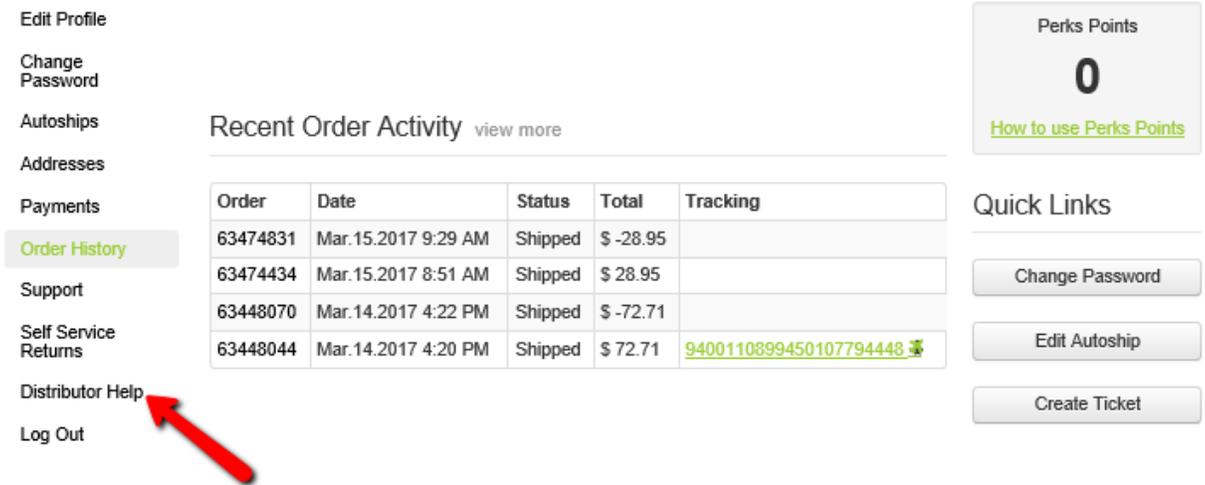


## Distributor Help Tool - FAQs

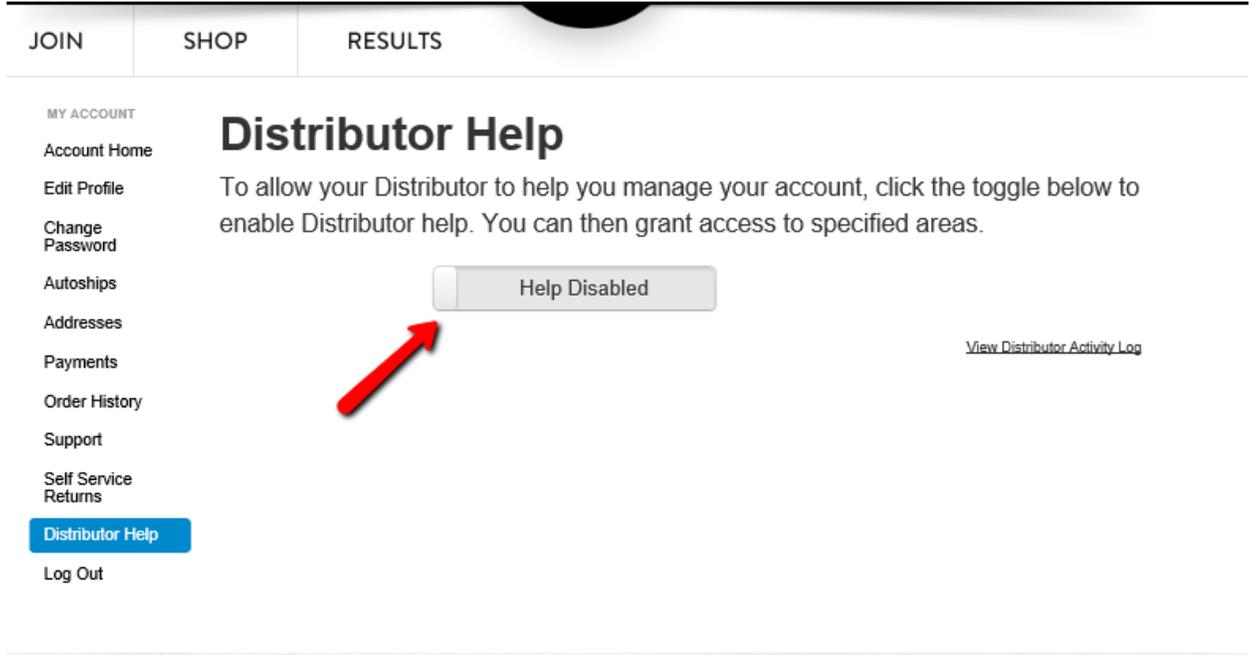
1. After logging into the Loyal Customer Portal, click “Distributor Help”



The screenshot shows the user's account dashboard. On the left is a navigation menu with items: Edit Profile, Change Password, Autoships, Addresses, Payments, Order History (highlighted), Support, Self Service Returns, **Distributor Help** (indicated by a red arrow), and Log Out. The main content area features 'Recent Order Activity' with a table of orders and a 'view more' link. On the right, there is a 'Perks Points' section showing 0 points and a 'Quick Links' section with buttons for 'Change Password', 'Edit Autoship', and 'Create Ticket'.

