



OPTAVIA®

# Guide to reset password 如何重設您的密碼





# 1. Unable to login since password forgot 忘記密碼而未能登入

# STEP ONE

## 步驟 1

**OPTAVIA** | about us | get in touch | find a coach | become a coach | Log In |

WE ARE OPTAVIA | COACH & COMMUNITY | PRODUCTS AND PROGRAMS | SHOP | JOIN US

### Login

Registered Customers

If you have an account with us, please login below.

Username  
*Please enter a username*

Password  
*Please enter a password*

**Forgot your password?**

Sign In

### Create an Account

For a fast checkout, easy access to previous orders, and the ability to create an address book and store settings. Register below.

Given Name/First Name\*

Family Name/Last Name\*

Email\*

Password\*

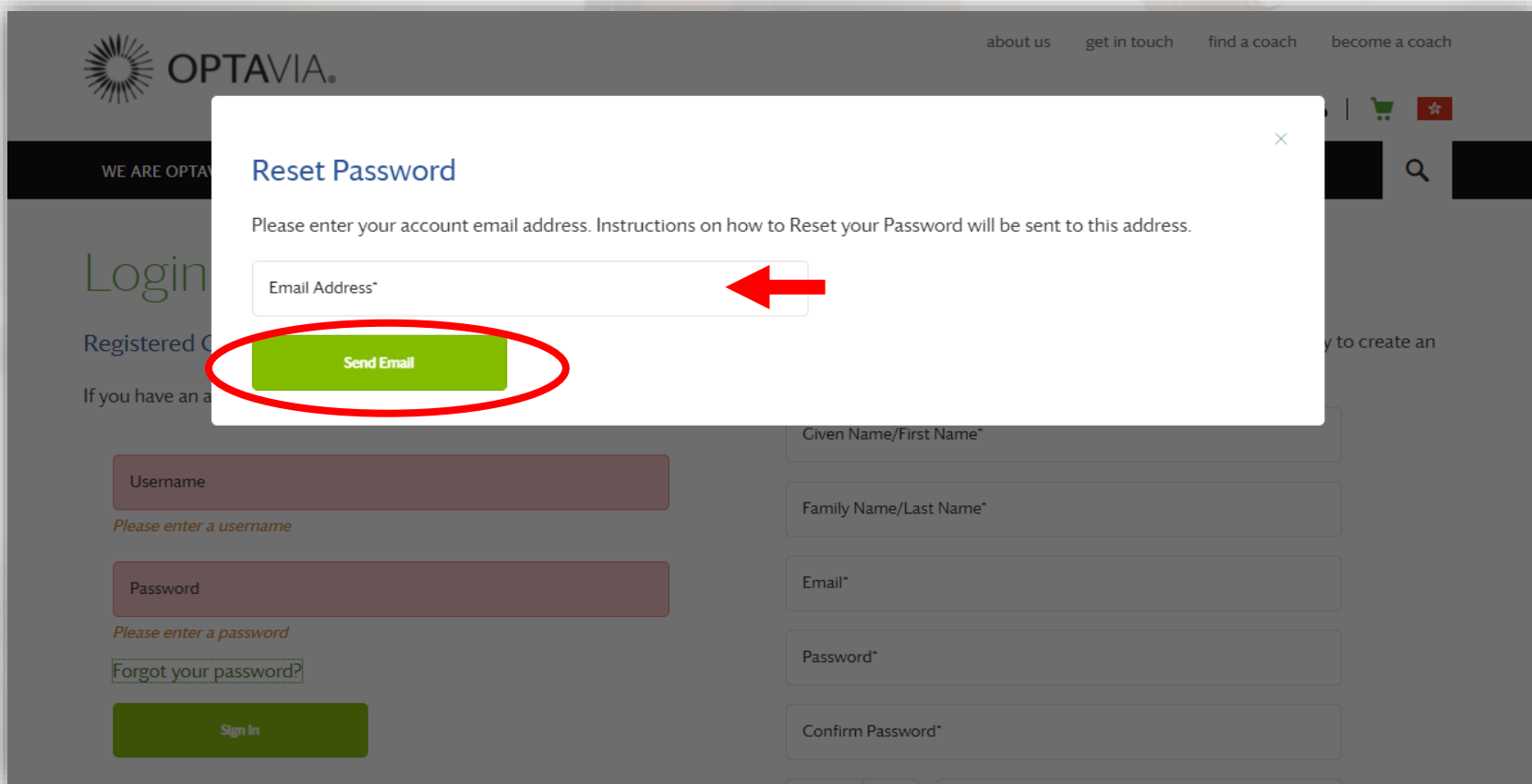
Confirm Password\*

Select “Forgot your password” on the login page for password reset.

於登入頁面點選“Forgot your password”以前往下一步更改您的密碼。

# STEP TWO

## 步驟 2



**Reset Password**

Please enter your account email address. Instructions on how to Reset your Password will be sent to this address.

