

Managing Your Billing and Account Details

What We'll Cover


- [Logging in to your client area](#)
- [Updating your account details](#)
- [Changing your client area password](#)

From the Client Area you can access your Bigcommerce account details, billing information, domain and WHOIS information (including your EPP code), and support PIN. You can also [update the credit card you have on file](#), as well as pay your invoices.

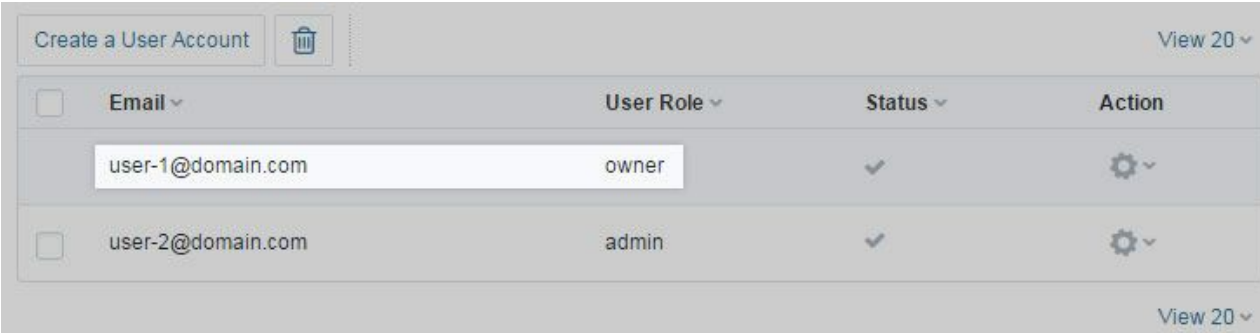
Logging In to Your Client Area




Your client area login details are tied to the user account marked as **owner** in your Bigcommerce store's control panel. To verify which account is the store owner:

1. Log into your control panel, then go to **Settings** › **Account Settings** › **Users**

 In some versions of the control panel, this link is located in the upper right side of the screen.

2. Look for the account with User Role marked as **owner**. If this is not the email address you are signing in with, you will not be able to log into the client area.

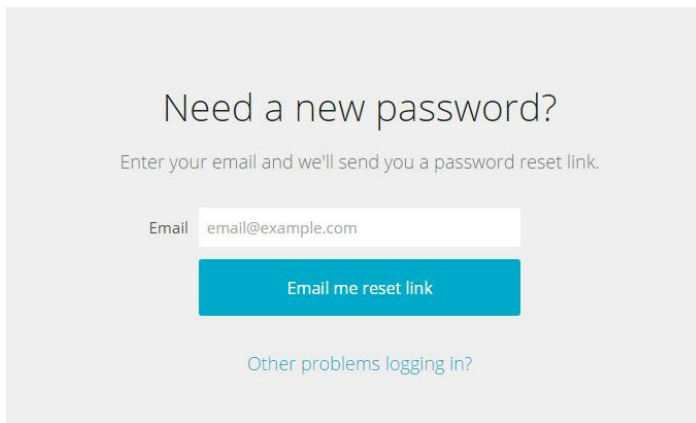


Create a User Account				View 20 ▾
<input type="checkbox"/>	Email ▾	User Role ▾	Status ▾	Action
<input type="checkbox"/>	user-1@domain.com	owner	✓	 ▾
<input type="checkbox"/>	user-2@domain.com	admin	✓	 ▾
				View 20 ▾

LOGGING IN DIRECTLY

1. Go to the [Bigcommerce Client Area login page](#).
2. Log in using your **owner** user credentials (see above).

❗ If you do not remember these credentials, click the **Forgot your password?** link below the login form, enter the email address associated with your Bigcommerce account, then click **Email me reset link**.



Need a new password?

Enter your email and we'll send you a password reset link.

