

L'ORÉAL

PARTNER SHOP

USER GUIDE

*How to
Update My Profile*



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How to Update My Profile

Through 'My Profile', you can update your email subscription preferences as well as your personal information.

You can also view your saved address/es and the L'Oréal brands you currently stock.

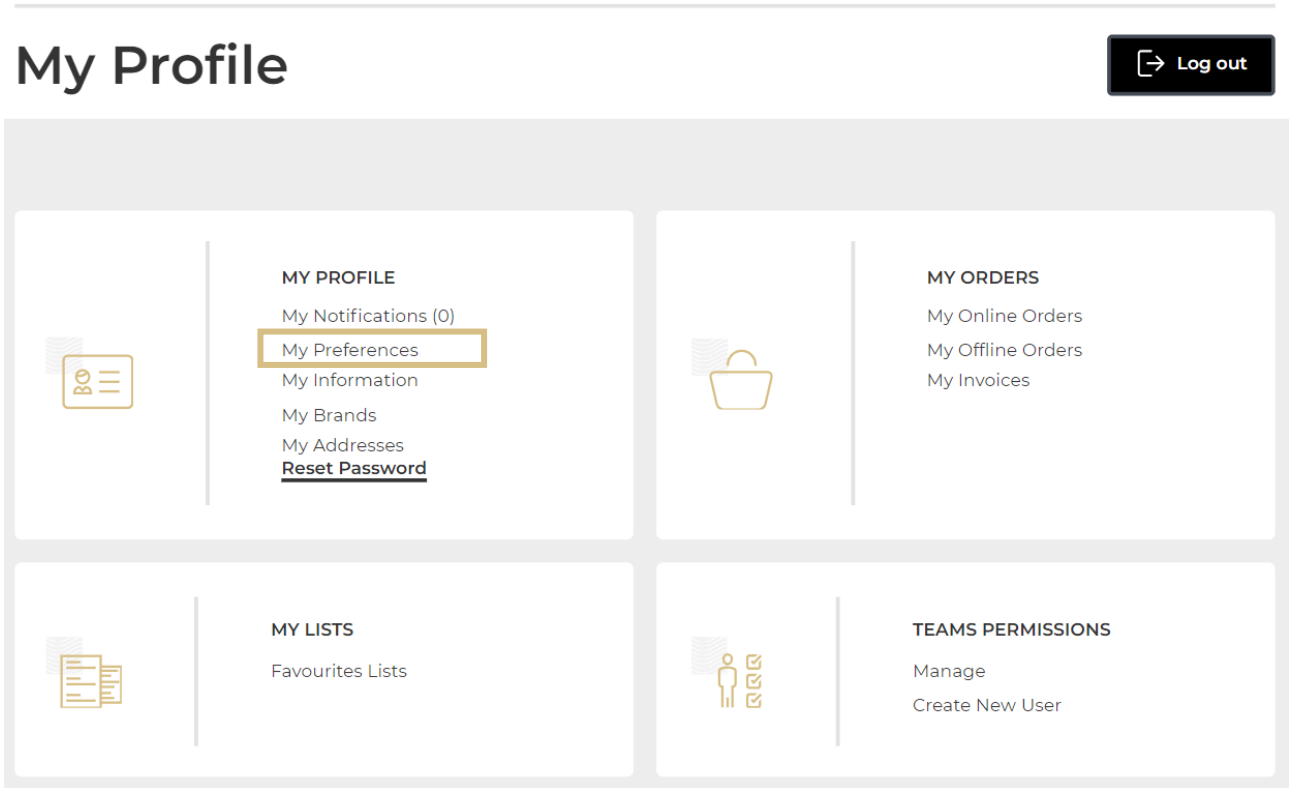
01 — MY PREFERENCES

Every L'Oréal Partnership page will have an icon marked, 'My Account', in the upper right-hand corner of the web browser page – this icon will bring you to the My Profile landing page.

