• **Why am I required to have two sets of credentials, one during registration and one during purchase?**
  
  We first want to give you the opportunity to look at the products offered through your Company’s Website. If you decide not to proceed with a purchase, your information will be saved and you can come back as a “returning user” to complete your purchase at any time. The credentials created when you complete your purchase will allow you to enjoy weightwatchers.com without having to go through your company’s website again.

• **I do not see my At Work Meeting and do not want to attend any of the others that are showing.**
  
  If the minimum number of 20 purchases have not be reached, the meeting has not started. Because of this, you will not see your meeting location as an option. Not to worry, you can choose any other meeting that is being displayed for the purpose of completing your purchase. This will count towards the minimum required to start your At Work meeting. Until the minimum is reached, you have the flexibility of attending any meeting in your community.

• **If I register but not purchase, does that count towards the minimum number required?**
  
  No. **20 purchases** are required to start an At Work meeting.

• **Is my company Pass Code case sensitive?**
  
  Yes it is

• **How do I keep my current account history if I cancel and re-subscribe for Monthly Pass?**
  
  Be sure to cancel your membership first then follow the steps below:

  1. Visit the portal at: wellness.weightwatchers.com
  2. Register and express interest in Monthly Pass
  3. Enter your zip code into the box provided and click “Submit.”
  4. Choose either an existing At Work meeting or a community location that interests you, and click to buy Monthly Pass.
  5. On the next page, click the “Returning to Weight Watchers or currently using our Message Boards” link to enter your existing user name and password. If you do not log in first, your subscription will not convert properly. If this link is not there, this means you are already logged in and can proceed.
  6. Fill out the health screener and any other information required to continue with sign up.
  7. Review your payment information, confirm your shipping address and agree to the subscription agreement before proceeding.
  8. Click “Complete Sign Up.”
  9. Print your Temporary pass, which you will need to show at your meetings until your Monthly Pass card arrives in the mail.
  10. After you have successfully signed up for Monthly Pass, instructions on what to do next will be available for you on the next page.