



THRESHOLD[®]
ENTERPRISES LTD

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Sign Up FAQ.

Having trouble signing in? Here are some suggestions.

Q. What is my Threshold Account Number?

A. The Threshold account code consists of 2 letters and 4 numbers. It can be found on any invoice from Threshold or on the regular monthly newsletter.

Q. I got an error on sign up that says "The account code is already associated with another login". Why is that?

A. The Threshold retailer site only allows one user per customer code. Most likely someone else at your company has already signed up.

Q. Why doesn't my password work?

A. The password is chosen by you when you sign up for an account. It is not your Threshold account number.

It is case sensitive, so make sure that your CAP LOCKS key is off. Make sure your email is typed correctly and try retyping the password. If that still doesn't work, click FORGOT YOUR PASSWORD? and you will immediately receive an email with your password in the body.

Q. Why didn't I receive my activation email or my forgotten password email?

A. Some mail services are set to characterize auto-generated email as spam. If you are expecting an email from Threshold and do not receive it, please contact our Web Support Group at csp1@thresholdent.com.