

FAQ: Accessing Sue Pelland Designs

Do I need to create a user name/password?

You do not need to create a user name/password to process an order on suepellanddesigns.com. However, if you do it will make ordering in the future easier as you will not need to enter your information again. If you register for one of our pre-recorded courses or become an Ahead of the Curve Member you will be required to create a user name/password.

How do I reset my password if I forget it?

Go to the Member/Student/Customer Log In menu and on your My Account screen, click on "Lost Your Password?" You'll be prompted to enter your email address. An email will be sent to you. Take the link in the email and enter a new password. After you reset your password, you will need to enter your user name/password again.

I didn't receive the password reset email. What do I do?

There are several things that we would suggest you do.

1. Check that the email didn't go into your junk or spam folder in your email app or program.
2. Add info@suepellanddesigns.com to your contacts or address book in your email app or program.
3. Request another email by following the steps above.
4. If after two attempts you still have not received the email, please contact info@suepellanddesigns.com.

I attempted to sign on and got a message that my account is locked out. What should I do?

For security reasons, we do limit the number of attempts and lock out accounts for a period of time. To avoid this, we suggest that if you don't remember your password after a couple of attempts, you follow the instructions for resetting your password. The limit on the number of attempts is 5. If you do receive this message, please wait 2 hours and try again.

I cannot view a page. Why?

Some of the content on suepellanddesigns.com is restricted to registered members and students. Non-members and students will get a message that they cannot view this material. If you believe you are registered, please make sure you are logged in. If after you log in you still cannot access the content, please contact info@suepellanddesigns.com.