

HOPE *through* HEALING

GRIEF E-MAIL SERIES (GEMS) USER GUIDE

This user guide will help you:

- Create and manage your account
- Navigate the platform
- Purchase GEMS
- Distribute GEMS
- Manage subscriptions and view orders
- Troubleshoot and access support



English and Spanish
issues included



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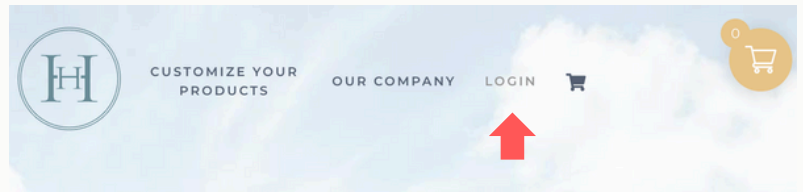
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GETTING STARTED

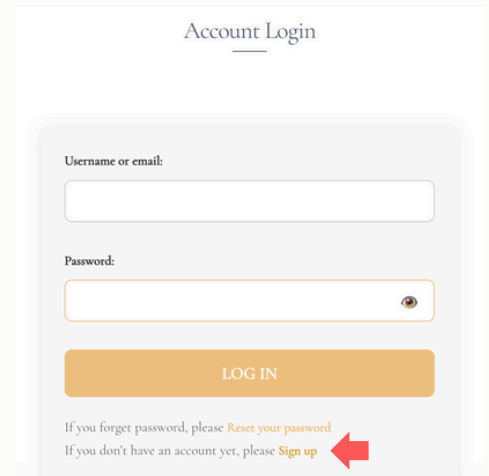
Creating an Account

To create a new account:

1. Visit hopethroughhealing.com
2. Select **Login**.
3. Select **Sign up**.
4. Enter your required information, such as your name, email address, and password.
5. Select **Register** to complete the process.



Once your account is created, you will receive a confirmation email. If you don't see an email, check your junk/spam folder.



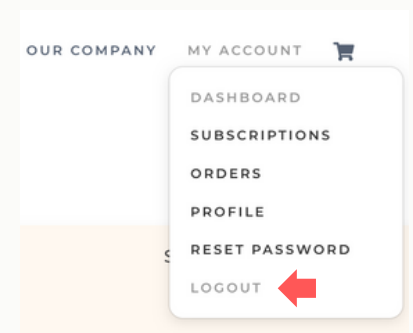
Login/Logout

To log in:

- Go to hopethroughhealing.com
- Select **Login**.
- Enter your registered email address and password.
- Select **Login** to access your account.

To log out:

- Select **My Account**.
- Choose **Log Out** to securely exit the platform.



For your security, always log out when using a shared or public device.