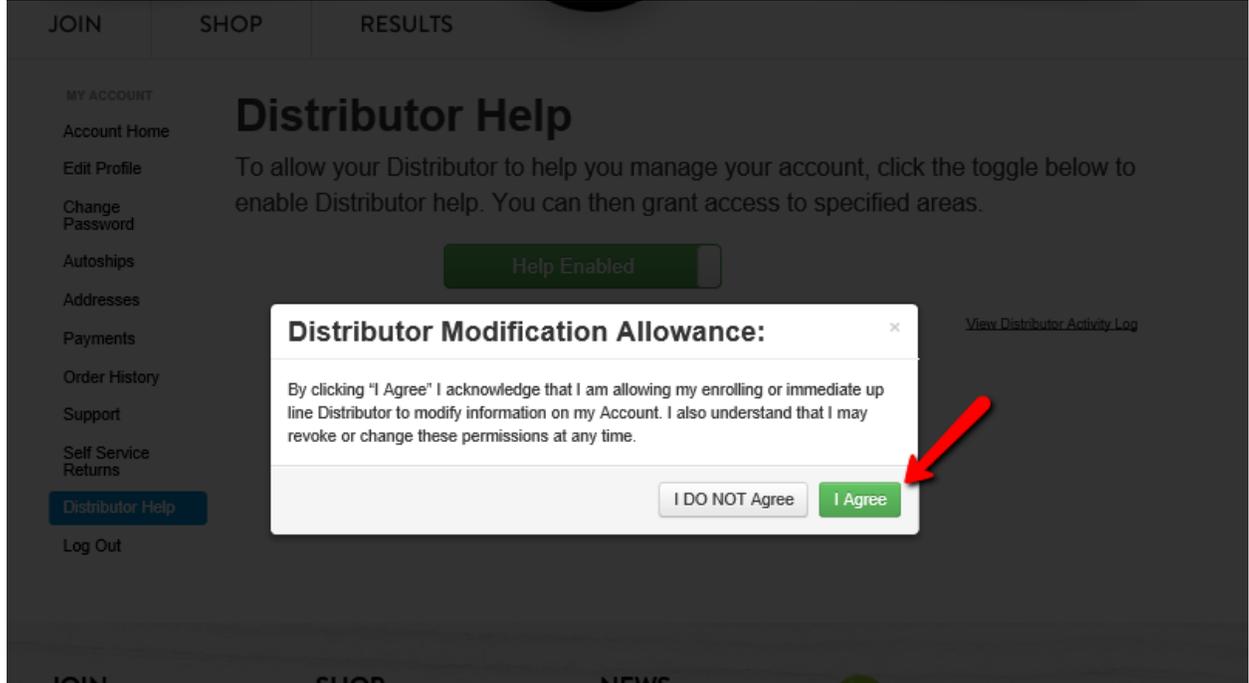
Order	Date	Status	Total	Tracking
63474831	Mar.15.2017 9:29 AM	Shipped	\$ -28.95	
63474434	Mar.15.2017 8:51 AM	Shipped	\$ 28.95	
63448070	Mar.14.2017 4:22 PM	Shipped	\$ -72.71	
63448044	Mar.14.2017 4:20 PM	Shipped	\$ 72.71	<a href="#">9400110899450107794448</a>

2. Use the button to enable and disable the Distributor Help capability.



The screenshot shows the 'Distributor Help' settings page. At the top are navigation tabs: JOIN, SHOP, and RESULTS. Below is a 'MY ACCOUNT' sidebar with a list of account management options, where 'Distributor Help' is highlighted in blue. The main content area has the heading 'Distributor Help' and a paragraph: 'To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.' Below this text is a toggle switch currently set to 'Help Disabled', with a red arrow pointing to it. A link for 'View Distributor Activity Log' is visible on the right side.

3. If you want to enable Distributor Help, click that button. A pop-up with the terms will appear. Click "I Agree"



The screenshot shows a user interface for 'Distributor Help'. At the top, there are navigation tabs for 'JOIN', 'SHOP', and 'RESULTS'. Below these, a sidebar on the left lists 'MY ACCOUNT' options: Account Home, Edit Profile, Change Password, Autoships, Addresses, Payments, Order History, Support, Self Service Returns, Distributor Help (highlighted), and Log Out. The main content area is titled 'Distributor Help' and contains the text: 'To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.' Below this text is a toggle switch labeled 'Help Enabled'. A pop-up modal titled 'Distributor Modification Allowance:' is centered on the screen. The modal contains the text: 'By clicking "I Agree" I acknowledge that I am allowing my enrolling or immediate up line Distributor to modify information on my Account. I also understand that I may revoke or change these permissions at any time.' At the bottom of the modal are two buttons: 'I DO NOT Agree' and 'I Agree'. A red arrow points to the 'I Agree' button. In the top right corner of the modal, there is a link that says 'View Distributor Activity Log'.

