HAVING TROUBLE LOGGING INTO YOUR ONLINE UNICOL ACCOUNT?
WANT TO ADD YOUR COLLEAGUE TO THE UNICOL WEBSITE?

Below we explain how best to overcome these situations.

1. TROUBLE LOGGING INTO YOUR PRE-EXISTING TRADE ACCOUNT

If you are a trade customer and previously had a UNICOL login, you will simply need to reset your password. This is down to the website moving over to a new site and with security measures in place it requires all users to update their password.

To do this, you will need to:

Head to unicol.com and click the person icon in the right hand corner or hover over and choose ‘Login’

Click the ‘FORGOT YOUR PASSWORD?’ link - located next to the ‘SIGN IN’ button.

Enter the email address that you used to sign in with. This will send a reset link to your email.

Following the link on the email, you will now be able to generate a new password for you to login with.

You will be redirected back to the Customer Login page where you will be able to login as normal again.

Still having issues? Please call 01865 767676 where someone will be able to help you further!

Please turn over for more solutions
2. TROUBLE LOGGING INTO YOUR PRE-EXISTING NON-TRADE ACCOUNT

If you are a non-trade customer and previously had a UNICOL login, you will need to re-register your account. This is down to the website moving over to a new site and with security measures in place it requires all non-trade users to re-register your account.

To do this, you will need to:

- Head to unicol.com, hover on the person icon in the right hand corner and click on ‘Register.’
- Fill in the fields with the relevant details. Once done, press ‘Create An Account’ and you will be logged in.
- Still having issues? Please call 01865 767676 where someone will be able to help you further!

3. ADDING A COLLEAGUE VIA UNICOL (SEPARATE LOGIN BUT TIED TO COMPANY)

If you are a trade customer and have an account with us but want to add another colleague for online ordering, you can add them via us! Let UNICOL know that they have joined the team or that they are a part of the ordering process. We will then add them to our internal database which will allow your colleague to access the website by simply following step one (reset password).

- Let accounts@unicol.com know that you would like to add someone to the database.
- Once added, Accounts will let you know. The colleague will then need to follow step one (reset password).
- Still having issues? Please call 01865 767676 where someone will be able to help you further!

Please turn over for more solutions
If you are a trade customer and have an online account with us but want to add another colleague for online ordering, you can add them via ‘Manage Subaccounts.’ For this to happen, you will need the Lead Account - if you don’t know who this is, please email marketing@unicol.com and they will be able to let you know which email address it is tied to.

To do this, you will need to:

Head to unicol.com and click the person icon in the right hand corner or hover over and choose ‘Login.’

Login to the website as you would normally (Lead Account login only - if unsure who this is email marketing@unicol.com)

Select ‘Manage Subaccounts’ from the menu bar on the left hand side of the screen.

Here, you will be able to add/manage subaccounts, including their account permissions.

Fill out the Subaccount form and set their permissions to your liking.

**NOTE** - you will need to tell your colleague the password you set or ask them to ‘forget password.’

Still having issues? Please call 01865 767676 where someone will be able to help you further!

If you are unsure about what to do, or which option is right for you, please get in touch at marketing@unicol.com or call +44(0)1865 767676 where someone will help get you going!