

my.partylite.com Help Info

If experiencing issues while on our site, try these suggestions prior to calling Customer Support. Any suggested changes, communicated from a document or from one of our Specialists, should be made on your personal computer only. We cannot advise on changes/updates to work computers.

Common Log In Issues

- Are you receiving the message “No such Consultant found for the ID and PIN entered”? If so, please make sure you are selecting the United States flag.
- If you are a new Consultant, please make sure you are not using your temporary ID and PIN to log in. After the online enrollment process is complete, your temporary ID and PIN becomes invalid. You’ll receive your permanent ID and PIN via welcome e-mails from PartyLite
- All permanent Consultant ID numbers are seven digits long. Add leading zeros in front of the other digits. Example: 0055599
- Are you receiving a message about entering the wrong PIN? If you forgot your pin, use the “Forgot Pin” link on the bottom of the log in screen.

If you are still unable to log in, please contact Customer Support at 1-888-999-5706. Specialists are available Monday through Friday, 8:30a.m. to 5:00p.m. Eastern time. On Monday, Thursday, and Friday Specialists are available until 8p.m. Eastern time. On Sundays, Specialists are available via email only from 7p.m. until 11p.m. Eastern.

PC Help

If you receive a ‘Page cannot be displayed’ error:

- Click Refresh/Reload
- Clean your Temporary Internet Files and Cookies/Cache
- This message will also come up when a link that is clicked on is broken
If this occurs on our site, please contact Customer Support.

If a Pop-up Blocker program is installed and enabled on your PC, it will need to be disabled in order to use several areas of our site, including Ordering.

Windows/Internet Explorer Users

We recommend that you do not use this browser for my.partylite.com.

Chrome Users

- Be sure your computer is up to date with the most current version of Chrome

MAC/Firefox Users

- Be sure your computer is up to date with the most current version of Mozilla Firefox
- Confirm which version of Mozilla Firefox you have by selecting help, about Mozilla Firefox, version. To update Mozilla Firefox select help, check for updates, update Firefox
- Please refrain from using the tabbing function within Firefox. To disable, select Firefox from the browser, then select Preferences. Click on Tabs, and select 'a new window'.

MAC/Safari Users

- Be sure your computer is up to date with the most current version of Safari
- Confirm which version of Safari you have by selecting Safari in the top left hand corner next to the apple, about Safari

If you need further clarification or have additional questions regarding the my.partylite.com site, please contact Customer Support at 1-888-999-5706. Specialists are available Monday through Friday, 8:30a.m. to 5:00p.m. Eastern time. On Monday, Thursday, and Friday Specialists are available until 8p.m. Eastern time. On Sundays, Specialists are available via email only from 7p.m. until 11p.m. Eastern.