

Shoprite Supplier Portal Password Reset Process

Introduction

The new **Shoprite Supplier Portal** has additional security features that will require you to reset your password every **90 days**.

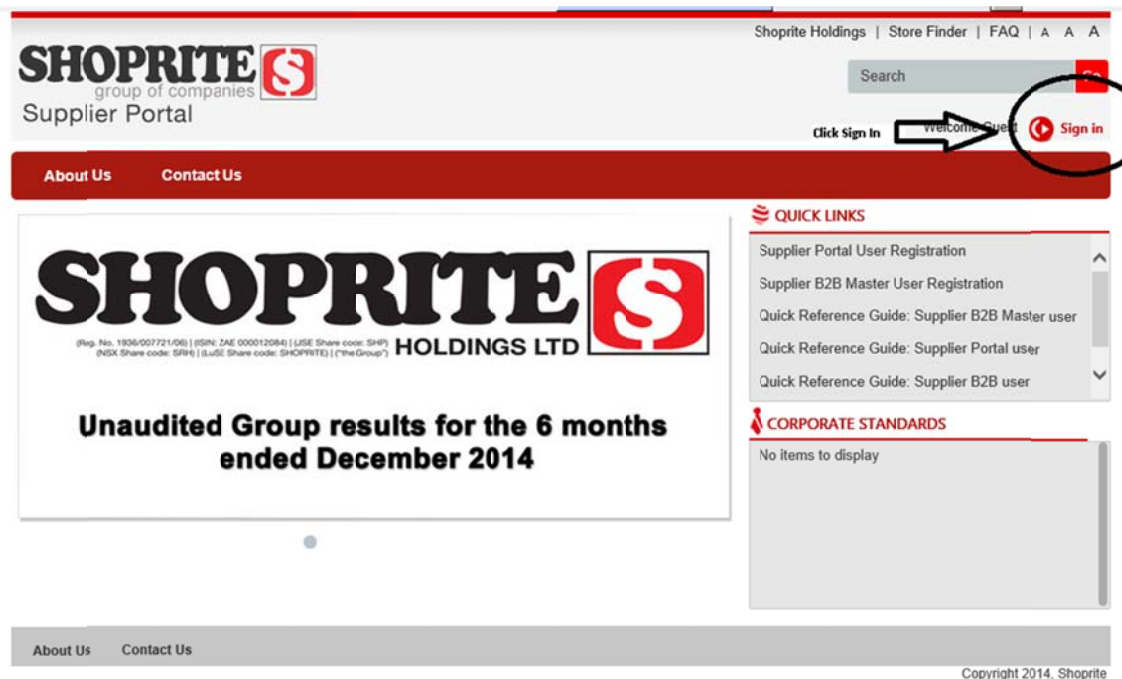
Each user has their **own login credentials** set up by the master user. You will receive notification prior to your password expiring. Should you not change your password in the allotted time frame your account will be blocked. You will need to contact your master user to assist you, should this happen.

It is important to not only **remember** your **newly created password**, but also your **secret questions** selected **and the answers** you provided to each. It is therefore extremely important that you conduct these activities yourself.


All **blocked/inactive accounts will be cleaned up** during regular intervals to keep the system clean with relevant data only.

Below, please find a step-by-step process for resetting your password.

Step 1 – If you forget your password, click on *Sign in* to access the *log in* screen.




Shoprite Holdings | Store Finder | FAQ | A A A

SHOPRITE 
group of companies
Supplier Portal

Search

Click Sign In | welcome Guest | **Sign in**

About Us | Contact Us

SHOPRITE 
HOLDINGS LTD

Unaudited Group results for the 6 months ended December 2014

QUICK LINKS

- Supplier Portal User Registration
- Supplier B2B Master User Registration
- Quick Reference Guide: Supplier B2B Master user
- Quick Reference Guide: Supplier Portal user
- Quick Reference Guide: Supplier B2B user


CORPORATE STANDARDS

No items to display

About Us | Contact Us

Copyright 2014, Shoprite

Step 2 – Click on the *Forgot Password* link

SHOPRITE 
group of companies
Supplier Portal


Login

User Domain Shoprite Checkers Supplier

User Name

Password


By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)

Click Forgot Password  **Log In**
Forgot Password

© Copyright shoprite 2014


Step 3 - The secret questions page will be displayed. The questions will not be visible at the outset.

