



FAQ

Frequently Asked Questions

I want to join, but can not find a PROMOTIONAL CODE...

[Please read the home page.](#)

I joined and paid, but I do not see any content. I have no access!

Did you log in? Use the log in on the upper right of the home page.

The JOIN NOW is not working. It goes to a blank page...

Try restarting your PC. Also try a different browser or clear the cache on the browser.

Do I need high speed internet to use HerbMentor?

No. While you probably can not use the videos (unless you want to wait awhile for them to load and watch them later), you will be able to download mp3's (doable, but slow) and use the rest of it no problem. So, dial up is fine. You can always cancel if it does not work for you.

We now have the feature of downloading videos, so you can download and view to avoid any skipping if you have dial-up.

Will my card be charged every month?

Yes. We will bill you for a 1 dollar trial offer for the first month (if that is the offer you got). Cancel before the first month is up, and you will never be charged the regular fee. You will be charged every month until you cancel. When you cancel, you can access the site for the rest of the month you have left from the previous month's charge. Your satisfaction is guaranteed!

If you are paying your regular fee right away, you will be charged the day you join, and every 30 days after that. This is the case for deals like the free Healing Herbs Chart offer.

Can I pay by check?

YES... [Go here in for information on that.](#)

When is the best time to year to join?

ANY time of year. Plants are doing things year 'round. In the winter, it's a great time to work on some of our herbal courses, make herbal gifts, and do all sorts of projects.

How much is HerbMentor?

It is \$14.95 a month...HOWEVER... if you read the [home page right NOW](#), you can find out how to join for \$9.99 or less if you are an Herbal Kit owner!

I am REALLY busy. Can this work for me?

YES! You can REALLY get into it and follow our Home Study Guide OR log on every so often to listen to interviews, watch a video or two, chat in the Forum, etc... It's up to you. There are NO time requirements. Even the most "occasional" user will get their money's worth.

I am in another herbal program... Can this work for me?

YES! Whereas you might not take advantage of our home study guide or opportunities, the audio interviews, forum, lessons and videos will be a wonderful complement to your studies.

I am a naturopathic student/very interested in medical herbalism. Is this for me?

On HerbMentor as well as LearningHerbs.com, we keep it on the level of the home medicine maker and folk herbalist. We do work with basic herbal first aid, but we do not get into treatment of chronic illness (outside of learning about optimum herbal nutrition for conditions) . We also never go near toxic herbs or low dosage remedies. We will learn about toxic/poisonous plants...but only as plants to STAY AWAY FROM.

On HerbMentor, you will learn basic remedies, recipes, wild foods, basic botany and plant studies and information that makes this subject matter approachable to "the rest of us."

If you love plants and want to have fun, then you can always try it out and cancel it you don't like it.

My videos load really slow!

1) Are you on dial up?

2) If you are using a wifi connection, are you far from the base station? (try moving closer)

3) Are you sharing a lot of bandwidth with others in a home/office?

If so (or on dial up), you can wait for the bar to go across the screen and the video to load before viewing OR download the video and watch videos on your PC or Mac. Most of the files are about 20Mb. It's like

downloading an album on iTunes.

If on wifi, move closer to the base station.

You might also try resetting your modem/router if this problem continues on your broadband internet.

Another tip: For those on dial up that are having trouble getting the full video, if you are using Internet Explorer, clean out your cache by going to Tools on your menu bar, then Internet Options and delete your files. In Firefox go to Tools on the menu bar and then Clear Private Data. Sometimes the cache just gets a bit too full.

NEW! You can now download an mp4 file of most videos. This is the link on the lower right of every video player. Once you download it, double click it and it should open in most media players. This is a great solution for folks on dial-up who really want to watch a video.