

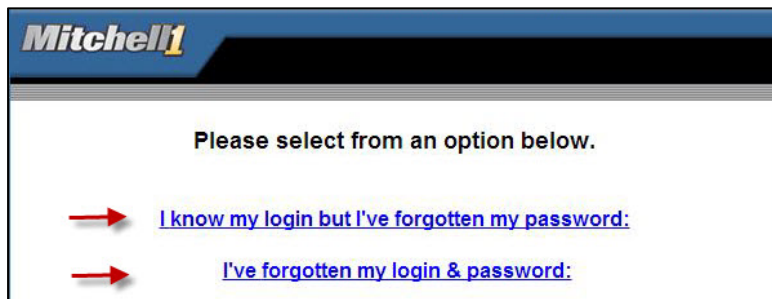
# ProDemand/ShopKeyPro - Forgotten User Name and/or Password

These are the screens you will see if you select the **Forgotten Password** link at the login page.

- 1) Selecting the "Forgot Password" link below will take the user to the next screen.



- 2) Choosing one of the two options will take them to one of the two screens shown below:



## I know my login but I've forgotten my password:

Please complete the information below. Please note that all fields are required (\*). Once your subscription has been validated, you will receive new login instructions by e-mail, normally within 15 minutes.

\*Mitchell Account Number:

\*Login Name:

\*E-Mail Address:

\*Confirm E-Mail Address:

OPTION #1

## I've forgotten my login & password:

Please complete the information below. Please note that all fields are required (\*). Once your subscription has been validated, you will receive new login instructions by e-mail, normally within 15 minutes.

\*Mitchell Account Number:

\*Zip/Postal Code: US

\*E-Mail Address:

\*Confirm E-Mail Address:

OPTION #2

Submitting the request will get you the information you need, as long as you can remember your account number.