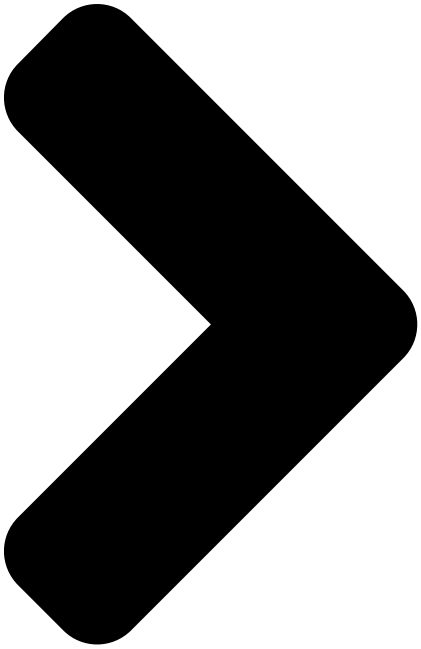
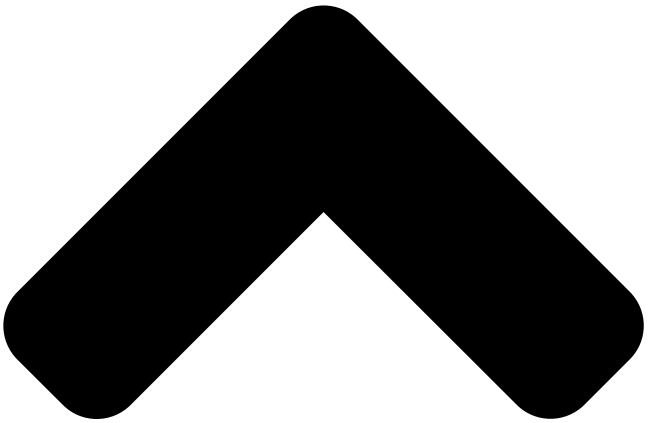
FAQ

Technical Issues

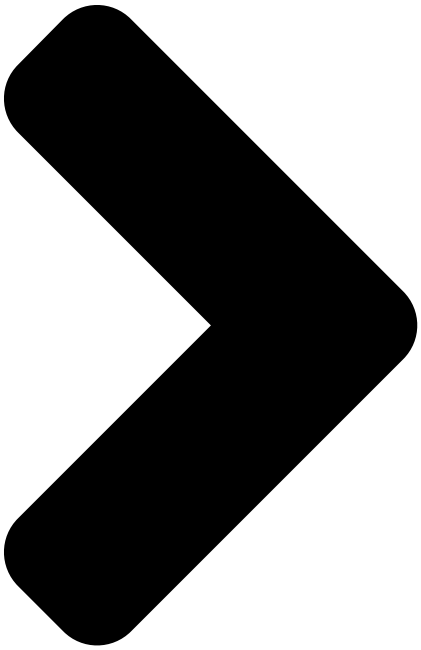
The office cannot answer any technical questions relating to computer/software problems or Facebook issues.

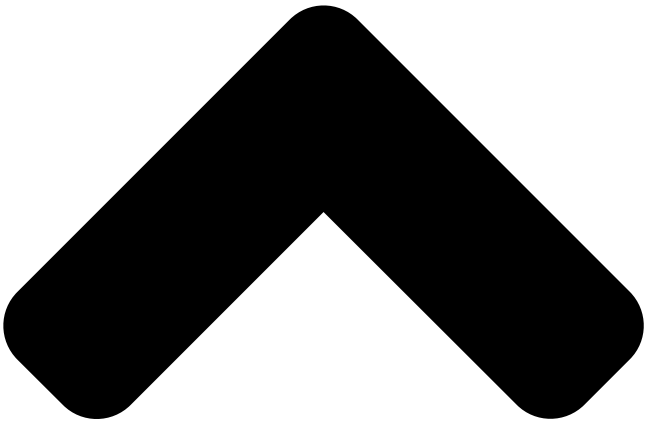




Q: I have a question and want to call the office. What kinds of questions can Joette’s office staff answer?

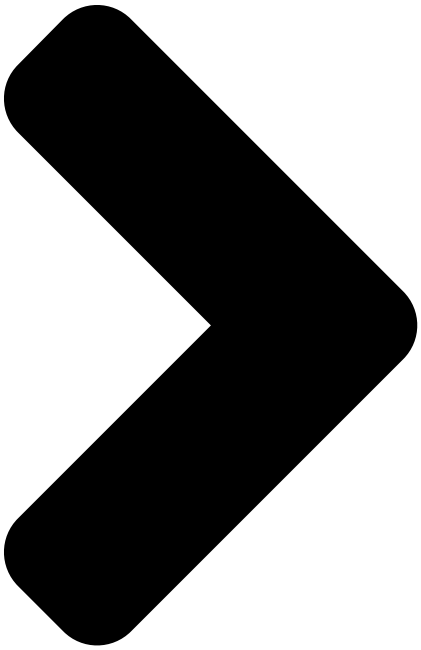
A: Please read or search this entire FAQ page first. The answer may be here! My office staff are not homeopaths. They cannot answer any homeopathic-related questions such as questions about administering medicines, potencies, X vs. C, vaccines, or other homeopaths. Additionally, they cannot answer any technical questions relating to computer/software problems or issues with Facebook. As I’m sure you understand, my office is extremely busy helping clients, students and individuals with health problems get started on their pathway to health freedom. They are simply not equipped to answer unrelated questions.

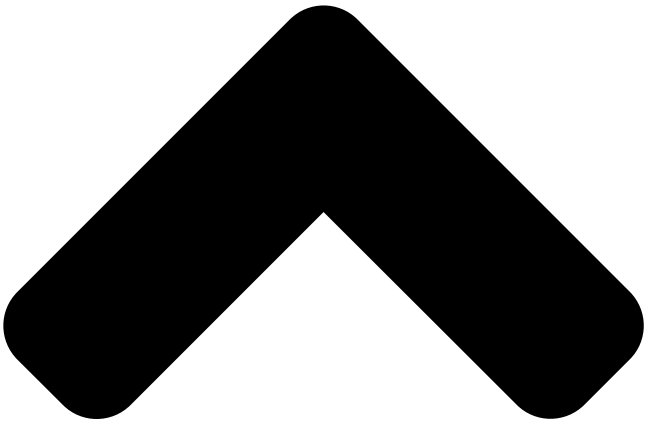




Q: I am unable to get a video to load or play. OR I am unable to get my order to go through. How should I proceed?

A: First, try using a different browser (such as Google Chrome, Firefox, Safari or Internet Explorer). Try restarting your device/computer, using a different device or asking your Gateway Study Group Leader for help. If you continue to have trouble, please email contact@practicalhomeopathy.com.



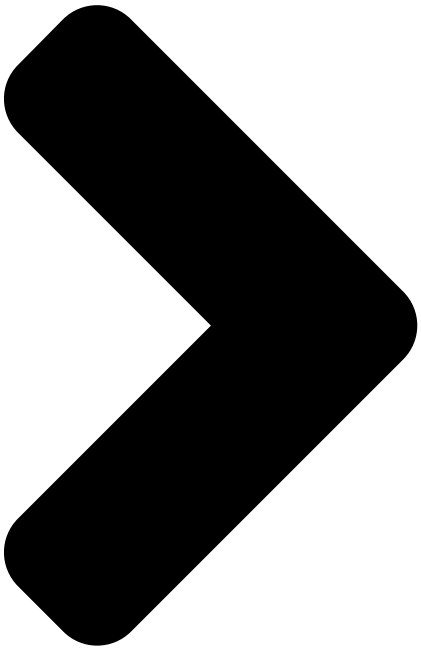


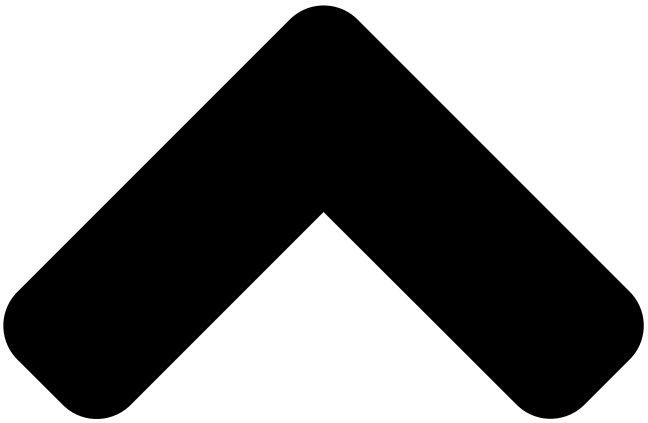
Q: I emailed the office and haven’t received a response. When will I hear back from you?

A: My office usually responds within 24-48 hours (except on weekends). If you don’t see a response in your inbox, please make sure to check **all** available inboxes (such as spam or junk). For instance, Gmail recently started filtering emails into several different inboxes including **Primary**, **Social**, **Promotions**, **Updates**, and **Forums**. Other email providers may have a similar setup. Make sure to check all of these folders for an email from either **@joettecalabrese.com** or **@practicalhomeopathy.com** addresses. You can change how emails are filtered in your email settings. Also, make sure to **add these addresses** to your contacts as trusted, primary emails.

Frequently Asked Questions

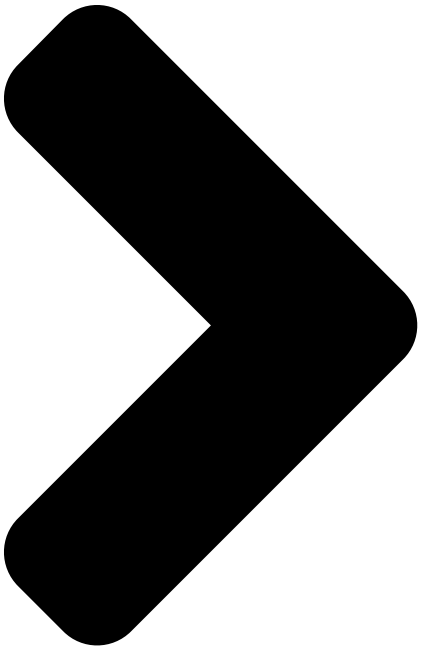
Gateway to Practical Homeopathy® Study Group FAQ:

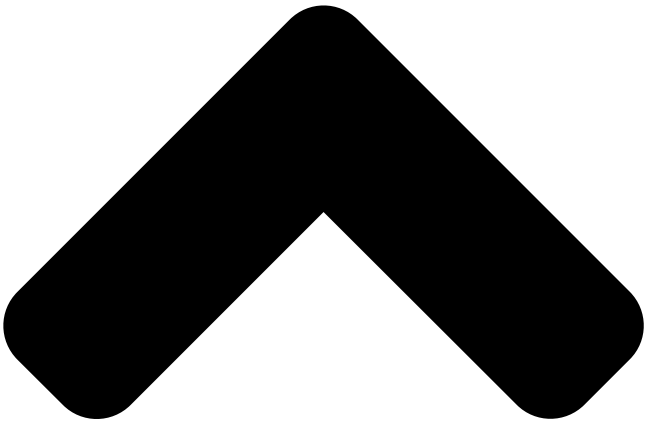




Q: How can I find other Gateway study group members to start a group?

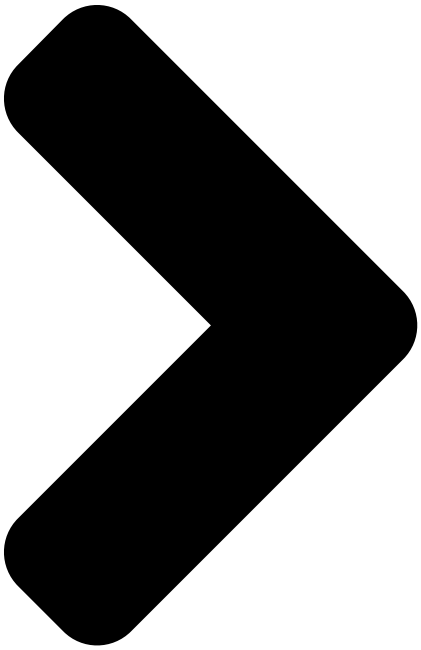
A: I am so happy to have created an incredibly intuitive and resourceful curriculum for you! Finding your group is the fun part. You may utilize FindAPracticalHomeopath.com to connect with a Discovery Ambassador (students and graduates of The Academy of Practical Homeopathy® who are leading Gateway and protocol course study groups). Alternatively, I have set up a Facebook page where you can find other group leaders who are starting groups.

