



## GETTING STARTED

# Resetting your password

Get a reset link by email and choose a new password for your RetailFix account.

### In this guide

1. Ask for a reset link
2. Check your inbox
3. Open the reset email
4. Choose your new password
5. The confirmation email

## 1 Ask for a reset link

On the login form, click **Forgot your password?**. Enter your email address **1** and click **Send Reset Link** **2**.

### Reset your password

Enter your email and we'll send you a reset link.

1

2

**Send Reset Link**

[← Back to sign in](#)

## 2 Check your inbox

The form says **If an account exists with that email, we've sent a password reset link. Check your inbox.** **1** It says the same thing whatever address you enter, so nobody can use it to find out who has an account.

### Reset your password

Enter your email and we'll send you a reset link.

1

✓ If an account exists with that email, we've sent a password reset link. Check your inbox.

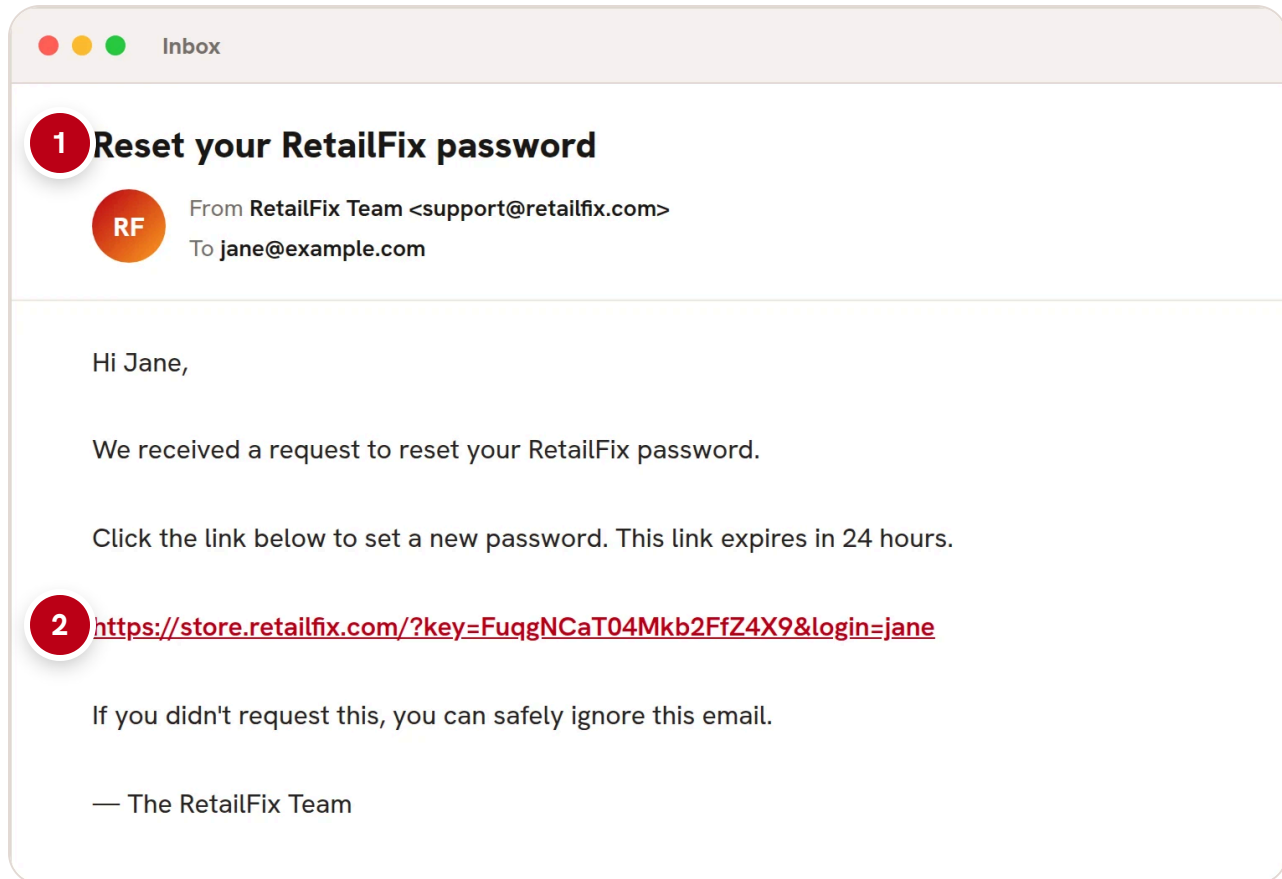
jane@example.com

Send Reset Link

[← Back to sign in](#)