4. Six categories your distributor can assist you with will now appear. You can choose to activate all of the categories or just one.  
To activate a category, click the button under your distributor's name.  
To deactivate the access for your distributor, simply click that same button again. When it says "Blocked", your distributor does not have access. When it says "Allowed", your distributor does have access.

## MY ACCOUNT

[Account Home](#)[Edit Profile](#)[Change Password](#)[Autoships](#)[Addresses](#)[Payments](#)[Order History](#)[Support](#)[Self Service Returns](#)[Distributor Help](#)[Log Out](#)

## Distributor Help

To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.

Help Enabled

Select specific areas to allow or disallow access too.

[View Distributor Activity Log](#)

		Description
		
<b>Burns Go Live</b>		
Orders	<input type="checkbox"/> Blocked	Allows my sponsor to view my order history, including items purchased.
Autoships	<input type="checkbox"/> Blocked	Allows my sponsor to create, edit and delete my autoship profiles. This includes changing products, next run dates, and payments.
Payments	<input type="checkbox"/> Blocked	Allows my sponsor to update my payment stored on file. This DOES NOT allow anyone to view my credit card number.
Ticket Support	<input type="checkbox"/> Blocked	Allows my sponsor to create and view tickets on my behalf for support purposes.
Addresses	<input type="checkbox"/> Blocked	Allow my sponsor to view and edit my Addresses on file.
Create Orders	<input type="checkbox"/> Blocked	Allows my sponsor to create one time orders using my address and payment on file.

## MY ACCOUNT

[Account Home](#)[Edit Profile](#)[Change Password](#)[Autoships](#)[Addresses](#)[Payments](#)[Order History](#)[Support](#)[Self Service Returns](#)[Distributor Help](#)[Log Out](#)

## Distributor Help

To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.

Help Enabled

Select specific areas to allow or disallow access too.

[View Distributor Activity Log](#)

		Description
<b>Orders</b>		Allows my sponsor to view my order history, including items purchased.
<b>Autoships</b>		Allows my sponsor to create, edit and delete my autoship profiles. This includes changing products, next run dates, and payments.
<b>Payments</b>		Allows my sponsor to update my payment stored on file. This DOES NOT allow anyone to view my credit card number.
<b>Ticket Support</b>		Allows my sponsor to create and view tickets on my behalf for support purposes.
<b>Addresses</b>		Allow my sponsor to view and edit my Addresses on file.
<b>Create Orders</b>		Allows my sponsor to create one time orders using my address and payment on file.

Data successfully saved.

×

## MY ACCOUNT

[Account Home](#)[Edit Profile](#)[Change Password](#)[Autoships](#)[Addresses](#)[Payments](#)[Order History](#)[Support](#)[Self Service Returns](#)[Distributor Help](#)[Log Out](#)

## Distributor Help

To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.

Help Enabled

Select specific areas to allow or disallow access too.

[View Distributor Activity Log](#)

		Description
Orders	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to view my order history, including items purchased.
Autoships	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create, edit and delete my autoship profiles. This includes changing products, next run dates, and payments.
Payments	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to update my payment stored on file. This DOES NOT allow anyone to view my credit card number.
Ticket Support	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create and view tickets on my behalf for support purposes.
Addresses	<input checked="" type="checkbox"/> Allowed	Allow my sponsor to view and edit my Addresses on file.
Create Orders	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create one time orders using my address and payment on file.

Data successfully saved.



- If you want to view what changes or updates your distributor has made, click “View Distributor Activity Log.” A pop-up will appear with the data.

MY ACCOUNT

- Account Home
- Edit Profile
- Change Password
- Autoships
- Addresses
- Payments
- Order History
- Support
- Self Service Returns
- Distributor Help
- Log Out

## Distributor Help

To allow your Distributor to help you manage your account, click the toggle below to enable Distributor help. You can then grant access to specified areas.

Help Enabled



Select specific areas to allow or disallow access too.

[View Distributor Activity Log](#)

	 Burns Go Live	Description
Orders	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to view my order history, including items purchased.
Autoships	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create, edit and delete my autoship profiles. This includes changing products, next run dates, and payments.
Payments	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to update my payment stored on file. This DOES NOT allow anyone to view my credit card number.
Ticket Support	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create and view tickets on my behalf for support purposes.
Addresses	<input checked="" type="checkbox"/> Allowed	Allow my sponsor to view and edit my Addresses on file.
Create Orders	<input checked="" type="checkbox"/> Allowed	Allows my sponsor to create one time orders using my address and payment on file.