

## FREQUENTLY ASKED QUESTIONS

### *How do I log in?*

#### **A. Previous Weight Watchers Customer Wishing to Enroll in Employer Sponsored Benefit**

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

#### **B. New Customer Who Has Already Enrolled in Employer Sponsored Benefit Wishing to Log In**

1. Access the login page:  
<https://wellness.weightwatchers.com/Employees/EmployeeLogin.aspx>
2. Enter the Username and Password you create when you registered under the “Returning Users” box on the right hand side.
3. Click “Log In.”



The screenshot shows the WeightWatchers login and registration interface. On the left, there is a background image of a woman in a white long-sleeved shirt and jeans standing next to a bicycle in a grassy field. The main content area is a white box with a blue header that reads "We've teamed up with your company for a healthier you". Below the header, there is a sub-header "With Weight Watchers, you'll get a proven approach to weight loss that includes tools, strategies and the *PointsPlus*® program -- to help you lose weight and keep it off." and a prompt "Enter the information you received from your company to see what's available to you." The form is divided into two columns: "New Registration" and "Returning Users". The "New Registration" column has two input fields: "Company ID" and "Company Passcode". The "Returning Users" column has two input fields: "Username" and "Password". A red circle highlights the "Returning Users" section. Below the input fields, there is a "Note: If you don't know your company ID or passcode, contact your company's human resources department." and a "Forgot password?" link. At the bottom of each column are blue buttons labeled "Register" and "Log In".

***I'm already a Weight Watchers customer. 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 \$[price] for [number of months] months. Thereafter, your account will be charged the standard monthly fee (currently \$[price], plus tax for Connecticut) until you cancel.

*Please Note:*

If you no longer meet the criteria for the special pricing made available by your company (for example, if you are participating as an employee and are no longer employed by your employer or if you are participating as a dependant of an individual that is no longer employed by such company), then beginning on your next billing date, you will be charged the standard monthly rate for Weight Watchers Online (currently, \$[price]) 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, which means they can start attending meetings the same day of purchase. 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.

### ***Is an e-mail address required to purchase Monthly Pass?***

Yes, an e-mail address is required.

### ***How does a Monthly Pass payment plan work?***

Monthly Pass offers members the flexibility to attend meetings anywhere. It is a recurring billing model, which renews each month at the monthly plan fee (plus tax in Connecticut) until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. 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.

### ***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://www.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>.

***How do I keep my current account history if I cancel and re-subscribe for Monthly Pass?***

If a member wishes to cancel their current subscription and sign up for a new subscription under the company subsidy, they can transfer their existing account history to their new account so they will not lose previously recorded data. The first step is to purchase Monthly Pass, which employees can do directly from the portal.

Note that in order for employees to be eligible for the company offered discount or subsidy, their previous account must be cancelled. Please instruct all members who need to cancel and re-sign up for the portal that they must cancel their membership before signing up in the portal in order to be able to keep their account information.

Please follow the steps below to restart Monthly Pass directly from the portal:

1. Visit the portal at: [wellness.weightwatchers.com](http://wellness.weightwatchers.com)
2. Register and express interest in Monthly Pass.
3. Enter your zip code into the box provided and click "Submit."
4. Choose either an existing At Work meeting or a community location that interests you, and click to buy Monthly Pass.
5. On the next page, click the "Returning to Weight Watchers or currently using our Message Boards" link to enter your existing user name and password. If you do not log in first, your subscription will not convert properly. If this link is not there, this means you are already logged in and can proceed.
6. Fill out the health screener and any other information required to continue with sign up.
7. Review your payment information, confirm your shipping address and agree to the subscription agreement before proceeding.
8. Click "Complete Sign Up."
9. Print your Temporary pass, which you will need to show at your meetings until your Monthly Pass card arrives in the mail.
10. After you have successfully signed up for Monthly Pass, instructions on what to do next will be available for you on the next page.

***If I already have a Monthly Pass subscription, do I need to cancel and sign-up for another subscription via the portal?***

No, all Monthly Pass members, regardless of how you purchased your Monthly Pass are welcome to attend the At Work meeting. However, if your employer offers a discount or a subsidy, you may wish to cancel their current subscription and sign up for a new subscription under the company subsidy. If you wish to do this, you can transfer your existing account history to your new account so you will not lose previously recorded data.

***I currently subscribe to Weight Watchers eTools, but when I go to "Account Settings" I cannot switch to Monthly Pass. ?***

There are typically two reasons people cannot switch to Monthly Pass:

- 1) They are not logged in to their Weight Watchers eTools account, or
- 2) They have a subscription to Weight Watchers Online.

To verify your logged-in status and account type, look in the upper left corner of the site. If you are logged in, it will say Weight Watchers eTools or Weight Watchers Online. If you are not logged in, it will say WeightWatchers.com

If it says:

- Weight Watchers eTools: You can switch by clicking on Account Settings in the upper right corner.
- Weight Watchers Online: You first need to cancel your account before you can sign up for Monthly Pass. Please contact Customer Service at 1-866-651-6000 and tell them that you would like to cancel your Weight Watchers Online subscription and switch to Monthly Pass.
- WeightWatchers.com: You are not logged in or are logged in with a free registered user account. Please log out and log in with your subscriber user name. If you cannot recall this information, please contact Customer Service.

***When I try to switch to Monthly Pass I get a message that tells me the resources I am trying to access are available to meetings members who are subscribed to Weight Watchers eTools. I have eTools; what is wrong? ?***

Weight Watchers has two Internet offerings for people who want to use the Internet to help them lose weight: Weight Watchers Online and Weight Watchers eTools. Based on the message you get when you try to switch to Monthly Pass you are currently subscribed to Weight Watchers Online, our Internet product for people who do not attend meetings.

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.

***What happens at the end of each month? Do I need to do anything to renew my Monthly Pass?***

Your Monthly Pass automatically renews each month at the monthly plan fee (plus tax in Connecticut) until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. 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.

***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.

***I know the meeting has already started. Is it too late for me to sign up?***

With Monthly Pass, you can subscribe at any time and attend the At Work meeting.

***I already have a Monthly Pass subscription. Can I attend the At Work meeting?***

Yes, all Monthly Pass members are welcome to attend the At Work meeting. If your employer offers a subsidy, you may wish to cancel your current subscription and sign up for a new subscription under the company subsidy. If you wish to do so, you can transfer your existing account history to your new account so you will not lose previously recorded data.

***I am a Lifetime Member. Can I participate in At Work meetings without a Monthly Pass?***

Lifetime Members do not need a Monthly Pass to attend At Work meetings or weigh in. Just show your Lifetime card. However, to receive any online tools, eTools, Monthly Pass, or Weight Watchers Online you must purchase a Monthly Pass.

***What do I need to bring to a meeting if I attend locally?***

Monthly Pass allows you the flexibility to attend local meetings as well as At Work. Just bring your Monthly Pass and any other supplies you would normally bring to At Work meetings (e.g. weight books, program material).

***If my Monthly Pass gives me the flexibility to attend in my community or At Work and my company offers a reimbursement, how will my At Work Leader know I attended in my local community?***

Your Service Provider will check your weight tracker booklet to confirm attendances. Since your weight tracker follows you as an individual regardless of where you attend, they will have visibility into when you attended any type of meeting.

***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.