



## How to Register and Purchase Weight Watchers Monthly Pass or Online At Work

**Step 1:** Go to <https://wellness.weightwatchers.com>. Enter your company name (CNO Financial Group), ID (38791) and passcode (WW38791)

**Step 2:** Register and personalize your account (create a username and password).

**Step 3:** Complete your company information: enter your company name and the address of the worksite location of where you'd like to attend an At Work meeting (please include the building name or day/time of meeting if your company provides multiple meetings each week.). Click "yes" if you are interested in a meeting at your worksite. Click to agree to the terms and conditions by clicking in the small box and then click "next."

**Step 4:** For those who have a current eTools account OR have a Monthly Pass OR a current Online subscription, we ask that you save your history and carry it over to the new CNO Financial Monthly Pass portal. Please call the Weight Watchers Call Center at 866-204-2885 for assistance.

**Step 5:** Once you click "next", you'll see details on Weight Watchers Meetings and Weight Watchers Online. If you are looking for meetings, click "find" and your work location zip code will auto populate. You will NOT see your At Work meeting time listed yet as it needs to be set up in the system on April 1<sup>st</sup>. Simply click on "Purchase Monthly Pass" within one of the listed meetings. Remember you are not signing up for a specific meeting, you are signing up for a Monthly Pass, which is valid in *any* community meeting or At Work meeting. If you are looking to sign up for Weight Watchers Online, just click "sign up".

**Step 6:** You should now see the Monthly Pass & Online offers and pricing offered by your company. Select Monthly Pass or Online. (If you select Monthly Pass go to 6A; if you select you select WW Online go to Step 7)

**Step 6a:** You may see a statement that says, "There are no At Work meetings at this site". That is because Weight Watchers cannot open a new At Work Program at your site until 20 people have purchased Monthly Pass (your previous meeting series will not populate here). To make a purchase, scroll down the page and click **BUY MONTHLY PASS** near a local meeting. **THIS DOES NOT MEAN YOU ARE TIED TO THAT MEETING.** Your purchase will count toward the 20 people needed to open a meeting in your workplace. Until that meeting begins, you may attend meetings in your local community.

**Step 7:** Scroll down and enter in your height, weight, etc and click "continue".

**Step 8:** This brings you to the payment screen. Here you will set up a user name and password that will be associated with the actual Online account (eTools, your profile/payment info, Online support items).

**Step 9:** Fill in fields and credit card, debit card or PayPal information and then click on complete purchase. You can print off your temporary Monthly Pass for the first month to bring into the meeting room. Subsequent months we will mail a hard copy Monthly Pass to your home/billing address automatically. You do not need to log back in each month; it automatically renews for you until you choose to not be a member.

**Step 10:** If you chose the Monthly Pass solution to attend meetings, once there are 20 registrants and purchases in the website for your company, we will be able to open an onsite meeting at your location. Once you purchase your Monthly Pass, please feel free to use it to attend a local community meeting and get started on achieving your weight loss goals. If ultimately the minimum to start an At Work meeting is not met and you do not wish to attend in the community, you may cancel at any time.

**If you or any employees need help with any of the attached instructions, we do have support for you via email: [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com) or phone: 866-204-2885**



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### Employee FAQs

*I'm already a Weight Watchers customer (with either active etools or a current Monthly Pass) How do I keep my old account history information in the new account I want to create?*

1. Call Customer Service at 1-866-204-2885
2. Let the representative know:
  - a. You are signing up as a new customer through the portal
  - b. You need to cancel your current account
  - c. You want to keep your old information in the new account
  - d. If any refund is due, the representative will process this
3. Make sure you have the correct username and password
4. Go back to the registration page and register
5. Select either the Monthly Pass or Online option
6. Enter your *previous* username and password

*Will my monthly subscription automatically renew?*

Monthly Pass will automatically renew each month until you cancel. After your first month, your account will be charged \$39.95. Thereafter, your account will be charged the standard monthly fee until you cancel.

*How quickly will members receive their Monthly Pass after purchase?*

Members have the ability to print out a temporary card after activation of their Monthly Pass before their permanent pass arrives in the mail. A permanent Monthly Pass is mailed to each member's home each month as long as his or her account remains active.

*How do I print a temporary card?*

1. Log in and click "My Profile" <[http://www.weightwatchers.com/util/pro/login\\_myprofile.aspx](http://www.weightwatchers.com/util/pro/login_myprofile.aspx)> located at the top of every page on the site.
2. Click the "Monthly Pass Temporary Card" link in the My Account box.
3. Print the page.

*Is a credit or debit card required to purchase Monthly Pass?*

Yes, a credit card or debit card is required. Flexible Spending Account Debit Cards cannot be processed for a Monthly Pass purchase. However, you may request a receipt for your weekly fees and you may submit the receipt to your insurance company if they authorize weight loss services reimbursement.

*How does a Monthly Pass payment plan work?*

Monthly Pass offers the flexibility to attend meetings anywhere. It is a recurring billing model, which renews each month at the standard monthly plan fee, currently \$39.95. Your credit card will be charged up to 15 days prior to the end of your second month, and each month thereafter, to ensure you receive your new Monthly Pass on time. An e-mail address and a credit card or debit card are required.



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### ***Do I have to cancel my Monthly Pass if I want to stop being charged?***

Members can cancel their Monthly Pass through their Weight Watchers.com account, by e-mail or mail. Note that we cannot process cancellation requests at meeting locations. To cancel Monthly Pass, follow the instructions below

- Login to [weightwatchers.com](http://weightwatchers.com) and visit the "Help" or "My Profile" areas
- E-mail [cancelmonthypass@weightwatchers.com](mailto:cancelmonthypass@weightwatchers.com)
- Call Weight Watchers Customer Service at 1-800-651-6000
- Write to us at Weight Watchers North America, PO Box 307, Jericho, NY 11753 - Attention: Monthly Pass Refunds

For additional information go to:

<http://www.weightwatchers.com/monthlypasscancellation>.

### ***If a member registers for Monthly Pass and later cancels during the course of the month, will their credit be prorated for the number of days left on their Monthly Pass?***

No. Except in special refund circumstances, there are no refunds for the current subscription month. If a special refund circumstance exists, the member will be refunded for the entire month, as refunds are based on subscription months and are not prorated. A full set of rules surrounding Monthly Pass cancellations and refunds can be found at: <http://www.weightwatchers.com/monthlypasscancellation>.

To confirm what type of subscription you have, please look at the Weight Watchers logo located at the top left of your screen when you are logged in to the website. If it says Weight Watchers Online you will not be able to switch your Weight Watchers Online account to Monthly Pass directly on the website.

If you would like to attend meetings and sign up for Monthly Pass, you will need to cancel your Weight Watchers Online subscription before you can sign up for Monthly Pass.

### ***I see two charges on my credit card during the first month after purchasing my Monthly Pass? Is this correct?***

Your credit card will be charged up to 15 days prior to the end of your second month, and each month thereafter, to ensure you receive your new Monthly Pass on time. For this reason, you will see two charges on your credit card for the first month, and one charge each subsequent month.

### ***How does Pay Pal Work?***

PayPal acts like a digital wallet where you can securely store all your payment options, such as your bank account and credit card. When you want to make a payment, you don't have to pull out your credit card or type your billing info every time. Simply click on the PayPal checkout button, log in to your PayPal account, and select your preferred payment method. PayPal will complete the payment process— without sharing your info with merchants and sellers.