

## 14-0017-EN- I have forgotten my ShopFactory Total Care ...

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Your activation key can only be used once. If you need to register your copy of ShopFactory again, you need to select "*Activate ShopFactory with an existing username and password*" option at the Subscription Setup dialog -> and then enter your ShopFactory username and password.

### **Important Notes:**

a) *Registered email address in your Total Account Settings must match the email used when you purchased the ShopFactory software. If your Total Care email does NOT match the "ShopFactory Registration email" - please contact [registrations@shopfactory.com](mailto:registrations@shopfactory.com) & have your registered email changed to match what is in your "TC Account Settings -> Email" field so you can proceed with reset password procedure.*

b) *Ensure you've installed the latest ShopFactory release - check out our [Fixes and Releases page](http://www.shopfactory.com/contents/en-us/d105.html), <http://www.shopfactory.com/contents/en-us/d105.html> If you have an old SF version: To ensure your shop continues to accept orders online, you need to publish your shop again after resetting your ShopFactory password.*

c) *If you're hosting with ShopFactory, you will need to reset your SF hosting password as well.*

To reset your ShopFactory password, follow the steps outlined below:

1. Go to <http://support.shopfactory.com> 2. Click "Problems Signing in to your account?" link - see screenshot, #1.

3. Click "*I forgot my password*" 4. Enter your ShopFactory Total Care username and your \* Registered Email address

5. Click **Submit** button

The reset password link will be sent to your registered email address. Please check your spam folder to see if the email is there. *You need to reset your password within 30 minutes so the session does not expire.* Otherwise, you'll have to request for another password reset email.

*\*Registered email address in your Total Account Settings must match the email used when you purchased ShopFactory software. If your Total Care email does NOT match the "ShopFactory Registration email" - please contact [registrations@shopfactory.com](mailto:registrations@shopfactory.com) & have your registered email changed to match what is in your "TC Account Settings -> Email" field so you can proceed with reset password procedure.* Alternatively, you can contact us thru the Live Chat facility at <http://www.shopfactory.com>

6. Re-register your ShopFactory software following the instruction in the below KB article: [http://support.shopfactory.com/kayako/index.php?\\_m=knowledgebase&a=viewarticle&kbarticleid=549&nav=0,75](http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&a=viewarticle&kbarticleid=549&nav=0,75)

7. IMPORTANT: When your password has been reset, your shop must be published again so that your online shop uses the new password. - Open your shop in ShopFactory

- Click on the **Total Care** menu -> **Change Total Care account for this shop** -> enter your username and new password

- Click OK
- Click **Properties** -> **Payment methods accepted** -> go through the setup wizard without changing anything -> click Next -> next until Finish.

- Save and publish your shop so that online ordering continues to work. ***Are you using ShopFactory Hosting?*** When you reset your SF Total Care password, this only applies to your Total Care account registration/activation, connecting to the Total Care services such as Payment Methods and Online Order Management. However, your ShopFactory Hosting password will not be reset in this instance &ndash; this is for PCI-compliance, your TC password should not be the same as your hosting password for better security.

After resetting your Total Care password, you need to follow this procedure to Reset your SF Hosting password:

1. Go to <http://support.shopfactory.com>
2. At the bottom section, click on "Recover my Total Care hosting password" link - see above screenshot (Figure 2).
3. Login using your Total Care username and new password
4. Enter your new Hosting password and click "Change Password" button
5. **Publish your shop again:** after re-registering your ShopFactory Total Care, open your shop and click Publish -> Publish your website on the Net, then click **Setup** button -> enter your new hosting password. Click OK and publish your shop again.