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B2B Re-authentication protcol

We have made some necessary improvements to the authentication protocol on customer.resideo.com. All users are required to create new passwords in our system. What follows are step by step instructions on how to get you signed into your web account.

> Option 1: I know my user name! (if not, proceed to the "Check User Name" process)

Chances are that your user name has not changed. If that is the case, please follow the link on the home page of <u>customer.resideo.com</u>. The link can be found in the middle of the page, just above the log in section as shown below:

Resideo's universal products can	replace 100's of OEM parts	
Did you reset your password We are changing our authentication s	? ystem. You will need to change your	r password before you can log into the website. Click here to change your password. Please
Temember, there can only be one use	mame per email address. Il you are	a new user you can click on the Registration link below and register to the new system.
Place an Order	Log In	New User?
Find the products you want, add then your shopping cart and proceed to 	n to	Welcome to our website. If you have not already registered on this site, we encourage you to do so now and take

Simply click on the here link to be taken to the screen where you will enter your user name and request password reset instructions to be sent to your email address on file.

User n	ame: (MyUserName	
~	I'm not a robot	reCAPTCHA Privacy - Terms
		Submit

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You will then receive an email with a link to a Reset Password page. If you do not receive the following email, you might need to check whether your user name is still valid. Please go to the section below labeled "Check User Name process".



Clicking on the Change Password link in the email will take you to the following screen where you will enter your new password:



You have completed the password change process, you may now log into the site with your updated credentials!

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Check User Name process

If you did not receive an email in the above process or you're not sure of your <u>customer.resideo.com</u> user name, please follow the process below to receive an email with your registered user name.

First go to <u>customer.resideo.com</u> and navigate to the login in the *upper right* corner of the screen. Click on the word **login** and move your mouse to where you see *forgot* <u>user name</u> or password and click on the link on user name (shown below).



You will be taken to a screen where you will need to enter your email address as below:

	Please enter your registered e-mail address to receive your Us	er ID information
Your User ID information has been sent		
	Email xxxxxxx@xxxxxxxx.com	
	V I'm not a robot	
	Submit	

You will then be sent an email with the information confirming your User ID.



You can now use the attached user ID to change your password (as instructed at the top of this document).