

## Frequently Asked Questions for HealthMastery Challenge

Do you have some questions about this Challenge? Please see below for some FAQ's and see below if your question is not answered here

Also, check us out on Facebook for some great tips and recipes:

[www.Facebook.com/WeightMasteryChallenge](http://www.Facebook.com/WeightMasteryChallenge)

**Here are the most common Questions we get asked about the Program for those who have signed up to start and for those thinking of signing up. There's a few here, so have a good read to be aware of all the elements of the program.**

### **1. Q: I just joined up. When does the challenge start?**

A: The challenges start on the first or second Monday of each month. Please register as soon as possible so there are no delays in getting started. **The registrations close on the previous Friday 12pm (New Zealand Time) before the challenge start date.** So if a Deal of the Day site is run on the Thursday or Friday prior to the coming Start Date and we don't have confirmation codes to verify you in time, then you will unfortunately have to start the month after that.

If you wish to register for a later Challenge Start Date, please register at a later date ready for that start time. We would appreciate you only registering once to avoid any confusion and with **only 1 email address per voucher code.**

Anyone registered will be starting on the **closest Challenge start date.** Please see website homepage for closest Challenge Start Dates.

Once you register for the program, you won't get any emails until the official start date of the program.

If after the start date (please check the website) you haven't received anything from us, please do contact us by placing a support ticket- see below.

### **2. Q: Can I change the email address I joined up with?**

A: Unfortunately you can't change the email address you signed up with after you register and start the program. Please choose an email address you are happy to use for the 90 days on the program, like a Gmail account.

### **3. Q: I started the challenge but am not receiving the emails! Help...**

A: There are a few possible reasons:

**Emails not getting through to your email account.**

First please check the start date for the challenge on the website. If you registered before the cut off mark and the challenge has started and you haven't got emails, then there may be a problem. *For some reason we have had trouble in the past with some email addresses (especially hotmail accounts & employer email accounts) not receiving emails from our system.*

To solve this problem quickly we have recommended clients to set up a Gmail account which seems to work fine. This is pretty much the only solution for this.

You can set up a free Gmail account at [www.google.com](http://www.google.com) and click Gmail on the top left hand corner. Please place a support ticket at [www.healthmasteryonline.com/help](http://www.healthmasteryonline.com/help) to let us know that you are not receiving the emails (please first check Challenge start dates on the website just in case it hasn't started) and let us know of an alternative email address.

We only send you emails once the challenge starts, not prior to that, no matter how in advance you register.

### **Invalid voucher/coupon code entered or Invalid Email entered**

Another possible reason is that took you off the registration system due to an invalid code or coupon. We would have emailed you to re-register with a valid code, for you to start the registration. If you re-register after the cut off mark that could explain why you didn't get started or you may not have seen the email from us and were unaware you were taken off the system.

Sometimes registrants enter an invalid email address when registering. Please ensure you have the correct spelling to ensure no delay.

### **Signing up 2 people with the same email address**

If you and a friend or partner has the same email address and register to start the program, one registrant will be canceled out due to the nature of our system. Please enter separate email addresses to ensure there is no delay in starting or errors.

**Please note:** We only send you emails once the challenge starts, not prior to that, no matter how in advance you register your details. Prior emails have confused participants in the past thinking the program had started.

HealthMastery takes no responsibility for delayed start dates due to emails not receiving the program. Please ensure you don't register with a hotmail account, spell your registered email properly and also let us know asap if you aren't getting the emails after the start date.

### **4. Q: I'm going away. Can I please stop the program and start again when I get back.**

**Q: I would like to get some materials/emails in advance as I am going away.**

**Q: I am sick. Can I stop the program?**

**A:** Unfortunately due to the nature of the program we are unable to stop and start you on the program. The emails are all sent out sequentially on certain days of the week. If you are heading away, then we advise you just catch up on your return. We suggest you have all emails from the program go into a separate folder and try and catch up when you get back and pick up where you left off.

If you know that you are heading away, register at a later date to start the challenge when it is more convenient.

**We are also unable to send materials in advance OR resend emails that have been sent already.**

As the program is automatic and set up to be sent on certain days we are unable to stop it, even if unfortunately you are sick. We advise catching up when you are better.

**5. I submitted my GOALS or tried to submit my goals and now an error comes up to say I have already submitted them or are joined to the program. Help!**

**A:** This just means you have already pressed submit and your goals were sent through to us. You will get an email (not an attachment) shortly after stating your Goals back to you.

Please print these off as suggested and display them where they can be front of mind.

