Self-Serve Upgrading Guide

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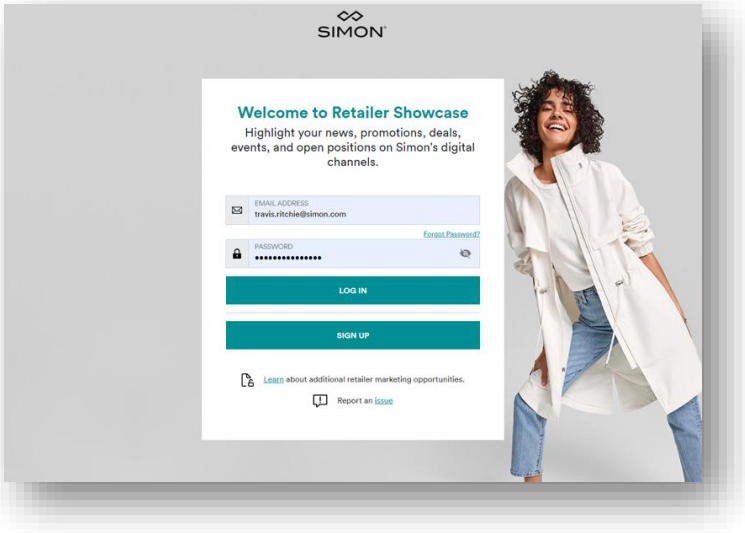
1. Login To The New Simon Retailer Showcase

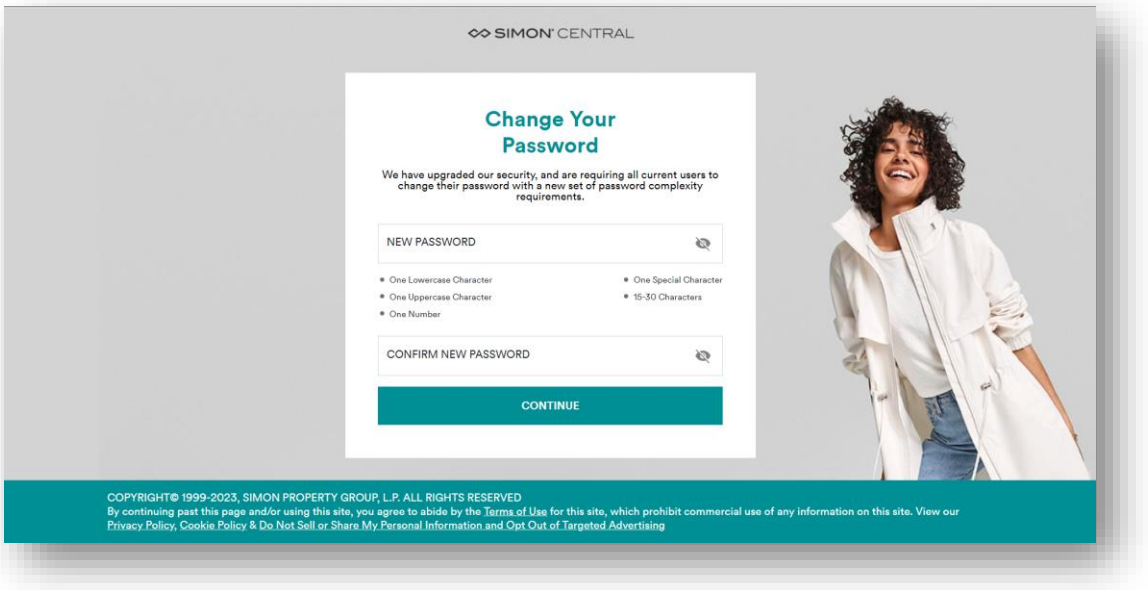


Welcome to the new Simon Retailer Showcase (RSC) portal – your one place to post deals, news, events and open job positions for your brand's stores/restaurants within all applicable Simon shopping center where you have location(s). We're excited to release this upgraded version as it has improvements around security, performance and user experience that we think all users are going to appreciate. Let's get started.

The first step to completing your upgrade is to log into Simon Retailer Showcase using your existing Simon RSC credentials at https://www.simon.com/rsc

- NOTE 1: Alternatively you can get to Simon Retailer Showcase via www.simon.com/retailshowcase or at www.simon.com/retailer
- NOTE 2: Don't recall your current RSC password? Submit a password reset HelpME ticket here prior to performing this upgrade process. Do NOT use the "forgot password" link on the actual page. You will have to wait for someone on the Simon HelpME team to respond and provide you a temporary password via email before proceeding.
- NOTE 3: To view or find a saved password in your browser, go to the end of the document to see steps for each browser (Chrome, Safari, Edge, Firefox).

