



B2B PORTAL

Password & LOGIN errors Guide

Release Date: Oct 2021

Version 2

PASSWORDS

To access the B2B Portal a B2B username and secured password combination is required.

Passwords must be at least 8 characters, contain one or more uppercase letters (A - Z), contain one or more lowercase letters (a-z), contain one or more numerals (0-9), contain one or more Symbols or special characters (! \$ % no #) example: [Shoprite@1](#) Any password with a # symbol in the front or with 'username' in it will not be accepted example: [Username@1](#) or [#Shoprite@1](#)

This guide further explores other password complications users might experience:

- 1) [Temp Password](#)
- 2) [Expired Password](#)
- 3) [Forgot Password](#)
- 4) [Reset Password](#)
- 5) [Inactive Accounts](#)

Important to Note:

- ★ Accidentally typing the password incorrectly more than three (3) times will lock the account. Rather wait a while before trying again.
- ★ B2B Usernames are unique and should only be used by the person registered. Refer to the Terms and Conditions (T&C's) Policy found above the "LogIn" button on the **Sign In** screen for more information.
- ★ **Users** should never save their passwords to this site as it causes login issues or session expired errors.

Temp Password

When Users are newly created or use the **Forgot Password** option they will receive a temporary password from b2badmin@shoprite.co.za.

Email looks like:

Dear Tester Shoprite

You have been registered as a B2B Master User on the Shoprite/Checkers Supplier Portal.

Accounting Supplier Name: 188232 TEST COMPANY
Your Username is: TesterS1
Your Temporary Password is: 8Dw\$R-9x
First Name: Tester
Surname: Shoprite

Log in and change the Temporary Password by copying the link below into your browser: <https://supplier.shopriteholdings.co.za/>

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

Regards
Supplier Portal Support Team

Note: This is not an official email address - don't reply to this email address.

Or like:

Dear Tester Shoprite

Password reset successfully.

User name: TesterS1
Password: 4s?A%8Cd7

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

Regards
Supplier Portal Support Team

Note: This is not an official email address - don't reply to this email address.

Users should upon login change this password to something more personal or familiar. See the [Reset Password](#) section for further guidance.

TIP: It's preferred that the temp password i.e. 8Dw\$R-9x be copied and pasted onto the **Sign In** page for quick access instead of manually captured. Just ensure no spaces are accidentally inserted.

Expired Password

As an additional security measure User passwords will expire every 90 days unless the User is a B2B Service account whereby the password will expire annually.

Users receive fourteen (14) daily emailed notifications reminding them to reset the password before day zero (0) whereby the account will be blocked.

Email looks like:

Hi Tester,

Your password expires in 14 day(s).

Please change your password as soon as possible to prevent any logon problems.

Accounting Supplier Number : 188232 TEST COMPANY

Accounting Supplier Country : ZA

Update the password for : TesterS1

Regards,

Supplier Portal Support Team

Important to Note:

- ★ Users should ensure that the correct email addresses are used during the registration or user creation process. To request confirmation on the registered email B2B users must contact their B2B Master Users or the [B2B Helpdesk](#).
- ★ Before going on leave Users should reset their passwords to avoid the expiration period. See the [Reset Password](#) section for further guidance.
- ★ Users should never save their passwords to this site as it causes login issues or session expired errors. Go to the [Log In Errors](#) section for further guidance.

