ageLOC Me APP Q&A

About ageLOC Me®：

1. What are the steps of using ageLOC Me®?

1) First, you need to purchase an ageLOC Me® kit, which contains an ageLOC Me® device and an ageLOC Me® calibration set. You need to use the standard ageLOC Me® calibration set for 15 days first.

2) Download ageLOC Me® APP and get your assessment code through completing skin assessment on the APP.

3) Go to OFFICE to purchase your ageLOC Me® customized set so that you can start your customized skincare journey.

4) The number of skin assessment on ageLOC Me® is not limited so you can continue to use it or change your ageLOC Me® product set.

2. Are the ageLOC Me® calibration sets all the same around the world?

The ageLOC Me® calibration set marketed in each NU SKIN market is different. The specific research team of NU SKIN Greater China region was set up to develop the ageLOC Me® calibration set most suitable for people living in the region based on its own market situation.

About download & registration for ageLOC Me® APP:

3. How to download ageLOC Me® APP?

You can scan the QR code here to download APP. You also can find this QR code in ageLOC Me User's Manual, NU SKIN official website, etc.

4. Why can't I open Web version APP in IE browser?

If you are using IE browser, please first check whether your browser version is the old one. Your IE browser version must be IE11.0. If your browser version is too old so that you are not able to use the web version APP, you can install a new version of browser

by clicking "Download IE browser" at the bottom of the webpage. After installation, you can visit the APP web version by re-entering the web address in your browser. You can also choose "Download Chrome browser" at the bottom of the same webpage and visit the App web version by using Chrome browser.

5. What should I do if I can't receive verification code when register?
① Please make sure your cell phone has good signal first. You can try again after a while or moving to an area with good reception. ② Please check if the text has been sorted as spam message. ③ Please unblock NU SKIN message first if you have blocked before.

6. Can a mobile phone number be registered only with one APP account?
Yes, a mobile phone number can only be registered to one APP account and this phone number is also your account name, which is used to log into the APP.

7. Several of my family members are using ageLOC Me® but we only downloaded one ageLOC Me® APP. Can we share this APP together?
Yes, you can. You can share the same ageLOC Me® APP by switching account names. You can log out of the APP and log in to it again with another account name in order to share ageLOC Me® APP (You can find the "Logout" button on the hidden menu. After logging out, return to the main page to log in again).

8. I've been successfully registered, why can't I get my assessment code?
You need to complete the following two steps first:
Step one: Validate a Customer ID. You cannot get an assessment code unless you have your distributor ID. You can click on the "No Customer ID?" on the second step of the register page to register for a distributor number in OFFICE. Or you can contact your sponsor or call NU SKIN customer service hotline at 852-2837-7700 for information.
Step two: Validate an unique ageLOC Me® serial number. You can find the serial number at the bottom of ageLOC Me® device where the battery cover can be opened.

About skin assessment questionnaire

9. What should I do when I come across something I don't understand?
You may see a circle icon with a small "i" in the middle. Click on this small i and, you will see a detailed explanation of this term.

10. What should I do if I still can't understand?
You can call NU SKIN customer service hotline at 852-2837 7700 for more information.

About Management/Edit:

11. I've got a lot of assessment codes. is there any methods that can help me manage?

One: Notes can be added to every assessment code, go to Manage/Edit page, click on the paper icon to the right of the assessment code to add notes. After using every product set, you can add some notes to it, such as how you feel about using the products and when you use them. In this way, you will know the information about each product set by checking the notes later and can make a better choice.

Two: You can find the assessment code if you enter the key words to it at the top left corner. And you can sort these assessment codes by choosing Descending or Ascending at the top right corner.

12. What should I do if I only want to change my day moisturizer or night moisturizer?

First, find the assessment code that you would like to change in Manage/Edit and click on it. Then choose the part you want to change in the pop-up window (All the parts are chosen as the default setting). Answer the specified questions in the assessment to generate a new assessment code.

13. Can I recover a deleted assessment code?

No, you can't. A deleted assessment code is not retrievable. So you need to be careful with your assessment code in order not to delete it accidentally.

About order:

14. On the assessment code list, can I tell which assessment codes have been used to place orders?

On the "Order Products" page, you will see a search box for keywords searching. Under the search box, there are two check boxes – "All" and "Purchased". Check the "Purchased" box, and the assessment codes that have been used to place orders will be shown on the list. Check the "All" box, and all the assessment codes will be shown on the list.

15. When I get an assessment code through skin assessment on ageLOC Me® APP, how can I purchase my customized set?

After receiving an assessment code through skin assessment and naming it, a dialog box will pop up on the page. Click on "Save and order" button, you will be led to OFFICE, where you can purchase your customized set. Or you can directly go to "Order products" page and click on the "Order" button at the lower right corner. You will be led to OFFICE to make your purchase.

16. Can I place an order to buy a cartridge directly on the shopping cart?
No, you can't. You can only select your cartridge in ageLOC Me APP, then be diverted to shopping cart and place an order there.