



USER GUIDE

of the PrestaShop Account module

PRESTASHOP

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INTRODUCTION

PrestaShop Account is a key module in the PrestaShop ecosystem that links your PrestaShop account to your store.



Your PrestaShop account is the account you use to access the PrestaShop Marketplace and Help Center.

Link the modules developed by PrestaShop and our partners to your account

Linking your store to your PrestaShop account is a prerequisite for setting up and using modules built by PrestaShop (e.g. PrestaShop Checkout, PrestaShop Social, etc.) and our partners.

Secure your store

By linking your store to your PrestaShop account, you add a layer of security to your store, which is now identified in our systems and has its own identification tokens to use the services provided by the modules you use every day.

Centralize your store management

All your store information and subscriptions can be linked and centralized in your PrestaShop account, making it easy to manage.

MODULE INSTALLATION

New store

For any new store created with the Classic or Hosted offer distributed on prestashop.com, the PrestaShop Account module is already installed and available in the list of modules on the "Module Manager" page of your back office.

Existing store

If the module is not installed on your store, you can :

- download it for free from the PrestaShop Marketplace (module link [here](#)), then install it on your store;
- or download it directly from the PrestaShop Marketplace in your back office.

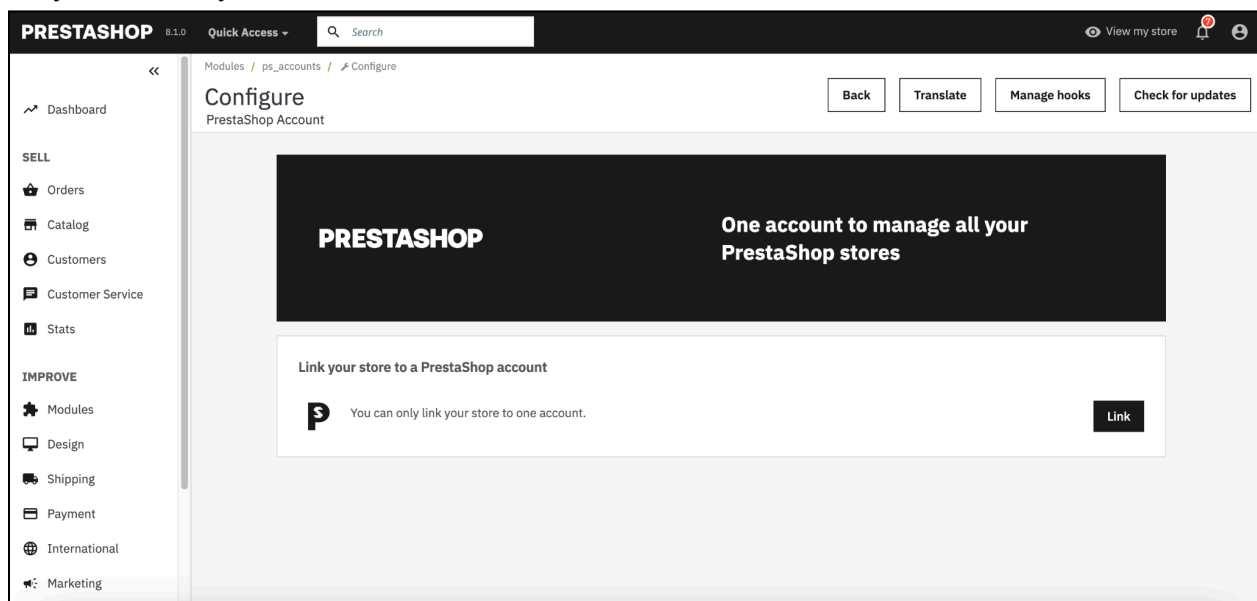
MODULE CONFIGURATION

There are 2 ways to link your store to your PrestaShop account:

- directly within the PrestaShop Account module;
- or when configuring a module built by PrestaShop or one of our partners.

Note: You only need to link your store to your account once. You'll save time when configuring future modules.

The image below shows the PrestaShop Account module configuration page when your store is not yet linked to your account.