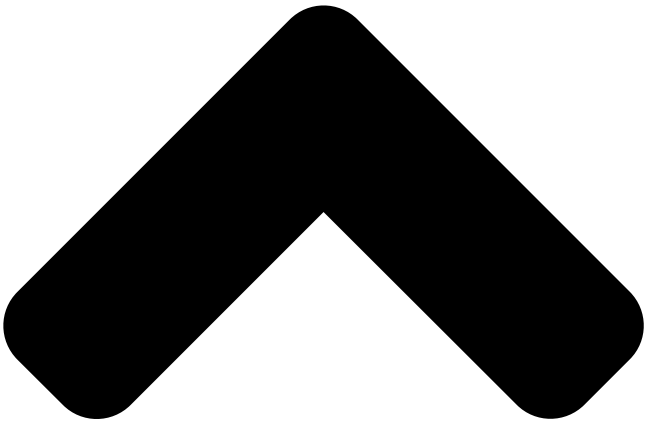




Q: I don’t have a group yet. Should I wait until I have a group before I order my Gateway study guide?

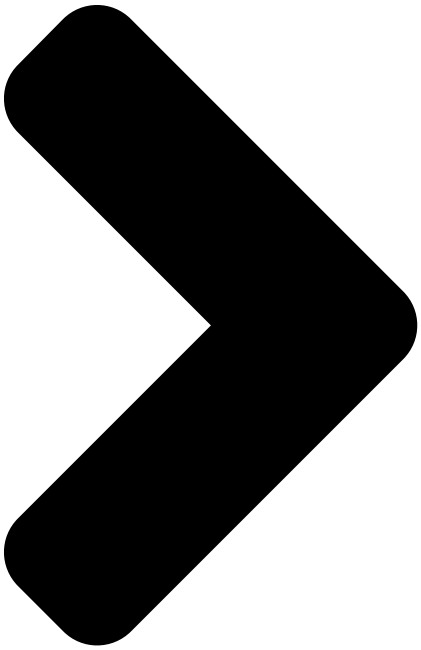
A: No. It is **best to order your Gateway study guide first** so you already have it on hand before you find a group to join. Some groups want to start right away, and there is no guarantee that you will receive your book in time if you wait to place your order.

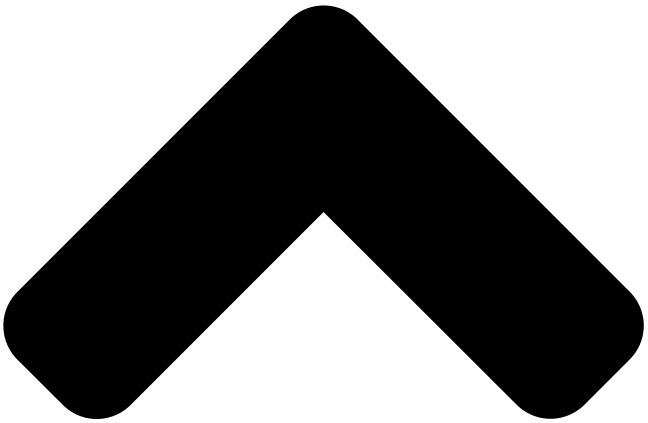




Q: Does each individual group member pay $67.91 USD?

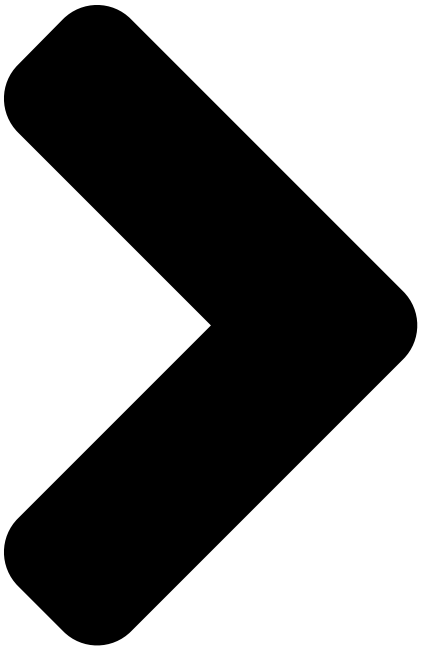
A: Yes. Each Gateway study group participant needs their own curriculum. This ensures each participant is appropriately registered for the Gateway study group curriculum and is given access to the **Gateway Study Group Resource Page**. Teaching many from one booklet would violate copyright law.

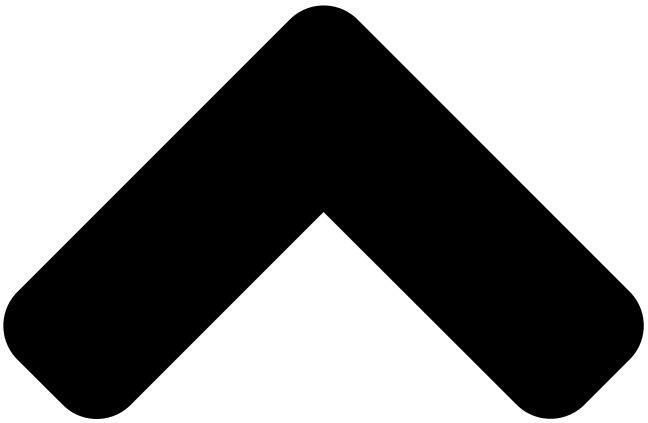




Q: I read this entire page. I have another question not listed here. Where do I go?

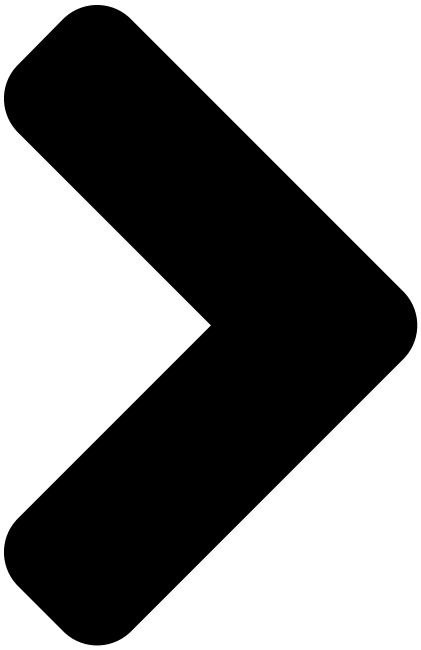
A: Please contact your Gateway study group leader. They are in charge of answering questions for your group. If the group leader does not know the answer, try to brainstorm a solution within your group. If the question still remains, take notes and save it for your **Live Q&A with me**.

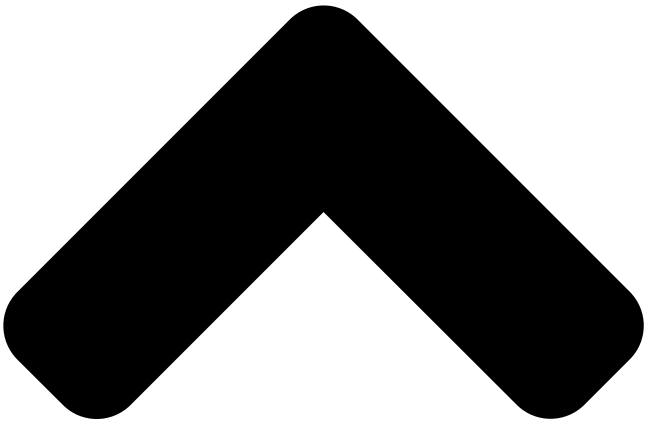




Q: I would like to schedule Joette to appear LIVE for a Q&A session. How do I do that?

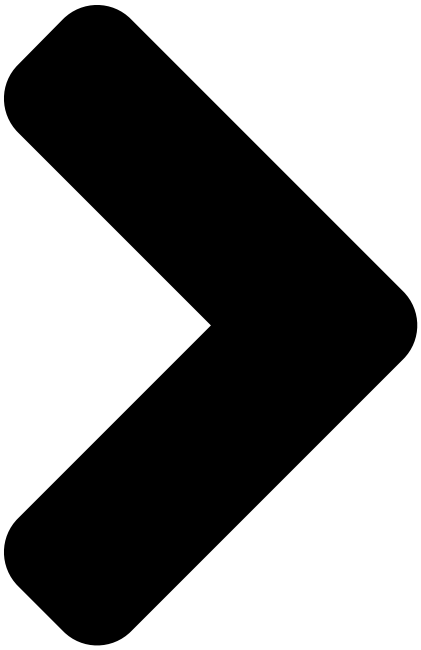
A: Please call my office at 561-537-5900 **well in advance** of Lesson 6 to schedule your **Live Q&A**. Older editions of the study guide reference a minimum number of participants required to have me join your group for a live Q&A, but this is no longer the case. I have come up with the perfect solution: I now **combine** smaller groups for the Q&A sessions.

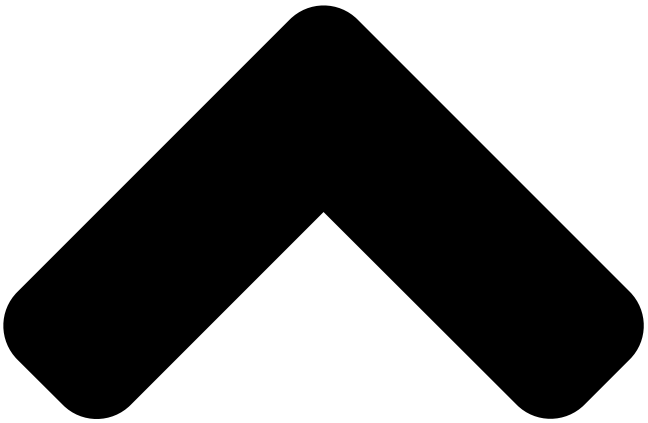




Q: Will Joette take a personal case during our group’s Q&A session?

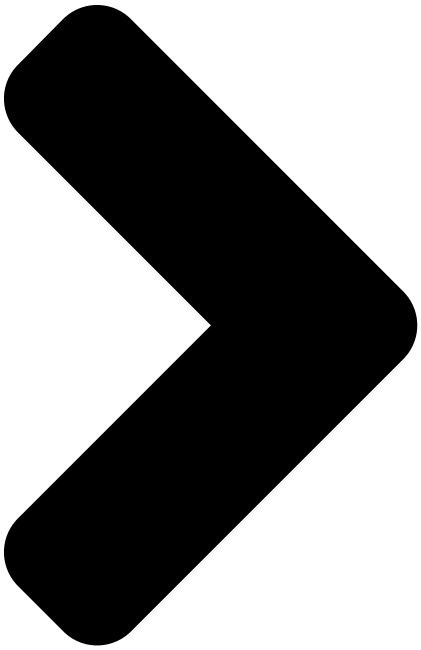
A: No. I cannot answer any questions relating to someone’s individual health circumstances during this special time together. Please refer to Lesson 6 of the study group curriculum for more details on the kinds of questions I am able to answer while speaking to you live.

