



YOUR SMARTPHONE JUST GOT SMARTER

Mobile Back Office Installation and FAQs

How to install the Genesis PURE™ Mobile Back Office on your iPad/iPhone

STEP 1

Know your Apple ID.
[Click here](#) if you forgot it.

STEP 2

Open the app on your phone called App Store.

STEP 3

Search "Genesis PURE"

STEP 4

Click on "Genesis PURE Mobile Back Office"

STEP 5

Click on Get

STEP 6

Click on Install

STEP 7

Enter your Apple ID Password and your device will download our Genesis PURE Mobile Back Office app.



What are some of the key features of the Genesis PURE Mobile Back Office app?

Our Mobile Back Office allows Independent Business Owners (IBOs) and customers to:

- see personal, team and Autoship volumes
- see lifetime rank
- access sponsor's contact information
- access product information and supplement facts
- see commissions
- and more

How much does it cost to use the Mobile Back Office?

There are no fees to use or access the app right now. Please check with your wireless provider about carrier and Web access charges.

How secure is the Mobile Back Office?

The Mobile Back Office is committed to protecting your data; keeping information safe and secure is a top priority for us. We protect your information by ensuring that we:

- Never ask you to provide confidential information
- Protect data through the use of data encryption
- If you would like to change any of your personal information, call the Genesis PURE Success Team at 866.535.5888

What should I do if I lose my device?

If your mobile device is lost or stolen, call the Genesis PURE Success Team at 866.535.5888 to change your password.

Is the Mobile Back Office available for my device?

The app is available for all Android and iOS devices. If you have questions about specific requirements, please visit the Google Play store or the App store for details.

How do I know that I'm downloading a legitimate app?

To ensure the safety of personal and account information, download mobile apps from reputable sources such as the Google Play store or the App store only. If you have concerns about the authenticity of the Mobile Back Office app, please contact the Genesis PURE Success Team at 866.535.5888 for more information.

What should I expect the first time I log into the Mobile Back Office app?

The first time you log on to the app, you will be required to enter a username and password and then authorize your mobile app. You will then have access to your Mobile Back Office features.