

How does LowesLink® Identity Manager Work?

REQUIREMENTS:

Internet Explorer 8 or Above
[IE 10 or 11 - Compatibility View](#)
[Trusted Sites](#)
[Adobe Reader](#)

Your Company's Lowe's Vendor Number

WHAT IS MY USER NAME/USER ID?

USER NAME/USER ID: An 8 character string that uniquely identifies you to LowesLink®. In most cases this will consist of the first three letters of your company name + the first three letters of your last name + a 2 digit code.

Company: Garden Spot

User Last Name: Jones

User Name/User id could be: garjon01

If you do not know your User Name/User id send an email to loweslink@lowes.com with:

1. Company Name
2. Your Name
3. Lowe's Vendor number

Please don't attempt to guess your user name/user id. If you don't know, please send an email to us.

Below we have provided a few notes about using the system. Please email us at loweslink@lowes.com if you have any questions. There will not be a technical support line to support Identity Manager. All questions and issues will need to come through loweslink@lowes.com.

New Registrations: Please note you will not receive a **Username/User ID** until the LowesLink® team has processed your registration request.

Things to Remember: Once you receive your Username/User ID and have logged in, the following conditions will cause you to be sent an Identification Code **EACH TIME YOU LOGIN**.

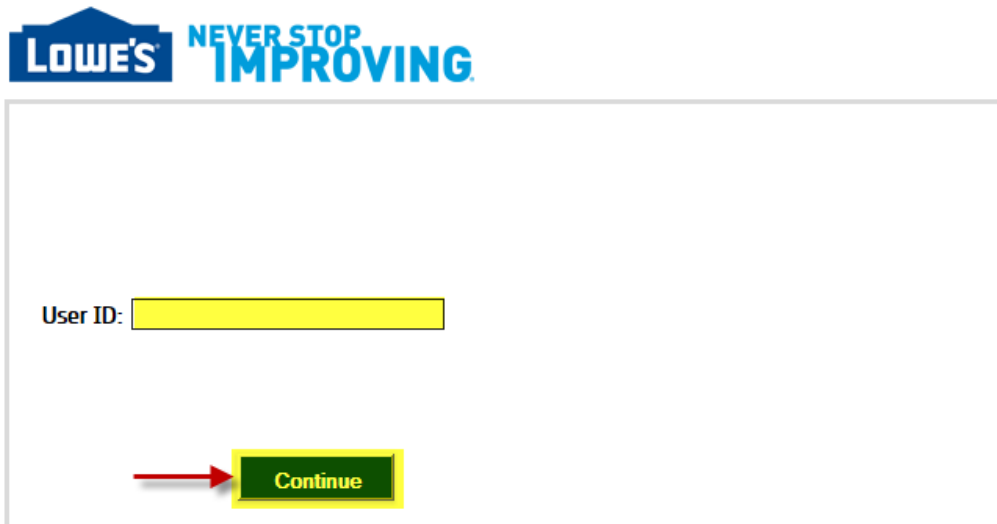
1. You log in from a different computer
2. Your temporary internet folders/cookies have been deleted
3. Internet Options setting is to delete browsing history on exit
4. Your company deletes temporary internet folders each night
5. You chose Public instead of Private Computer

When the screen prompts for the Identification Code you **MUST** wait for the email and enter that code as soon as you receive it. After entering that 8 digit code you will be ask for the following:

- Answer 2 of your security questions correctly
- Enter the password you set up in the system

Referenced below are the action steps that will be taken.

Login screen: Enter your **User ID** and click **Continue**



The image shows a screenshot of the Lowe's login interface. At the top left is the Lowe's logo, which consists of a blue gable shape containing the word 'LOWE'S' in white, followed by the slogan 'NEVER STOP IMPROVING' in blue. Below the logo is a large white rectangular area. Inside this area, on the left, is the text 'User ID:' followed by a yellow rectangular input field. Below the input field is a green rectangular button with the word 'Continue' in white text. A red arrow points from the left towards the 'Continue' button.

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Lowe's Improving Home Improvement (SM)

The following screen prompt will appear:

NOTE: The browser window **CANNOT** be closed. Entering your User ID again in a new browser will prompt another email to be sent with another new code.

An **Identification Code for LowesLink® Roaming Authentication** email will be sent to your email address containing the Identification Code that must be used. Identification Codes are time sensitive and for one-time use only. If you do not use the Identification Code within 10 minutes it becomes invalid. After this code has been used, this email can be deleted.

From: Lowes Link
Sent:
To: Roberson, Julie - Julie B
Subject: Identification Code for LowesLink® Roaming Authentication

Dear LowesLink® User,

Here is the Identification Code you will need to help us recognize your computer.

Your Identification Code is: **79905739**

The code will expire soon so please enter it in the Identification Code field as soon as possible.

If you are currently on the page where you can enter your Identification Code, please enter it now.

1. Enter this code in the Identification Code field on the page and click "Submit"
2. You will be asked to answer your Security Questions.
3. If you answered correctly, you will be prompted to enter your LowesLink® password.

If you closed your browser prior to receiving this email, then you have to login to LowesLink® again and get a new Identification Code email. The code in this email will no longer be valid.

If you have additional questions please contact us at LowesLink@Lowe.com

Thank you.

