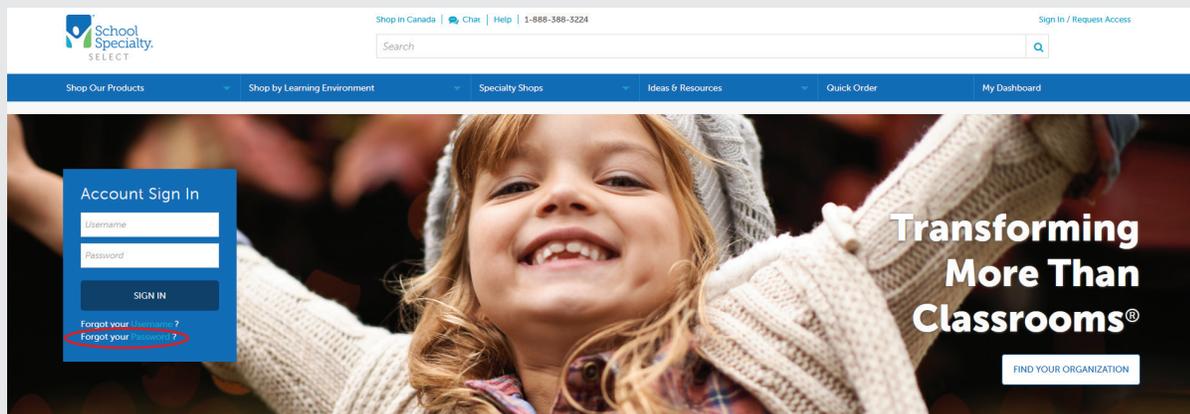


Resetting Your Password

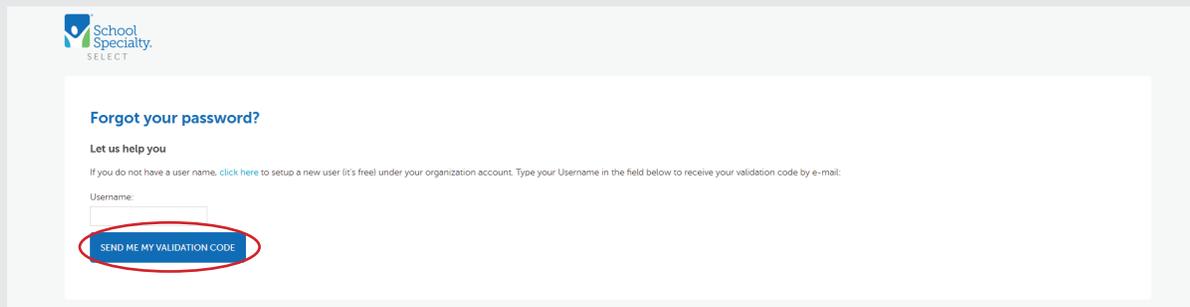
Welcome to School Specialty Online! If you have forgotten your password, there are three different ways you can reset your password to something new.

#1 User Self-Reset

- Visit select.schoolspecialty.com and select **Forgot your Password?** underneath Account Sign In