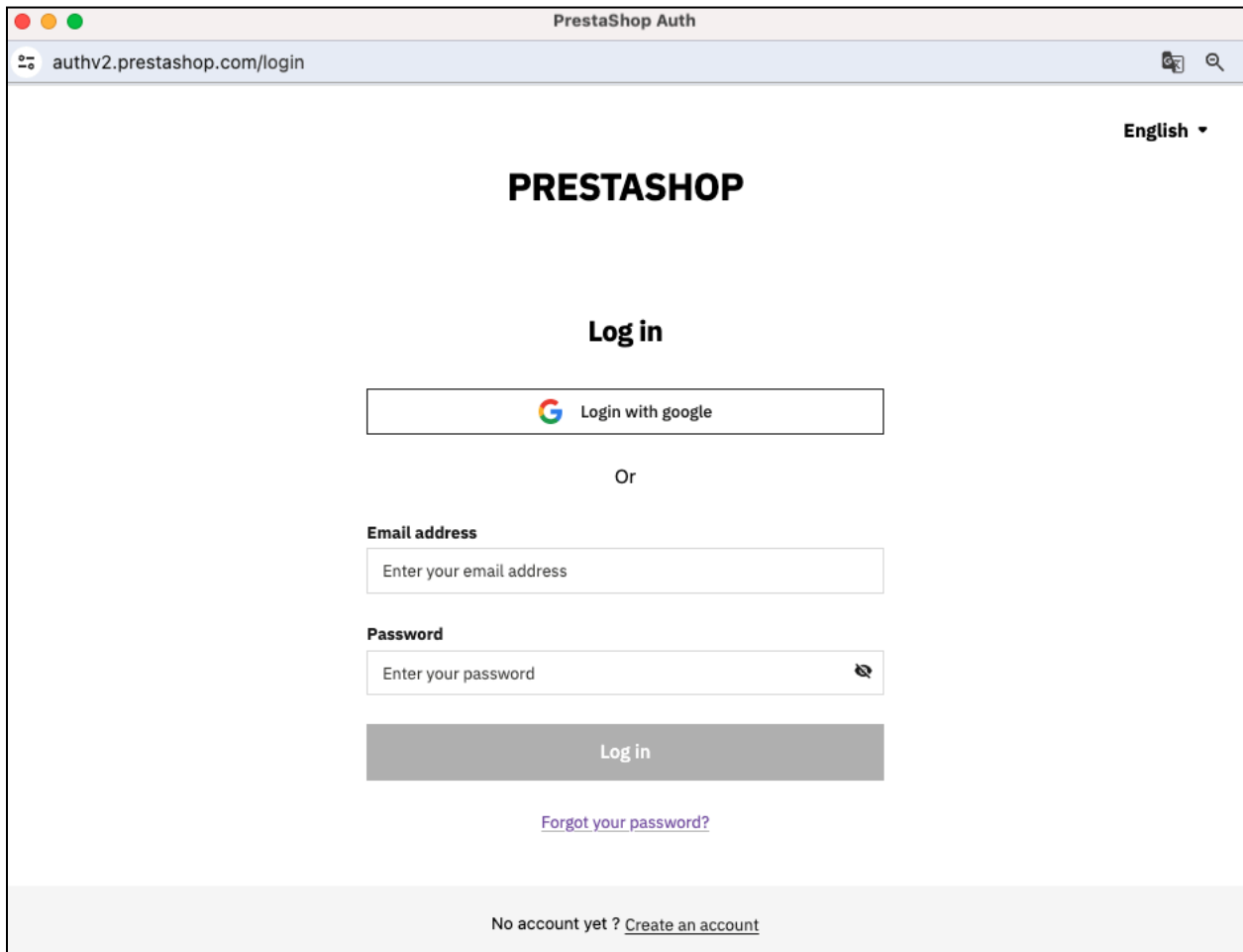
To configure the module, click on the "**Link**" button.

You must have the "Administrator" role in the back office to be able to link your store to your PrestaShop account. Otherwise, the button will be hidden.

