



ESSILOR
STOCKHOUSE

UPDATED 5/11/2022

Dear Valued Eyecare Professional,

On Thursday, May 5th, NASSAU OOGP Vision Group (“Nassau”) experienced a service interruption to our online ordering platform.

We wanted to inform you that our eloastock.com website has been fully restored. We would like to thank you for your patience over the last few days and apologize for any impact or inconvenience to you and your patients.

You may now resume using eloastock.com for your finished single vision ordering. In order to log back into eloastock.com site for the first time, you will be required to update your password by following the “Forgot Password?” sequence detailed below. We thank you for this additional time required.

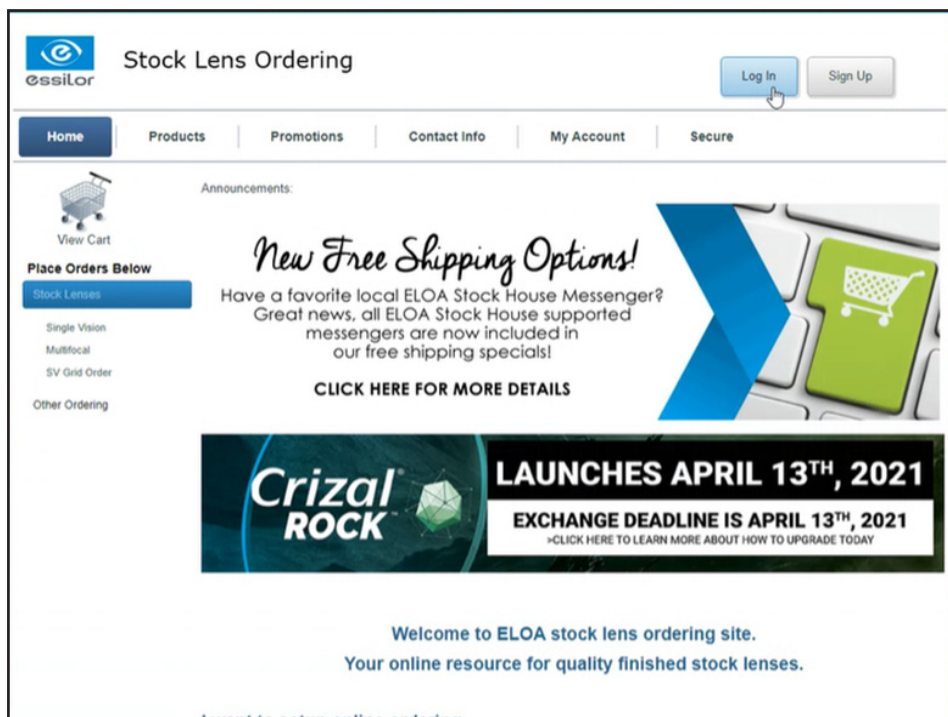
Thank you,

NASSAU OOGP Vision Group

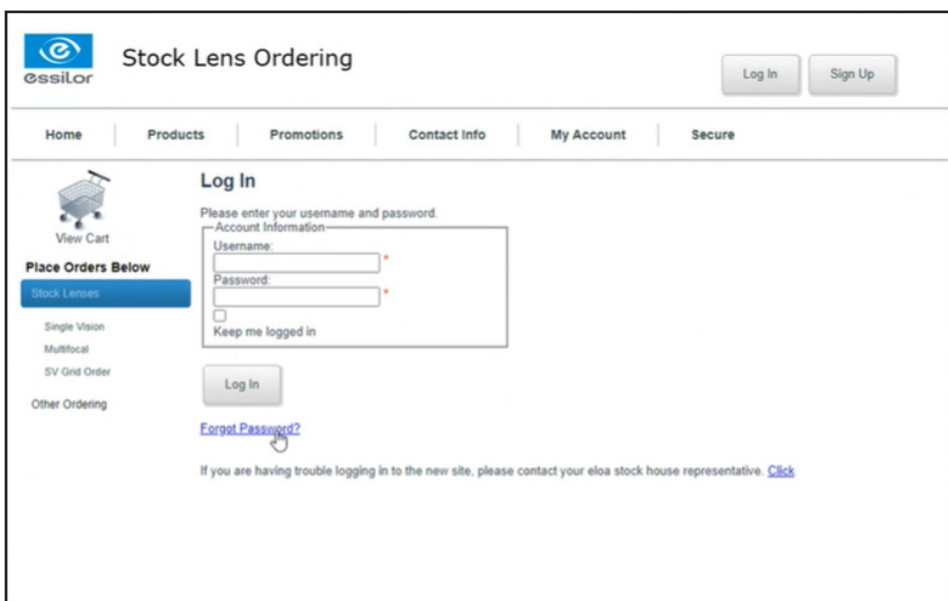


HOW TO RESET YOUR PASSWORD ON ELOASTOCK.COM

STEP 1: Visit www.eloastock.com and click “Log In” on the top right hand section of the screen.



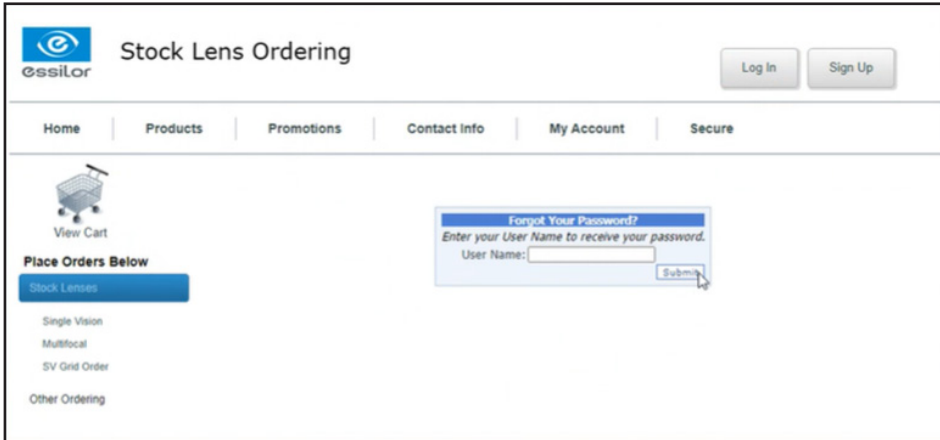
STEP 2: Click the “Forgot Password?” link under the log in credential section.





STEP 3: Enter your User Name and click "Submit".

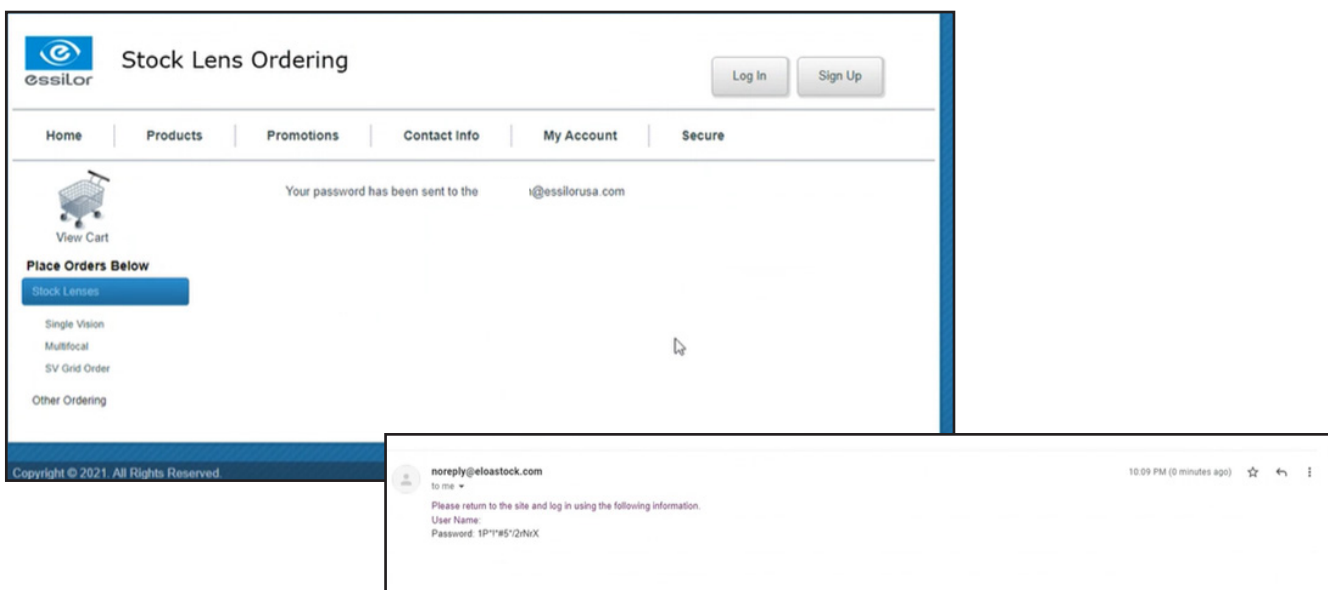
If you do not remember your User Name please reach out to Customer Service at 800.526.0313



