

## 14-0081-EN-My shop is hosted by ShopFactory, how do I r...

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### Recover my ShopFactory Hosting Password

ShopFactory Hosting password does not get reset when you change your ShopFactory Total Care password. SF hosting is actually a separate service as an add-on to your Total Care subscription. If you reset your Total Care password you also need to update your ShopFactory hosting password. You need to separately reset your ShopFactory Hosting password if you have reset your Total Care password - change your HOSTING Password; make sure that your password is complex with at least 8 alphanumeric-character length.

#### Option 1 :

1. Open your ShopFactory application and click on "Help" >> "Support"
2. At the bottom section under "Total Care Hosting" click on "Hosting password"; link
3. Enter new password (complex with at least 8 alphanumeric-character length) and retype the new password and click on "Change Password" button

Alternatively,

#### Option 2 :

a) Go to <http://support.shopfactory.com> and then click on "Recover my Total Care hosting password"; link &ndash; see attached screenshot.

b) Log into the ShopFactory hosting service with your Total Care user details &ndash; username and password for your ShopFactory Total Care account.

c) Change your Hosting password. Enter the new password and confirm.

When you publish your shop inside ShopFactory, you need to make sure that you have updated your publishing details in the **setup** dialog box.

#### Publish your shop again

» Open your shop in ShopFactory, click Publish -> Publish your website on the Net -> click on **SETUP** button to go into the hosting details dialog

» Delete the old password and enter your NEW HOSTING PASSWORD

Remote Directory: webhost.shopfactory.com

Username: <your SF username>

Password: <your own password>

Base directory: /public\_html/

Publish URL: <http://XXXXXXXXX.shopfactory.com/>

where, XXXXXXXX is your own name defined in the Hosting base name

- » Click OK.
  - » Publish your shop again with &ldquo;PUBLISH ALL&rdquo; ticked at least for this session.
- Keep &ldquo;regenerate search files&rdquo; ticked.
- » Once you have published the shop, place a test order in your shop.

**NOTE:** This will only change your ShopFactory HOSTING password and will not change your actual ShopFactory Total Care account. If you also want to change your ShopFactory Total Care account, please refer to this FAQ article:

[http://support.shopfactory.com/kayako/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=520](http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=520)