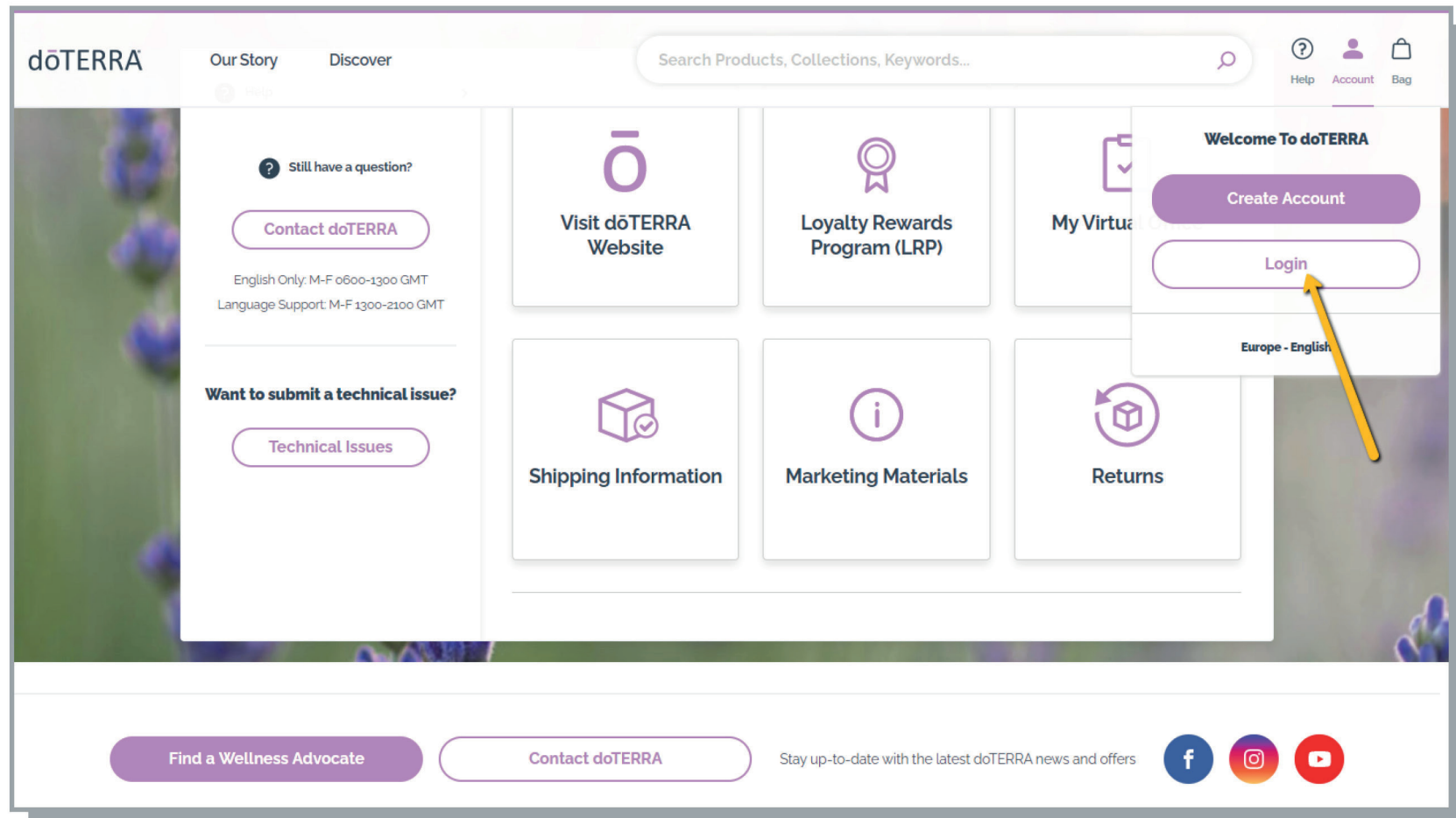


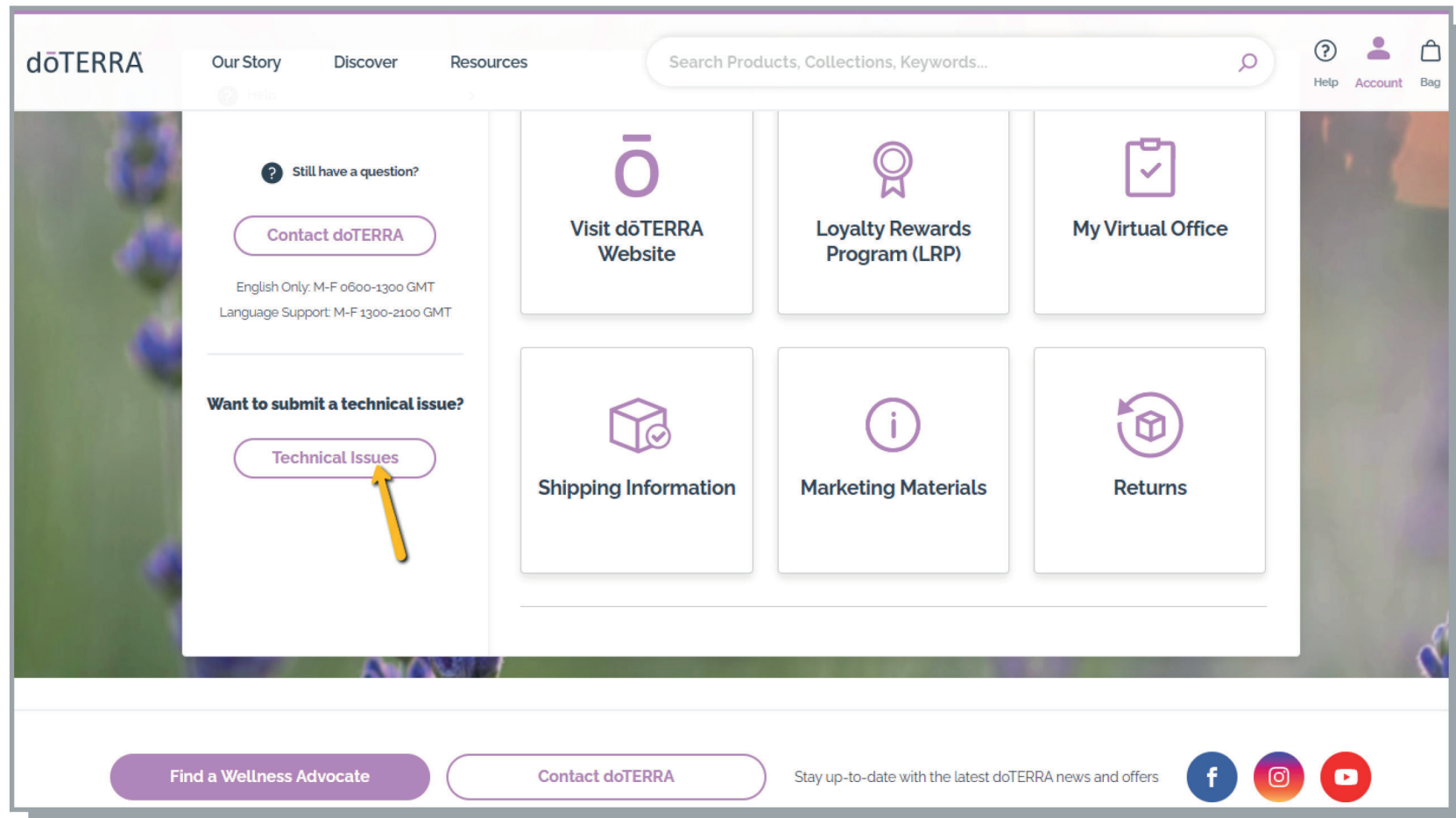
Using help.doterra.com

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