



The CILI app is a GAME-CHANGER. It's a complete CRM, with the Swish sampling program, drip campaigns, live analytics, over 500 pre-made social media, text & email post, videos, PDFs, 20+ hours of business building, training, and much more.....

If you have not downloaded the app do it NOW for FREE and start using it to explode your CILI business.

How to install the CILI app on your devices?

Download the app using the links below (based on the type of phone you have).

IOS: <https://apps.apple.com/us/app/verb-crm/id1486838169?ls=1>

Android: <https://play.google.com/store/apps/details?id=com.verb.verbcrm>

Next, use your CILI username and password to login. When in the app, click on **Tools** in the lower-left corner, and scroll down to the **App Training Videos**

Watch each of these short videos in order from left to right before moving forward. After watching the app training videos go ahead and sync ALL your contacts, and spend some time playing around and getting familiar with the app and start building your business.

Additionally, there is the desktop version of the app. Keep in mind the app is primarily designed to be used on mobile devices, thus the look and functionality will be different on a desktop/computer.

Desktop version of app - <https://sharecili.verbcrm.tech/about>

Important App Info

- Members **MUST** download and login to the app before pre-paid sample credits (included in Business Builder Packs) can be added.
- Credits are loaded in your app within 24 hours of logging into the app.
- Sample credits that are included in Business Builder Packs expire 90 days from the date the pack was purchased.
- Sample credits are non-transferable, non-refundable, and cannot be exchanged.
- To see how many sample credits you have; log into the app, then from the **Tools/homepage**, scroll down to **Send a Product Sample** and click **Swish Sample**. Your pre-paid sample credits will show inside the circle in the upper right corner.
- Samples are mailed within 24 hours of being sent in the app (except on weekends).
- Samples are usually delivered in 7 days. (samples are sent via USPS, with tracking)
- You can NOT send more than one sample to the same person.
- You can get order details and track the samples you send in the app. Click on **Business** in the lower right corner, then click **Product Sample Orders - Open**. Scroll to the right of any order, then click either **Track** or **Details** to see tracking history, delivery status, and order details.
- You can order additional Sample Credits in the app. Click on **Business** in the lower right corner, then click **Purchase Sample Credits – Open**
- You can order additional samples to hand out in person from your **CILI back office** in the **Shop** section.

For more info here is a link of the most Frequently Asked Questions:

<https://sharecili.verbcrm.tech/about/faq>

Each member has support inside their app to report issues. For support simply click on your profile (the circle in the upper left corner, when on the Tools/homepage). Then click **Settings** and scroll down and click **Support**. Additionally the number for app support is 1-800-794-8158, hours are Monday - Friday, 8:30 am - 5:00 pm MST or email support@mysecureoffice.com

Note: this is for app issues ONLY. Please DO NOT use the in app support or the app support email or phone number for matters that are not app related.

Non-app related issues are to be sent through the support button in your CILI back office.



www.cilibydesign.com

© 2020 CILI By Design. All Rights Reserved.