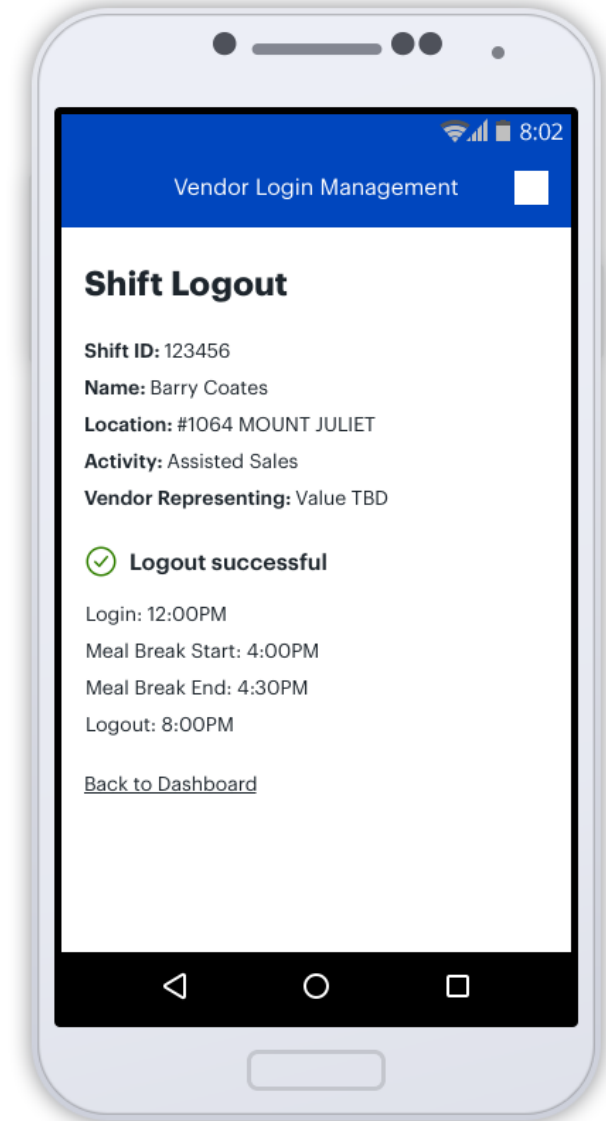


Best Buy LILO

FY26 Job Aid

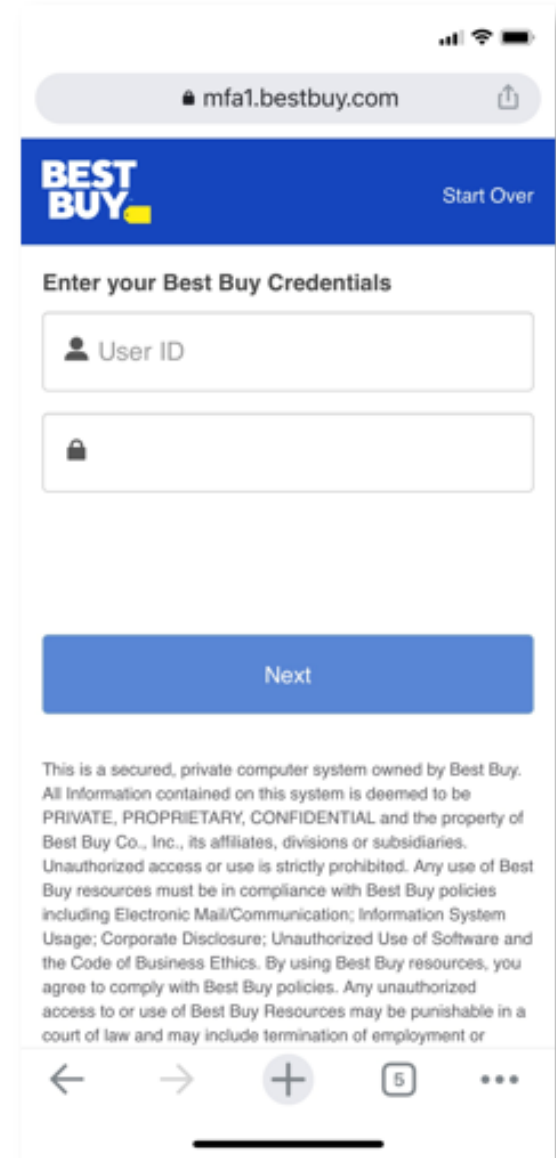
Best Buy LILO – Why Use It?