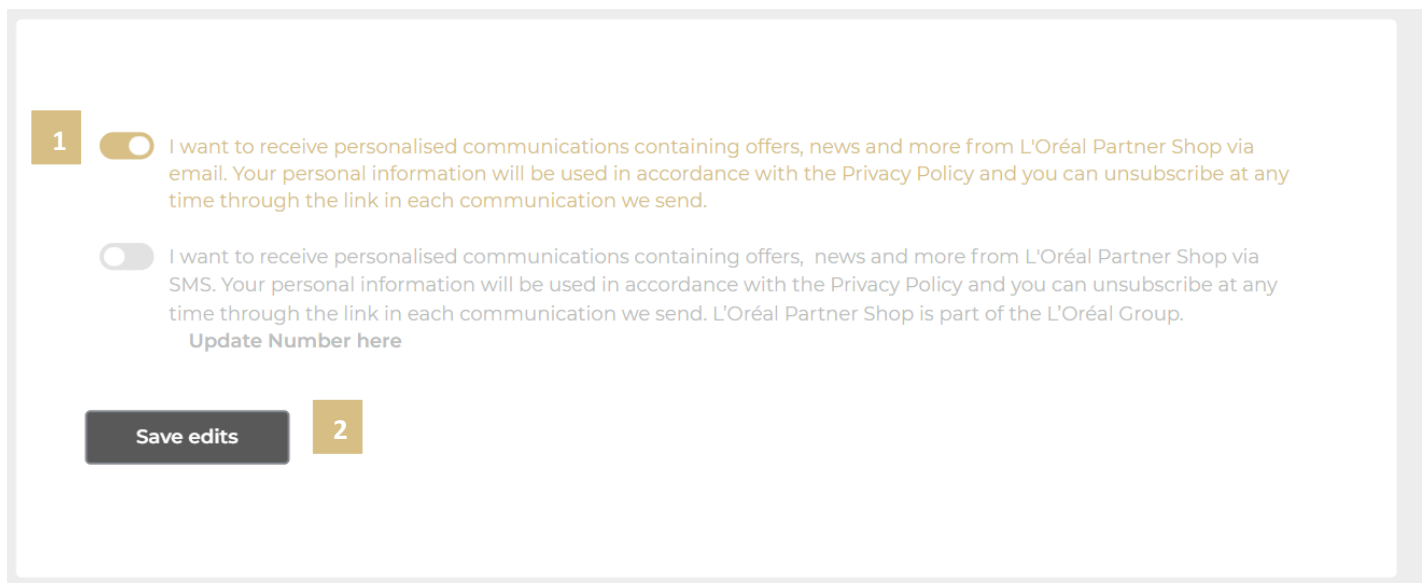


Then, you must click on 'My Preferences' to be redirected to the corresponding landed page.

Once on my 'My Preferences', subscribe/unsubscribe to personalised communications from L'Oréal Partner Shop by clicking the switch (1). To save your changes press the 'Save Edits' button (2).



Once on my 'My Preferences', subscribe/unsubscribe to personalised communications from L'Oréal Partner Shop by clicking the switch (1). To save your changes press the 'Save Edits' button (2).



02 — MY INFORMATION

On any page, click on 'My Account' in the header. Click on 'My Information' to be redirected to the corresponding landed page.

My Profile

Log out

The dashboard is divided into four quadrants:

- MY PROFILE**: Includes My Notifications (0), My Preferences, My Information (highlighted with a yellow box), My Brands, My Addresses, and Reset Password.
- MY ORDERS**: Includes My Online Orders, My Offline Orders, and My Invoices.
- MY LISTS**: Includes Favourites Lists.
- TEAMS PERMISSIONS**: Includes Manage and Create New User.

To change your personal information, click the update button.