Email

[Email me reset link](#)

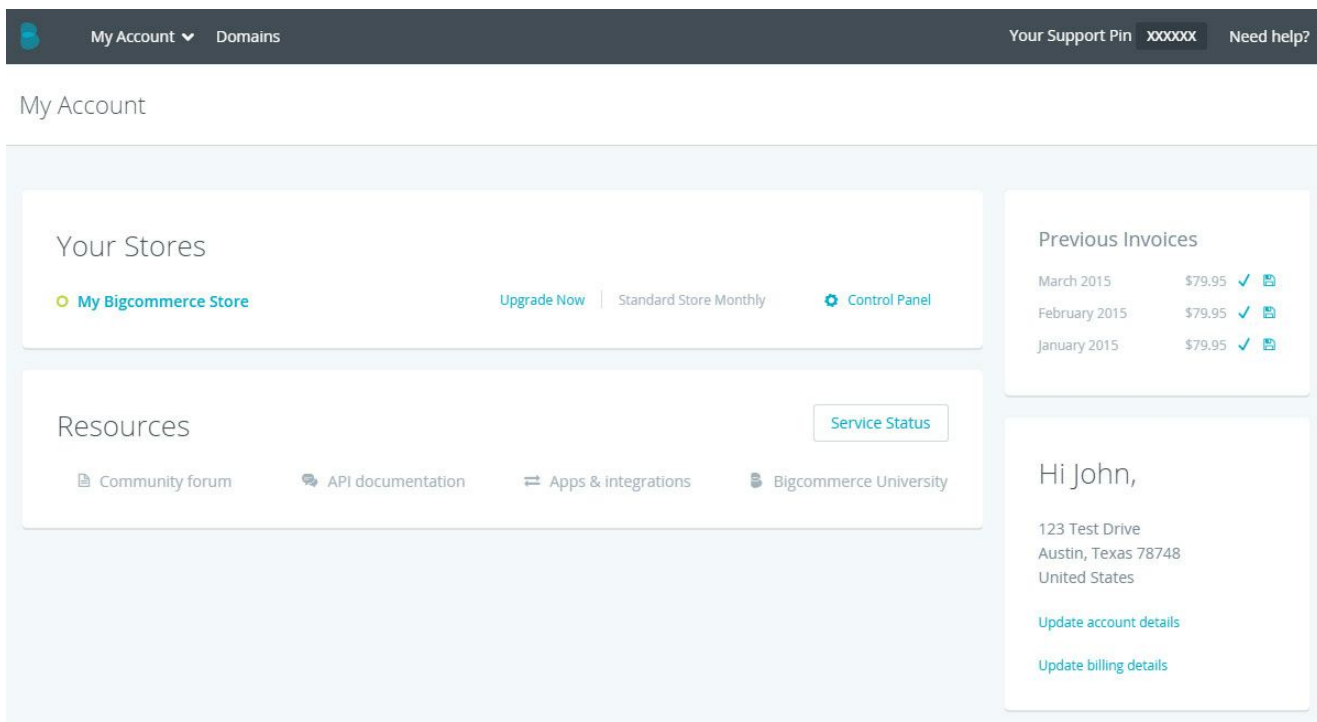
[Other problems logging in?](#)

LOGGING IN THROUGH YOUR CONTROL PANEL

1. Log in to your store's [control panel](#) as the store **owner** (see above).
2. Go to **Settings** › **Account Settings** › **Account Summary**. You will only see this if you are signed in as the owner.

❗ In some versions of the control panel, this is located under **Billing** › **Account Summary**.

3. You will be taken to the Bigcommerce Client Area **account overview** screen. From here you can view your subscriptions, a list of resources, previous invoices and account details.



My Account ▾ Domains Your Support Pin XXXXXX Need help?

