

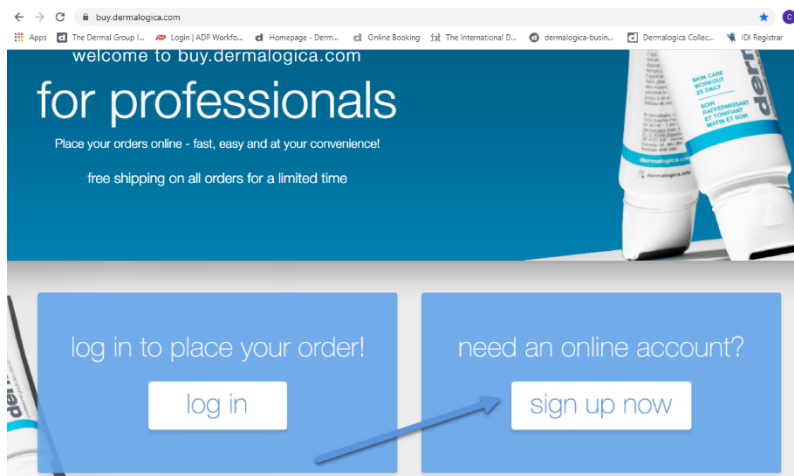
Website Resources and Helpful Tips

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 buy.dermalogica.com please email your Business Consultant
- If you are having challenges with invoices or shipping please email our Customer Service Team at cs.admin@dermalogica.com

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 has the following fields: "Account Number *", "First Name *", "Last Name *", "Your Role *", and "Email Address *". There are also 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 am 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.

Q. What if I need to update my email on pro.dermalogica.com?

A. If you need to update your email address, please contact a Registration Specialist at 888-292-5277 or email us at idi.corporate@dermalogica.com. Please let us know your first name, last name, current email address used and new email address.

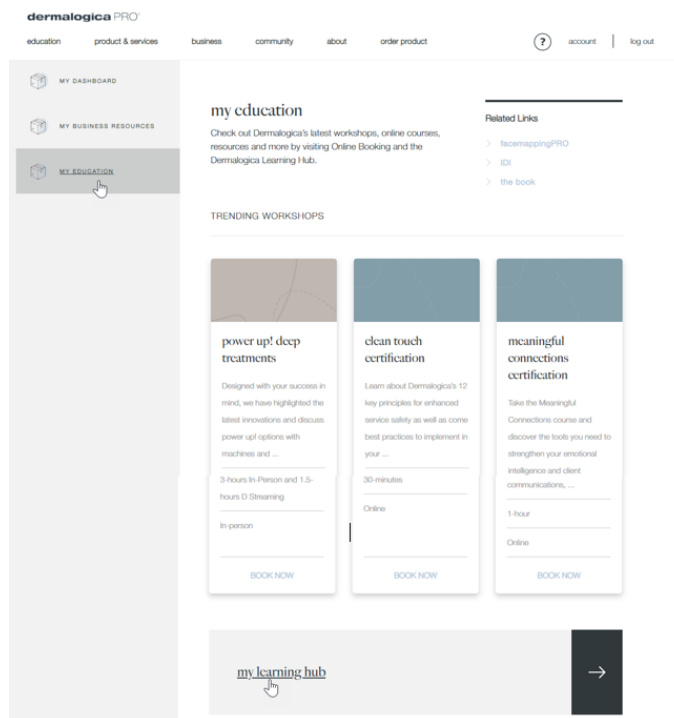
If you are an owner, co-owner or buyer for your account, you will need to **contact your Business Consultant first** to make this update for the buy.dermalogica.com usage.

Education

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

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

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



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*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

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](#)

The screenshot shows the Dermalogica PRO website. At the top, the navigation menu includes 'education', 'product & services', 'business', 'community', 'about', and 'order product'. A user is logged in, as indicated by the 'account' and 'log out' links. The left sidebar has 'MY DASHBOARD', 'MY BUSINESS RESOURCES', and 'MY EDUCATION'. The main content area is titled 'MY DASHBOARD' and features an 'update profile' button. Below this, the 'education' page is displayed, with a 'get started' section containing links like 'how it works', 'become an expert', 'expert benefits', and 'testimonials'. The 'our workshops' section has a 'view workshops' link. The 'media library' section includes 'fact sheets', 'articles', and 'livingskin podcast'. The 'other' section lists 'product advisor program', 'book a workshop', 'download expert checklist', 'my learning hub', and 'the book'. A large banner at the bottom features a photo of a person receiving a facial treatment and a 'book a workshop' button.

