

TROUBLESHOOTING

WEBSITE COMPATIBILITY

As a reminder, our websites are designed to be “mobile first.” This means that any issues experienced via our mobile website will also be experienced through the desktop view (i.e. via your desktop or laptop computer). Our systems are optimized for use with the Google Chrome browser. If you are not currently using Chrome as your browser, we highly recommend doing so. Some users have reported that browsing privately via Incognito mode on Google Chrome has served as a workaround to some issues. [Here's how.](#)

LOGGING IN

Your username is your email address, and your password is now case sensitive. This holds true regardless of whether you have been able to log in successfully in the past (i.e. Password “Consultant123” is *not* the same as password “consultant123”).

If you've forgotten your password, you may request a password reset by clicking “Forgot your password?” on the log-in screen and following the prompts. As a rule of thumb, please do not attempt to reset your password multiple times within 30 minutes. Wait at least 30 minutes before requesting a new password. If you receive multiple emails regarding a password reset, please refer to the email you received last.

Do not use the same browser session to log into multiple Personal Website (PWS), PC Perks and PULSE accounts. The system is designed to handle one log-in per device in order to offer seamless access to all of our systems. Logging into multiple accounts on one device causes log-in and credentialing issues with our vendor Okta.

When visiting the Rodan + Fields® website or PULSE, be sure to type the URL out, rather than visiting via a bookmark or from a redirect on another website. Enter www.rodanandfields.com for the Corporate website, and enter <https://www.myrfpulse.com> for PULSE (*not* <http://www.myrfpulse.com>).

If you are still experiencing issues, clear your browser's cache and close your browser session before starting a new one (see below for instructions on clearing your cache). Afterward, we suggest browsing privately via Incognito mode on Google Chrome. [Here's how.](#)

RESETTING YOUR PASSWORD

If you've forgotten your password, you may request a password reset by clicking “Forgot your password?” on the log-in screen and following the prompts. As a rule of thumb, please do not attempt to reset your password multiple times within 30 minutes. Wait at least 30 minutes before requesting a new password. If you receive multiple emails regarding a password reset, please refer to the email you received last.

All account types (PC, Independent Consultant or Retail Customer) attempting to reset their passwords must visit www.rodanandfields.com directly to request a password reset. In other words, you must type www.rodanandfields.com into the browser URL, rather than visiting the website via a bookmark or through a redirect from another website.

As a reminder, your username is your email address, and your password is now case sensitive. This holds true regardless of whether you have been able to log in successfully in the past (i.e. Password “Consultant123” is *not* the same as password “consultant123”).

CLEARING YOUR CACHE

Many of the issues Independent Consultants and Preferred Customers (PCs) are experiencing are due to previously stored information in their browsers’ caches, which can be resolved by clearing it. See below for simple tutorials around clearing your cache on several popular browsers. If your browser is not listed below, a simple web search will yield results (i.e. “How to clear my cache on *Browser Name Here*”). Remember: Our systems are optimized for use with the Google Chrome browser. If you are not currently using Chrome as your browser, we highly recommend doing so.

Google Chrome

Copy and paste “chrome://settings/clearBrowserData” (without quotation marks) in your URL bar. Click on the dropdown menu next to “Obliterate the following items from:” and select “the beginning of time” to ensure your cache is completely cleared. Click to check the “Cached images and files” box, and then click “Clear browsing data” to complete the process.

Safari

Click “Safari” in the upper, left-hand corner of your screen. Select “Preferences...” In the window that appears, click the “Privacy” tab and then click “Remove All Website Data...” Click “Remove Now” in the pop-up window that appears.

Mozilla Firefox

Click the hamburger menu (three horizontal lines) button in the top, right-hand corner, and select “Options.” Click on the “Advanced” tab on the right-hand side, and then click on the “Network” tab. Underneath the “Cached Web Content” section, click “Clear Now.”

BILLING PROFILE AND CREDIT CARD PROCESSING

Ensure that your billing information matches that on file with your issuing bank. To update your billing information, you must add a new billing profile with completely accurate information. Save this profile, and mark it as “Default.” Then, delete all old billing profiles associated with your account before proceeding. If any of your information is inaccurate, your new billing profile will not properly save, and your orders will not successfully process. Currently, our systems do not accept P.O. Boxes as valid shipping or billing addresses. This does not reflect a change in our policy, and we are currently working toward a resolution. In the meantime, some users have reported the workaround of typing “P.O. Box” as one word without punctuation (e.g. If your address includes “P.O. Box 1234”, you would type it as “POBox 1234”.) While this temporary solution has worked for some users, we cannot guarantee that it will work for all users.

