

## LIV App Onboarding Guide

### 10 Steps to Set up the LIV App

1. Ask the customer to download the Thermacell LIV+ app on their phone or device.
2. Customer will create an account with their email address and they should receive a confirmation email in their inbox.
3. Customer confirms email.
4. From the app home page click “+” to add a product to the account.
5. Select the “LIV Repeller System” option for the product you are trying to set up.
6. Make sure the Wi-Fi network is the correct 2.4 GHz network and enter the Wi-Fi network password provided by the homeowner. If the homeowner cannot locate their 2.4 GHz network, have them reach out to their internet service provider.
7. Follow the onboarding instructions in the app.
8. Once you reach the device location section STOP to click on the “Installed by a Thermacell Authorized Partner? Enter code here” section. (Homeowner does this if over the phone)
9. Enter your company or branch’s 6-digit Thermacell Reseller Number to track the system on your Pro Dashboard.
10. Once completed, the system should be fully linked to your Pro dashboard and to the customer’s account.

# THERMACELL® PRO

## How to Add Your Reseller Number Via The Customer's LIV+ App

Your Reseller Number:

