RUBY RIBBON Connect

Frequently Asked Questions

What is Connect?

Connect is like having your sponsor or Livvy Cunningham right in your pocket, always there when you need them. This essential app makes running your business easier than ever, with features that simplify tasks with just a few taps. With Ruby Ribbon Connect, you can send pre-written or custom text messages, set up automated responses, easily share product videos, and track your goals to stay on target. Plus, this is available for all Stylists FREE! Make managing your business smoother and more efficient with Connect today!

CONNECT ACCESS

Where can I get my Connect login information?

An email was sent to all Stylists on Oct 30, 2024 from mail@rubyribbon.me with the subject line "Ruby Ribbon Connect". New Stylists (Stylists enrolled after 10/30/2024) receive this email on the same day they enrolled as a Stylist.

How do I login to Connect App on Mobile?

Download the appropriate app for your cell phone with the following links.

Apple App Store
Android Play Store

To login, use your Stylist ID and password (NOT YOUR EMAIL). If you cannot recall your password, refer to the initial Connect email or reset your password.

How do I access the Connect Office?

Login to your RR Virtual Office at www.myrubyribbon.com using your Stylist ID and password. Once logged in, click the "Connect" button in the menu on the homepage.

Connect Office isn't opening on my desktop, what can I do?

Connect Office will open in a new window, so you MUST have pop ups turned on to access.

How to allow pop ups on Chrome
How to allow pop ups in Safari
How to allow pop ups in Mozilla Firefox

[How to allow pop ups in Microsoft Edge]

What is my username for Connect?
Your username for Connect is your Stylist ID. Your email will not work during login.

I do not know my password, how do I login?
Open the app and click the "Forgot Password" text at the bottom below the Login. They will need to enter their email address tied to their Ruby Ribbon Stylist account AND their Stylist ID, then click "Get Code"

The forgot password didn't send me my reset code?
Check your junk or spam folders. If you are still experiencing troubles, please contact Customer Support (support@rubyribbon.com) for a password reset.

Is my login for Connect the same as my Virtual Office login?
Stylist's Ruby Ribbon VO password is not the same as the password for Connect. Of course, they can change the password to match their VO password, but these are two separate systems.

GENERAL FUNCTIONALITY

What is the difference between the App and the Connect Office?
When reaching out in Connect, especially when trying to use text, it should be initiated inside the app, not the office. The app is intended for all of your 1 to 1 conversations.

- ✓ Set daily goals.
- ✓ Win the day through new convos, follow-up convos, training & social shares.
- ✓ Sync with your phone book.
- ✓ Predictive messages to prospects & members.
- ✓ Track Current Streak.
- ✓ View activity and action points history.
- ✓ Develop personal relationships.

The Office is intended for 1 to many conversations.

- ✓ CRM Management - delete, add, edit, update contacts.
- ✓ Fit Finder results.
- ✓ Search by Product functions.
- ✓ Stylist Leaderboards.
- ✓ Tag and categorize your contacts.

✓ Bulk communications.
✓ Autoresponders.
✓ Personal referral links.
✓ Team Reports - coming soon.
✓ MRR - coming soon.

What is the difference between a MEMBER and PROSPECT?
Prospects are potential customers. They can be added to the system by you manually, by registering for Meet Ruby Ribbon, Fit Finder completion or those who submit a Connect with Me form on your personal website. A prospect becomes a member when she makes her first purchase. Members are your purchased customers, Hostesses and your downline team members.

My prospect placed an order, but now I see her as a prospect AND a member?
Sometimes contacts could be in your system twice. If you enter in a prospect manually, and do not add in their email address, then, when they go to purchase, it is their email address which is the unique identifier and creates their member account. This means, the same customer could be listed as both a prospect and a member.

This can also occur if a customer has more than one email on file.

Are my customers who order with me in Connect?
Yes! Ruby Ribbon has imported the customer contacts of those who placed orders starting in January 2022. We've also imported order history for these customers from March 2024 onward, along with all future orders.

Are my contacts synced between the App and Office?
Yes! Contacts will flow between those added in through the App by you and with those added in through system flows from Infotrax and other data sources.

Can I import Contacts?
Yes! In the Connect Office, in Contacts, you can upload contacts from a CSV file.

