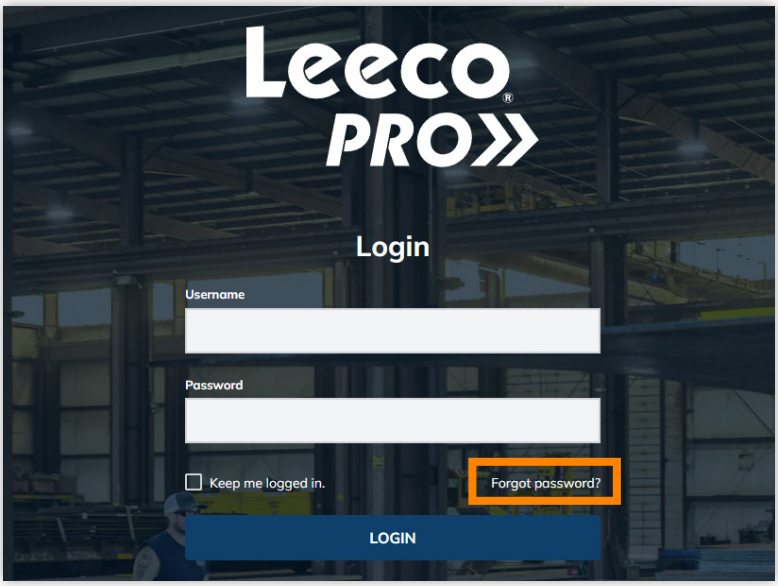
# Need Some Help?

Our Troubleshooting Guide will help you work through some of the most common problems you may encounter on Leeco Pro. If you are experiencing a technical issue or have a problem that is not addressed below, please email your sales representative directly.

## Setting Up/Resetting Your Password

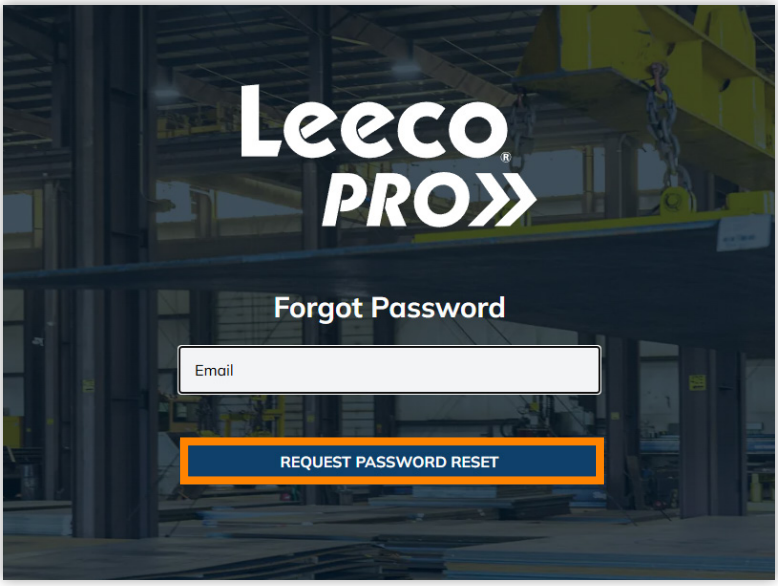



### 1. Login Page

Go to the Leeco Pro **LOGIN PAGE**.