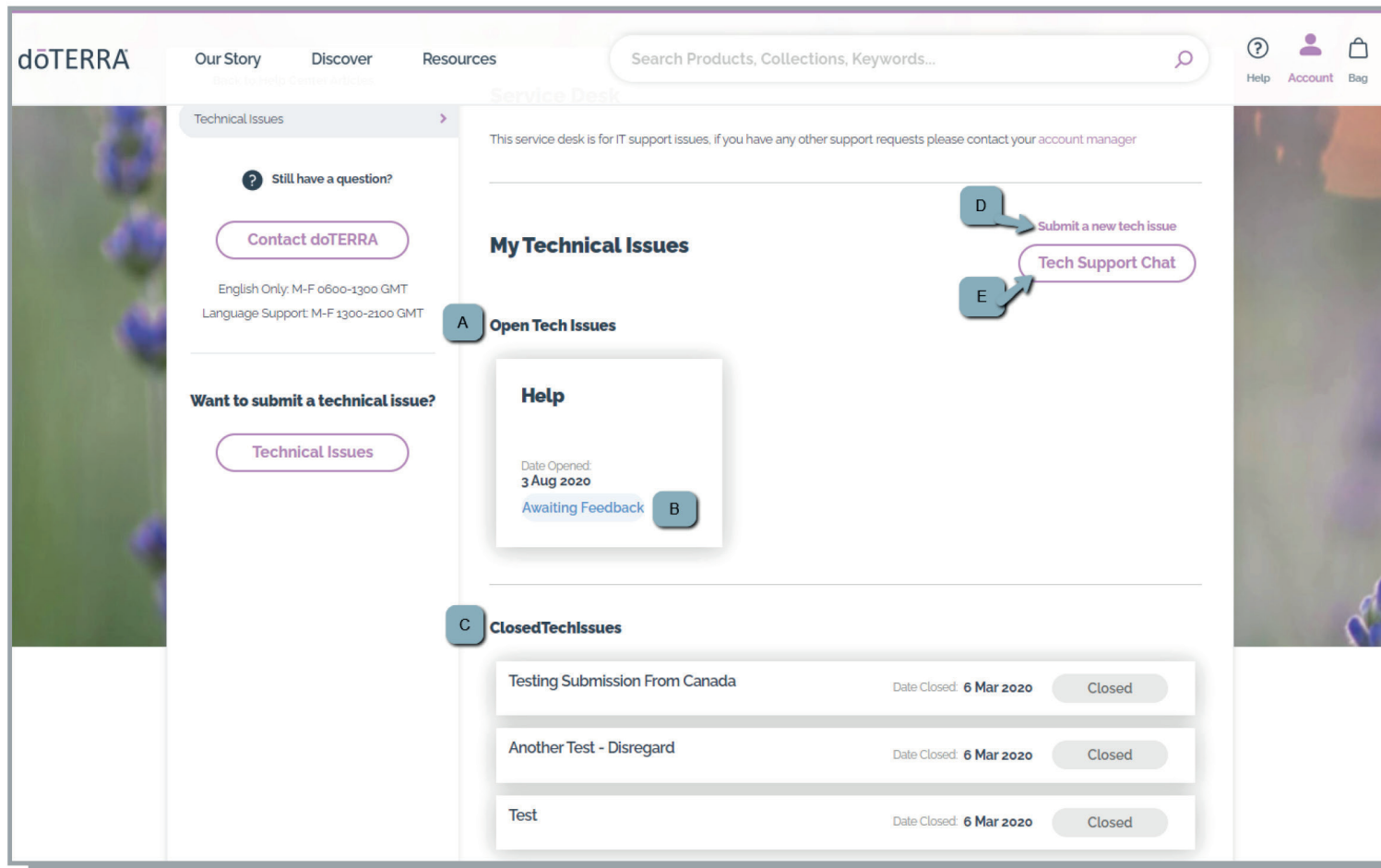
When you reach the help.doterra.com homepage, please log in using your existing **username** and **password** for your account.



Once you have logged in, please select “Technical Issues”.
Please note, this feature is only available to Silvers and above.



