

NEED HELP?

We are here to help you!

There are many ways we can work together to find an answer and a solution.

Here are some immediate answers for you

Billing and Payments

I'm on a payment plan, which day of the month will my credit card be charged?

You will be charged on the 15th of each month from your first payment, or the closest working day.

How do I change my credit card details?

Please email manager@12wba.com.au and we will organize the change for you. It may take a couple of days to change so be sure to let us know well in advance of the next payment. We cannot guarantee the change immediately. It's out of our control unfortunately.

What if I don't like 12 Week Business Academy and want a refund?

We feel sad that you may want to stop the 12wba program. Our 12wba'ers do not give up when the going gets tough but if you feel you must give up then you have until prior to the release date of Module 2 to let us know. You do this by emailing your completed work sheets and detailed message about how you have come to your decision to manager@12wba.com.au. We know that if you are committed and dedicated to making change you will make change. If you do the work then the results will come. If you do the work and you are not seeing results then we will happily refund you your money.

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Technical Support

I'm having trouble seeing the videos?

Try logging out and logging back in again to refresh your screen. This usually fixes this. Try clearing your cache. Then log back in again.

We recommend using Chrome or Firefox as your browser

If these steps don't work please email manager@12wba.com.au and we will help you as soon as we can.

If you're using an iPad we recommend you download the [Chrome App](#) and access the videos that way.

I'm having issues viewing and downloading the PDF transcripts?

It is best to view and download the PDF transcripts using Google Chrome, Safari, or Internet Explorer.

Why can't I download the PDF sheets?

Make sure you have a PDF reader, we recommend Adobe Reader – it's FREE!

Windows – [Click Here to Download for Windows](#)

Mac – [Click Here to Download for MAC](#)

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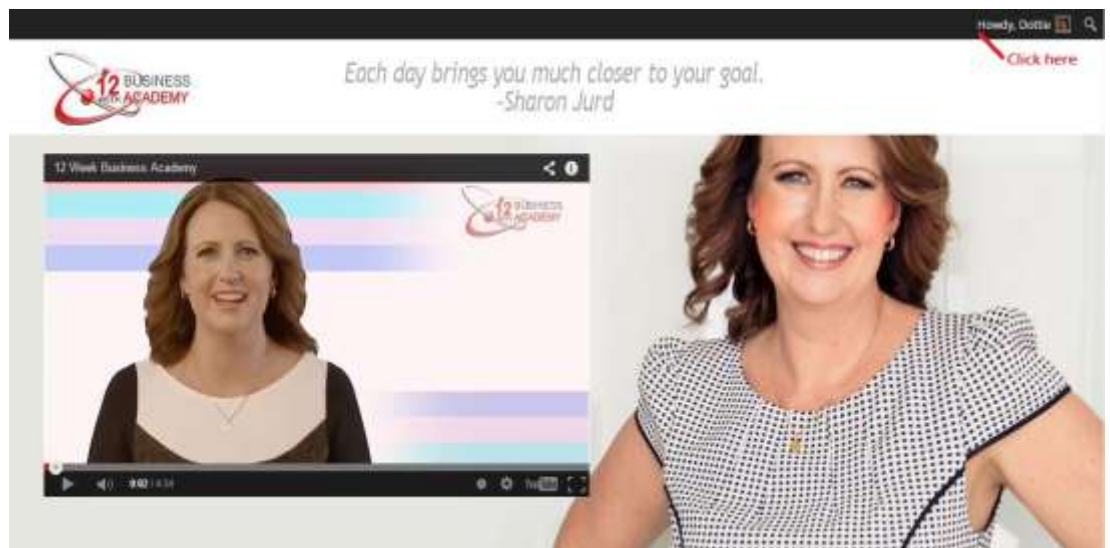
How do I download the videos, audios and PDF's?

Simply click on the icon under each modules video and you will have options as to how you can download the PDF's.

How can I edit my profile?

Creating a personalized profile is very easy. Here are the steps to follow:

- 1.) Click on the **"Howdy"** button on the upper right corner of your home page.



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2.) Click on **“Edit My Profile”** and it will lead you to a **Profile** menu page. From there you can choose your display name, change password, and upload an image.



3.) Once you're done, you can click on **“Update Profile”** and all changes will be saved.

Feedback

Follow Sharon on her page www.facebook.com.au/SharonMJurd. You can private message her there or message her through 12wba program.

I've sent an email and I have not received a response what do I do?

Our 12 Week Business Academy work between **8am – 4pm Australian Eastern Standard Time (Brisbane Queensland time) Monday through to Friday**. If you are outside these times we will receive your email upon our return on the next business day.

Our focus is to provide you with an exceptional customer experience; we pride ourselves that our standard is very high.

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We all know that sending an email is not always 100% guaranteed that it's received by the recipient so please send it again to manager@12wba.com.au and be sure to check the email address.

I'm not getting answered by Sharon in the comments section why isn't she responding?

Refer to our Q&A PDF where we have answered the most commonly asked questions.

When do I get the bonus module?

On the Home page there is a bonus module. This is our reward for you finishing the program so look out for it.

How long do I have access to the 12 Week Business Academy?

As long as the program exists

Contact us

Please email manager@12wba.com.au for any additional questions.