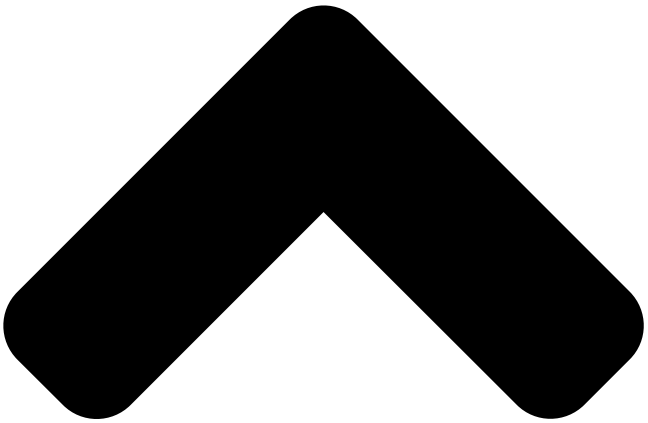




Q: I see that Joette appears live with study group students in Lesson 6 for a Q&A session (for a small, additional fee). I also see that she offers free, pre-recorded Q&A sessions. I would like to view the pre-recorded videos instead of paying for the live session. How do I gain access to that?

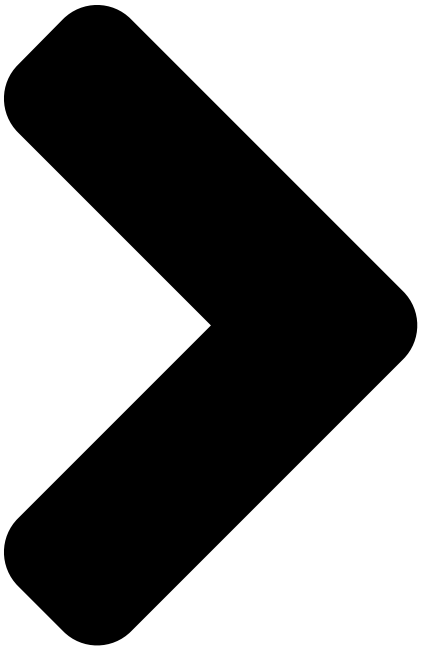
A: The pre-recorded Q&As are located in Lesson 6 on the **Gateway Study Group Resource Page**.

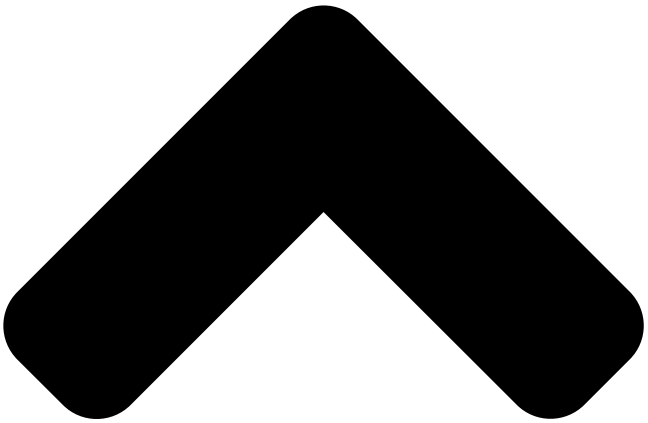




Q: Can I be a group of one and use the Curriculum as a solo student?

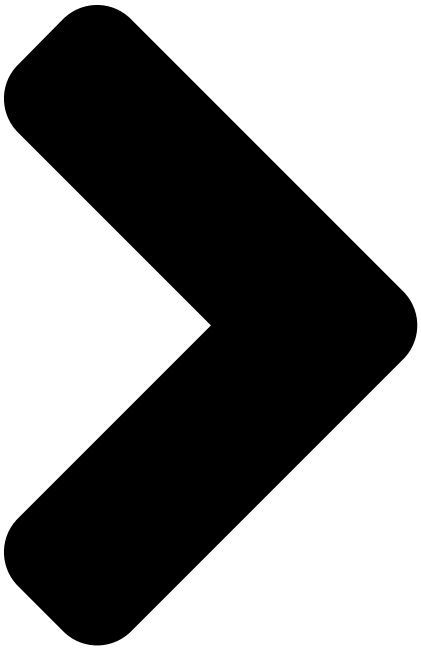
A: Although it is not mandatory, I highly encourage group study. Sharing and discussing with others deepens the learning experience and understanding. Studying alone is better than nothing. However, the main goal of my curriculum is to foster a sense of community with other like-minded folks to help broaden the reach of homeopathy as a safe and effective alternative medical paradigm.

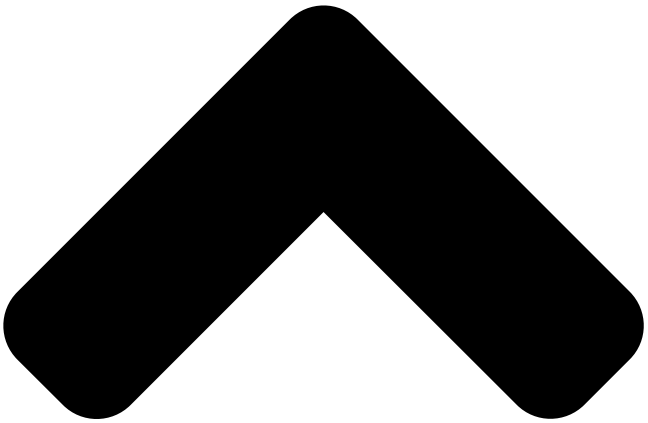




Q: How do I gain access to the Gateway Study Group Resource Page?

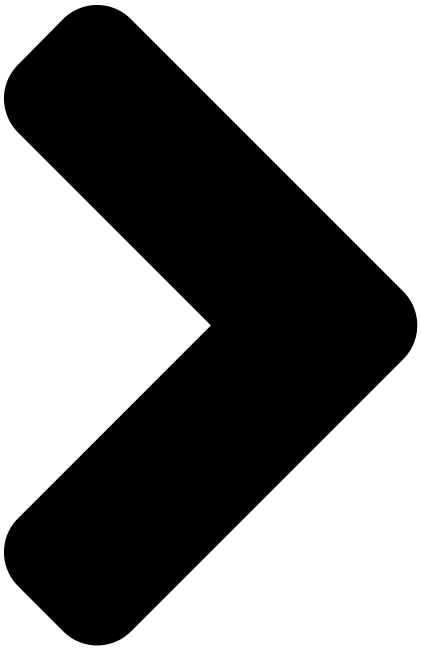
A: The purchase of the Gateway study group curriculum automatically grants you access to the accompanying **Resource Page**. Your username is your email address, and you **must** enter a password when placing your order. Be sure you've written down your password for access to the Resource Page. If you cannot remember your password please use the "Forgot Password?" feature directly below the fields requesting your username and password.

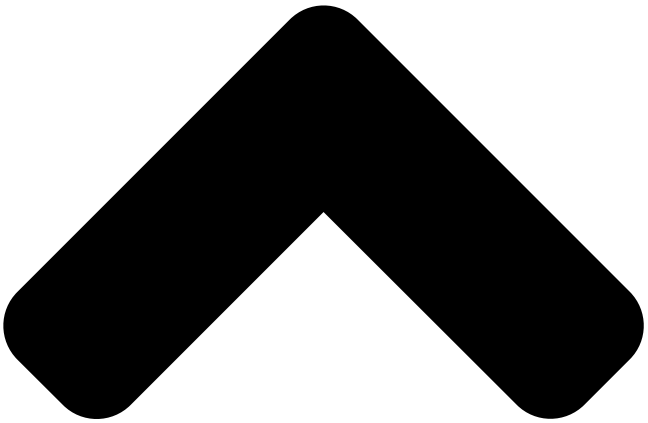




Q: May I pay the $67.91 in several installments as is offered with some of Joette’s other courses?

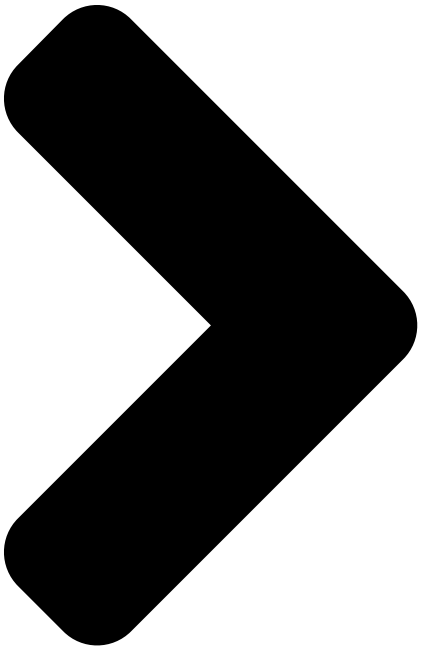
A: This Gateway study group curriculum is not the same as the protocol courses I offer. I purposely subsidize the cost of the curriculum to make it very affordable. At this time, I am unable to increase our costs by adding a payment plan.

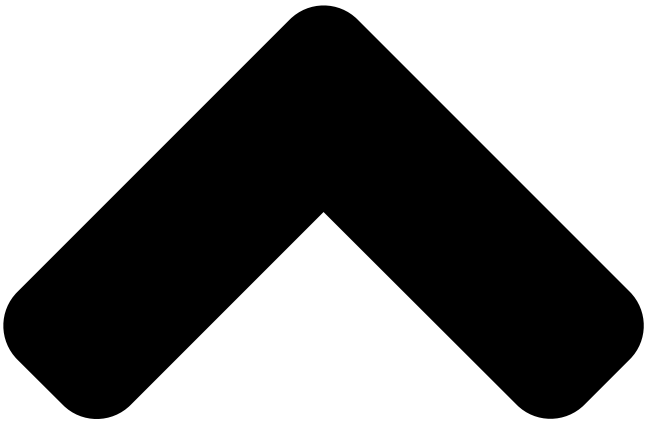




Q: May I call and pay over the phone, as my internet connection is unreliable?

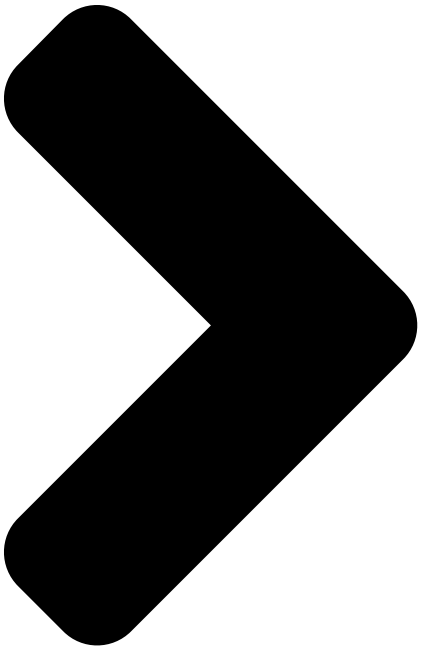
A: Unfortunately, you **must place your order online** so that you may register yourself for access to the Resource Page. I sincerely apologize for any inconvenience.

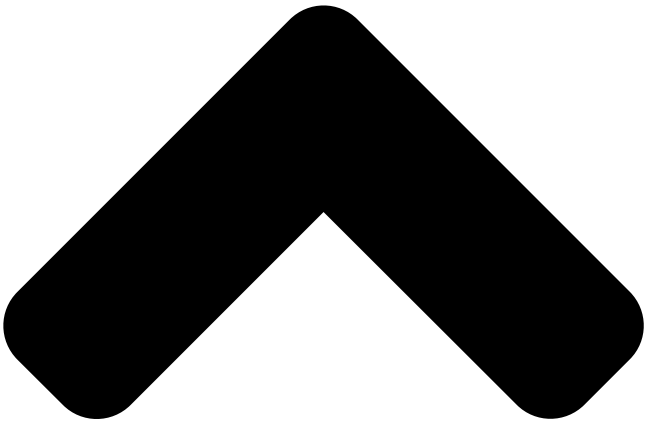




Q: Does each person place an order individually?

