

## LOG-IN INSTRUCTIONS AND HELPFUL TIPS

### [singer.mysewnet.com](http://singer.mysewnet.com)

There are 2 options available for signing in to the new **singer.mysewnet.com** website. Which option you choose will depend on whether or not you have previously registered a machine on the [www.singerco.com](http://www.singerco.com) website.

1. If you have never registered a SINGER® machine via the product registration page at [www.singerco.com](http://www.singerco.com), click on “REGISTER” located within the black tool bar and simply follow the prompts.
2. If, however, you have previously registered a SINGER® machine via the product registration page at [www.singerco.com](http://www.singerco.com), AND you are still using the same email account, click on “SIGN IN” located within the black tool bar.



Once you click on “SIGN IN”, the following screen will appear. Do not enter your email address and password. You will be required to reset your password at this point. Click on “Reset your password”.

MY MACHINES MY PROFILE DOWNLOADS REGISTER SIGN IN

### Sign In

When you're signed in you will have easy access to all the mySewnet™ Services. Go ahead and sign in below!

Sign in with your mySewnet™ Account details

E-mail address\*   
The E-mail address\* field is required.

Password\*   
\*Required fields

Remember me

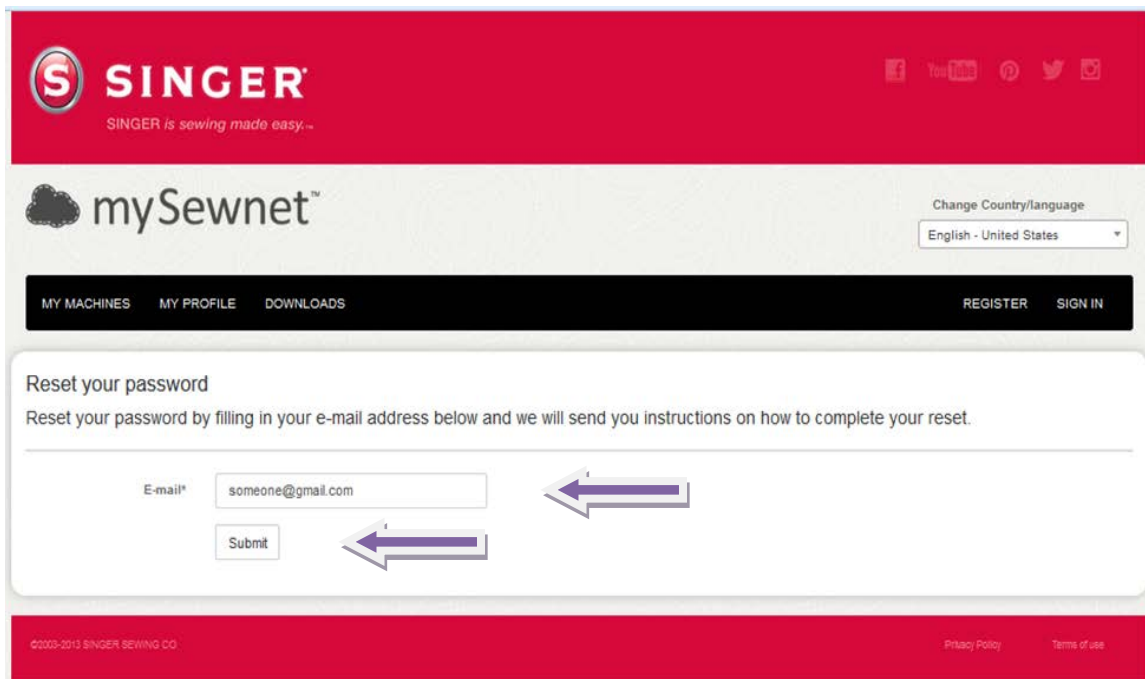
[Reset your password](#) if you've forgotten it. [Register](#) if you don't have a mySewnet™ Account.

### Do you need support?

[Reset your password](#) if you've forgotten it.

Contact our machine support, if you still have problems: Customer Care Toll-Free: 1-800-4-SINGER (1-800-474-6437)  
Monday through Friday, 8:00 a.m. to 6:00 p.m. (Central time)  
talktous@singerco.com [Contact Page](#)

This will take you to the next screen where you will enter your email address. Once you enter your email address and click on "Submit", an email message will be sent to your inbox. Follow the prompts in the email to reset your password.