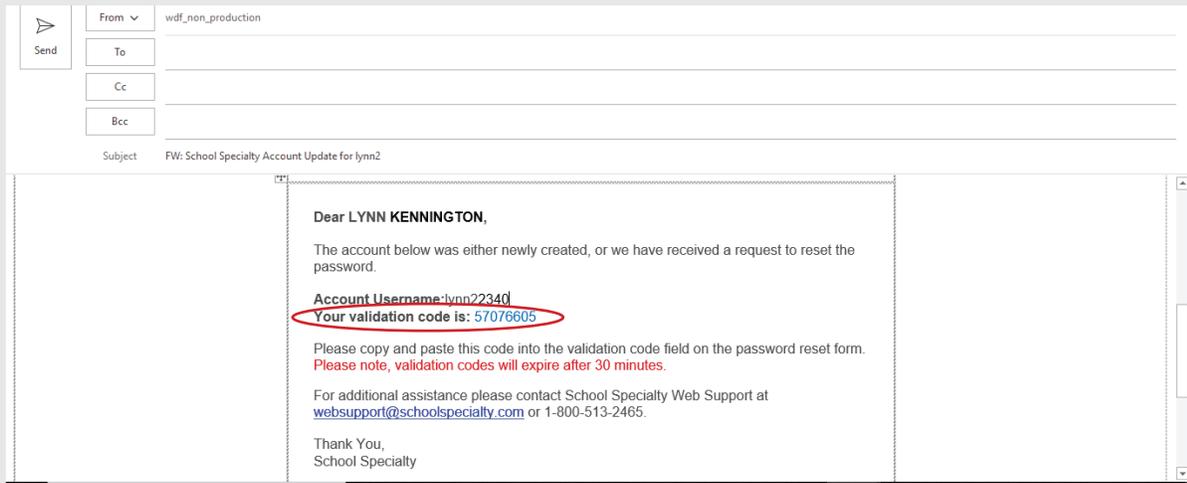


- Type in your username and click **SEND ME MY VALIDATION CODE**



Quick Instructions: Password Reset

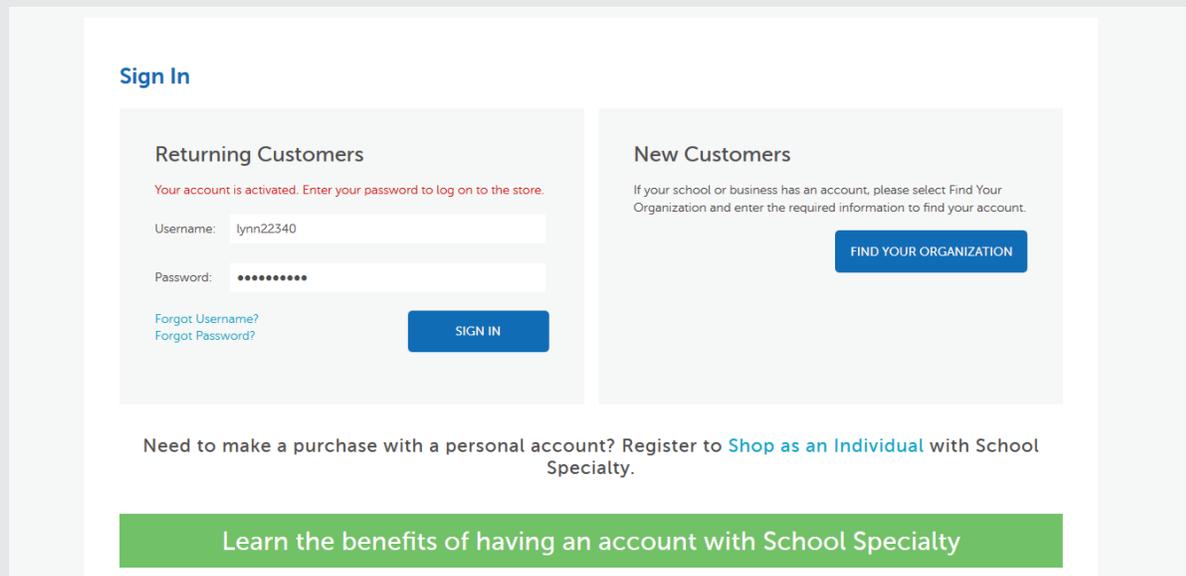
- Go to your email and copy your validation code



- Return to your “Forgot Password” screen, type or paste your validation code, then type your new password in both the **New Password** and **Verify Password** boxes
- Click **Change Password**. You are now able to sign in with your username and new password

Important:

Passwords must be at least 8 characters long, contain at least 1 letter and 1 number and are case-sensitive.



Quick Instructions: Password Reset

#2 Administrator Reset

Users with Administrator Access will be able to trigger a password reset email for any user by clicking **FORCE PASSWORD RESET**. This will trigger an email to be sent to the user with links and instructions for them to reset their password. **Note: The Validation Code will expire after 30 minutes.** If the code has expired, the user will see instructions on how they can request a new code.

