

# HELP: Registration & Login

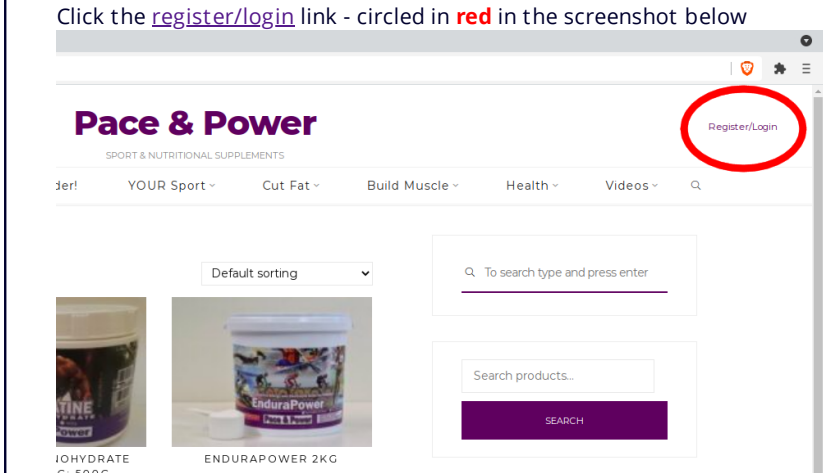
**Registration & Login SHOULD be a very simple process** - but hackers constantly attack web services if they don't have high level security to prevent this.

- We experienced this in 2018 - an annoyingly clever hacker breached a firewall and "used/abused" the server - sending out LOTS of SPAM.
- ◇ Fortunately NO user data was leaked.
- We have implemented a **lockdown system** to prevent future hacks, and also to protect our customer details.
- ◇ Unfortunately, this means that the registration/login has one or two minor complications.

You can browse the website articles and products anonymously, **but** to *place online orders* you need to

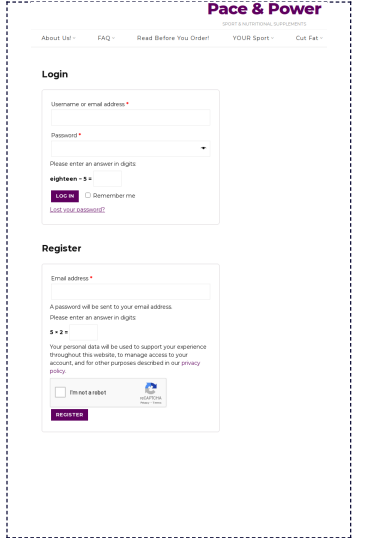
◇ [register](#) and/or [login](#)

Click the [register/login](#) link - circled in red in the screenshot below



The screenshot shows the Pace & Power website interface. The header includes the brand name "Pace & Power" and navigation links for "About Us", "FAQ", "Read Before You Order", "YOUR Sport", and "Cut Fat". A "Register/Login" link is circled in red in the top right corner. Below the header, there are product categories like "YOUR Sport", "Cut Fat", "Build Muscle", "Health", and "Videos". A search bar is present with the text "To search type and press enter". Below the search bar, there are two product images: "JOHYDRATE" and "ENDURAPOWER 2KG".

You will be taken to a screen that looks like this... ---->



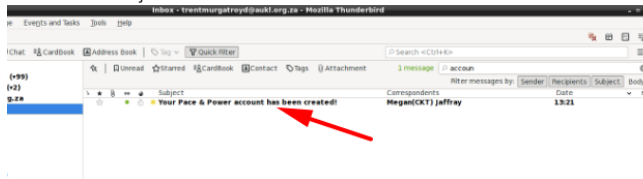
The screenshot shows the Pace & Power website interface for the Login and Register forms. The header includes the brand name "Pace & Power" and navigation links for "About Us", "FAQ", "Read Before You Order", "YOUR Sport", and "Cut Fat". The "Login" form includes fields for "Username or email address", "Password", and a "Remember me" checkbox. The "Register" form includes fields for "Email address" and "Password". A "Forgot a password" link is also visible.

