



Begin by visiting www.PierreFabreConnect.com

1 Login Using Your Account Email Address

Enter the email address that you **used to open your account** with Pierre Fabre.

2 Click "Forgot Your Password"

You'll use this link to create your password only during your **first login** or if you ever **forget or lose** your password.

When you click on "**Forgot Your Password**," a box will appear where you can enter your email address.

3 Enter Your Email For A Reset Link

In the message box that opens, enter your **account email address**. (The email you entered in Step 1).

Avène Derm will send an **email with a link** that will allow you to create and/or change your password. It will be sent from "**customercare@pierrefabreconnect.com**".

4 Check Your Inbox

You should receive the email within a **couple of hours**.

If you do not see the email in your inbox, check your **spam or junk folder**.

If the email address you used to sign in is **not recognized** as your account email, you will **not receive** an email.

In this case, please call or email **CustomerCare@pierrefabreconnect.com**
M-F between 9 AM and 5 PM EST 1-973-922-9797