

Let's
talk about
what's
possible.™

LILO User Guide

Second and Third Party Labor

What is LILO

- LILO (Log In/Log Out) is Best Buy's electronic log to capture all Second and Third Party store visits. It is required of all reps working in Best Buy stores to comply with using this system. Overall compliance is expected to be at minimum 95%. LILO can be found on any non-POS terminal. Locations of non-POS terminals vary from store to store.

BEST BUY SECOND & THIRD PARTY Login

Login Request Access

Best Buy Employees - Access to this site is only allowed through ETK. If you are on ETK, please close this window and click the link from the Third Party Labor widget.

Login

Username

Password

Login

[Request Access](#) | [Forgot Password?](#)

User Manager (Corporate Admin)

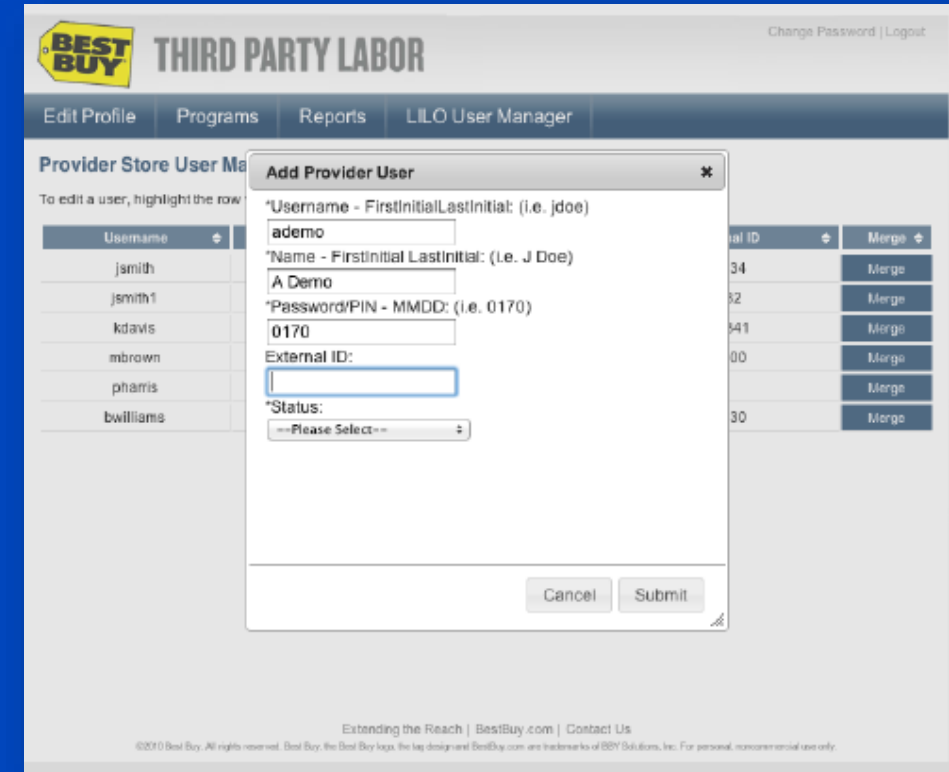
1. Log into the LILO by going to <https://thirdpartylabor.bestbuy.com/>
2. Enter your username and password.
 - › Username = <Company Name>
 - › Your password will be provided to you along with your exact username



The screenshot shows the 'THIRD PARTY LABOR' login page. At the top left is the Best Buy logo. To its right is the text 'THIRD PARTY LABOR'. In the top right corner, there is a 'Login' link. Below the header is a navigation bar with 'Login' and 'Request Access' buttons. The main content area contains a message: 'Best Buy Employees - Access to this site is only allowed through ETK. If you are on ETK, please close this window and click the link from the Third Party Labor widget.' Below this message is a 'Login' section with two input fields: 'Username' and 'Password'. A 'Login' button is positioned to the right of the password field. At the bottom of the login section are two links: 'Request Access' and 'Forgot Password?'.

