

Vendor Portal

Forgot Password & Forgot Username Job Aid



Table of Contents

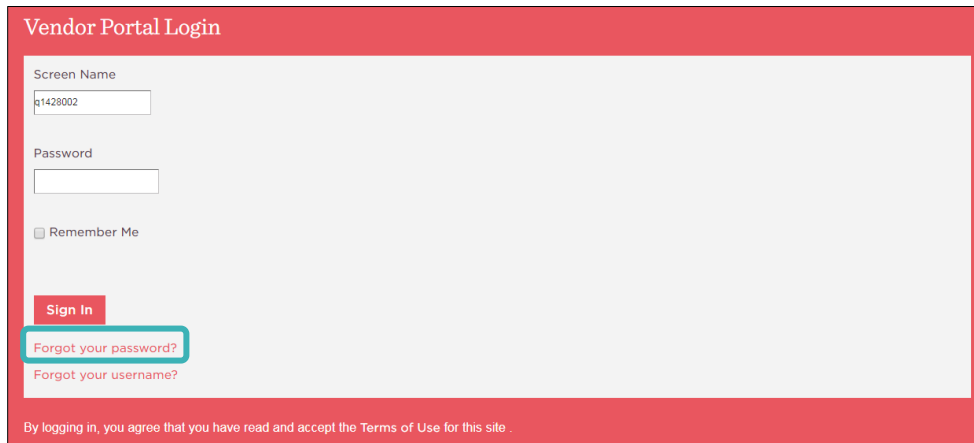
| | |
|-----------------------------|---|
| Forgot Password _____ | 3 |
| Forgot Username _____ | 6 |
| Vendor Portal Lockout _____ | 8 |



Forgot Password

From the Vendor Portal log-in screen:

Step 1: Click on 'Forgot your password?'



Vendor Portal Login

Screen Name
q1428002

Password

Remember Me

Sign In

Forgot your password?

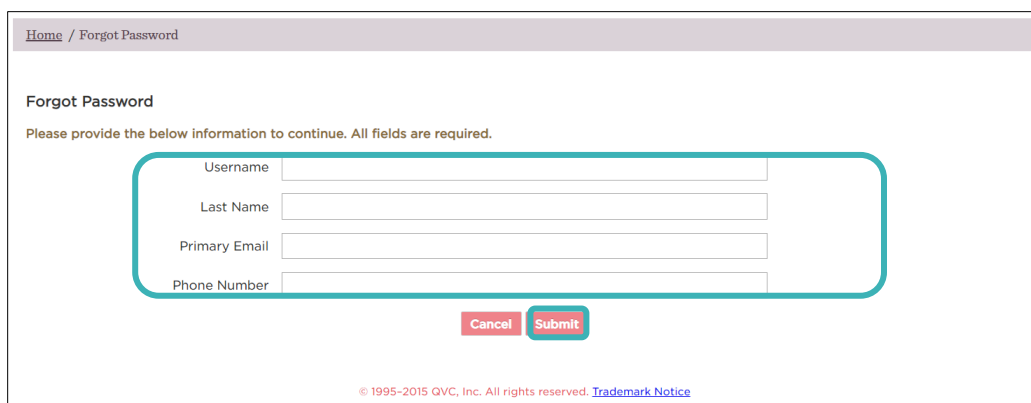
Forgot your username?

By logging in, you agree that you have read and accept the [Terms of Use](#) for this site.

Step 2: You will be prompted to fill out the below information in order to reset your password

Please Note: All fields are required: Username, Last Name, Primary Email and Phone Number

Step 3: Click 'Submit'



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

Forgot Password

Please provide the below information to continue. All fields are required.

Username

Last Name

Primary Email

Phone Number

Cancel **Submit**

© 1995-2015 QVC, Inc. All rights reserved. [Trademark Notice](#)

Step 4: One of your chosen security questions will appear below your entered personal information. Please answer the question and click 'Submit'

Please Note: You may be given multiple security questions to answer

Home / Forgot Password

Forgot Password

Your Information

Username kweick

Last Name Weick

Primary Email Kevin.Weick@qvc.com

Phone Number 4847016781

Question In which city were you born?