My Account

Your Stores

[My Bigcommerce Store](#) [Upgrade Now](#) | Standard Store Monthly [Control Panel](#)

Resources

[Community forum](#) [API documentation](#) [Apps & integrations](#) [Bigcommerce University](#) [Service Status](#)

Previous Invoices

March 2015	\$79.95	✓	📄
February 2015	\$79.95	✓	📄
January 2015	\$79.95	✓	📄

Hi John,

123 Test Drive
Austin, Texas 78748
United States

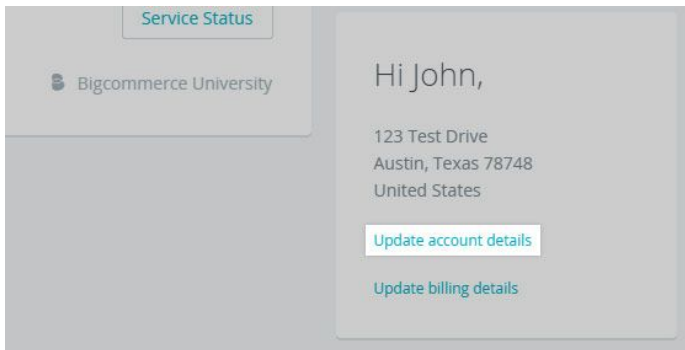
[Update account details](#)

[Update billing details](#)

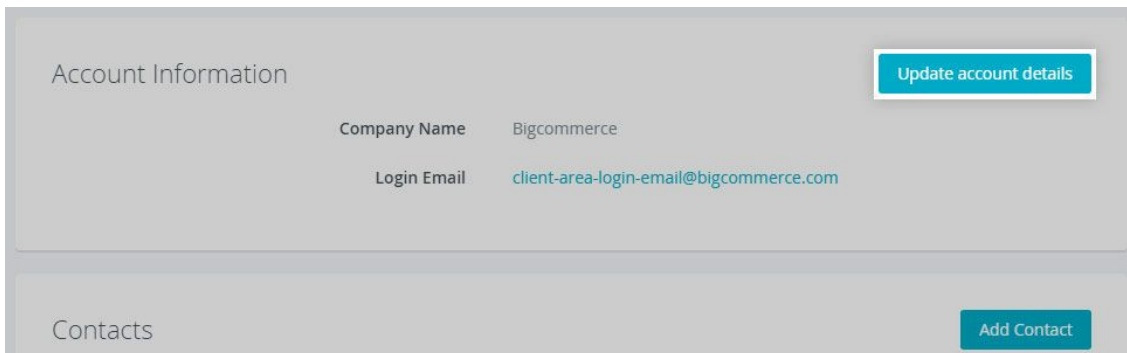
Updating Your Account Details

Follow these steps to update your **Company Name** or **Login Email**.

1. From your Client Area overview page, click the **Update account details** link located below your email address.



2. Click **Update account details**.



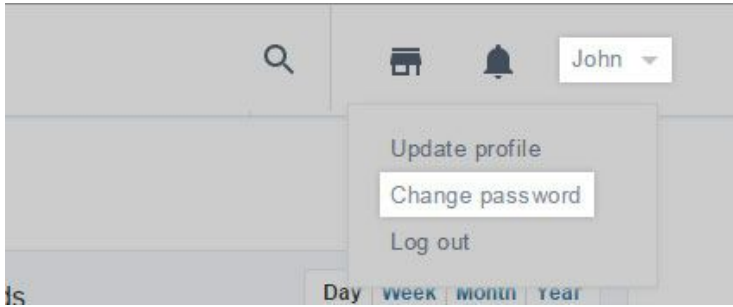
3. Make your changes, then click **Update account**.

i The **Login Email** listed here is also used as your store's control panel login. Updating it will be reflected on all of your Bigcommerce accounts.

Changing Your Client Area Password

Your client area login password is tied to the **owner** user account in your store's control panel.

1. Login to your Bigcommerce store's [control panel](#).
2. In the upper right corner of the screen, click your name, then **Change password**.



3. Enter your **Old** (current) **Password**, then your new password twice, once in the **New Password** field, then again in the **Confirm Password** field.

4. Click **Update**.

Change your password.

Old Password	<input type="password" value="Current password"/>
New Password	<input type="password" value="New password"/>
Confirm Password	<input type="password" value="Retype password"/>