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.

The screenshot shows the Dermalogica PRO website. The navigation menu includes 'education', 'product & services', 'business', 'about', and 'partner with us'. A user is logged in, as indicated by the 'dashboard' and 'log out' links. The left sidebar has 'our mission', 'our story', 'learning lofts', 'student store', 'community', and 'events'. The main content area is titled 'dermalogica learning lofts' and features a 'book a workshop' button. Below this, the 'learning lofts' section is displayed, with a 'student store' link. The 'faq' section includes 'business', 'education', and 'dermalogicapro website'. The 'partner with us' section lists 'instagram pro', 'facebook', and 'book a workshop'. A large banner at the bottom features a photo of a Dermalogica Learning Loft Student Store and a 'book a workshop' button.

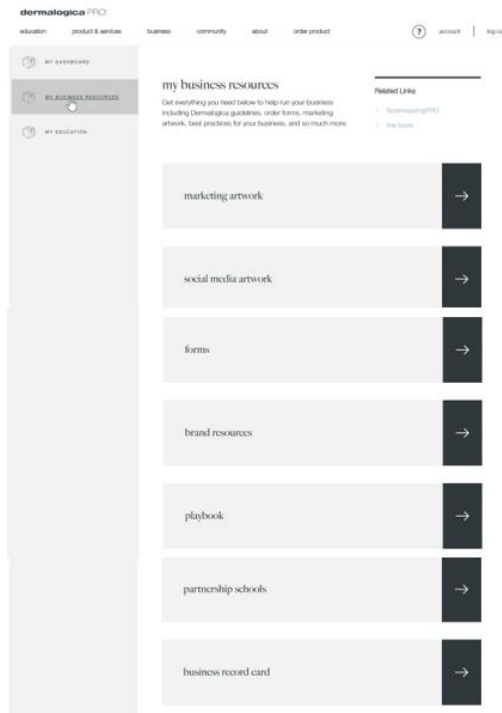
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Business

Q. What is happening with the Business Center?

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

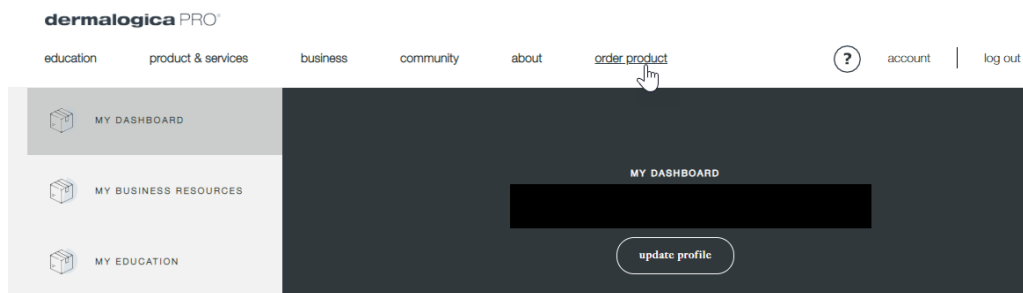
- Log into pro.dermalogica.com and click [My Business Resources](#)



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](#)

