

## End User Requirements – Password Reset

### 1. Registration

- 1.1. If you have not registered with iSupplier:
  - a. Ask your AFL Buyer contact to request that you be registered in iSupplier.

### 2. Password Assistance/Reset

- 2.1. What is my User Name?
  - a. The user’s email address
  - b. Don’t open the iSupplier App in more than one screen. An error message could appear, preventing the user from registering.
  - c. Register within 4 hours of receiving the initial email notification.
  - d. What if I don’t register within the four hours or need to Reset My Password?
    - 1. Go to iSupplier Homepage (<https://isupplier.aflglobal.com/>)
    - 2. Select Login Assistance
    - 3. Enter User Name (user’s email address) and Select Forgot Password
    - 4. Password reset instructions will be sent to your email.
  - e. If you are still having password reset issues after attempting the above, please contact [AFL.iSupplier@aflglobal.com](mailto:AFL.iSupplier@aflglobal.com) for assistance.

