Mary Kay® App
Frequently Asked Questions
for the Independent Sales Force
To find the *Mary Kay*® App in your app store,
be sure to search the entire app name: "Mary Kay App."

1. **What is the purpose of this app?**
   The *Mary Kay*® App provides a new way for you to connect with your customers or for guests to locate an Independent Beauty Consultant if they do not already have one. They can shop, place orders and more from the convenience of their phones.

2. **What is the difference between my *Mary Kay*® Personal Web Site and the *Mary Kay*® App?**
   The *Mary Kay*® App provides a very similar experience to your *Mary Kay*® Personal Web Site for your customer. She can view the catalog, place orders, complete her Beauty Profile, receive recommendations and view your offers just like she can on your *Mary Kay*® Personal Web Site. Through the app, she can enjoy some additional features such as creating and sharing her wish list and creating her personalized order of application.

3. **In what languages is the app available?**
   The app is available in English and Spanish.

4. **How do I change the language of the app?**
   To change the language of the app, open your phone settings and change the language preference.

5. **Is the app available for iPhone and Android devices?**
   Yes. The app will work on most iPhone and Android devices.

6. **Is this app available on tablets?**
   The app is not optimized for tablets.

7. **Is there a cost for downloading the app?**
   No. The app is free.

8. **How do I share the app with my customers?**
   You can share a download link with your customers through text by searching "Mary Kay App" in the app store, tapping the Share icon and sharing through the native sharing functions on your phone. You can also have them search "Mary Kay App" in their app stores to find and download the app.

   If you are sharing the download link from an iPhone to an Android device, your customers will need to go into their app stores separately and search "Mary Kay App" to locate and download the app.

9. **As an Independent Beauty Consultant, can I access the customer app?**
   Yes. The app is available to anyone for free in the Apple and Google Play app stores. We recommend locating and registering with yourself as your Independent Beauty Consultant to unlock the features of the app.

10. **Is the *Mary Kay*® App available in other countries besides the US?**
    No. The *Mary Kay*® App is only available in the US Apple App Store or Google Play.

11. **At sign-in, there is a prompt for a username and password. What is my username?**
    Your username is the email address that you registered with.

12. **How do my customers locate me in the app?**
    Your customers would tap the Consultant tab, enter your first name, last name and state, and tap Search. They can also search for you by ZIP code.

13. **What if a customer doesn't have an Independent Beauty Consultant but wants to use the *Mary Kay*® App and start shopping?**
    In order to purchase *Mary Kay*® products, a customer needs to be connected and shopping with an Independent Beauty Consultant. To find an Independent Beauty Consultant, she would simply download the app, tap the Consultant tab and either enter a Beauty Consultant's name or search by ZIP code to be presented with options in her area.

14. **How are Independent Beauty Consultants presented in the app?**
    The consultant locator within the app works the same as the locator that is found on marykay.com.

15. **Do I have to pay a fee for my name to be included in the consultant locator on the *Mary Kay*® App?**
    No. All Independent Beauty Consultants can be found in the app until they are fully terminated. The locator in the app is the same as the locator on marykay.com.

16. **Do I have to have a _Mary Kay_® Personal Web Site for my customers to connect with me in the app?**
No. Your customers can connect with you in the app even if you don't have a _Mary Kay_® Personal Web Site; however, you will need a ProPay® account in order for your customers to check out using a credit card within the app.

17. **Will an order that's placed through the app show up on _myCustomers_SM and _myCustomers+_SM?**
Yes.

18. **How will I know if my customer has placed an order in the app?**
You will receive an email confirmation that an order has been placed, and you will be able to view the details in _myCustomers_SM and/or _myCustomers+_SM.

19. **Can my customer place an order in the app and have it shipped directly to her?**
Yes. Customer Delivery Service and EZ Ship are both options your customer can choose when checking out. You will need to have a ProPay® account to use these services.

20. **Is the Guest Checkout option available on this app?**
No. Not at this time.

21. **If my customer has already registered with me on my _Mary Kay_® Personal Web Site, will she have to create new login credentials for the app?**
No. Your customer will be able to use the same email and password in the app.

22. **If a customer registers with me on the app, will I see her in _myCustomers_SM or _myCustomers+_SM?**
Yes. When your customer registers, you will get an email letting you know you have a new customer. You can also go in and see that customer in _myCustomers_SM and/or _myCustomers+_SM.

23. **How often will the _Mary Kay_® App be updated with new products?**
The _Mary Kay_® App will be updated with new products on the same timeline as marykay.com and _Mary Kay_® Personal Web Site each quarter.

24. **How can my customer unlock the features in the My MK tab?**
Your customer needs to be registered with you and signed in to unlock the features listed in the My MK tab.

