



## **Frequently Asked Questions (FAQ)**

### 1. How to SIGN UP a K-LinkOnline.com or K-LinkIndo.com account?

If you are a K-LINK distributor and do not have a K-LinkOnline.com or K-LinkIndo.com account, you will need to SIGN UP your account first.

- Click “*First Time Login?*” tab and enter your distributor code, sponsor code & date of birth. Then, click *Validate Distributorship Here!* button for validation.
- Once your distributorship is validated, you need to enter your email address and click *Submit* button for account sign up. A verification email will be sent to your email account.
- Check your email and click *Verify Email* button (green button) to verify your email first.
- Your account is now ready for login using the default password provided in the email.

### 2. What should I do if I have forgotten K-LinkOnline.com or K-LinkIndo.com account login password?

- If you have a registered K-LinkOnline.com or K-LinkIndo.com account, click the “*Forgot Password?*” tab.
- Enter your registered email address & click *Submit* button. A reset password email will send to your registered email.
- Check your email and click *Reset Password* button (green button) to navigate to reset password page.
- Enter your new password & click *Submit* button.
- Your account is now ready for login using your new password.

### 3. Is there any Feedback Form or Enquiry Form for K-LINK distributor to raise inquiries and suggestion?

Yes. You may login and click on “*Contact Us*” option. Fill up your message and click *Send Message* button. Our Customer Service Team will revert back to you as soon as possible.

### 4. What is the purpose of e-Pin setup in K-LinkOnline.com or K-LinkIndo.com?

To protect your privacy, E-Pin is required when accessing your bonus information. You are strongly advice to safeguard your e-Pin at all time & **DO NOT** reveals your e-Pin to anyone!

### 5. Can I change my registered email address?

Yes. You can change your registered email address in “*Profile Setting*”. A verification email will be sending to your new email address. Check your email and click *Verify Email* button (green button) to verify your new email address.

### 6. Can I change my default password?

Yes. You can change your password after your login.

7. Can I change my e-Pin?

Yes. You can reset your e-Pin after your login.

8. Can I change my preferred language?

Yes. You can change your preferred language in “*Profile Setting*”.

You can email us at [customerservice@k-link.com](mailto:customerservice@k-link.com) or contact our Customer Service Team at 03-7948 2333 for any assistance.