

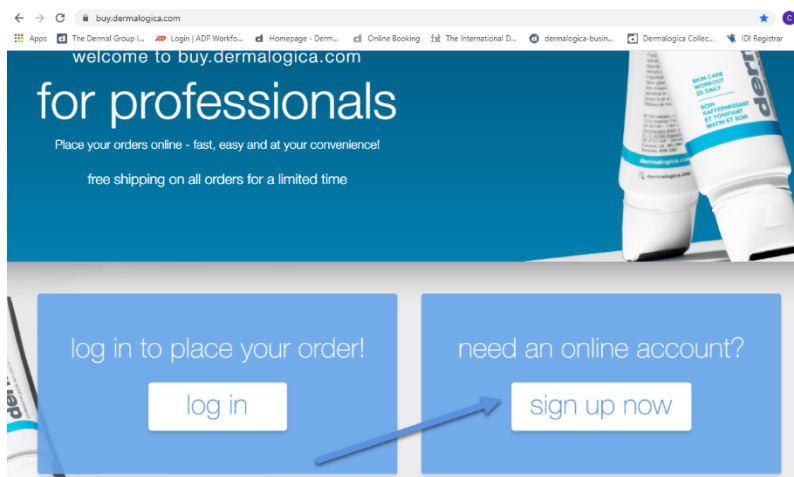
Website Resources and Helpful Tips

Creating a DermalogicaPRO Log in and Logging in Tips

- Clear your browser history
<https://www.refreshyourcache.com/en/home/>
- Follow User Guide for Creating a Log in/Logging In
<https://pro.dermalogica.com/faq/> under **How do I create a log in and logging in**
- If you are having challenges with logging into pro.dermalogica.com and need a password reset, you can contact a Registration Specialist at:
 - Call **(888) 292-5277**
 - Email idi.corporate@dermalogica.com
- If you are having challenges with ordering products please email your Business Consultant

Q. What if I am a Dermalogica Account that also needs to be approved to order product via buy.dermalogica.com, what should be my first step?

A. If you are a Dermalogica Account and would like to order via online, you will need to visit buy.dermalogica.com and create an online account. This is to approve that you are verified to order for the account.

A screenshot of the 'buy.dermalogica.com access request' form. The form is titled 'buy.dermalogica.com access request' and includes the following fields: 'Account Number *', 'First Name *', 'Last Name *', 'Your Role *' (a dropdown menu), and 'Email Address *'. At the bottom of the form, there are links for 'Privacy Notice' and 'Do Not Sell My Info'.

Once approved, you will then need to go to pro.dermalogica.com and use the same email address to create a log in. Once this is complete, you will now have a single sign in email and password that you will use moving forward.

NOTE: Starting 3/12/2021, if you opened a Dermalogica Account on 9/1/2020 or after, you will automatically be given access to buy.dermalogica.com. You will receive an email from Dermalogica with the confirmation and directions on creating a log in on pro.dermalogica.com.

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Q. What if I'm an account Owner creating a log in and I see the following error message?

Your information does not match the owner we have on file.
Please either select another role or contact your business consultant.

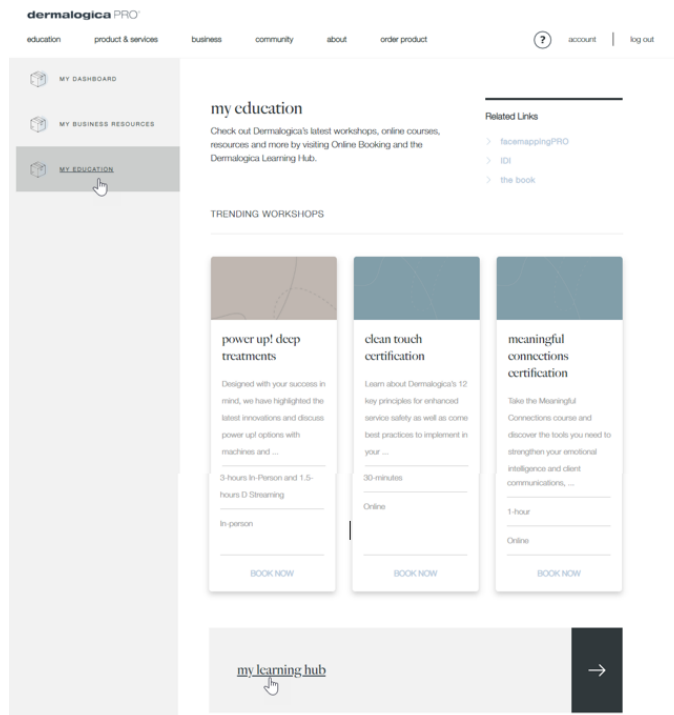
A. You will need to contact your Business Consultant to confirm your information.

