



Knowledge base > Getting Started > Registering your ShopFactory software with a new Activation Key or with an existing account

Registering your ShopFactory software with a new Activation Key or with an existing account

Merliza N. - 2021-09-06 - Getting Started

1: Register ShopFactory with a new activation key and generate a new ShopFactory account

- To activate ShopFactory, select "I have an activation key" option
- Enter your new activation key -> click Continue
- At the Account Settings section, select your *Currency* and update your ShopFactory hosting address if needed

SF Account Setup

Activate ShopFactory

Please enter your subscription details below, which were emailed to you when you first created your ShopFactory subscription.

Please check your spam filter for the subscription email, if not received.

Account settings

Select the currency you will use to sell products in your shop.

Merchant currency: **US Dollar**

Select your free internet address

Please enter your preferred name below to create your new free Internet address.

www. **kp-9776-uw** .shopfactory.com

The free internet address will be used for your free hosting supplied with ShopFactory. You can setup your own domain name or decide to host on your own server later.

Continue

Update an existing account

To upgrade an existing GlobeCharge or TotalCare account, enter your details here.

Cancel

Online - Chat with us

- Click Continue
- Your new ShopFactory account details will be displayed. Click **Finish** button

Note: An "Account Created" email will be sent out to your inbox. Keep a copy of your

ShopFactory account details. You can change your password at a later stage by clicking on MY ORDERS in ShopFactory Central page -> Account -> Profile. When a password is changed, ShopFactory will ask you to register the software again. You'll have to enter your existing username and new password (see item #3 below).

If you have inadvertently generated a new account instead of converting your existing ShopFactory account as specified in item #2 below, please contact registrations@3d3.com and request to cancel the new account and convert your existing account instead - provide your old username so it will be quicker for ShopFactory Support to assist you.

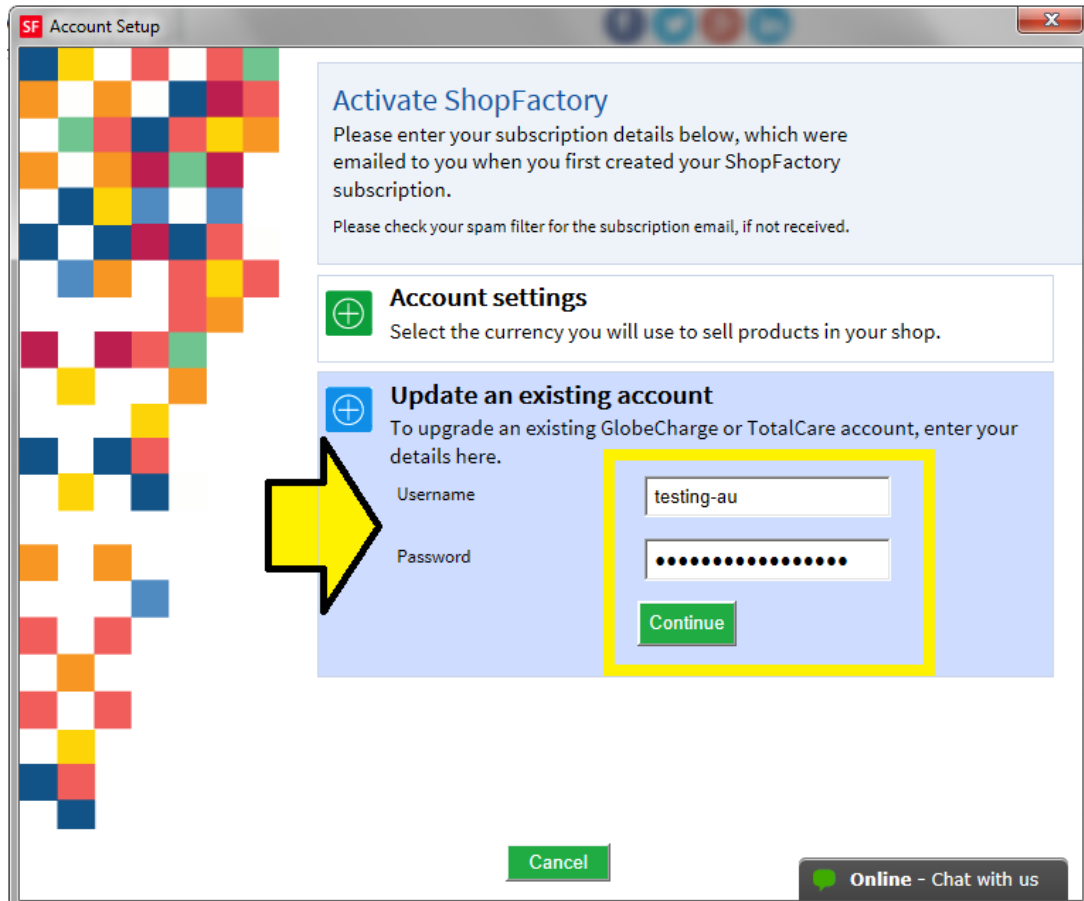
2: Register ShopFactory with a new activation key to convert an existing account

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 #3 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



The screenshot shows the 'SF Account Setup' window. On the left is a decorative graphic of a staircase made of colorful squares. The main content area has a light blue background. At the top, it says 'Activate ShopFactory' with instructions to enter subscription details. Below this are two options, each with a plus icon in a square: 'Account settings' (with a green icon) and 'Update an existing account' (with a blue icon). A large yellow arrow points to the 'Update an existing account' option. Under this option, there are fields for 'Username' (containing 'testing-au') and 'Password' (masked with dots), and a green 'Continue' button. At the bottom of the window are a green 'Cancel' button and an 'Online - Chat with us' button.

