

LowesLink® Self Recovery Instructions

If you are trying to access LowesLink® from a new computer, or from a repaired computer, you will need to Self Recover your certificate. You will also need to Self Recover if you have deleted your certificate. To Self Recover your certificate, follow this documentation.

1. First, from the LowesLink® home page, click **Login to LowesLink®**.



At the bottom of the page you will see the text:

If you are having problems logging in with your self managed certificate click [here](#) to self recover.

2. Click on the blue underlined word “here” to begin the recovery process.

You will then be asked for your **Unique Identifier**. This is your Login ID emailed to you when you first registered with LowesLink®. If you do not know it, you can email LowesLink@Lowe.com to request it. ****Please include the full name of the person assigned to the certificate, the company name, and the company’s “Lowe’s vendor number” on all communications.****

3. Type in your Unique Identifier and click the **Submit** button.

A screenshot of a web browser displaying the "Self-Recovery of Digital Identity" page. The page has a header with the "LowesLink" logo and navigation links: "What's New", "Getting Started", "Partner Information", "Lowe's Canada", "Installed Sales", "EDI", "Home", and "Login". The date "Tuesday, February 12 2008" is shown in the top right. The main content area features the "LOWE'S" logo and the title "Self-Recovery of Digital Identity". Below the title is the section "Identification" with the instruction: "To self-recovery your digital identity you must provide your unique identifier." There is a text input field labeled "Unique Identifier". Below the field are two buttons: "Submit" and "Clear Form". At the bottom of the page, there is a copyright notice: "© 2003 by Lowe's®. All rights reserved. Lowe's and the gable design are registered trademarks of LF, LLC. Lowe's Improving Home Improvement (SM)".

The next page will ask you the security questions you created when you first went through the registration process. If you don't know the answers to your questions, you will need to request a Manual Recovery by emailing LowesLink@Lowe.com.

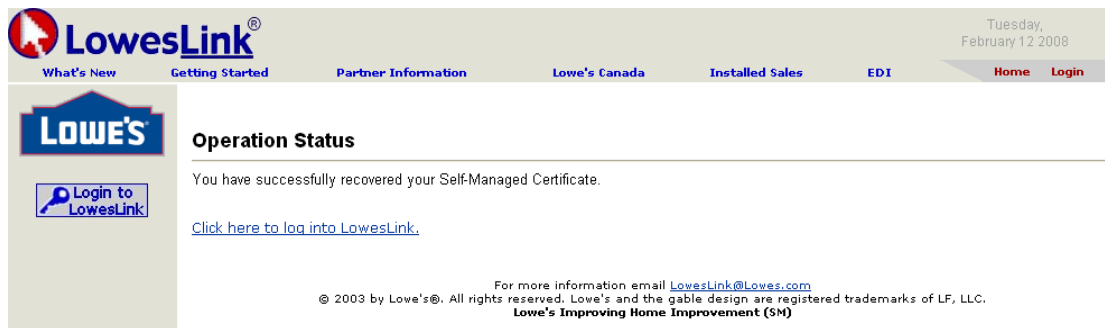
4. Once you answer all your security questions correctly, click the **Submit** button.

You will then see a sequence of the following two screens.

5. Please wait while your profile is created.



6. Finally, when the screen below is displayed, click the link “Click here to log into LowesLink®” to login with your Self-Managed Certificate.



Congratulations, you have successfully Self Recovered your Certificate. If you encounter any errors in this process please email LoweLink@Lowe.com or call LowesLink® support at 1-800-811-8401 for assistance.