



Plexus My Story FAQ

1. What is My Story?

My Story is an easy-to-use digital tool that helps Plexus Ambassadors develop compelling, personalized product, income and opportunity testimonials that include personal pictures, product images and product claims, in attractive templates built for social media sharing.

2. Why should I use My Story?

Stories connect us in an authentic way! One great way to make those connections – in life or in social media – is by sharing your personal story of how the Plexus products or business opportunity have helped you. But telling your story can sometimes be difficult. How do you even begin? My Story removes the guess work and helps you craft a cohesive, compelling story that can easily be shared on social media to help you convert connections to customers to Ambassadors. The Story Library also connects you with other inspiring stories that are free to share as well!

3. How does My Story fall into our Sharing System?

Sharing is the second step in our Sharing System. Stories sell. Stories create emotional connection and interest. Stories help people see themselves on a similar journey. The more stories we have, the better. You can, and will want to, post more than one story. Post one about your business, your health, by product. Have fun. You can, and will want to, search other Ambassadors' stories. Tell Your Story. It matters!

4. How do I access My Story?

1. Log in to your Plexus Ambassador account
2. Navigate to your Virtual Office using the button at the top of the Plexus Worldwide home page, or in the left-hand drop-down menu.
3. In the Virtual Office, locate the gray navigation bar on the left side of your screen. Click on 'Sharing Plexus'. A drop-down menu will appear with My Story as a selection option.
4. Click on My Story and you will be taken to the My Story tool.

5. How do I use My Story?

My Story is designed to be easy to use. You will be guided through each step of the process with prompts helping you along the way. The flow of building a story includes:

1. From the My Story page, click 'Create Story'

2. Fill in each field as directed: **Headline, Before, Turning Point, Outcome.** You don't *have* to fill out each section but doing so will help to make sure your story has a logical flow of beginning, middle and end.
3. Choose the category of your story. Is this about weight loss, gut health, skin care? Selecting a category will help make your story more searchable and sortable in the future.
4. Upload Images
 - a. Upload a photo – This is where we want to see the amazing before and after photos that go with your story. Make sure the images are clear, high resolution and show off your transformation – whether it was a little or a lot – all stories are valuable because they are *yours*.
 - b. Add a product – You can also select from a variety of product photos to add to your story. These images will help those who may not know Plexus connect the product image with the testimony you give.
5. Save and Publish – You are given the option to save your story as it is and come back to it later, or to Publish your story to the supported social media platforms.

6. What Social Media platforms can Plexus My Story share to?

Currently Story Builder supports posting to Facebook, Pinterest, and Twitter.

7. What if I need more help coming up with ideas for my story?

Training

At the top of the My Story page is a training section that is filled with resources on how to tell your story, including approved product claims and legal disclaimers to use. Check them out if you get stuck, or just want a refresher course!

Story Library

For those users who opt to share their story publicly with others, Plexus has created a story library that you can peruse for inspiration. See how others tell their stories and use what works for you. Stories can be searched by date they were published or by topics such as gut health, weight loss, skin care and more.

8. Can I customize my photos after uploading?

Of course! We have a variety of image overlays and frames you can add to your photos to customize as you see fit. You will see this option once you finish selecting your photos.

9. Can I edit my story once it is posted?

Yes! If you visit My Stories, you can edit and view your story and change it as you please.

10. What's the maximum file image I can upload?

We recommend files stay under 20 MB.

11. Does My Story support uploading videos?

Not at the moment, but we are always coming up with new updates!

12. Why can't I find my Facebook Business Page when posting to a Facebook Page?

1. Make sure your Facebook Business Page is published. To do this, go to the Facebook Business Page that is not showing, click "Settings", make sure page visibility is "page published." If not, click "edit" to change.

2. Make sure you are admin of the Facebook Business Page. To do this, go to your Facebook Business Page, click Settings, and click "Page Roles" in the left menu. Under Existing Page Roles, under your profile photo it should state "admin". If not click Edit to change or have the existing admin change you to admin doing these steps.

The image shows two screenshots of the Facebook settings interface. The top screenshot is for the 'My Story' page, showing the 'Page Visibility' section where the page is set to 'Page published'. The bottom screenshot is for 'Jan's Threads', showing the 'Page Roles' section. In this section, there is an 'Assign a New Page Role' form with a text input field for 'Type a name or email', an 'Editor' dropdown, and an 'Add' button. Below this, under 'Existing Page Roles', there is an 'Admin' role listed for 'Jan Daniels' with an 'Edit' button next to it.

3. Remove the MB Social App from your Facebook Settings then try "Post to Facebook" again. Go to Facebook and click the down arrow at the top right-hand corner. Click Settings and in the left menu click Business Integrations. Click the small box next to MB Social, then click Remove. After removed go back to My Story and Post to Facebook.

The screenshot shows the Facebook Business Integrations settings page. On the left is a navigation menu with categories: General, Security and Login, Your Facebook Information, Privacy, Timeline and Tagging, Location, Blocking, Language, Notifications, Mobile, Public Posts, Apps and Websites, Instant Games, Business Integrations (highlighted), Ads, Payments, Support Inbox, and Videos. The main content area is titled 'Business Integrations' and 'Connected to Your Account'. It features tabs for 'Active' (with a count of 1) and 'Removed', and a search bar for business integrations. Below this is a section titled 'Data and Account Access Allowed' with explanatory text and a 'Learn More' link. A list of actions is provided: 'View the info that business integrations can request and manage' and 'Remove the business integrations you no longer want to use'. At the bottom, there is a section for 'Active Business Integrations' with a 'Remove' button. One integration is listed: 'MB Social' with a 'View and edit' link and a checkmark icon.

13. What will you do with my information when I connect to Facebook?

When you connect to Facebook, you will be prompted several permissions. These permissions may sound a little scary, but they're important for us to help manage your Facebook connections. Each one is required.

Facebook does not permit us to request access to individual Facebook Business Pages therefore we will not access your other Pages. We also will never post automatically on your behalf, to any of your pages.