Can I add a profile picture?
Yes! Stylists can add a profile picture to their Connect account. A profile picture can be added in the App or in the Connect Office under Profile.

What is the number at the top of my home page above the date?
That is the number of action points you have earned through taking different activities and actions inside the app. Points are weighted differently based on the action. You can earn points through:

- First login - 5 points
- Updating Profile Picture 1 point

- Prospect sharing through sending new invites or followups - 1 point each
- Completing training videos - points range from 1 to 5 based on the training video

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CONNECT APP

How do I set my goals?
To set your daily goals, login to the App, navigate to the three horizontal lines on the top right corner. Go to My Profile > My goals and set and save from there.

What is a streak?
A streak refers to the consecutive days you have completed your four daily goals. You must complete all four (new convos, follow-ups, social sharing and training minutes) to win the day and work on your streak.

My daily activities aren't updating?
The first thing to ask yourself is are your goals set? When you go to the home page, next to your four daily activities, does it show "0 of X" or is it missing your goal? Go check your goals and re-save them, if needed (see above).

How do I add contacts from my phonebook?
In the App, you can sync your phonebook contacts by going to "Add" and then choosing Phone Book. In the app settings, make sure you allow access for the app to retrieve your contacts.

How come I cannot add more from my phonebook?
Go into your phone settings > Apps > Ruby Connect App settings > and ensure the app has FULL ACCESS to your contacts.

How do I add contacts manually?
To add customers manually, you can either click on CONVERT > Access Contact Manager > Add New or click on New Conversations and add new contacts that way.

What information is required to create a new prospect?
The only required fields to create a new prospect is first name, last name and phone number; email is optional. If you do not have a phone number, you can put in a dummy number such as 1111111111.

Where can I get a Facebook Username to add to a prospect's profile in Connect?

You can add social media handles to your prospects to allow you to be able to chat and reach out to them via Facebook. To do this, you need to get the prospect's Facebook profile handle. How? There are two ways:

1. Through the Facebook app > go to a user's account > click on the 3 dots on the right > and COPY the users profile link. NOTE: This will copy her entire link and URL, not just the personal extension handle which is what you need for Connect. See an example here
2. Using the desktop / web browser of Facebook > go to a user's account > in the URL bar, copy everything AFTER facebook.com/ {{COPY THIS PART}}. See an example here

Go back into the Connect App, under the PROSPECTS profile, scroll down to the bottom and under the Social Media section, choose Facebook and then add the username.

- If you chose option 1 above, you would need to delete and backspace out the facebook.com/ from the URL.
- If you chose option 2 above, you could copy and paste or type in the handle.

NOTE: As of right now, you cannot add a Facebook or social media username to MEMBERS.

What social media handles does the App support?

You are able to add a prospects' social media handle for Facebook, Instagram, LinkedIn, X and TikTok.

Right now, you are only able to send messages and contact your prospects using Facebook.

How can I post social images to my Facebook business page?

In order to do this, you must FIRST go into Facebook and switch your account to be on your Business Page. Once you are logged in to your Business page, you can then share the social content from Connect into Facebook.

Then, when you are ready, switch back to your other Facebook account or profile and post from there!

My copy to clipboard text isn't pasting into Facebook stories?

Yes, this is a known experience when using the copy to clipboard feature inside of Facebook stories only. Any text that you copied to clipboard from inside the Connect app can be pasted to Facebook groups or posts. However, it will not paste to a story. This is an issue with Facebook, it has nothing to do with the Connect app.

How can I re-watch a completed training video?

In the App > click on Training > choose your category and then check the box "show completed videos."

Do I receive credit for my daily goals by rewatching a training video?

Yes! As Melyn always says, “Treat it as a podcast.” You never know what you might puck up the second or third time you listen to it.

Where do I find my Top 3 Actions for the day?
Your Top 3 Actions are found by clicking on CONVERT in the App.

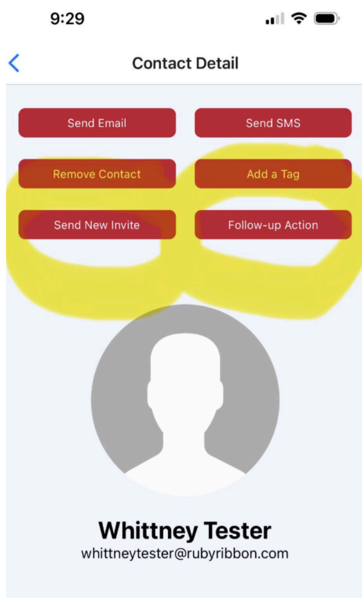
Do we have to go back out to the home page between every action for it to count?
Nope! It will record your activities even without going home in between actions.

