

Registering a [customer](#) means creating a [user account](#) for a customer. User accounts are required when a customer (or any website visitor) wants to sign in to your website.

Registered customers (i.e. users) can have some advantages on your website. For example, they have their address pre-filled when making an [order](#), they can see their past orders and they can have other advantages of registered customers usual in on-line stores. Alternatively, registered customers can also have a [restricted section](#) or special [products](#) just for them.

Customers can register themselves during making an order if your website [enables them to register](#). If you [created the customer manually](#) (for example, because you received the order via email), you can register the customer automatically during [creating an order](#).

Creating a customer's user account

To register a customer manually:

1. Open the **Customers** application.

✓ If you do not know how, see [Using the Kentico interface](#).

2. **Edit** (✎) the desired customer.

✓ You can edit a customer by clicking the **Edit** icon (✎). Choose the **Edit** icon that is on the same line as the name of the customer whose attributes you want to change.

✓ You can see whether the customer is registered in the **Is registered** column.

New customer						
Actions	Company	Last name	First name	Email	Created	Is registered
 ...	Creed	Apollo		apollo@creed.com	10/7/2015 10:03:32 AM	No
 ...	The Transporter	Martin Jr.	Frank	frank@martin.com	10/6/2015 1:56:38 PM	Yes
 ...	McClane	John		john@mcclane.com	10/6/2015 12:06:28 PM	Yes
 ...	Riggs	Martin		martin@riggs.com	10/6/2015 12:11:10 PM	No

3. Switch to the **Login details** tab.

←

General

Addresses

Orders

Login details

Create login

Email (user name):

Customer will be notified by email containing a generated password.

4. Click **Create login**.

←

General

Addresses

Orders

Login details

Create login

Email (user name):

Customer will be notified by email containing a generated password.

The system registers the customer with a randomly generated password. The system sends an [email to the customer](#) with their username and the generated password.

Resetting a customer's password

When a customer (user) forgets their password and they are not able or [allowed to reset the password on their own](#), you can reset the password manually.

1. Open the **Customers** application.

✓ If you do not know how, see [Using the Kentico interface](#).

2. **Edit** (✎) the desired customer.

✓ You can edit a customer by clicking the **Edit** icon (✎). Choose the **Edit** icon that is on the same line as the name of the customer whose attributes you want to change.

New customer						
Actions	Company	Last name	First name	Email	Created	Is registered
✎ 🗑 ...		Creed	Apollo	apollo@creed.com	10/7/2015 10:03:32 AM	No
✎ 🗑 ...	The Transporter	Martin Jr.	Frank	frank@martin.com	10/6/2015 1:56:38 PM	Yes
✎ 🗑 ...		McClane	John	john@mcclane.com	10/6/2015 12:06:28 PM	Yes
✎ 🗑 ...		Riggs	Martin	martin@riggs.com	10/6/2015 12:11:10 PM	No

3. Switch to the **Login details** tab.

[←](#)

- General
- Addresses
- Orders
- Login details**
- Roles
- Membership
- Credit

Save Generate password

Email (user name):

Password:

Password strength:

Confirm password:

Customer will be notified by email.

4. Click **Generate password** to generate a new random password.

[←](#)

- General
- Addresses
- Orders
- Login details
- Roles
- Membership
- Credit

Save **Generate password**

Email (user name):

Password:

Password strength:

Confirm password:

Customer will be notified by email.

5. In the dialog window, click **OK**.

The system generates a random password and automatically saves the password. The system sends an [email to the customer](#) with their new generated password.

Using not generated password

If you want to change the password to something concrete, type the password into the **Password** and **Confirm password** fields and click **Save**.

The **Password strength** indicator gives you an estimate of the password's complexity. The scale is *weak-acceptable-average-strong-excellent*. We recommend that you use at least *strong* passwords.

✓ See [tips to create a strong password](#).

The affected customer then receives an email containing the new password.