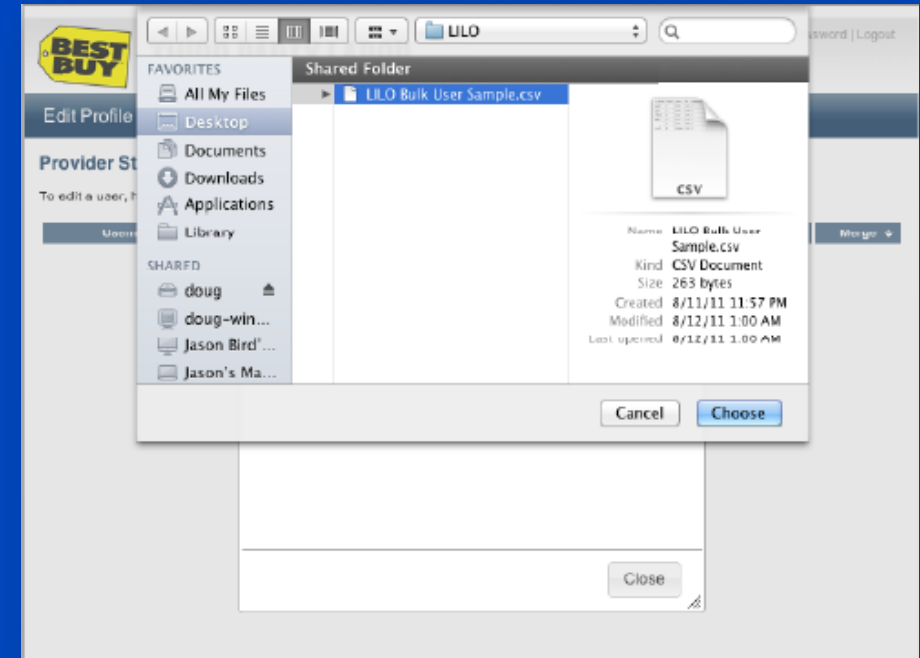
Adding Users - Individual

1. Click on “LILO User Manager”
2. Click on “Add Provider User”
3. Fill in Required Information
 - › Username is typically “first initial last name” but you are open to use other formats.
 - › Password is typically “MMDD” but you are open to use other formats. Format must be four numbers.
 - › External ID is not required but is typically the employee # from your company. It is only used for reporting.
 - › Set status to “Authorized/Authenticated”.
4. Click Submit. You will get a message confirming that you successfully added a user.



Adding Users – Bulk Upload

1. Click on “LILO User Manager”
2. Click on Bulk User Upload
3. Choose the .csv* formatted file
4. Upload File
5. You will see a status window verifying what was uploaded



