

Contact Support and Open a Case

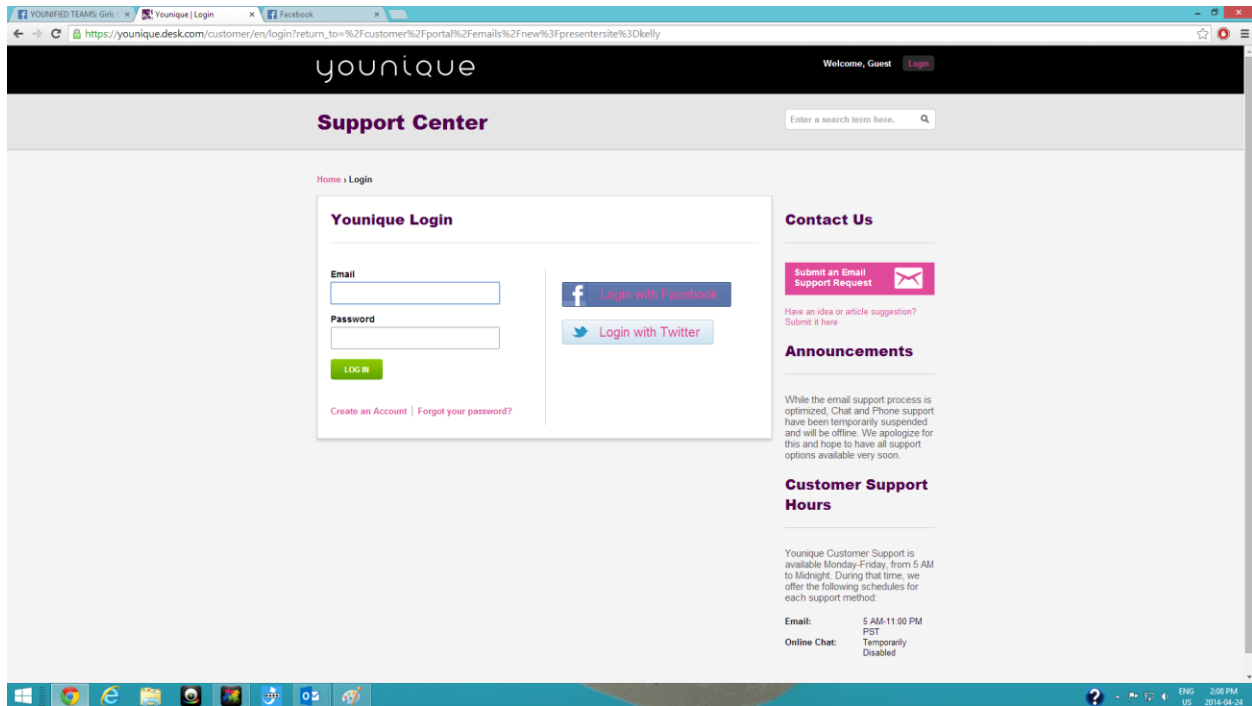
Step 1: Click Here to Start a New Support Request

The screenshot shows the Younique website's support page. The header includes the Younique logo and navigation links: SHOP YOUNIQUE, BROWSE LOOKS, ABOUT ME, JOIN MY TEAM, MY PARTIES, ABOUT YOUNIQUE, and SUPPORT. A user profile for Kelly Van Balkom is visible in the top right. The main content area is titled "Younique Support" and includes a search bar with the placeholder text "Ask a question or enter a search term here." Below the search bar are several categories: Products, Shipping, Orders, Account Services, Virtual Parties, Back Office, and PayQuicker. A "Still need help?" section features a prominent pink button that says "Click Here to Start a New Support Request". To the right of this button, there is a "Customer Support Hours" section and a section titled "Is there something your Presenter can help you with?". The footer of the page shows the system tray with the date 2014-04-24 and time 1:59 PM.

Step 2: Login (Top Right)

The screenshot shows the Younique Support Center login page. The header includes the Younique logo and a "Welcome, Guest" message with a "Login" button. The main content area is titled "Support Center" and includes a search bar. Below the search bar is a "Home > Email Support Request" breadcrumb. The main content area is divided into two columns. The left column is titled "Email Support Request" and contains a form with the following fields: "Your name (required)", "Your email address (required)", "Select type of inquiry (required)" (a dropdown menu), "Message (required)" (a text area), and "File Attachment" (a "Choose File" button). A "SEND EMAIL" button is located at the bottom of the form. The right column is titled "Contact Us" and contains a "Submit an Email Support Request" button, a "Have an idea or article suggestion? Submit it here" link, and an "Announcements" section. Below the announcements is a "Customer Support Hours" section. The footer of the page shows the system tray with the date 2014-04-24 and time 2:07 PM.

Step 3: Log in with Facebook (Presenters) or Create an Account (Customers who have ordered outside of Facebook)



Step 4: Enter your request and create a Case No. This will allow you to go back and add to unresolved cases and if there is any further issues you can refer to the case no.