- Our Second- and Third-Party Labor partners in Best Buy are a great part of our Best Buy Workforce.
- Making sure that Best Buy leadership has visibility to your support is a key piece in the success for our customers.
- Utilizing LILO also gives your companies the validation that you are in Best Buy completing your work on time.
- Use LILO for every shift, every time, so we can all work together to be customer obsessed.



Best Buy LILO – Mobile.

- Welcome to the Best Buy LILO experience.
- You now can use your mobile device to log in and log out (LILO) from your activities within Best Buy locations.
- Start by visiting [FWFVendor \(bestbuy.com\)](https://www.bestbuy.com)
- Enter your Vendor ID (V-ID) and password and then hit next



The screenshot shows a mobile browser interface for the Best Buy LILO login page. At the top, the address bar displays 'mfa1.bestbuy.com'. Below this is a blue header with the 'BEST BUY' logo on the left and a 'Start Over' link on the right. The main heading is 'Enter your Best Buy Credentials'. There are two input fields: the first is labeled 'User ID' with a person icon, and the second is a password field with a lock icon. A blue 'Next' button is positioned below the input fields. At the bottom, there is a disclaimer text block and a mobile navigation bar with back, forward, and home icons.

mfa1.bestbuy.com

BEST BUY Start Over

Enter your Best Buy Credentials

User ID

Next

This is a secured, private computer system owned by Best Buy. All information contained on this system is deemed to be PRIVATE, PROPRIETARY, CONFIDENTIAL and the property of Best Buy Co., Inc., its affiliates, divisions or subsidiaries. Unauthorized access or use is strictly prohibited. Any use of Best Buy resources must be in compliance with Best Buy policies including Electronic Mail/Communication; Information System Usage; Corporate Disclosure; Unauthorized Use of Software and the Code of Business Ethics. By using Best Buy resources, you agree to comply with Best Buy policies. Any unauthorized access to or use of Best Buy Resources may be punishable in a court of law and may include termination of employment or

Best Buy LILO – Mobile Logging In.

- After you have entered your V-ID and password you will be able to log into the store:
 - Type in your location
 - Select your activity
 - Sales
 - Brand Advocacy
 - Merchandising
 - Select the vendor you are representing
 - Click Continue
 - On the next screen validate what you entered and click on Shift Login
 - You will then receive confirmation that you are logged in including your Shift ID

Vendor Login Management

Name: Barry Coates

Hello, Barry.
What location are you logging into today?

Location

Activity

Vendor Representing

[Continue](#)

Vendor Login Management

Dashboard

Name: Barry Coates

Location: #1064 MOUNT JULIET

Activity: Assisted Sales

Vendor Representing: Value TBD

[Shift Login](#)

