

# What to do when you have forgotten or lost your Supplier Portal password or your account has been locked

## 1. Click on the “Forgot your Password” link

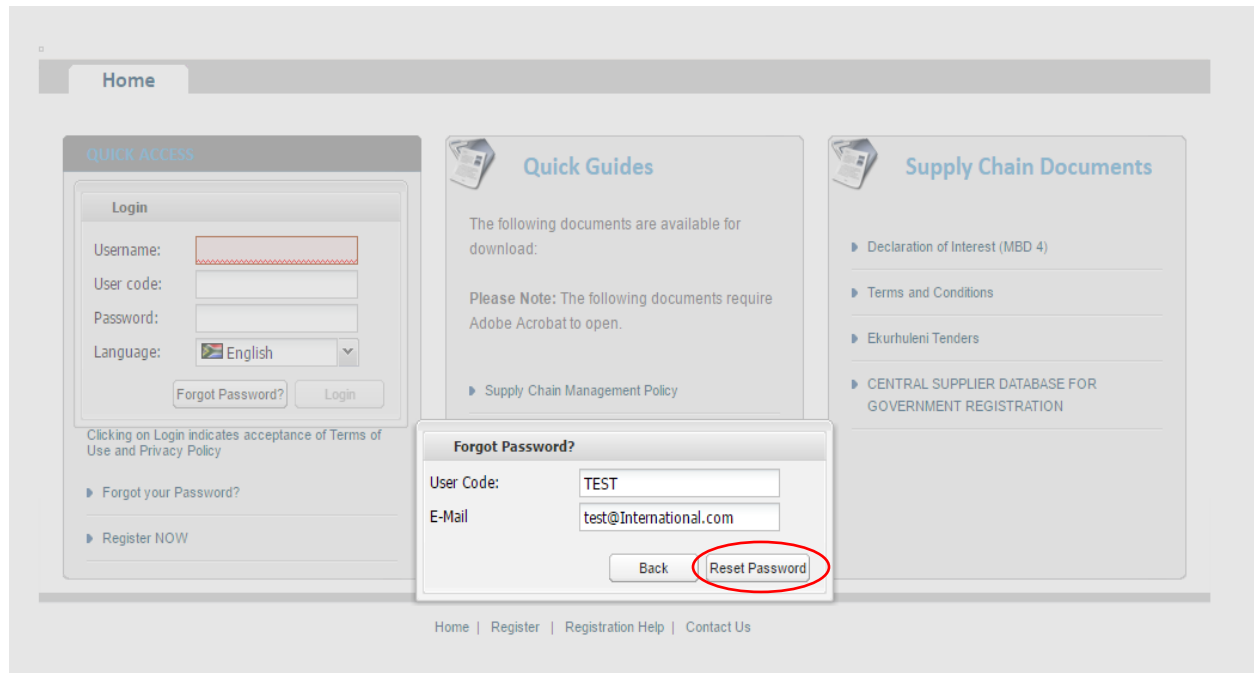
The screenshot shows the 'Home' page of the Supplier Portal. On the left, under 'QUICK ACCESS', there is a 'Login' form with fields for Username, User code, Password, and Language (set to English). Below the form are 'Forgot Password?' and 'Login' buttons. A red circle highlights the 'Forgot your Password?' link. To the right, there are sections for 'Quick Guides' and 'Supply Chain Documents'. The footer contains links: Home | Register | Registration Help | Contact Us.

## 2. Enter your user code and e-mail address

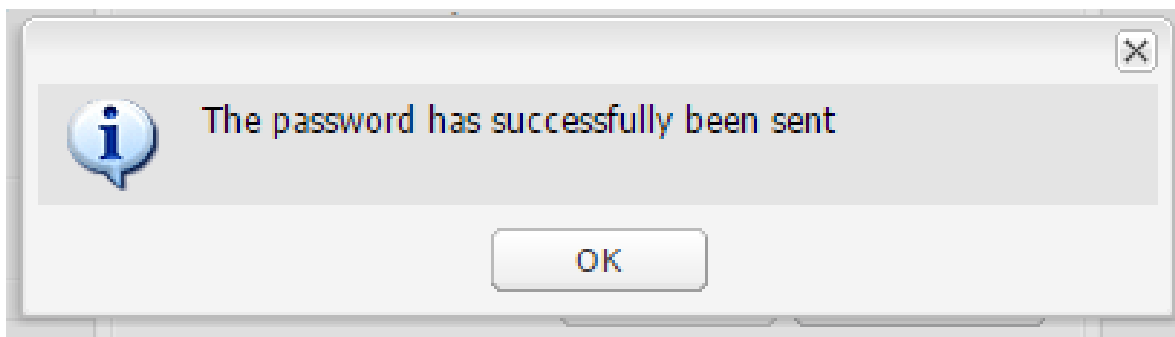
(This must be the e-mail address we have on our system under contact person)

This screenshot shows the same 'Home' page as above, but with the 'Forgot Password?' modal form open. The modal form has fields for 'User Code' and 'E-Mail', and 'Back' and 'Reset Password' buttons. The 'Forgot your Password?' link in the 'QUICK ACCESS' section is still visible and highlighted with a red circle.

### 3. Click on “Reset Password” button



### 4. Click on “OK” button to proceed. Your logon credentials will be e-mailed to you.



### 5. Please **refresh** the page and follow the instructions on the e-mail.