My Profile

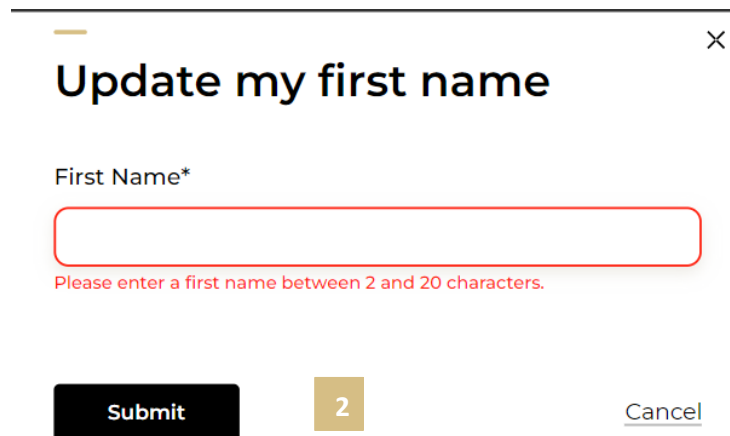
My Notifications My Preferences My Information My Brands My Addresses

The page displays a list of personal information fields, each with an update button:

First Name	XXXXXXXXXX	Update
Last Name	XXXXXXXXXX	Update
Salon name	XXXXXXXXXX	
Customer ID	XXXXXXXXXX	
Email	XXXXXXXXXX	Update
Customer phone number		Update

At the bottom, there is a button: [Update my password](#)

A pop-up should appear, complete the field with your updated information (1). Click 'Submit' once finished (2).



Note: It is not possible to modify an existing salon name. To update your salon name, contact the customer care team via the 'Contact Us' form following this [link](#).


How To Change My Password?

On the 'My Information' page you can also update your password by clicking on the link 'Update my password'.

My Profile

My Notifications My Preferences My Information My Brands My Addresses

First Name	XXXXXXXXXX	Update
Last Name	XXXXXXXXXX	Update
Salon name	XXXXXXXXXX	
Customer ID	XXXXXXXXXX	
Email	XXXXXXXXXX	Update
Customer phone number		Update

 [Update my password](#)

Once you click on 'Update my password', a pop-up should appear. Complete the

fields as instructed (1). Click 'Submit' to confirm your password change (2).

Update my password

1 Current Password
This field is required.

New Password

Confirm New Password

Submit 2 Cancel

Note: Your new password must include at least one special character and one capital letter and be between 6 and 10 characters long.

Alternatively, you can also update your password by clicking on 'My Account' in the header from any page. Click on 'Reset Password' and follow the 'pop -up' instructions as stated above.

My Profile Log out

MY PROFILE
My Notifications (0)
My Preferences
My Information
My Brands
My Addresses
Reset Password

