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Changing your ShopFactory password: what is allowed, and what to do when it does not work

ShopFactory Support - 2026-10-19 - [Miscellaneous Settings](#)

Your new ShopFactory password is refused, or the change does not seem to take effect? In almost every case it is the password itself. Two things decide whether a new password works.

What a ShopFactory password may contain

- **At least 8 characters and at most 20.** A longer password is cut off or refused, which is the most common reason a change appears to fail.
- **Avoid these four characters: # ? @ !** Passwords containing them are known to cause trouble when you sign in afterwards, even when the change itself seems to go through.
- Letters and digits are fine, and so is a password made of several words. Choose one you use nowhere else.

Where to change it

Open https://tc.shopfactory.com/html/en-us/new_lost_password.html and follow the steps there. You can also reach the same page from our website: go to www.shopfactory.com, click Support at the bottom of the page, scroll to "I have forgotten my ShopFactory 9 - 15 account details", click the link to recover your Total Care user name or password, then click "I forgot my password".

The new password applies to both the ShopFactory software on your computer and your ShopFactory Cloud / Total Care account. It is one account, so you change it once.

The email with the link does not arrive

- Check the spam or junk folder of the mailbox, and any filter your provider applies before mail reaches you.
- Use the user name or the email address that belongs to the account. If the address on the account is one you no longer read, the message goes there and not to you.
- Give it a few minutes. If nothing arrives, open a ticket at <https://shopfactory.deskpro.com/en-US/new-ticket> with your shop address and the user name, and we will sort it out for you.

After changing it

Sign in again where ShopFactory asks for your account details, so the software and the Cloud use the new password. If your shop afterwards appears to have no subscription, or the Cloud will not connect, open a ticket with your shop address and tell us that you have just changed your password, and we will restore the connection.