SINGER SINGER is sewing made easy...

mySewnet™ Change Country/language English - United States

MY MACHINES MY PROFILE DOWNLOADS REGISTER SIGN IN

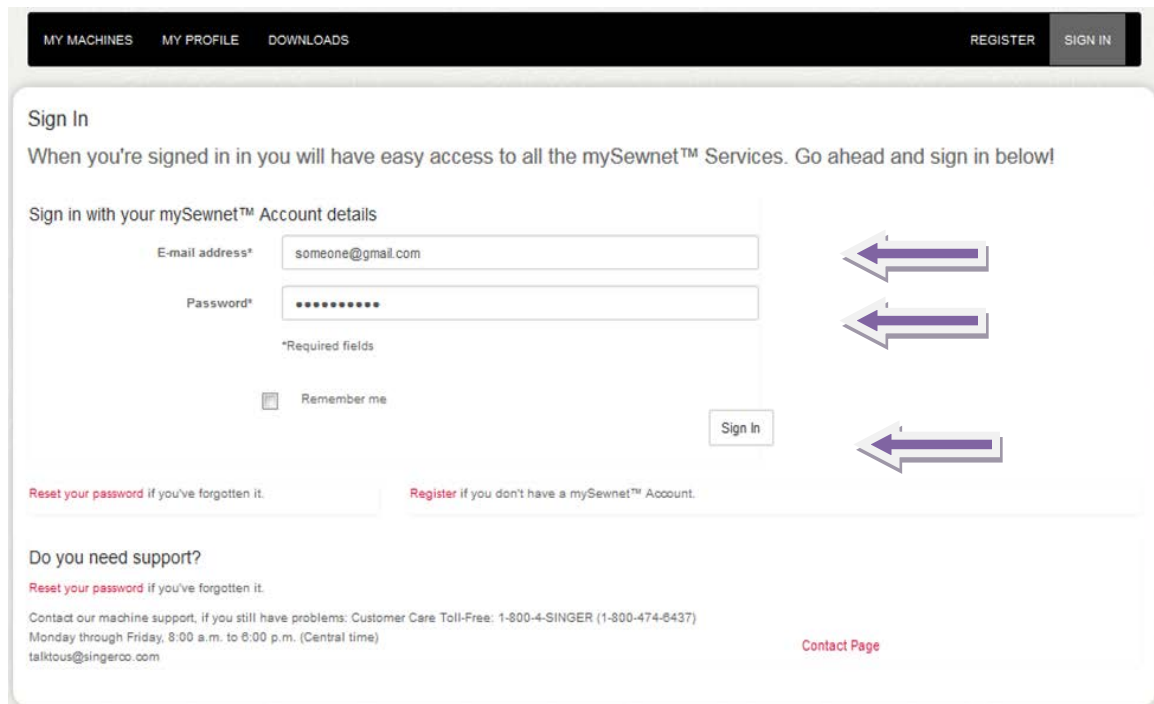
### Reset your password

Reset your password by filling in your e-mail address below and we will send you instructions on how to complete your reset.

E-mail\*

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Once you have reset your password, you will then be able to sign in using your email address and new password in the future. After entering your email address and password, click on “SIGN IN”.



## HELPFUL TIPS:

**Q.** I am getting a message that my email address already exists when I try to register?

**A.** If you receive the message that your email address already exists when trying to register, this is an indication that sometime in the past, you did register a SINGER® machine on the [www.singerco.com](http://www.singerco.com) website. Please follow the steps for the “SIGN IN” option.

**Q.** I am getting an error message when I try to download the “Intro PSW” software?

**A.** This error message is usually an indication that your security or firewall program is preventing the software from loading. Simply disable your security program to allow the software to download. Don't forget to enable the security program after you have loaded the software.

**Q.** Which option do I use if I have registered a machine on [www.singerco.com](http://www.singerco.com), but I am using a new email address?

**A.** Click on “REGISTER” located within the black tool bar and follow the prompts for creating a new account.

*SINGER is sewing made easy™*