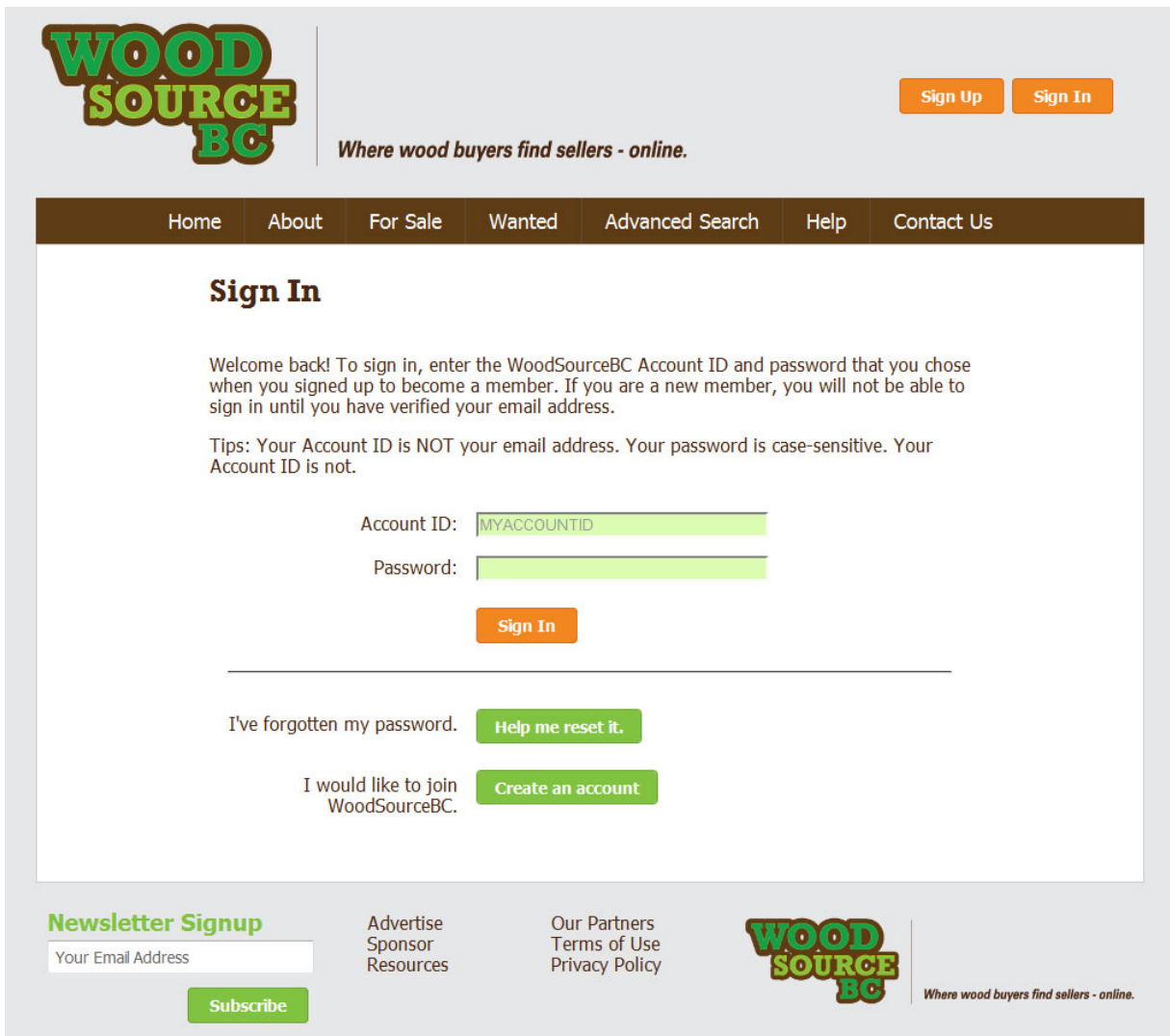


What do I do if I've forgotten my Account ID?

Because some users have multiple businesses and only one email address, WoodSourceBC lets you have multiple Account IDs associated with one email address, so that you can have a unique Account ID for each of your businesses. This is why you don't use your email address when you login in.

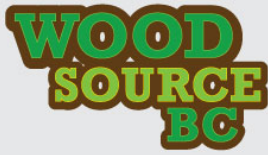
If you've forgotten your Account ID, you can ask the system to send you a list of all the Account IDs which are associated with your email address. Here's how:

1. Click on the **Sign In** button on the top right corner of the website. The following page opens:



The screenshot shows the WoodSourceBC website's sign-in interface. At the top left is the logo 'WOOD SOURCE BC' with the tagline 'Where wood buyers find sellers - online.' To the right are 'Sign Up' and 'Sign In' buttons. A navigation bar contains links for Home, About, For Sale, Wanted, Advanced Search, Help, and Contact Us. The main content area is titled 'Sign In' and includes a welcome message, a sign-in form with fields for Account ID (placeholder: MYACCOUNTID) and Password, and a 'Sign In' button. Below the form are links for 'I've forgotten my password.' (with a 'Help me reset it.' button) and 'I would like to join WoodSourceBC.' (with a 'Create an account' button). The footer features a 'Newsletter Signup' form with a 'Subscribe' button, links for 'Advertise Sponsor Resources', 'Our Partners Terms of Use Privacy Policy', and the WoodSourceBC logo and tagline.

2. Click the **Help Me Reset It** button. A new page opens:



Where wood buyers find sellers - online.

Sign Up

Sign In

- Home
- About
- For Sale
- Wanted
- Advanced Search
- Help
- Contact Us

Reset Password

This page will help you reset your password if you have forgotten it. If you do remember your password and want to change it, do not use this page. Instead, log in and click **My Account** and then **Change Password**.

Please enter the security code below prior to clicking either of the buttons on this page.

Enter the text shown in the image below.



[\(I can't decipher this image. Please show me another.\)](#)

Because of the strict security we have in place, even the system administrator and the software itself cannot see your password. So we cannot remind you what your existing password is; we can only reset it. Here's how to reset your password:

1. Enter your Account ID in the field below. Remember your Account ID is NOT your email address. (If you have forgotten your Account ID, see the section further down this page.)
2. Click the **Reset my Password** button.
3. Log into your email account and find the message from WoodSourceBC (it may be in your spam folder) entitled "Please Confirm your Request to Reset your WoodSourceBC Password".
4. Click the link in that email.
5. Wait for another email to arrive from WoodSourceBC, entitled "Your New WoodSourceBC password." That will have a new password in it.
6. You can now log into the system with the new password and change it to a password of your choosing by clicking **My Account** and then **Change Password**.

Account ID:

Reset my Password

If you can't remember your Account ID, enter your email address in the box below and click **Send Me My Account IDs**. Then log into your email account to find an email from WoodSourceBC (it may be in your spam folder) entitled "Your WoodSourceBC Account IDs".

Email Address:

Send Me My Account IDs

Newsletter Signup

Your Email Address

Subscribe

Advertise
Sponsor
Resources

Our Partners
Terms of Use
Privacy Policy



Where wood buyers find sellers - online.

3. Read the text displayed in the security image, and type it into the box at the top of the page.
4. Scroll down and enter your email address at the bottom of the page.
5. Click the **Send me my Account IDs** button at the bottom of the page.
6. Log into your email to find a message from WoodSourceBC listing your Account IDs. This message may end up in your spam/junk/bulk folder.