MULTIPLE AUTHORIZATIONS

Prior to our system update, once an order was placed, the card on file was charged immediately, which posed a problem if an item went out of stock. We have now implemented best practices of placing an authorization hold on all credit and debit card purchases, which allows for verification of a transaction before it has cleared. We are currently experiencing an issue with some transactions where this hold may appear twice on electronic bank statements. In some cases, the inadvertent authorizations may cause some bank and credit limit issues,

leading to failed transactions. Users are not being charged for these holds, and we are working to prevent this from happening. There is no further action required on your part.

“RUN NOW” OPTION

In order to process a Consultant Replenishment Program (CRP) or PC Perks auto-ship order early, you must have a valid billing profile on file. To update your billing information, add a new billing profile with completely accurate information. Save this profile, and mark it as “Default.” Then, delete all old billing profiles associated with your account before proceeding. Additionally, you must have a pending auto-ship *within that month for a future date*. The “Run Now” feature is designed to allow you to move up the date of an order, only if you haven’t already placed one that month. For example, if today is April 15, and your auto-shipment is scheduled for April 20, you may use the “Run Now” option to process your order early. If your auto-shipment is scheduled for May, or if you’ve already processed an order this month, you cannot use this option.

PREFERRED CUSTOMER ACCOUNT MANAGEMENT

As part of the transition to our new global platform, some PCs are experiencing issues logging into their accounts and updating their PC Perks auto-shipment orders. We want to empower you to continue to provide the tailored service they’ve come to know and love. Many of these issues can be solved by troubleshooting—please read ahead for a summary of frequently asked questions, along with our suggested responses. Remember: One of the many benefits of being a loyal member of our PC Perks program is one-on-one, personalized attention from an Independent Consultant—consider sending your PC a personal note or thank-you gift to express your appreciation for their patience. If you’re unable to resolve or troubleshoot a PC’s issue on your own, continue to reassure them, and remain patient. We are working around the clock to address each of these issues, and your satisfaction is our top priority. Thank you for your partnership and understanding.

HOW DO I ACCESS MY PC PERKS ACCOUNT?

Visit www.rodanandfields.com, and click the silhouette icon in the top, right-hand corner (next to the word “Bag”). Log into your account by entering your username and password, and click sign in. Remember: Your password is case sensitive. If you’ve forgotten your password, you may request a password reset by clicking “Forgot your password?” and following the prompts. As a rule of thumb, please do not attempt to reset your password multiple times within 30 minutes. Some Preferred Customer accounts were inadvertently marked as “Inactive” during this transition phase. Rest assured; R+F is working to reactivate all of these accounts.

HOW DO I UPDATE MY NEXT PC PERKS AUTO-SHIPMENT ORDER?

Once you’ve logged in, click your name in the top, right-hand corner of the homepage to view the dropdown menu. From this menu, you can view your orders, edit your account, shipping and billing information, as well as edit future PC Perks orders and view your PC Perks status. Please refer to Page 2 – 4 of the Managing My PC Account how-to guide to learn more about updating your PC Perks cart and changing the date of your next order. If your account was inadvertently marked as “inactive,” during this transition phase, you will be temporarily unable to update orders. R+F is working toward a resolution, and your account will be reactivated shortly.

HOW DO I UPDATE MY CREDIT CARD INFORMATION?

Some of the issues R+F is seeing with PCs being marked inactive are due to inaccurate account, shipping and billing information. Once you’ve logged in, click your name in the top, right-hand corner of the homepage to view the dropdown menu. From this menu, you can edit each of these options. It’s a great idea to carefully review each section for accuracy.

WHY DID I RECEIVE AN EMAIL ABOUT MY ACCOUNT BEING TERMINATED OR MARKED INACTIVE?

Some Preferred Customer accounts were marked “inactive” after several failed attempts to process their credit or debit cards on file. Automated emails were sent out to notify Preferred Customers of these changes. Please carefully review the account, shipping and billing information in your PC Perks account for accuracy. R+F is currently reactivating all inadvertently deactivated accounts.

UPDATING YOUR SUBSCRIPTION CART

To update your auto-ship order, you *must* follow every step of the process, end to end—which includes completely checking out and receiving a confirmation email. This has been a common error our Sales Support and Technology Teams have seen when investigating Consultant reach-outs. Carefully review our [how-to video](#) and [guide](#) to learn how.