



SleepSells FAQ

Platform and Profile

Q. Is SleepSells an app and do I have to download anything to my phone to access?

A. *No, SleepSells is an online digital platform so users do not need to download anything to their devices.*

Q. What devices can I use to access SleepSells?

A. *SleepSells is computer, tablet, and mobile friendly.*

Q. What happens if an RSA needs to update thier profile if they change store locations or retailers?

A. *If you change stores or retailers, you will need to go to the Help Page on SleepSells and send an email to sleepsells@sertasimmons.com with your name, email address, retailer, zip code and store address to have your access updated in order to make sure you have the correct user view.*

Q. I'm having trouble opening a course. What should I do?

A. *Make sure that your pop-ups are not blocked on your computer so that you can load the course windows. This platform also works best with Google Chrome browsers.*

Q. I have forgotten my password to my account or can't remember if I have already made an account. What should I do?

A. *Go to SleepSells.com and select the "Forgotten Password" option. If you have an active account, it will email you a link to reset your password.*

Q. Will I be able to email my stores directly?

A. *At this time, this access will not be turned on for account managers and FSRs to be able to email their RSAs directly.*

Courses

Q. I want to assign myself a product course in on SleepSells. How do I do that?

A. *Click on the course that you would like to complete. Select Enroll. You will then be able to Launch the modules in that course.*

Q. I completed a course, but it's still saying "incomplete". What do I do?

A. *Make sure that you have launched all modules within the course and answered all quiz questions in order for the course to show as complete.*

Q. Will the assets be available in Spanish on SleepSells?

A. *At this time, we will not have our assets in Spanish. This is a broader project that is being worked on for customer and RSA assets.*

Sell Sleep Better. SleepSells.