

FAQs

- **Who is Noom for?**

Noom participants must be over the age of 18. Noom reserves the right to remove participants from the program should it come to our attention that the program is no longer suitable for the individual, including conditions like pregnancy, BMI below the normal range, etc.

- **How long is the weight program?**

Employees can engage with the program for as long as your employer has an active contact with Noom.

- **What is the time commitment?**

The daily time commitment for Noom is approximately 10 minutes a day on average.

- **For technical support or troubleshooting, who do I contact?**

For technical support, contact the Noom Partner Support team by email at **partnersupport@noom.com**. Please note that all inquiries must be sent via email.

Noom technical support team operates with a 24-hour SLA during business hours, Monday through Friday. You can expect an initial response within 24 hours during these hours.

- **What if an employee already has a paid Noom (consumer) subscription?**

If an employee is already subscribed to a Noom program and would like to switch over to your employer-sponsored program, please have them email **partnersupport@noom.com**. The partner support team will assist employees with getting switched over and can provide a pro-rated refund, if applicable.

- **What mobile devices are compatible with Noom?**

Android or iOS smartphone running at least Android version 6 or iOS 10.3.3 (iPhone 5s, or better). Noom also recommends having at least 600MB of free space. Noom will run on with limited functionality on tablets (Android tablets/iPads), Kindle Fire tablets are not supported

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