* Sample CSV File

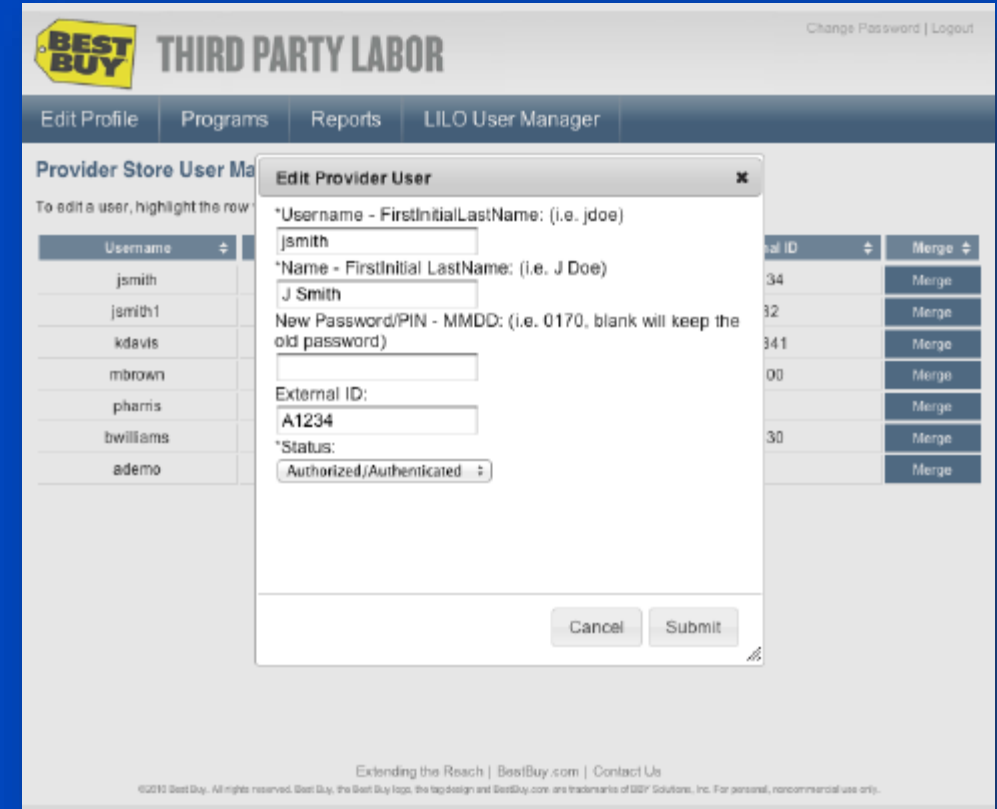
EmpExtID	Finalial	Lname	PIN	EmpAuthStatus	UsernameOverride
A1234	J	Smith	0101	1	
A432	J	Smith	0123	1	jsmith1
725841	K	Davis	1205	1	
R5300	M	Brown	0514	1	
	P	Harris	0606	2	
G3430	B	Williams	1002	2	

1 = Authenticated/Active
2 = Disabled/Denied
Pin must have leading 0. Change format to "text".
Must use exact column names

* Note: PIN column must be formatted as text to save leading zeros

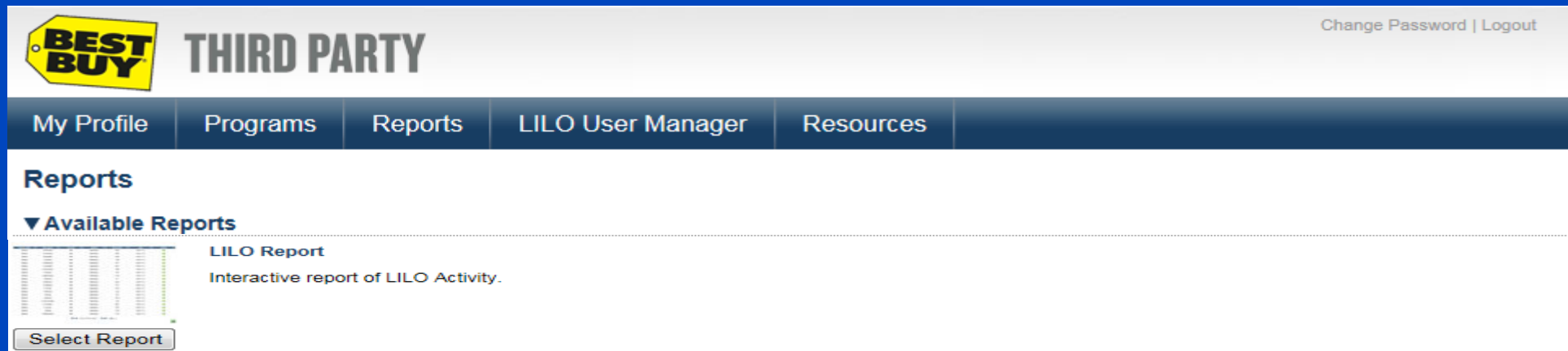
Editing Users

1. Click on “LILO User Manager”
2. Click on user you would like to edit
3. Edit information then click submit and you will get a message confirming that the user was edited successfully



Reporting

- Use the LILO Export report to manage usage of LILO. The LILO Export is all data captured through LILO. Recommended to compare hours from your system and match to LILO to track compliance using the system. Use the LILO Report to view real time who is in store along with ability to view past visits.