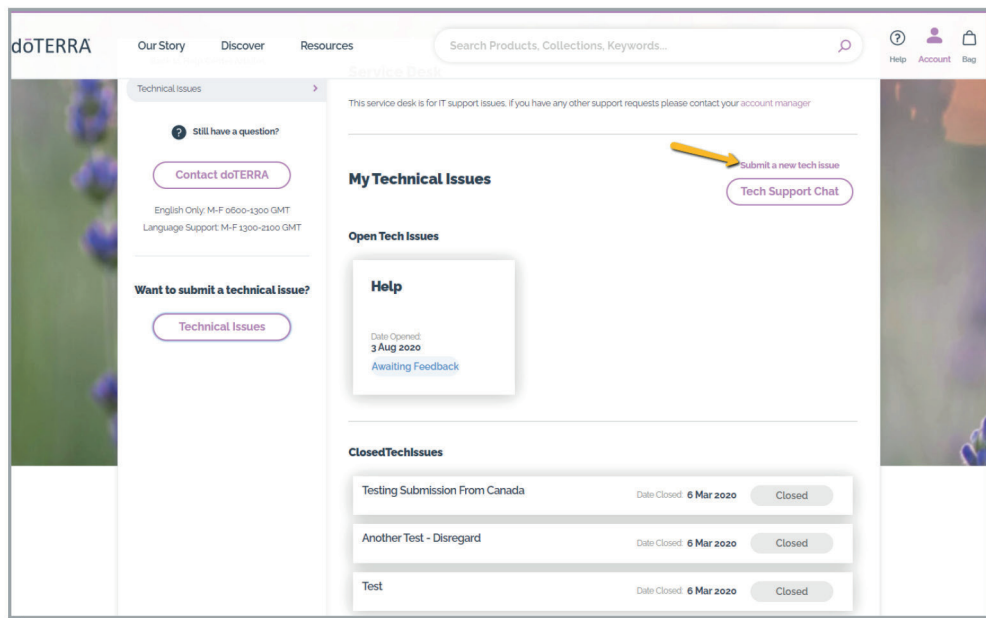
When you reach the “My Technical Issues” page, you will see the following information:



- A. This feature allows you to view open tickets.
- B. “Awaiting Feedback” is a feature that shows which tickets require information from you, requested by our IT team.
- C. Use this feature to view all tickets that have been submitted and resolved.
- D. This feature can be used to submit a ticket to our tech support team.
- E. Use this feature to start a chat with one of our tech support team members. This feature is available in English only.