Step 1: Sign in to your PrestaShop account

If you are **already signed in with your PrestaShop account on another platform** (e.g. the PrestaShop Marketplace or Help Center), you will not need to sign in again and will be automatically redirected to the next step.

If you are **not currently signed in**, you can sign in to your PrestaShop account by entering your email address and password, or by clicking on "Login with Google" if you created your account this way.

A screenshot of a web browser window showing the PrestaShop login page. The browser's title bar says "PrestaShop Auth" and the address bar shows "authv2.prestashop.com/login". The page has a clean, white background with the "PRESTASHOP" logo at the top center. Below the logo is a "Log in" heading. There are two main login options: a "Login with google" button featuring the Google logo, and a standard email/password login form. The form includes labels for "Email address" and "Password", input fields with placeholder text, and a "Log in" button. A "Forgot your password?" link is positioned below the password field. At the bottom of the page, there is a link to "Create an account" for users who do not have an account yet. The language is set to "English" in the top right corner.


PrestaShop Auth

authv2.prestashop.com/login

English ▾

PRESTASHOP

Log in


 Login with google

Or

Email address

Enter your email address

Password

Enter your password 

Log in

[Forgot your password?](#)

No account yet ? [Create an account](#)

If you do **not have a PrestaShop account**, you can click on "Create an account", then fill in the form or use your Google account to save time.


PrestaShop Auth

authv2.prestashop.com/register

English ▾

PRESTASHOP

Create an account

 Create an account with Google

Or

First name *

Last name *

Email address *

Password *

Must be at least 8 characters long

Phone
That can help us when you have trouble with login.

Select ... ▾ Enter your phone number

By clicking on "Create an account", you accept our [terms and conditions of use of PrestaShop Account](#) and acknowledge that you have read our [privacy policy](#).