- Visit select.schoolspecialty.com
- Under **Account Sign In** enter your Username and Password, click **SIGN IN**
- Select **My Dashboard** and **Users**

The screenshot displays the user dashboard for Debra Johnson. The top navigation bar includes links for 'Shop in Canada', 'Chat', 'Help', and a phone number '1-888-388-3224'. A search bar and a shopping cart icon are also present. Below the navigation bar, there are several menu items: 'Shop Our Products', 'Shop by Learning Environment', 'Specialty Shops', 'Ideas & Resources', 'Quick Order', and 'My Dashboard'. The main content area shows 'Debra's Dashboard' with a sidebar menu on the left containing options like 'Account Details', 'Address Book', 'Organization / Locations', 'Payment Methods', 'Account Tools', 'Budget Codes', 'Carts', 'Dashboard', 'Lists', 'Orders', 'Purchase Orders', 'Users', 'User Groups', and 'User Account Requests'. The 'Dashboard' and 'Users' items in the sidebar are circled in red. The main content area features a 'Quick Stats' and 'Notifications' section with three notification cards: 'Carts to Approve' (2), 'My Saved Carts' (1), and 'Shared Shopping Lists' (3). Each card includes a 'View' link.

Quick Instructions: Password Reset

- Select the user's name for who you wish to trigger the password reset email. Search by name or filter by Location.
- Click **FORCE PASSWORD RESET**

Home | My Account | Account Tools | Users

Debra's Users

Find a User

See Users in Location

Users | ECOMMERCE TEST HIGH SCHOOL

18 Users

ADD NEW USER(S)

ACTIONS

Full Name	Username	Email Address	Roles	Location
Debra Johnson Active	ssisalesfinal	kurt.vanhandel@schoolspecialty.com	Buyer Buyer Administrator Buyer Approver	ECOMMERCE TEST HIGH SCHOOL
Ecommerce THS Teacher Staff Active	testecommerce1	kurt.vanhandel@schoolspecialty.com	Buyer Shared User	ECOMMERCE TEST HIGH SCHOOL
Jason Statham Active	jstatham24	jason.statham@gmail.com	Buyer	ECOMMERCE TEST HIGH SCHOOL
Joan Smith Active	ssisalesapprover	kurt.vanhandel@schoolspecialty.com	Buyer Buyer Approver	ECOMMERCE TEST HIGH SCHOOL

Quick Instructions: Password Reset

#3 Shared or Group User Reset

Shared User accounts are commonly used so teachers/staff use one login for a school or location to create carts and route them to a designated approver. This eliminates the need to create individual logins for each member.

- Attempts to reset a Shared User's password by clicking "**Forgot your Password ?**" will fail with a message of "**You are a member of a shared user account, please contact your Administrator to reset your password.**" This is because you do not want to allow someone to change the password on an account that is shared by multiple people.

Forgot your password?

Let us help you

If you do not have an account, [click here](#) to set up a new account (it's free). Type your Username in the field below to receive your validation code by e-mail:

