

You may encounter issues when trying to log into your dōTERRA 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**
 - 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 If the stored data becomes outdated, it may inhibit site performance.
 - For instructions on clearing your cache and cookies, see the [Clearing Cache and Cookies](#) 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 [Incognito/Private Mode Browser Instructions](#) 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.
 - Passwords are case sensitive. Click on the eye icon in the password box to view your typed password.
 - If you have forgotten your dōTERRA 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.

The image displays two side-by-side screenshots of the dōTERRA login interface. Both forms are titled 'Sign in' and contain the following elements: 'Email or dōTERRA ID' field with placeholder text 'Enter your email or dōTERRA ID'; 'Password' field with placeholder text 'Enter your password'; a 'Remember Me' radio button; a 'Forgot Password?' link; a purple 'Login' button; and a white 'Enroll today' button. In the left screenshot, a red box highlights the 'Show' button (an eye icon) in the password field. In the right screenshot, a red box highlights the 'Forgot Password?' link.

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.