



GETTING STARTED

Joining RetailFix Nearby

Create a free shopper account on RetailFix Nearby, sign in, and reset a forgotten password.

In this guide

1. Sign in
2. Create an account
3. If it doesn't work
4. You're signed in
5. Forgotten your password?
6. Check your email
7. Open the reset email
8. Choose a new password

1 Sign in

Go to **nearby.retailfix.com** and tap **Sign in** at the top. **Welcome back** opens.

- Enter your email **1** and password **2**, then tap **Sign in** **3**.
- **New here? Create an account** **4** makes a new account.
- **Forgotten your password?** **5** sends you a reset link.

If you already have a RetailFix account, that email and password work here too.

The screenshot shows a mobile app interface for signing in. At the top, the title 'Welcome back' is displayed in bold black text, with a red 'X' icon in the top right corner. Below the title is the subtitle 'Your follows and saved deals, wherever you are.' in a smaller, lighter font. The main form consists of two input fields: 'Email' and 'Password'. The 'Email' field is highlighted with a red border and a red circle with the number '1' next to it. The 'Password' field is also highlighted with a red border and a red circle with the number '2' next to it, and it includes an eye icon for toggling visibility. Below the input fields is a large red button with the text 'Sign in' in white, highlighted with a red circle and the number '3'. Underneath the button are two links: 'New here? Create an account' and 'Forgotten your password?', both highlighted with red circles and numbers '4' and '5' respectively. At the bottom of the form is a link with a book icon and the text 'Guides'.

2 Create an account

Join RetailFix Nearby asks for your first name **1**, email **2** and a password **3** of at least 12 characters. Tap **Create account** **4**. **I already have an account** **5** goes back to signing in.

The screenshot shows a mobile app interface for creating an account. At the top, the title "Join RetailFix Nearby" is displayed in bold black text, with a red close button (an 'x' in a circle) to its right. Below the title is a subtitle: "Follow the shops you like, keep the deals you scratch." The form consists of three input fields: a first name field containing "Taylor", an email field containing "taylor@example.com", and a password field with five dots and a red eye icon to toggle visibility. Below these fields is a large red button labeled "Create account". Underneath the button is a link that says "I already have an account". At the bottom of the form is a link with a book icon and the text "Guides". Five red circular callouts with white numbers are overlaid on the left side of the form: 1 points to the first name field, 2 points to the email field, 3 points to the password field, 4 points to the "Create account" button, and 5 points to the "I already have an account" link.

Join RetailFix Nearby 

Follow the shops you like, keep the deals you scratch.

1 Taylor

2 taylor@example.com

3 

4 **Create account**

5 I already have an account

 Guides

3 If it doesn't work

A message shows under the fields **1**:

- Passwords need to be at least 12 characters.
- That email already has an account — sign in instead.
- That email and password don't match. when signing in.
- Too many attempts. Please wait a few minutes.

The screenshot shows a mobile app interface for 'Join RetailFix Nearby'. The title is in bold black text. Below it is a subtitle: 'Follow the shops you like, keep the deals you scratch.' There are three input fields: a name field containing 'Taylor', an email field containing 'taylor@example.com', and a password field with masked characters '.....'. A red 'X' icon is in the top right corner of the form. Below the password field, a red error message box with a white '1' in a circle on the left contains the text 'Passwords need to be at least 12 characters.' Below the error message is a large red button labeled 'Create account'. Underneath the button is a link that says 'I already have an account'. At the bottom is a link with a book icon labeled 'Guides'.

Join RetailFix Nearby

Follow the shops you like, keep the deals you scratch.

Taylor

taylor@example.com

.....

1 Passwords need to be at least 12 characters.

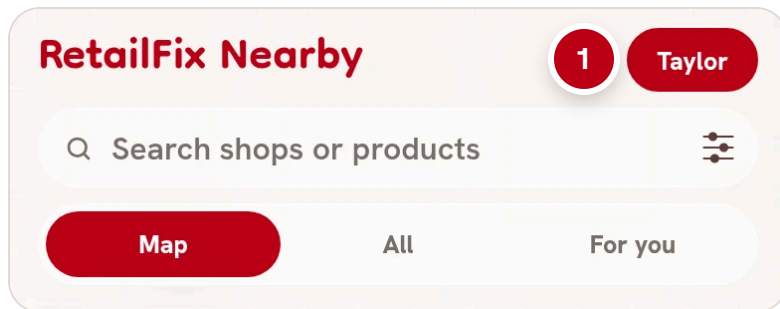
Create account

[I already have an account](#)

[Guides](#)

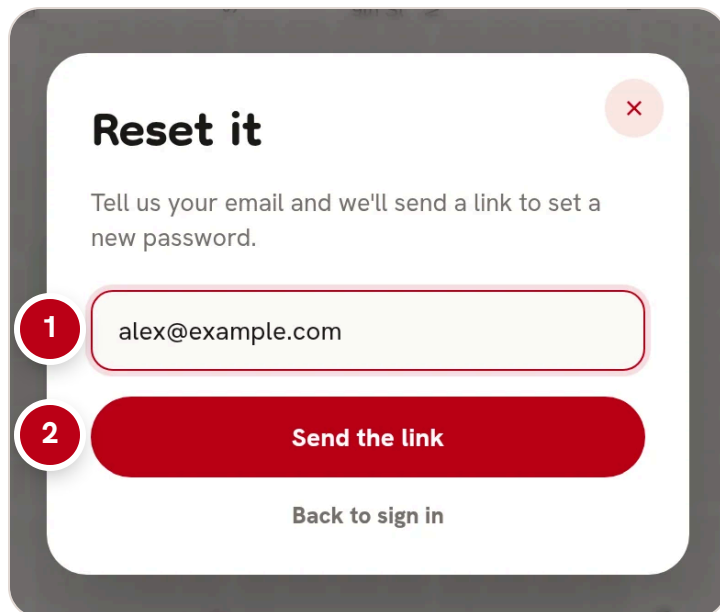
4 You're signed in

You're signed in straight away, and your first name **1** replaces **Sign in**. Tap it to open your profile. You stay signed in on that device for a year.