MANAGING YOUR ACCOUNT

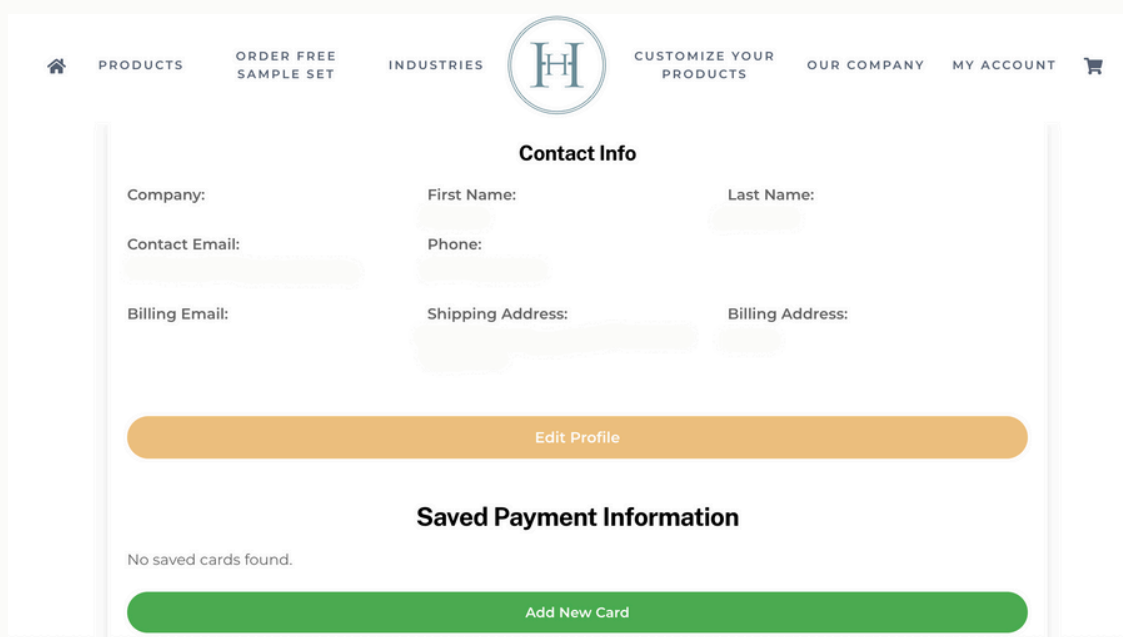
Updating Profile Information

You can update your profile information at any time to keep your account details current.

To update your profile:

1. Log in to your account.
2. Go to **My Account** from the top menu.
3. Select **Profile** from the drop down menu.
4. Edit your personal details, such as your name, email address, contact or payment information.
5. Select **Save Changes**.

Keeping your profile information up to date helps ensure you receive important notifications and communications.



The screenshot displays the 'My Account' page with a navigation bar at the top containing: HOME, PRODUCTS, ORDER FREE SAMPLE SET, INDUSTRIES, a logo with 'HH' in a circle, CUSTOMIZE YOUR PRODUCTS, OUR COMPANY, MY ACCOUNT, and a shopping cart icon. The main content area is titled 'Contact Info' and contains the following fields: Company, Contact Email, Billing Email, First Name, Phone, Shipping Address, Last Name, and Billing Address. Below these fields is an orange 'Edit Profile' button. The next section is titled 'Saved Payment Information' and shows 'No saved cards found.' with a green 'Add New Card' button.

MANAGING YOUR ACCOUNT

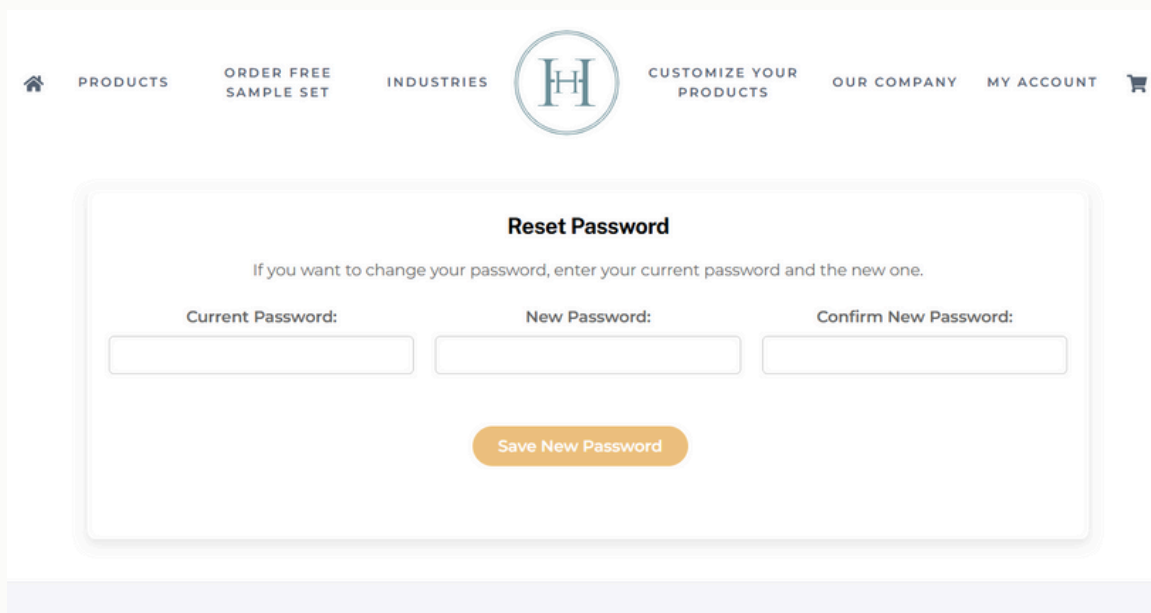
Password Settings

Protecting your account is important. You can reset your password directly from your account.

To update your password:

1. Go to **My Account** from the top menu.
2. Select **Reset Password**.
3. Enter your current password, then create a new password.
4. Select **Save New Password** to confirm the change.

You will receive a password reset confirmation email. For best security, choose a strong password and avoid sharing your login details with others.



