



Module 01

Account Management

Module 01: Account Management

❏ Introduction

BigCommerce offers the most reliable, fast, secure, and scalable platform in the world, but every merchant's journey with BigCommerce has to start somewhere.

In this module, you will create a trial store, get to know the BigCommerce control panel, and learn the basics of managing a BigCommerce account.

❏ Learning Objectives

After completing this module, you should be able to:

- Create a trial store
- Navigate the BigCommerce control panel
- Log into your store
- Locate your Support PIN
- Create a new store using your existing account
- Update account details
- Sign up for a pricing plan

❏ Lessons

This module includes the following lessons:

Lessons
Lesson 1: Create and Explore a Trial Store
Lesson 2: Account Tools

Account Management Lesson 01:

Create and Explore a Trial Store

❏ Introduction

BigCommerce will allow you to develop and scale your business faster. Come as you are; connect your business-critical software to BigCommerce, connect your homegrown solutions, and build and customize as needed. The first step is to set up a trial store. New stores are usually created from <https://www.bigcommerce.com> and are accessible for free for 15 days.

In this lesson you will start a trial store and get acquainted with the control panel.

❏ Learning Objectives

After completing this lesson, you should be able to:

- Create a trial store
- Navigate the BigCommerce control panel
- Log into your store

❏ Content

This lesson includes the following content:

Content
Lab Activity: Create and Explore a Trial Store
Video: Getting Started
Lab Activity: Logging In and Out

❏ Reference

This lesson may reference the following content

Reference
KB Article: Starting a BigCommerce Trial https://support.bigcommerce.com/articles/Public/Starting-a-Bigcommerce-Trial/
KB Article: Getting Started with the Control Panel https://support.bigcommerce.com/articles/Public/Getting-Started-with-the-New-Control-Panel/
KB Article: Logging In to Your Store https://support.bigcommerce.com/articles/Public/Logging-Into-Your-Store/

Build-A-Store: Create & Explore a Trial Store

Duration: 10 minutes

In this lab you will...


- Sign up for a trial
- Complete the tour of the control panel
- View the storefront
- Take note of the store's homepage URL

Complete These Steps

1. Sign up for a trial

- In your browser, **navigate** to <https://www.bigcommerce.com>
- Click** *Start Your Free Trial*
- Type** in your BigCommerce email address.
- Click** *Start Your Free Trial*
- Fill in** all of the requested information
 - Store Name:* Try to avoid using special characters here as this will be used to generate your store's initial URL
 - Password:* If you already have an account with BigCommerce using the email address you provided, you must type in the same account password here
- Click** *Create Your Store*
 - Supply any additional required information during or immediately following store creation
 - If necessary, enter the email address and password at the login page to log into the store

2. Complete the tour of the control panel

 Immediately after logging into the store for the first time, you should be presented with a Welcome to BigCommerce message with a Start Tour > button


- Click** the *Start Tour >* button
- Take a few moments to **read** the explanatory text in the tour
- After reading a step in the tour, **click** the *Next >* button
- Repeat** the previous two steps until the tour is complete

Welcome to
BigCommerce
Let's take a tour of the Control
Panel to help you get started.

No Thanks

Start Tour >

3. Take note of the control panel URL

 Every new BigCommerce store is provided a URL based on the store name provided during the signup process. Every BigCommerce store is also provided a separate permanent URL that can be used to access the store over HTTPS while it is using the shared BigCommerce SSL certificate. Later, when the store is moved to a domain, the store's domain will be used to access pages over HTTPS instead of the permanent URL.

Example Store URL: <http://brand-new-store.mybigcommerce.com/>

Example Permanent URL: <https://store-abcd1234.mybigcommerce.com/>

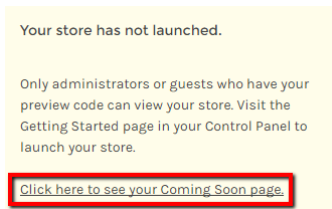
What is the permanent URL visible in your address bar in the control panel? (Remember, this will look similar to <https://store-abcd1234.mybigcommerce.com/>)

4. View the storefront

- a. **Click** the View Store link in the upper-left corner of the control panel



- i. *Note:* You are able to see the storefront because you are logged into the control panel, but it is not yet publicly available. You can see what the storefront looks like to other visitors by clicking the *Click here to see your Coming Soon page* link



5. Take note of the store's homepage URL:

- a. After you click the View Store link, you should **see** the storefront and your store's URL in the address bar
- i. *Note:* Any parameters present in the URL after a question mark (?) are not necessary for visitors to reach the store once it is launched

For example, if you see a URL like this:

<http://store-name.mybigcommerce.com/?ctk=1234567890abcd>

Only this part is required to view the store:

<http://store-name.mybigcommerce.com/>

What is the store's URL visible in your address bar after clicking the View Store link in the control panel?

Video: Getting Started

Video

Watch the *Getting Started* video on YouTube: https://youtu.be/lc9J_49jK9Q

Notes

Use the area below for writing down any notes or key takeaways from the video:

Build-A-Store: Logging In and Out

Duration: 5 minutes

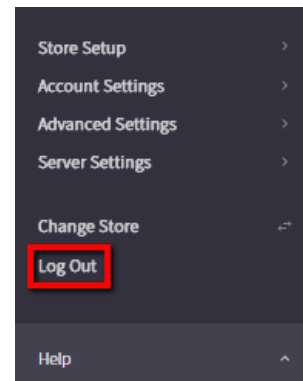
In this lab you will...

