



E-STORE HOW TO: Reset Your Password

If you forget your password and need to reset it, our website provides the ability to handle this without the need for our staff to reset your password.

*Note: Our staff cannot **see** your password, but we do have the ability to reset your password for you after we verify your identity.*

Resetting your password uses the following steps:

Visit our login page at: www.southernlock.com/account/login and click “**Forgot Your Password?**”

Log In

Sign In

Username or Email Address

Enter your username or email

Password (case sensitive)

Forgot Your Password?

Remember me

Log in

Enter the email address you used to register and click **Submit**.

Forgot Password X

For security reasons, we cannot recover your old password.
Enter your email address below to send a link to reset your password to your e-mail.

Enter your email address

Enter Email... 1

Cancel Submit



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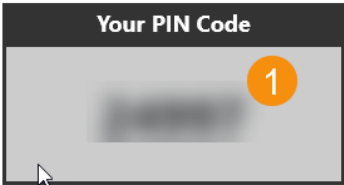
When you submit your email address, you will receive an email from us with a link that will prompt you to enter the PIN Code provided (1)

Forgot Password ✕


Your password reset email has been sent
A password reset e-mail has been sent to the e-mail address provided.

Change your password in three easy steps.
This helps to keep your new password secure.

- 1 Write down/memorize your 5-digit PIN code on the page.
- 2 Open the password reset e-mail and click the link provided. This link expires in 1 hour.
- 3 Use the PIN code provided here to change your password.



You will receive an email that looks similar to the image below. Click the “Reset Password” link (1) to return to our site and enter your PIN number.



Hi [redacted],

You recently requested to reset your password for your Southern Lock account. Use the button below to reset it. **This password reset is only valid for 1 hour.**

[Reset your password](#)

When you arrive at our site, you will be asked to enter your 5-digit PIN. Once verified, you will be asked to enter a new password.

If you did not request a password reset, please ignore this email or [contact support](#) if you have questions.

Thanks,
The Southern Lock Team



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Enter the PIN number you received when you requested your password reset in the box (1) and click the “Verify PIN” button (2).

Change Password

Please enter your 5-Digit PIN code from the previous page:

Enter PIN Here ¹

Cancel Verify PIN ²

This screenshot shows a web form titled "Change Password". Below the title is the instruction "Please enter your 5-Digit PIN code from the previous page:". There is a text input field with the placeholder text "Enter PIN Here" and a small orange circle with the number "1" next to it. Below the input field are two buttons: a red "Cancel" button and a blue "Verify PIN" button with a small orange circle and the number "2" next to it.

Once you verify your PIN number, you will be asked to create a new password. Enter your new password in both boxes and click the “Change Password” button (1)

Change Password

⚠ Passwords are case sensitive

Enter your new password

New Password: *(case sensitive)*

Retype New Password:

Change Password

This screenshot shows the next step in the password reset process. It features a yellow warning banner that says "⚠ Passwords are case sensitive". Below this is a section titled "Enter your new password" which contains two text input fields. The first field is labeled "New Password: (case sensitive)" and the second is labeled "Retype New Password:". At the bottom of this section is a blue button labeled "Change Password".