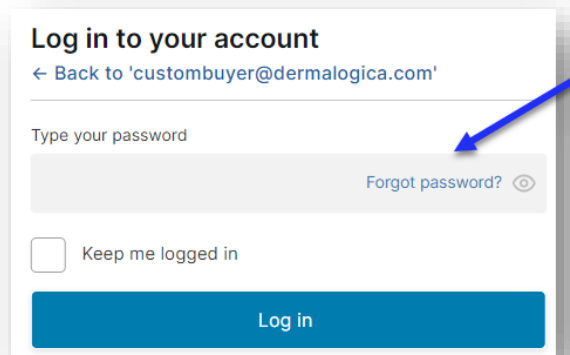


## Frequently Asked Questions


**Q: I can't log in / forgot my password. What do I do?**

A: If you are *already set up to order online*, go to [buy.dermalogica.com](http://buy.dermalogica.com) and select the 'Log in' button. On the next screen, enter your email address, then select the 'Next' button. Select 'Forgot password', then 'Send me a reset link'.



**Log in to your account**  
← Back to 'custombuyer@dermalogica.com'

Type your password

Forgot password? 

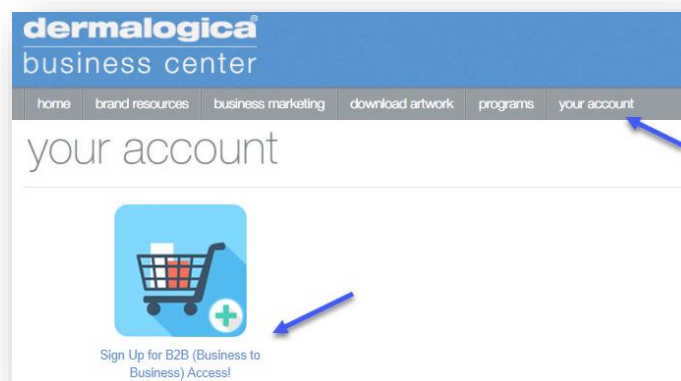
Keep me logged in

Log in

**Note:** If you signed up to order online *prior to November 28, 2018*, your password was reset to a random alphanumeric one for your security as we switched from the old platform to our new one. *Please be sure to update your password with your next login (see below for instructions).*

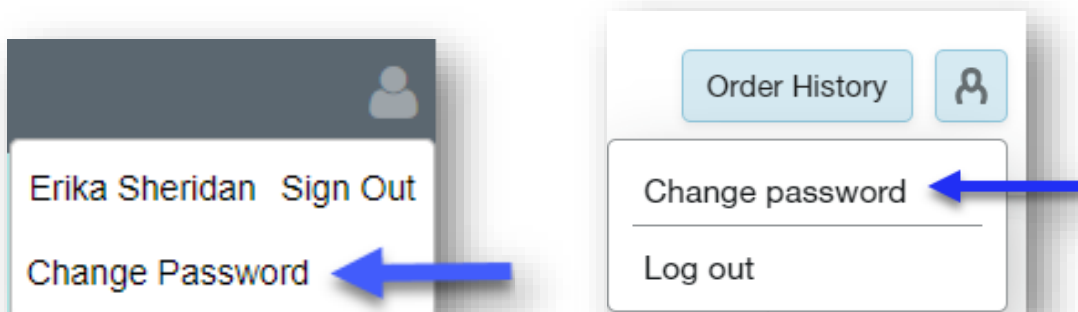
**Q: What if I am not set up to order online yet?**

A: Please log in to the Business Center ([business.dermalogica.com](http://business.dermalogica.com)). Go to 'Your Account', then click the 'Sign up for B2B Access' link and submit the form.



**Q: How do I change my password?**

From [buy.dermalogica.com](http://buy.dermalogica.com), select 'log in'. After logging in with your existing and/or temporary password, click the profile link in the upper right corner on the home page. Select 'Change Password', then follow the prompts. You will see one of the two views below:



**Q: How do I add another staff member to order online?**

A: At this time, only one buyer profile per account is permitted.

**Q: How do I deactivate a buyer profile?**

A: Please email your request to [B2BSupport@dermalogica.com](mailto:B2BSupport@dermalogica.com) and include your account number, the existing email address, and the name of the staff member to deactivate.

**Q: How do I change the email address for my log in (for the same person)?**

A: Please email [B2BSupport@dermalogica.com](mailto:B2BSupport@dermalogica.com) with the account number, buyer name, existing buyer email and replacement email.

**Q: How do I change the buyer profile from one staff member to another?**

A: Please follow the instructions above to request a profile *deactivation* first. Once the deactivation has been confirmed, please follow the instructions above to apply for access for the new user through the Business Center.

**Q: How do I see a specific segment or category?**

A: Use the **Filters** and/or **Smart Search** on the left. Note that if you are on a smaller device like a mobile phone, the Filters and Smart Search options are accessible by selecting the **funnel icon** in the upper left corner. Tap the funnel icon again to collapse and return to the catalog.