Why is the email created from my account using a different email address instead of my registered RR email?
Connect is using the email you have natively set on your mobile phone that it would use if you 'tapped' any email icon in any app. You can change this in your phone, so it defaults to your RR email, but if you do that, that rule applies across all apps and emails. Otherwise, once you initiate an email inside of the app, you can then just go into the ‘FROM’ field and change it to your preferred email.

Does member outreach count towards my daily goals?
No, Connect is a prospecting tool that rewards activities related to connecting with prospects. If you're using Contact Manager to send a text or email to a MEMBER, it will not count toward your daily goals.

How come I cannot send New Invites or Follow-up Actions to a member (customer)?
The option to send a new invite or follow-up action only shows up for prospects since that is what is counting towards your daily goals.

I am sending emails and/or texts to my prospects, but it’s not counting towards my daily goals?
When accessing the Contact Manager for prospects, only "Send New Invites" and "Follow Up Actions" count toward your daily goals. Using "Send Email" or "Send SMS" won’t count. To send an email or text, select "Send New Invites" or "Follow Up Actions" first, then choose your communication channel.



Can I edit the predictive messaging?
Absolutely! Make it your own. Just choose your path and then delete out the copy and add your voice.

Can I add a picture to my conversation?
For new convos and follow-ups, you can only send the initial text copy, which you can edit, but no pictures can be included in the same message. After sending the initial text, you can immediately send a separate picture message.

How do I receive in app notifications and what do they mean?
You can turn on and off app notifications by going to your Connect app > three lines in the top right corner > Profile > Manage Notifications > then swipe on / off as you desire.

> Prospect Opened a Link: Receive notifications when a prospect opens a link from shared actions.
> New Member Alerts: Receive notifications when a new member enrolls with you.
> Prospect Completed a Form: Receive notifications when a prospect completes a form from landing pages.
> Order Alerts: Receive notifications when a member places an order.
> Broadcasts: In app notifications sent to all users by HQ.
> Announcements: In app notifications triggered by scheduled announcements.

CONNECT OFFICE

Can I delete contacts in the Office?

Stylists can only delete and update a prospects' information. Stylists are unable to update or delete a member contact (this would be your downline Stylists or customers).

How do I edit a contact?

Only prospects' contact information can be updated or edited. Stylists are unable to update or edit a member's profile in any way. If a customer or member needs to update their contact information with you, it will need to be updated in their Ruby Ribbon shopping account (RubyRibbon.com).

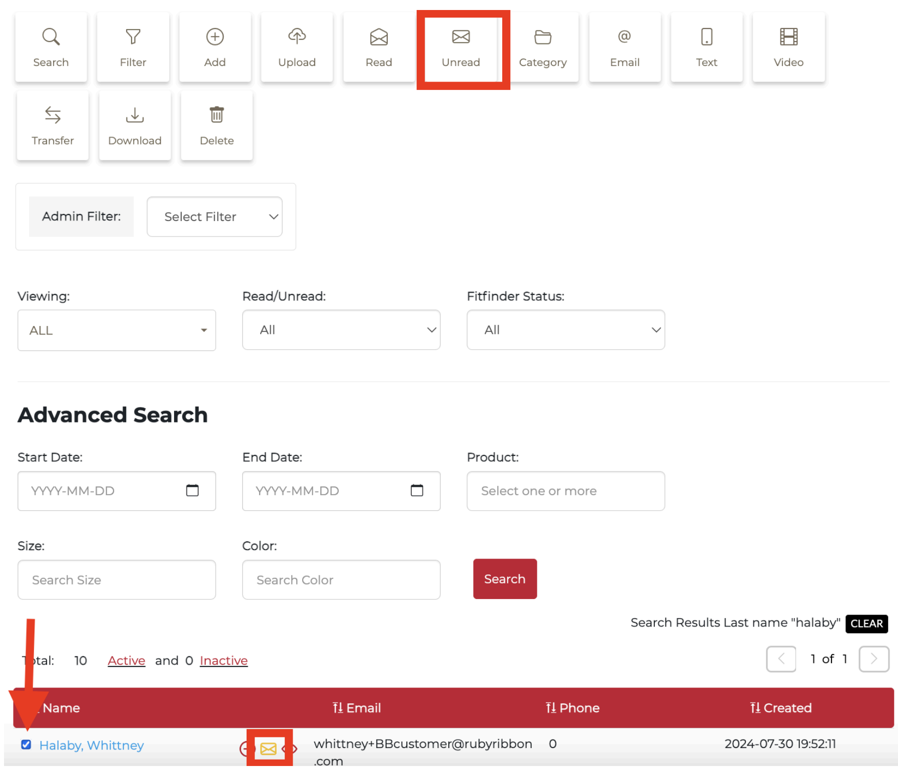
Why do I have duplicate customers listed in the Contact system?