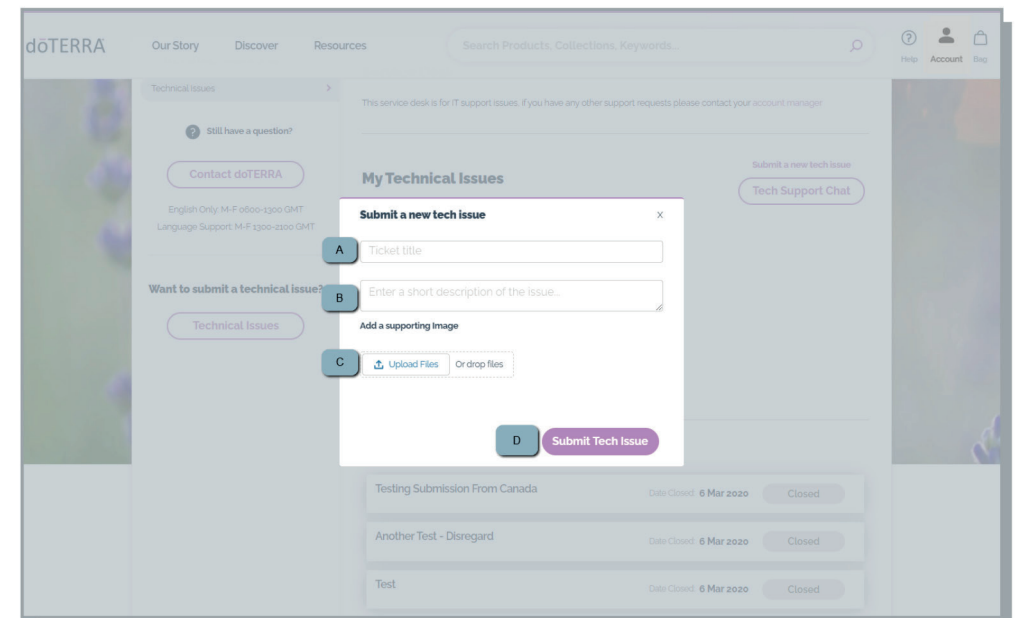
How to submit a ticket

1. Please select “Submit a new tech issue”.

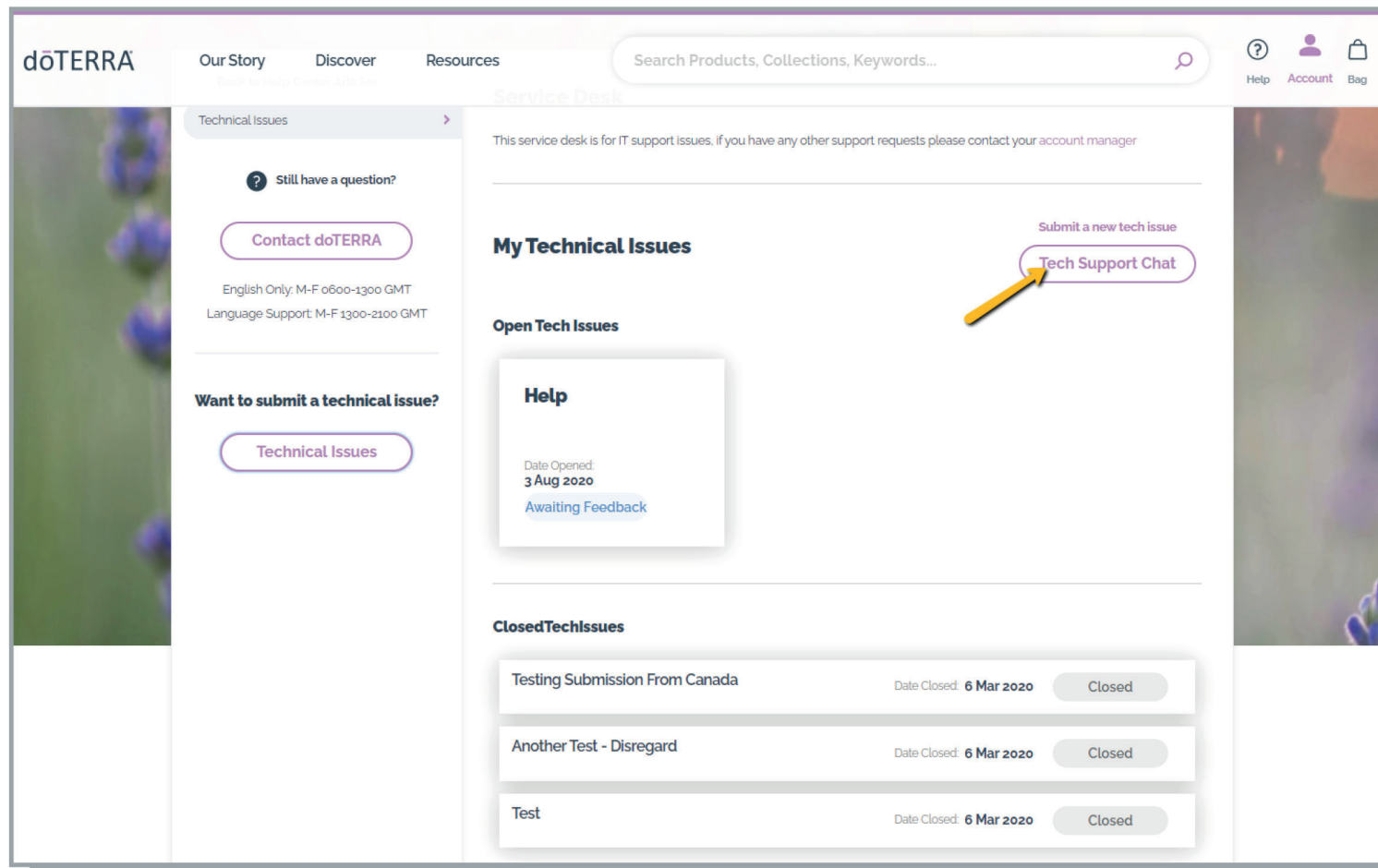


2. Please fill out the form as shown in the image below.

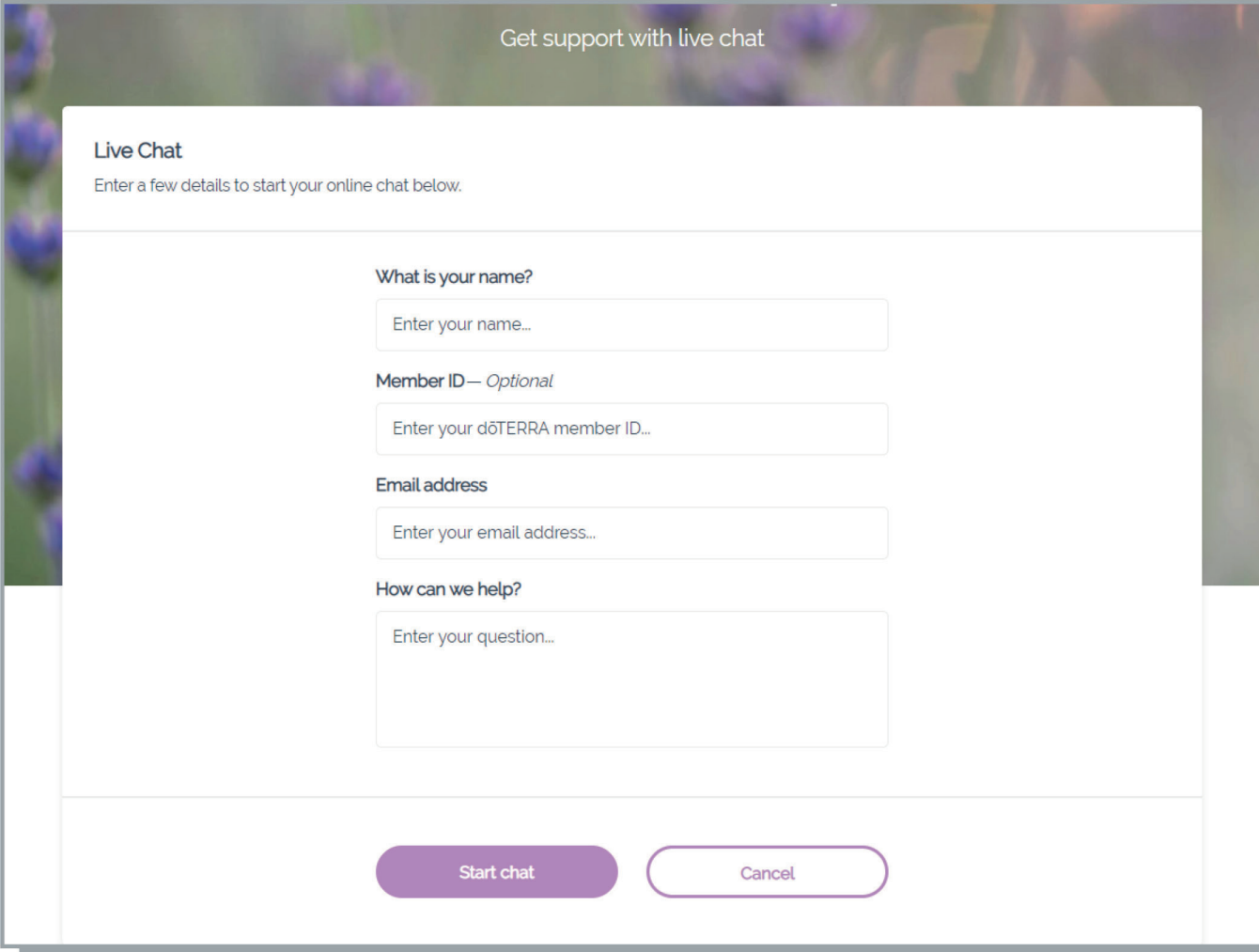
- A. **Title of Ticket:** Please include the language you are submitting the ticket in. Example: “Deutsch - Cannot process order”.
- B. **Detailed Description of Issue:** Please include the steps you took to get the error. The more information our tech support team receives, the faster they will resolve the ticket.
- C. **Upload Files:** Upload an image of the issue you are seeing.
- D. **Submit Tech Issue:** Submit the issue by clicking on “Submit Tech Issue”.



To chat directly with a tech support team member, select “Tech Support Chat”. Please note, this feature is only available in English. If you request support in another language, our agent will respond, asking you to submit a ticket.



Once you have selected “Tech Support Chat”, a new tab will open and take you to this page. Please fill out the form. Once you have completed the form, you will be added to the queue for our tech support team. Soon a team member will begin chatting with you.



Get support with live chat

Live Chat

Enter a few details to start your online chat below.

What is your name?

Member ID— Optional

Email address

How can we help?

Start chat **Cancel**