2. Change Your Password



We have upgraded our security, and are requiring all current users to change their password to a new password that meets the following higher complexity requirements:

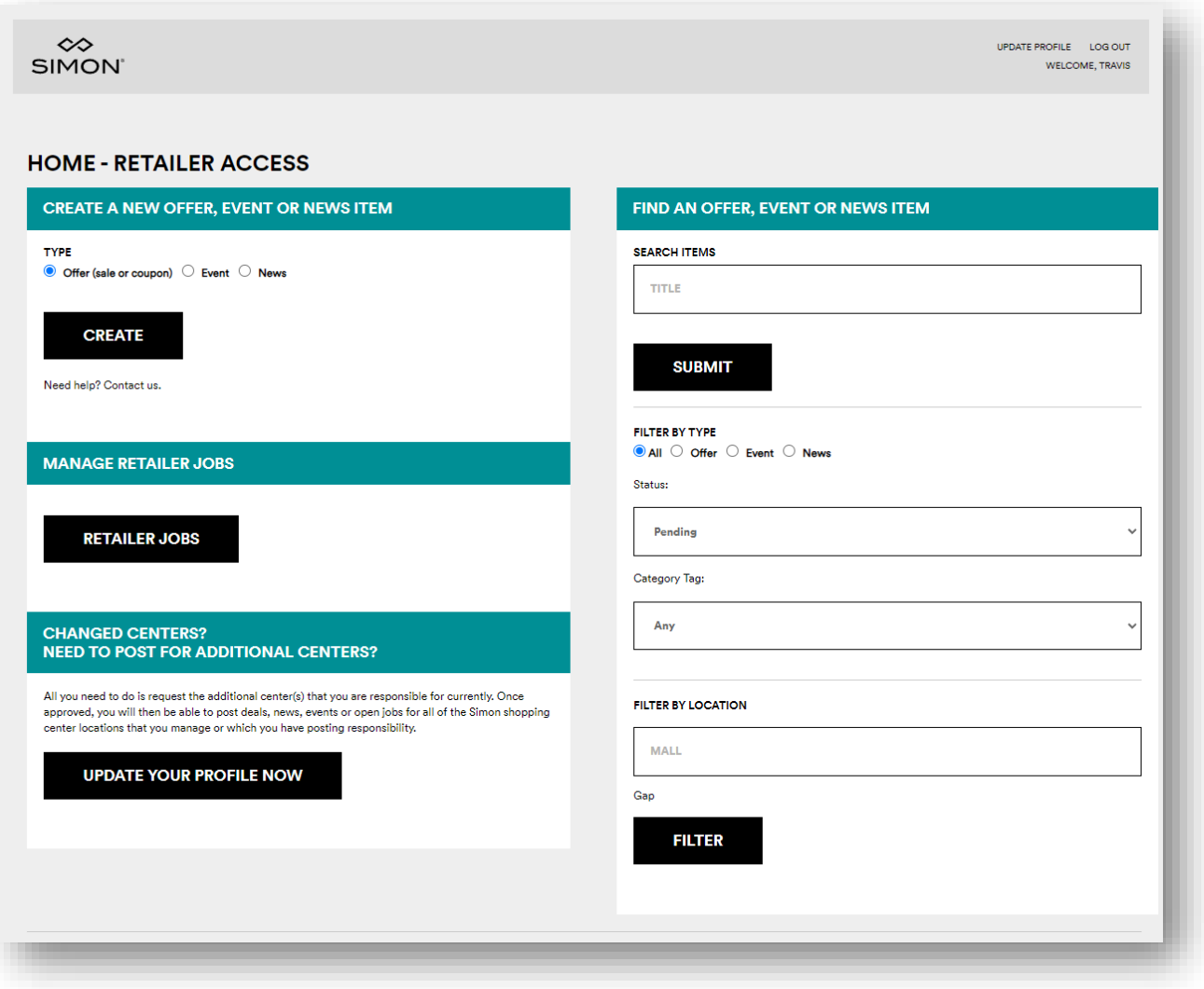
All New Simon Retailer Showcase Passwords Must Contain At Least…

- One Lowercase Character
- One Uppercase Character
- One Number
- One Special Character
- Be Between 15-30 Characters Long

Consider using a passphrase to help you remember. A passphrase is a series of words that are easy for you to remember but difficult for others to guess. For example: Back2TheFuture!4Life#

3. You're In!

If you did everything correctly, you will now see the new Simon Retailer Showcase homepage. This is where you will find the same applications you previously had access to in the older version. If you encounter any issues, please open up a support request within HelpME.



If you have any problems your first step should be to try and clear your browser cache / cookies. Please see the steps at the end of the document.

