

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

Author:  
ShopFactory

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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)