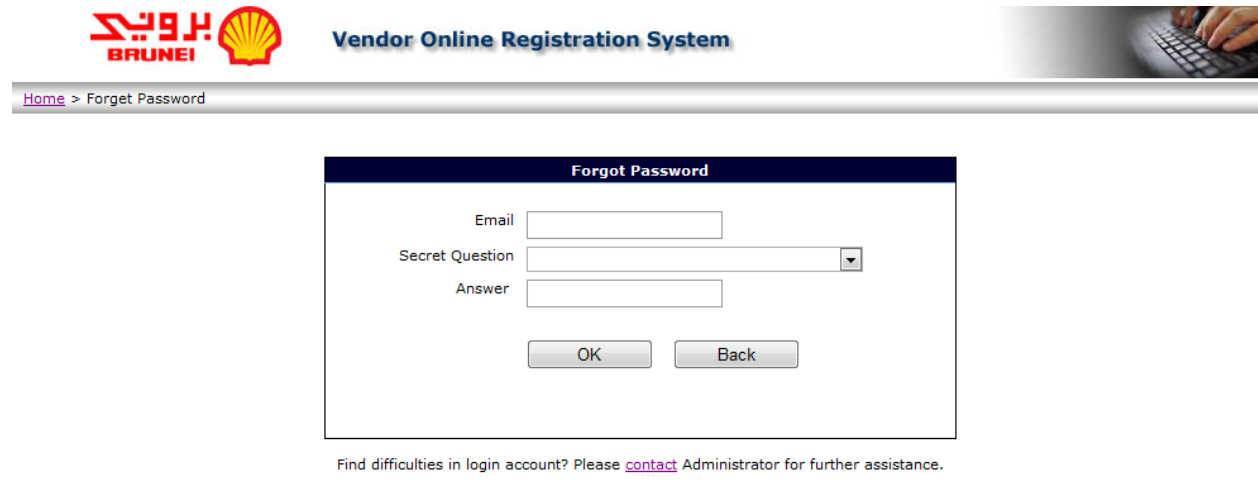


# How to unlock account

## 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 account will be unlocked and your reset password will be 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 Secret Question and Answer I provided during registration. What can I do?

A1: Please email [BSP-SCM13-Vendor-Registration@shell.com](mailto:BSP-SCM13-Vendor-Registration@shell.com) requesting to unlock your account. You should state clearly your company name and email address.

Q2: I have entered Email, Secret Question and Answer successfully. But I did not receive any email. What can I do?

A2: 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.

Q3: I tried the steps several times successfully but never received any email. What can I do?

A3: Please email [BSP-SCM13-Vendor-Registration@shell.com](mailto:BSP-SCM13-Vendor-Registration@shell.com) to report the problem.