



Lowe'sLink[®]
Spend Management (SM)
Change Password & Password Help

Updated: July, 2017

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Agenda

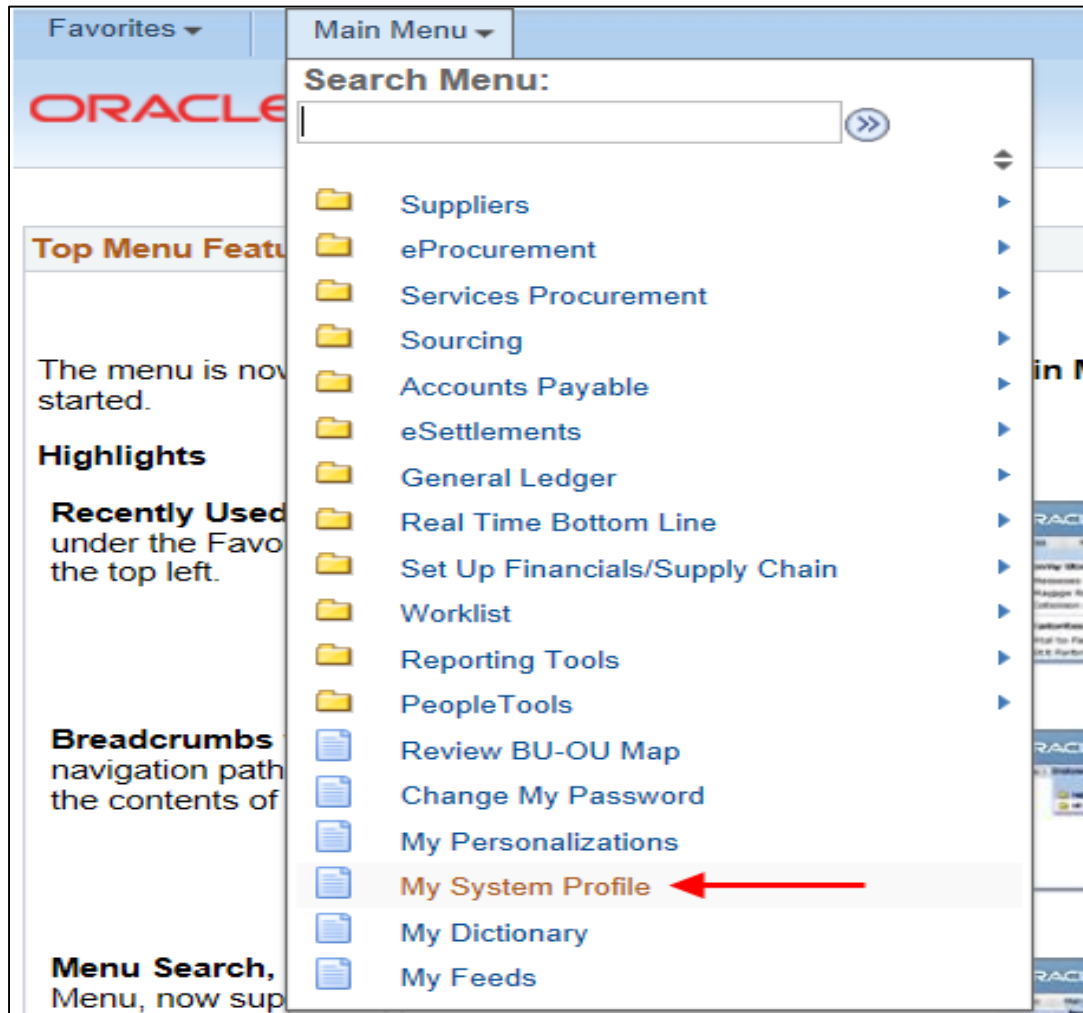
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Expectations

- This guide is written with the expectation that the user is registered for Spend Management.
- If not registered, please refer to the *LowesLink® Registration and Requesting Access to Spend Management* document located at www.LowesLink.com > Existing Partner Information > Spend Management Expense Vendor Information > For New Vendors.
- Also, that the user is familiar with logging into LowesLink®, locating the Spend Management US & Canada link, and logging into Oracle.
- If unfamiliar with logging in, please refer to the ***Logging into LowesLink® and Spend Management*** document located at www.LowesLink.com > Existing Partner Information > Spend Management Expense Vendor Information > Job Aids.
- If having login issues, please refer to the ***Login Password Issues*** document located at www.LowesLink.com > Existing Partner Information > Spend Management Expense Vendor Information > Job Aids.

