

PARTNER SHOP

USER GUIDE

How to Retrieve a Forgotten Password

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## How to Manage Password

## 01 — RETRIEVE A FORGOTTEN PASSWORD

Every L'Oréal Partnershop page will have an icon marked, 'Login/Register', in the upper right-hand corner of the web browser page – this icon will bring you to the Registration landing page.

	Product, Barcode Q	Customer Care . Login / Register . Becket
SHOP BY BRAND	I SHOP BY CATEGORY I MY TOOLKIT I	PROMOTIONS
	Returning Customers Welcome to L'Oréal Partner Shop, a one- stop shop for our customers created by the L'Oréal Professional Products Division. Log in to your account to access our professional- only pricing and shop. "aequired fields Username"	
	Password  Im not a robot  Im not a robot  Remember Me  Eorgot Password2  Login	

Type in your login (1) and complete the reCAPTCHA (2). Once finished press 'Send' (3).

Please enter your Cust password process. You	omer ID to begin will then receive	the reset an email
*Required fields	-	
Login*		
Login	1	
I'm not a robot	NELEFORE Every Terry	2

You will receive a 'Reset your password' email to your nominated email address. Click on 'Reset my password'.

L'ORÉAL Partner shop
Reset your password
We received a request to reset your password
Use the link below to set up a new password for your account. If you did not request to reset your password, please ignore this email.
Reset my password
Have any questions?
Please check out our FAQs
For customer service inquiries,
please <u>Contact us</u>

A form will appear, fill in the required fields and press 'Save' when completed.

Your password should be at least 8 characters long, contain one number, one upper case character and on special symbol (eg: '.' or '/')		
*Required fields New Password*		
New Password	0	
Confirm New Password*		
	0	

C1 - Internal use

An email will be sent to your nominated email address, confirming your password has been successfully updated. Click on 'Log into my account' to access L'Oréal PartnerShop.

You	ur password has been reset !
Y	our password has been successfully updated.
You c	an now log into your account with your new password.
If you di	d not request to reset your password, please contact us
	Log into My Account
	Have any questions?
	Please check out our FAQs
	For customer service inquiries,
	please Contact us

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 <u>link</u>.