### 2. Forgot Password

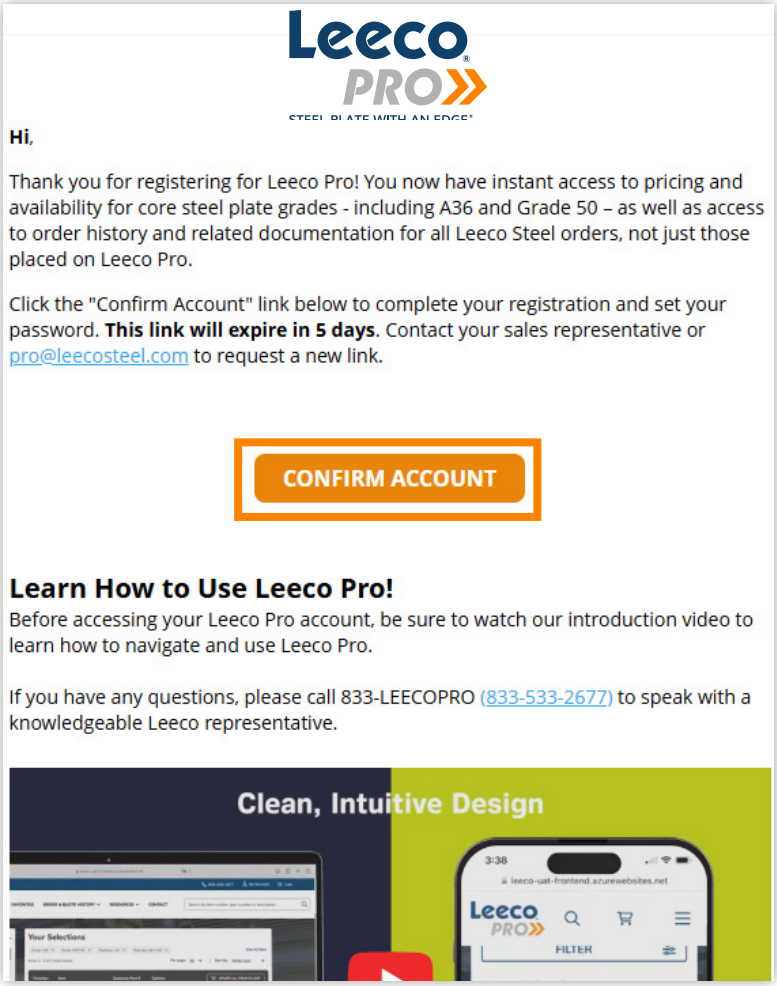
Click on the **FORGOT PASSWORD** link.




### 3. Request Password Reset

Enter your full Leeco Pro username email address (e.g., johndoe@outlook.com), then click the **REQUEST PASSWORD RESET** button.

# Setting Up/Resetting Your Password Cont.




## 4. Email Confirmation Email

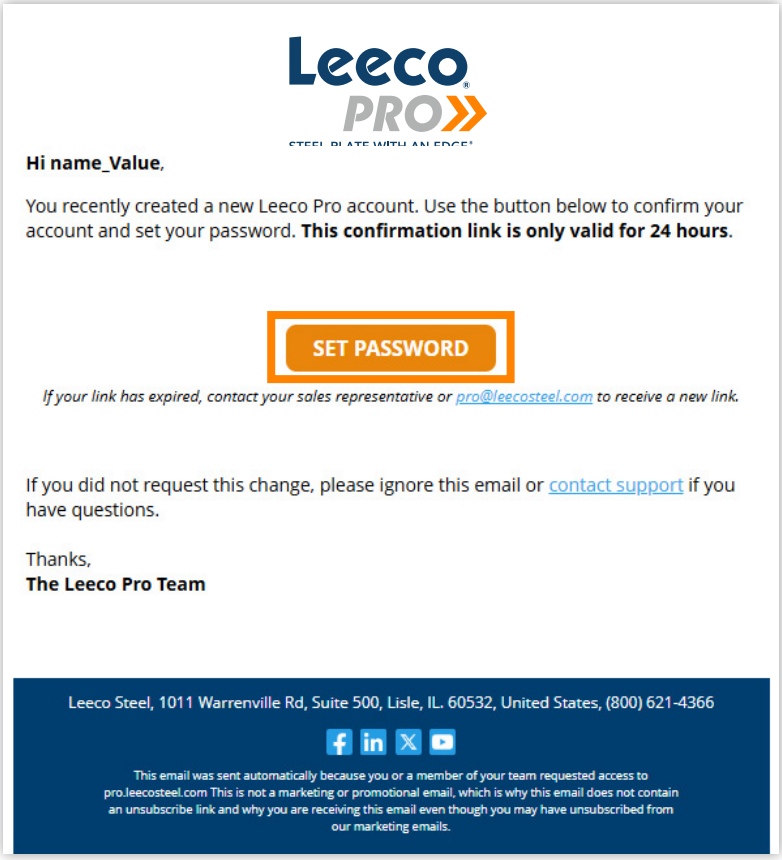
Check your email inbox for a confirmation email. This email will look like the sample to the left.

