



<http://portal.exxonmobil.com>



**eOM User Hints and Tips**

**ExxonMobil**  
*Lubricants & Specialties*



# ExxonMobil e-Order Management Change Password



**Password Change Request**

Old Password

New Password

Confirm New Password

**3**

**Password Change Information**

your new password has been set.

Use this new password the next time you log into your account

**4**



To change your password:

- 1** click "Personalize" in the portal
- 2** click "Change User Password"
- 3** change your password and click "submit"
- 4** press "Continue" to confirm
- 5** click "Buy Lubricants" to go back

Your password does not expire.





# ExxonMobil e-Order Management

## Set up password hint

ExxonMobil

**Login**

Log in to your personalized portal account.

User Name:

Password:

**LOGIN**

[Forgot User ID](#)

[Forgot Your Password](#)

[Setup Forgotten Password Hint](#)

**Set up Forgotten Password hint**

FirstName Test

LastName User

Password Hint\*

Answer\*

- Name a favorite book to read
- Name a favorite game to play
- Name a favorite location to vacation
- Name a favorite television show
- Name of your grade school
- Place of birth

**Set up Forgotten Password hint**

FirstName Test

LastName User

Password Hint\*

Answer\*

**Submit**

**Set up Forgotten Password hint**

Your forgotten password has been set.

**OK**

### To set up your forgotten password hint

- 1 click "set up your forgotten password hint" on the log-in box
  - 2 enter your User ID and Password
  - 3 hit the login button
- (A disclaimer will be presented)
- 4 select a Password Hint from the dropdown list
  - 5 enter the correct Answer to the hint
  - 6 click the Submit button
  - 7 Confirm the set up of your forgotten Password Hint



# ExxonMobil e-Order Management

## Retrieve a new password

**1** Click "Forgot Your Password" on the log-in box.

**2** A warning is displayed, click continue.

**3** Enter your User ID and click OK.

**4** Give the correct answer to the hint question and click OK (if the answer is wrong 3 times you have to contact Customer Service for a password reset).

**5** The new password is displayed on screen, write it down (without the period at the end) and click OK.

**6** Enter your User ID and the temporary password as usual and log in.

**7** The system will prompt you to change your password immediately.

### To retrieve a new password

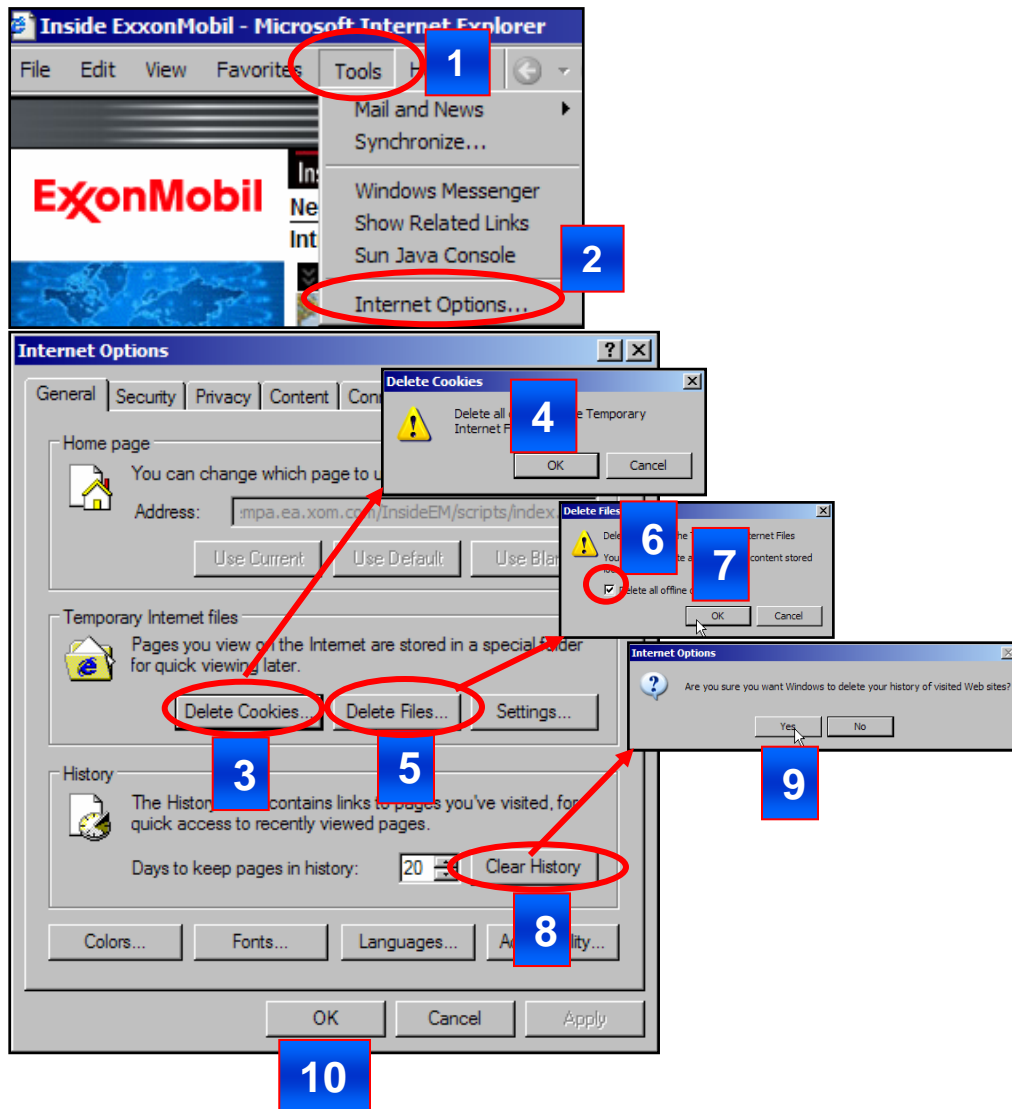
(if you have already set up a password hint, and before you have attempted 5 times to log in)

- 1 click "Forgot Your Password" on the log-in box
- 2 a warning is displayed, click continue
- 3 enter your User ID and click OK
- 4 give the correct answer to the hint question and click OK (if the answer is wrong 3 times you have to contact Customer Service for a password reset)
- 5 The new password is displayed on screen, write it down (without the period at the end) and click OK
- 6 enter your User ID and the temporary password as usual and log in
- 7 the system will prompt you to change your password immediately



# ExxonMobil e-Order Management

## Clean browser memory (cookies & cache)



To clean your cookies and cache memory from the browser:

- 1 click "Tools" in the menu bar
- 2 click "Internet Options" in the pop-up window
- 3 click "Delete Cookies"
- 4 click "OK" to confirm
- 5 click "Delete Files"
- 6 Tick "Delete all offline content" box
- 7 click "OK" button to confirm
- 8 click "Clear History",
- 9 click "Yes" to confirm
- 10 click "OK" to close the pop-up window

Close (all) the browser(s) and re-open 1 instance.