If you're a newbie, you will fill in the Register details as follows:

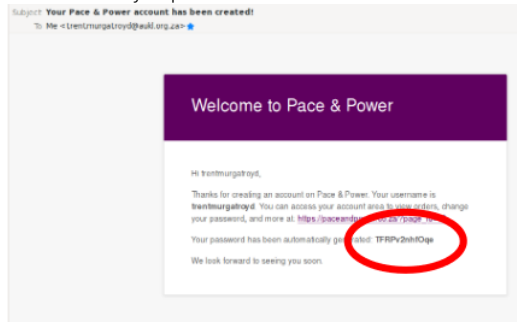
1. The system will send you an e-mail

- usually takes <1m
- anti-spam mechanisms sometimes flag the e-mail - so please check your *spam/junk* folders if it's taking too long

2. ... which has a subject of "Your Pace & Power account has been created"



3. ... which contains your password



4. ... you can then Log in using that password

If you're already a registered user you will fill in the Login details as follows:

If you've lost your password

1. Click the "Lost your password" link

2. Fill in the required items

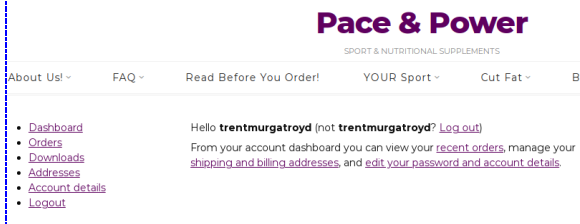
3. Click "RESET PASSWORD"

The system will send you an e-mail containing instructions

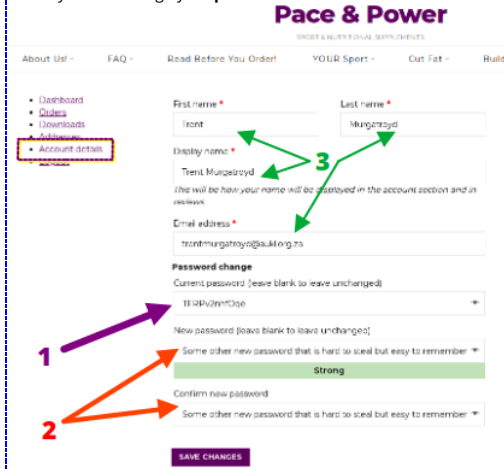
- usually takes <1m
- sometimes, anti-spam mechanisms might flag the e-mail - so please check your *spam/junk* folders if you think it's taking too long

Once you've logged in...

1. you will be taken to your account profile/dashboard...

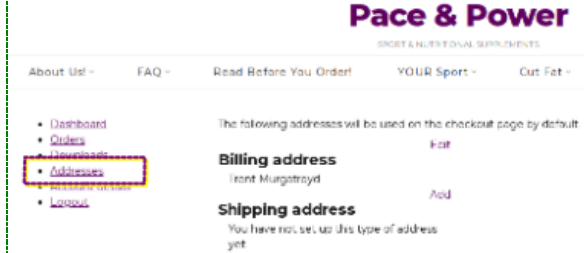


2. where you can change your password...



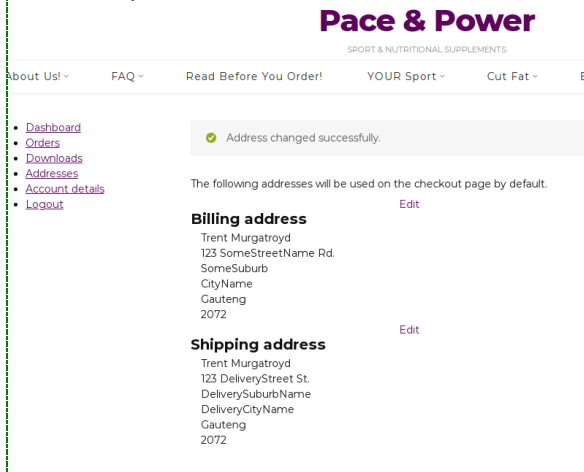
1. you need the previous password (probably the one from the registration e-mail)
2. NO! you can't use weak passwords - they compromise the entire system for EVERYONE - please use something "safe"
3. [optional] change your display details

3. You can also adjust your address data...



PLEASE make sure that the **Shipping Address** (in particular) is correct - couriers charge different rates for street/P.O.Box addresses, so if you use the wrong PostCode, you are likely to be charged incorrect rates. If you're not sure, please confirm your **postal code** [here...](#) or [here](#).

Once correct, they are shown like this...



4. and you can check your previous orders (if you have any)