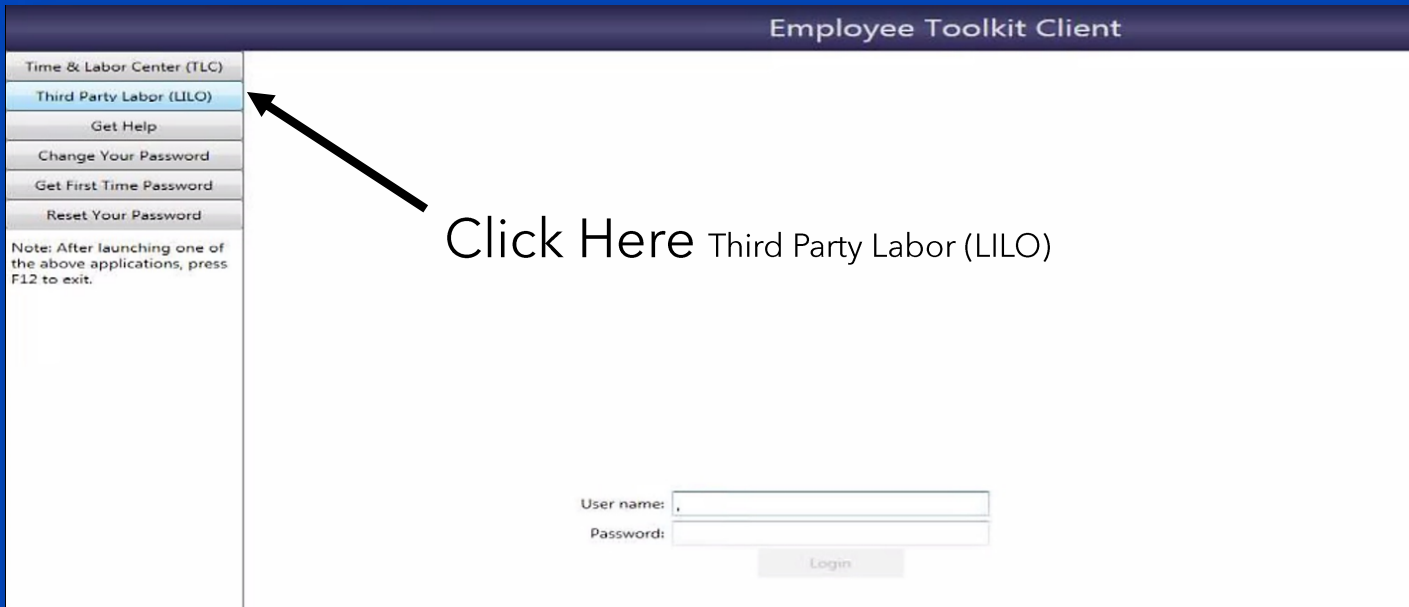
The screenshot shows the 'THIRD PARTY' interface for Best Buy. At the top left is the Best Buy logo, and at the top right are links for 'Change Password | Logout'. A navigation bar contains 'My Profile', 'Programs', 'Reports', 'LILO User Manager', and 'Resources'. The 'Reports' section is active, showing a '▼ Available Reports' dropdown. Under this dropdown, a 'LILO Report' is listed with the description 'Interactive report of LILO Activity.' and a 'Select Report' button.

