

## 14-0013-EN-How do I register my ShopFactory software ag...

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Ensure you are using the latest build of ShopFactory

1. Close ShopFactory software.

2. Download and install ShopFactory again from

<http://www.shopfactory.com/contents/en-us/d18.html> -> click the ShopFactory version that you currently own e.g., "*I have ShopFactory 14 or Total Care*" download link

3. Run the ShopFactory installer.

How to register my ShopFactory **software**

### A: Register ShopFactory with a new activation key and then convert an existing account

(*Note: Activation key can only be used once. If you have previously generated a ShopFactory username and password, then you need to register using the "*I have a username and password*" option - follow steps in item B below*)

- To activate ShopFactory, select "*I have an activation key*" option
- Enter your new activation key -> click *Continue*

*Important:* Select then 2nd option "*Update an existing account*"

- Enter your existing username and password

- Click *Continue*

- Click *Finish*

If you have forgotten your password, you can reset your password via this link,

[https://tc.shopfactory.com/html/en-us/new\\_lost\\_password.html](https://tc.shopfactory.com/html/en-us/new_lost_password.html)

### B: Register ShopFactory with an existing username and password

- To activate ShopFactory, select "*I have a username and password*" option
- Enter your existing username and password
- Click *Continue*
- Click *Finish*

If you have forgotten your password, you can Reset your password via this link,  
[https://tc.shopfactory.com/html/en-us/new\\_lost\\_password.html](https://tc.shopfactory.com/html/en-us/new_lost_password.html)

## Update your shop with using your new or existing account

You can now create new shop project or update your shop with the active SF account details -  
- Click ShopFactory Cloud menu -> Change ShopFactory Cloud account for this shop

Ensure your shop is using the correct account details, enter your active username and password

- Click OK
- Go through the Payment methods accepted wizard from the SF Central dropdown -> click Next -> Next -> until Finish.
- Publish your shop again so the changes are uploaded online (Publish -> Publish website on the net -> Publish)