Education

Q. Where can I find product manuals, treatment protocols, treatment videos and treatment support materials?

A. You can access the Product Manuals, Treatment Protocols, Training Videos and more via the Learning Hub.

- Log into pro.dermalogica.com and click on My Education and My Learning Hub



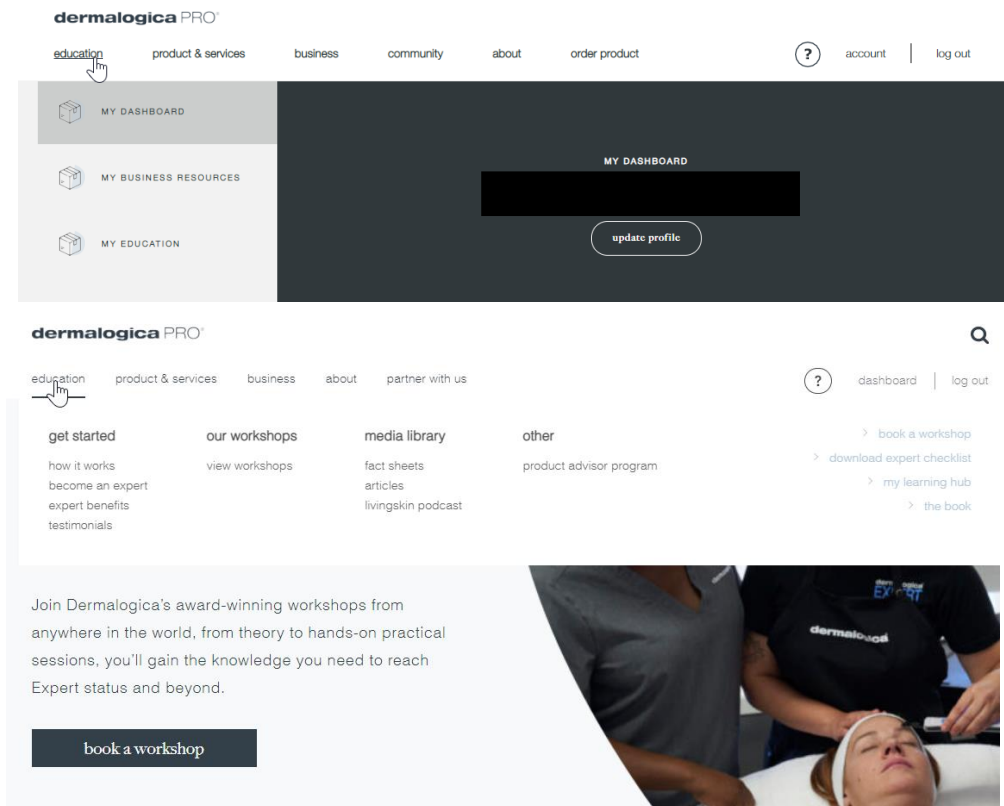
*Helpful tip, if you are already logged in and exploring the site, you can also access the Learning Hub via the Education Page under Learning Hub

Website Resources and Helpful Tips

Q. How do you book a workshop?

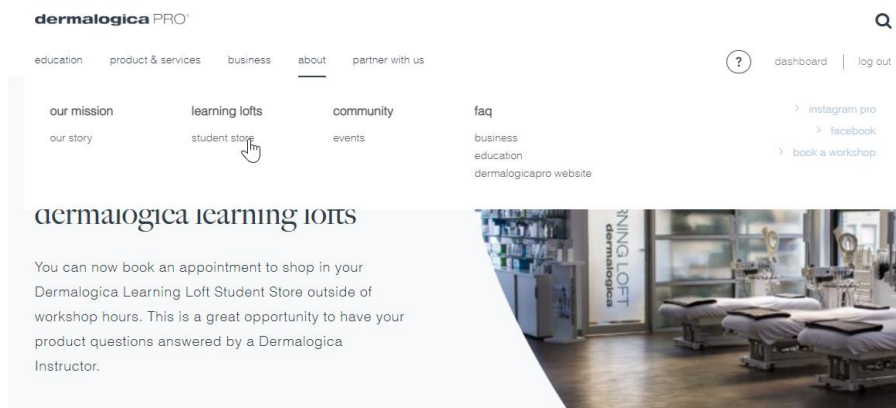
A. You can access the online booking portal via the dashboard, Education Page and Workshop Page