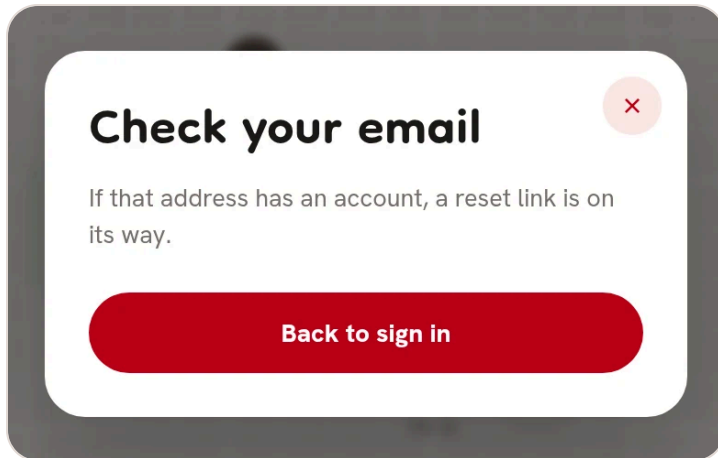
5 Forgotten your password?

Tap **Forgotten your password?**, enter your email **1** and tap **Send the link** **2**.



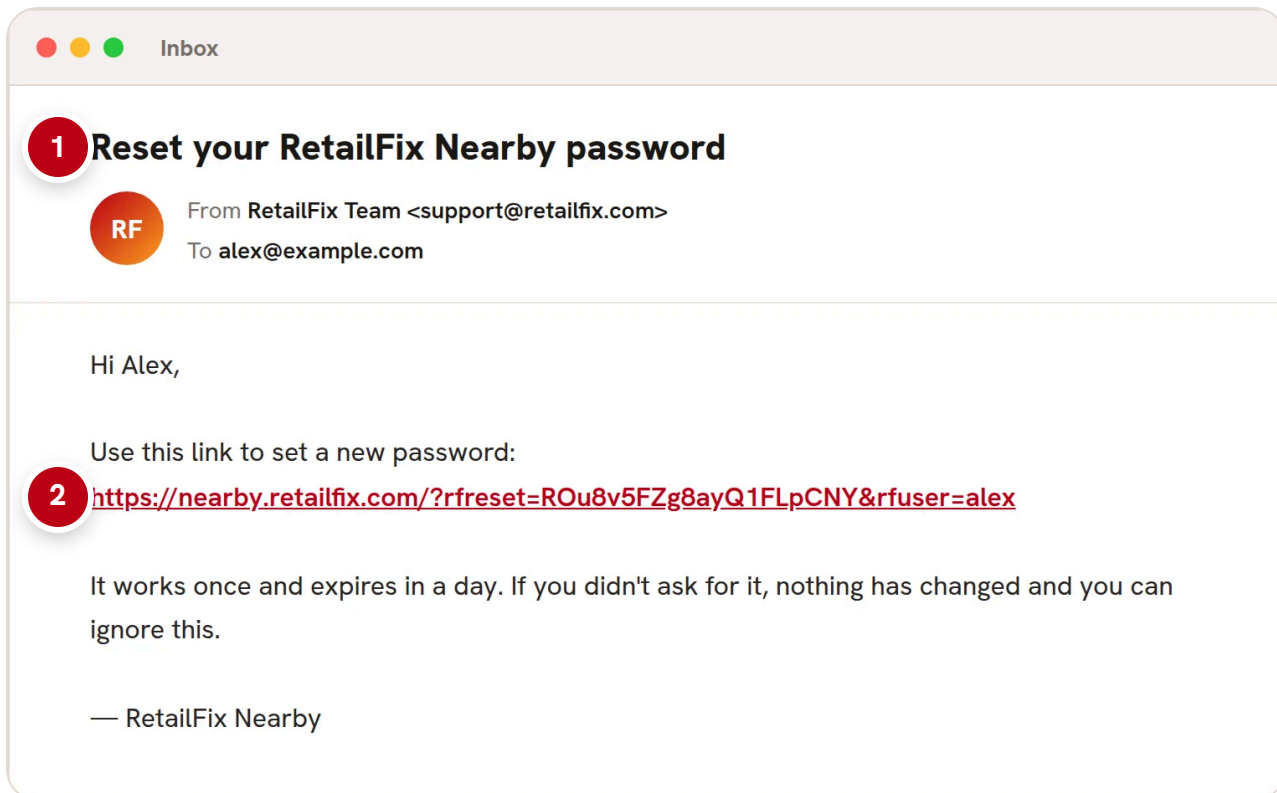
6 Check your email

The box says **Check your email**. It says the same whatever address you enter.



7 Open the reset email

Open **Reset your RetailFix Nearby password** **1** and tap the link **2**. It works once, within a day.



8 Choose a new password

Nearby opens with **New password**. Type one of at least 12 characters **1** and tap **Set password** **2**.

You're signed in, and signed out everywhere else.

