

User Guide: How to Retrieve Your Password



How to: What do I do if I have forgotten my password?

If you want to log in, you must go on the L'Oréal Active Cosmetics Pro website. On the login page, you only must look at the 'Returning Customer' section.

Enter your login (1) and your password, then tick the checkbox 'Remember me' if you want to be recognized at your next connection (login only) and finally click on the 'login' button.

If your password is wrong, an error message will be displayed. If you do not remember your password, you must click on the link 'Forgot Password?'. The section 'Returning Customer' is replaced by a 'Forgot Password' section. Enter your login and finally click on the 'send' button.

You will receive an email to reset your password. Once the email is received, open it and click on the button 'reset my password'.

You will be automatically redirected on the L'Oréal Active Cosmetics Pro website to define a new password.

You must enter your new password two times, in the 'New Password' field and in the 'Confirm New Password' field and finally click on the 'submit' button. Your password has been reset and you can login.

If you have any questions about this user guide, do not hesitate to contact us by phone, by email or via your Business Development Manager.