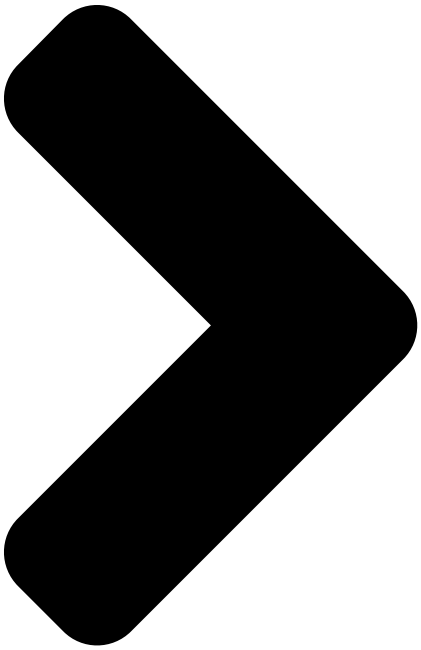
A: Yes. Everyone must order **individually** to receive their own shipment of the hard copy curriculum and registration credentials.

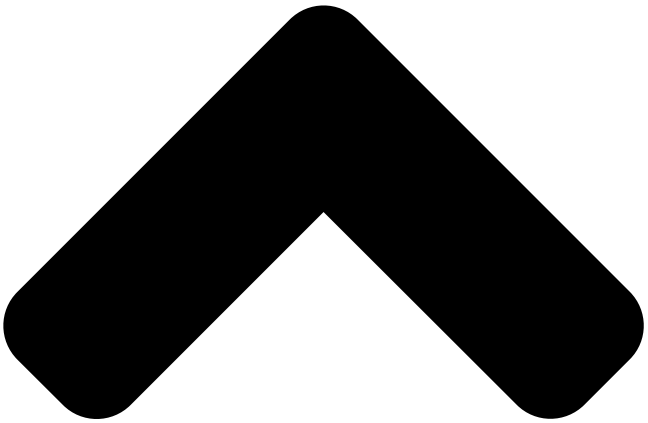




Q: Where do I send my group members to sign up for my group?

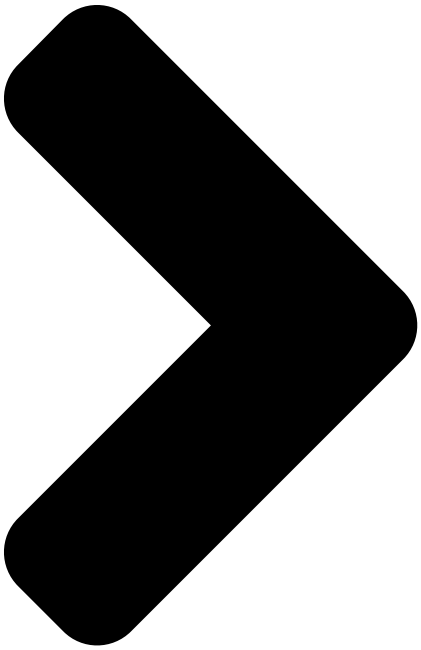
A: Direct them to the page where they purchase the Gateway Study Group Curriculum: https://membership.joettecalabrese.com/gateway-1-info-new/

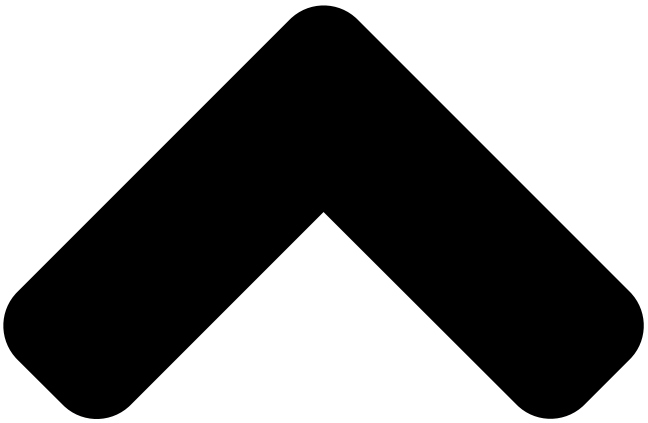




Q: Can I see a syllabus of the Gateway study group curriculum?

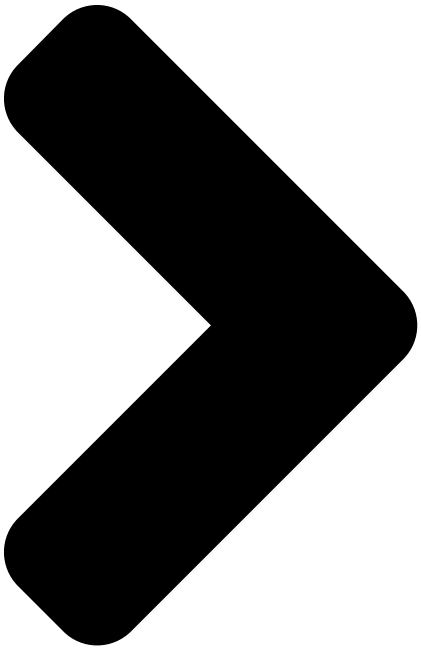
A: Yes, it is available here: http://studygroups.joettecalabrese.com

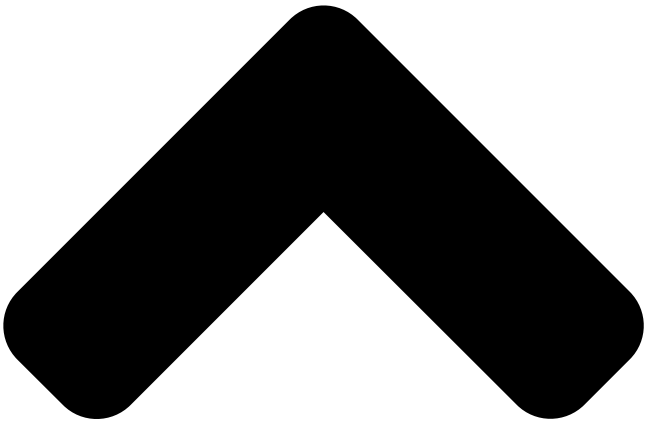




Q: I've taken one (or several) of Joette's courses – like Good Gut, Bad Gut, for example. I also have some Joette's books and CDs. How much overlap do you think there is between these things and the information taught in the Gateway study group?

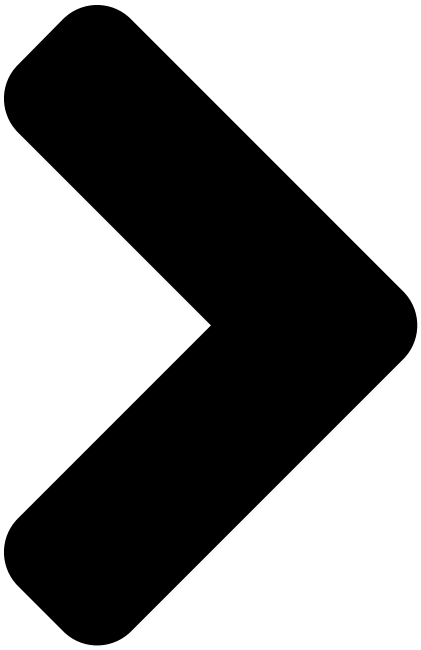
A: There is indeed some overlap between this curriculum and the other products I offer. But even if you have taken courses from me before, the study group offers something the other courses do not: community! The purpose of this curriculum is to allow like-minded individuals to support each other in their homeopathic journeys. That's why I say (and have witnessed) that both homeopathic newbies and oldies alike will benefit from a Gateway study group.

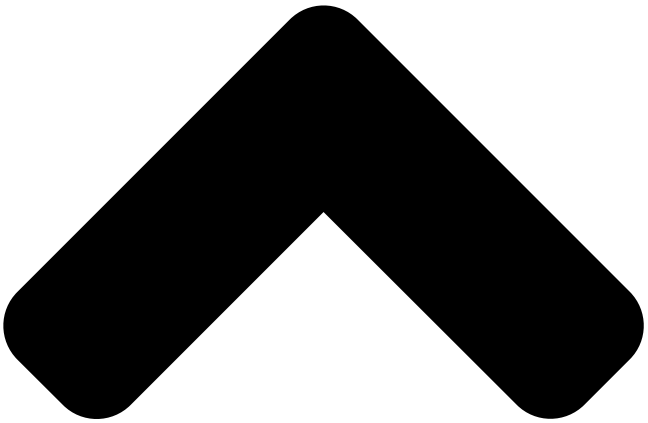




Q: How much time per week should we expect to spend on the Gateway study group?

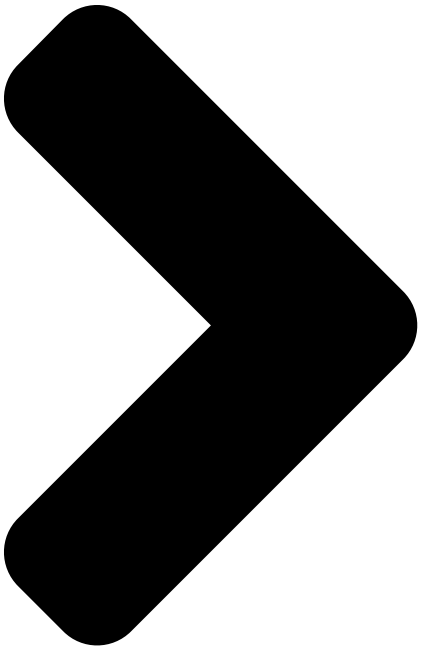
A: There is about an hour of homework for each study group class (most of these assignments are simply listening to podcasts). Your group is in control of how long each study group meeting lasts, as well as any other time commitments.

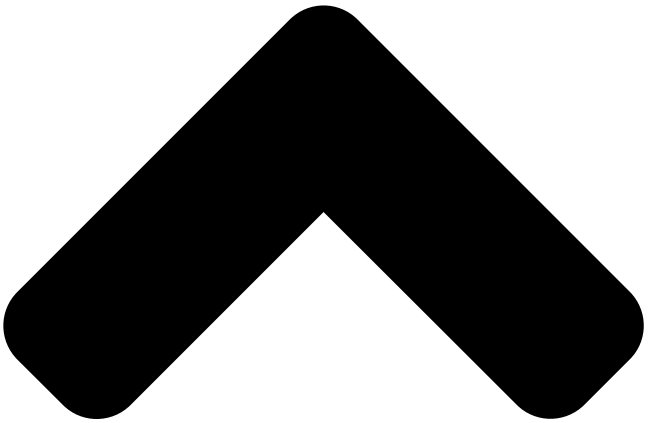




Q: Is the curriculum mailed as one package with material to photocopy for each person or are there a certain number of copies included?

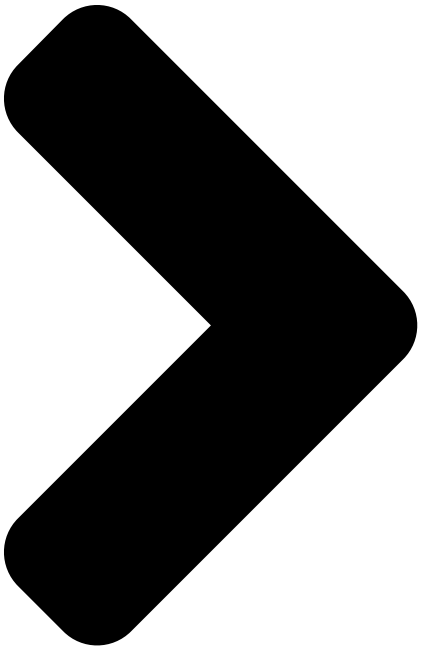
A: Each member must purchase their own copy. The Gateway curriculum is printed on security paper, disabling the ability to photocopy the material.

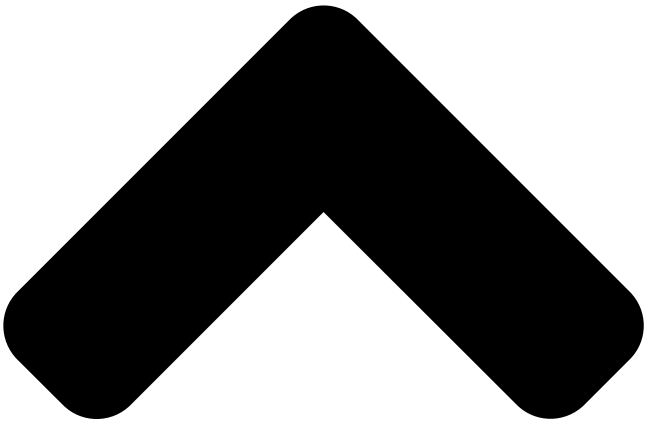




Q: What are the videos that come with the curriculum about?

