

ACCOUNT MANAGER

After making a purchase, use the Account Manager to manage and update your account. The Account Manager home page contains links to those products that are offered in the storefront. Use the drop down menus under the “Welcome back” message to select a product to manage or select from the list on the Welcome page.

Login and Logout

In order to view account information, you must log in to a secure session. Enter your login name or customer number and password to access the Account Manager. Once logged in, you can move from page to page within the Account Manager until the session expires or the browser window is closed.



The screenshot shows a login form with the following elements:

- Text: "If you are a returning shopper, please provide your login name or customer number and your account password."
- Input field: "Login Name or Customer Number:" with a text box.
- Input field: "Password:" with a text box.
- Button: "LOGIN" (highlighted with a red arrow).
- Text: "Forgot your password? [Click here.](#)" (highlighted with a red arrow).
- Text: "If you've never been here before and would like to set up an account, click [here.](#)"

You may log out of the Account Manager at any time by clicking on the Log Out button in the upper right hand corner of the page.

Forgot Your Password?

In the event that you cannot remember your password, you can either get a password hint or reset your password. To get a password hint, under Retrieve Password Hint, enter your login name and the street address given when the account was established and then click Retrieve Hint.

To reset your Hosting account password you must first login to your customer account - [click here](#).

Retrieve Password Hint

Enter the login name of the account below, as well as the exact street address used to setup the account and click "Retrieve Hint". This will display your password hint for you and allow you to attempt to login.

Login:

Street Address:

RETRIEVE HINT

Begin Password Reset Process

To attempt to reset your password, enter your login name below. We will then take you to a verification form so that your identity may be confirmed.

Login Name or Customer Number:

CONTINUE

If you need to move your domain to a new account - [click here](#).
Adobe® Reader® is needed to view the form. You may download it for free [here](#).

If you still cannot remember your password, you may attempt to reset your password. Under Begin Password Reset Process, enter your login name and click Continue. Follow the prompts through the verification form to confirm your identity. If you are successful at confirming your identity, you will be prompted to enter and then confirm a new password.

To reset your Hosting account password you must first login to your customer account - [click here](#).

Retrieve Password Hint

Enter the login name of the account below, as well as the exact street address used to setup the account and click "Retrieve Hint". This will display your password hint for you and allow you to attempt to login.

Login:

Street Address:

RETRIEVE HINT

Begin Password Reset Process

To attempt to reset your password, enter your login name below. We will then take you to a verification form so that your identity may be confirmed.

Login Name or Customer Number:

CONTINUE

If you need to move your domain to a new account - [click here](#).
Adobe® Reader® is needed to view the form. You may download it for free [here](#).

If you cannot provide the necessary security information and are unsuccessful at confirming your identity, you may need to move your domain to a new account. Follow the link to the "Request for Domain Change" form. Fill out the form completely and gather all of the requested information, then mail or fax all of your information to our Change Department. Allow five business days for a response.

To reset your Hosting account password you must first login to your customer account - [click here](#).

Retrieve Password Hint

Enter the login name of the account below, as well as the exact street address used to setup the account and click "Retrieve Hint". This will display your password hint for you and allow you to attempt to login.

Login:

Street Address:

RETRIEVE HINT

Begin Password Reset Process

To attempt to reset your password, enter your login name below. We will then take you to a verification form so that your identity may be confirmed.

Login Name or Customer Number:

CONTINUE

If you need to move your domain to a new account - [click here](#).
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