I have forgotten my ShopFactory password

Merliza N. - 2020-08-26 - Getting Started

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.

Notes:

a) The email address in your SF Cloud Profile Settings must match the email used when you purchased the ShopFactory software. If your SF Cloud email does NOT match the "ShopFactory Registration email" - please contact registrations@shopfactory.com and have your registered email changed to match what is in your "SF Cloud Profile Settings -> Email" field to be able to reset your password.

Alternatively, you can contact us thru our Live Chat at http://www.shopfactory.com

b) If you're hosting with ShopFactory, you will need to reset your SF hosting password as well to match the new one.

To reset your ShopFactory password:

1. Go to https://support.shopfactory.com

2. Click "Problems Signing in to your account?" link.

3. Click "I forgot my password"

Or you can click on this link, https://tc.shopfactory.com/html/en-us/new_lost_password.html

4. Enter your ShopFactory username and your *Registered Email address

5. Click Submit button

The reset password link will be sent to your registered email address. Check your Spam folder to see if the email is caught there. You need to reset your password within 30 minutes so the session does not expire. Otherwise, you'll have to fill-in the password reset form again.

6. Register your ShopFactory software with the new password

7. Update the password field in the ShopFactory Cloud dialog for your orders

- Open your shop in ShopFactory

- Click on the ShopFactory Cloud menu -> Change ShopFactory Cloud account for this shop -> enter your username and new password

- Click OK

- Click Central dropdown > Payment Methods Accepted > go through the setup wizard without changing anything -> click Next -> Next until Finish.

- Save and publish your shop again.

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.

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"

Or use this link, https://support.shopfactory.com/hosting/

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.