

Amway App™ FAQs

1. How do I download the new Amway™ app?

The app is available in the Apple® App Store® and Google Play®, search: “Amway app.” The app is available in the United States, Canada and Dominican Republic.

Links: [Apple® App Store®](#)

[Google Play®](#)

2. Can I change languages in the app?

Yes. You can change languages by opening the drop-down menu and selecting “Settings.” Click on “Language” and select the language you want displayed. English, French and Spanish are supported in the app.

3. Can my Customers log into the app?

No. Customers cannot log into the app. This app is only for IBOs.

4. Can I access other Amway™ apps from the Amway™ app?

Yes, open the drop-down menu in the top right-hand corner of the app. Tap “App Suite” and you will see several Amway™ apps listed that you can either download or open (if already installed on your devices).

5. Can I access my Amway™ Education courses in the Amway™ app?

Yes, open the drop-down menu in the top right-hand corner of the app. Tap “App Suite” and you will see the Amway™ Education app listed. You can either open the Amway™ Education app (if installed on your device already), or tap the button to “Install” the app if it is not already installed on your device.

6. What regions have the ability to use the Amway™ app?

The app can only be accessed by IBOs that have businesses in North America (Canada, United States, Dominican Republic, MAC Islands)

7. I am an IBO with Businesses in the Latin America region. What app should I use?

You should use the Amway™ Business Center app. This can be found by searching “Amway” in your app store and downloading the “Business Center” app.

BUSINESS MANAGEMENT

8. Where does an IBO check their monthly performance?

Open the Amway™ app and log in. Go to the “Business Tool” section of the app and select “My Performance Dashboard.” This will load your current month’s progress.

9. Can I hide my monthly performance data from appearing in the app?

Yes. You have the option to “hide” PV and other business-related data from appearing on the app. When in the My Performance Dashboard section of the app, simply tap the ‘eye’ icon at the top right-hand part of the screen. This icon toggles the data OFF and ON again. You can also hide your data in the ‘Settings’ section of the app. To do so, click on the drop-down menu and select “Settings.” You will see there is a toggle to “Hide Volume”. Turning “on” will hide all PV and other business-related data.

10. Can I check a previous month's performance in the app?

Yes. Open the Amway™ app and log in. Go to the “Business Tools” section of the app and tap “My Performance Dashboard.” This will load your current month's progress. Tap the date drop-down menu in the top right-hand corner to select previous months. Months prior to Jan 2021 are omitted due to changes in the compensation plan and definitions (or terms) used to describe bonuses.

11. Can I view my Line of Sponsorship in the Amway™ app?

Yes! Simply navigate to the “Business” section of the app and select “Line of Sponsorship.” This will load the LOS. If you want to change the data shown, tap the “Filters” button next to the search field and change the filters as needed.

12. How do I view Action Reports?

Action Reports are now Filters within the Line of Sponsorship. Open the “Business” section and open “Line of Sponsorship.” From there, tap the “Filters” button next to the search field. Birthdays, Who's new, Who's close to their bonus, Who needs to renew, and International Sponsorship are filters available. If you are looking for another action report, those can be located by tapping the “Business” section and tapping the “Action Reports” button.

13. Can I view my Customer list?

Simply navigate to the “Business Tools” section of the app and tap “My Customers.”

SHOPPING

14. Can I buy Amway™ products in the app now?

Yes! The shopping experience in the Amway™ app is now fully integrated! No more tapping out of the app experience, so shopping is faster and more secure.

15. Can I shop for my Customers in the app?

This feature is coming soon! Add the customer's products to the “Shopping Cart.” Open the “Shopping Cart” and tap “Checkout.” Once you are on the Shipping/Payment screen, tap “Change Shipping Method” and tap “Select an IBO/Customer Address”.

REGISTRATION

16. Can I register new downline IBOs in the app?

Yes! You can start the registration process for a new IBO in the app. Go to the “Register” section and tap “IBO.” Simply fill out the required information and the new IBO will receive an email to take the next steps.

17. Can I register new customers in the app?

Yes! You can start the registration process for a new customer in the app, go to the “Register” section and tap “Customer.” Simply fill out the required information and the new customer will receive an email to take the next steps.

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