



LOGIN CHANGEOVER PROCESS

Here at Laphroaig, our Friend's online experience is vitally important to us. We've been working hard behind the scenes to improve our website and ensure you receive the same great Laphroaig experience whether you are online or on Islay.

If you have visited our site recently, you may have experienced some issues with logging in to your Friends of Laphroaig account. We're sorry about this. To rectify these issues, we have made a small change to our log-in process, which should result in a big difference to your online experience at Laphroaig.com.

On Monday 25th February 2019, we will be launching a new, improved, and more secure version of Laphroaig.com. The look and feel of Laphroaig.com will remain the same, but we've implemented features that improve stability of the site during product launches and security features that help keep your data safe.

Rather than logging in with your username, you will now be asked to log in to your Friends of Laphroaig account using your email address. This should make the process faster and simpler for you.

Because of this changeover, your existing password will not work, and we will be asking every Friend of Laphroaig to reset their password. We're aware that some of you will have already recently reset your password, but for security reasons, we will require you to reset this again under our new log-in system.

This small change should give all of our Friends an improved online experience and will allow us to bring you some more exciting things in the future.

We've tried to answer any questions you may have below but do get in touch at info@laphroaig.com if you have any further questions.

FAQs

Q. Why are you changing the log-in procedure?

A: We have listened to feedback from our users who have been having difficulty with the current log-in process. We believe this change in the log-in process will present an improved user experience for all of our Friends of Laphroaig.

Q: Why do I need to change my password?

A: As we change from one log-in system to another, we are asking all Friends of Laphroaig to reset their passwords to ensure the safety of their data.

Q: How do I reset my password?

A: We have simplified the process to make this as easy as possible. When you next log in to your Friends of Laphroaig account using your email address, please click on the "Reset my password" link.

We will send you an email with a link to reset your password. When you

click on this link, you will be redirected to the Laphroaig website, where you will be asked to enter your new password.

Once you have entered a new password and confirmed, you will receive another email confirming your password has been changed.

You should now use your email address and new password to log in to your account for all future visits.

Q: Are my details safe?

A: Your details are completely safe. We are taking this precaution to ensure your details remain safe.

Q: Do I have to change my password by a certain date? How long do I have to change my password?

A: There is no date restriction for resetting your password.

Q: What will happen if I don't change my password?

A: If you do not reset your password, you will not be able to log-in to your Friends of Laphroaig account.

Q: Will any of my account details change?

A: No, none of your account details will change. Your Friends of Laphroaig account will be the same as before, only your password will change.

Q: How long will it take for my password to changeover?

A: When you click on 'reset my password' you will receive an email immediately. Once you follow these steps, your password should changeover instantly and you will use your email address and new password the next time you log on to your account.