*Having trouble finding it? Be sure to check your spam/junk folder. The email will come from noreply@leecoteel.com.*

## 5. Confirm Your Account

Click the **CONFIRM ACCOUNT** button in the email. This will take you to a confirmation page.

# Setting Up/Resetting Your Password Cont.



Hi name_Value,

You recently created a new Leeco Pro account. Use the button below to confirm your account and set your password. **This confirmation link is only valid for 24 hours.**

SET PASSWORD

*If your link has expired, contact your sales representative or pro@leecosteel.com to receive a new link.*

If you did not request this change, please ignore this email or contact support if you have questions.

Thanks,
**The Leeco Pro Team**

Leeco Steel, 1011 Warrenville Rd, Suite 500, Lisle, IL. 60532, United States, (800) 621-4366

This email was sent automatically because you or a member of your team requested access to pro.leecosteel.com This is not a marketing or promotional email, which is why this email does not contain an unsubscribe link and why you are receiving this email even though you may have unsubscribed from our marketing emails.

## 6. Password Setup Email

You should then receive a follow-up email prompting you to set a new password. This email will look like the sample to the left.

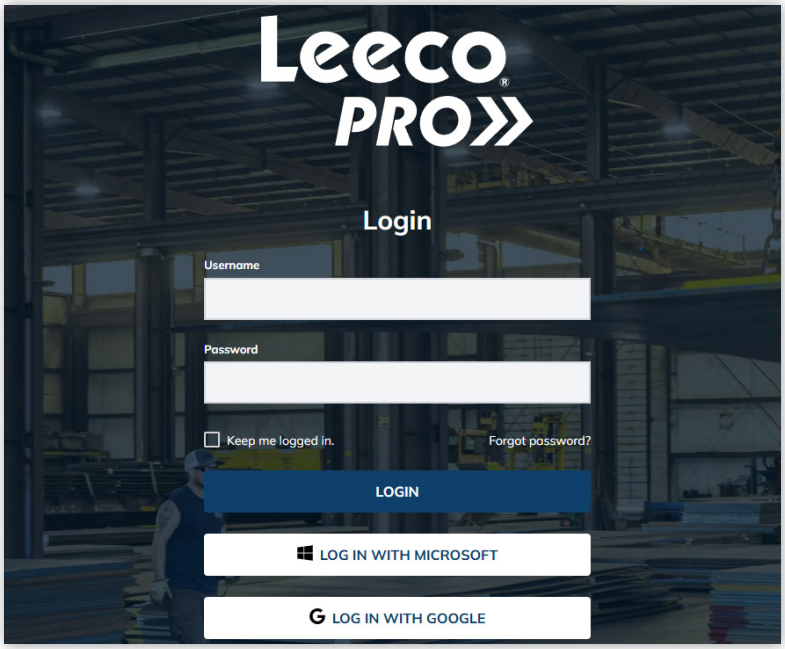
*Having trouble finding it? Be sure to check your spam/junk folder. The email will come from noreply@leecoteel.com.*

## 7. Set Your Password

Click the **SET PASSWORD** button

We recommend choosing a unique password (not one you've used before).