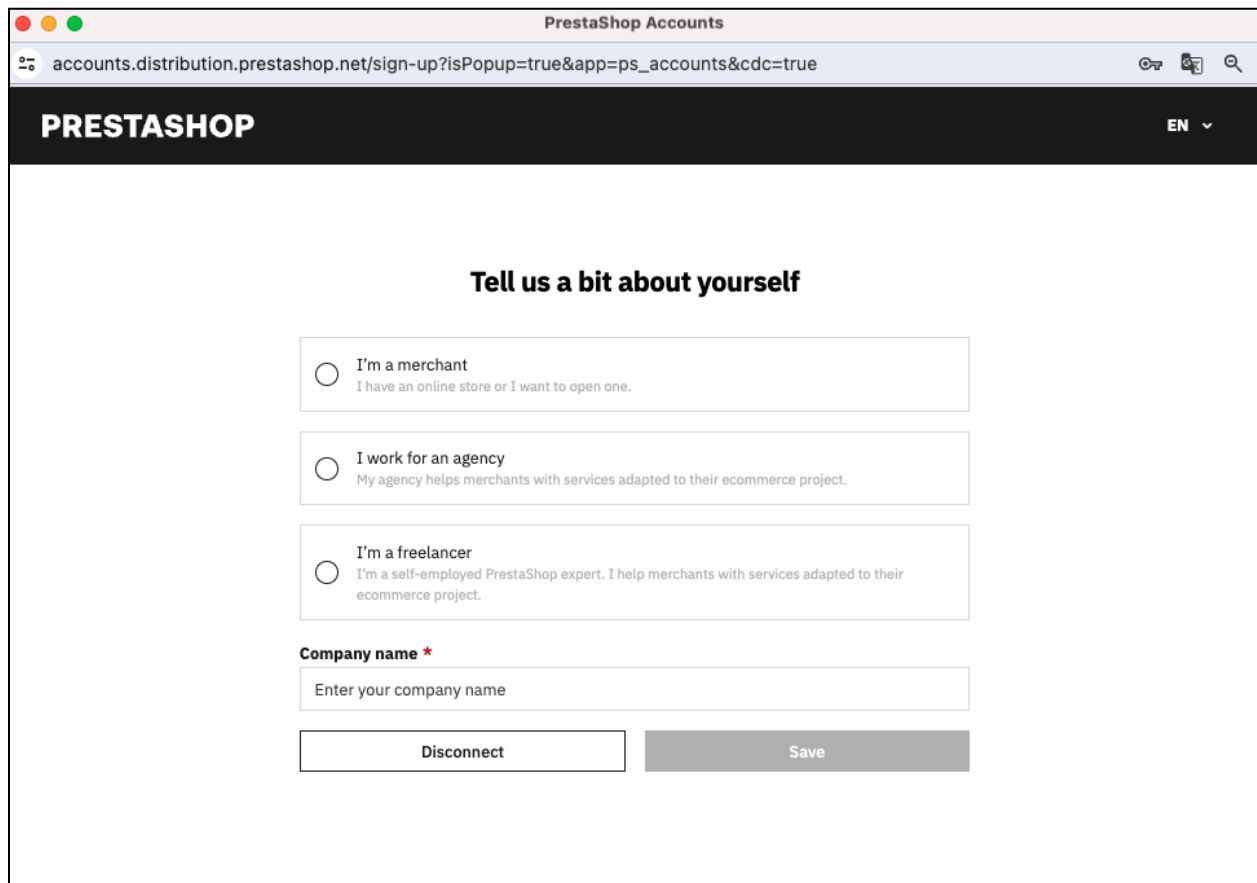
Create an account

Note: By creating your PrestaShop account, you agree to our [terms and conditions of use](#) and our [privacy policy](#).

Step 2: Enter your business information

If you have **already filled in information that identifies your company**, such as the company name, you won't need to fill in any new information and will be redirected directly to the next step.

If you have **never provided any information to identify your company**, you will be asked to fill in a short form, so that we can learn more about you.