SF Account Setup

Activate ShopFactory
Please enter your subscription details below, which were emailed to you when you first created your ShopFactory subscription.
Please check your spam filter for the subscription email, if not received.

Account settings
Select the currency you will use to sell products in your shop.

Update an existing account
To upgrade an existing GlobeCharge or TotalCare account, enter your details here.

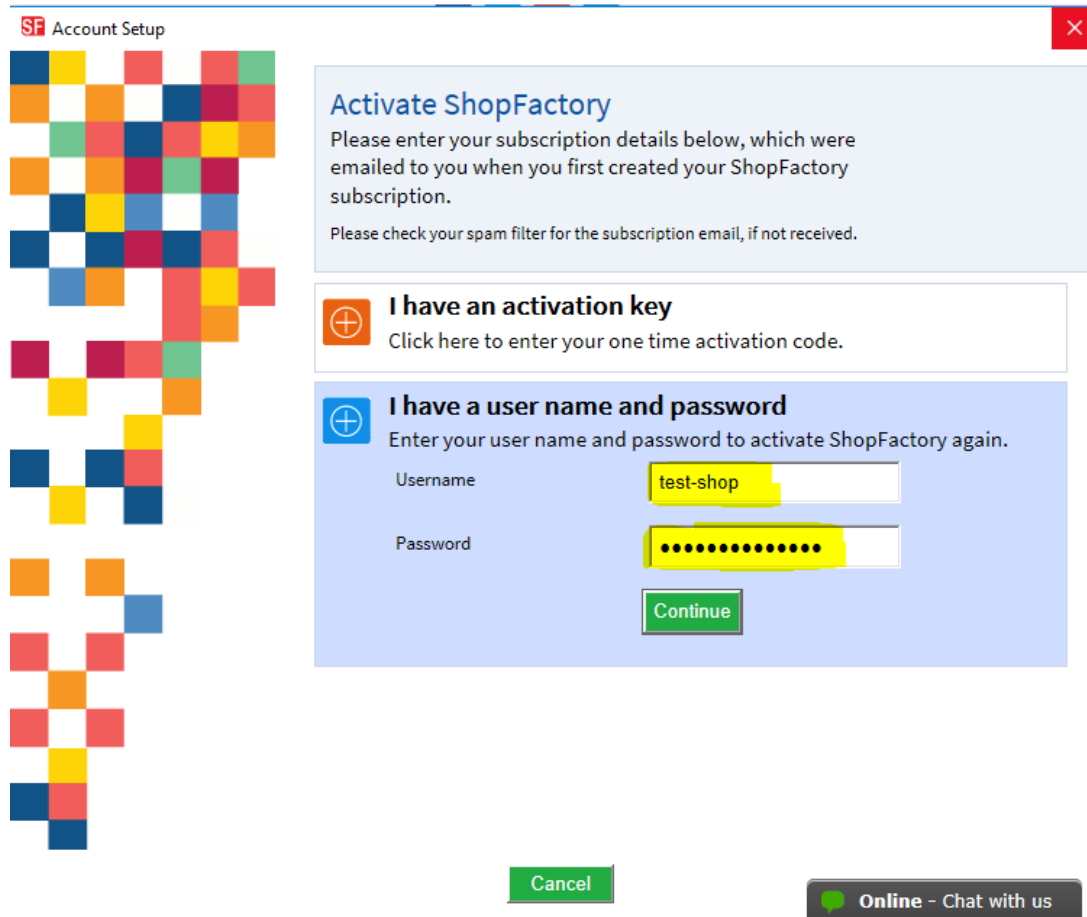
Username: testing-au
Password:
Continue

Cancel Online - Chat with us

- Click Continue. Click Finish

3: 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



The screenshot shows the 'SF Account Setup' window. On the left is a decorative graphic of colored squares. The main content area is titled 'Activate ShopFactory' and includes instructions to enter subscription details. Below this, there are two options: 'I have an activation key' (with a plus icon) and 'I have a user name and password' (with a plus icon). The 'I have a user name and password' option is selected and highlighted in blue. It contains fields for 'Username' (with the text 'test-shop') and 'Password' (with masked characters), followed by a 'Continue' button. At the bottom of the window, there are 'Cancel' and 'Online - Chat with us' buttons.

- Click *Continue*
- Click *Finish*

Forgotten password?

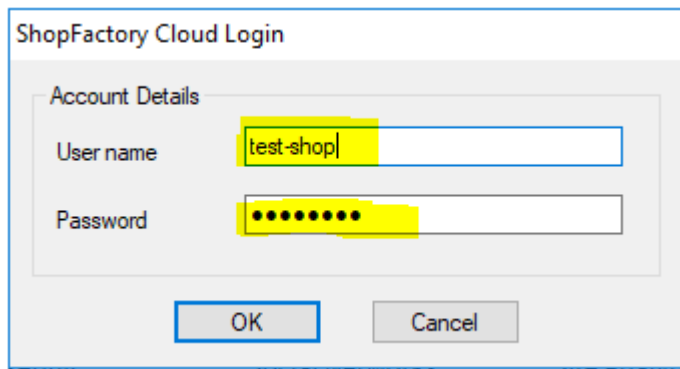
If you have forgotten your password, you can [reset your password](#)

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

Enter the account details in the shop orders:

- 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

A screenshot of a 'ShopFactory Cloud Login' dialog box. It features a title bar at the top. Below the title bar is a section labeled 'Account Details' which contains two input fields: 'User name' with the text 'test-shop' and 'Password' with masked characters (dots). At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

ShopFactory Cloud Login

Account Details

User name test-shop

Password

OK Cancel

- Click OK
- Go through the Payment methods accepted wizard from the *Central* dropdown -> click Next -> Next -> until Finish.
- Publish your shop again so the changes are uploaded online by clicking Publish -> Publish website on the net -> Publish