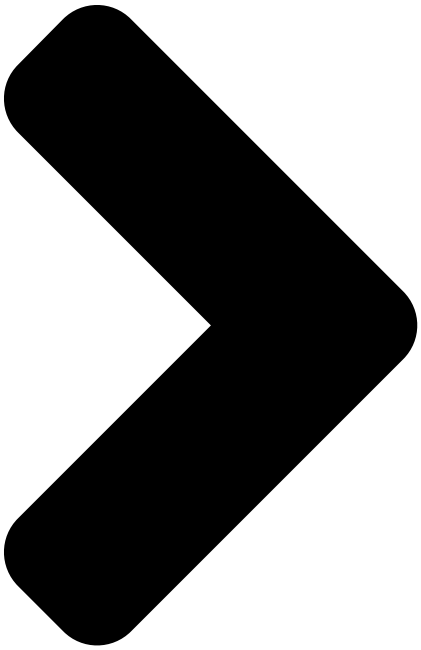
A: The videos on the **Gateway Study Group Resource Page** are about homeopathy. They correlate with the curriculum and answer questions such as: What are remedies made out of? How often should I administer a remedy in an acute illness?

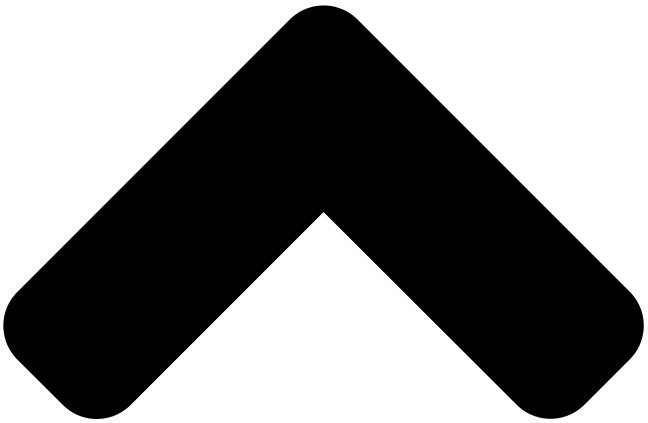




Q: How does the group leader coordinate watching the videos when she has online students?

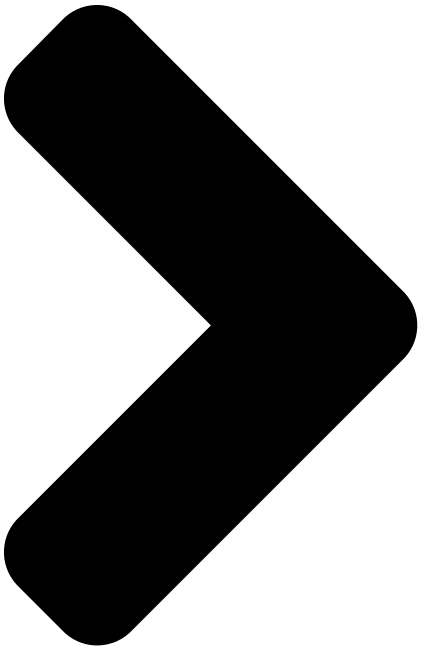
A: Unfortunately, I cannot answer questions relating to technical support. Be creative and ask computer-savvy friends for ideas! Some students have tried screen sharing or having everyone watch the video on their own computer –muting themselves to watch– then rejoining the online discussion.

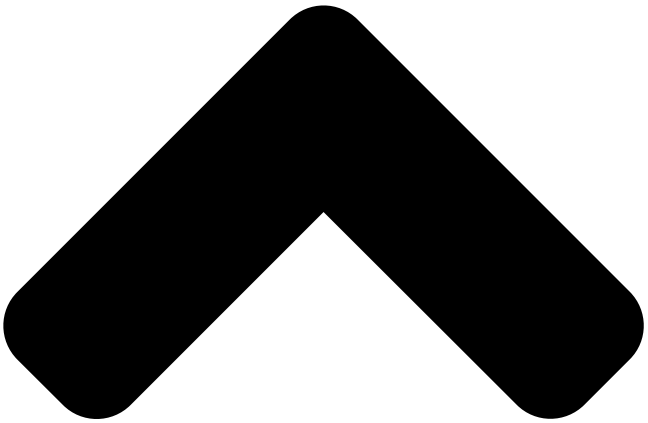




Q: How can I get my Completion Certificate for access to OHM Pharma?

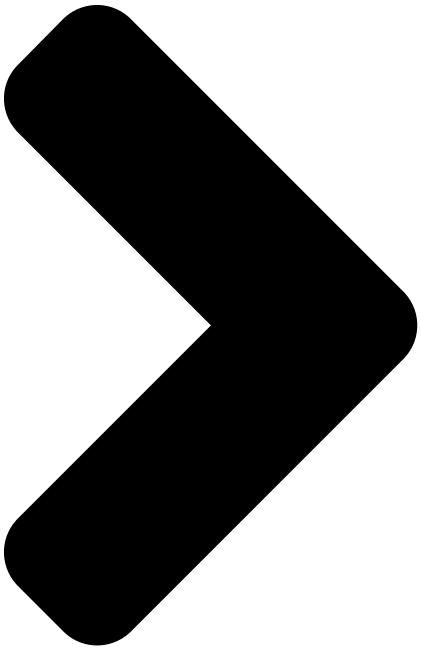
A: Please ask your group leader to use the form provided on the **Gateway Study Group Resource Page** to submit your name to my office. If you qualify, my staff will send you an email with the Certificate granting you access to the pharmacy. Be sure to follow the instructions in the email for viewing and printing your certificate.

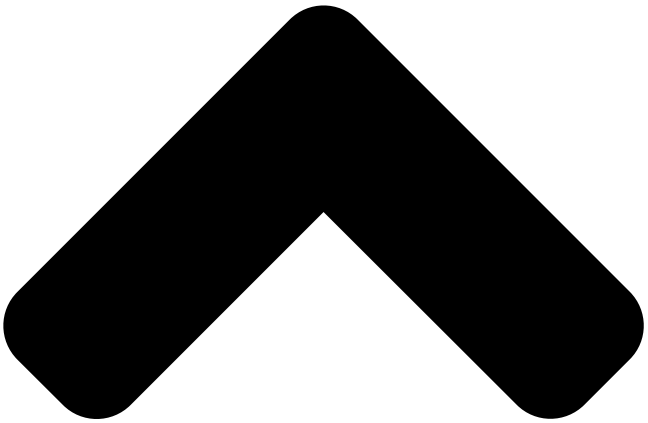




Q: Do I have to take Gateway I before I can take Gateway II?

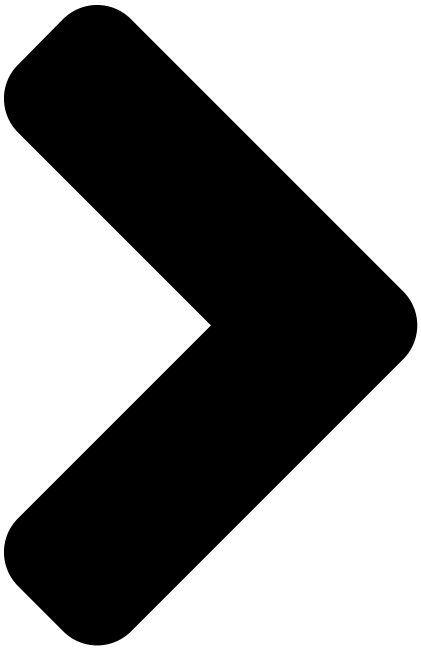
A: Yes.

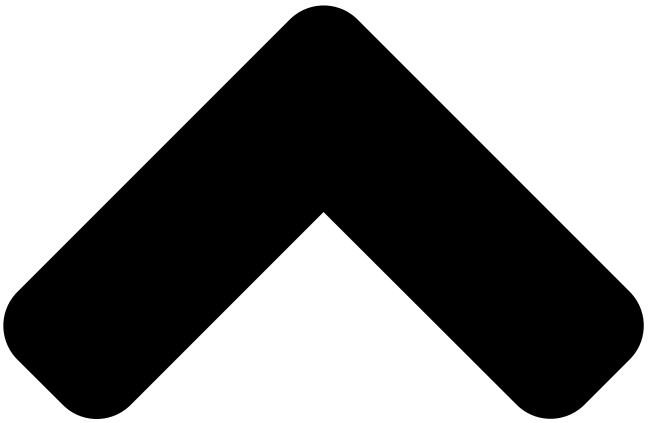




Q: Where do I order the Gateway II curriculum?

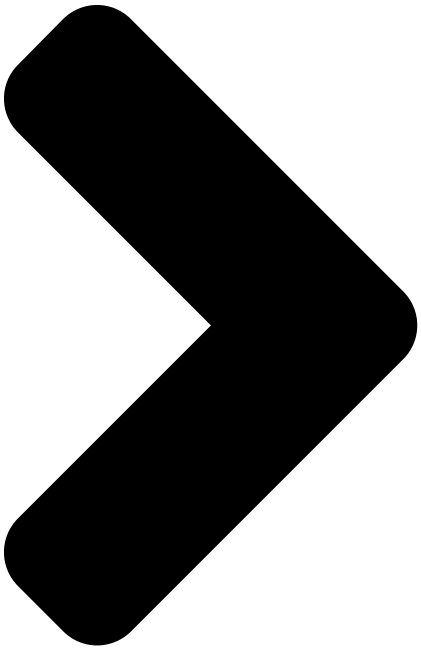
A: You must first log in to your **Gateway I Study Group Resource Page**. Follow the prompts. Consider purchasing Gateway I and II as a bundle when you first begin your studies, thereby saving on postage and handling charges.

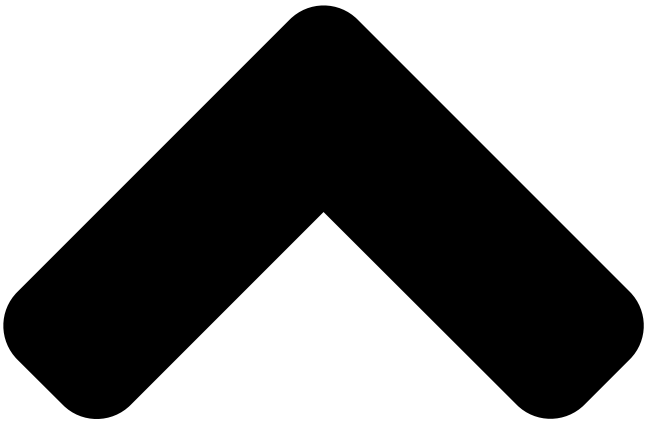




Q: Can I share my Gateway study guide with my friend?

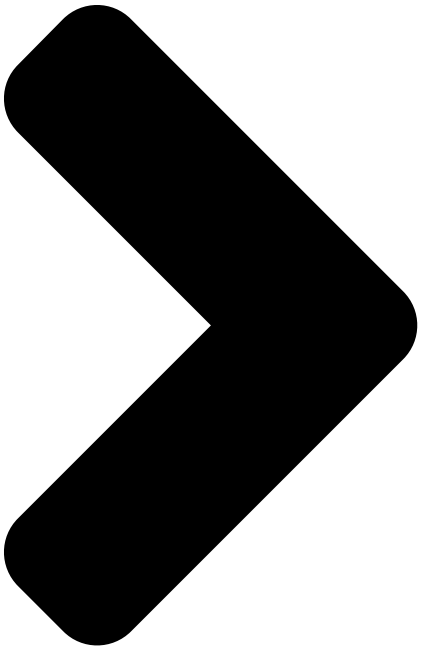
A: Each Gateway study group participant needs to own their own curriculum. Teaching many participants from one booklet would violate copyright law. However, a person may share with a minor child or spouse living in the home.

