

# How to request for password reset

## Instructions

Home > Forget Password

**Forgot Password**

Email

Secret Question

Answer

Find difficulties in login account? Please [contact](#) Administrator for further assistance.

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### Screen 1 – Forgot Password Screen

1. Click on  in Login screen.
2. Enter your registered email.
3. Select the Secret Question answered during Registration.
4. Enter the Answer entered during Registration.
5. Click on
6. Your password will be reset and sent to your registered email account.
7. To go back to the Login screen, click on
8. If you experience any difficulties, you can email the administrator by clicking on [contact](#) .

## Frequently Asked Questions

Q1: I cannot remember the registered email address. What can I do?

A1: Please email [BSP-SCM13-Vendor-Registration@shell.com](mailto:BSP-SCM13-Vendor-Registration@shell.com) requesting for login information. You should state clearly your company name and authorized contact personnel.

Q2: I cannot remember the Secret Question and Answer I provided during registration. What can I do?

A2: Please email [BSP-SCM13-Vendor-Registration@shell.com](mailto:BSP-SCM13-Vendor-Registration@shell.com) requesting for password reset. You should state clearly your company name and email address.

Q3: I have entered Email, Secret Question and Answer successfully. But I did not receive any email. What can I do?

A3: A problem might have occurred during email delivery. If you do not receive an email reply within 2 hours, please repeat the “Forgot Password” steps.

Q4: I tried the steps several times successfully but never received any email. What can I do?

A4: Please email [BSP-SCM13-Vendor-Registration@shell.com](mailto:BSP-SCM13-Vendor-Registration@shell.com) to report the problem.