FAQ?

How do I access Xyngular Share?

You can download Xyngular Share from the App Store (Apple) or the Google Play Store (Android). Just search "Xyngular Share" in your app store to download and begin sharing.

Where else can I learn about the Xyngular Share app?

You can learn more by clicking the link in the "Quicklinks" section of your XBO or by going to sharexyngular.com

If I have suggestions for new content or a new feature, how do I share that information?

Open the Xyngular Share app, click the "Settings" tab, scroll to and tap on "Support," then tap on "Request a Feature" to submit your ideas. Those ideas are reviewed regularly. Not all ideas are implemented, but all ideas are considered.

How and what kind of feedback can be provided on the app?

Feel free to give feedback on new features, content, tutorials, etc.

What do I do if I'm having technical issues?

If you experience something with the Xyngular Share app that you would like to report to us, you may send us a notification by clicking the "Settings" tab, scroll to and tap on "Support," then tap on "Report a Problem" to notify us. If you're unable to log in, you may contact Xyngular Member Service by phone at 801.756.8808 or by email at member.service@xyngular.com.

Can I still access content on Xyngular Share if I don't have cell phone reception or a reliable internet connection?

Yes! You can download specific content within your app by tapping on the download icon for any piece of content in the Media tab.

Where do my content favorites go?

A "Favorites" section will automatically populate at the top of the "Media" tab.

Why isn't all the content on XBO available in the Xyngular Share app?
Xyngular Share is a tool for you to help others by sharing Xyngular's #BecomeMore message and supporting your new team members on their journey. Not all of the content on XBO supports that same mission. For this reason, we've simplified the content you see on Xyngular Share in order to make it easier for you to help others.

What is the difference between a Hot contact and a Cold contact?
You can sort your contacts based on interest. People who are potential leads that you want to focus your time and attention on are considered Hot contacts. Cold contacts are those who haven't expressed interest in being part of Xyngular, but you might want to follow up with later.

How do I disable notifications?
All notification settings can be controlled under the "Settings" tab.

How often will the content be updated in Xyngular Share?
Xyngular is constantly evaluating and updating content to best serve you. For this reason, you'll see new content regularly and may see content removed if used infrequently.

How long does a password change take to reflect on Xyngular Share?
Password changes will update every 15 minutes or so.

When I update a contact's information inside of Xyngular Share, does it also update the contact elsewhere?
Yes, it updates the information inside your contacts.

Can you import a large list of contacts, i.e. an excel spread sheet?
No, Xyngular Share can only import contacts linked to your device.

Where is Xyngular Share available?
Xyngular Share is available for US and Canada Distributors.