Reporting Terms

- **Time In/Out:** Local time of store the rep logged in/out or the time they changed it to if they forgot to log in/out
- **Actual Time In/Out:** Actual local time of store the rep logged in/out of
- **Time Span:** Time spent in store for each specific activity (minutes)
- **Total Time:** Total time spent in store (minutes)
- **Store ID:** Store #
- **Activity:** Activity rep chose that they were performing in store
- **Vendor:** Vendor that the rep chose they were representing
- **Department:** Department the rep chose they were working in
- **Program:** Name of Program the rep chose they were working on
- **Confirmation:** The confirmation code the system generated for that visit
- **Exception:** 0 - no exception, 1 - time in was changed but time out was not, 2 - time out was changed but time in was not, 3 - both time in and time out were changed
- **User External ID:** External ID chosen by provider when setting up rep
- **User Status:** 0 = Exception/Not Authorized 1 = Authorized/Authenticate 2 = Disabled/Access Denied
- **Notes:** When reps log out they are able to enter notes. The system will put an automated not here if the rep does not log out and the system auto logs them out overnight
- **Rating:** Store associates are able to rate the rep on a 1 – 5 star scale

In-Store User – Accessing Employee Toolkit (ETK)

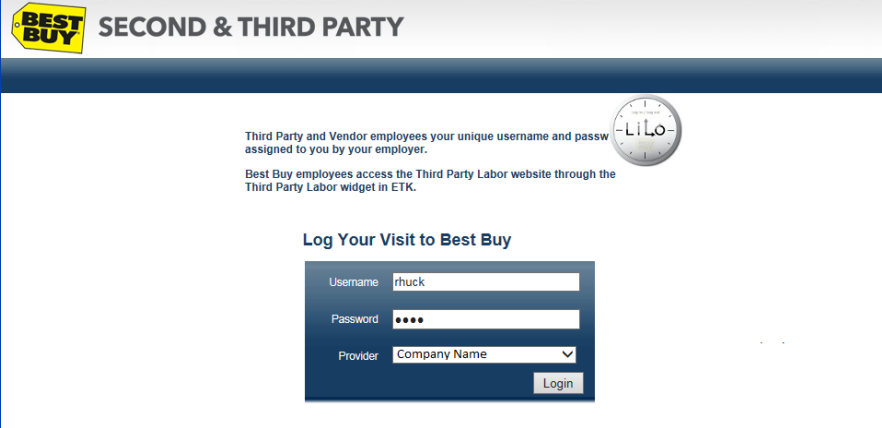
1. Enter the Best Buy Location and locate a computer (*not a POS register*) that has Best Buy Employee Tool Kit access (*ETK for short*). POS registers can be identified by a scan gun and register tape next to it.
2. Press CTRL + SHIFT + Z Z to access the main page of ETK (*sample screen shot below*)
3. In top left corner click on “Third Party Labor (LILO)”.



In-Store User – Logging into LILO

Page1

1. Log in using username/password assigned (username typically is the first initial of first name and full last name with no spaces. Password is typically birth month and birth day “mmdd”).
2. Select Company Name from Provider drop down.
3. Select Login



The screenshot shows the 'SECOND & THIRD PARTY' login page. It features the Best Buy logo and a LILo logo. Text instructions state: 'Third Party and Vendor employees your unique username and password assigned to you by your employer. Best Buy employees access the Third Party Labor website through the Third Party Labor widget in ETK.' Below this is a 'Log Your Visit to Best Buy' section with a form containing fields for Username (pre-filled with 'rhuck'), Password (masked with dots), and a Provider dropdown menu (pre-filled with 'Company Name'). A 'Login' button is located at the bottom right of the form.

