

# Loyalty Membership Program User Guide

## 1.0 Register as member

The screenshot shows the TECOLAB website's user interface. At the top, there is a navigation bar with links for 'THE COMPANY', 'SERVICES', 'MICROORGANISM LIBRARY', 'BLOG', 'LOGISTIC', and 'CONTACT'. A user icon in the top right corner is circled in red. Below the navigation bar, there are two main sections: 'Login' and 'Register'. The 'Login' section includes fields for 'Username or email address' (with 'tecolab' entered) and 'Password', a 'Remember me' checkbox, a 'LOGIN' button, and a link for 'Lost your password?'. The 'Register' section is highlighted with a red box and includes fields for 'Email address', 'Password', and 'Company Name', a 'REGISTER' button, and a privacy policy notice. At the bottom of the page, there is a link for 'Loyalty Membership FAQ'.

1. Click on the circled symbol or visit <https://tecolab-global.com/my-account/>
2. To register, enter your company email address, password and company name and hit "Register"
3. Your registration will be reviewed by our team and approved within one working day. Once approved, you will get an email notification.
4. You can now proceed to login and access your account.

## 2.0 Login

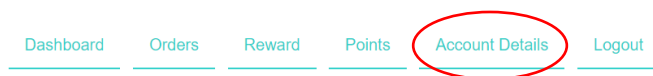
1. Click on the circled symbol or visit <https://tecolab-global.com/my-account/>
2. Enter the following information used when registering:
  - a. Email address
  - b. Password
  - c. Click "Log In"

### 3.0 Forgot your password

1. Click “Lost your password?”
2. Enter your email address used when registering and hit “Reset password”.
3. You will receive an email with the link to create a new password.
3. Once done, you may now log in with the new password here <https://tecolab-global.com/my-account/>

### 4.0 Updating account information

1. Log in to your account.
2. Click on “Account Details”.



Hello michelle (not michelle? [Log out](#))

From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#).

3. Here you may update your first and last name, display name, email address and password.
4. Click on “Save Changes” to confirm the new information.

### 5.0 Check points balance

1. Log in to your account.
2. Click on “Points”.



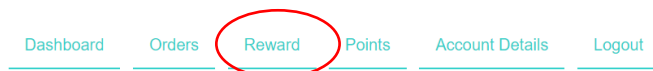
Hello michelle (not michelle? [Log out](#))

From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#).

3. Here you may view your current points balance and points history (points earned and spent).

### 6.0 Redeeming rewards

1. Log in to your account.
2. Click on “Reward”.



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From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#).

3. Find the reward you wish to redeem and click “Add to Cart”. Check that you have sufficient points collected to redeem the reward.
4. Once the item in cart is correct, click “Proceed to Checkout”.
5. Input all the required details, click “Place Order” and you are done.
6. You will receive your redemption confirmation in your registered email. Our team will reach out to you within 2 working days regarding your redemption.

## 7.0 Checking order history

1. Log in to your account.
2. Click on "Orders".



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From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#).

3. Here you may track the history of all the redemptions you have made for your reference.

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