**Please note** we are unable to send you these Goals again so check your email box for a copy or keep going and re-submit them the following week.

**6. Q: I need a program email sent to me again. What should I do?**

**A:** Unfortunately the program is set up in such a way that we can't resend information. We advise setting up a separate folder on your email accounts to store all course materials as they come in for ease of use. If you really do get stuck, get in contact with us and we will see what we can do. :)

**7. Q: I am going away for a few weeks. Do you offer travel plans and can I stop the program until I get back?**

**A:** We do not offer travel programs, but you can modify the program to suit your situation – do it at a provided gym, or do no-weights- required exercises from the program while away. We don't offer personalised advice in regards to this other than with our paid for consultations.

Unfortunately the program once started runs continuously. We are unable to start and stop you on the program. We suggest you have all emails from the program go into a separate folder and try and catch up when you get back and pick up where you left off.

**8. Q: What equipment do I need to do this program?**

**A:** All you need are hand held weights and a Swiss ball for some exercises. We recommend cardio equipment or heading outdoors for your cardio. See below for more information. All equipment can be brought second hand or from any sporting good seller for varying price points depending on your budget.

**Hand Weights:**

You basically need a set of hand held weights (2-4kg range to begin with) and a Swiss ball for some exercises.

I advise getting the spinlock/adjustable weights (weighted plates and handles with a lock) so you can increase/decrease the weight to suit.

You basically want a weight that you can knock out around 12-14 reps of the exercise and fatigue around the 12th rep mark. If you can easily lift the weight for that many reps, increase the weight size.

**Weight for exercises:**

If an exercise like a Bicep Curl says use 3 kg weights, this means 3kg's per hand. Unless the exercise specifies that you are using one dumbbell, then you are to use the specified weight for each hand.

**Swiss Ball Size:**

<b>Your height</b>	<b>Ball height</b>
<b>&lt; 150cm</b>	<b>Junior 45cm</b>
<b>150 - 165cm</b>	<b>Small 55cm</b>
<b>162 - 183cm</b>	<b>Medium 65cm</b>
<b>180 - 200cm</b>	<b>Large 75cm</b>
<b>198cm +</b>	<b>X - Large 85cm</b>

**Cardio:**

If you have cardio equipment at home, you can use this for your cardio portion, or you can head outdoors or to your gym. The program can be used at home or at the gym.

**9. Q: How much time do the workout programs take to do?**

**A:** Allow yourself up to 30 minutes 3 times per week for the weight training and 20-40 minutes 4-6 times per week for the cardio portion.

You will be able to download the exercise program and print off the sheets to use at your gym or do to away from your computer. The program lists the full exercise description and photos.

**10. Q: Are there any ongoing costs to the program?**

**A:** The program is initially sold for the first 3 months on the program, but if you wish to carry on after the first 3 months, you have the option to carry on for a set fee (minimum 3 month block). Please contact us to discuss this ongoing fee. We don't sell diet plans or

supplements so you don't need to purchase anything (other than equipment) to use the program.

If you would like personalised advice in regards to your exercise or diet, we offer paid for consultations: Please see:

[http://www.healthmasteryonline.com/shapemeover\\_program/support.html](http://www.healthmasteryonline.com/shapemeover_program/support.html) for more info.

As the program is automated and online, we are not able to offer personalised help as outlined on our website, unless you choose the consultation option in which there is a fee.

**11. Q: I am doing the exercise program but some of the exercises are too hard or I need a modification. How do I get this?**

A: Please go to

[http://www.healthmasteryonline.com/shapemeover\\_program/support.html](http://www.healthmasteryonline.com/shapemeover_program/support.html) for more information on getting some personalised help for your program. Please note that additional charges do apply.

**12. Q: I am vegetarian or eat Gluten Free. Can I still do the program?**

A: You can still get great value from the program. The nutritional information and plan is based on a carnivorous diet though. The program teaches the fundamentals of healthy eating, so you can modify the program to suit your own preferences. In addition to the nutrition guidance, you are learning the fundamentals of exercise, learning how to keep up the changes and also get accountability to make changes in your lifestyle. As advised, the program does not offer personalised support in this respect.

**13. Q: I already do Yoga and Pilates. Where does this fit into your program?**

A: Pilates and Yoga both are great for flexibility. If you are already doing these, do Pilates on the days you do your weight sessions (as that includes abdominal work) and work your Yoga in as many times a week as you see fit.

