

Self-Serve Reinstatement

When a cancelled Consultant is eligible for reinstatement, they can use this self-serve process through Workstation Lite, instead of emailing Account Services. Here's how:

1. Click on the **Yes, reinstate my account!** button:

The screenshot displays the Scentsy Workstation Lite interface with three main panels:

- Account Status: Eligible to Reinstatement:** A panel on the left with a grey header. It contains the text "Hey there, Camilla," followed by "Are you ready to relaunch your Scentsy Business?" and a prominent purple button labeled "Yes, reinstate my account!".
- My Profile | Edit Profile | Edit Security:** A central panel with a grey header. It is divided into two sections:
 - Primary Info:** Fields for Name, Cancel Date, Company Name, Personal Email, Address, Home Phone, Mobile Phone, and Work Phone.
 - Security Settings:** Fields for User Name and Password.
- Generate Pay Statement:** A panel on the right with a grey header. It includes "From:" and "To:" dropdown menus, both currently set to "Aug 2013", and a blue button labeled "Create Statement".

Below the "My Profile" section is an **Order History** section with a blue button labeled "See Order History".



2. Agree to Term 1 (reinstate with your original account number):

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress

Step 1 of 6

Term 1:
Your original account, [] will be reinstated.

Do you agree to these terms?

Yes, I agree

Cancel reinstatement

[I have more questions.](#)

Note: Throughout the self-serve reinstatement process, if you click on **Cancel reinstatement**, the below screen will pop up:

You'll lose all progress towards reinstatement.

Are you sure?

Yes, I'm sure

Whoops! Nevermind.

Note: Throughout the self-serve reinstatement process, if you click on **I have more questions**, the below screen will pop up so you can email Account Services:

We can help! X

An Account Services specialist would love to answer your questions.

accountservices@scentsy.com



3. Agree to Term 2 (keep your existing Sponsor or choose someone new):

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress

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Term 2:

You can have **[REDACTED]** as your Sponsor again, or you can select someone new. *Once you choose, this can't be changed.*

Do you agree to have **[REDACTED]** as your Sponsor again?

Yes, I agree

No

[I have more questions.](#)

Note: Click on **Previous step** (just below the progress bar) to go back one step.



Note: If your original Sponsor is no longer available, you'll have the opportunity to choose someone new:

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress

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Term 2:
[redacted] is no longer available to be your Sponsor. Please select someone new. *Once you choose, this can't be changed.*

SEARCH

By Name Near Me

POSTAL CODE

COUNTRY

[I have more questions.](#)



Search for a new Sponsor by name or location. Click **Make ... my Sponsor** to finalise your choice.

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress
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Choose your Consultant Sponsor

SEARCH

By Name Near Me

POSTAL CODE

COUNTRY

SEARCH



Make () my Sponsor

Language(s) I speak:
English

Being a Consultant means being part of a community • one with healthy doses of friendship, generosity and so much fun. Are you looking for extra income, or do you hate clocking in? Want to earn a trip to an exotic destination? Whatever you're after, let Scentsy bring freedom to your life. Scentsy has allowed me to build my business and live life on my terms. I'd love to talk to you about how being a Consultant has improved my life! It's time to work for what you want and love what you do!

[SEE MORE](#)

[Never mind, Keep my Sponsor.](#)

[I have more questions.](#)

Note: Click **SEE MORE** for more Sponsor options.

Note: If your original Sponsor is still available, you'll have the option to click **Never mind, Keep my Sponsor.**



After you've selected your Sponsor, click **Yes, I agree** to verify your selection:

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress

[Previous step](#) > Step 2 of 6

Term 2:

You have selected  as your new Sponsor. *You will not be able to change your Sponsor once you move forward from this screen.*

Do you agree to these terms?

Yes, I agree

Select different Sponsor

[I have more questions.](#)

Note: If you want to continue searching for a different Sponsor, click **Select a different sponsor** to return to the locator page.



4. Agree to Term 3 (your title, based on your Lifetime Personal Retail Volume at the time of cancelation):

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress



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Term 3:

Based on your Lifetime Personal Retail Volume (LPRV) your title will be **Certified Consultant**.

It may take up to 30 days for the official title on your account to be updated.

Do you agree to these terms?

Yes, I agree

Cancel reinstatement

[I have more questions.](#)



5. Agree to Term 4 (understand options on the **Orders** tab in Workstation):

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress



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Term 4:

Once your account is reinstated, you can purchase business supplies and product samples from the **Orders** tab in the Workstation.

Do you agree to these terms?

Yes, I agree

Cancel reinstatement

[I have more questions.](#)



6. Agree to Term 5 (understand your PRV requirements):

To reinstate your account, you must read and agree to the terms outlined below.

Reinstatement Progress



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Term 5:

Today is **7 June 2018** and you can start placing orders as soon as you reinstate. As a returning Consultant you have the month of **June** or the month of **July** to submit orders totaling at least 200 PRV. PRV does not carry over from one month to the next.

Do you agree to these terms?

Yes, I agree

Cancel reinstatement

[I have more questions.](#)



7. Agree to Term 6 (reinstate your account):

Reinstatement Progress

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This concludes our terms and conditions.
We're so excited to welcome you back!

You may now reinstate your account, unless
you have further questions that you need
answered.

Are you ready to reinstate your account?

Yes, I'm back, baby!

Cancel reinstatement

[I have more questions.](#)



8. Click **I'm done!** to go to your active Workstation so you can start your next party! We're so glad you're back!

Welcome back!

You're all done! The first thing you should do is visit the Account tab and activate your Personal Website (PWS) subscription.

Your PWS subscription is just £10 a month, and it allows you to sell products online, create online parties and enroll new Consultants.

I'm Done!