Vendor Login Management

Shift Login

Shift ID: 123456

Name: Barry Coates

Location: #1064 MOUNT JULIET

Activity: Assisted Sales

Vendor Representing: Value TBD

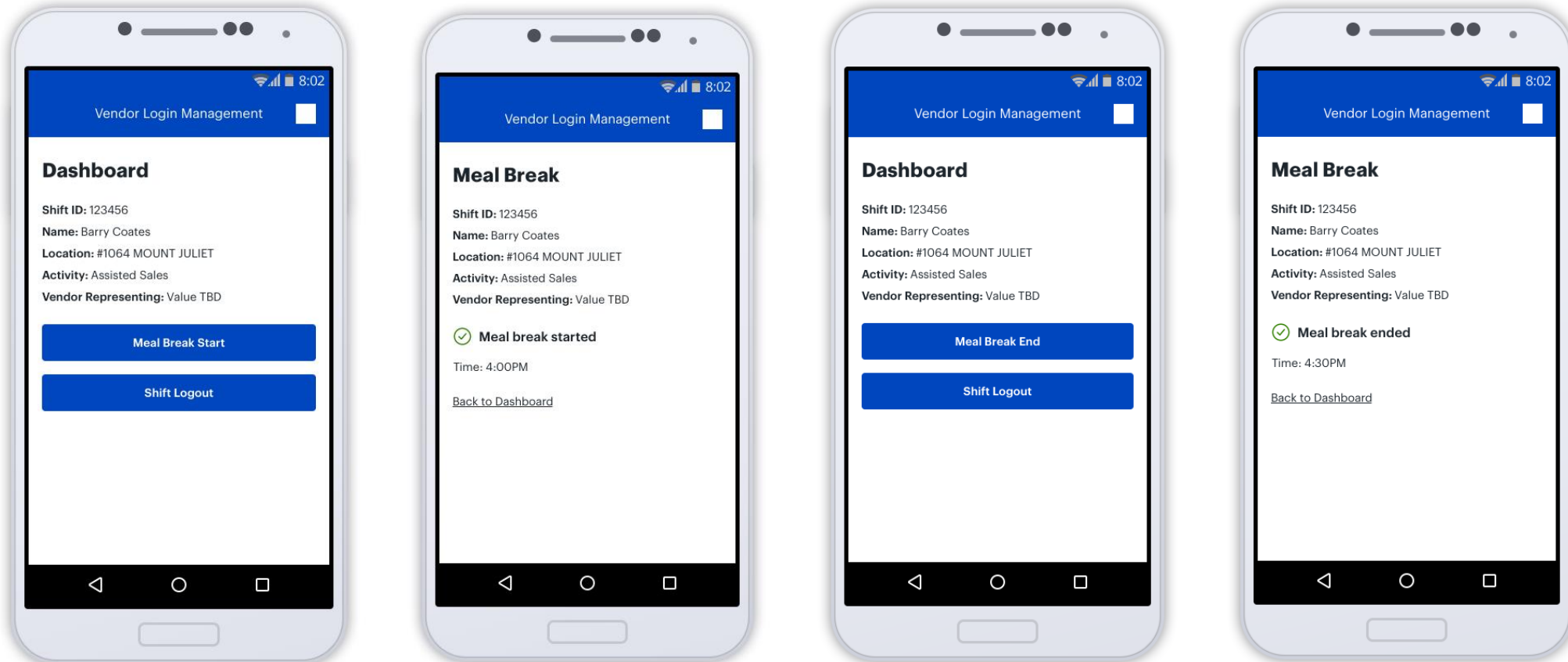
Login successful

Time: 12:00PM

[Back to Dashboard](#)