- Log in from bigcommerce.com
 - Log out
 - Log in from the store's URL
-

Complete These Steps

1. If you are already logged into your store, **log out**. Otherwise, skip to 2

- a. **Click Log Out**
- i. You may need to navigate back to the top menu level if you are looking as a sub-menu like *Products*, *Orders*, or *Customers*.



2. **Log in** from bigcommerce.com

- a. **Navigate** to <https://www.bigcommerce.com>
- b. **Click** the *Log In* link
- i. You should be redirected to <https://login.bigcommerce.com/login>
- c. **Type** the email address and password used to set up the store
- d. **Click** Log In

3. **Log out**

- a. **Complete** step 1.a

4. **Log in** from your store's URL

- a. **Navigate** to /manage on your store's URL
- i. Example: <http://brand-new-store.mybigcommerce.com/manage>
- ii. You should be redirected to <https://login.bigcommerce.com/login>
- b. **Type** the email address and password used to set up the store
- c. **Click** Log In

Account Management Lesson 02:

Account Tools

Introduction

While BigCommerce can scale to support the most established brands, everyone needs self-service support and tools to manage their account. In this lesson you will explore some of the support and account management tools available to BigCommerce merchants.

Learning Objectives

After completing this lesson, you should be able to:

- Locate your Support PIN
- Create a new store using your existing account
- Update account details
- Sign up for a pricing plan
- Log into Community

Content

This lesson includes the following content:

Lessons
Video: Welcome to the new BigCommerce Community
Lab Activity: Account Tools

Reference

This lesson may reference the following content

Reference
KB Article: Locating Your Support PIN https://support.bigcommerce.com/articles/Public/What-is-my-support-PIN-and-where-do-i-find-it/
KB Article: Account Dashboard https://support.bigcommerce.com/articles/Public/Account-Dashboard/
KB Article: Joining the BigCommerce Community https://support.bigcommerce.com/articles/Public/Joining-the-BigCommerce-Community

Video: Welcome to the new BigCommerce Community

Video

Watch the *Welcome to the new BigCommerce Community* video on YouTube:
<https://youtu.be/P3GVaBz0Gmg>

Notes

Use the area below for writing down any notes or key takeaways from the video:

Build-A-Store: Account Tools

Duration: 10m

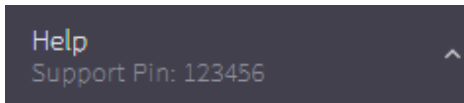
In this lab you will...

- Locate your Support PIN
 - Update your Company Name
 - Locate the Add New Store button
 - Locate the Upgrade Plan page
-

Complete These Steps

1. **Locate** your Support PIN

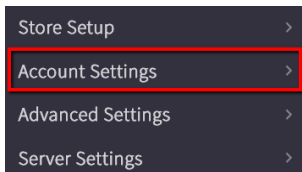
- a. If necessary, **log into** your store
- b. In the lower left corner, your store's Support PIN is visible near the *Help* menu



What is your account's Support PIN?

2. **Update** the Company Name

- a. **Click** *Account Settings* in the left side navigation of the control panel



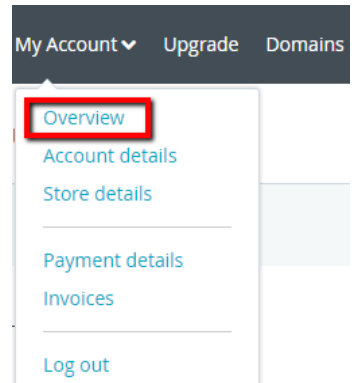
- b. **Click** *Account Details*
 - i. This should open <https://manage.bigcommerce.com/account> in a new tab
- c. **Click** the *Update account details* button



- d. **Type** the desired company name
- e. **Click** the *Update account* button

3. **Locate** the Add New Store button

- Click** *My Account* in the top navigation
- Click** *Overview* in the *My Account* menu
- Locate** the *Add New Store* button



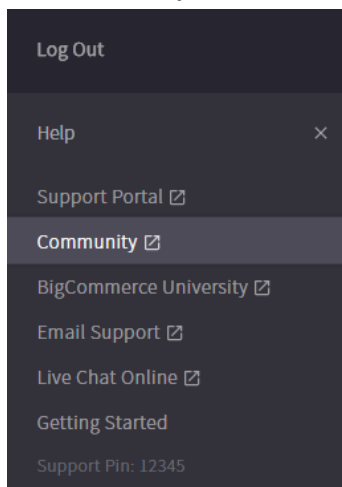
This button can be used to start a new trial on the same account without filling in any additional forms on bigcommerce.com

4. **Locate** the Upgrade Account page

- Return** to the store's control panel
- Click** *Account Settings* in the left side navigation of the control panel
- Click** Upgrade Account
 - Take a few moments to review the pricing plans

5. **Log into** Community

- Return** to the store's control panel
 - Note:* Unless you closed it, the control panel should still be open in another tab
- Click** *Help* in the left side navigation of the control panel
- Click** *Community*



At this point, you should be brought to <https://forum.bigcommerce.com>. If you are not automatically logged in, you will be prompted to provide your **store's URL** and **support PIN**.

BigCommerce needs this information to link your account. We'll only ask once, and after you've successfully connected, you won't have to enter it again the next time you access the Community.

Finally, we'll ask for your **First** and **Last Name**. This name will display to other Community users (you'll be able to update it in your community profile settings).

When you're done, click Continue. You'll be logged in and returned to the Community homepage.