

Frequently Asked Questions

Auto Delivery

How do I sign up for the Healthy Solutions® or Healthy Shakes® plan with auto delivery?

Go to the Plans page of this site. (You'll first be prompted to enter your zip code to see if there is an HMR Program in your area that can help you.) You can also call 1-800-418-1367 Monday- Friday from 9 am - 6 pm ET and a Program Specialist can get you started.

What is Auto Delivery?

With auto delivery, we'll continue to ship your reorders to you, so you won't run out of HMR foods. This can help you keep your dieting momentum to lose the most weight possible! You can manage your auto delivery reorders online in the My Account section of this site. See the Terms and Conditions in the copy at the bottom of this site for all the Auto Delivery details.

How do I change the foods in my Phase 1 or Phase 2 reorder?

Go into My Account, select My Orders, select your Pending order, and then edit your foods. (The minimum order requirements for auto delivery will be listed there.) You can indicate if this is a one-time change by checking that box, or a change for all future orders.

How do I change the date of my Phase 1 or Phase 2 re-order?

Go into My Account, select My Orders, select your Pending order, and click Change next to your processing date. You can postpone your Phase 1 next order date up to 14 days. You can postpone your Phase 2 next order date up to 30 days. You can change your order processing date once per order.

How do I move to Phase 2?

A Program Specialist will be happy to help you. Please call 800-418-1367, Monday-Friday from 9 am-6 pm ET. Phase 2 includes once-a-month auto delivery of HMR foods, free coaching (if you participated in phone coaching in Phase 1), free shipping, plus an extra 10% discount if your monthly order is \$100 or more. (Phase 2 requires a minimum order of \$50.00.)

How do I sign up for coaching?

Please call a Program Specialist at 800-418-1367, Monday-Friday from 9 am-6 pm ET to sign up or for more information. Free weekly group phone coaching is offered to anyone in Phase 1 of Healthy Solutions at Home, or Phase 2 if you've participated in coaching previously.

How do I cancel auto-delivery?

You can cancel at any time. Please call a Program Specialist at 800-418-1367, Monday-Friday from 9 am-6 pm ET for assistance. (As a reminder, auto delivery is required in order to continue with free coaching.)

General

What do I do if I forgot which email address to use to login or my password?

Call us at 800-418-1367, Monday-Friday from 9 am-6 pm ET for assistance with determining your email address used for logging into the site. Click the "Forgot your Password?" link on the Sign In page. We'll send you an email with further instructions to reset your password.

How do I change my password?

Click Sign In in the upper right corner of the site. (If you are already signed in, click on your name in the upper right corner of the site.) In your account, go to "About Me" and click on "Change Password."

For a complete list of detailed nutrition and supplement information, [CLICK HERE](#).