### 3 Open the reset email

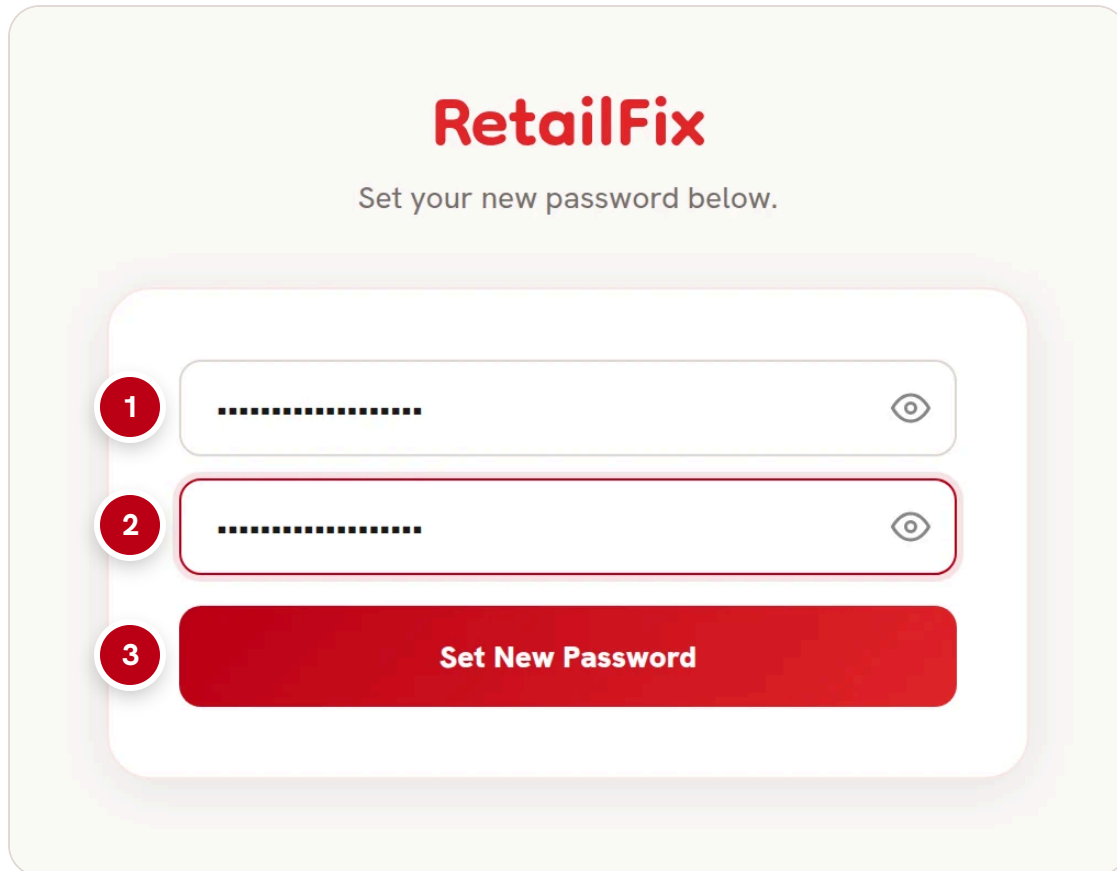
Open the email called **Reset your RetailFix password** **1** and click the link **2**. The link works for 24 hours, and only once.



## 4 Choose your new password

Type a new password of at least 12 characters **1**, type it again **2**, and click **Set New Password** **3**. It has to be different from your current password.

You're logged in straight away.



The screenshot shows the 'RetailFix' password reset interface. At the top, the 'RetailFix' logo is displayed in red. Below it, the text 'Set your new password below.' is centered. The form consists of three main elements, each marked with a red circle and a number: 1. A password input field with a red border, containing 12 dots and a toggle icon (an eye) on the right. 2. A second password input field, identical to the first, also containing 12 dots and a toggle icon. 3. A red button with the text 'Set New Password' in white. The entire form is set against a light beige background with a subtle shadow.

## 5 The confirmation email

An email called **Your RetailFix password was changed** **1** confirms it. If you get this email and didn't change your password, contact [support@retailfix.com](mailto:support@retailfix.com) straight away.

Changing your password logs you out on your other devices.