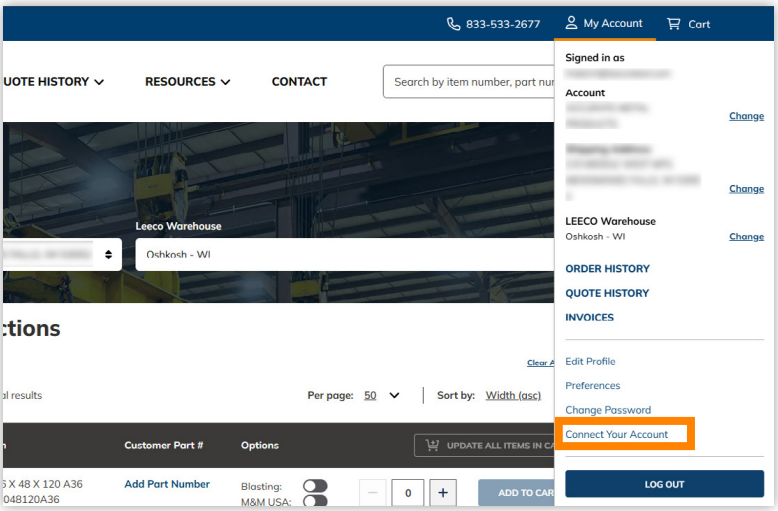
*Pro Tip: Now is a great time to start using a password management solution like Keepass, LastPass or BitWarden.*




## 8. Log into Leeco Pro

Return to the Leeco Pro **LOGIN PAGE** and log in using your new password to verify it works.

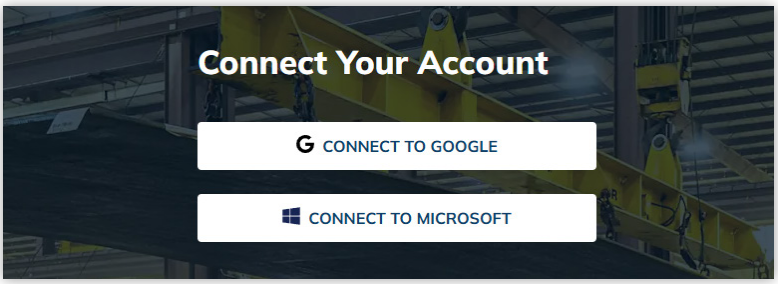
# Setting Up Single Sign-On (SSO)




## 1. Connect Your Account

After logging into Leeco Pro using your username and password, navigate to the **MY ACCOUNT** tab, located in the top right hand side of the page next to the **CART** tab.

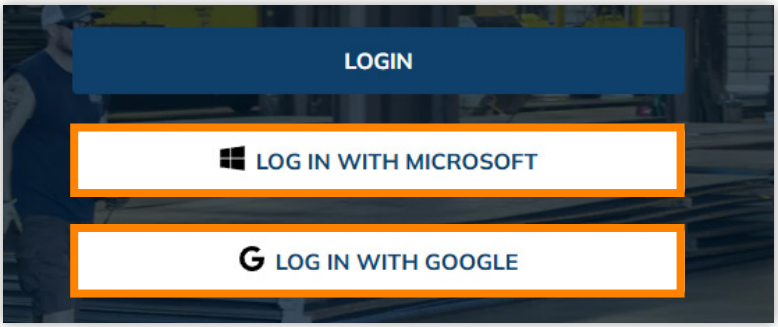
In the pop-out that appears after clicking on **MY ACCOUNT**, click on the **CONNECT YOUR ACCOUNT** link that appears near the bottom.




## 2. Account Selection

Select **CONNECT TO MICROSOFT** or **CONNECT TO GOOGLE** and follow the prompts.

Your organization may need to approve your SSO request.




## 3. Log into Leeco Pro

You can now log into Leeco Pro with one click by clicking the **LOG IN WITH MICROSOFT** or **LOG IN WITH GOOGLE** buttons on the Leeco Pro login page.