



GETTING STARTED

Logging in

Log in to your RetailFix account, and what to do if it doesn't let you in.

In this guide

1. Open the login form
2. Your dashboard
3. If it doesn't let you in
4. When it asks for a new password

1 Open the login form

Go to **store.retailfix.com** and click **Sign in** above the sign-up form. The **Welcome back** form opens.

- Enter your email address **1** and your password **2**. The eye **3** shows the password as you type it.
- Click **Sign In** **4**.

Forgot your password? Click **Forgot your password?** **5**. Still waiting for your confirmation email? Type your email address in the form and click **Resend confirmation email** **6**.

The screenshot shows a login form titled "Welcome back". Below the title is a link "No account yet? [Sign up free](#)". The form contains two input fields: the first for an email address (containing "jane@example.com") and the second for a password (containing dots). To the right of the password field is an eye icon. Below the inputs is a red "Sign In →" button. At the bottom, there are two links: "Forgot your password?" and "Resend confirmation email" (with an envelope icon). A "Guides" link with a book icon is also present.

Welcome back

No account yet? [Sign up free](#)

1 jane@example.com

2 **3**

4 Sign In →

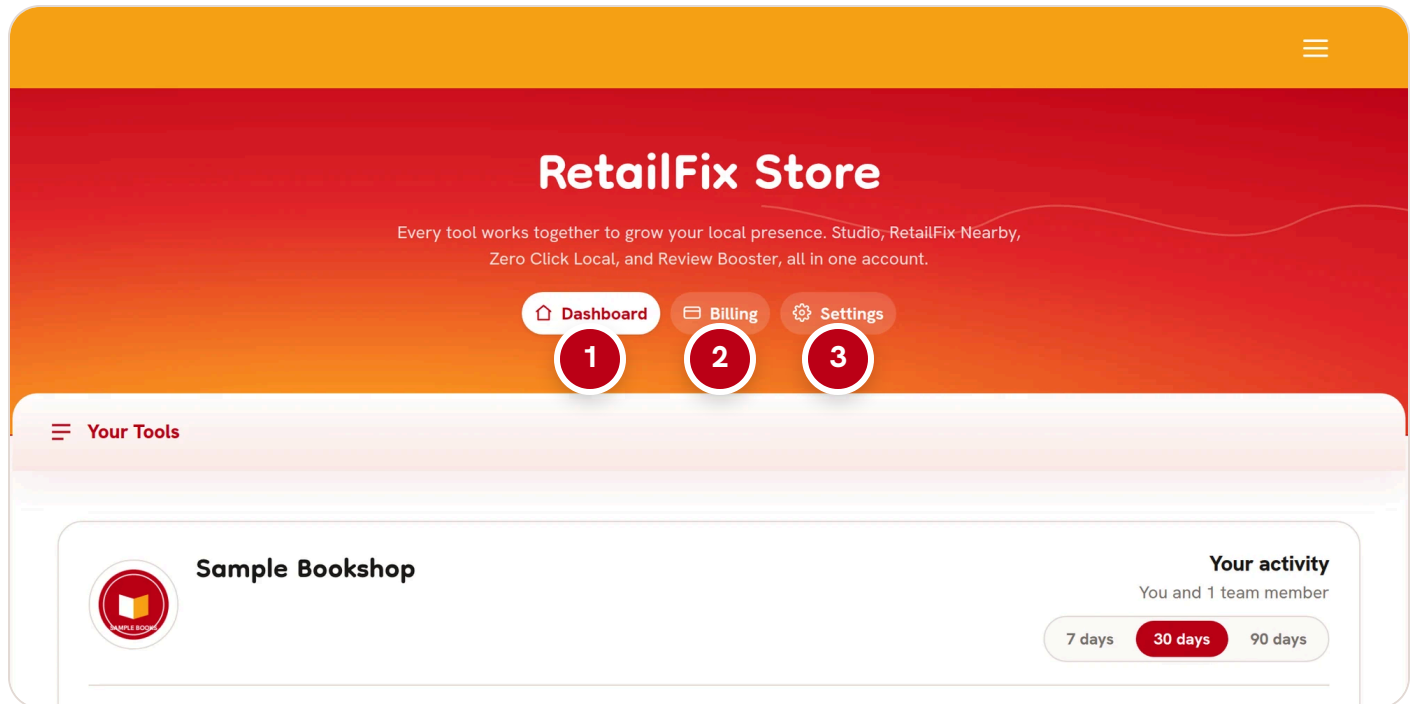
5 [Forgot your password?](#) [Resend confirmation email](#) **6**

[Guides](#)

2 Your dashboard

Once you're in, you see your dashboard. The buttons under the heading switch between **Dashboard** **1**, **Billing** **2** and **Settings** **3**. Billing shows on a Pro account and for anyone who has paid before.