Email Address\*

Send Email

Username  
Please enter a username

Password  
Please enter a password

Forgot your password?

Sign In

Given Name/First Name\*

Family Name/Last Name\*

Email\*

Password\*

Confirm Password\*

Input your registered email address at **OPTAVIA**, then select "Send Email" to have the reset email sent to you.

輸入您於**OPTAVIA**登記的電郵，然後點選"Send Email"以讓系統向您發送更改密碼的電郵。

# STEP THREE

## 步驟 3

Hi [redacted],

Your **OPTAVIA™** password has been reset.

You can now reset your password with following Link: <https://www.optavia.com/hk/my-account/update-password>

USERNAME:

We take your online security very seriously. That's why we're asking you to reset your password to something more personal and memorable to you as soon as possible.

It's quick and easy - why not do it right now? Just visit <https://www.optavia.com/hk/my-account/update-password>

If you did not request a password reset please contact [redacted], your **OPTAVIA** Coach right away.

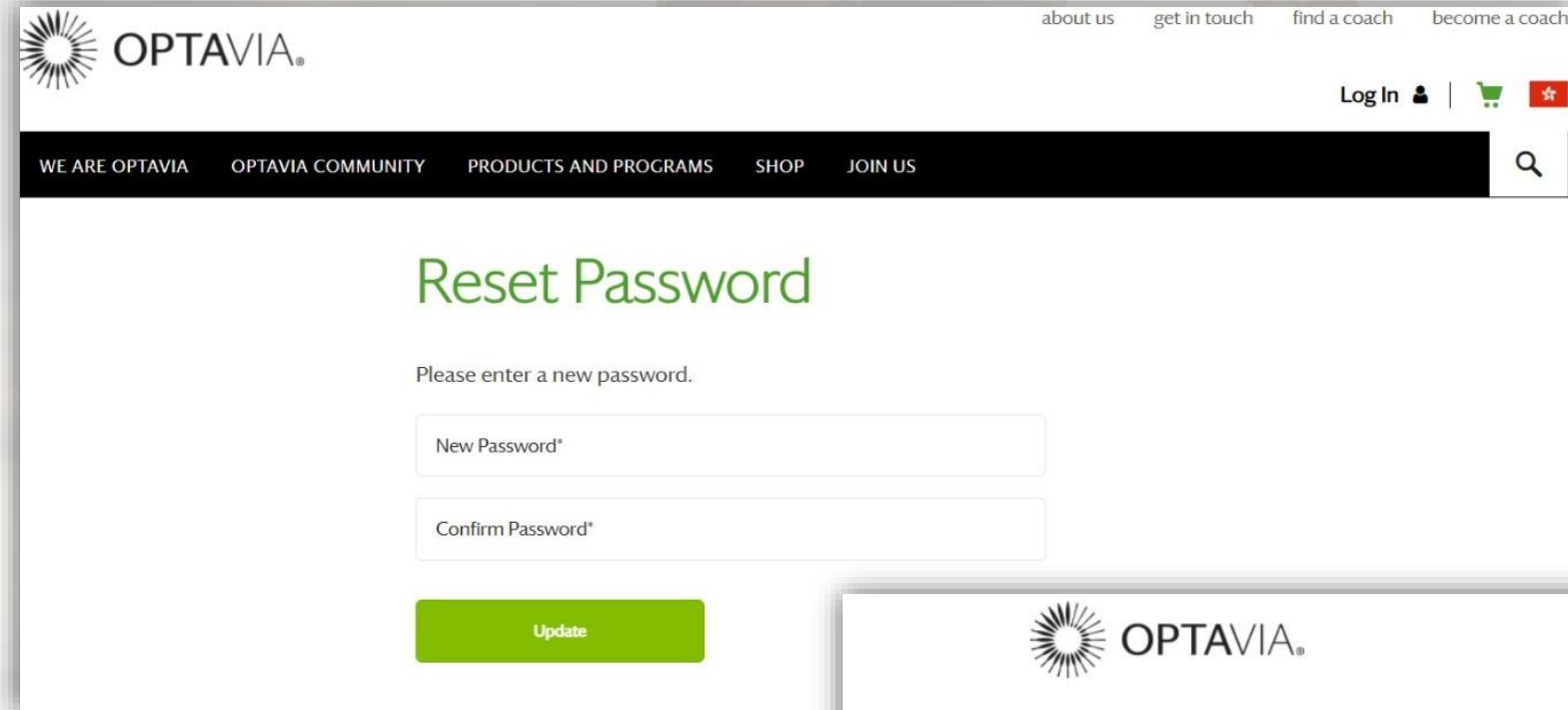
Your Optavia Coach Is :	
EMAIL:	
PHONE:	
WEBSITE:	

Once you have received the password reset email, click the link in the email to reset your password.