This could be caused by any number of reasons, but most likely it would happen if more than one customer profile was created either by you manually, or through the purchasing process.

What is the yellow mail icon next to a prospects name in Contacts?

The yellow mail icon is an indicator that you have a new contact you have not read. YOu can add or remove the yellow mail indicator by the Read/Unread buttons.

You receive unread mail when a prospect fills out the Fit Finder form or registers for Meet Ruby Ribbon. The yellow mail icon is a flag to alert you to reach out.



Where can I see Fit Finder submissions for a prospect?

Fit Finder submissions and responses are in the prospect's contact in the Office. When logged in to the Office, navigate to Contacts and find your prospect. Click on her name in the list. At the bottom of her profile, click on SURVEY to see the results.

NOTE: This is currently not functioning, but it is being scoped and in progress. Stay tuned.

What happens to the submission entry if the prospect completes the Fit Finder more than once?
The original Fit Finder results will be replaced with her new form answers. We will only store one set of results as a time.

I sent emails through the Office, but I am not receiving credit for it towards my daily goals?
Actions taken through the Office do not count towards your daily goals in the App.

I watched training videos through the Office, but I am not receiving credit for it towards my daily goals?
Actions taken through the Office do not count towards your daily goals in the App.

Why am I being told I don't have enough credits to send a text in the Connect Office?
The App is free and syncs through your phone and your carrier text plans. In order to send text through the Office (not the app), we would need to have it integrated with a third-party text service, which is not currently available. We will hide the SEND TEXT option for now.

Can I send bulk emails?
Bulk emails are available through the Connect platform.

Can I create my own automail?
Automail is available through the Connect platform, but the functionality is currently disabled for Stylists to create their own campaigns. Right now, you can use the curated campaigns provided by Ruby Ribbon. We may consider adding this functionality in the future for a nominal fee to Stylists.

Can I see my team's activities and goals?
Leader reporting and visibility into activities for your downline levels 1 through 3 will be available soon! Stay tuned.

When do Leaderboards reset?
The Connect Office offers 3 leaderboards for you to track their actions and activities against their peers.

1. Daily Habit Streaks tracks the number of days you have completed all your daily goals in the current month. The leaderboard resets on the first of the month 12:01am PT.

2. MRR Registrants This Week (coming soon) tracks the Stylist with the highest number of webinar registrants for the week, Friday to Thursday. The leaderboard resets weekly on Fridays.
3. Fit Finder Completion (coming soon) tracks the Stylists with the most Fit Finder submissions for the month, Stylist created entries are excluded. The leaderboard resets on the first of the month 12:01am PT.

MEET RUBY RIBBON

Effective 4/10, Meet Ruby Ribbon webinar has moved to Connect. To invite and to watch the live webinar, you must access Connect to find your personalized links.

What are the key improvements of the Meet Ruby Ribbon webinar in Connect?

For your guests, they will experience:

- A branded webinar landing page for a polished experience.
- Direct links to join or shop with you – yes, that's automatic attribution to your website!
- Playback functionality, so no one misses out — they can rewind, fast forward, or catch up if they join late.

You will experience:

- Easy access to your personal registration link to share with ease.
- Predictive messages in Connect for "new invites" and "follow-ups" to help you Win the Day!
- Real-time reporting on registrants and giveaway participants.
- An automatic prospect email campaign for registrations from your Stylist connections.
- HQ will send additional reminder and follow-up emails for you to make sure nothing slips through the cracks!

