

L'ORÉAL

PARTNER SHOP

USER
GUIDE

*How to
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How to Manage Password

01 — RETRIEVE A FORGOTTEN PASSWORD

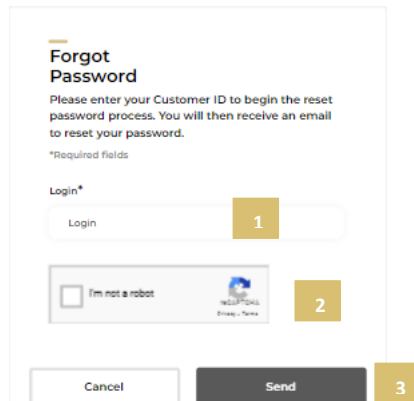
Every L'Oréal Partnership page will have an icon marked, 'Login/Register', in the upper right-hand corner of the web browser page – this icon will bring you to the Registration landing page.



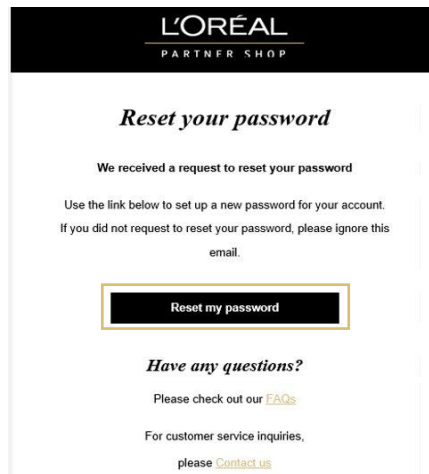
Click on 'Forgot Password'

A screenshot of the L'Oréal Partner Shop login form. The form is titled 'Returning Customers' and includes a welcome message. It contains fields for 'Username*' and 'Password*'. Below the password field is a CAPTCHA 'I'm not a robot' and a 'Remember Me' checkbox. A 'Forgot Password?' link is highlighted with a yellow box. At the bottom is a 'Login' button.

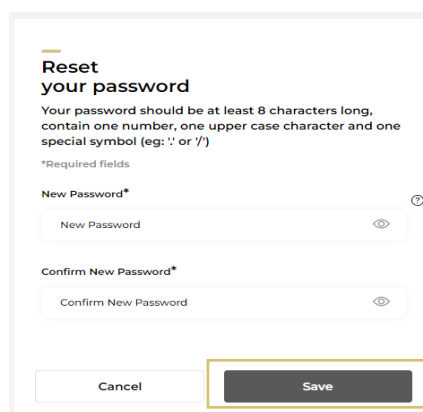
Type in your login (1) and complete the reCAPTCHA (2). Once finished press 'Send' (3).



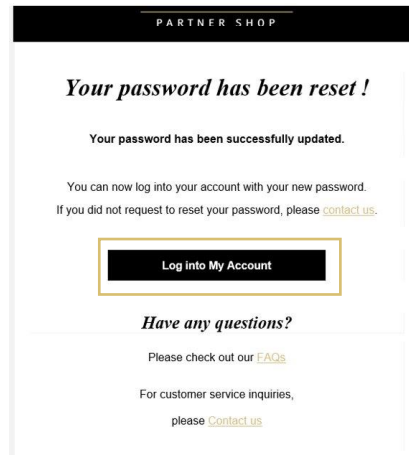
You will receive a 'Reset your password' email to your nominated email address. Click on 'Reset my password'.



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



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.



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](#).