25. **If my customer fills out the Beauty Profile on the app, will I see that in *myCustomers*^{SM} or *myCustomers+*^{SM}?**
Yes. When your customer completes the Beauty Profile, you will get an email letting you know she has done so, and you will be able to see the information in *myCustomers*^{SM}, but not in *myCustomers+*^{SM}.

26. **If my customer creates a wish list within the app, where can I view that information?**
You will be able to view this information in *myCustomers*^{SM}.

27. **How can my customer share her wish list?**
Your customer has the ability to share her wish list with you or anyone she chooses by tapping the Share icon at the top right corner of the screen, which can be found by going to My MK > Wish List. When she taps the Share icon, it will open the native sharing functions on her phone, and she can choose how she wants to share.

28. **How can my customer add products to her wishlist?**
To add products to the wishlist, the customer will need to be signed in. To add a product to the wishlist she would first click on the product she is interested in. Then tap the heart icon at the top right hand corner of the product detail page. The heart will turn purple which means the product is now added to the wishlist.

29. **How can my customer view the wishlist she's created in the app?**
To view her wishlist she would tap the My MK tab and click on the Wishlist icon.

30. **How will my customers know about my special offers?**
Your customers can view your special offers under the Consultant tab if you have a *Mary Kay*® Personal Web Site only. If you have a *Mary Kay*® Personal Web Site, you can customize your special offers by going to *Mary Kay InTouch*® > Business Tools > Personal Web Site Manager.

31. **How will my customers know about my special offers if I don't have a Personal Web Site?**
If you do not have a *Mary Kay*® Personal Web Site your special offers will not be visible to your customers within the app.

32. **How can a customer share her Independent Beauty Consultant's information with her friends and family?**
The customer has the ability to share her Beauty Consultant's contact information with anyone she chooses by first tapping the Consultant tab, then tapping the Share icon at the top right corner of the screen. When she taps the Share icon, it will open the native sharing functions on her phone, and she can choose how she wants to share.

33. **How can my customer change her email settings?**
    She will have the ability to unsubscribe by tapping the unsubscribe link from any emails she receives. She can also contact you, her Beauty Consultant, and you can change her settings in *myCustomers*^{SM} and/or *myCustomers+*^{SM}.

34. **How does my customer locate her previous orders in the app?**
    To locate previous orders within the app, your customer needs to be signed in. She would then tap the My MK tab, and tap the Order History icon.

35. **How does my customer find her order of application?**
    To locate her Order of Application area within the app, your customer needs to sign in. She would then tap the My MK tab and tap the Order of Application icon. From here, she will be able to view and edit her existing routines.

36. **How many routines can be saved in the Order of Application area?**
    There can be two routines saved at any given time, and they can be edited based on your customers' needs.

37. **How can my customer edit her Order of Application or delete a routine?**
    To edit or delete an Order of Application the customer would tap the My MK tab then click on the Order of Application icon. From there she would select the routine she would like to edit/delete and click the pencil symbol in the top right-hand corner. From here she can make changes to the routine, or she can tap the Remove button at the bottom of the screen to delete it.

38. **How can my customers change their profile information?**
    Your customers can go to Settings to update their information, or if you have a *Mary Kay*® Personal Web Site they can visit there and click the My MK tab to access and edit their information.

39. **What type of messages will my customers receive if they opt in for push notifications?**
    If your customer opts in for push notifications, she will receive messages to let her know about new quarterly product launches. She may also receive messages throughout the quarter that will encourage her to open the app and shop featured products.

40. **Can my customers find the satisfaction guarantee within the app?**
    Yes. The Mary Kay Satisfaction Guarantee information can be found in the More tab.

41. **Where can my customers find information on the Mary Kay opportunity?**
    The Mary Kay opportunity information can be found in the app by tapping the Consultant tab and clicking on the Sell *Mary Kay*® ad.

42. **How do I update my profile information my customers can see in the app?**
    If you have a *Mary Kay*® Personal Web Site, you can update your information in the Personal Web Site Manager on *Mary Kay InTouch*®. If you don't have a *Mary Kay*® Personal Web Site, you can click here to get started!

43. **Where can I find resources to learn more and to help me promote the app?**
    You can find support to help you promote the app with your customers by visiting the Digital Zone on *Mary Kay InTouch*®. You will find a shareable video, Mary Kay® eCards, fliers and more.

44. **How can my customer provide feedback?**
    Under the More tab, your customer can provide feedback by taking a short survey.

45. **Whom should my customer contact if she is having technical issues with the app?**
    Your customer can either fill out the Express Feedback survey in the More section of the app, or you, the Independent Beauty Consultant, can contact Internet Support Services at 800-272-9333, Option 3.