Do I have to use Connect to attend or share Meet Ruby Ribbon?

Yes. You minimally need to get in to Connect to obtain your personalized links to invite and/or attend the live call.

Where do I find my links?

Stylists can find their personal Meet Ruby Ribbon links in both the Connect App or the Connect Office.

- To locate in the App, navigate to three lines top right corner > Profile > My Profile > Links.
- To locate inside the Connect Office, simply login to the Office (see above) and right on the homepage, right side, look for Referral Links.

What's the difference between the two MRR links?
Stylists are provided two links that are connected to Meet Ruby Ribbon.

MRR Registration Link - This is the direct link to send to prospects to invite them to register for MRR in advance. It can be used and shared anytime (not just on Thursdays).

MRR Live Link - This link can be shared with prospects after they register to get them direct access into the Live webinar (without having to register again). This is also the link Stylists will use to watch the webinar (ie. no registration).

Are my links connected to me?
Absolutely! One of the incredible benefits of MRR through Connect is that it offers personalized links and registration experience, with Stylist attribution.

Does sharing my links count towards my daily activities in the app?
It can! To invite to Meet Ruby Ribbon or have conversations with prospects about Meet Ruby Ribbon, we suggest using the predictive messages already in the App. There are both new conversation and followup messages to support you and your daily goals.

What benefits are for my prospects who register?
When a prospect registers, she is added into an auto-responder campaign that shoots her 3 emails over 6 days. Plus, if she registers, Ruby Ribbon will send out a reminder email the day of on your behalf.

My customer is trying to register, but it says invalid phone number?
When entering their phone number, they just need to enter the number digits only - no special characters.

Ex: Enter 4424568823 — not (442)456-8823

Who does the auto-responder come from and what does it say?
There are 3 messages that a prospect who registers for Meet Ruby Ribbon will receive. These emails are generated automatically as part of the MRR campaign. The emails come from Ruby Ribbon, on behalf of you.

You can view the messaging by going into Connect Office > Tools > Automail > Webinar Page > View.

Can I update or change the language in the auto-responders?
The language is preset by HQ and cannot be customized individually. Any changes made would apply universally to all emails sent by all Stylists.

Does my prospect receive the auto-responder (AR) campaign every time she registers?
No, a prospect will only go through the AR sequence the first time she registers. We intentionally avoid sending the same messages repeatedly, as we know some women register multiple times to attend Meet Ruby Ribbon.

I use Project Broadcast for a weekly reminder text campaign. Would you recommend updating my PB campaign so that recipients get a reminder to register each week?
For weekly reminders, you have two options:

1. Use the MRR Registration Link through Connect: Have your contacts register using your personalized registration link. Once they're registered, our system will send reminder emails and messages on your behalf—no need to manage this in PB anymore.
2. Stick with PB & Use Your MRR Live Link: If you prefer to continue using Project Broadcast, you can share your personalized MRR Live Link instead. With this option, they won't need to register each week—they can simply click the link and join live every Thursday at 5 PM.

Who receives the follow-up email and what does it say?
The followup email will go to those who complete the giveaway form during the live event.

You can view the messaging by going into Connect Office > Tools > Automail > Webinar Page > View.

If I have already had a new conversation with a prospect, and now want to start another new convo about Meet Ruby Ribbon with her, will it count towards my new conversation daily goals?
Yes! Any new conversation topic will count.

How do I see who has registered?
Login to the Connect Office, navigate to Contacts. Go to filters > choose Webinar Registrants.

There will be a column titled "Last Updated" so in your results you can sort newest to oldest to see who registered when and in the last week.

How do I see survey results for those who completed the giveaway form during the live event?
Login to the Connect Office, navigate to Contacts. Go to filters > choose Survey Completed.

Sort newest to oldest, and click into each contact profile. At the bottom there is a "Survey information" button in red. If you expand it, it will show her survey answers.

If my customer completes the giveaway form multiple times, what will show in their profile?
The system will show the most recent results and answers in their profile.

How come I do not see the filters in my Contact system for Webinar Registrants or Survey Completed?

You won't see the filters until you have a registered guest or someone who completes the giveaway form.