Shoprite Holdings | Store Finder | FAQ | A A A

SHOPRITE group of companies 

Supplier Portal

Search

Welcome Guest  [Sign in](#)

[About Us](#) [Contact Us](#)

[Home](#) > [Forgot Password](#)

User Domain*

User Name*

Secret Questions and Answers

Question 1* The Secret Question 1 will appear as soon as you provide your User Name

Answer 1*

Question 2* The Secret Question 2 will appear as soon as you provide your User Name

Answer 2*

[About Us](#) [Contact Us](#)

Copyright 2014, Shoprite

- 3.1. Under *User Domain*, select *Shoprite Checkers Supplier* from the dropdown list
- 3.2. Enter your user name
- 3.3. Press the *Tab* key once to navigate to the first secret question answer box. The secret questions will now appear.
- 3.4. Enter your answers to both questions
- 3.5. Click *Reset Password*
- 3.6. If you click *Cancel*, you will be returned to the *home page*

Step 4 – Select *Reset Password*

An e-mail will be sent to the preferred e-mail address as indicated on the screen below.

Shoprite Holdings | Store Finder | FAQ | A A A

SHOPRITE
group of companies
Supplier Portal

Search **Go**

Welcome Guest **Sign in**

About Us Contact Us

Home > Forgot Password

✔ Password reset successful. Please check your mail for the temporary password.

User Domain* Shoprite Checkers Supplier

User Name* pienaarh1

Secret Questions and Answers

Question 1* What is your pet name?

Answer 1* SASSY

Question 2* What is your favourite cooldrink?

Answer 2* COKE

Reset Password Cancel

About Us Contact Us

Step 5 – You will receive an e-mail similar to the one below.

Password Reset
portaladmin@shoprite.co.za
Sent: Tue 07/04/2015 09:29 AM
To: Leonard De Lange

Dear Herman Pienaar

This email confirms that you reset your password.

To log on to the site, use the following credentials:

User Name: pienaarh1

Temporary Password: R\$m?jB9_G?

If you have any trouble accessing the Supplier Portal, please call Stephen Smith (+27 21 980 4840) or Gary Hinrichsen (+27 21 980 8797) or email us at b2bhelpline@shoprite.co.za.

