

## Forgot your password?

The shop uses a standard, secure process to allow the original user to request a password. This assumes you keep your emails private and do not share your email account.

Some people might not be fully aware of this process so this short and simple guide has been written to help any person experiencing this problem.

To start go to your online shop and click on the 'My Account' link found in the header of all pages (see the image below), however as you are not logged in yet, you will arrive at the login page.



Picture 1: Showing the logon page after click on the My Account link when you're not logged in.

If you cannot log on because you have forgotten your password, you must click on the link 'Password forgotten? Click here' (see Picture 1).

You will be taken to the forgotten Password page:

## I've Forgotten My Password!

If you've forgotten your password, enter your e-mail address below and we'll send you an e-mail message containing your new password.


E-Mail Address:

[Back](#)

[Continue](#)

Picture 2: Showing the forgot password page.

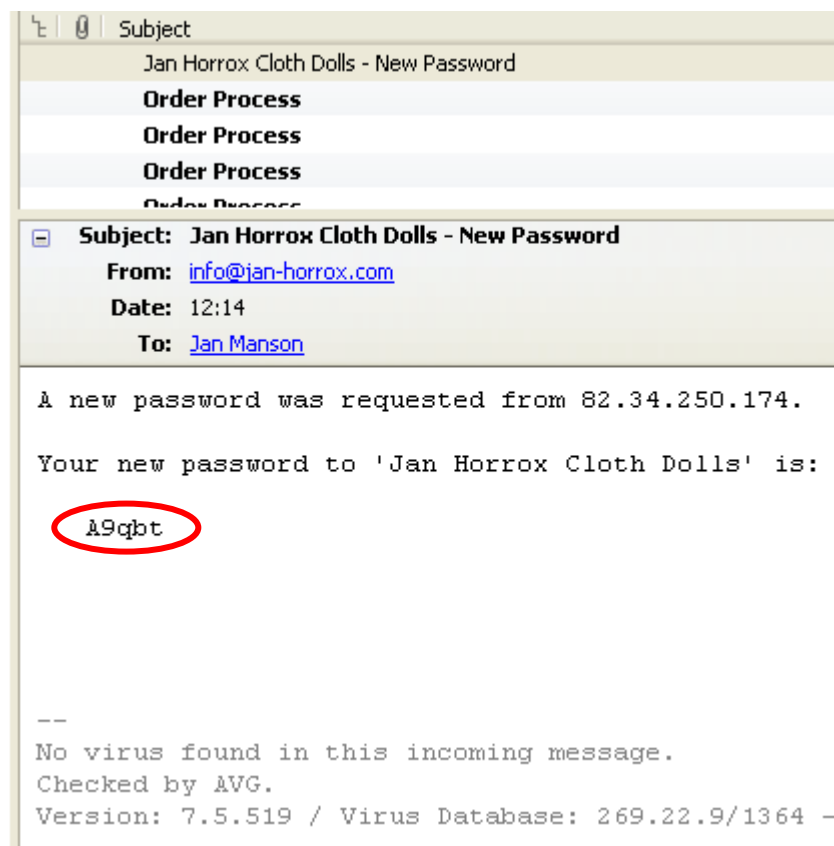
Enter the email address you used to register this account with then click continue. If the email does not match you will get the following error message:

 Error: The E-Mail Address was not found in our records, please try again.

NOTE: Please check that you are using the correct email account, if you have more than one email address make sure you are using the correct one!

This process will send you an email to the email address you just entered assuming your details have matched.

