printrove **Printrove**

How to perform a Hard Reset for your Shopify Store?

If you're facing order sync issues between Shopify and the Printrove Merchant Panel, a hard reset can help. Follow these steps to uninstall, disconnect, and reconnect your store.

Uninstall Printrove from Your Shopify Store

Step 1: In your Shopify store admin, **head over** to "*Apps*" and **click** on the horizontal arrow.

Step 2: **Click** on "*Apps and Sales Channel Settings*".

Step 3: **Click** on the "*Ellipsis Menu* (*Three Dots*)" beside Printrove.

Step 4: **Click** on "*Uninstall*"

Disconnect Your Store from the Printrove Merchant Panel

Step 5: **Head over** to the Printrove Merchant Panel, and go to Store Settings by **clicking** on "*Store*" from the Main Menu.

Step 6: **Click** on "*Disconnect*"

Reinstall and Reconnect Your Shopify Store

Step 7: Once the store has been disconnected, **click** on "*Connect*" for Shopify on the same page.

Step 8: This will open the Shopify App store. **Click** on "I*nstall***"** for the Printrove App.

Step 9: As soon as the installation is complete, the Merchant Panel will open again with the following notification.

Verify the Connection

Step 10: Check if the store has been successfully connected and if the orders are now getting pulled.

If the issue persists, feel free to contact **Printrove Support** for further assistance.