Customer Account Access

You can control customer account access by resetting passwords, disabling accounts, and unlocking accounts (which may have been locked due to the user failing to input the correct password).

Reset Shopper Passwords

You can reset a customer password. Bear in mind that only registered shopper accounts have passwords; guest accounts cannot log in.

1. Go to **Main** > **Customers** > **Customers**.
2. Browse or search for the account you want to reset the password for.
3. Select the account.
4. Click **Reset Password** next to the **Account Status** value.
5. Confirm.

> ℹ️ All registered customers' passwords must be at least six characters in length, and include at least one number and one letter. For security purposes, the reset link will remain active for only 72 hours.

Disable Shopper Access

You can disable a shopper account. Keep in mind that you can only disable registered shopper accounts; guest accounts cannot log in. Furthermore, disabling an account only prevents the shopper from logging in with the email address associated with the account. It does not prevent that individual from registering for another account with a different address.

1. Go to **Main** > **Customers** > **Customers**.
2. Browse or search for the shopper account you want to disable.
3. Select the account.
4. Select the **Disable Account** checkbox below the **User Name** field.
5. Click **Save**.

Unlock Locked Accounts

If a shopper tries and fails to log in too many times, the account may become locked. To unlock it:

1. Go to **Main** > **Customers** > **Customers**.
2. Browse or search for the shopper account you want to reset the password for.
3. Select the account.
4. Click **Unlock Account** next to the **Account Status** value.

5. Confirm.

Shoppers can also unlock their own account by requesting a password reset link. To request a password reset from the storefront:

1. Select **Log In**.
2. Enter your email address in the **Reset Password** field.
3. Select **Send Email**.