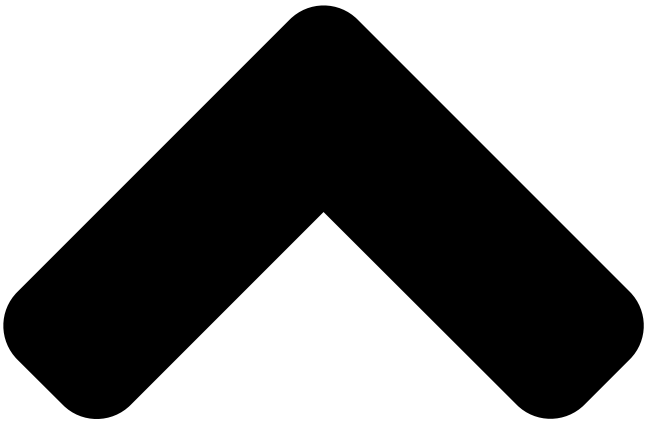




Q: Can I order all of my participants' curriculums to be shipped together to save on shipping costs?

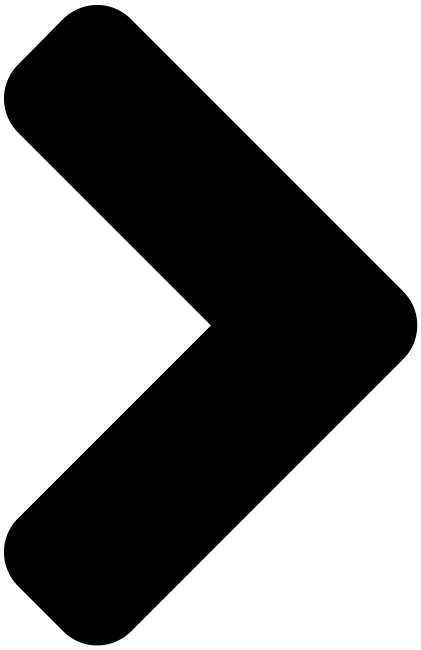
A: Unfortunately, our fulfillment center is not equipped to accommodate this request. Each participant needs to purchase and register individually for access to the **Gateway Study Group Resource Page**.

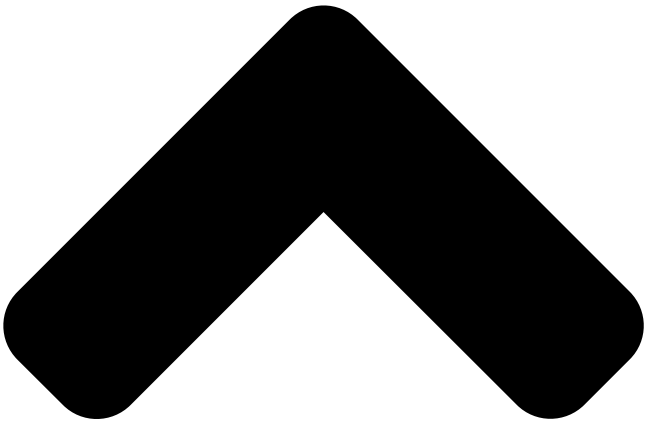




Q: My username and/or password for the Gateway Study Group Resource Page is not working.

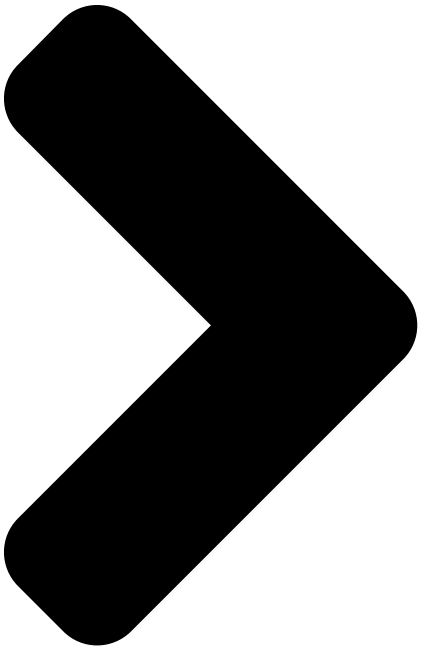
A: Your password **may not be the same** for your Gateway study group as it is for the Free Resource Library. If you purchased the Gateway to Practical Homeopathy® study group curriculum but do not recall your password, please use the "Forgot Password?" feature right below the fields requesting your username/password.

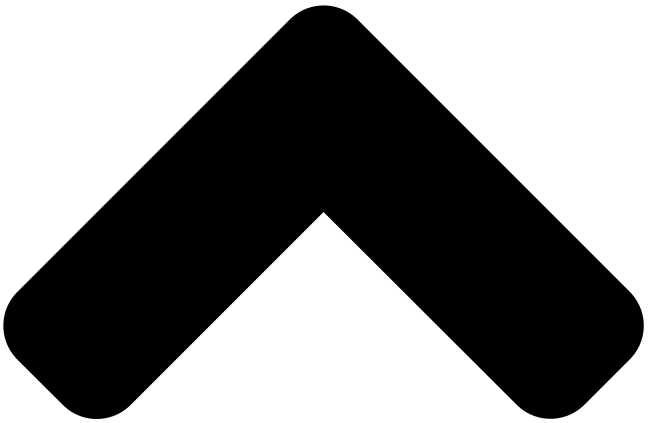




Q: Everyone else in my group received their Gateway study group Completion Certificates except me. Why is that?

A: First, make sure your group leader submitted your name to our office. If not, please ask them to do so. If your name has been submitted, **please allow 5-7 business days for processing**. When the certificate has been processed you will receive an email with instructions for accessing your certificate. If after 7 business days, you still do not find it, be sure to check all of your inboxes, including spam.



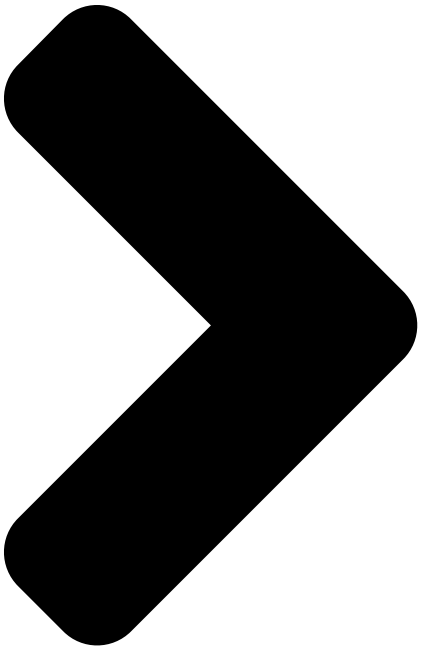


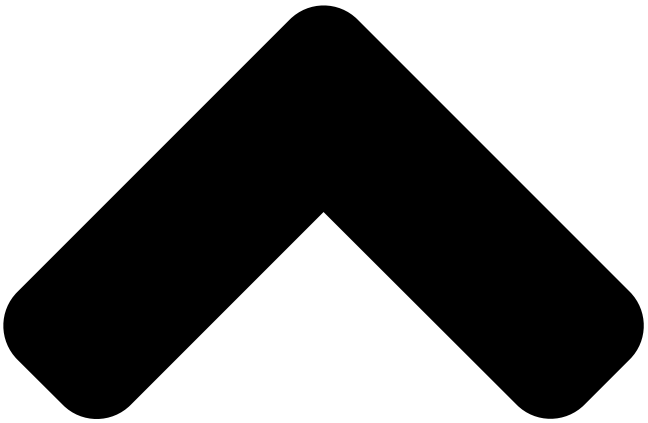
Q: Do I get a discount on kits if I complete a study group or a course?

A: No. Additionally, the Top 100 and 200 kits are no longer available through our office. We recommend ordering directly from a homeopathic manufacturing pharmacy, such as Boiron USA or Washington Homeopathic Products.

Group Purchase FAQ

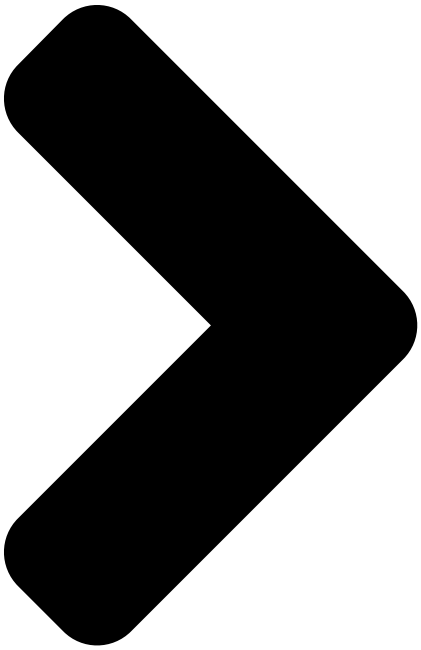
Be sure to read Lesson 5 in your Gateway study guide for information on group purchases.

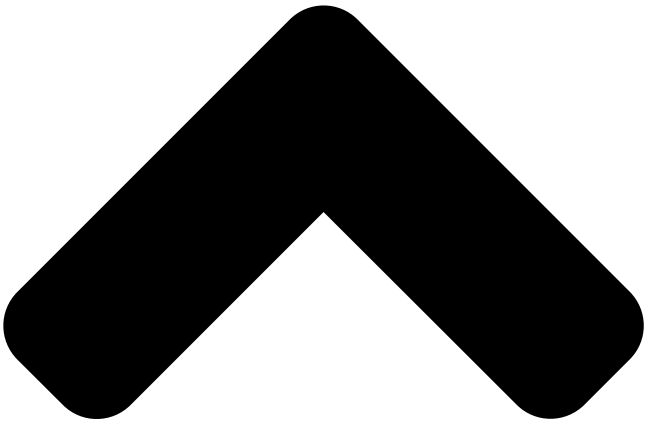




Q: Do I need 10 people ordering or 10 courses ordered?

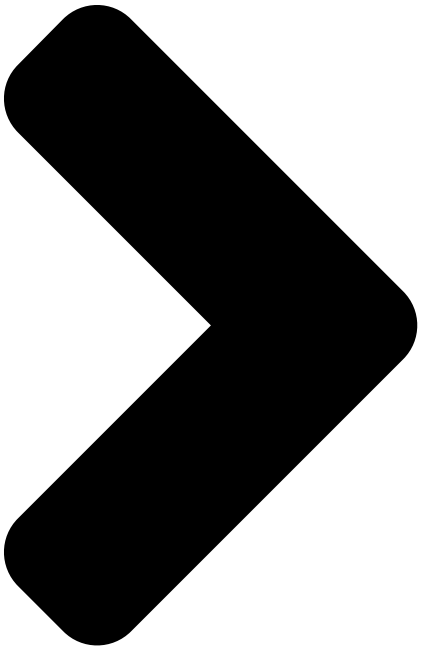
A: You must have 10 people ordering. All ten participants **must** have attended all group meetings (or only missed a maximum of one meeting but completed the lesson on their own).

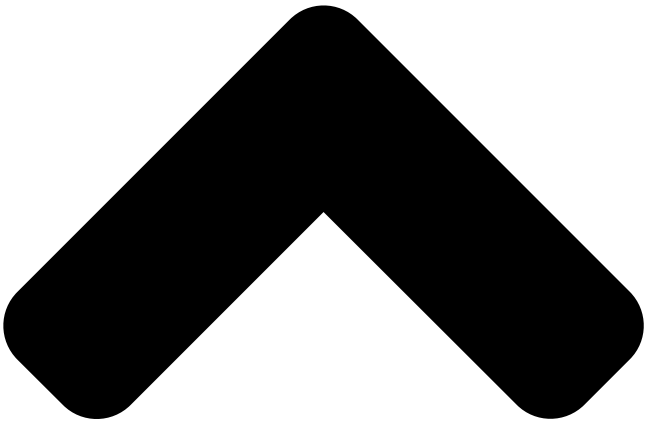




Q: What if one person orders more than one course? Does that count?

