

Loblaw Companies Supplier Portal job aid

First-time user login for suppliers

Overview

Once a new user account has been successfully created for a supplier to access the Loblaw Companies Supplier Portal, the user will receive a welcome email. The welcome email will contain new user information, including a username and temporary password to access the portal with, for the first time.

Please visit <https://www.loblaw.ca/en/supplier> to log in to the supplier portal and set up your new user account. Please ensure to use the latest version of one of the following browsers to access the portal, as Microsoft Internet Explorer is not supported:

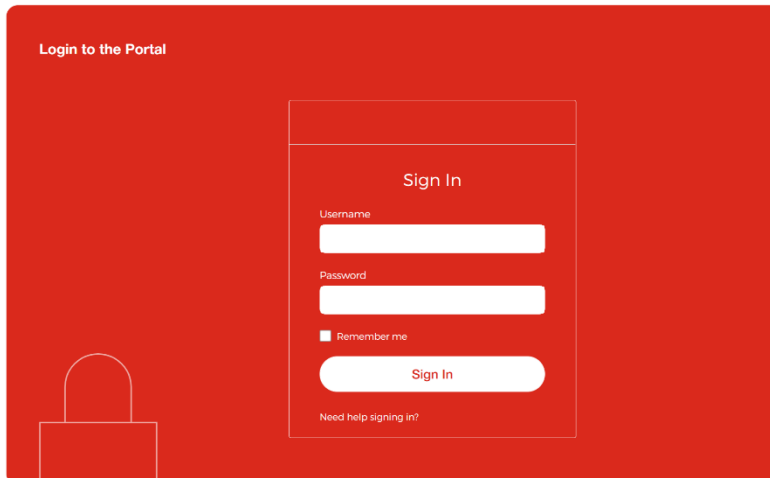
- Google Chrome;
- Microsoft Edge;
- Firefox; or
- Safari (iOS only).

One of the first tasks users need to complete when the welcome email has been received, is the initial profile setup, which includes entering your contact information and changing your temporary password to a personalized one.

Initial profile set up

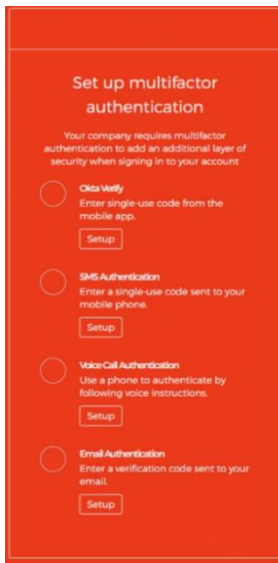
1. From your browser, navigate to the Loblaw Companies Supplier Portal (<https://www.loblaw.ca/en/supplier>).

Enter your **username** (which is your corporate e-mail address) and **temporary password** (provided in the welcome email) and click **sign in**.

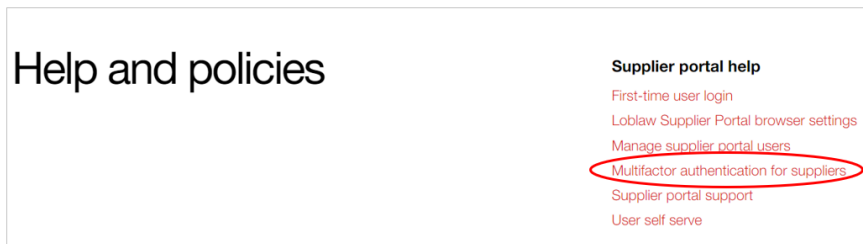


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- As an enhanced security measure to protect the portal and its users, users will be prompted to set up one method of multifactor authentication (MFA). You can choose from the following options:
 - *Okta Verify* application;
 - SMS authentication;
 - Voice call authentication; or
 - Email authentication



MFA authentication is a mandatory component of the Loblaw Companies Supplier Portal. For additional information and support on each option and how it works, please download the *multifactor authentication for suppliers* job aid available within the *help and policies* section on the login page of the supplier portal.



- When the MFA enrollment is completed, new users will be directed to the *My Profile* page. This is where you will enter your contact information, such as your persona details and phone number. Once your information has been entered, please click **submit** to complete the account set up and continue to the portal.

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NOTICE
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The change password functionality within the My Profile section of the Loblaw Supplier Portal is unavailable during this time. First-time users and any other users that would like to change their existing passwords (temporary or personalized), will need to visit <https://loblaw-evp.okta.com/signin/forgot-password> to create a new, personalized password for their accounts. For any questions or concerns regarding this notice, please contact vendorcomm@loblaw.ca.

My Profile

Contact information

Persona Persons will determine the type of news and notifications you receive on the Portal. Please select at least one value.

Finance Manufacturing Sales
 Human resources Operations Supply Chain
 Information Technology Product Development

Phone number

Submit

Changing your temporary password to a personalized password

1. Once the initial profile set up is completed and you are logged in to the portal, your temporary password needs to be changed. This can be completed with the following steps:
 - Successfully log out of the supplier portal and close the browser session;
 - Launch a new browser window and visit <https://loblaw-evp.okta.com/signin/forgot-password>;
 - Enter your username (which is your corporate e-mail address) and select *reset via email*;
 - Once this has been completed, you will receive an email from Okta, indicating that a password reset has been requested, with a link to reset your password. Once you select this link, you will be able to create a new, personalized password to log in to the supplier portal.

General inquiries and technical support

For any questions or issues regarding browser settings, please contact the Loblaw Companies Supplier Communications team at vendorcomm@loblaw.ca.