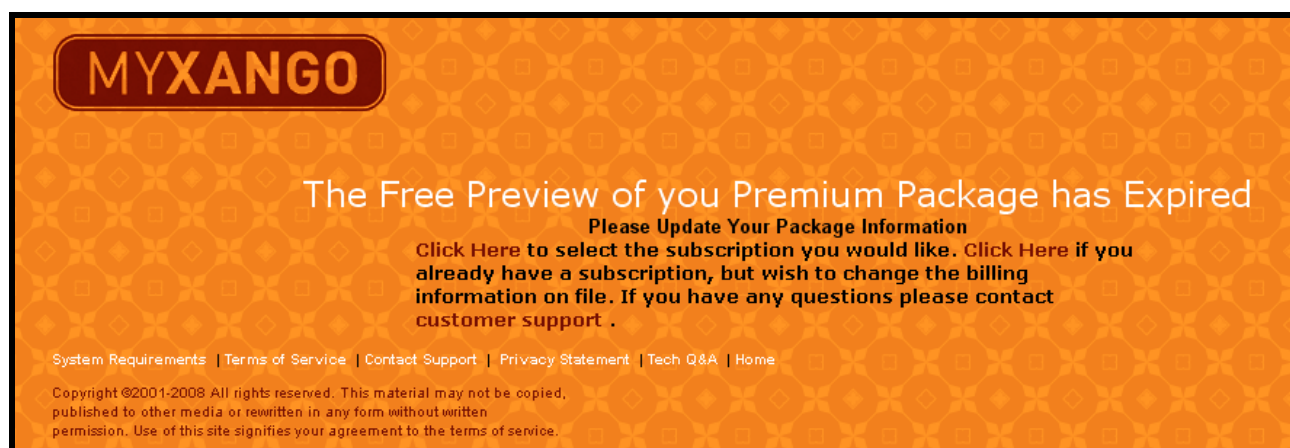


What To Do When You Can't Access Your MYXANGO Office

1 – **If you have forgotten/not received your Distributor ID**
Ask an upline sponsor for this information.

2 – **If you have forgotten your password**
Read the document called **Forgotten Your XANGO Back Office Password** to find out how to get this.

3 – If you see the screen view below – your free preview of the Premium Package has expired.



From the time you join XanGo™, you have 90 days to check out 3 additional tools in your MYXANGO back office. The next time you login to your back office after the 90 days have past, you are presented with a screen similar to the above view. Read the document called **What to Do When Your MYXANGO Office Trial Period Expires** to guide you through this process.

4 – If you attempt to log in to your MYXANGO office from the wrong XanGo™ website, you'll see the following screen view below:



1 - At the top of the screen there is a message indicating the country *your* distributorship is registered in.

2 - Click on the 'click here' text to the right of the arrow to view the website details (URL) for each country. Select the country your distributorship is registered in and follow the usual login process. For more information on this, read the **How to Determine the Web Address to Use for Login** document.

If you have worked through the above options and still cannot access your XanGo™ back office, contact XanGo™ Customer Services not your upline.

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RELATED TRAINING DOCUMENTS:

- **How to Login to Your XanGo™ Back Office**
- **Forgotten Your XANGO Back Office Password**
- **What to Do When Your MYXANGO Office Trial Period Expires**

RELATED TRAINING VIDEOS:

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

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