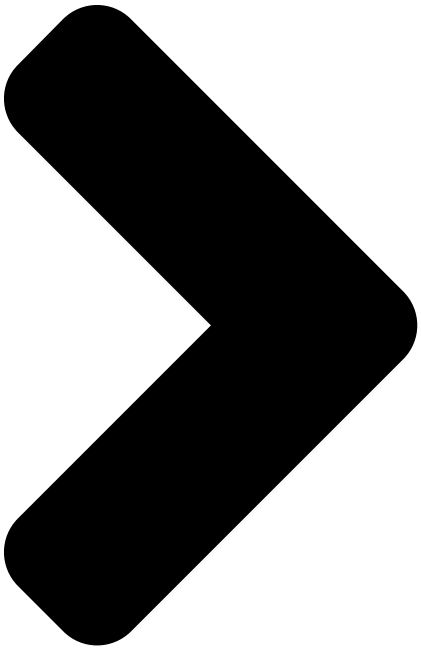
A: No. Ten eligible people must be on the group order form. Once you have 10, people may order more than one course if they choose.

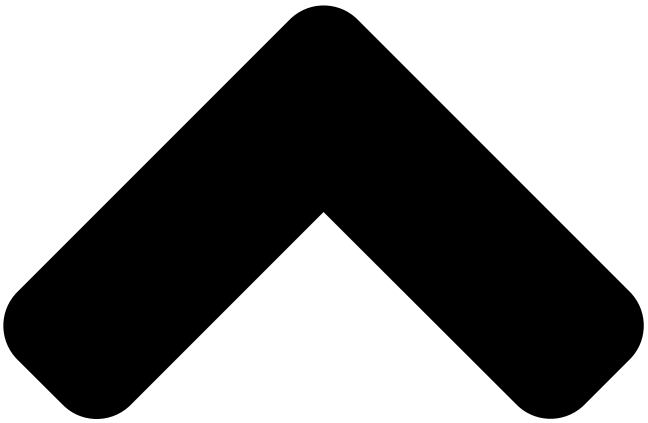




Q: I’m organizing a group purchase. Can I order more than one course?

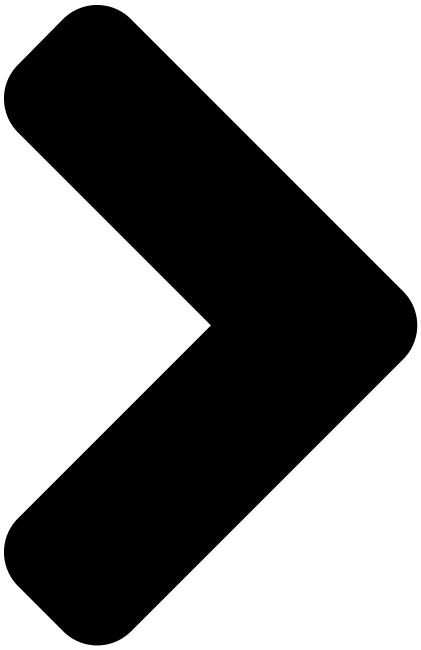
A: Yes, though only **one** course is eligible for the 40% discount.

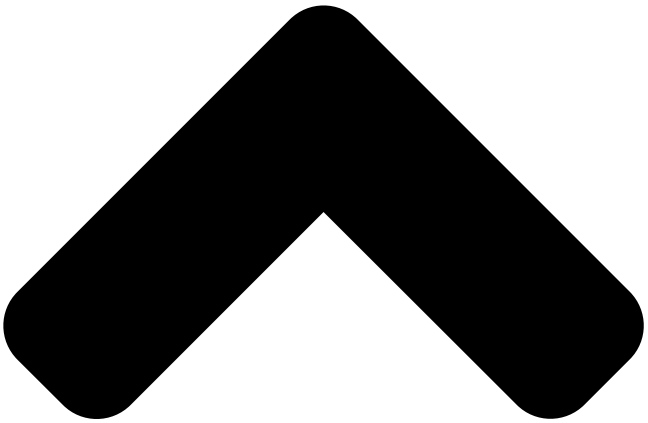




Q: How soon will we get access to our courses after we submit the group purchase order?

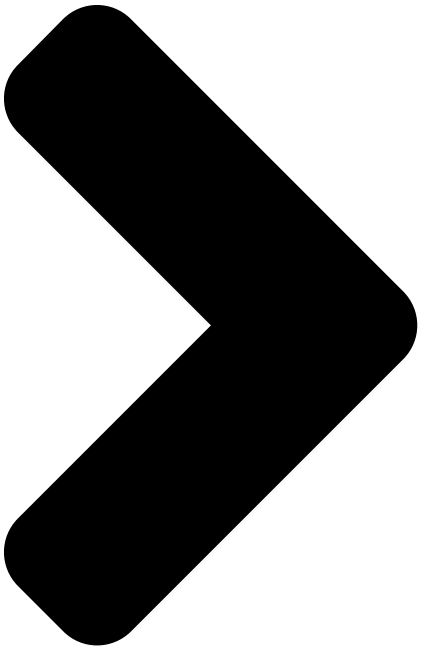
A: It takes a few days to process the order and create the links. I ask that you allow at least 7-10 business days. The links for each course purchased are sent to the group leader to distribute to the other members of the group.

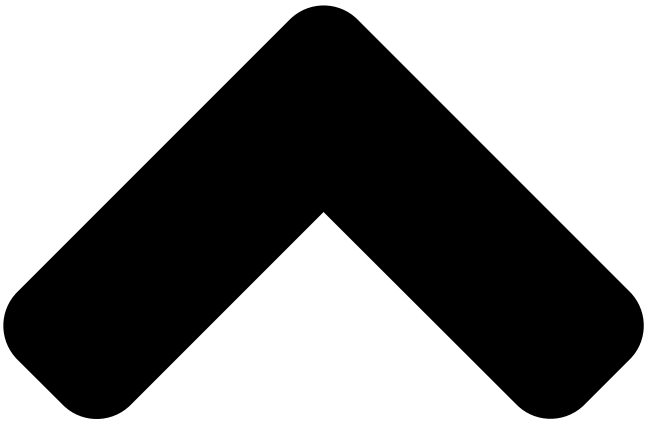




Q: Can everyone pay directly or does the group purchase organizer have to collect the money?

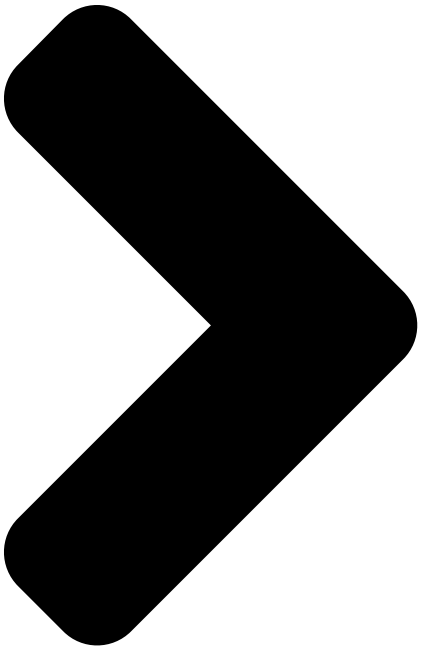
A: The person organizing the group purchase must collect all funds prior to submission to my office. This is why I give a bigger discount to the organizer as a thank you for all of their work.

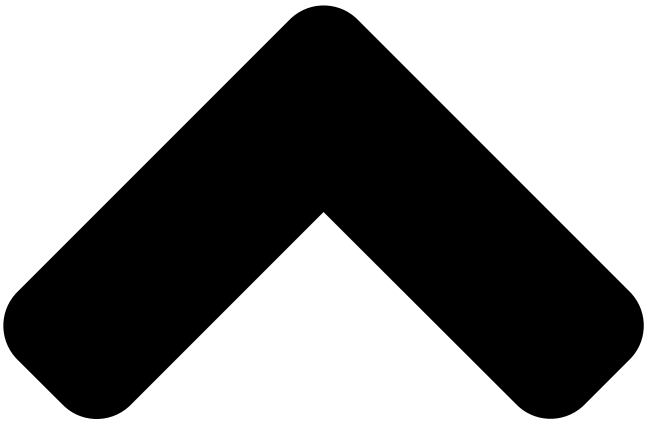




Q: What if I don’t want to give the group purchase organizer my credit card information?

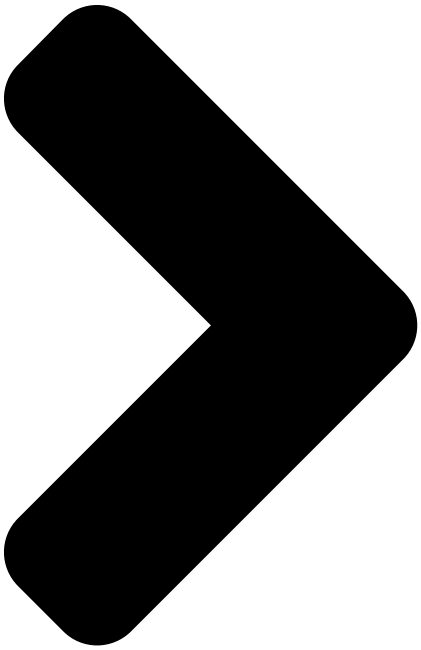
A: You may pay the organizer by check, certified check, money order or electronic transfer.

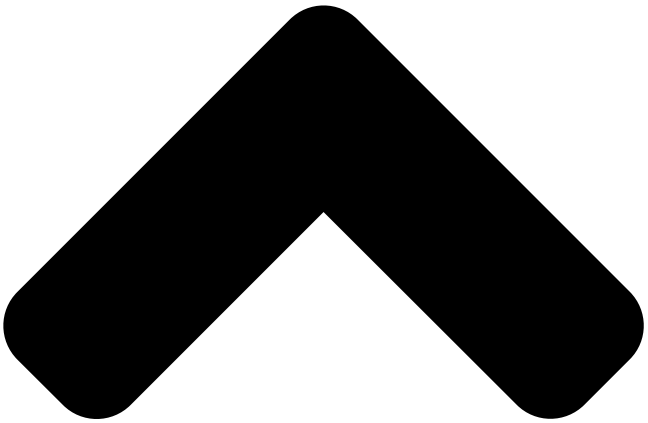




Q: Can anyone take part in a group purchase or do you have to complete a Gateway I study group?

A: You **must** complete the Gateway to Practical Homeopathy® I study group curriculum to take part in a group purchase.

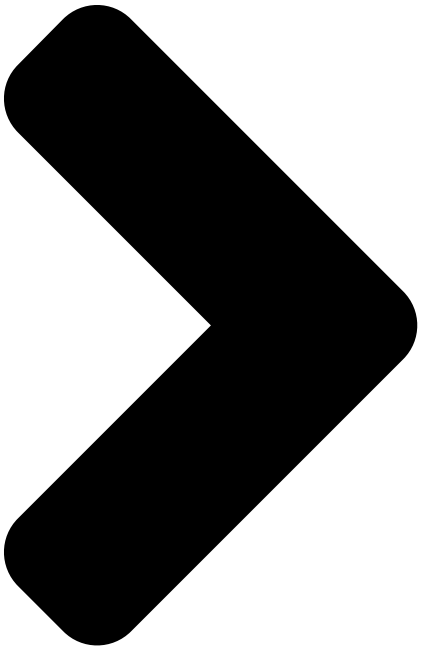


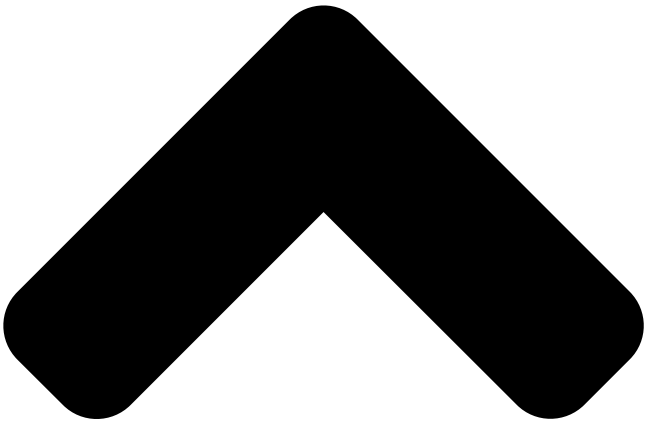


Q: Will I have immediate access to the Students of Joette Facebook Group? To OHM?

