

FORGOTTEN YOUR MYXANGO OFFICE PASSWORD

Follow the sequence below, if you have forgotten or not received your XanGo™ back office password, or get the following message when you try to login:



Password does not match NUP record. Contact Support.

MYXANGO

English

DISTRIBUTOR ID:

PASSWORD:

Login »

[Low Bandwidth? Click Here to login](#)

[Lost your password?](#)

[Register for MYXANGO Office](#)

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SEQUENCE TO FOLLOW ON NEXT PAGE

SEQUENCE TO FOLLOW

- 1 - Click on the text : [Lost your password?](#) – see screen shot below:



- 2 - The next screen displayed looks like:



3 - Read the options that appear on the above screen. We recommend you have your current password sent to your email address. Enter both your Distributor ID and your email address that XanGo™ currently has registered for your distributor position. If the email address entered doesn't match you will get an error message to tell you. Try alternative email addresses if you can't remember which email address you have registered with XanGo™.

4 - If you have any problems at this stage, call XanGo™'s Customer Service to ask for their help. Do you recommend using the webmaster email address when you can resolve the issue quickly by calling XanGo™. Also if you forget which email address has been registered with XanGo™ they may be reluctant to email you a new password by email for security reasons.

5 - Your password will be emailed to you. Once you receive your password from XanGo™ you can now continue with the login process.

If you are not able to login having followed the above information, call your country specific Customer Service department to ask for their help.

XanGo™ provide 'freephone' telephone numbers and long opening hours which makes it easy to contact them. The contact telephone number for each country is displayed on our team support website www.gosupportme.com at the bottom of each page via the Contact XanGo™ button.

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RELATED TRAINING DOCUMENTS:

- **How to Access Your XanGo™ back office for NEW SIGNUPS ONLY**
- **How to Determine the Web Address to Use for Login**
- **What to Do When You Can't Access Your MYXANGO Office**

RELATED TRAINING VIDEOS:

- **How to Login To Your XanGo Back Office**

----- END OF TRAINING DOCUMENT -----