

PERSONAL ASSISTANT

During the time of your rental, you have access to NeurOptimal's Personal Assistant services. These services include access to the Personal Trainer Forum, materials to help you monitor your progress, and technical support through our MouseCalls service.

We highly recommend you visit the Personal Assistant Forum and use it as an integral part of your NeurOptimal® Personal Trainer experience.

How to Access the Personal Assistant:

1. Make sure you have an internet connection available and open Windows Explorer
2. Go to www.neurooptimal.com
3. Click on Login on the top right
4. You will be prompted for your login information (see below)
5. Once logged in, you will see the same front page of the website, but the words **Personal Assistant** have appeared in red in the top bar
6. Click on it and a drop down menu will appear

Forum takes you to a second login page. Enter the username and password provided below and you will be admitted to the Personal Forum. Here you can ask questions and share with other Personal users.

MouseCall takes you to a page with a MouseCall button to connect you to our technical staff (there is no need to go here unless I have asked you to). Click on the button – you will see a form (the form may have a scroll bar on the right, so you may need to scroll down to see all of it). Enter the system owners name as _____ and your name in brackets. Fill in all the spaces and write the reason you are requesting help. When prompted click accept. When you see a window that has the word “Run” or “Continue”, click on it, as the technicians need your approval to continue. The technicians will take over the system and take care of whatever is needed! It's that easy.

Documents will take you to where you can download documents that will help you track your progress. You can read more about these in the Manual, or listen to the presentation on the DVD.

Here is your login information:

E-MAIL:

USERNAME:

PASSWORD:

If you have questions about hookup or training do feel free to post on the forum. There are experts there ready to help you. And of course, do feel free to email or call me if you have any problems or concerns. I am here to help☺