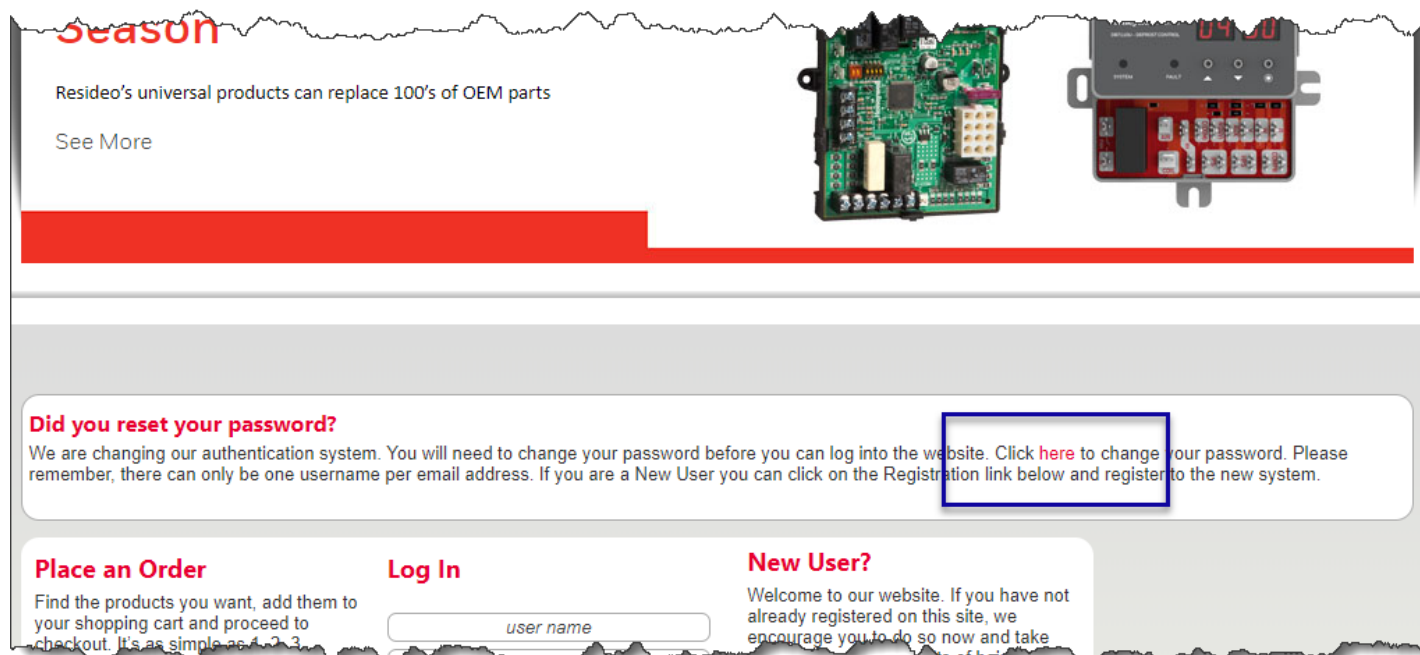


B2B Re-authentication protocol

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 customer.resideo.com. The link can be found in the middle of the page, just above the log in section as shown below:



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.