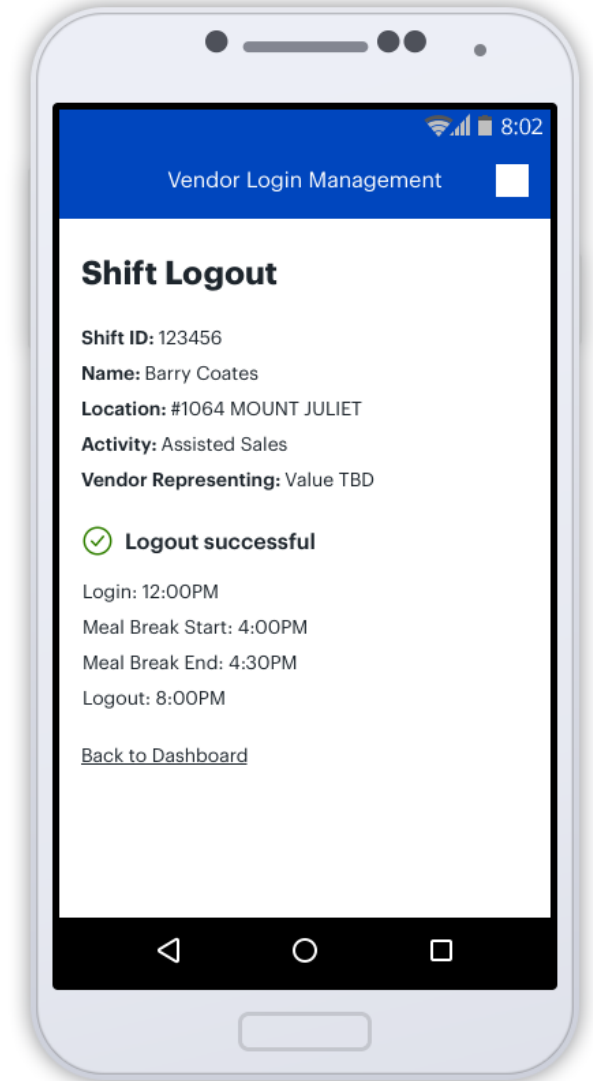
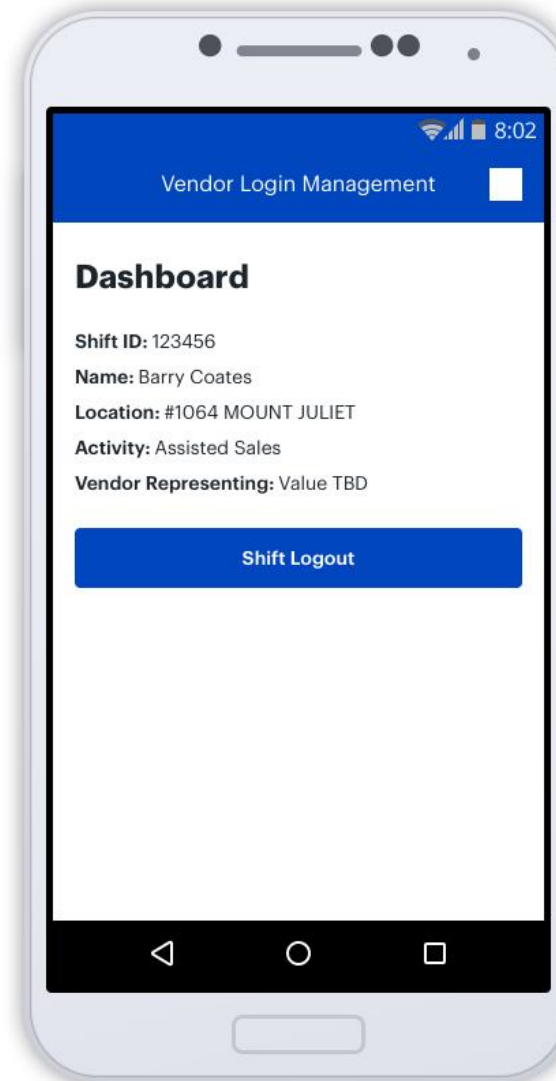
Best Buy LILO – Mobile Meal Breaks.

An enhancement to the program is the ability to track meal breaks. This will allow for seamless communication with the store leadership around your ability to help a customer or Best Buy employee in the moment. It will also make sure your hours are tracked correctly with your company.