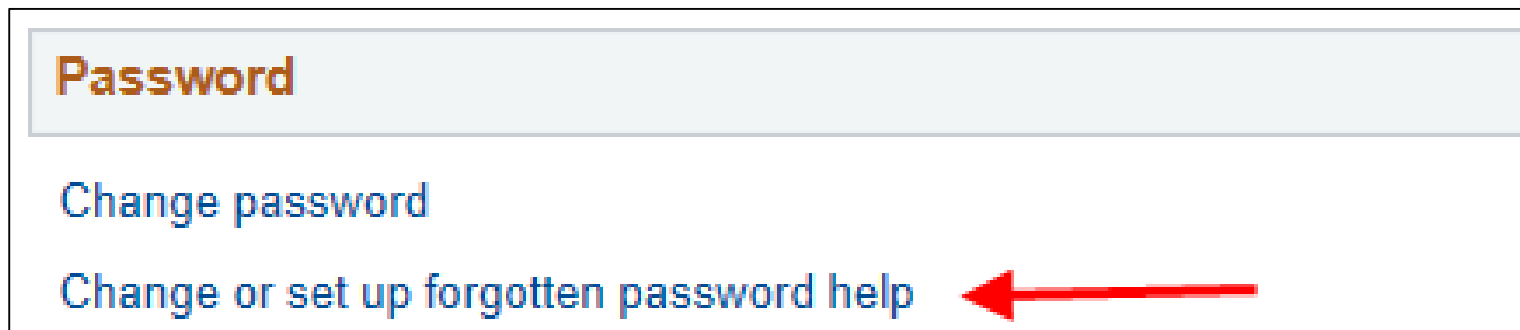
Navigate to My System Profile

- Navigate: Main Menu > My System Profile option.



Password Help Setup

- On the “General Profile Information” page, select the “Change or set up forgotten password help” link.
- **Note:** It’s important to setup this password help option with the security questions. In the future, if you forget your password, there is an option on the Oracle login screen that you can select that will get a new password emailed to you if you’ve setup the security questions. If you haven’t setup the questions, that option will not work.
- Changing your password can be completed here if needed by selecting the “Change password” link.



Password Help Security Question

- Will be prompted to select a question and input a response.
 - To view the questions, click the down arrow.
- Once you've entered the Response, click the OK button.
- This will return you to the *General Profile Information* screen.

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question

Select from the list of questions.

Response

OK Cancel

In what city were you born?
Mother Maiden Name
What is your dog's name?
What is your favorite color?

Password Help Security Question

- On the *General Profile Information* screen, scroll to the bottom and click on the Save button.
- This will save your changes / updates and the “forgot password” option on the Oracle login screen will be available for future use (when needed).

Favorites ▾ Main Menu ▾ > My System Profile

ORACLE

General Profile Information ←

User Name Displays Here

Password

[Change password](#)
[Change or set up forgotten password help](#)

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English ▾

Currency Code: USD 🔍

Default Mobile Page: 🔍

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID: 🔍

From Date: (calendar icon) (example: 12/31/2000)

To Date: (calendar icon) (example: 12/31/2000)

Workflow Attributes

Email User Worklist User

Miscellaneous User Links

Email Personalize | Find | 🔍 | 📅 | 📄 First 1 of 1 Last

Primary Email Account	Email Type	Email Address		
<input checked="" type="checkbox"/>	Business ▾	Kathy.L.Shumate@Lowe.com	+ -	

IM Information Personalize | Find | 🔍 | 📅 | 📄 First 1 of 1 Last

Protocol	XMPP Domain	UserID	Password		
XMPP	🔍	🔍	🔍	+ -	

Save ←

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For Assistance with Change Password & Password Help:

Email ExpenseSSI@lowes.com

or

Call our Finance Resource Center at 336-658-2121,
select option 3 for LowesLink[®] then
select option 3 for Spend Management (Expense SSI)