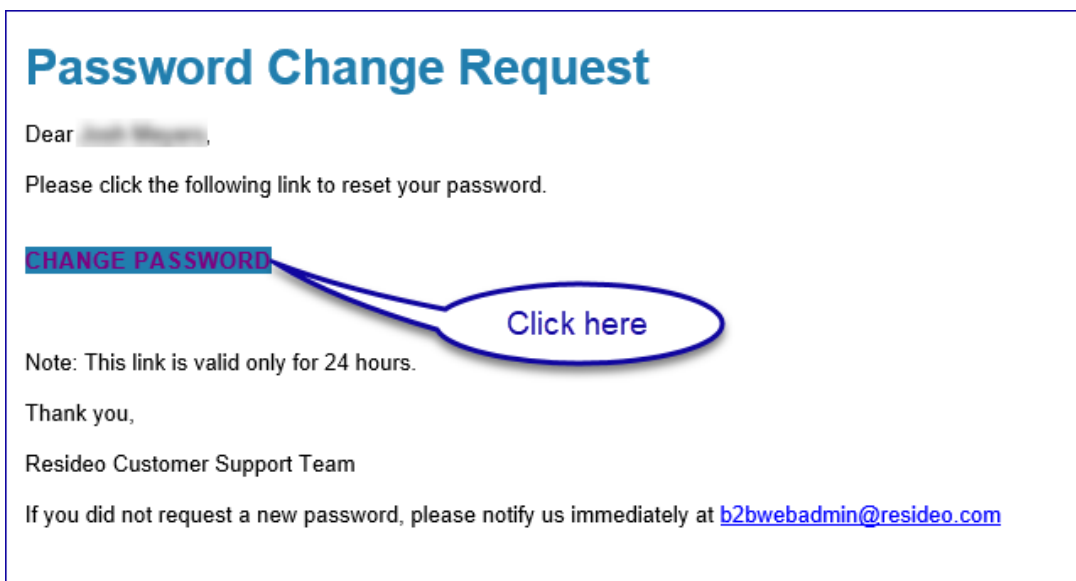
User name:


I'm not a robot

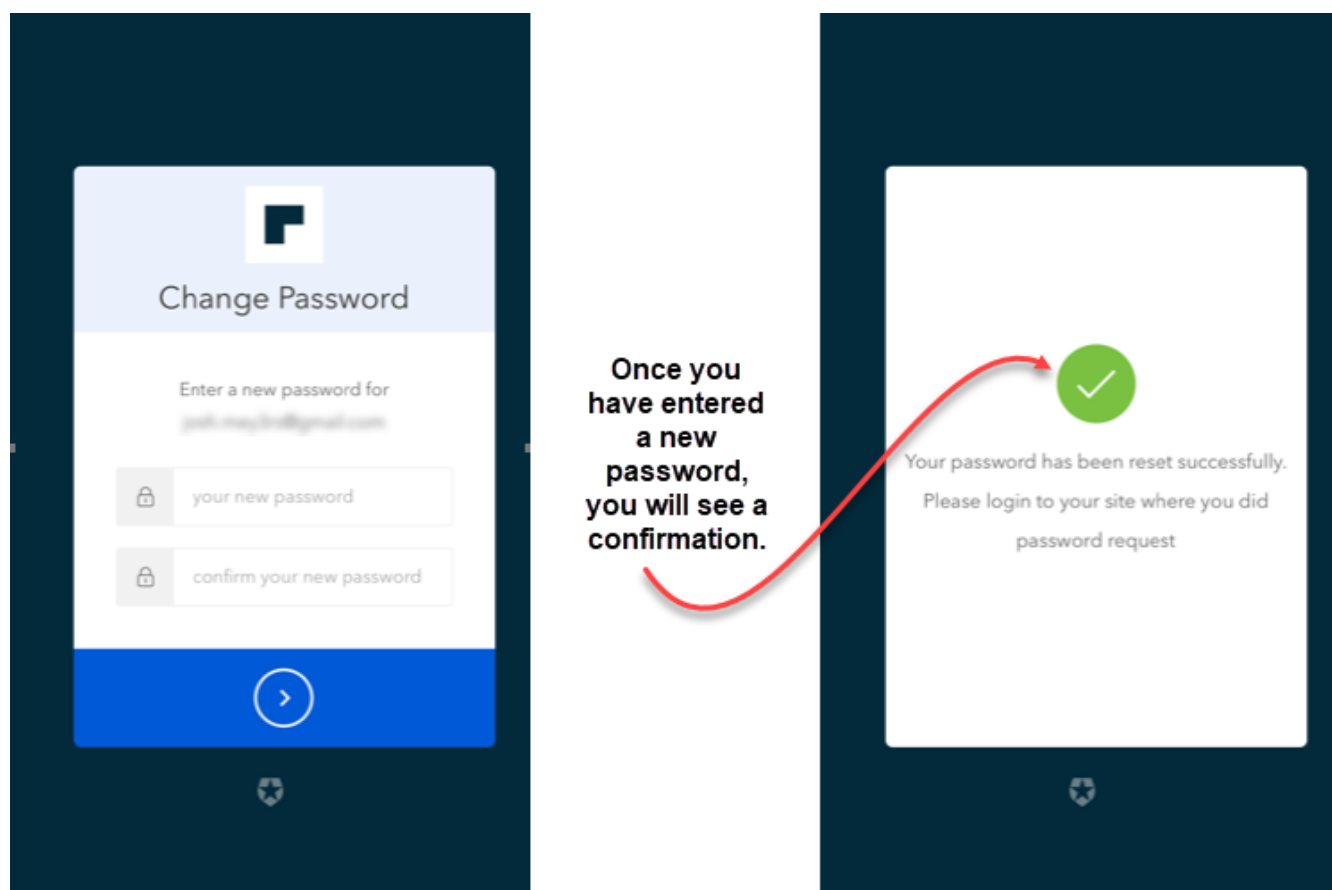


[Privacy](#) - [Terms](#)

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:

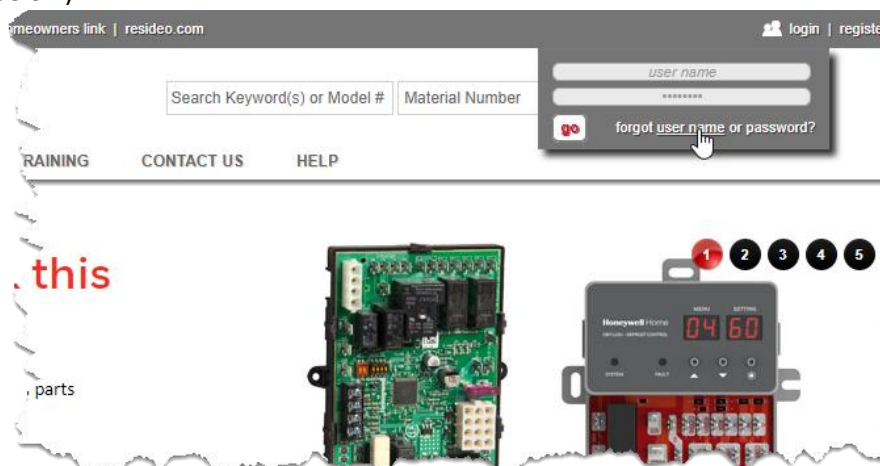


You have completed the password change process, you may now log into the [site](#) with your updated credentials!

➤ Check User Name process

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

First go to customer.resideo.com 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 user name 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 User ID information

Your User ID information has been sent

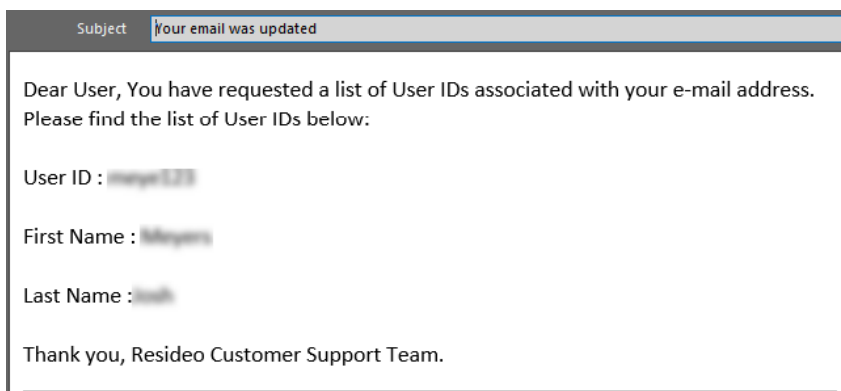
Email

 I'm not a robot

 reCAPTCHA
Privacy - Terms

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).