

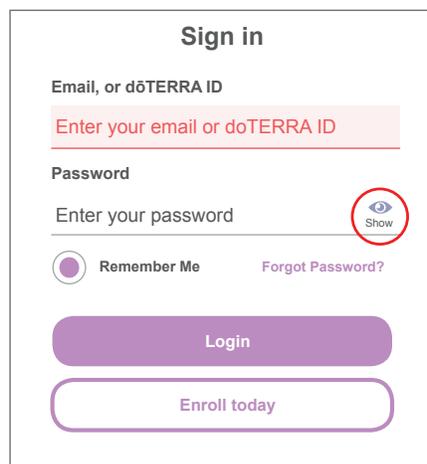
Login Troubleshooting

1. Make sure you are logging in at www.doterra.co.uk

- Go to doterra.co.uk and click “Login” in the upper right-hand corner. You will then be redirected to the login page.

2. Verify that your username and password have been entered correctly

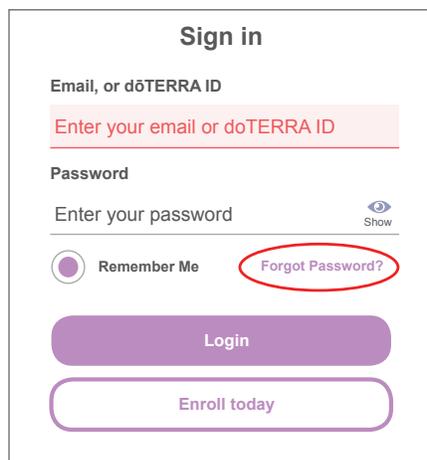
- Make sure there are no extra spaces before the ID or password.
- Note that the password field is case sensitive; if your password includes capitalised letters, be sure to capitalise.
- Click on the eye icon in the password box to view your typed password; this can ensure your password has been entered correctly.



The screenshot shows the 'Sign in' form. The 'Email, or dōTERRA ID' field contains the placeholder text 'Enter your email or dōTERRA ID'. The 'Password' field contains the placeholder text 'Enter your password'. To the right of the password field is a 'Show' icon (an eye) which is circled in red. Below the password field are two radio buttons: 'Remember Me' (selected) and 'Forgot Password?'. At the bottom are two buttons: 'Login' and 'Enroll today'.

3. Request a password reset email

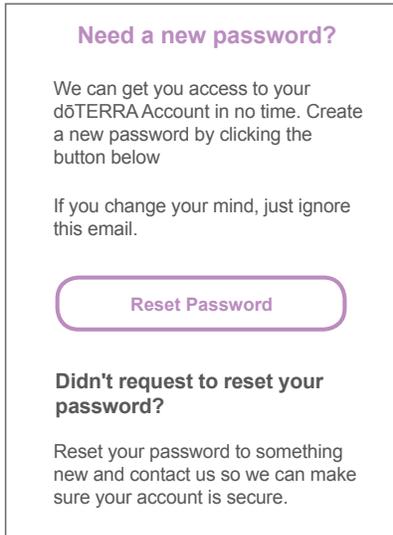
- Click the “Forgot Password” button and enter your ID when prompted. You will be sent a password reset email within a few minutes.



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4. Close your browser and open the password reset email in your inbox

- The password reset email will look like this:



- After clicking the "Reset Password" button in the email, you will be taken to a new page to reset your password.

5. Try to login again on doterra.com with your new password

- As noted above, ensure your user ID and password are entered correctly.

6. For instructions on clearing your cache and cookies, please click the corresponding link below:

- Google Chrome
- Internet Explorer
- Safari
- Mozilla Firefox

7. Try Incognito Mode on Google Chrome:

- To go into Incognito Mode, try either step on Google Chrome:
 - i. Click Shift+CTRL+N.
 - ii. Click on "New Incognito Window" from the settings bar (the three dots in the upper right-hand corner).
- After going into Incognito Mode, try to login again.

8. If issues persist:

- If you continue to experience login issues or require further assistance, please contact Member Services for your market via phone or email.