Answer

© 1995-2015 QVC, Inc. All rights reserved. [Trademark Notice](#)

Please Note: If you did not previously set up security questions, you will be redirected to contact the IT Help Desk at 1-484-701-8999, Option 1 in order to reset your password

Home / Forgot Password

Forgot Password

Secret questions were not set, please contact support.

Your Information

Username q1428002

Last Name Blose

Primary Email amy.blose@qvc.com

Phone Number 4847011332

Question

Answer

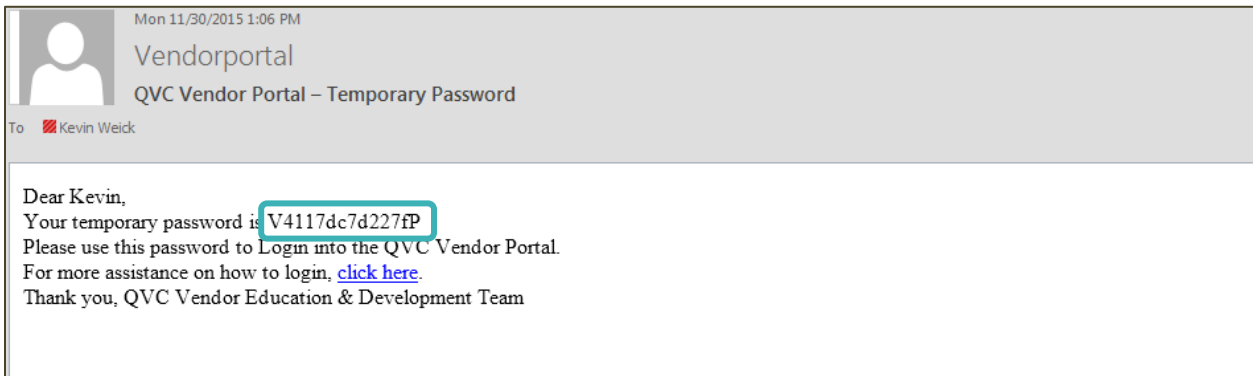
Step 5: The below message will appear signaling your password has been reset and an email has been sent to you to create a new one

Please Note: Be sure to check your spam/junk folder if you do not see the email come through





Step 6: You will be able to log back into the Vendor Portal with the temporary password provided in the email (see below for sample email and temporary password)



Please Note: Copy and Paste the temporary password into the correct field. Ensure that you do not have any extra spaces or characters when copying the temporary password, as the system is extremely sensitive

Step 7: From the Vendor Portal homepage, click on 'Change Password' at the upper right hand side of the page



Step 8: Choose your new password. Please make note of the below password requirements:

- 8-50 characters in length
- At least one (1) uppercase letter

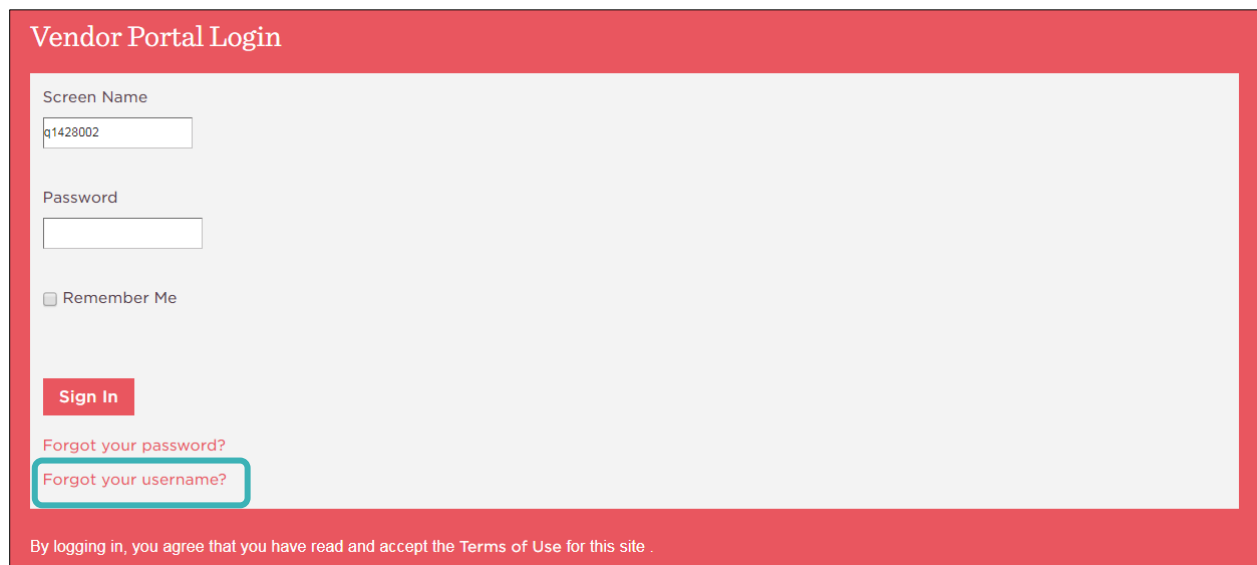


- At least one (1) lowercase letter
- At least one (1) digit
 - i.e. 0-9
- At least one (1) of the below special characters
 - i.e. @\$%^&*!+=

Forgot Username

From the Vendor Portal log-in screen:

Step 1: Click on 'Forgot your username?'



Vendor Portal Login

Screen Name
q1428002

Password

Remember Me

Sign In

[Forgot your password?](#)
[Forgot your username?](#)

By logging in, you agree that you have read and accept the [Terms of Use](#) for this site .

Step 2: You will be prompted to fill out the below information in order to reset your password

Please Note: All fields are required: Last Name, Primary Email and Phone Number

Step 3: Click 'Submit'



[Home](#) / [Forgot Username](#)

Forgot Username

Please provide the below information to continue. All fields are required.

Last Name

Primary Email

Phone Number

© 1995-2015 QVC, Inc. All rights reserved. [Trademark Notice](#)

Step 4: One of your chosen security questions will appear below your entered personal information. Please answer the question and click 'Submit'

Please Note: You may be given multiple security questions to answer.

Forgot Username

Your Information

Last Name weick

Primary Email kevin.weick@qvc.com

Phone Number 4847016781

Question In which city were you born?

Answer

Please Note: If you did not previously set up security questions, you will be redirected to contact the IT Help Desk at 1-484-701-8999, Option 1 in order to receive your username

[Home](#) / [Forgot Username](#)

Forgot Username

Secret questions were not set, please contact support.

Your Information

Last Name Blose

Primary Email amy.blose@qvc.com

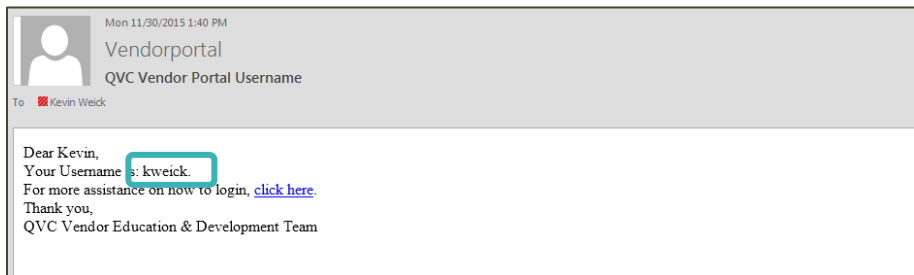
Phone Number 4847011332

Question

Answer



Step 5: Your username will be sent to the email address you have registered with the Vendor Portal (message shown below)



Step 6: Log in with your username and password

Vendor Portal Lockout

Please Note the below as it pertains to Frequently Asked Questions regarding Vendor Portal Lockouts:

- Lockouts occur after 3 unsuccessful login attempts
- Lockouts last for approximately 30 minutes
- During this 30-minute period, you will not be able to access your account or reset your credentials
- The Vendor Relations team is not able to unlock accounts or reset passwords at any time
- After the 30-minute lockout concludes, if you remember your username and password, please log into the portal again
- If you need to reset your password, you may do so by following the instructions above for **Forgot Password**
- If you do not remember your username, you may follow the instructions above for **Forgot Username**
- Please note that both the **Forgot Password** and **Forgot Username** features require that you had previously set up security questions



- o *If you never set up security questions or experience any other issues logging into your account or resetting your password, please contact the **QVC IT Help Desk** at:*

1-484-701-8999, Option 1