APPENDIX: How To View A Saved Password From Your Browser

Google Chrome:
https://support.google.com/chrome/answer/95606?hl=en&co=GENIE.Platform%3DDesktop#zippy=%2Ccheck-your-saved-passwords%2Cshow-edit-delete-or-export-saved-passwords

- Open Google Chrome: Launch the Google Chrome browser by clicking on its icon in your taskbar or desktop.
- Access Settings: In the top-right corner of the Chrome window, click on the three vertical dots to open the menu. From the menu, select "Settings."
- Navigate to Passwords: Scroll down in the Settings page, or use the search bar at the top to find "Passwords." Click on "Passwords."
- View Saved Passwords: You'll see a list of your saved passwords. To reveal a password, click on the eye icon next to it. You may need to enter your computer's password or use biometric authentication (if enabled) to access the saved passwords.
    - Look for Simon.com or Dashboard.simon.com

Mozilla Firefox: https://support.mozilla.org/en-US/kb/password-manager-remember-delete-edit-logins#w_managing-usernames-and-passwords

- Open Mozilla Firefox: Launch the Firefox browser by clicking on its icon in your taskbar or desktop.
- Access Preferences: In the top-right corner, click on the three horizontal lines to open the menu. From the menu, select "Preferences."
- Go to Privacy & Security: In the left sidebar, click on "Privacy & Security."
- View Saved Logins: Under the "Logins and Passwords" section, click on "Saved Logins."
- View and Reveal Passwords: You'll see a list of your saved logins. To reveal a password, click on the eye icon next to it. You may need to enter your computer's password or use biometric authentication (if enabled) to access the saved passwords.
    - Look for Simon.com or Dashboard.simon.com

Microsoft Edge: https://support.microsoft.com/en-us/microsoft-edge/save-or-forget-passwords-in-microsoft-edge-b4beecb0-f2a8-1ca0-f26f-9ec247a3f336

- Open Microsoft Edge: Launch the Microsoft Edge browser by clicking on its icon in your taskbar or desktop.
- Access Settings: In the top-right corner, click on the three horizontal dots to open the menu. From the menu, select "Settings."
- Navigate to Passwords & Autofill: In the left sidebar, click on "Passwords & Autofill."
- View Saved Passwords: Click on "Passwords" under the "Saved passwords" section.
- View and Reveal Passwords: You'll see a list of your saved passwords. To reveal a password, click on the eye icon next to it. You may need to enter your computer's password or use biometric authentication (if enabled) to access the saved passwords.
    - Look for Simon.com or Dashboard.simon.com

Safari (macOS): https://support.apple.com/en-us/HT211145

- Open Safari: Launch the Safari browser by clicking on its icon in the macOS dock or from the Applications folder.
- Access Preferences: In the top-left corner of the screen, click on "Safari" in the menu bar, and then select "Preferences."
- Go to Passwords: In the Preferences window, click on the "Passwords" tab. You may be prompted to enter your computer's password or use biometric authentication (if enabled) to access the saved passwords.
- View and Reveal Passwords: You'll see a list of your saved website passwords. To reveal a password, select the website entry, and then click on the checkbox next to "Show passwords for selected websites." You'll need to enter your computer's password to reveal each password.
    - Look for Simon.com or Dashboard.simon.com

TROUBLESHOOTING: How To Clear Cookies And Browser Cache

Google Chrome:

1. Open Chrome.
2. Click on the three-dot menu icon in the top-right corner.
3. Hover over "More tools," then select "Clear browsing data."
4. In the "Clear browsing data" window, select "Cookies and other site data" and "Cached images and files."
5. You can choose a time range (e.g., "Last hour," "Last 24 hours," "All time") or clear everything by selecting "All time."
6. Click the "Clear data" button.

Mozilla Firefox:

1. Open Firefox.
2. Click on the three-line menu icon in the top-right corner.
3. Select "Options."
4. In the left sidebar, click on "Privacy & Security."
5. Scroll down to the "Cookies and Site Data" section.
6. Click the "Clear Data" button.
7. Check the boxes next to "Cookies" and "Cached Web Content."
8. Click the "Clear" button.

Microsoft Edge (Chromium-based):

1. Open Edge.
2. Click on the three-dot menu icon in the top-right corner.
3. Scroll down and select "Settings."

4. Under "Privacy, search, and services," click on "Choose what to clear."
5. Check the boxes next to "Cookies and other site data" and "Cached images and files."
6. Click the "Clear" button.

Safari (macOS):

1. Open Safari.
2. Click on "Safari" in the menu bar at the top.
3. Select "Preferences."
4. Go to the "Privacy" tab.
5. Click on the "Manage Website Data" button.
6. Click "Remove All" to clear all cookies and data, or select specific websites and click "Remove" for individual ones.

Safari (iOS - iPhone/iPad):

1. Open the "Settings" app.
2. Scroll down and tap on "Safari."
3. Scroll down to "Privacy & Security."
4. Tap "Clear History and Website Data."
5. Confirm by tapping "Clear History and Data."

Internet Explorer (Not recommended due to security concerns):

1. Open Internet Explorer.
2. Click on the gear icon in the top-right corner.
3. Select "Internet options."
4. In the "General" tab, under "Browsing history," click the "Delete" button.
5. Check the box next to "Cookies and website data" and "Temporary Internet files and website files."
6. Click the "Delete" button.