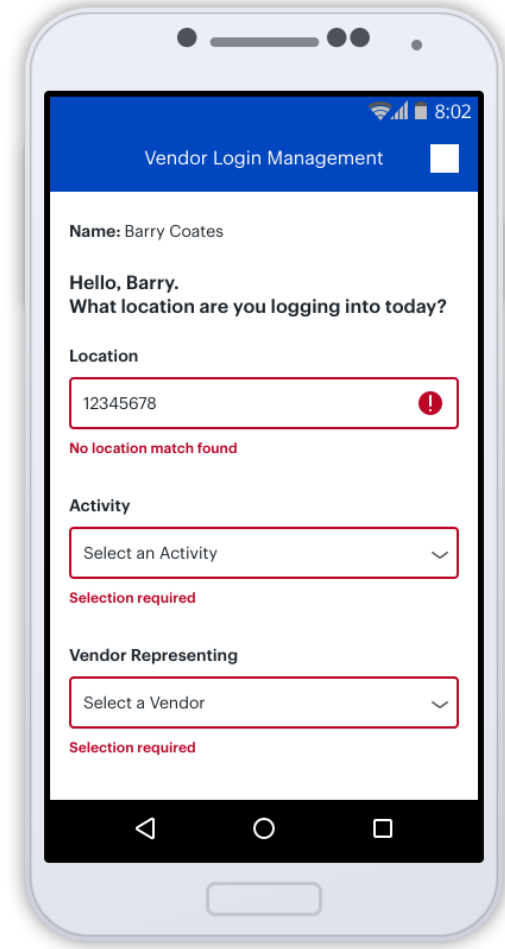
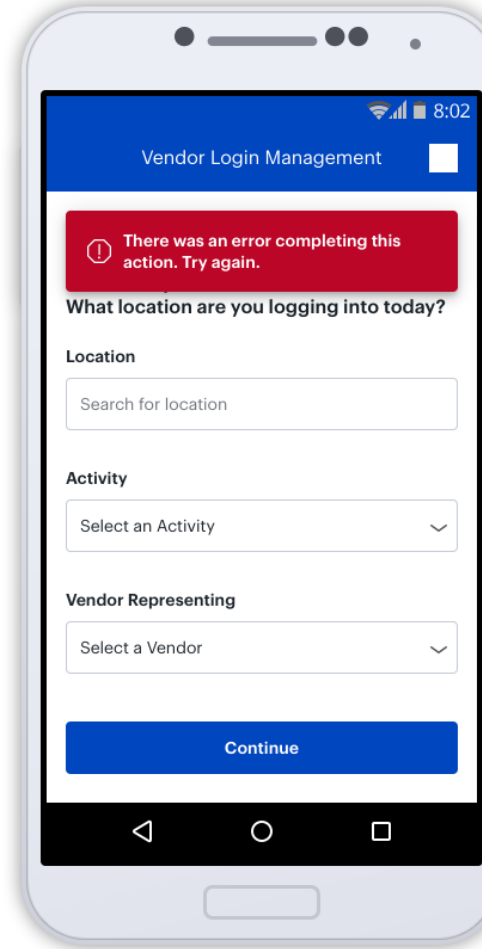
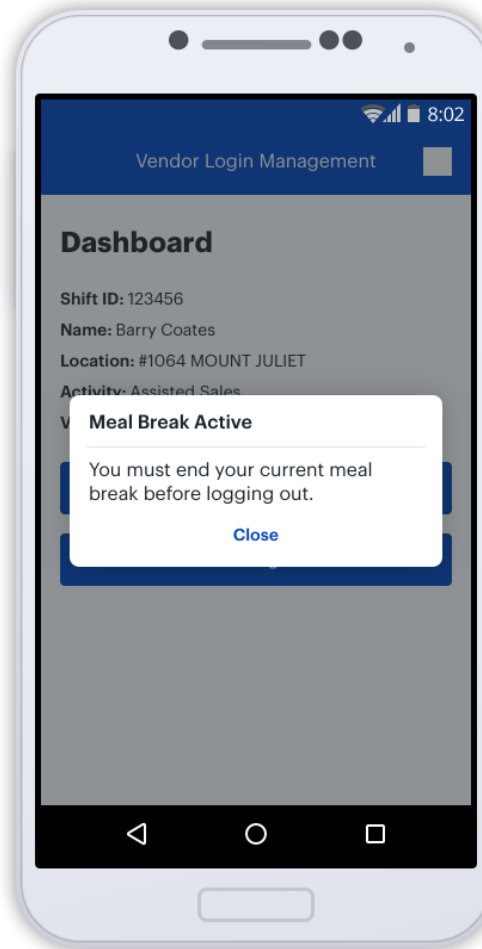
Best Buy LILO – Mobile Logging Out.

