

Welcome to Empowered Fertility Renewal!

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We're very excited to help you on your way to Baby! We know this journey can be frustrating, confusing, and lonely, but you are not alone anymore 😊

Rest assured this program has helped many hundreds of couples bring home their take-home babies. You are in safe hands!

This program is most successful when you go through the program videos and materials, complete the action steps, and come to the coaching calls to get your questions answered and plan adjusted as needed.

Please read through this orientation packet thoroughly, and keep it handy to refer back to when necessary.

1. Log In To Your Program Portal

You can log into your program portal [HERE](#).

Your username is the email used to register for the program. Your password is the one in your welcome email this packet was sent in.

Your portal contains all of the program information, videos, materials, and more.

This program goes into great detail on everything you need to do for your diet and lifestyle to improve your health and fertility!

Please start at Module 1, and work your way through the modules in the order they are presented. You can work at your own pace.

The general recommendation is to go through one module per week and implement those action steps outlined in that module, but you can take things slower if you need to.

If you have problems logging in:

Please exit and restart the browser you're using, clear your cookie cache and browser history, and restart your computer. You can also use a different browser.

If you forget your password, please reset it using the "Forgot Your Password" link on that login page.

If you're still unable to sign in, please fill out a [Program Portal Access Support Ticket](#) and someone will reach out to get your portal fixed.

Where can I find the materials like checklists and recipe books I need from the modules?

At the end of every module, there is a "Putting it All Together: Action Steps" video. This video gives you the exact steps to take next.

In the left-hand corner, there is a "Topics" button and a "Materials" button. When you click on "Materials" you will see all the checklists, pdfs, recipe books, and other things you need to complete that module's action steps.

Please see the next pages for information on attending coaching calls.

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. The calls are run in this way to optimize organization and security of information so all members can have the best plan in a timely fashion.

1. Call Links and Registration

Members need to be registered in order to enter the weekly meetings. 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.

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 not 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 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 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.

Lab Review and Supplement Plans

Part of this program involves a personalized supplement plan and lab review.

In order for Fertility Mom to do the lab review and create the supplement plan, the following things need to be completed:

1. The intake assessment form from DocuSign - this has been sent to your inbox
2. [The Lab Submission Form](#)
3. The Coaching Enrollment Agreement from DocuSign - this has been sent to your inbox. A supplement protocol will not be sent unless this agreement has been signed.

Once you have submitted ALL of these, you will receive your supplement protocol within 1-2 weeks. While we usually get it back within 1 week, please allow 2 weeks for us to have enough time to properly assess your labs, and create the correct plan for you.

When the protocol is complete, an email will be sent with the subject line "Supplement protocol/Lab review". Please make sure to go through all the pages thoroughly.

If you have any questions about your plan, please fill out a Question Submission Form for a chosen coaching call as described above in the coaching call section.

What labs do you need?

Here is a list of [fertility labs](#) we like to see to get a good assessment of things. Don't worry if you haven't had everything on this list tested - start by sending us what you already have and we'll take it from there.

If you do not have any recent labs and you would like us to create a supplement plan before getting new labs drawn, please fill out a Lab Submission Form and let us know inside.

For security purposes, emails about or containing your labs will not be accepted.

Please see the next page on Frequently Asked Questions!

Frequently Asked Questions

Will you tell me what to do with my diet?

Yes, the program itself goes into very explicit detail on exactly what to do with your diet and lifestyle. Please start at Module 1 and work your way through the program.

Where do I get the labs done once you send me the recommended labs?

Inside your supplement protocol and lab review, Fertility Mom will send you a list of labs recommended to get next. For where to get them, it will depend on your practitioners. Many of them can be done with your primary care doctor, and others will need to be done by your fertility doctor (OB/GYN).

I'm feeling stressed that I can't make a lot of the coaching calls. What do I do?

It is completely ok if you're unable to make all of the coaching calls! We still care about making sure you're making progress and getting your questions answered.

Please make sure you fill out Question Submission Forms whenever you have a question, and watch the recordings to receive your answers and directions on your plan.

You can also join the private Facebook group to be able to have additional contact with Fertility Mom, get questions answered, and get prompt updates on everything happening.

Can I email you with questions?

For security purposes, there is no email availability. Please direct all of your questions to the Question Submission Forms as mentioned above, and join the Facebook group.

I need to change the date and/or card being used for my payment plan. What do I do?

Please fill out a [Billing and Payment Question Form](#) and someone will get back to you to help.

Is there a time limit on any my access to the program or coaching calls?

No. You have access to the program and coaching calls for the lifetime of the program.

It has been a while since I have been able to make a coaching call. Will Fertility Mom be reaching out to me?

As much as we care about everyone enrolled in our programs, we value your privacy and do not want to be pushing in at a time that may be unwelcome. It is our policy to wait to be contacted with questions and be given updates on your progress through the program.

I joined almost 2 weeks ago and haven't received my supplement protocol. When will it be done?

Please make sure you have completed your, 1) intake assessment through DocuSign, 2) your lab submission form, 3) coaching enrollment agreement through DocuSign. Once all of these things are submitted, it usually takes 1-2 weeks to complete the protocol and send it to you.

It takes several hours to go through your labs and current supplements and create these plans. Depending on how complicated your labs and current supplements are, this could take a little while. Your protocol will be completed and sent as soon as it's done.

I filled out a question form but can't come to a coaching call. Will you email me the answer?

You need to go to the recordings section in your portal and watch the end of the call to get the answer to your questions and the next steps in your plan.

There will be a note under the video that has a time marker showing when questions are answered for those who were unable to attend the call.

The plan has changed with my doctor - how do I tell you what's happening now?

Please fill out a Question Submission Form and come to a coaching call so that we can discuss what's happening now, and the plan moving forward. We work collaboratively with you and your medical care team and want you to get the best care possible!

What do I do once I'm pregnant?

Congratulations! We will continue to support you throughout this journey! Please keep filling out Question Submission Forms and coming to coaching calls as needed.

I'm feeling embarrassed at how long it's taking me to go through things. I feel I need help, but don't want to admit that I'm having difficulty on a call.

That's ok! It's all about progress, not perfection. There is no rush to do things on anyone's time table other than yours.

This is a no judgement zone and we are here to help you implement strategies that can work for you best. Please fill out a question form and come to a call so we can help you get back on track!