Copy/paste the Identification Code and then click **Submit**



Identification Code for LowesLink® Authentication Roaming

Since we don't recognize your computer, we sent you the Identification code to your registered email address, **which may take a few minutes**. If you do not see the email in your inbox, please check your SPAM folder. You may need to click on the Send/Receive option in your email or refresh your browser(if Yahoo or Gmail account).

Please enter the Identification code. **If you received multiple emails, type the code from the latest email and click the Submit button**

On the next page, you will answer 2 of your Security Questions. If you answered correctly, you will be prompted for your LowesLink® password. We do this to protect your company's information.

User ID: **abcdoe01**

Enter Identification Code: [unmask entries](#)



Please do not close this browser page. Once you retrieve the identification code from your email you will need to navigate back to this window to enter the code.

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Next, you will be prompted to answer two of your security questions. Click **Submit**



Security Questions Authentication for LowesLink® Authentication Roaming

Please Answer the Questions displayed below.

User ID: abcdoe01

Favorite place [unmask entries](#)

Name of your Elementary School



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On the LowesLink® Security screen, read and determine which choice best describes your computer.

NOTE: If you select Public computer you will receive a code each time you login to LowesLink®. Select **Private Computer** and then click **Submit**

LOWE'S NEVER STOP IMPROVING

LowesLink® Security

User ID: abcdoe01

Please select a security option

Private Computer (Authorize this computer)

Select this option if you are the only person who uses this computer. By selecting this option, you are allowing this website to leave a thumbprint that uniquely identifies the computer as authorized to access our web sites.

Public or Shared Computer (Do not authorize this computer)

Select this option if the Firm does not own the computer (public kiosk) or more than one person uses this computer or you do not want this website to leave a thumbprint in your system that could uniquely identify this computer.

Submit

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Now that you have successfully answered your security questions, you will be prompted to key in the actual password you created when you retrieved your login id (Username/User ID).

LOWE'S NEVER STOP IMPROVING

LowesLink® Authentication

Please enter your Password and click the Submit button.

User ID: abcdoe01

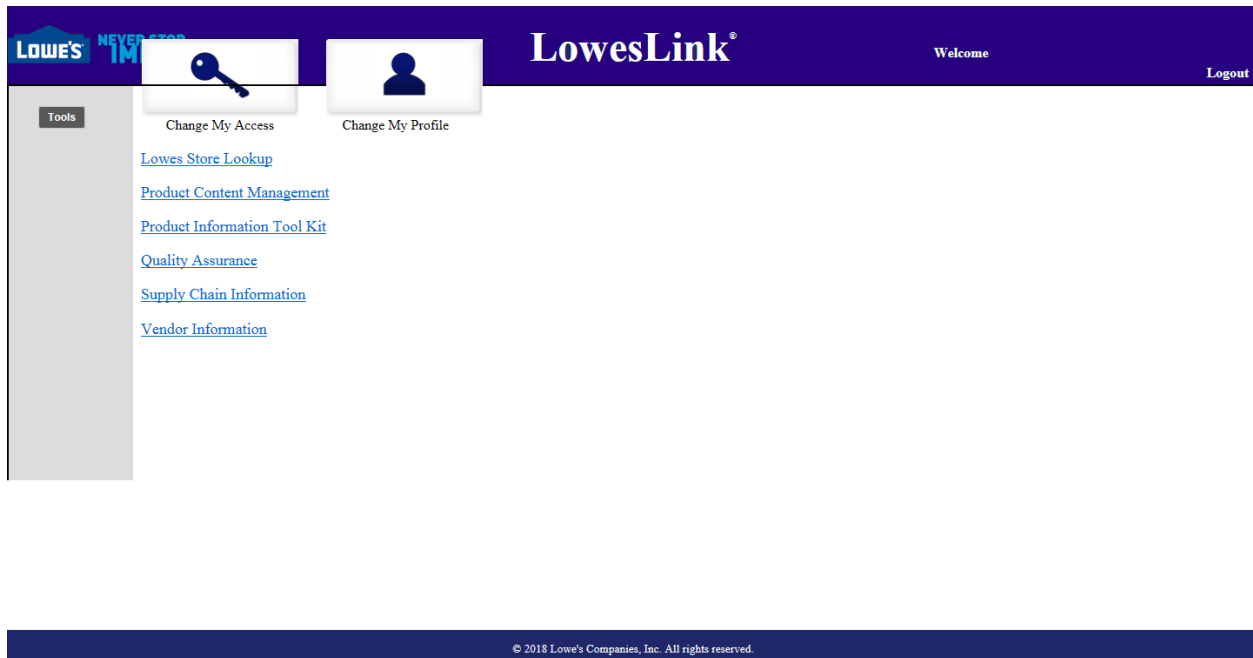
Password:

Submit

[Forgot Your Password](#)

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The following screen will appear showing your application list once you have successfully entered in your original password.



You will receive a **LowesLink® Roaming** email once you have completed the steps listed above. This email notification can be deleted.

From: Lowes Link
Sent:
To: Roberson, Julie - Julie B
Subject: LowesLink® Roaming

Dear User,

Your roaming authentication for LowesLink® is successful. As a security precaution, this notification has been sent to the email address associated with your account.

If you have additional questions please contact us at LowesLink@Lowe.com

Thank you!