

**Dear CE-Storefront User:**

The following are instructions on accessing your CE-Storefront account through the CE website:

1. **If you were accessing CE-Storefront through the CE website before June 14, 2010, then your access has not changed. Please disregard.**
2. If you were accessing CE-Storefront through the HVAC Partner's website,
  - a) And if you received an email with your ID, then follow the instructions below:
    1. Log-on to [www.carrierenterprise.com](http://www.carrierenterprise.com)
    2. Click Shop Online
    3. Type in your ID
    4. Click on "Forgot My Password"
    5. Answer the question by typing in the word: **Storefront** (type in exactly as shown)
    6. You will receive the message: "Your password will be emailed to you"
    7. You should receive your password within the next hour

Your Storefront User Name is: <enter your HVACPartners ID> (example: **jsmith**) Password Recall Question: **What do you want** Answer to Password Recall Question: **Storefront**



- b) If you DID NOT receive an email with your ID, please check your spam filter to see if the email was caught by your email system. Otherwise, please **contact your regional CE-Storefront administrator:**

Mid-Atlantic: [mary.l.johnson@carrierenterprise.com](mailto:mary.l.johnson@carrierenterprise.com)

Florida: [richard.f.pachucki@carrierenterprise.com](mailto:richard.f.pachucki@carrierenterprise.com)

Southeast: [laraine.t.owen@carrierenterprise.com](mailto:laraine.t.owen@carrierenterprise.com)

South Central: [vickie.coker@carrierenterprise.com](mailto:vickie.coker@carrierenterprise.com)