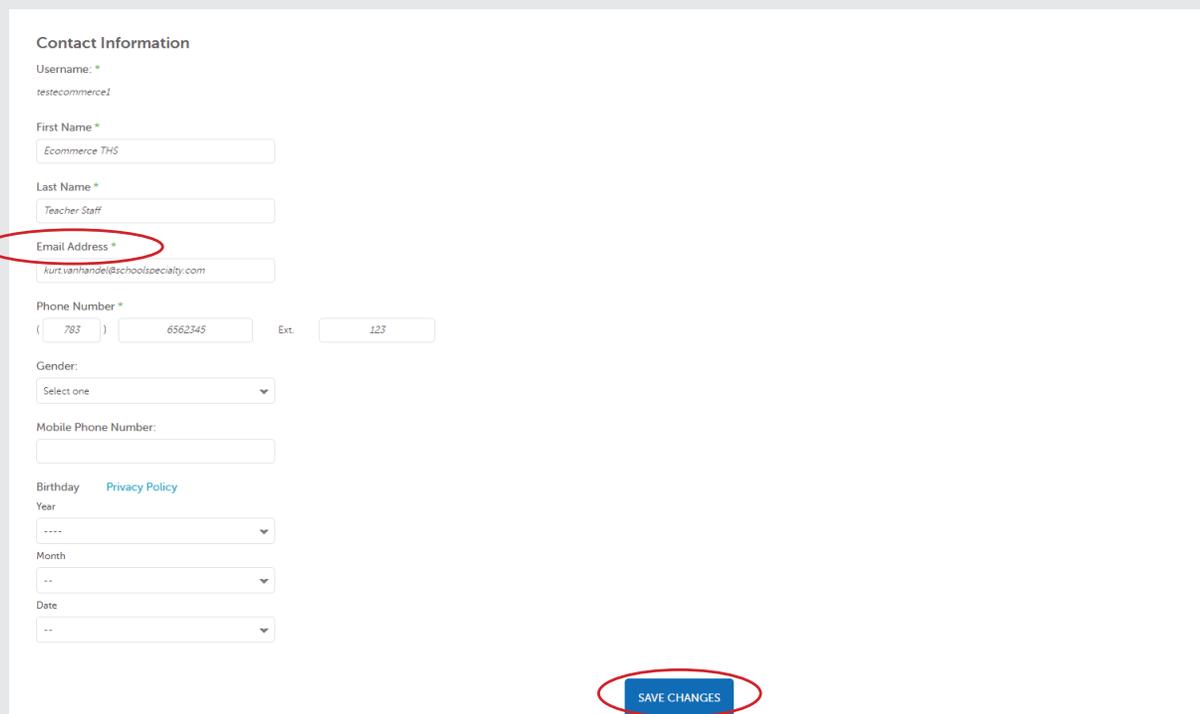
You are a member of a shared user account, please contact your Administrator to reset your password.

Username:

- Users with Administrator Access are the only users who can reset Shared User password by triggering a password reset email by clicking **FORCE PASSWORD RESET**.
- Visit select.schoolspecialty.com
- Under **Account Sign In** enter your Username and Password, click **SIGN IN**
- Select **My Dashboard** and **Users**
- Find the Shared User for which you wish to reset the password. Search by name or filter by Location. The user will be listed with the Shared User Role. You will also see the Email Address associated with the user. Click the **Shared User name**.

Full Name	Username	Email Address	Roles	Location
Debra Johnson Active	ssisalesfinal	kurt.vanhandel@schoolspecialty.com	Buyer Buyer Administrator Buyer Approver	ECOMMERCE TEST HIGH SCHOOL
Ecommerce THS Teacher Staff Active	testecommerce1	kurt.vanhandel@schoolspecialty.com	Buyer Shared User	ECOMMERCE TEST HIGH SCHOOL

- If you would like to send the password reset information to the email currently associated with the user, click **FORCE PASSWORD RESET**. This will trigger an email to be sent to the email associated with the account which will include links and instructions for them to reset their password. **Note: The Validation Code will expire after 30 minutes.** If the code has expired, the user will see instructions on how they can request a new code.
- If you would like to change the email address associated with the user, scroll down to view the email listed under Contact Information, update the email, and click **SAVE CHANGES**. Then click **FORCE PASSWORD RESET**.
- **Note: We recommend you associate the email address of the Shared User's designated approver with the login.**



Contact Information

Username: *
testecommerce1

First Name *
Ecommerce THS

Last Name *
Teacher Staff

Email Address *
kurt.vanhandel@schoolspecialty.com

Phone Number *
(783) 6562345 Ext. 123

Gender:
Select one

Mobile Phone Number:

Birthday [Privacy Policy](#)
Year
Month
Date

SAVE CHANGES

Questions? Call our Toll Free Online Support Department at **800-513-2465 ext 2**