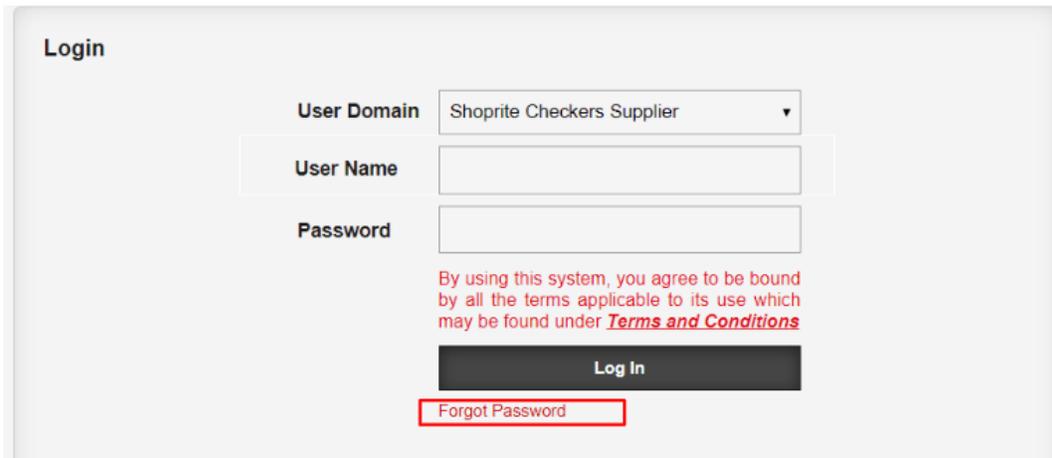
TIP:

Should B2B Users not receive an email then check the spam or junk mail folders before proceeding further.

Forgot Password

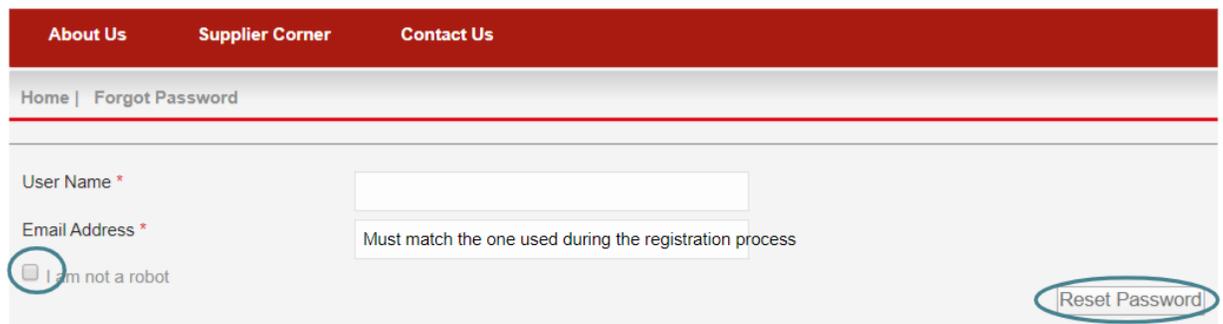
Shoprite has simplified the forget password screen.

- On the **Sign In** page click on the “Forgot Password” button



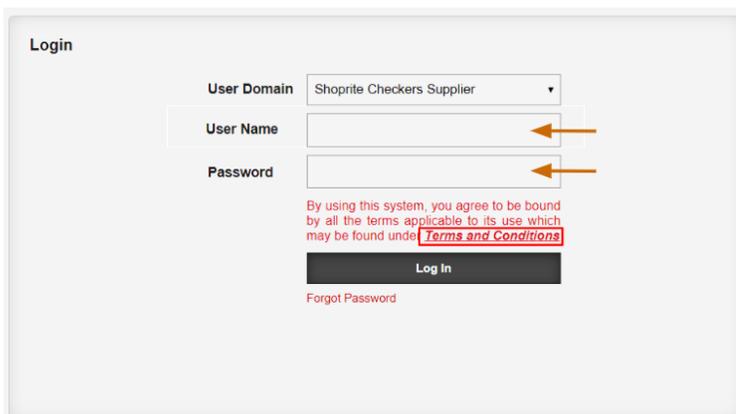
The screenshot shows the 'Login' form on the Shoprite website. It includes a 'User Domain' dropdown menu set to 'Shoprite Checkers Supplier', and input fields for 'User Name' and 'Password'. Below the fields is a 'Log In' button and a 'Forgot Password' link, which is highlighted with a red box. A red text block below the fields states: '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](#)'.

