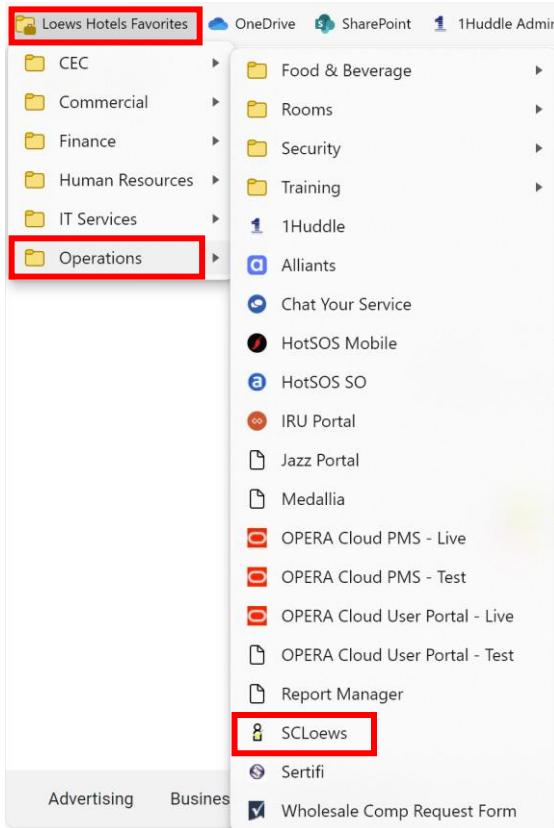


Group	Topic	Revision Date
SCLoews	Log In & Navigation	11/2024

To log into SCLoews, navigate to any browser and select *Loews Hotels Favorites*; select *Operations*; and select *SCLoews*.



The SCLoews *Log In* page appears. Enter your **Username**, which is your *Team Member ID number*, and enter your **Password**. Once complete, select **Login**.

The screenshot shows the SCLoews Log In page. At the top are the 'LOEWS HOTELS & CO' logo and 'ESTABLISHED 1960'. To the right is the 'SURVEY COMPANION' logo. Below the logo is a green navigation bar with 'Home', 'About', and 'Support' links. The main area is titled 'LOG IN' and contains a sub-section 'Account Information'. It has fields for 'Username' (10030818) and 'Password' (redacted). There is a 'Remember Me' checkbox and a 'Forgot your password?' link. At the bottom right of the form is a green 'Login' button.

NOTE: If it is your first time logging into SCLoews, your *Password* is **survey123**.

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SCLoews	Log In & Navigation	11/2024

If you forgot your password and you do not have a Loews Hotels email address, submit a ticket with the Help Desk to have your password changed.

If you forgot your password and you have a Loews Hotels email address, select **Forgot your password?**

The *Recover Password* screen appears. Enter your **Loews Hotels Email Address** and select **Submit**.

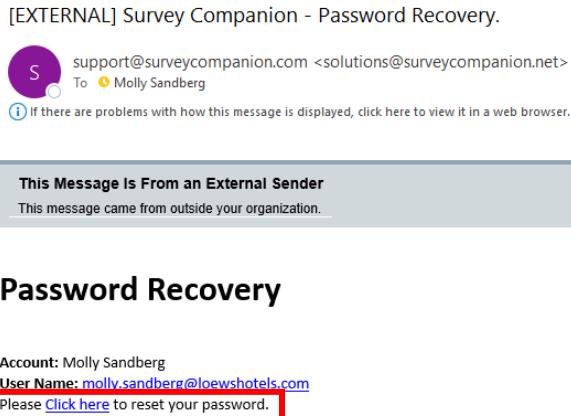
Click here to go back to the login page.' A red box highlights a 'Email:' input field and a 'Submit' button below it. Below the form, a note says 'If you don't have an email to reset your password and you need technical support [Click here](#) to go to the support page.'"/>

The *Password Submitted* message displays.

Click here to go back to the login page.'"/>

Group	Topic	Revision Date
SCLoews	Log In & Navigation	11/2024

The *Password Recovery* email is sent to the email address you provided. Select **Click Here** to reset your password.



Within the *Change Password* screen, fill out the **New password** and **Re-type your new password** fields accordingly, based on the listed requirements. Once complete, select **Change Password**.

CHANGE PASSWORD

Your account requires a password reset.

New passwords are required to be a minimum of 12 characters in length.

- At least 1 uppercase letter [Z-A]
- At least 1 lowercase letter [a-z]
- At least 1 digit [0-9]
- At least 1 special character [@#\$%!]

Current password:

New password:

Re-type new password:

Cancel **Change Password**

The *Change Password* message displays. Select **Click here** to be logged into the *Main Menu*.

CHANGE PASSWORD

Your password has been changed successfully. [Click here](#) to go back to the main page.

Group	Topic	Revision Date
SCLoews	Log In & Navigation	11/2024

Once you have logged in, the *Main Menu – Loews* appears with all of the available menu options displayed.

LOEWS HOTELS & CO
ESTABLISHED 1960

MAIN MENU - LOEWS

[BRAND OPERATING STANDARDS](#)

[CHECKLISTS](#)

[DASHBOARD](#)

[DOCUMENTS](#)

[EXCEPTIONS](#)

[GUIDELINES](#)

[MET FORMS](#)

[MINI SHOP](#)

[MINISHOP - RESULTS](#)

[MOBILE APP](#)

[POLICIES](#)

[REPORTS](#)

[SHOP & AUDIT - RESULTS](#)

[SPOT CHECK](#)

[SPOTCHECK - RESULTS](#)

[SURVEYCOMPANION VERSION 1.0](#)

NOTE: If the *Dashboard* appears, select the **Main Menu icon** to navigate to the *Main Menu*.

Home About Support

DASHBOARD

Data: Shop Approved

Hotel Score

Period	Score
2-2023	82.71%
3-2023	85.65%
1-2024	84.08%
2-2024	83.14%
3-2024	79.67%
4-2024	0.00%

Guest Name Recognition Score

Period	Score
2-2023	56.72%
3-2023	71.55%
1-2024	70.41%
2-2024	65.91%
3-2024	70.30%
4-2024	0.00%