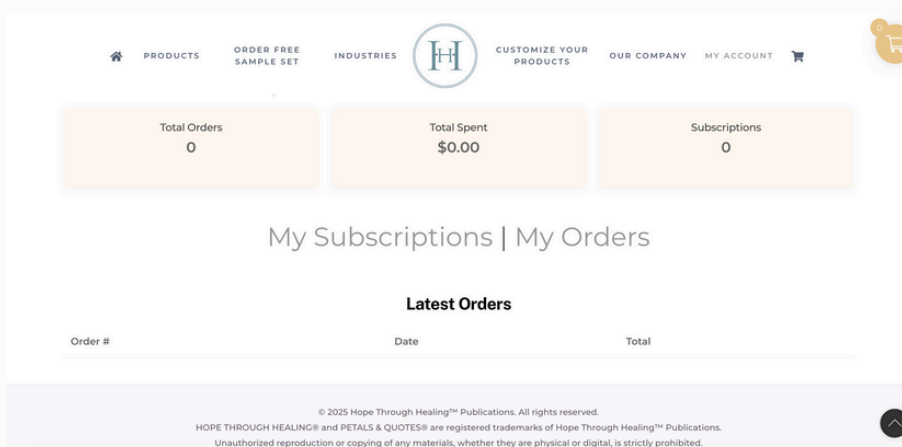
The screenshot shows a web application interface with a navigation bar at the top. The navigation bar includes a home icon, 'PRODUCTS', 'ORDER FREE SAMPLE SET', 'INDUSTRIES', a circular logo with 'HH', 'CUSTOMIZE YOUR PRODUCTS', 'OUR COMPANY', 'MY ACCOUNT', and a shopping cart icon. Below the navigation bar is a 'Reset Password' form. The form has a title 'Reset Password' and a subtitle 'If you want to change your password, enter your current password and the new one.' There are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Below the input fields is a blue button labeled 'Save New Password'.

NAVIGATING THE PLATFORM

Dashboard Overview

The dashboard is the main screen you see after logging in. It provides quick access to important information and commonly used features. From the dashboard, you can view recent orders, manage your account, and access your subscription.

The dashboard is designed to give you a clear snapshot of your activity and help you navigate the platform efficiently.



Menu and Key Features

The **My Account** menu allows you to move easily between different sections of the platform. It is located at the top right side of the screen and provides access to:

- **Subscriptions** for managing digital content and subscription.
- **Orders** for reviewing and managing your orders.
- **Profile** for editing contact, shipping, and payment information.
- **Password Reset**

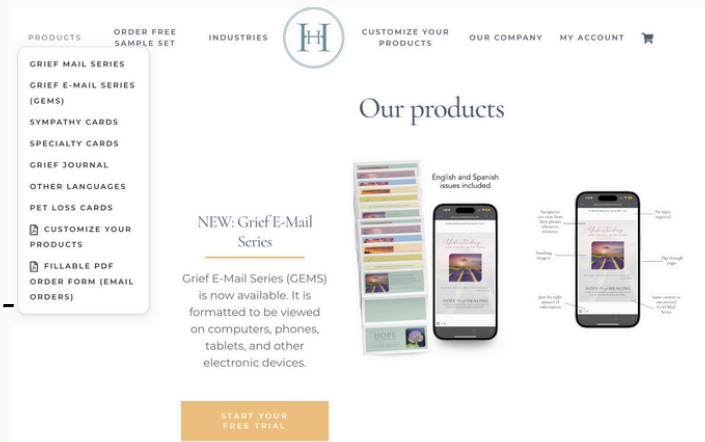
PURCHASING GEMS

Subscriptions

Subscriptions provide ongoing access to the Grief E-mail Series (GEMS) for distribution to your recipients.

To purchase a subscription:

1. Go to the [Grief E-mail Series](#) page. This can be located from the **Product** page and the **Product** drop-down menu.



2. Choose the subscription option that best fits your needs.

3. Complete the checkout process.
You will receive a subscription confirmation email.
Subscriptions renew automatically unless canceled.

DISTRIBUTING GEMS

To distribute GEMS:

1. Log in to your account
2. Navigate to the **Subscriptions** section.
3. Select the Grief E-Mail Series issue you wish to send.
4. Select **Generate Link** to have a unique link created and copied to your clipboard.
5. Paste the generated link in an email with your distribution material.

YOUR SUBSCRIPTIONS

Order #	Plan	Type	Included Links	Links Generated	Status	Total	Subscription Date	Renewal Date	Cancellation Date	Action
15820	GEMS: Grief E-Mail Series - Monthly, Care	Monthly	50	0	Active	\$29.00 / month	December 28, 2025	January 28, 2026	N/A	Hide Details Cancel

Subscription Details

GEMS Links (on-demand)

Name	Count	Link
30-Days After a Loss	0	Generate Link
7-Months	0	Generate Link

The number of **Links Generated** can be viewed on the **Subscription** page for usage monitoring.

