MŌDERE LIFE
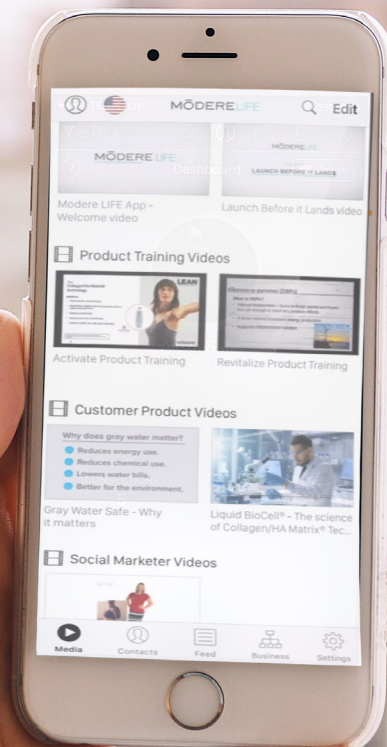
ANSWERS TO THE MOST COMMONLY ASKED MODERE LIFE QUESTIONS

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MŌDERE LIFE **FAQS**

I downloaded the app and it won't let me log in. What is wrong?

If you are an active Social Marketer, simply enter your Shifting Retail email and password to log into the app.

I added a new contact into my device and they are not showing up in the Life App. What should I do to get them in the mobile app?

To sync your device's contacts with the app, you'll need to do a "pull-to-refresh" on the contacts page. To do this, simply drag the contacts page down and let go; this will refresh your contacts and pull any new contacts into the app. If you find this does not work, you can refresh the application by going to SETTINGS > CLEAR CACHE at the bottom of the settings page within the app and then log back in.

How do I access new and updated media in the app?

Simply pull-to-refresh on the media page. To do this, simply drag the media page down and let go; this will refresh the media in the app, allowing you to access and share both new and updated content.

Facebook will not allow me to post to different groups. What do I need to do to fix this?

Facebook recently made changes that impacted some Android users who are no longer able to post to Facebook groups. This is affecting not only our application, but other applications as well.

We are actively pursuing a resolution. In the meantime, we recommend you use the Copy link feature and then paste it in the desired group you want to share the asset in.

None of my media is showing when I log in. What do I need to do?

You may just need to pull-to-refresh the media page. You can do this by simply drag the media page down and let go; this will refresh the media in the app, allowing you to access and share both new and updated content.

If you find this does not work, you can refresh the application by going to SETTINGS > CLEAR CACHE at the bottom of the settings page within the app and then log back in.

When I try to send an asset via email from my iPhone, the send button becomes grayed out and I can't send anything. How do I fix that?

Our mobile application is designed to access the default email address for your account. This account must be set up before you can access the email sharing feature.

To set up your default email address, go to your iPhone Settings > Accounts and Passwords. Then, tap on the email account you are trying to use and make sure that the mail icon is turned on. If it is turned on and you are still having that issue, you may have the OUTGOING MAIL SERVER settings set up incorrectly. At this point, you will need to contact Apple support so they can help you fix your settings.

I want to download an image to my phone. What do I need to do?

If you are using an Android, please follow these steps:

1. Tap on the image you want to download

2. Tap on SOCIAL

3. Write a short unique message like "Hi" and tap COPY

4. Tap on UPLOAD TO PHOTOS in the list of applications that pulls up. This will download the photo to your device.

If you are using an iPhone, follow these steps:

1. Tap on the image you want to download

2. Tap on SOCIAL

3. Write a short message like "Hi" and tap COPY

4. Tap on SAVE IMAGE in the bottom left hand corner of the screen.

If I synch my contacts with the MODERE LIFE App will they be secure?

Most definitely. The MODERE LIFE App meets the European General Data Protection Regulation standards, which is one of the strictest regulations in the world. To view the MODERE LIFE App privacy policy please select Settings > Privacy Policy in the bottom menu of the Life App

MŌDERE LIFE **FAQS**

I sent content from the app via Facebook Messenger and I didn't receive a notification when they clicked on the item I sent. Was I supposed to receive a notification?

Notifications only work when sending content via email or SMS through the app. Using the copy link feature or sending content through other apps such as Facebook Messenger, WhatsApp and other apps, the notifications do not work.

I noticed there are some links associated with content in the app. Are those associated with my replicated site and do I get credit for purchases that may happen when I share those links?

Yes! Your Promo Code is connected to links shared via the app. So, if a prospect likes what you shared via email, text, copy link or through social media and clicks a link to purchase a product—then yes, you will get credit for the sale.

Can I access other Modere markets' assets and share with my international prospects and team?

Yes! Simply select the flag icon at the top of the screen and select the Modere market you require. Then go back to the media page and pull-to-refresh by putting your finger on the centre of your screen and swipe down. This will refresh the application.
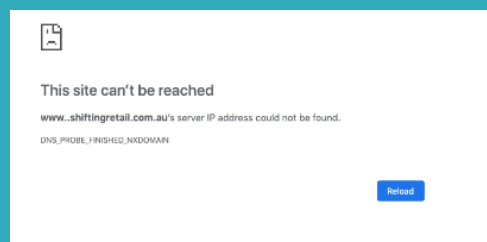
You can then share just like you would for your home market knowing that your prospect will be linked to your Promo Code if they utilise the asset you shared to go on and join or order product. Please note that due to regulatory differences in each market you can only utilise and share other markets' assets to your team and prospects within that market.

Is TouchID/FaceID supported to login to the app?

Normal app logins support both TouchID and FaceID on iOS and equivalents on Android.

Auth logins work through Safari web view on iOS. If a user's password has been saved in their keychain FaceID it will work. It will also auto fill on iOS 12 for keychain and third party password managers. TouchID may not be supported with these features in web views. Android support for web passwords may vary.

When I share an asset and the recipient clicks on the Learn More button, there is an error message?

This site can't be reached
www..shiftingretail.com.au's server IP address could not be found.
DNS_PROBE_FINISHED_NXDOMAIN

Reload

If when sharing assets in the Life App your recipients are getting an error when selecting the 'Learn More' button, this means you do not have a valid Marketing Site - or Personal Webpage (PWP) - set up in your Shifting Retail account.

So that the recipient of your share is linked to you, the 'Learn More' button redirects them to your Marketing Site - or Personal Web Page (PWP). Your Marketing Site is simply our website, but with your contact details in the banner and your Promo Code embedded, and is the place you should direct all your prospects to.

To set up your Personal Web Page url (Marketing Site) go to Shifting Retail > Settings > Marketing Site.