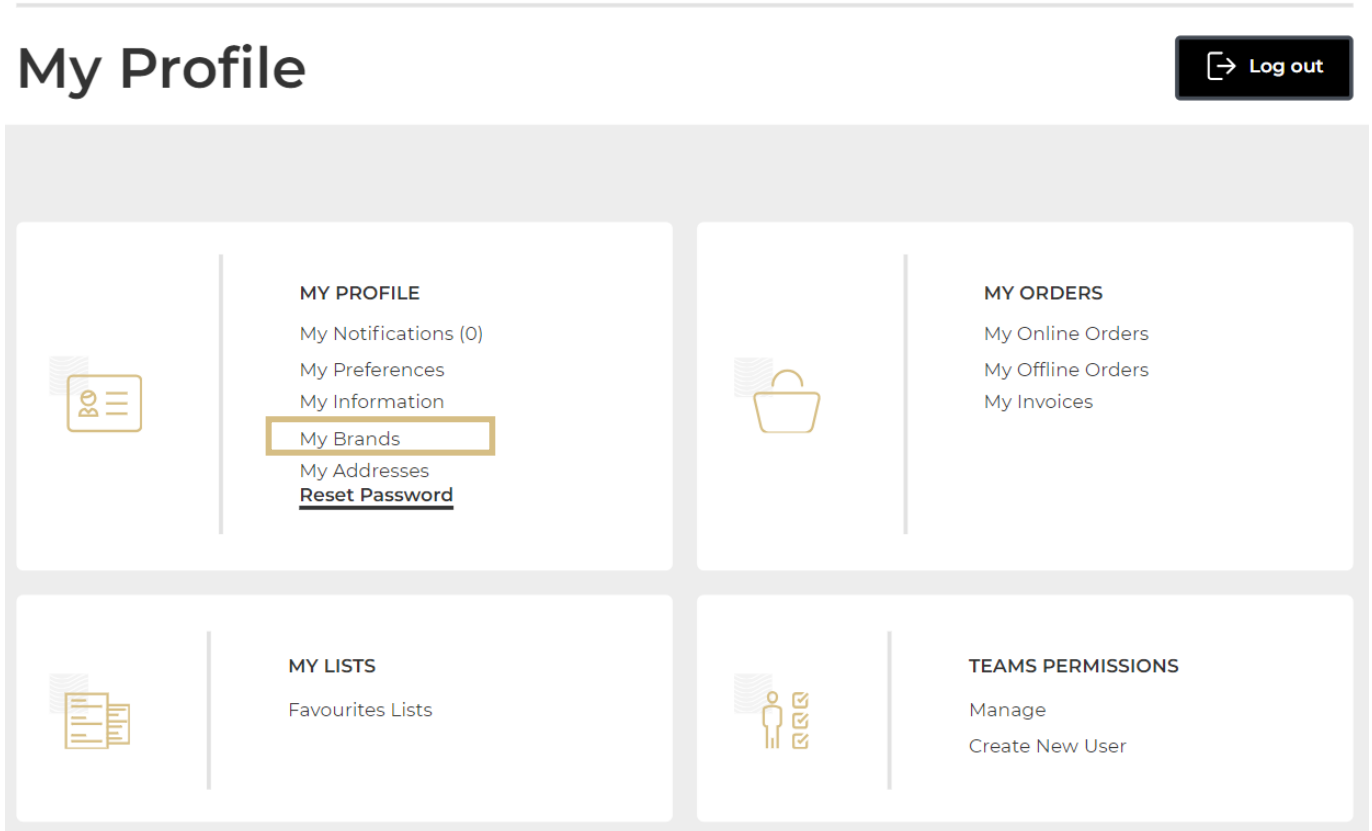
MY ORDERS
My Online Orders
My Offline Orders
My Invoices

MY LISTS
Favourites Lists

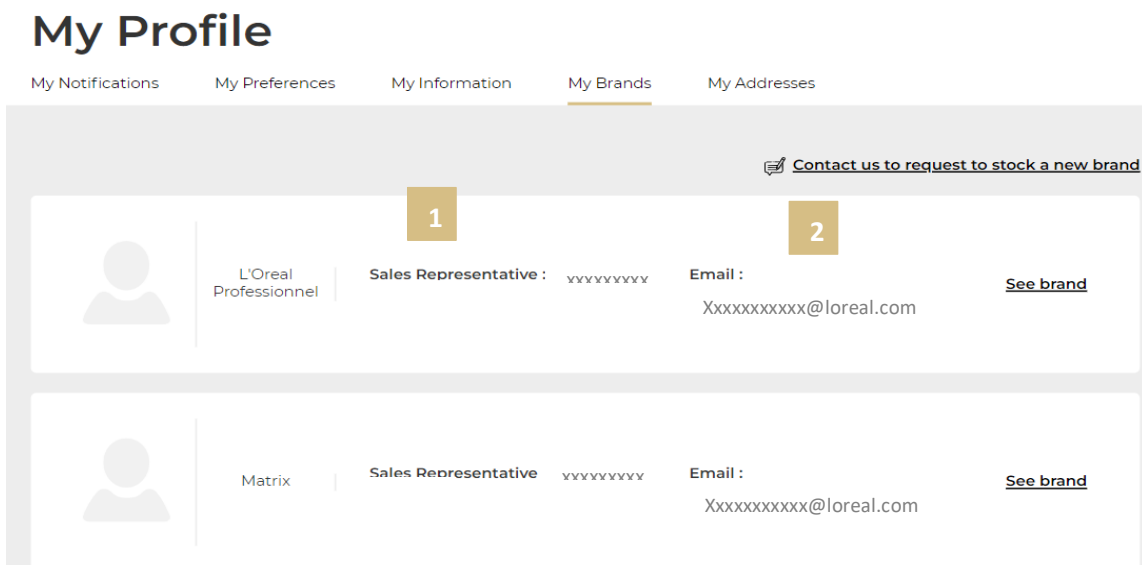
TEAMS PERMISSIONS
Manage
Create New User