- Log into pro.dermalogica.com and click [Education](#)



Q. How do I book an appointment to shop in a student store?

A. Visit pro.dermalogica.com and hover over [About](#) and click on [Student Store](#). No log in required for this.



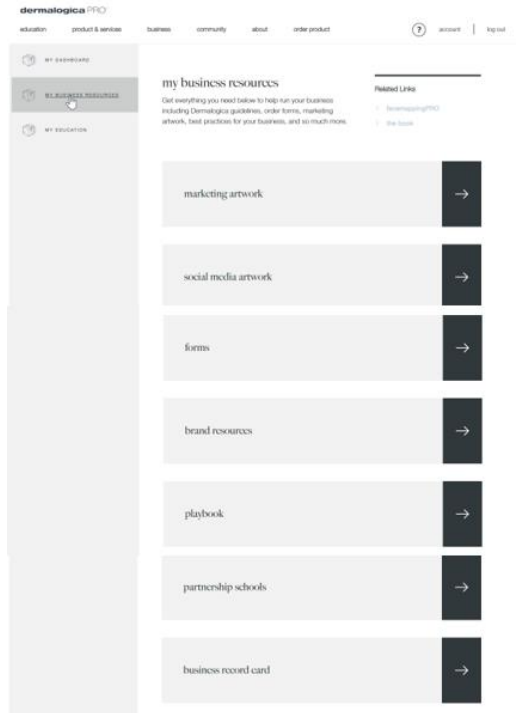
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Business

Q. What is happening with the current Business Center?

A. All Business Center needs can be found within your Dashboard under [My Business Resources](#).

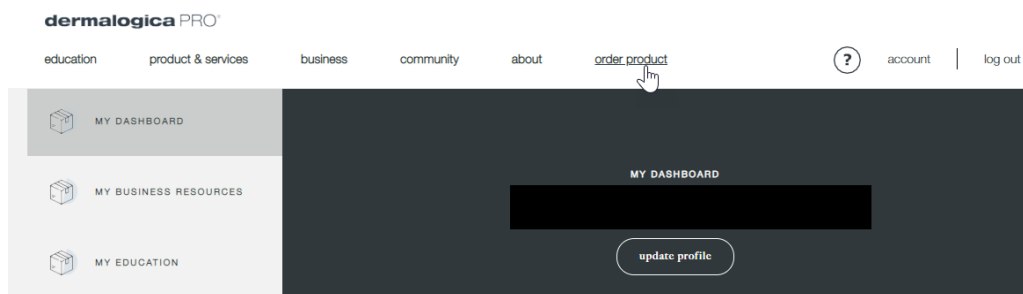
- Log into pro.dermalogica.com and click [My Business Resources](#)



Q. How do I order product?

A. To make it easier for you, we have included [Order Product](#) buttons and links throughout the pro.dermalogica.com website ([Business Page](#), [Innovation Pages](#), [Dashboard](#)). You can also still order products by visiting buy.dermalogica.com.

- Log into pro.dermalogica.com and click [Order Product](#)



Website Resources and Helpful Tips

Q. Where can the Business Card be found?

A. You will find the [Business Record Card](#) link on your dashboard under [My Business Resources](#). Note that you will need to be signed in with the email address that is associated as the Owner/Co-Owner to be able to view the Business Record Card. (Invoices are still housed within the Business Card)

- Log into pro.dermalogica.com and click [My Business Resources](#) and [Business Record Card](#)

The screenshot displays the dermalogica PRO website dashboard. The top navigation bar includes links for education, product & services, business, community, about, order product, account, and log out. The main content area is titled 'my business resources' and contains a list of links: marketing artwork, social media artwork, forms, brand resources, playbook, partnership schools, and business record card. A blue arrow points to the 'business record card' link. A 'your account' dropdown menu is visible, containing options: order now!, update profile, business record card, and sign out. The background features a collage of dermalogica products, including 'hydro masque exfoliant' and 'facemappingPRO'. A footer contains several call-to-action buttons: order now!, dermalogica education, facemappingPRO, international dermal institute, the book, and FITE business accelerator.