

# TechMart Account Help

## ACCOUNT AND LOGIN HELP - TechMart Electronics

### 1. CREATING AN ACCOUNT

To create an account:

- Go to [techmart.com/signup](https://techmart.com/signup)
- Enter your email address
- Create a password (minimum 8 characters, include number and special character)
- Verify your email by clicking the link we send

### 2. FORGOT PASSWORD

To reset your password:

- Click "Forgot Password" on the login page
- Enter your email address
- Check your inbox for reset link (also check spam folder)
- Click the link and create a new password
- Link expires in 24 hours

### 3. ACCOUNT LOCKED

Your account may be locked after 5 failed login attempts.

To unlock:

- Wait 30 minutes and try again, OR
- Click "Forgot Password" to reset, OR
- Contact support with your registered email

### 4. CHANGE EMAIL ADDRESS

To update your email:

- Log into your account
- Go to Account Settings > Personal Information
- Enter new email address

- Verify the new email by clicking confirmation link

## 5. DELETE ACCOUNT

To delete your account:

- Log into your account
- Go to Account Settings > Privacy
- Click "Delete Account"
- Confirm deletion (this cannot be undone)
- Order history will be retained for legal purposes

## 6. TWO-FACTOR AUTHENTICATION (2FA)

We recommend enabling 2FA for security:

- Go to Account Settings > Security
- Click "Enable 2FA"
- Scan QR code with authenticator app (Google Authenticator, Authy)
- Enter the 6-digit code to confirm

## 7. ACCOUNT HACKED

If you suspect unauthorized access:

- Change your password immediately
- Enable 2FA
- Review recent orders for suspicious activity
- Contact support to report the issue

Account Support: [accounts@techmart.com](mailto:accounts@techmart.com) or 1-800-TECHMART option 4.