


Locating Your Support PIN

What We'll Cover


- Through the Control Panel
- Through the Client Area
- Homestead clients

 If you can't log into your account, take [troubleshooting steps](#). If you are still unable to sign in, please [contact](#) our billing team to verify your credit card information.

Your support PIN is a unique 4-6 digit number **only accessible to the owner of the account**. The Bigcommerce Tech Support and Billing teams use it to verify your ownership or permission to access your control panel and billing details. We require you to have this number when calling in to ensure that **only authorized parties** receive information or assistance with accessing your store or billing information.

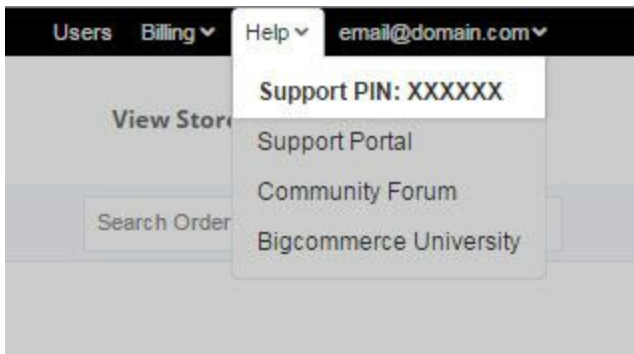
Through the Control Panel

1. Go to the [Bigcommerce Login page](#).
2. Log in as the Store Owner. No other user role will be able to see the support PIN.

 If you aren't sure which account is the store **owner**, click **Users** in the top right, above **View Store**. Look for the account with User Role marked as Owner. There can only be one per store. If this is not the email address you are signed in with, you will not be able to see the support pin.

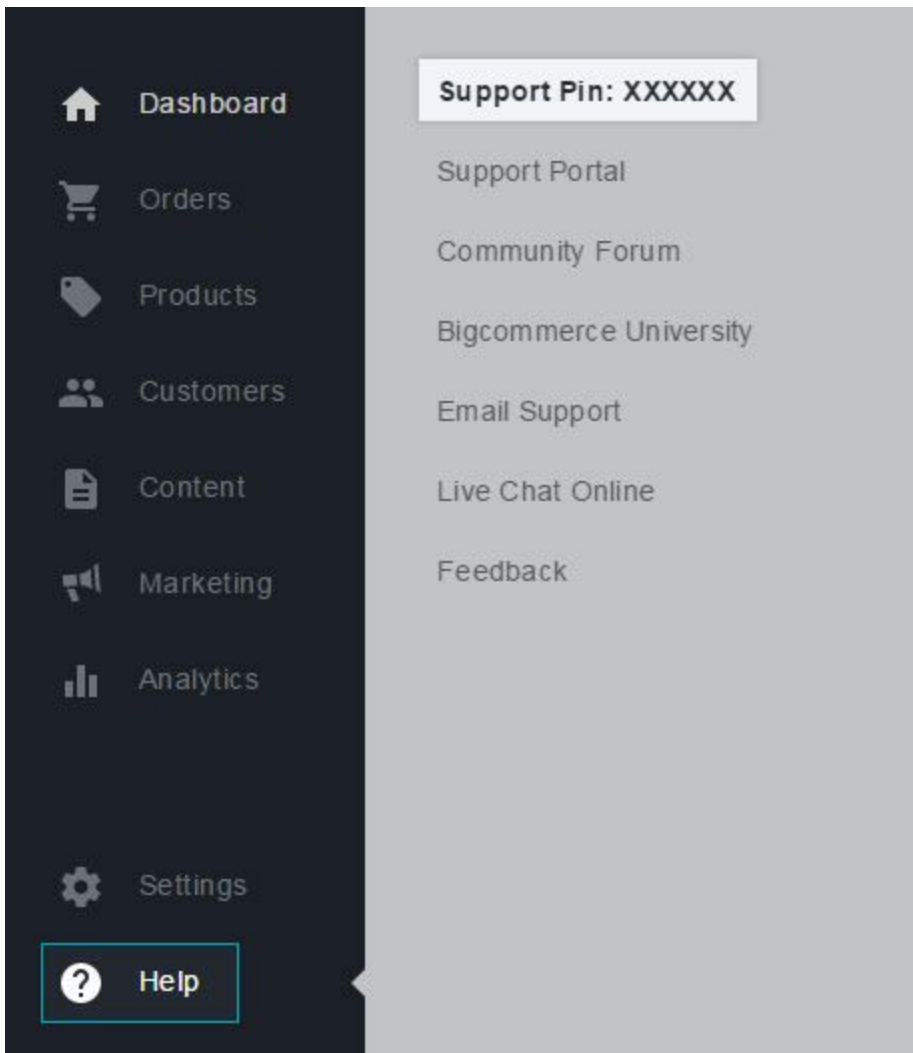
THE CURRENT CONTROL PANEL

Click **Help** in the top right of your control panel above **View Store**. Your support PIN will be displayed at the top of the drop-down menu that displays. *You will only see this if you are signed in as the **owner**.*



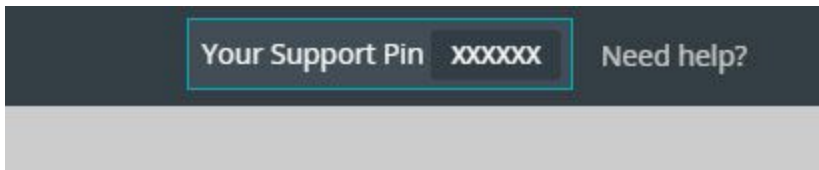
THE NEW CONTROL PANEL

If you have the New Control Panel enabled for your store, hover over the **Help** icon in the lower left corner of the screen. Your support PIN will be located at the top of the fly-out menu that displays. *You will only see this if you are signed in as the **owner**.*



Through the Client Area

1. Log in to your [Client Area](#). Your **Support PIN** will be listed in the top right corner.



Homestead Clients

If you have your store through Homestead, you will not have a support PIN. You can receive support by contacting Homestead at 1-866-602-4291.