**14. Q: As the program is automated, does that mean I can't ask a real person questions?**

A: You can definitely ask questions relating to the program or for technical assistance. Correspondence is done via our online ticketing system at [www.healthmasteryonline.com/help](http://www.healthmasteryonline.com/help) so we are on hand to help with **general** questions relating to the program.

Any questions relating to your specific goals or for personalised help, there will be an additional charge for email consultations. Please see

[http://www.healthmasteryonline.com/shapemeover\\_program/support.html](http://www.healthmasteryonline.com/shapemeover_program/support.html) for more information/fees etc.

Due to the nature of the automated and online program, we are unable to answer any questions relating to specific or personalised topics.

**15. Q: When do I get the FREE Gift for signing up within 2 weeks of the promotion date on a Deal a day site?**

**A:** You will receive this during month 2 of the program. We don't want to overwhelm you with too much information! Look out for it in month 2.

**16. Q: There is a lot of information. Help!**

**A:** Yes there is a lot of information. Focus on your exercise and nutrition changes and use the extra emails with information as bonus material to look at when you can. In the first 2 weeks you learn about the "Habit Tracker." We advise definitely using this tool and then adding in the extra tools and exercises as you see fit.

**17. Q: Am I only allowed to drink water? Is tea/coffee/alcohol allowed?**

**A:** We recommend ditching sugary drinks – energy drinks, soft drinks/pop/soda, sugared water drinks etc for the duration of the program. Feel free to drink tea/coffee/herbal teas etc, in addition to increasing your water intake.

Alcohol is allowed. If you wish to abstain from it for the 3 months to see an even bigger boost in your results, then we highly recommend that. If you wish to still drink socially, do so in moderation (1-3 glasses per week).

**18. Q: What makes this program different from any other 90 day/12 week program out there?**

**Q: I'm already joined to a gym. Would this still benefit me?**

**A:** There are many other 'Challenges' on the market.

**The biggest difference between this HealthMastery Challenge and others is the fact that we have a strong 'mindset' component in the program that helps you get, and more importantly, KEEP the results you get from the program.**

The interactive nature of the program has actually been proven to actually change people's habits and get them to stick at their healthier habits long term.

We work on Habits, Mindset and Boosting physical activity a specific series of resources and tools within the program.

The fact that we also have **Celebrity Contributors and Expert advisors** also helps propel your health and fitness results that much more!

We also offer a 30 day money back guarantee as we are that confident in the program. (Please see guarantee t & c on our main page).

Please check with your GP before starting any new physical regime.

**19. Q: I have done one of your programs in the past. How do I know if I need this one?**

**A:** If you have joined either our 'Shape Me Over' program or 'Look Sexier Naked' or WeightMastery program in the past, then please contact us (see below for support ticket info) to discuss first before purchasing one of our other online programs.

**20. Q: Can both men and women do the program?**

**A:** Yes both men and women can do the program. Our Look Sexier Naked program though is slanted towards women, but there is no reason why men can't do it. We offer all the fundamentals to healthier living in the program, so anyone can benefit.

**21. Q: What do I need to get started?**

**A:** All you need is an email address to receive all materials and email correspondence for the program and be eager to do the program! Please read the full FAQ's to learn more about equipment requirements etc.

We recommend that you have broadband so you don't get frustrated downloading the course materials or videos.

**22. Q: I have injuries. Am I able to do the program?**

**A:** As the program is done purely online, we are not able to monitor you and adjust the program to your personal injuries. We recommend talking to your Doctor or GP first to establish what your limits are.

**23. Q: Is the material and emails on the program from a credible source?**

**A:** Absolutely. Materials are contributed and written leading health and fitness expert Nalisha Patel and by some of the leading experts in the health, fitness and personal development arena including Dr Mike Roizen, Kim Lyons and the late Jack Lalanne.

We draw from scientific research, leading scientific journals, Doctors and Authors to create the challenge material.

**Phew! Thanks for reading the above 😊**

Still have a general question that wasn't answered above? Please go to [www.healthmasteryonline.com/help](http://www.healthmasteryonline.com/help) to place a support ticket and we will get back to you as soon as possible.

**Please note** that due to the nature of the automated program are unable to offer personalised help or modifications to the program due to injuries etc. If you require this, please see [http://www.healthmasteryonline.com/shapemeover\\_program/support.html](http://www.healthmasteryonline.com/shapemeover_program/support.html) for consulting charges.

Support ticket response can take up to 48-72 hours during busy promotion periods. Due to the nature of our online business that is run internationally, we do everything through a ticket system (no phone-line or other email addresses) to ensure ease of customer service.

Thanks for your patience.

Thank you,

HealthMastery Team