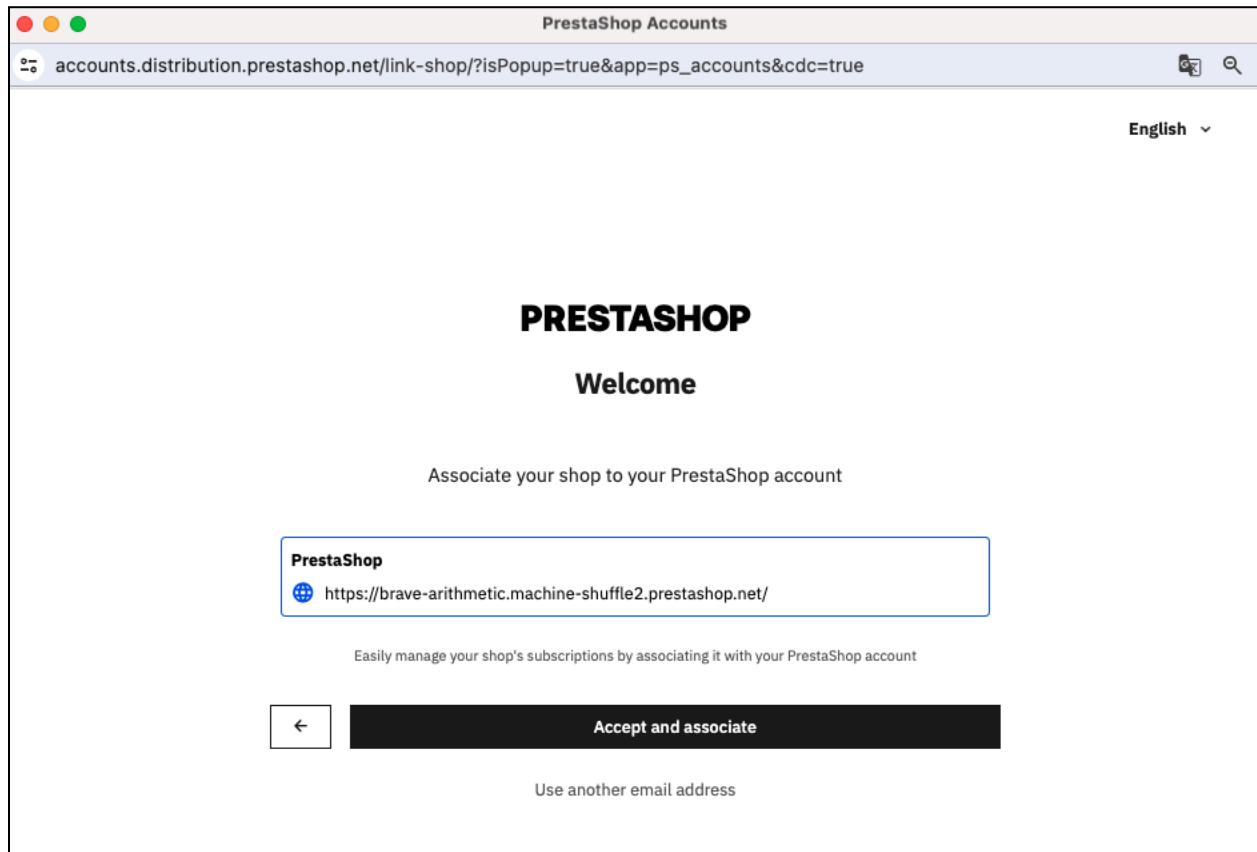


The screenshot shows a web browser window titled "PrestaShop Accounts". The address bar displays the URL: `accounts.distribution.prestashop.net/sign-up?isPopup=true&app=ps_accounts&cdc=true`. The page features a dark header with the "PRESTASHOP" logo on the left and a language selector "EN" with a dropdown arrow on the right. The main content area is titled "Tell us a bit about yourself" and contains three radio button options, each with a description:

- ☐ I'm a merchant
I have an online store or I want to open one.
- ☐ I work for an agency
My agency helps merchants with services adapted to their ecommerce project.
- ☐ I'm a freelancer
I'm a self-employed PrestaShop expert. I help merchants with services adapted to their ecommerce project.

Below these options is a label "Company name *" followed by a text input field with the placeholder text "Enter your company name". At the bottom of the form are two buttons: "Disconnect" and "Save".