於收到電郵後，請點擊電郵內的連結來更改您的密碼。

# STEP FOUR

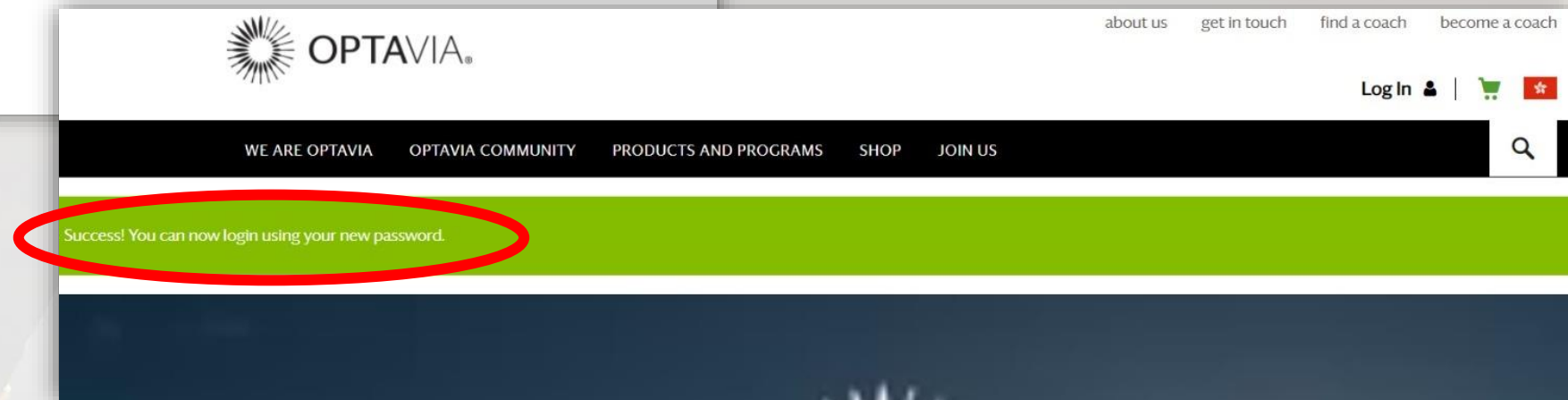
## 步驟 4



The screenshot shows the OPTAVIA website's password reset page. At the top left is the OPTAVIA logo. The top right navigation bar includes links for 'about us', 'get in touch', 'find a coach', and 'become a coach', along with 'Log In' and a shopping cart icon. A black navigation bar below contains 'WE ARE OPTAVIA', 'OPTAVIA COMMUNITY', 'PRODUCTS AND PROGRAMS', 'SHOP', and 'JOIN US'. The main heading is 'Reset Password' in green. Below it, the text reads 'Please enter a new password.' There are two input fields: 'New Password\*' and 'Confirm Password\*'. A green 'Update' button is positioned below the fields.

By clicking the link in the email, you will be directed to this password reset page. Simply input your preferred new password and click update.

點擊電郵內的連結後，您將會被帶到此更加密碼的頁面。輸入您想設立的新密碼，然後點擊“Update”即可。



This screenshot shows the OPTAVIA website after a successful password reset. The layout is identical to the previous screenshot, but a green banner at the bottom of the page contains the message: 'Success! You can now login using your new password.' This message is circled in red.



## 2. Steps to reset my current password 重設我現有的密碼

# STEP ONE

## 步驟 1

Welcome Back,

Client ID #852

### Profile

First Name:  
Last Name:  
Email Address:  
Mobile Number:  
Secondary Phone Number:

### Preferences

Desired Weightloss Goal: 10-20 lbs  
Dietary Preferences:

[Change your password](#) [Update personal details](#) [Update your email](#)

**Account Dashboard**

- Your Profile**
- Address Book
- Payment Details
- Order History
- Return Status

After logged in, go to "Your Profile". Then, click "Change your password" for password change in next step.

登入後，點選"Your Profile"前往您的個人資料頁面。然後，點選"您亦可點選"Change your password"以前往下一步更改您的密碼。



# STEP TWO

## 步驟 2

### My Account

Welcome Back,

Client ID #

#### Account Dashboard

Your Profile

Address Book

Payment Details

Order History

Optavia Premier Order

### Update Password

Fields marked \* are required

Please use this form to update your account password

Update Password

Cancel

Fill in your current password in the field of "Current Password" Then, input your password in the field of "New Password" and "Confirm New Password".

After all the 3 fields are completed, click "Update Password" to proceed.

在"Current Password"欄目中輸入您現時的密碼。然後，在"New Password"及"Confirm New Password"的欄目中輸入您想更改的密碼。

當完成輸入資料後，點選"Update Password"以確定更改密碼。

# My Account

Welcome Back,  
Mary Chan

Client ID #85220001601090

## Account Dashboard

Your Profile

Address Book

Payment Details

Order History

Return Status

Your password has been changed

## Update Password

Fields marked \* are required

Please use this form to update your account password

Update Password

Cancel

Password is updated and you will see the green banner message "Your password has been changed"

密碼已成功更新。