STEP 4: You will receive an email at the email address associated with your account with your User Name and a 1-time temporary password. **Check your spam folder if you don't see the email appear in your inbox. You will see which email destination was sent the information in the format below.**

Ex: s****e@gmail.com

If you do not have access to the email on file or need assistance please contact Customer Service at 800.526.0313





STEP 5: You will be automatically redirected to change your password after log in. Input your temporary password in the “Current Password” section and then type in a new password in the “New Password” and “Confirm Password” sections.

The screenshot shows the 'Change Password' form in the Stock Lens Ordering system. The page header includes the Essilor logo, the title 'Stock Lens Ordering', and buttons for 'Log Off' and 'Sign Up'. A navigation menu contains 'Home', 'Products', 'Promotions', 'Contact Info', 'My Account', and 'Secure'. On the left, there is a 'View Cart' icon and a 'Place Orders Below' section with links for 'Stock Lenses', 'Single Vision', 'Multifocal', 'SV Grid Order', and 'Other Ordering'. The main content area is titled 'Change Password' and includes instructions: 'Use the form below to change your password. New Password Requirement: Minimum of 12 characters, at least 1 uppercase letter, 1 lowercase letter, 1 Number and 1 special character (\$@!%*?&). Previously used passwords may not be used.' Below the instructions is an 'Account Information' section with three password input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are 'Cancel' and 'Change Password' buttons.

The screenshot shows the 'Change Password' success message in the Stock Lens Ordering system. The page header includes the Essilor logo, the title 'Stock Lens Ordering', and buttons for 'Log In' and 'Sign Up'. A navigation menu contains 'Home', 'Products', 'Promotions', 'Contact Info', 'My Account', and 'Secure'. On the left, there is a 'View Cart' icon and a 'Place Orders Below' section with links for 'Stock Lenses', 'Single Vision', 'Multifocal', and 'SV Grid Order'. The main content area is titled 'Change Password' and displays the message: 'Your password has been changed successfully.'

STEP 6: Log in with newly created password and can proceed to placing your orders on-line.

The screenshot shows the 'Log In' form in the Stock Lens Ordering system. The page header includes the Essilor logo, the title 'Stock Lens Ordering', and buttons for 'Log In' and 'Sign Up'. A navigation menu contains 'Home', 'Products', 'Promotions', 'Contact Info', 'My Account', and 'Secure'. On the left, there is a 'View Cart' icon and a 'Place Orders Below' section with links for 'Stock Lenses', 'Single Vision', 'Multifocal', 'SV Grid Order', and 'Other Ordering'. The main content area is titled 'Log In' and includes instructions: 'Please enter your username and password.' Below the instructions is an 'Account Information' section with two input fields: 'Username' and 'Password'. There is also a 'Keep me logged in' checkbox. At the bottom of the form is a 'Log In' button and a link for 'Forgot Password?'. A footer note states: 'If you are having trouble logging in to the new site, please contact your eloa stock house representative. [Click](#)'