- On the new screen complete the form



The screenshot shows the 'Forgot Password' screen. It features a navigation bar with 'About Us', 'Supplier Corner', and 'Contact Us'. Below the navigation bar is a breadcrumb trail: 'Home | Forgot Password'. The main form contains 'User Name *' and 'Email Address *' input fields. A note under 'Email Address *' says 'Must match the one used during the registration process'. There is a checkbox labeled 'I am not a robot' and a 'Reset Password' button circled in blue.

- When done click on the “Reset Password” button
- B2B will send a new temp password to the email address. See the [Temp Password](#) section for more information.
- Go back to the **Sign In** page



The screenshot shows the 'Login' form on the Shoprite website. It includes a 'User Domain' dropdown menu set to 'Shoprite Checkers Supplier', and input fields for 'User Name' and 'Password'. Below the fields is a 'Log In' button and a 'Forgot Password' link. Two orange arrows point to the 'User Name' and 'Password' input fields. A red text block below the fields states: '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](#)'.

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- Insert a relevant username and the new temp password (**don't save**)
 - Click on the "Log In" button.

TIP:

Should B2B users not receive an email then check the spam or junk mail folders before proceeding further.

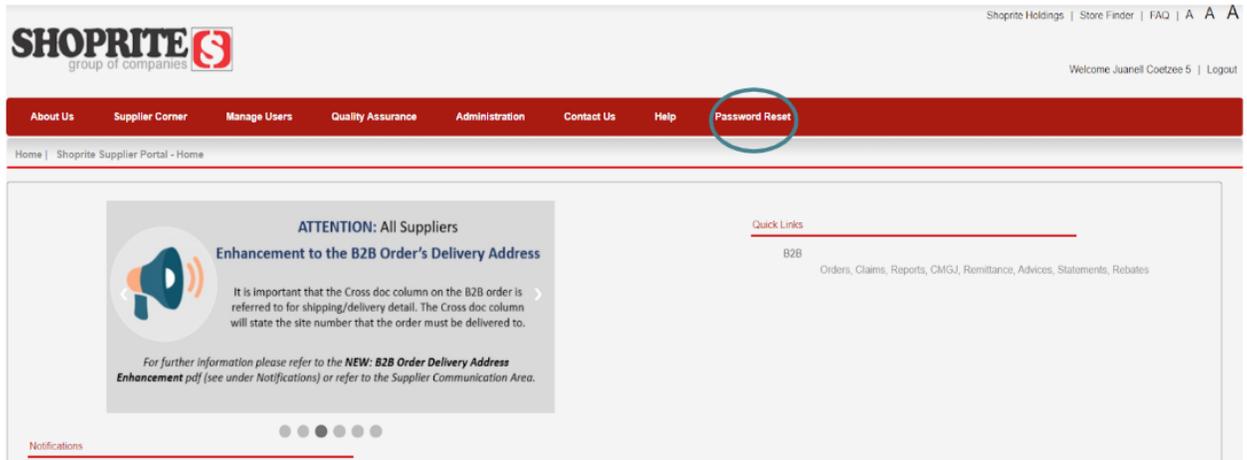
Important to Note:

- ★ Users should upon Login change this password to something more personal or familiar. See the [Reset Password](#) section for further guidance.
- ★ Passwords must be at least 8 characters, contain one or more uppercase letters (A - Z), contain one or more lowercase letters (a-z), contain one or more numerals (0-9), contain one or more Symbols or special characters (! \$ % no #) example: **Shoprite@1** Any password with a # symbol in the front or with 'username' in it will not be accepted example: **Username@1** or **#Shoprite@1**
- ★ **Users** should never save their passwords to this site as it causes login issues or session expired errors. Go to the [Log In Errors](#) section for further guidance.
- ★ After checking the spam or junk folders and the email is still missing it could be that the wrong information was registered. To request confirmation on the registered email B2B users must contact the [B2B Helpdesk](#) and request a new password.

