

COACHING CALL INFORMATION

In order to provide the best experience and plan for all members, coaching calls will be run according to the following instructions. These changes are being made to increase the organization, security of information, and optimization of the coaching calls so all members can have the best plan in a timely fashion.

1. New Call Links and Registration

All call links have been changed. Members now need to be registered in order to enter the meeting. You will also receive automatic weekly reminders of upcoming sessions.

You need to register for all the calls to receive reminders. Once registered, you do not need to register again. Please register for the calls below:

[Thursday 9am EST Fertility Accelerator Session](#)

[Thursday 8pm EST Fertility Accelerator Session](#)

[Friday 4pm EST Fertility Accelerator Session](#)

2. Question Submission Forms

All questions and/or topics for discussion need to be submitted at least 24 hours before the coaching call. This allows us to prepare for our meeting and present your best plan for moving forward.

Any questions submitted after the 24 hour deadline will be answered in the following week's calls.

No email submissions of questions will be accepted moving forward.

All questions and concerns need to be submitted using the FAS Question Submission Form links below. I recommend bookmarking them for easy access.

Submissions will be answered in the order they are received once on the call. The order will be announced at the beginning of the call.

If there is a time constraint such as needing to be at an appointment or dropping off the call early, please notate that inside your question submission.

There is the ability to attach files such as new lab tests, exam reports, BBT charts, pictures, etc. inside the question submission form. These will no longer be accepted via email for security reasons.

The question submission links are below, and also inside your portal under "Fertility Accelerator Question Submission Forms"

[Thursday 9am EST FAS Question Submission Form](#)

[Thursday 8pm EST FAS Question Submission Form](#)

[Friday 4pm EST FAS Question Submission Form](#)

3. Unable to Make Coaching Call

If you have questions or updates but are unable to come to a coaching call, please submit a question form for a chosen session.

At the end of your chosen session, I will answer your questions and give you the plan moving forward.

Once the session is over, the recording will be placed inside your portal within 24 hours of the call. Please access the recording and watch to receive the answers to your questions as well as get info on your plan.

For example, if you are traveling for the week and know you will miss the session, you can still fill out a Question Submission Form for a specific session.

If you choose the Thursday 9am EST session, I will answer your questions at the end of that call. Inside your portal, you will see that session as well as a time marker for when I start answering questions of members who submitted but were unable to come. You can fast forward to that time marker and start watching from there.

This is to encourage members to continue asking questions and making adjustments to their plans even if they are unable to attend the meetings. I care about making sure that we are still able to continue making progress even when there are scheduling conflicts.

For security purposes, questions and labs via email will no longer be accepted. They need to be given through the submission forms.

4. Billing or Payment Questions

All billing and payment related questions need to be submitted through the [Billing and Payment Question Form](#). Someone will contact you with an answer within 2 business days.

Please do not ask payment or billing related questions during coaching calls.

5. Personal Questions and/or Information

We realize that some things are very personal that you may not feel comfortable discussing on a call.

Personal information will never be talked about inside a coaching call without express permission.

Your privacy and feelings are important to us, and we still want to be able to help you.

If you're having an issue, experiencing a miscarriage you don't want to talk about in front of others, or any other personal thing, please fill out a Question Submission Form and someone will be in contact about those things. They will not be talked about inside the calls or in the recordings.

6. Attending a Call Without Submitting Questions

If a member comes to a call and hasn't submitted a Question Submission Form, their question will only be discussed if time allows. If the question requires further planning then we will ask the member to please submit a Question Submission Form so we can properly prepare a good plan to discuss at the following week's call.

This is time dependent, and will only occur if the the call hasn't run over the allotted time for the call.

Please see the next page for information regarding our new Facebook Community!

Facebook Group Information

We have opened a new Facebook group to help foster a loving and supportive community of like-minded and amazing women.

This is an exciting new thing!

This is so that program members can have a place to ask questions, post relative content like recipes or articles, or even something funny that made them laugh.

We will also be able to better answer your questions, provide support, and keep you up-to-date on new research, program updates, and more!

Please see below for the group's information and for answers to questions you might have.

1. Group's Usage

The purpose of the group is to connect women from around the world, bring us closer together, and provide an easy place for members to ask questions, provide answers, or get program updates.

The group is completely private to members only.

Other friends on Facebook are unable to see that you're part of the group or what you post inside.

2. Questions on Joining

Members can join the group [HERE](#) and fill in the email used to access your program portal. Once inside, members can post questions that they might have between coaching calls (for example, "is this a good food for the cleanse phase?"), share recipes they love, or anything else they feel is relevant.

We will post updates made to the program and other information to help members along their journey. Any schedule changes will also be announced inside there as well.

What if I don't have a Facebook account?

You can easily create an account for free here.

I don't like using Facebook - What do I do?

While it isn't a requirement to join, it is a good way to have additional contact with the team to get the answers and support you need along the way.

We do not accept questions through email, so this is the best place to go when you need a little extra help, or have questions between coaching calls.

If you feel uneasy about using your regular Facebook account for this, you can start a completely new account where you only join this one group.

Will my other Facebook friends see that I'm part of this group or any of the things I post inside?

No, this group is completely private and other Facebook users are unable to locate it even if they searched for it. Only members who are inside the group are able to see things posted.

Facebook stresses me out so I stopped using it, but I'd still like to join.

No worries! Create a completely new account where you only join this one group. Then you won't have anything on your newsfeed other than things from us! This allows you to go into Facebook without being bombarded, and gives you much more control over the experience.

What if I have a question about my plan? Can I ask it in there?

You can ask anything you'd like inside the group. If it's something that can be better answered in a coaching call then we will direct you to filling out the FAS Question Submission Forms and coming to a call. This is to help you better!

Will you still be sending out weekly emails?

Updates and announcements will be made primarily inside the group. Changes to any schedules will also be announced inside the group first before an email is sent out.

When will a Fertility Mom team member be able to answer my questions inside this group?

An admin team member will be answering questions during business hours at least once per day, except on weekends and holidays.