- Logging out via the Mobile site is streamlined and straightforward
- Click on Shift Logout
- Then you will receive a shift logout confirmation



Best Buy LILO – Error Codes.

- There are a few errors that could occur and here are the screens and what they mean.
- The first is when you try to log out but forgot to log back in from a meal break. Click on the close option and log back in from lunch and then you can log out of your shift.
- The second is if there is a connectivity issue, simply reenter the site and start over with your V-ID login.
- The third is if an incorrect location number is entered, just try again.

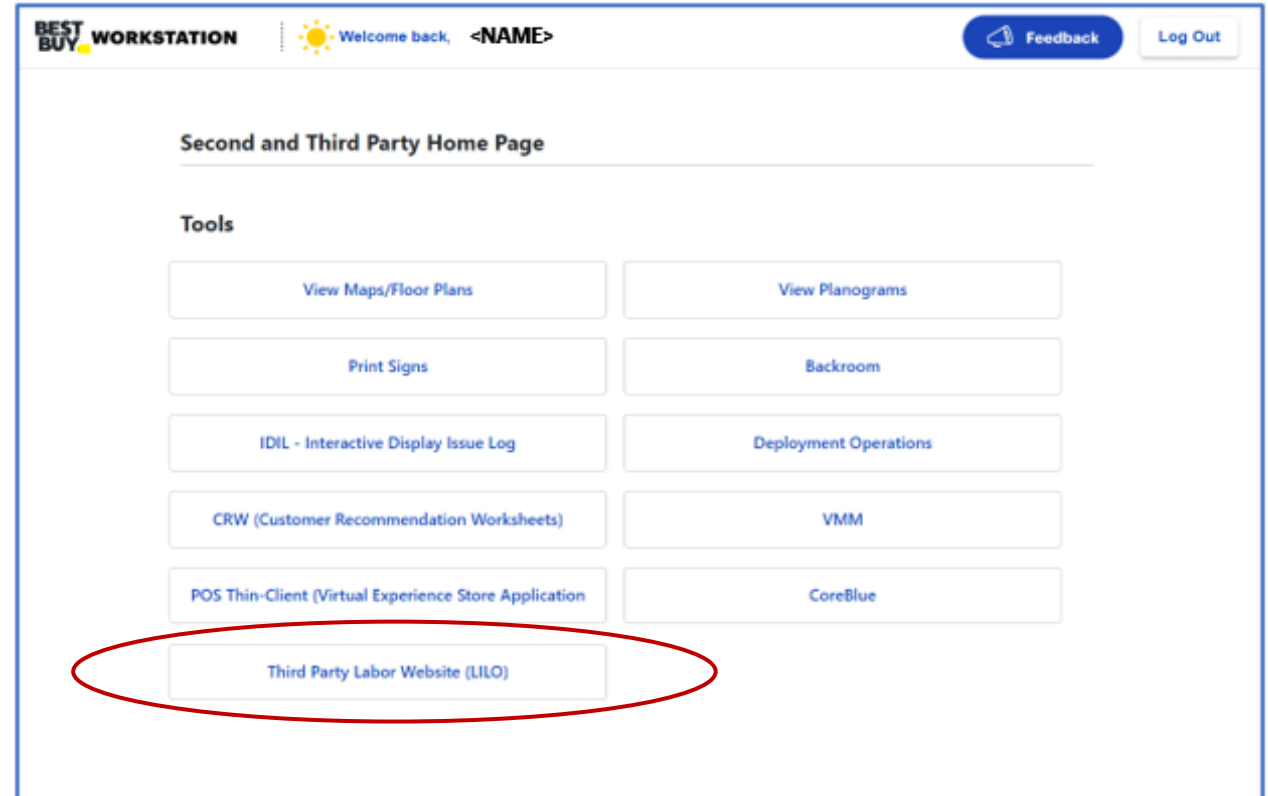


Best Buy LILO – Non-POS Terminal.