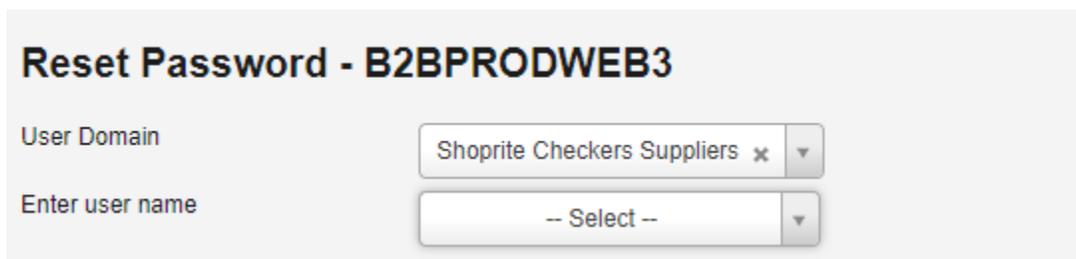
Reset Password

Users can at any time reset their passwords on the B2B Portal.

- Click on the “Password Reset” button found on the **Home Page**



- On the new screen insert a relevant username



- Insert a new password
- Click on the “Reset Button” and wait for the “successful” message before closing the screen.
- Upon the next Login use the new password (**don't save**)

Important to note:

- ★ Passwords must be at least 8 characters, contain one or more uppercase letters (A - Z), contain one or more lowercase letters (a-z), contain one or more numerals (0-9), contain one or more Symbols or special characters (! \$ % no #) example: **Shoprite@1** Any password with a # symbol in the front or with 'username' in it will not be accepted example: **Username@1** or **#Shoprite@1**

Inactive Account

B2B Users and B2B Master Users can become **Inactive, Locked** or **Blocked** when:

- Users did not respond to one of the fourteen (14) daily emailed notifications warning of the impending required password reset
- Users accidentally typed their password incorrectly more than three (3) times
- B2B Master Users revoked a B2B Users access because the person left the company or no longer requires access to the B2B portal

To rectify:

B2B Users should contact their B2B Master User to change the account status from “Deleted” to “Active”. B2B Master Users should contact the [B2B Helpdesk](#) for assistance.

To avoid this issue in the future:

- ★ All Users should respond to the notification emails in a timely manner.
- ★ When resetting passwords, set a reminder 90 days hence to be ahead of the notification emails. This also applies when using the **Forgot passwords** option.
- ★ After two attempts Users should try logging in later or reset their password via the **Forgot Password** option instead of attempting to further insert incorrect passwords.
- ★ Users should confirm that the correct email has been registered by contacting their B2B Master Users or the **B2B Helpdesk** this way ensuring that the email notifications are sent to the correct recipient.

LOGIN ERRORS

Google Chrome and / or Internet Explorer can sometimes return error messages when attempting to access the B2B Portal.

TIP: It's best practice to use Internet Explorer versions 9 upwards or the latest versions of Chrome. Users should always access the site via <https://supplier.shopriteholdings.co.za>

Typical errors are:

- Saved Passwords
- Internal 500 error
- Page cannot be displayed
- Site cannot be reached

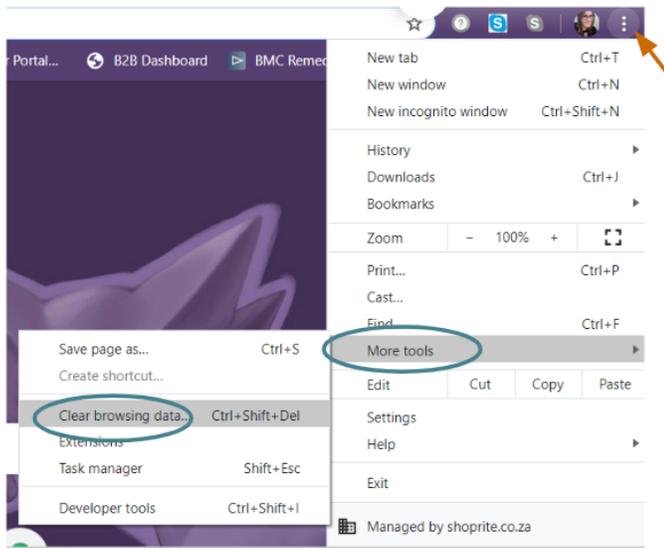
To rectify:

Users must clear the browser's history. Sometimes the error could populate more than once in such cases Users must clear the history until such time as they are able to Login.