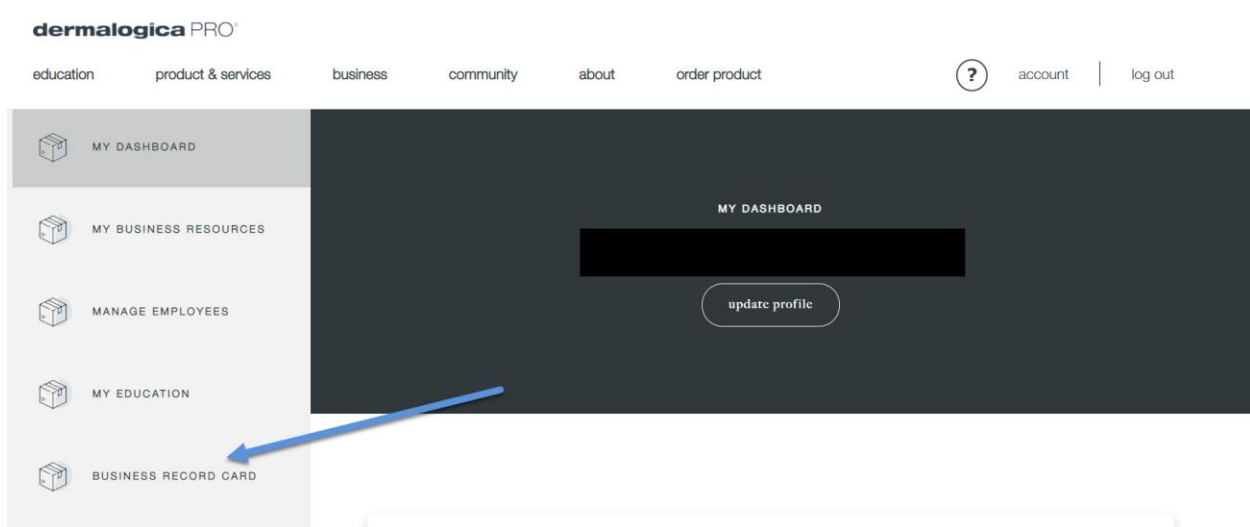


Website Resources and Helpful Tips

Q. Where can the Business Card be found?

A. You will find the [Business Record Card](#) link on your dashboard. 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 and shipping information is housed within the Business Card)

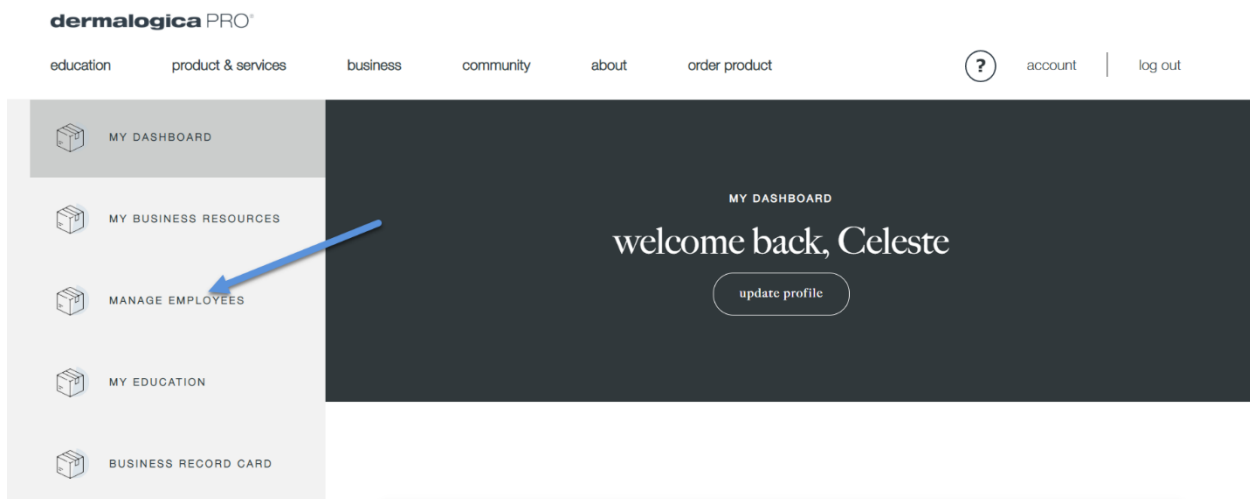
- Log into pro.dermalogica.com and click [Business Record Card](#) on the left side navigation bar



Q. How do I Manage My Employees?

A. You will find the [Manage Employees](#) link on your dashboard. You now have access to approve buyers, give access to the Business Record Card and deactivate employees.


- Log into pro.dermalogica.com and click [Manage Employees](#) on the left side navigation bar



Website Resources and Helpful Tips

- Click on employee's name

Dermalogica Skin therapist	Professional Skin Therapist	Active
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- You can now update an employee's access to the Business Record Card, buying access, give them owner access or you can deactivate them from your account.

Employee Status



Employer Access

Owner Rights ?



Buyer Access ?

Allow 60 mins for Buyer Access switch to update



Business Record Card Access ?



save