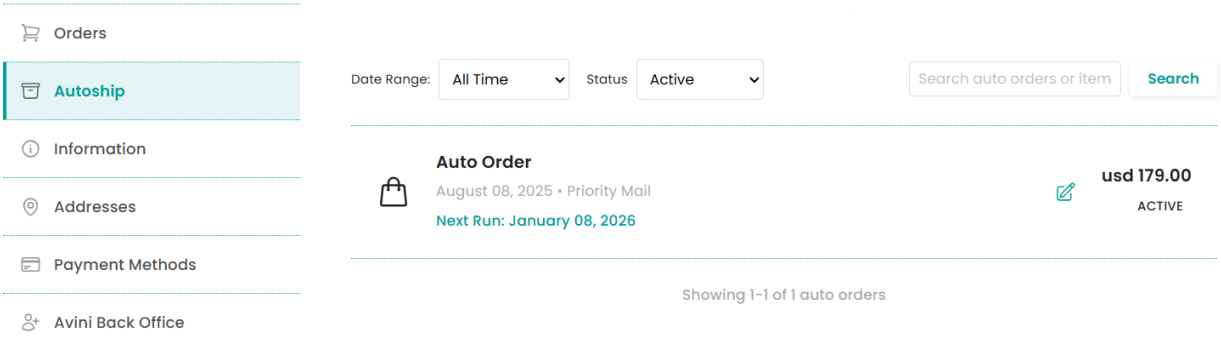


Click “**Tools**”, then click "**Documents and Media**” to access product information in your back office.





Click on the hamburger menu, select "**Orders**", then "**Store**". This will take you to your profile. Click "**Autoship**" to view your active auto shipments.



Auto shipments cannot be changed from the mobile browser or Avini app. Please use a computer to access the desktop version of your Avini back office at avinihealth.com to change your auto-ship or contact an Avini team member at support@avinihealth.com or leave a voicemail at 561-330-5300 for assistance.

Please scroll down to see the Avini App Q&A.

Avini Advantage App Q&A

Q: Why am I not seeing Wholesale pricing on the Avini App?

A: That is because you are not signed into your Avini account. Once logged in, you will see accurate pricing.

Q: Why am I not seeing my prospects' activity?

A: Apple and Android have had to comply with anti-spam and messaging laws that prevent links from tracking users without opting in. Saving your number on their phone is considered opting in.

Q: Why am I not getting my 6-digit code to my email?

A: Please ensure that you are using your email that is tied to your Avini Back Office.

If you used that email and it still didn't work, please email us at support@avini.com, and we will be in touch to assist you.

Q: How do I change my auto shipping?

A: Please log in to your Avini back office to change your auto shipping or contact support@avini.com for assistance with changing it.

Q: Can I manage multiple accounts with the Avini app?

A: You should only be using your Avini account with the app. It was not designed to hold multiple accounts.

Q: I noticed something wrong with the app. Where do I report it?

A: Please contact support@avini.com to report any issues you see with the Avini app.

Q: Does Avini see or own the contacts on the app?

A: No. You own and control the contacts that you add to the app. We do not share or gather their information. Your upline or downline will not be able to see them.

Q: Am I able to purchase items on the app?

A: It is recommended to purchase items through the Avini desktop website.

Q: How does the app leaderboard work?

A: The leaderboard tracks the number of times a shareable item has been shared.

1. The first time you click on the Share Link button for a shareable.
2. The first time you create a smart link for a specific contact.

Q: Why are some images not showing up on the app?

A: We are aware of this issue with the back “office button” not showing under business links and are working on it. If other app images are missing it could be because of settings on your phone are not allowing it.