Step 3: Link your store to your PrestaShop account

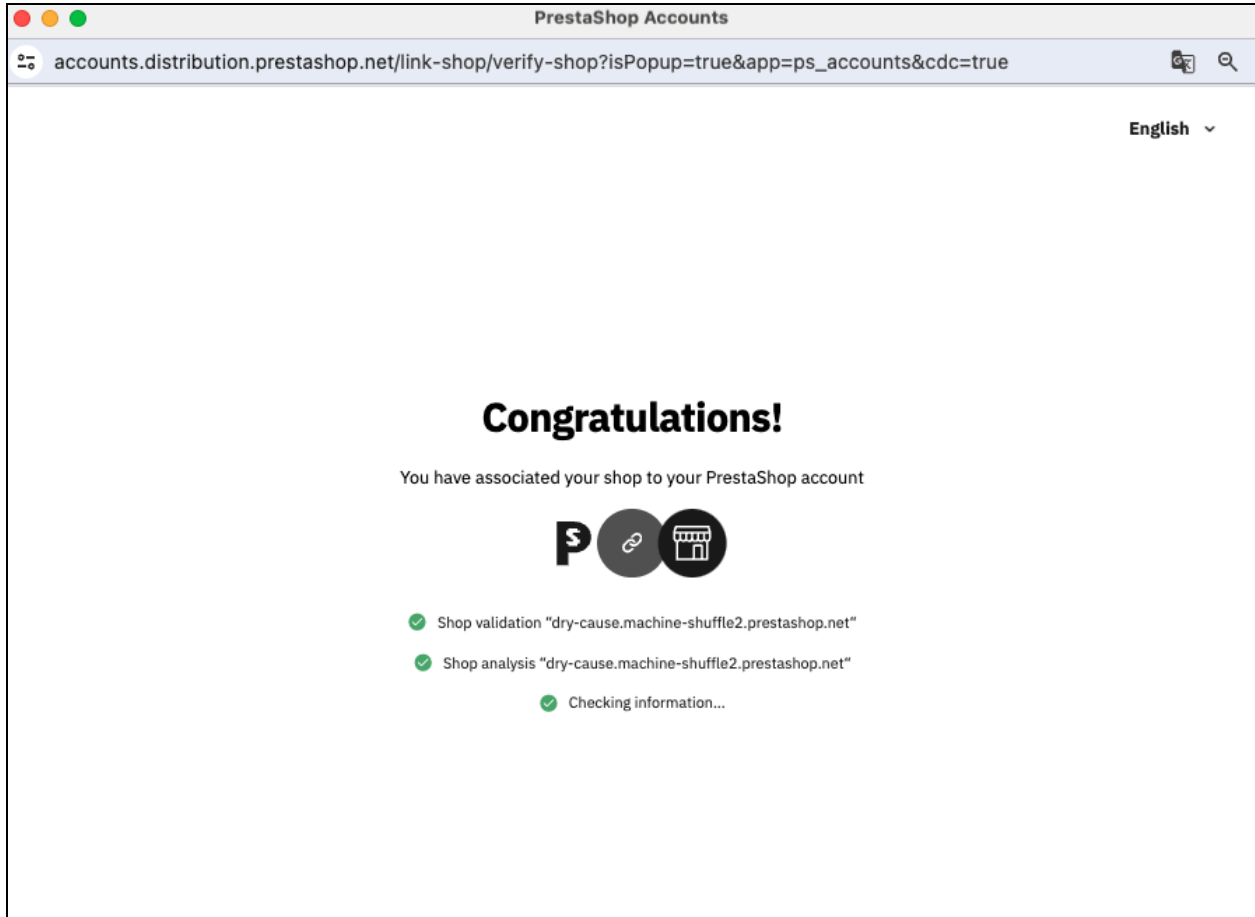


By clicking on the **"Accept and associate"** button, you start the linking process between your store and your PrestaShop account.

Several operations are performed at this point:

- The store's domain name is verified;
- The linked account is considered to be the store owner;
- Tokens are sent to the store to allow it to use PrestaShop modules and those of our partners.

After a few seconds, a message is displayed to confirm the success of the operation.



Warning: Sometimes, we can't link your store to your account because we can't reach the store (e.g. proxy in front of the store, duplication of stores, module override, etc.). In such cases, we display an error message to warn you that the operation has failed, and we invite you to visit our [Help Center](#) or [contact us](#) if your problem persists.

❗ 1 shop could not be linked

PrestaShop



https://

We are unable to contact your shop to complete the association, please try again later.

Your shop PrestaShop is already linked and verified. You are not the owner, you can't unlink this shop.

Show less

View my associated shops

Back to the back office

Once your store is linked with your PrestaShop account, you can return to the module configuration page. Here's what you should see:

- A green tick indicating that your store is linked to an account;
- The email address of the PrestaShop account linked to your store;
- A **"Manage linked stores"** button to give you a quick overview of all the stores currently linked to your PrestaShop account.



Link your store to a PrestaShop account



Your store is linked to the PrestaShop account
guillaume.lepage+account2207@prestashop.com