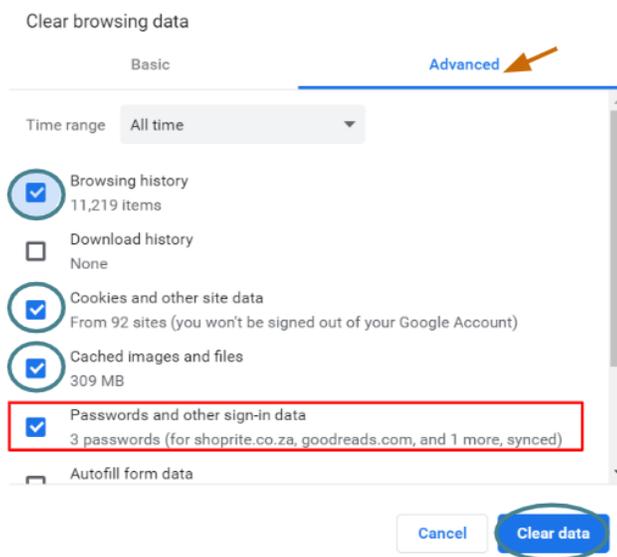
Google Chrome

To clear the browsing history:

- Log Out of the B2B Portal on all windows and tabs. Then reopen the browser.
- Click on the "Customize and control" button or the 3 dots found top right of the screen
- Click on "More Tools"
- Click on "Clear Browsing Data" or use the shortcut keys Ctrl+Shift+Del



- On the new screen click on the “Advanced” tab
- For the Time Range select “All time”
- Select the relevant boxes i.e. History, Cookies and Cached Images
(The password box should only be ticked if the B2B User has accidentally saved their password to the B2B Portal)
- Then click on the “Clear Data” button

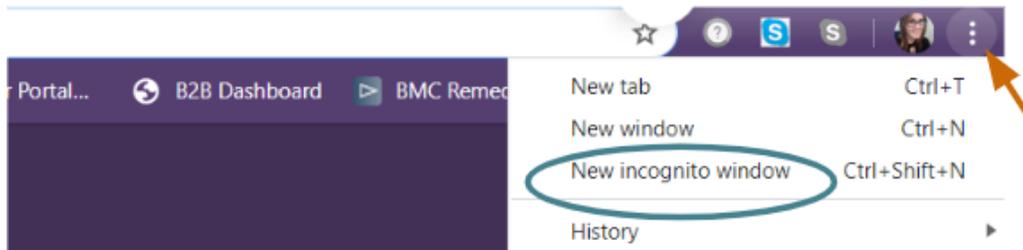


- Wait approximately 2 to 3 minutes for the B2B Portal to update
- Log back in to <https://supplier.shopriteholdings.co.za/> (don't save passwords)

TIP:

B2B Users that experience many Login issues can use the Google Chrome Incognito browsing option to minimize the chances of getting the error messages.

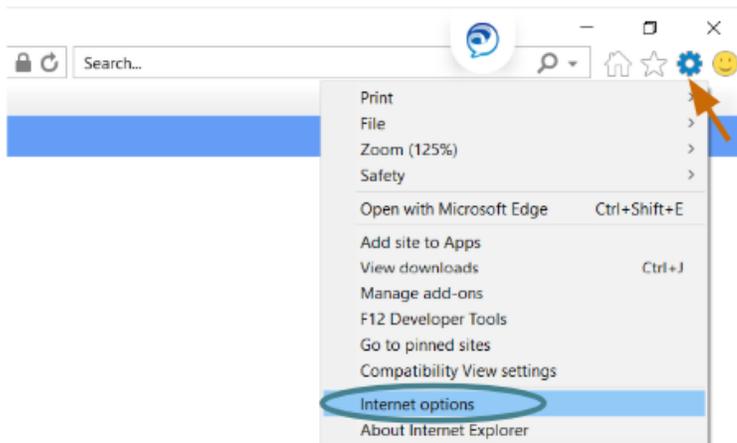
- Click on the “Customize and control” button or the 3 dots found top right of the screen
- Click on the “New Incognito Window” option or use the shortcut keys Ctrl+Shift+N