A: No. My policy is a **minimum of 6 weeks of course study** prior to acceptance to the Facebook group and access to OHM. Once you have completed six weeks of study, you may complete the “Conclude the Course” form on the course Resource Page for your Certificate and access to OHM. Once you receive your Certificate, you will then receive a link to request to join the *Students of Joette Facebook Group*. There are no exceptions.

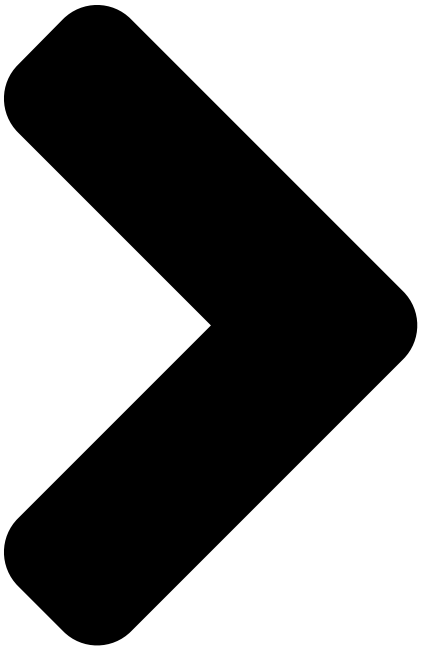
Ordering

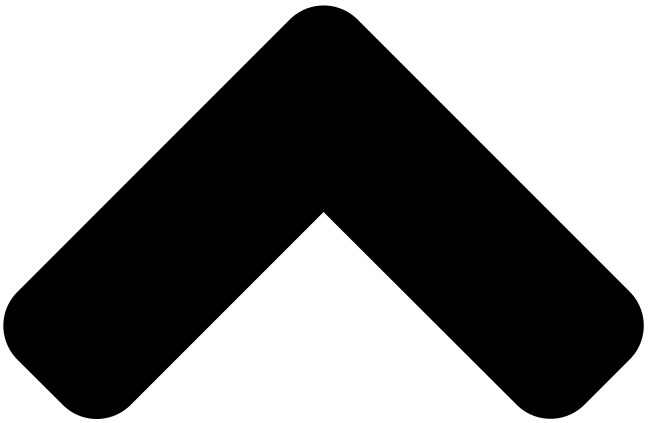




Q: Why can’t I order more than one item at a time?

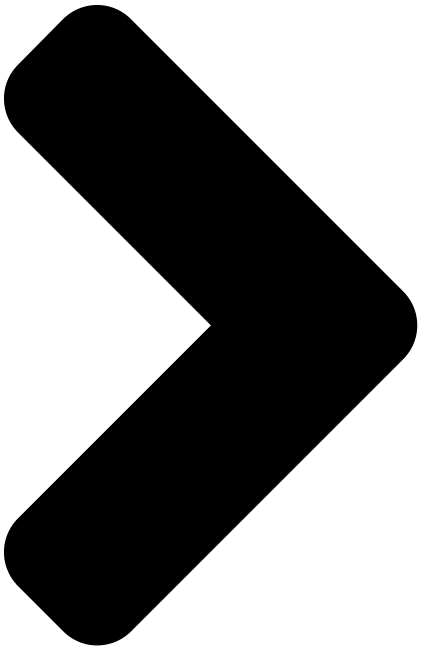
A: Currently, the only items that can be ordered at the same time are the Gateway I and II study guides along with the Materia Medica through Joette’s Learning Center. However, if you want to order additional Gateway I or II study guide for others, you must place the orders separately so that the recipients are properly registered for access to the online portion of the curriculum. **Please be sure to use the recipient’s email address when ordering and provide them with the password you chose when placing the order**. The recipient can use that password to sign in and then visit the “Your Account” section to change the password to one they will easily remember.

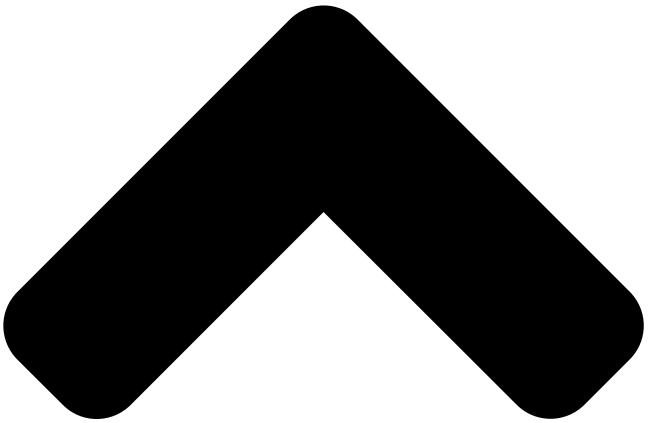




Q: I ordered the Cell Salts CD or download a while ago. How do I order the transcript?

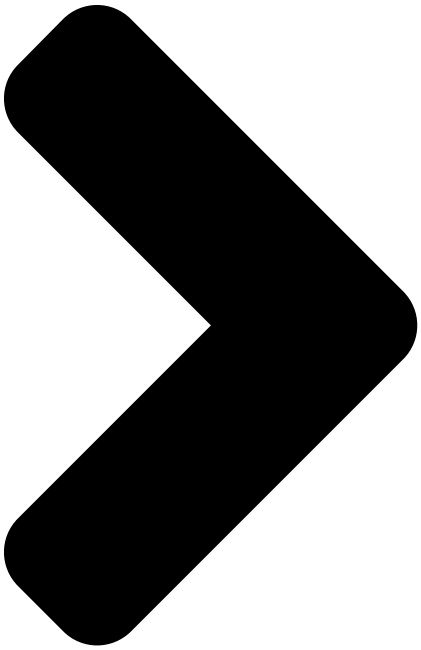
A: Please call my office at 561-537-5900 or email contact@practicalhomeopathy.com to place your order.

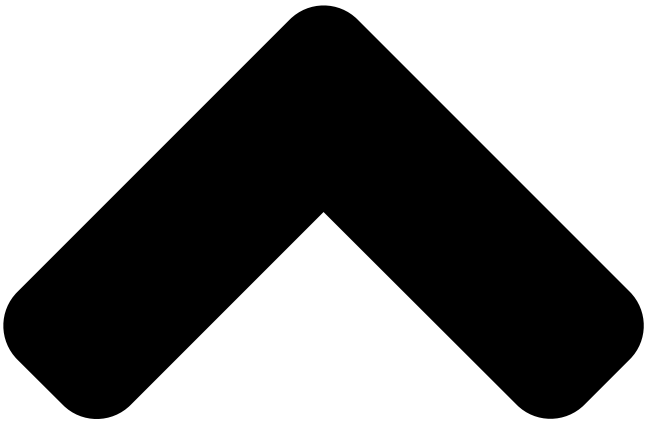




Q: Can I order the Survivalist kit if I haven’t purchased The Survivalist’s Guide to Homeopathy??

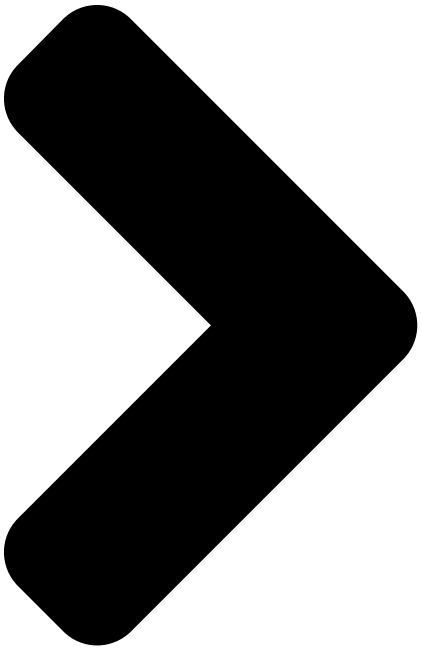
A: No. Survivalist kits can only be purchased by those who own The Survivalist’s Guide to Homeopathy.

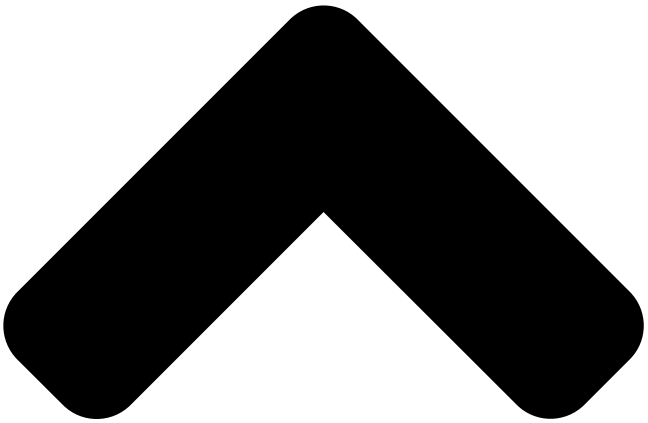




Q: I did not receive tracking information for my order. Where can I get that information?

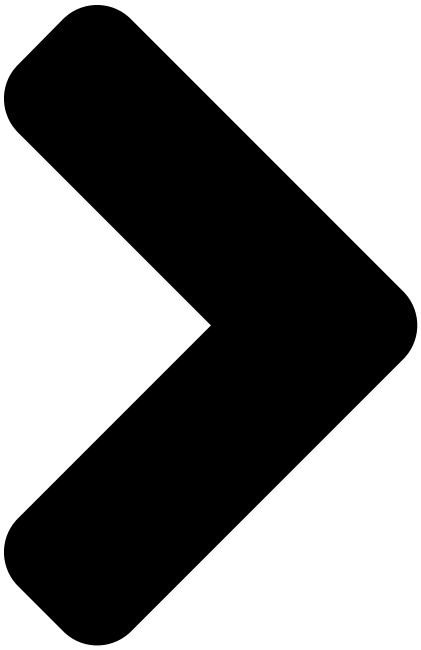
A: You will receive tracking information from our office as soon as your package ships. Watch for an email from contact@practicalhomeopathy.com. Search your email, including your spam folder, for the subject line “Your [product name here] order has shipped.”

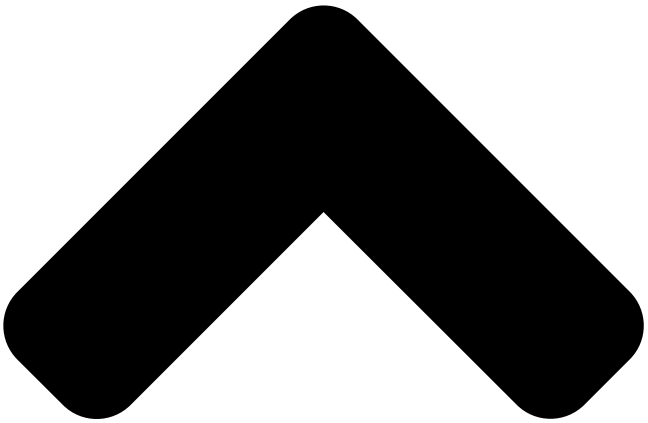




Q: I am tracking my order, but it seems to have stalled with no updates for several days. What do I do?

A: Please continue to track your package using the information provided. You may also reach out to your local post office for assistance locating your package. I have access to the same tracking information that you do and am unable to provide additional information on your package’s status.





Q: My order was damaged in transit. What should I do?

A: Please send an email to contact@practicalhomeopathy to let me know which item was damaged, along with photos of the damage. My office will email you with options or instructions for returning your item for a replacement.