

LOGIN TROUBLESHOOTING - Malaysia

You may encounter issues when trying to log into you doTERRA account. Here is a list of helpful troubleshooting tips to assist you regain access to your account.

General Troubleshooting

Try using a different Internet Browser

o doterra.com is most compatible with Google Chrome. If you are using a browser other than Chrome (Safari, Firefox, etc.) consider logging in through Chrome.

Clear your cache and cookies

- Web browsers store data to help sites function. If the stored data becomes outdated, it may inhibit site performance.
- o For instructions on clearing your cache and cookies, see the <u>Clearing Cache and Cookies</u> instructions page.
- After clearing your cache and cookies, try to login again.

Try Incognito or Private Mode on your browser:

- For instructions on entering incognito or private mode on your browser, see the <u>Incognito/Private Mode Browser</u> <u>Instructions</u> page.
- After going into incognito or private mode, try to login again.

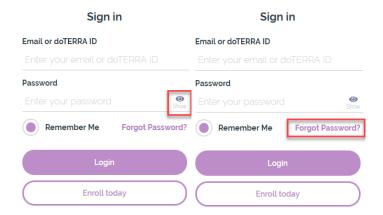
Password Troubleshooting

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

- Make sure there are no extra spaces before the ID or password.
- o Passwords are case sensitive. Click on the eye icon in the password box to view your typed password.
- o If you have forgotten your doTERRA ID, see Forgot Your Login Information.

2. Request a password reset email

- Click the "Forgot Password" button and enter your ID or email address when prompted. You will be sent a
 password reset email within a few minutes.
- Check Junk/Spam folder for reset email if you do not see the password reset email in your inbox. Occasionally, password reset emails are mistakenly filtered as spam.



If you continue to experience login issues or require further assistance: Please contact Customer Services at +603 2633 7888 or through email at malaysia@doterra.com.