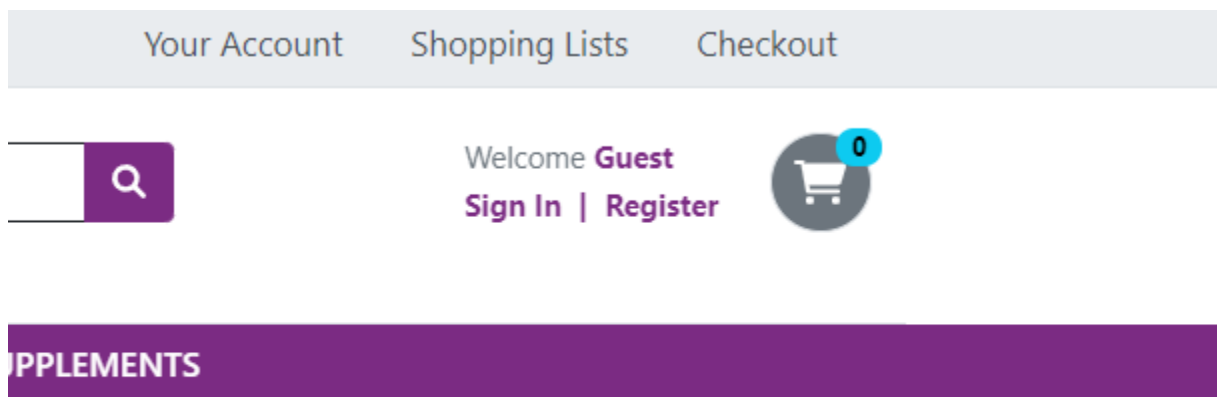


# Using Your Existing Rewards Account with Roots Market's New Online Store

If you already have a Rewards Account you will have to use the **Reset Password** function in order to create a login for our new online store.

1. Go to [rootsmkt.com/shop-online/](https://rootsmkt.com/shop-online/), pick your preferred store, and click **Sign In**.



2. Then click **Reset Now**.

## Sign In

Not signed up yet? [Create Account](#)

Welcome back! Sign in for faster checkout and to be able to track and view your past orders.

E-mail, Phone, or Account Number \*

Password \*

Sign In

Forgot your password? [Reset Now](#)

3. Choose **Email** as your Reset Method, enter the email address associated with your rewards account, and click Submit.

## Reset Password

Know your password? [Sign In](#)

We need to send you a verification code. How would you like to receive it?

Reset Method \*

Email \*

4. You will now be prompted to enter a Verification Code.

## Reset Password

Know your password? [Sign In](#)

Your verification code will be sent shortly using the provided contact method.

Verification Code \*

5. Check your email. It may take a few minutes, but you should receive an email with the subject **Roots Market - Clarksville** (or Olney, depending on which store you picked) **Account Verification**. In the

body of the email is your code. CC



Account Recovery

Your verification code is **927137**

### Contact Info:

Roots Market - Clarksville

Phone: [443-535-9321](tel:443-535-9321)

Copy the code and paste it into the box on the website shown in Step 4, and click **Submit**.

- Now you will be prompted to create a password. Your new password must be at least eight characters long, have at least one UPPERCASE letter, one number, and one symbol character.

## Reset Password

Know your password? [Sign In](#)

We recommend you create a complex password that is different than a password you have used in the past.

Create a New Password \*

Your password must include:

- ✗ At least eight characters
- ✗ At least one UPPERCASE letter
- ✗ At least one number
- ✗ At least one symbol !@#%&^\*

Continue

Once you have created your new password, please write it down in a safe place. You are now logged in to our new online store and are ready to begin shopping!