

What is [Single Sign On Project] ?

From July 2018 dōTERRA will launch the Single Sign On Project to enhance the global internet system effectiveness. We aim at provide a user friendly internet platform and protect wellness advocate's personal data.

If there is an email address duplicate use in different wellness advocate account, system will automatic delete those duplicate email address in these wellness advocate account. To ensure every wellness advocate email address is unique in our system for you not missing any information from dōTERRA, please go to check your account as soon as possible.

In order to cooperate with global system enhancement for protecting your personal data. dōTERRA will launch the Single Sign On project and let every dōTERRA wellness advocate has a unique email in our system. E.g. According to our record Peter & Mary both using d123@google.com registered in dōTERRA system. Since the e-mail mailbox is repeated in our system, the email address in these two accounts will be all deleted in the system.

Q1. When will this project execute? What is the impact to me?

A : Starting from July, those accounts with duplicated email will be delete and the "e-mail" field will be blank in dōTERRA system. If there is no further update of providing unique email address, you will not receive any notification from dōTERRA. Including order notification, e-newsletter, commission information, placement information or other important notification from dōTERRA.

Q2. How can I reset the my email box information?

A : Before dōTERRA start the Single On Project (in July), simply go to check and amend your email box information thru EVO or send email to our Customer Service. Please be reminded there will not have any notification send to you after this amendment.

◆ Go to EVO amend

【Login to EVO】 → 【My office setting】 → Click 【Personal Information】 → Amend 【Email Address】

The screenshot shows the 'mydōTERRA office' interface. The top navigation bar includes 'Home', 'Wellness Advocate Services', 'My Online Store', and 'My Office Settings' (highlighted with a red box). Below the navigation bar are several menu items: 'DASHBOARD', 'SHOP', 'TEAM', 'BUSINESS GROUPS', 'MESSAGE CENTER', and 'My WEB SI'. The main content area is titled 'Personal Information' and contains several sections: 'Spouse Name', 'Preferred Recognition Name', 'Preferred Native Recognition Name', 'Address Line 1: Room 1308, Lippo Sun Plaza3', 'Address Line 2: Tsim Sha Tsui, City Kowloon', 'Island: 000000', 'Country: HKG', 'My Account Ledger', 'Account Inquiry', 'Language: 中文(香港)', 'Time Zone: Beijing, Hong Kong, Singapore (GMT+8:00)', and a password change section. A red box highlights the 'Email Address' field, which contains 'mjack@doterra.com', and the 'Confirm Email Address' field, which also contains 'mjack@doterra.com'. A red arrow points from the 'My Office Settings' menu item to this field. A note states: 'Note: Changing information on this page will change the personal information on file. However, it will not change any information for any existing orders that are on file.'

◆ **Amended by Customer Service Agent**

Please send email to hongkongservice@doterra.com or visit our Will Call for amendment.

Please be reminded you should provide an unique email address, we are not able to reset a duplicated email address.

Q3. What happen if I use a duplicated email address?

A : If the email address already registered by other account, system will reject this input or amendment & there will no further notification to be sent. To protect you & your partner's benefit, please use your own email address.

Q4. What kind of impact of using duplicated email address?

A : Related to Commission, Rank & Account matters etc.

- ◆ Enroller/Sponsor changes: Enroller use the registered email address sends the request to Placement. If using a non-registered email, **dōTERRA** will reject the application.
- ◆ Reactive Account : Application must be sent by account owner's registered email, together with Enroller & Sponsor Information.
- ◆ Account Transfer : Transferor use the registered email address to send request to placement.
- ◆ Termination : Applicant send request to placement by using registered email.