

Vendor Portal Job Aid

Self-Serve for Users

Background

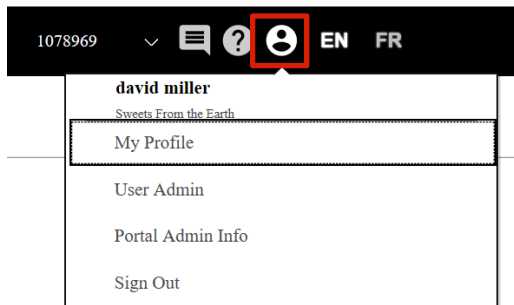
As a user of the Vendor Portal, you can self-administer your account, which includes updating your security questions, changing your password, updating your phone number, and retrieving a new password if you forgot your old password.

This job aid will show Portal Administrators and users how to perform self-serve tasks for their account.

Accessing your Account Profile

1. Navigate to the Vendor Portal: <http://www.loblaw.ca/vendor>.
2. Enter your **Username** (which is your corporate e-mail address) and **Password**. Click the **Login** button.
3. In the top-right corner of the Vendor Portal, click the  icon and then **My Profile**.

Note: User Admin will not be shown if you are not a vendor administrator.



Updating Contact Information

1. Click the **My Profile** tab.

[← Return to Main Portal](#)

My Profile

[Personal Profile](#) [Security Questions](#) [Change Password](#)

Vendor Portal Job Aid

2. Click the **Personal Profile** tab. As a user, you are only able to update your phone number at this time. Enter your alternate phone number.

Contact Information

Alternate Phone <input type="text" value="+6546546541"/>	Ext <input type="text" value="654654564"/>
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3. Click the **Submit** button once you have made the required changes.
4. After submitting a change, you will see confirmation that the submission was successful.

Your request has been submitted successfully

5. Click **OK** to return to the portal.

Updating Security Questions

1. Click the **Security Questions** tab.

My Profile

Personal Profile	Security Questions	Change Password
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2. To update a security question, select a question from the drop-down list and select the **Submit** button.
3. After submitting a change, you will see confirmation that the submission was successful.

Your request has been submitted successfully

4. Click **OK** to return.

Vendor Portal Job Aid

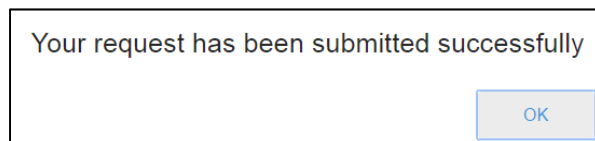
Changing a Password

1. Click the **Change My Password** tab.

My Profile

[Personal Profile](#) [Security Questions](#) **[Change Password](#)**

2. To update the password, enter new password and confirm the password. Select the **Submit** button.
3. After submitting a change, you will see confirmation that the submission was successful.

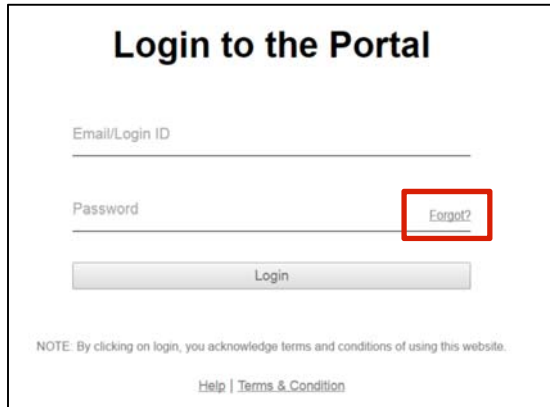


4. Click **OK** to return.

Vendor Portal Job Aid

Forgot a Password

1. Click the **Forgot?** link.



Login to the Portal

Email/Login ID

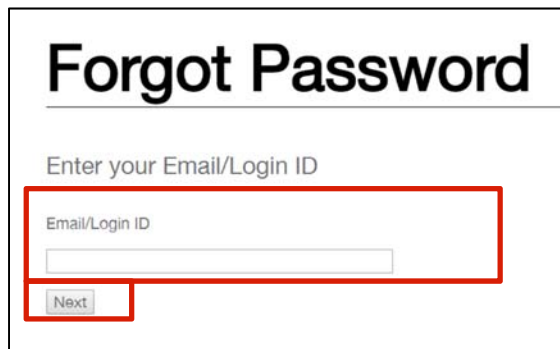
Password [Forgot?](#)

Login

NOTE: By clicking on login, you acknowledge terms and conditions of using this website.

[Help](#) | [Terms & Condition](#)

2. Enter your **Username/Email ID** then click the **Next** button.



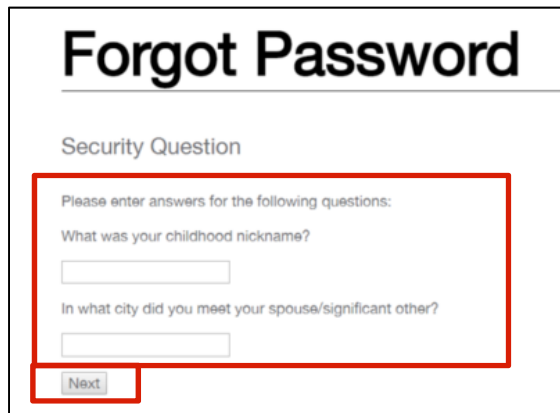
Forgot Password

Enter your Email/Login ID

Email/Login ID

Next

3. Enter answers for the 2 randomly selected security questions from your profile then click the **Next** button.



Forgot Password

Security Question

Please enter answers for the following questions:

What was your childhood nickname?

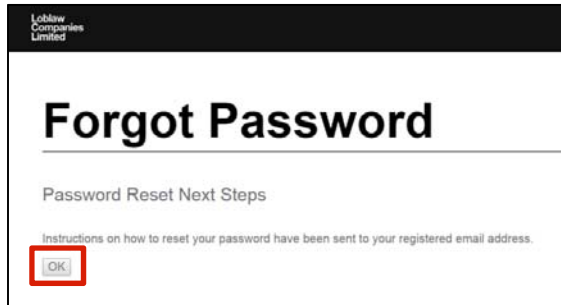
In what city did you meet your spouse/significant other?

Next

Note: If the answers for the security questions do not match what was set up in your profile, you will need to start the process over again.

Vendor Portal Job Aid

4. After submitting a password reset, you will see a screen that indicates the next steps in a password reset. Click **OK** to return to the login screen.



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Forgot Password

Password Reset Next Steps

Instructions on how to reset your password have been sent to your registered email address.

OK

Note: An email with a temporary password will be sent to your email address.

5. Go back to the Vendor Portal **Login** page and enter your **Username** and temporary **Password** (sent via e-mail). Click the **Login** button.
6. Enter your current (temporary) password and new password (twice) to reset your password, then click the **Change Password** button.



Reset Password Form

Enter Current Password

Enter New Password

Re-enter New Password

Please only click Change Password once.
It may take a few minutes for the page to refresh.

Change Password

You must change your password before continuing

Note: Previous passwords cannot be reused.



- If you fail to login in 5 attempts, your account will be locked for 30 minutes, after which you can attempt reset password again.
- Maximum attempts to answer security questions is 3. If you fail to answer correctly after 3 attempts, your account will be locked.
- If you are a user, contact your Portal Administrator within your company for any issues.
- If you are a Portal Administrator, use the *Vendor Portal Support Form* to address any issues you may have. Go to <http://www.loblaw.ca/en/vendor> and then click on *Help Materials*.