

How to reset your password

① Login Screen

Please click here if you have forgotten your password.

Login

※If you are already registered with Nellie's Online Store, you just need to reset your password.
Please click "Forgot your password?" below to reset your password.

Members

If you are a member, please enter your customer ID and password to log in.

Customer ID:

Password:

[Forgot your password?](#)

For first-time users

② Enter the login ID that you have been using on our old online site next to "Customer ID".

Enter the registered "contact telephone number"

Click "Send".

パスワード再設定

Will confirm membership information
Please enter Customer ID and Contact phone number that was used when you registered your membership information, then click the send button.

Customer ID

Contact phone number

③ Email confirmation

A "Reset your Password" email will be sent to your registered email address.

The email will be sent from the address, consult@nellies.jp

Please click on the URL in the email.

差出人: consult@nellies.jp
宛先:
C C:
件名: パスワード再設定のご案内

ネリーズオンラインストアをご利用いただき誠にありがとうございます。
以下の URL から会員 ID と新しいパスワードを入力し、
パスワードの再設定をお願いいたします。

*The URL will expire after 24 hours after the email is sent.
<https://nellies-bs.com/shop/customer/resetpass.aspx?authkey=29e64x9xij4otzplxbce>

このメールに身に覚えがない場合は、以下までご連絡ください。
=====

株式会社ネリーズ
〒102-0071 東京都千代田区富士見 2-11-3 研究社富士見ビル 3F
TEL : 03-5275-6761 / FAX : 03-3556-7326
E-mail : consult@nellies.jp
URL : <http://nellies-bs.com/>
=====

④ Please enter your customer ID to set your new password from the online store page.

Enter your current customer ID and new password.

Click "Change".

パスワード再設定

Enter your current Customer ID and new Password, then click the edit button.

Current Customer ID

New Password (Please enter a password that is more than six, and less than 20 half-width letters, numbers, or symbols. You will not be able to use your customer ID as your password.)

Re-enter new Password (Please re-enter to confirm.)

変更ボタンをクリックすると、お客様の古いパスワードを新しいパスワードに変更させていただきます。

⑤ You are done with resetting your password.

Please record your new password and continue to use it on our site.

We hope you enjoy shopping with our Nellie's Online Store.

パスワード再設定

Password has been changed
Log in to My Page again.