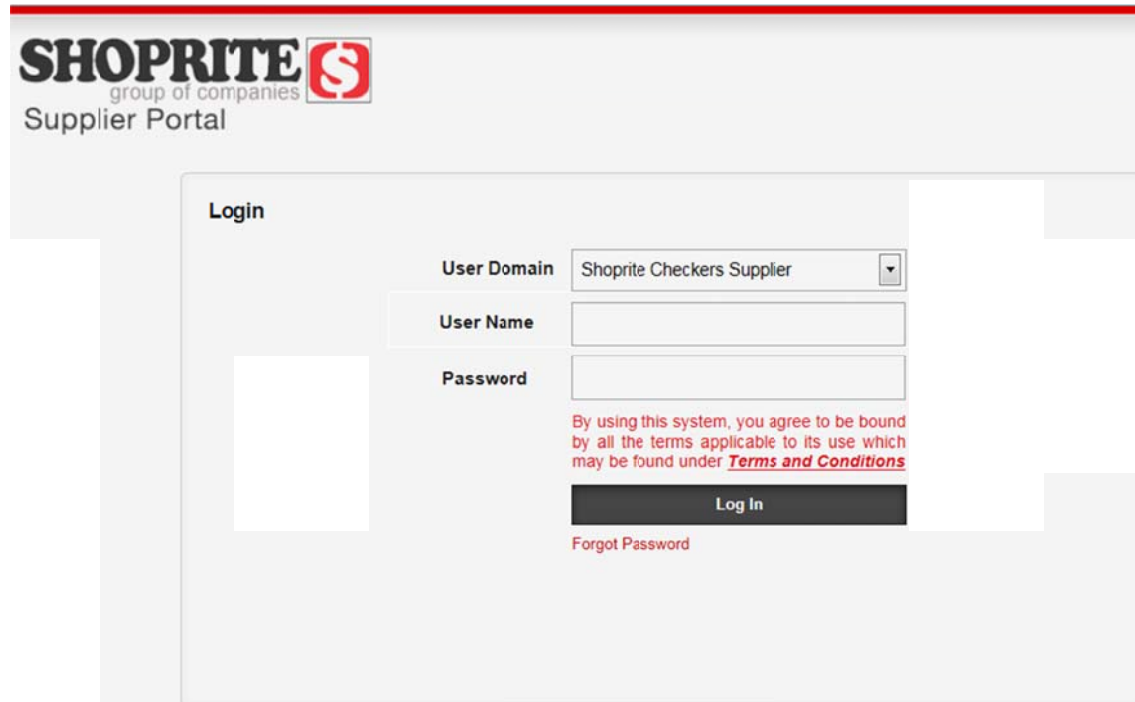
Regards
Supplier Portal Support Team

Note: This is not an official email address – please do not reply.

Step 6 – Navigate to the *Login* screen.

You should now be able to login with the temporary password.

Type in your user name and password and select *Log In*.



The screenshot shows the Shoprite Supplier Portal login interface. At the top left, the Shoprite logo is displayed with the text "SHOPRITE group of companies" and "Supplier Portal" below it. The main content area is titled "Login" and contains the following elements:

- User Domain:** A dropdown menu with "Shoprite Checkers Supplier" selected.
- User Name:** An empty text input field.
- Password:** An empty text input field.
- Terms and Conditions:** A red text block stating: "By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)".
- Log In:** A dark grey button with the text "Log In" in white.
- Forgot Password:** A red text link located below the "Log In" button.

Step 7 – After log in, the system prompts the user to replace the old expired temporary password with a new Shoprite accepted password. Complete the fields required as per the below screenshot and select *Change Password* to enter the system with your new credentials.

The screenshot displays the Shoprite Supplier Portal interface. At the top, the Shoprite logo and 'Supplier Portal' text are visible. A search bar and 'Go' button are on the right. Below the header, there are navigation tabs for 'About Us', 'Supplier Corner', and 'Contact Us'. The main content area shows a 'Change Password' form with the following fields: 'User Domain*' (with a dropdown menu showing 'Shoprite Checkers Supplier'), 'User Name*', 'Old Password*', 'New Password*', and 'Confirm New Password*'. A modal dialog box is overlaid on the form, containing the text: 'Welcome to Supplier Portal' and 'Your password has expired. In order to proceed you need to: • Replace your expired password with a new Shoprite accepted password.' The footer contains additional navigation links: 'About Us', 'Supplier Corner', 'Contact Us', 'My Profile', 'My Documents', 'Log Incident', 'Terms & Conditions', and 'Change Password'.

Under *User Domain*, select *Shoprite Checkers Supplier* from the dropdown list

- 7.1. Enter your user name
- 7.2. Press the *Tab* key once to enter Old password
- 7.3. Press the *Tab* key once to enter New password
- 7.4. Press the *Tab* key once to enter Confirm password
- 7.5. Click *Change Password*
- 7.6. If you click the *Clear* key, all data entered will be removed and you will be able to re-enter your password details
- 7.7. If you click the *Cancel* key, you will be returned to the *home page*

Step 8 – You will receive a confirmation e-mail that the Password has been changed successfully (sample below).

You can now sign in and continue working as per usual.

Your Password has been changed!

portaladmin@shoprite.co.za

Sent: Tue 07/04/2015 09:45 AM

To: Leonard De Lange

Dear Herman Pienaar

This email confirms to you that your password has been changed.

If you have any trouble accessing the Supplier Portal, please call Stephen Smith (+27 21 980 4840) or Gary Hinrichsen (+27 21 980 8797) or email us at b2bhelpline@shoprite.co.za.

Regards
Supplier Portal Support Team

Note: This is not an official email address – please do not reply.