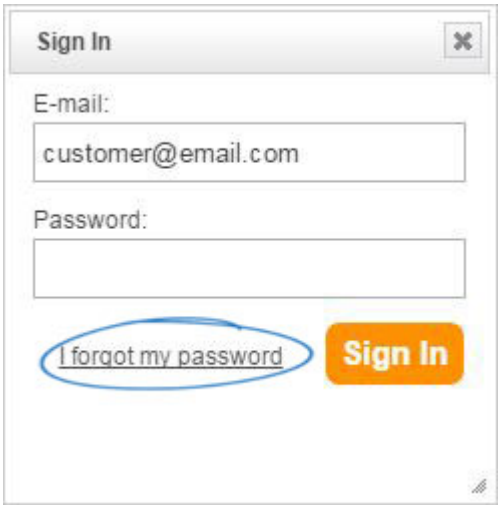
How do my Customers Reset their Password for my Site?

Jennifer M - 2021-08-27 - Customers and Orders

Customer accounts on ESP Websites and Company Stores enable visitors to your site(s) to maintain their own accounts. Customers can create a profile, add address information for speedy checkout, view their order history and change their account password.

To reset the password for a customer account on an ESP Website or Company Store, click on the Sign In button on the site. A box will open where you can enter your email and password. If you cannot recall your password, click on the "I forgot my password" link.

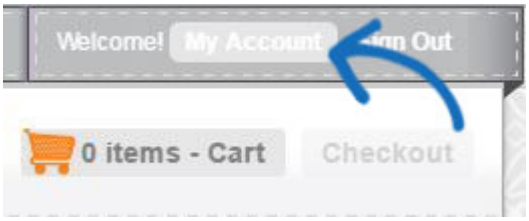


A new box will open for you to enter your email. After entering your email address, click on the Reset Password button. An email containing a new, temporary password will be sent.

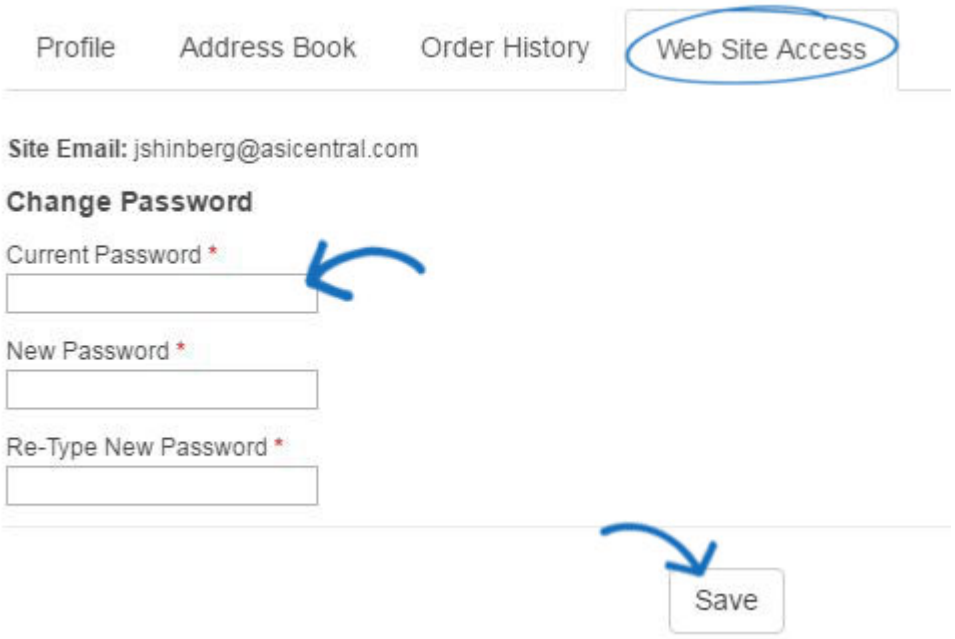
Open the email, then highlight and copy the temporary password.

Next, return to the ESP Website or Company Store and use the temporary password to log into your account.

After you are successfully logged in, it is recommended that you create a new password which will be easier to remember. To do this, click on the My Account option to access your website information.



In the Web Site Access tab, paste the temporary password in the Current Password box. Next, enter their new password twice; once in the New Password box and again in the Re-Type New Password box.



When finished, click on the Save button.