Page2

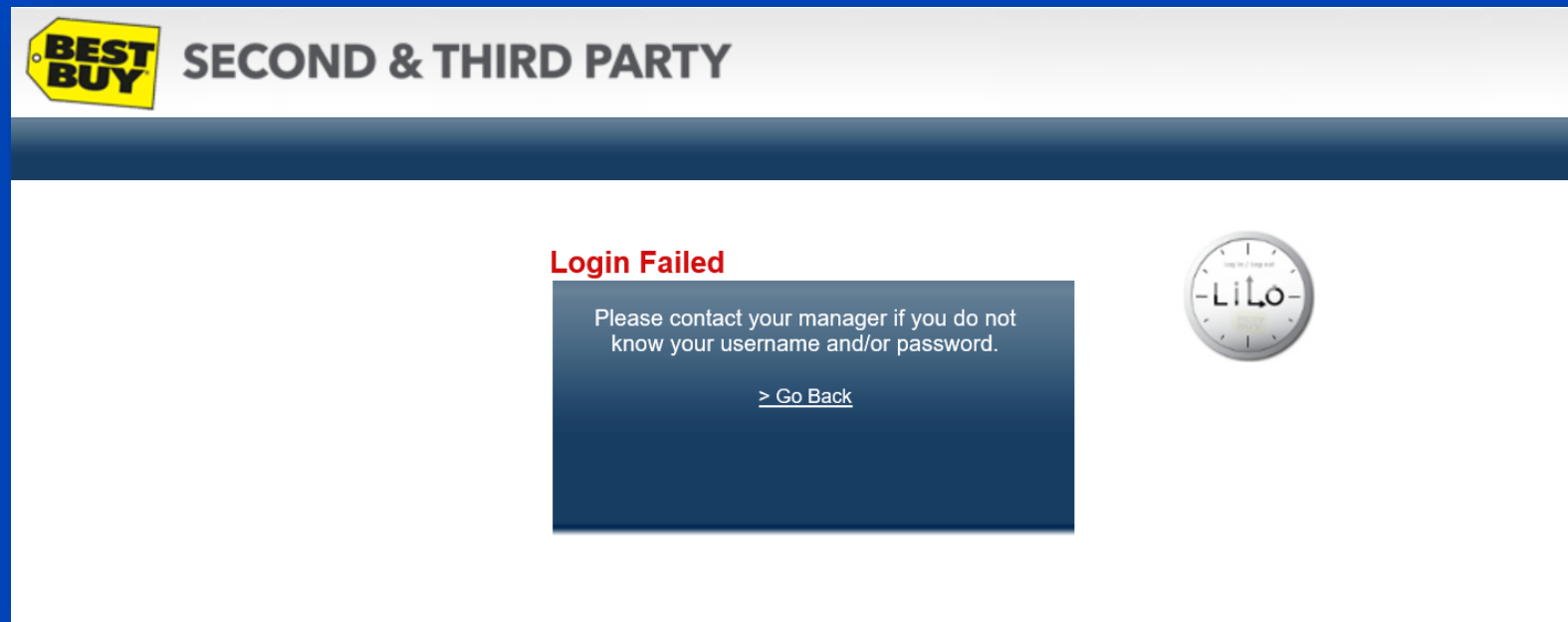
1. Select Program Name
2. Select Login



The screenshot shows the 'Login Logout System Store #000281' page. It displays the user's login details: 'Username: jking' and 'Login Time: 2/24/2016 09:51 AM'. There is a 'Forgot To Login' link. Below this is a 'Program' section with a 'Select Program' dropdown menu. The dropdown menu is open, showing three options, all labeled 'Program Name'. A 'Login' button is located at the bottom right of the page.

In-Store User – Login Failed

- If username and/or password fails the rep will not be able to continue to the second login page. Rep should contact their manager or support center to assist.



In-Store User – Logging Out

- When you have completed your visit, log back into LILO following the same steps as when you initially logged in.
 1. You may enter notes by clicking Record Notes.
 2. Time spent must match total time.
 3. Click Logout to finish logging your visit. You will be provided a confirmation code that you may need to keep for your records.

BEST BUY THIRD PARTY LABOR

Login Logout System Store #000015

Username: test
Login Time: 09/20/2012 05:08 PM
Logout Time: 09/20/2012 05:14 PM

Time Assigned: 6 minutes
Total Time: 6 minutes
Time Left to be Assigned: 0 minutes

[Forgot To Logout](#)

Program	Notes	Time Spent
Select Program	Record Notes	0 hrs 5 mins

[Add New Activity](#)

[Logout](#)

BEST BUY THIRD PARTY LABOR

Login Logout System Store #000010

**Thank You
For Logging Your Visit**

Your Confirmation Code: 10IAG78WC

Thank you.