03 — MY BRANDS

On any page, click on 'My Account' in the header. Click on 'My Brands' to be redirected to the corresponding landed page



In this section you will see the L'Oréal brands you currently stock as well as the name (1) and email (2) of your sales representative for each brand respectively.



To update the L'Oréal brands you stock, click on 'Contact us to request to stock a new brand'. This will redirect you to your account so that you can contact the Customer Care team using the 'Contact Us' form.

My Profile

[My Notifications](#) [My Preferences](#) [My Information](#) [My Brands](#) [My Addresses](#)

 [Contact us to request to stock a new brand](#)



L'Oréal
Professionnel

Sales Representative : xxxxxxxxxxxx

Email :

Xxxxxxxxxxxx@loreal.com

[See brand](#)



Matrix

Sales Representative xxxxxxxxxxxx

Email :


Xxxxxxxxxxxx@loreal.com

[See brand](#)

04 — MY ADDRESSES

On any page, click on 'My Account' in the header. Click on 'My addresses' to be redirected to the corresponding landed page

My Profile

 [Log out](#)



MY PROFILE

[My Notifications \(0\)](#)

[My Preferences](#)

[My Information](#)

[My Brands](#)

[My Addresses](#)

[Reset Password](#)



MY ORDERS

[My Online Orders](#)

[My Offline Orders](#)

[My Invoices](#)



MY LISTS

[Favourites Lists](#)



TEAMS PERMISSIONS

[Manage](#)

[Create New User](#)

In this section, you will find all the addresses which are registered to your account: 'Ship to address' (1), 'Payer address' (2) and 'Bill to address' (3).

My Profile

My Notifications

My Preferences

My Information

My Brands

My Addresses

This screenshot shows the 'My Profile' page with the 'My Addresses' tab selected. At the top right, there is a button with a speech bubble icon and the text 'Contact us to update your address'. Below this, there are six address cards arranged in a 3x2 grid. The top-left card is titled 'Ship to address 1' and has a yellow square with the number '1' next to it. The top-right card is titled 'Ship to address 2'. The middle-left card is titled 'Payer address' and has a yellow square with the number '2' next to it. The middle-right card is titled 'Bill to address' and has a yellow square with the number '3' next to it. The bottom-left card is titled 'Payer address'. Each card contains two lines of placeholder text 'XXXXXXXXXX'.

It is not possible to modify an existing address or to create a new address. To update your address or create a new one, click on 'Contact us to update your address'. This will redirect you to your account so that you can contact the Customer Care team using the 'Contact Us' form.

My Profile

My Notifications

My Preferences

My Information

My Brands

My Addresses

This screenshot is identical to the one above, showing the 'My Profile' page with the 'My Addresses' tab selected. The 'Contact us to update your address' button at the top right is now highlighted with a yellow border. The six address cards in the 3x2 grid are the same as in the previous image, with their respective numbers (1, 2, 3) still visible.

If you have any questions about this user guide, do not hesitate to contact us by phone, by email or your personal contact via the 'Contact Us' form following this [link](#).