You will now need to check your emails:

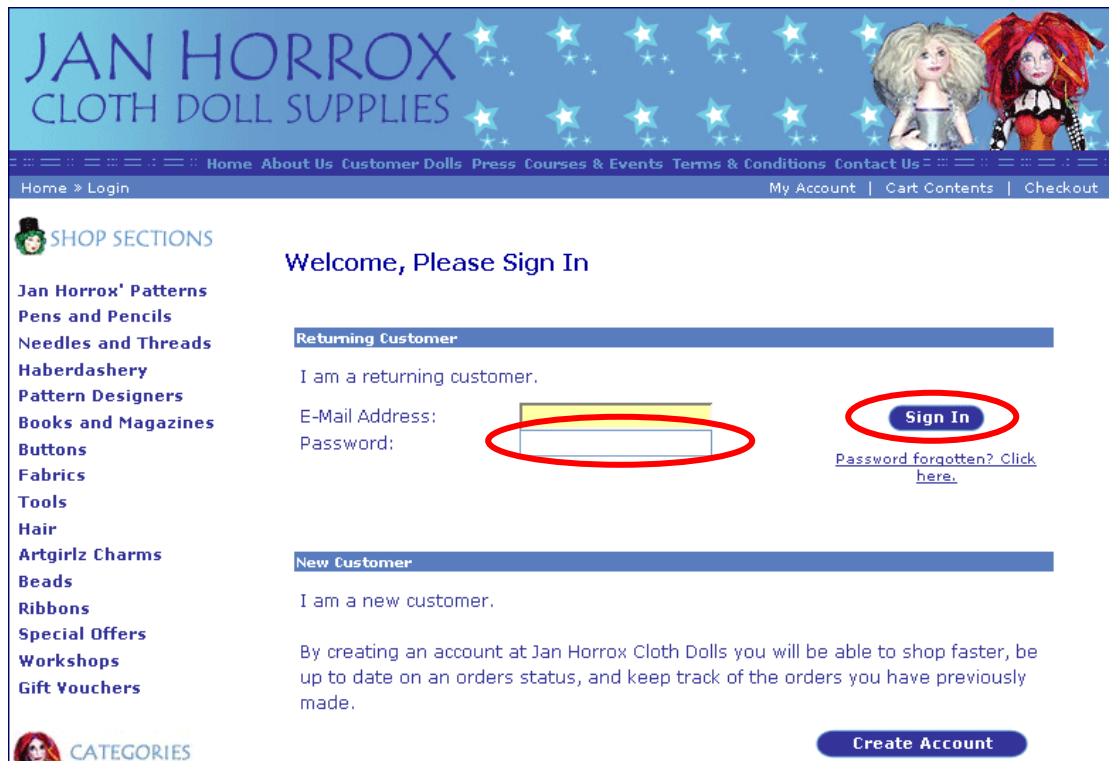


Picture 3: Showing the email you will receive when you request and new password.

The email you will receive will contain the new password, which you should **copy and paste** into the logon page (see picture 4, below).

Note: “Copy and Paste” is an expression used when you want to make a copy of some text. To copy the password, you must put the cursor just left of the password, then hold down on the left button and move the cursor to the right until all the letters of the password are highlighted, then let go of the left button.

Now hold the ctrl (control) button down (on your keyboard) and then also the button of the letter “c”, this will issue the copy command. Then go to the logon page and select the password field, making sure it is blank, hold down the ctrl button and then tap v, this will issue the past command.



Picture 4: Showing the logon page after click on the My Account link when you're not logged in.

Once you have copied and pasted your password you would need to enter your email and click on the sign in button.

## My Account Information

**Overview** ([show all orders](#))

**Previous Orders**



**My Account**



- ➔ [View or change my account information.](#)
- ➔ [View or change entries in my address book.](#)
- ➔ [Change my account password.](#)

Picture 5: Showing the My Account page when you're logged in.

Now that you have a new password and you have successfully logged in you should change your password to something more memorable. Click on the 'Change my account password' link.

## My Password

### My Password

\* Required information

Current Password:  \*

New Password:  \*

Password Confirmation:  \*

Back

Continue

*Picture 6: Showing the page where you can change the password for your account.*

To change the password you must enter the current password (copy and paste from email) and then you must enter the new password you would like twice, then click continue button to confirm the new password.

Bravo - that all should be done!