

**ELITE MOBILE ACCESS**

We are aware that some of you have experienced Elite mobile access challenges and are working to find a permanent solution.

In the interim, if you are denied access via mobile, please follow the following instructions, which should correct the issue.

* Please access the Elite application on your ***laptop***: [Clarins Elite (cgapps.net)](https://amer.cgapps.net/Elite_ReactiveWebApplication/)
* You may need to log-in. If so, please follow the instructions below:



* Once you have successfully logged into Elite on your laptop, please go back to the mobile application and try logging in. You should have been able to re-establish the connection.