You stay logged in on that device for 14 days.



3 If it doesn't let you in

A message appears above the form **1**:

- **That email and password don't match.** Check both and try again, or reset your password.
- **Too many failed attempts. Please try again in 15 minutes.** After 8 wrong tries, wait 15 minutes.
- **Too many failed attempts. Please try again in an hour, or reset your password.** Shown after many wrong tries on one email address. Resetting your password gets you straight back in.
- **This account has been disabled. Contact your account manager for access.** The account holder has turned off your login.

Welcome back

No account yet? [Sign up free](#)

1



That email and password don't match.

jane@example.com

.....



Sign In →

[Forgot your password?](#)

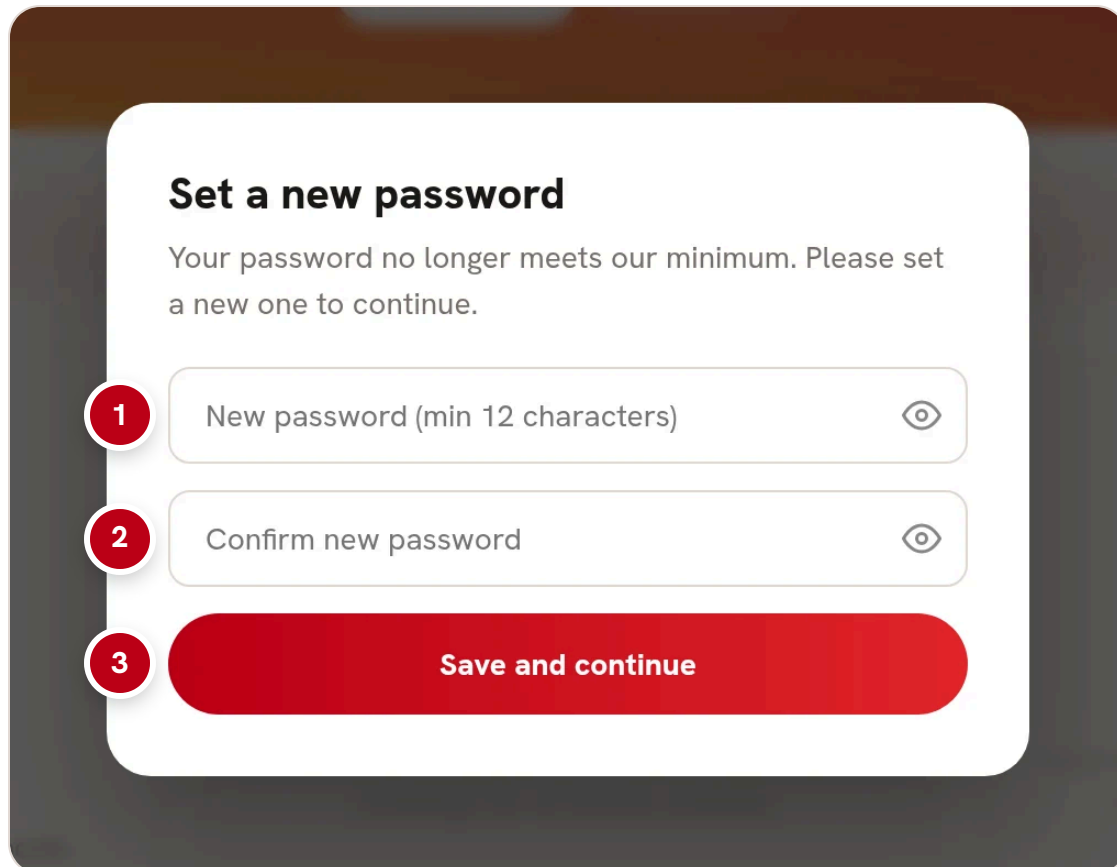
▪ [✉ Resend confirmation email](#)

📖 [Guides](#)

4 When it asks for a new password

Passwords need at least 12 characters. If yours is shorter, you're asked to **Set a new password** as soon as you log in. Nothing else works until you do.

Type a new password **1**, type it again **2**, and click **Save and continue** **3**.



The screenshot shows a mobile app interface for setting a new password. It features a dark brown header, a white content area with rounded corners, and a dark grey footer. The white area contains the title 'Set a new password', a message about password requirements, two input fields, and a red button. Red circles with numbers 1, 2, and 3 are placed to the left of the input fields and the button, respectively, to indicate the sequence of actions.

Set a new password

Your password no longer meets our minimum. Please set a new one to continue.

1 New password (min 12 characters) 

2 Confirm new password 

3 **Save and continue**