Manage linked stores

Specific case: Change the account linked to your store

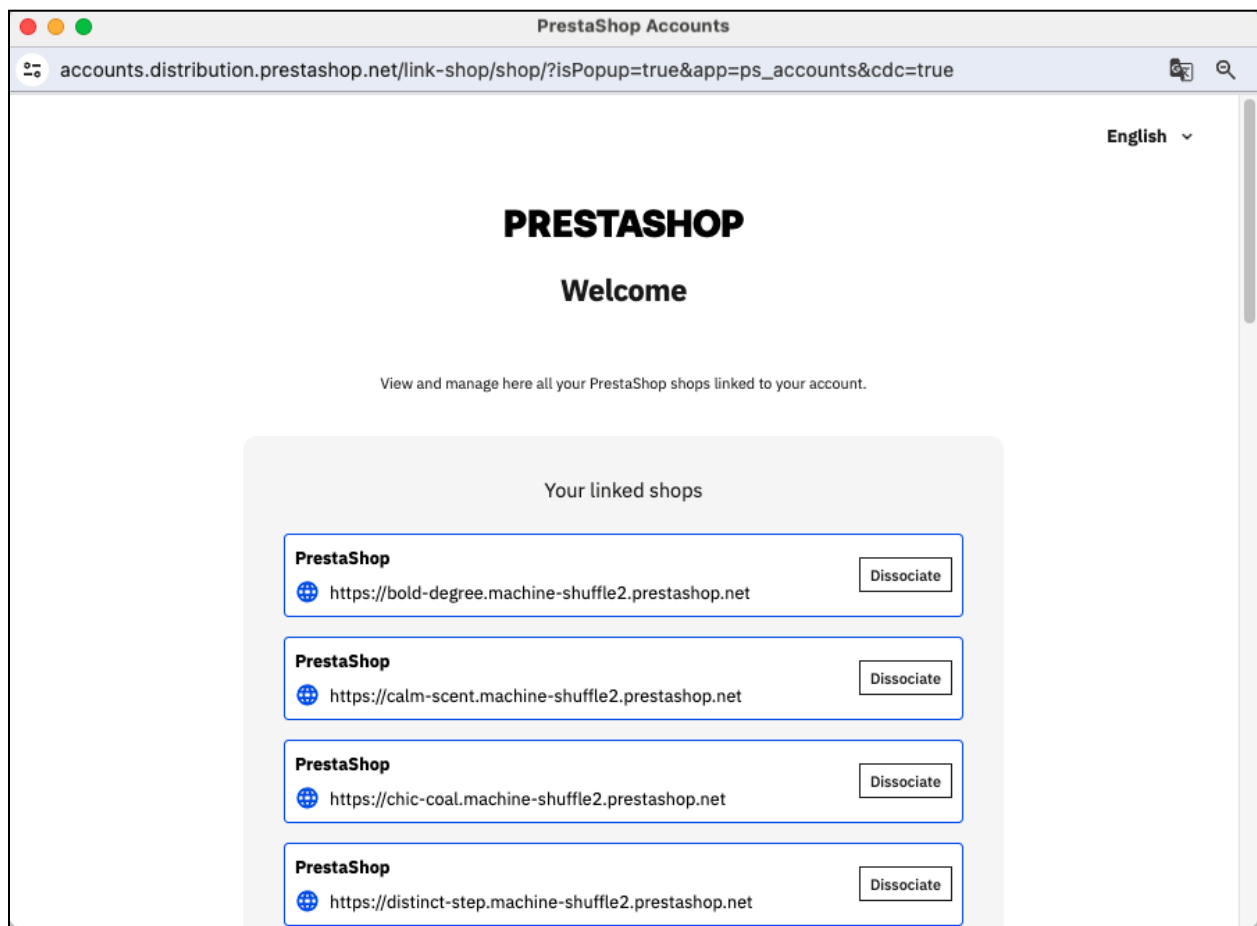
You may need to change the account that is currently linked to the store.

For example:

- The owner of the store has changed;
- You work with an agency and it was their account was linked instead of yours;
- You have several accounts and you made a mistake when linking your store;
- Etc.

In this case, go to the PrestaShop Account module configuration page and click on the **"Manage linked stores"** button.