MANAGING YOUR SUBSCRIPTION

Managing Your Subscription

You can manage your active subscriptions directly from your account.

1. To manage subscriptions:
2. Log in to your account.
3. Navigate to **Subscriptions** in your **My Account** drop-down menu.
4. View your subscription.
5. Cancel a subscription as needed.

Any changes to subscriptions will take effect according to the subscription terms shown in your account.

Order #	Plan	Type	Included Links	Links Generated	Status	Total	Subscription Date	Renewal Date	Cancellation Date	Action
15755	GEMS: Grief E-Mail Series - Monthly, Comfort	Monthly	12000	0	Active	\$119.00 / month	December 12, 2025	January 12, 2026	N/A	View Details Cancel
15681	GEMS: Grief E-Mail Series - Monthly, Comfort	Monthly	1000	0	Cancelled	\$119.00	November 18, 2025	N/A	November 23, 2025	View Details

VIEWING ORDERS

Viewing Orders

You can review your past and current orders at any time through your account.

To view your order history:

1. Log in to your account.
2. Go to **Orders** from the **My Account** drop-down menu.
3. View a list of your completed and active orders.
4. Select an order to see details such as purchase date, items, and order status.

Order confirmations and receipts are available for reference within your order history.

The screenshot shows a web account interface. At the top, there is a navigation bar with links for PRODUCTS, ORDER FREE SAMPLE SET, INDUSTRIES, a logo (IH), CUSTOMIZE YOUR PRODUCTS, OUR COMPANY, MY ACCOUNT, and a shopping cart icon. Below the navigation bar, the heading "YOUR ORDERS" is displayed. A table lists two orders: #15801 (Dec 16, 2025, \$119.00) and #15755 (Dec 12, 2025, \$355.00). Each order has a "View Details" button. Below the order list, a detailed table for order #15755 is shown, listing products, prices, quantities, and SKUs.

Order #	Date	Total	Details
#15801	Dec 16, 2025	\$119.00	View Details
#15755	Dec 12, 2025	\$355.00	View Details

Product	Price	Quantity	SKU
GEMS: Grief E-Mail Series - Monthly, Care	\$29.00	1	GEMS-M1
GMS: 30 DAYS AFTER LOSS	\$26.00	25	H1-30D
GMS: 3 MONTHS AFTER LOSS	\$26.00	25	H2-3M
GMS: 6 MONTHS AFTER LOSS	\$26.00	25	H3-6M
GMS: 11 MONTHS AFTER LOSS	\$104.00	100	H5-11M
GMS: 30 DAYS AFTER LOSS Folding: YES (5¢ ea.) Customization: Color Imprint (20¢ ea.)	\$104.00	100	H1-30D

TROUBLESHOOTING

Common Issues

If you experience any problems, here are some solutions to common issues:

- **Unable to log in:** Double-check your email and password. Use the **Reset Password** option to reset your password if needed. Make sure your internet connection is stable.
- **Payment or order problems:** Verify your payment details and ensure your billing information is up to date. Contact Hope Through Healing support if your payment doesn't go through or your order isn't processed.
- **Content not accessible:** Refresh the page or try logging out and back in. Clear your browser cache or try a different browser/device.
- **Email issues** (e.g., not receiving GEMS): Check your spam or junk folder. Confirm that your email address is correct in your account settings.

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions (FAQ)

Here are answers to some common questions:

- How do I reset my password?
 - Use the **Reset Password** button on the **My Account** menu.
- Can I change my subscription plan?
 - Yes, you can cancel your subscription in the **Subscriptions** section of your account.
 - *If you wish to change your subscription tier, please contact us.*
- How do I contact support?
 - Visit the **Contact Us** section on the bottom of the website for contact options.
- Is my personal information secure?
 - Yes, the platform uses secure encryption and privacy measures to protect your data.

For more detailed answers or specific issues, please visit the support section or reach out to our team.

SUPPORT

We're here to help! If you have questions or need assistance while navigating our website, there are several resources available to support you. You may find quick answers in the troubleshooting section or the frequently asked questions.

If you need additional help, our support team is happy to assist you. You can reach out through the support options available, and we'll do our best to respond promptly to help resolve any issues.

HOPE *Through* HEALING



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