- If you are unable to log in utilizing your mobile device, you can still log in and log out utilizing any Best Buy non-POS Terminal.
- The Workstation (formerly ETK), is our central hub for all Best Buy Information. Workstation is a one-stop shop that connects Second- and Third-Party Labor access to all approved systems in store.
- Enter the Best Buy location and locate a computer (a non-POS register) that has Best Buy Workstation on it. POS registers can be identified by a scan gun and register tape next to it.


Best Buy LILO – Non-POS Terminal LILO Access.

- Press CTRL + SHIFT + Z Z to access the main page of Workstation
- Enter username (V-ID) and password
- Select Third Party Labor Website (LILO) from the applications list



Best Buy LILO – Non-POS Terminal Logging In.

- Enter your Vendor ID (V-ID) and password that you utilize for all Best Buy programs to gain access to LILO



Log in to continue.
Connectez-vous pour continuer.

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Enter your Best Buy Credentials
Entrez vos informations d'identification Best Buy

 User ID / identifiant d'utilisateur

 Password / Mot de passe

Log in / Inscription

Best Buy LILO – Non-POS Terminal Logging In.

- Proceed with the same process as if you were on your mobile device:
 - Type in your location
 - Select your activity
 - Sales
 - Brand Advocacy
 - Merchandising
 - Select the vendor you are representing
 - Click Continue

The screenshot shows the 'Vendor Login Management' page. At the top, there is a blue header with the Best Buy logo and the text 'Vendor Login Management'. In the top right corner of the header is a 'Logout' link. Below the header, the user's name 'Name: Barry Coates' is displayed. A greeting 'Hello, Barry.' is followed by the question 'What location are you logging into today?'. There are three input fields: 'Location' with a placeholder 'Search for location', 'Activity' with a dropdown menu showing 'Select an Activity', and 'Vendor Representing' with a dropdown menu showing 'Select a Vendor'. A blue 'Continue' button is located below the 'Location' field.

BEST BUY | Vendor Login Management [Logout](#)

Name: Barry Coates

Hello, Barry.
What location are you logging into today?

Location:


Activity:

Vendor Representing:

[Continue](#)

Best Buy LILO – Non-POS Terminal Logging In.

- Continue to utilize any non-POS terminal to record any meal breaks in LILO and when you log out you will receive your confirmation of the completed shift