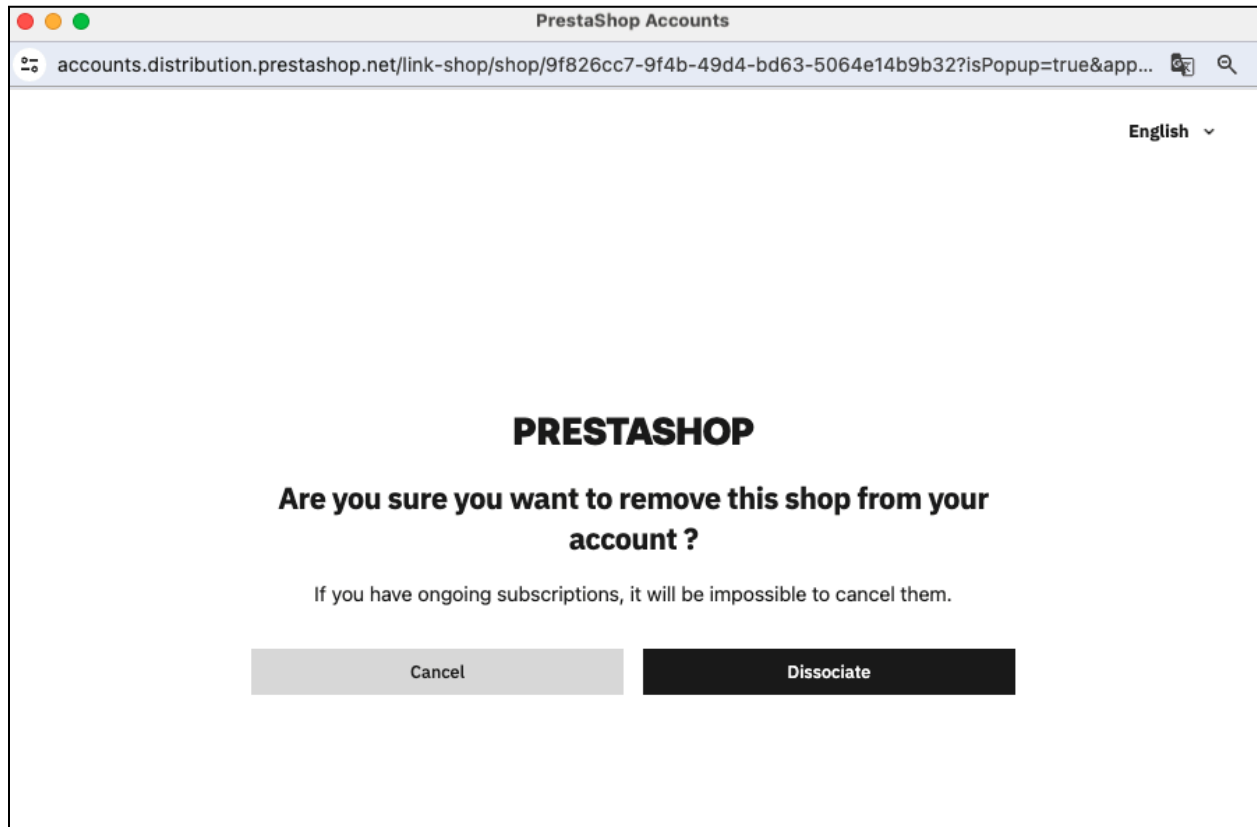
You should see a list of all the stores currently linked to your account.



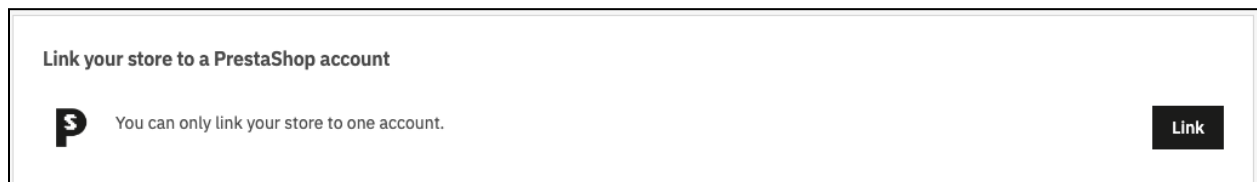
Note: Remember to sign in with the account linked to the store. The email address of this account is displayed on the module configuration page. If you are signed in with another account, sign out and sign in again with the right account.

Find the store you want to unlink on this page and click on the "**Dissociate**" button.

You will then be asked to confirm that you want to unlink the store from your PrestaShop account.



When you confirm, you are redirected to the module configuration page, and your store is no longer linked to any account.



You can now link the store to any other account.

PRESTASHOP

For more information on PrestaShop, visit [prestashop.com](https://www.prestashop.com)