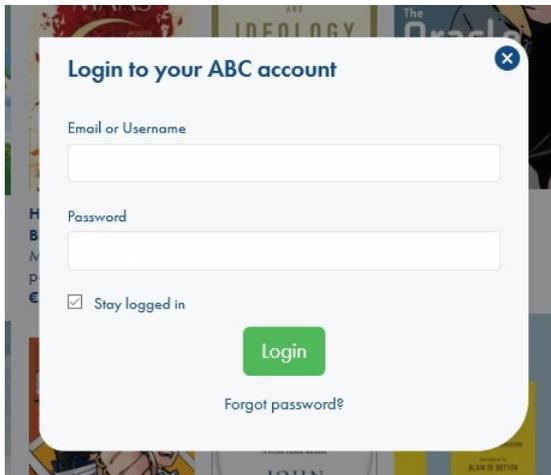


## Reset Your Password

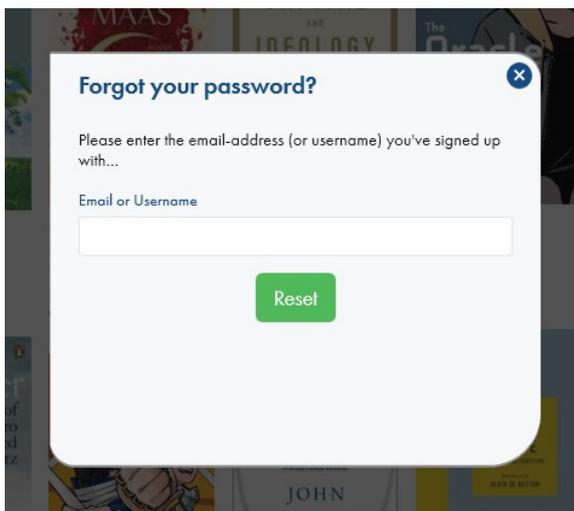
If you've forgotten your password you can request a reset link via the login form.

- Click on the Login button on the top right of the screen. You will see the following pop up:



The screenshot shows a white pop-up window titled "Login to your ABC account" with a close button (X) in the top right corner. It contains two input fields: "Email or Username" and "Password". Below the "Password" field is a checkbox labeled "Stay logged in". A green "Login" button is centered at the bottom, with a "Forgot password?" link below it.

- Click on the "Forgot password?" link under the green Login button.
- Then fill in the email (or username) that is associated with your account.



The screenshot shows a white pop-up window titled "Forgot your password?" with a close button (X) in the top right corner. It contains the text "Please enter the email-address (or username) you've signed up with..." followed by an input field labeled "Email or Username". A green "Reset" button is centered at the bottom.



The screenshot shows a white notification box with a close button (X) in the top right corner. The title is "Password reset link sent...". The text inside reads: "We've sent an email to **YOUR EMAIL** Please follow the instructions in it to set your new password".

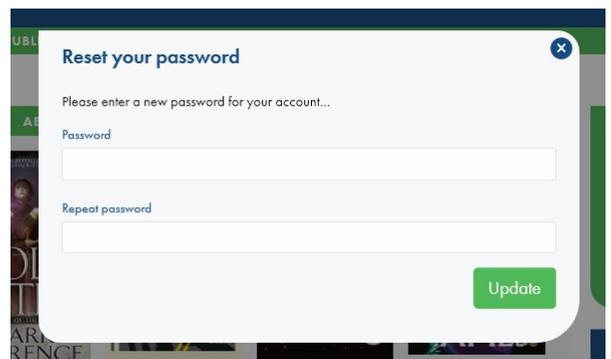
- You will receive an email at the address registered in your account with the reset link.

Note: if your email doesn't arrive please check the 'junk email' folder or add abc.nl to the 'safe senders' list.



The screenshot shows an email from ABC | THE AMERICAN BOOK CENTER. The subject is "A change of your password for your American Book Center account has just been requested." Below the subject is a green button labeled "Reset your password". The email body contains the following text: "The reset button above expires in 24 hours. You can request a new reset button at any time. If the button does not work, please copy and paste this URL into your web browser: <https://www.abc.nl/#/reset/Glmla4X7LXxWSyikhic5G%2BBPZyg0rS1OMGDkw3WmH%2Bq69dN3n0gnZaSpNd3Aa8w6m84BhE775htpSGkWOMGDkw3WmH> If you didn't request this change, please disregard this email and no change will occur to your account. Only the recipient of this email may take the next step in the password reset process."

- Click on the "Reset your password" button (or paste the link provided into your browser) to return to abc.nl



The screenshot shows a white pop-up window titled "Reset your password" with a close button (X) in the top right corner. It contains the text "Please enter a new password for your account..." followed by two input fields: "Password" and "Repeat password". A green "Update" button is centered at the bottom.

- Enter your new password.
- You should be logged in automatically.

## In-store vs web accounts

If you only have an in-store account with us, use this method to convert your in-store account to a web account.

Please check that the account details are correct once you have logged in.

Some customers have multiple accounts on different email addresses. We can merge these accounts for you.