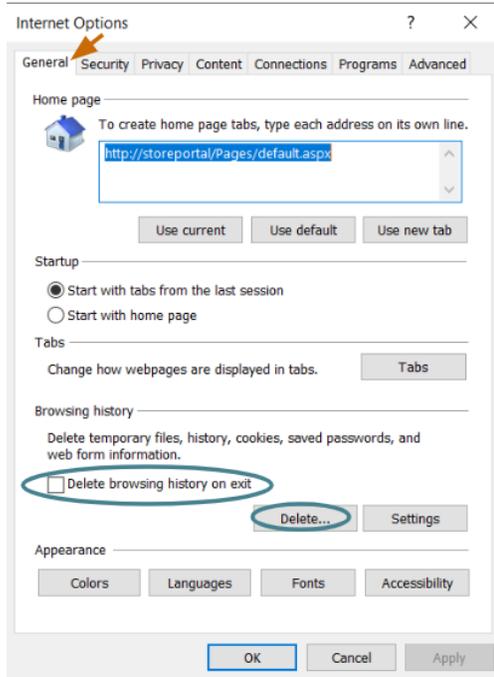
Internet Explorer

To clear the browsing history:

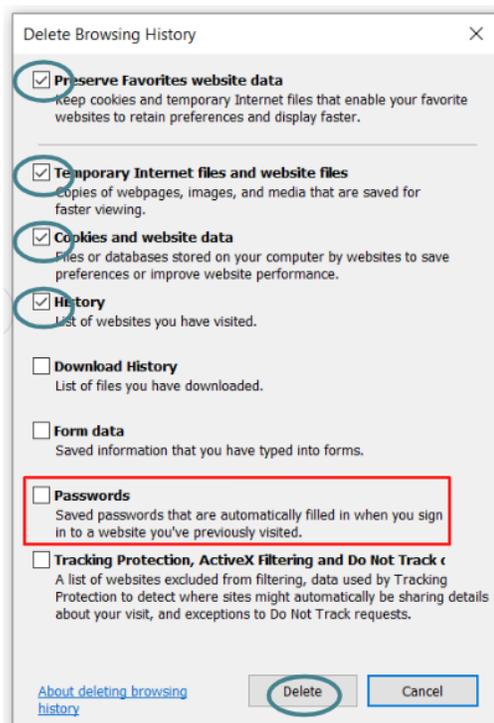
- Log Out of the B2B Portal on all windows and tabs.
- Click on “Tools” or the cog found in the browser's top right hand corner
- Click on the “Internet options” button



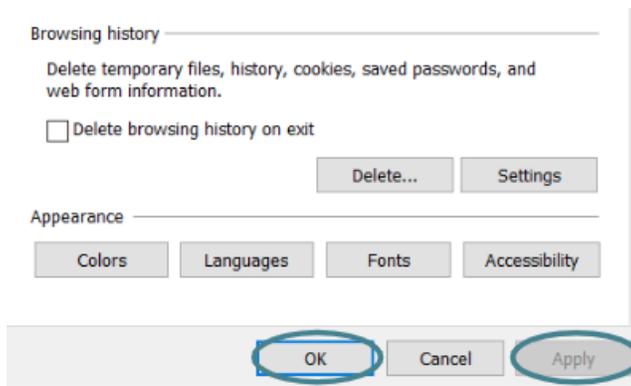
- The new screen will default to the “General” tab
- Select the “Delete browsing history on exit” option
- Click on the “Delete” button



- On the new screen select the relevant boxes as shown
(The password box should only be ticked if the B2B User has accidentally saved their password to the B2B Portal)
- Click on the “Delete” button



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- The browser will take the user back to the “General” tab
 - Click on the “Apply” button
 - Click on the “OK” button



- Make sure the finished message appears at the bottom of the screen before closing.
- Log back in to <https://supplier.shopriteholdings.co.za/> (don't save passwords)