 Vendor Login Management

Logout

Shift Logout


Shift ID: 123456

Name: Barry Coates

Location: #1064 MOUNT JULIET

Activity: Associated Sales

Vendor Representing: Value TBD

 Logout successful

Login: 12:00PM

Meal Break Start: 4:00PM

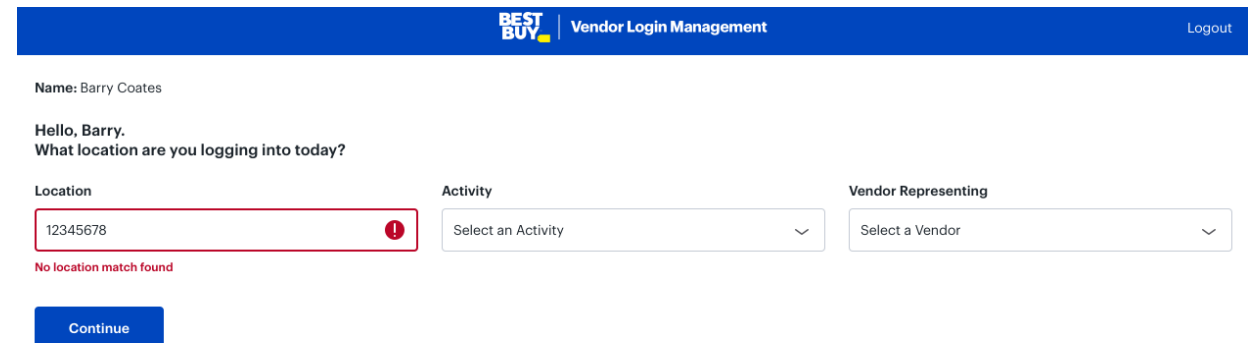
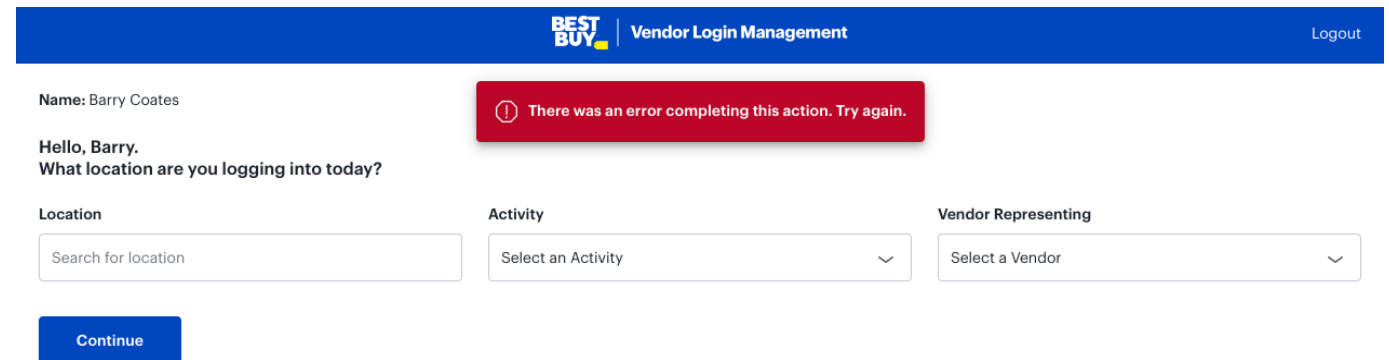
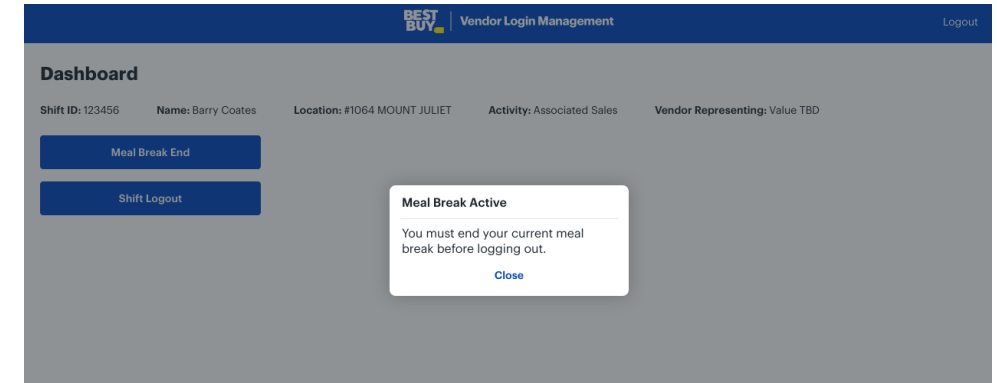
Meal Break End: 4:30PM

Logout: 8:00PM

[Back to Dashboard](#)

Best Buy LILO – Non-POS Terminal Error Codes.

- The same errors that could occur on the mobile version can happen at the terminals.
- The first is when you try to log out but forgot to log back in from a meal break. Click on the close option and log back in from lunch and then you can log out of your shift.
- The second is if there is a connectivity issue, simply reenter the site and start over with your V-ID login.
- The third is if an incorrect location number is entered, just try again.



Best Buy LILO – Troubleshooting Support.

- If you have any problems accessing this site as a user, please reach out to your companies' manager to help troubleshoot your issues either through mobile or non-POS terminal access.
- If you are having trouble supporting your companies' access as a manager, please reach out to thirdparty@bestbuy.com.