



To access your MySouthernStates account on our web site you will need to reset your password using the steps below.

**Step 1:** Visit <https://mysouthernstates.southernstates.com/>. Click the "forgot password" button and follow the steps to enter your user id or email address to retrieve your temporary password.

**SOUTHERN STATES®**  
Farmer owned since 1923.

Username: johndoe123

Password: [masked]

Login

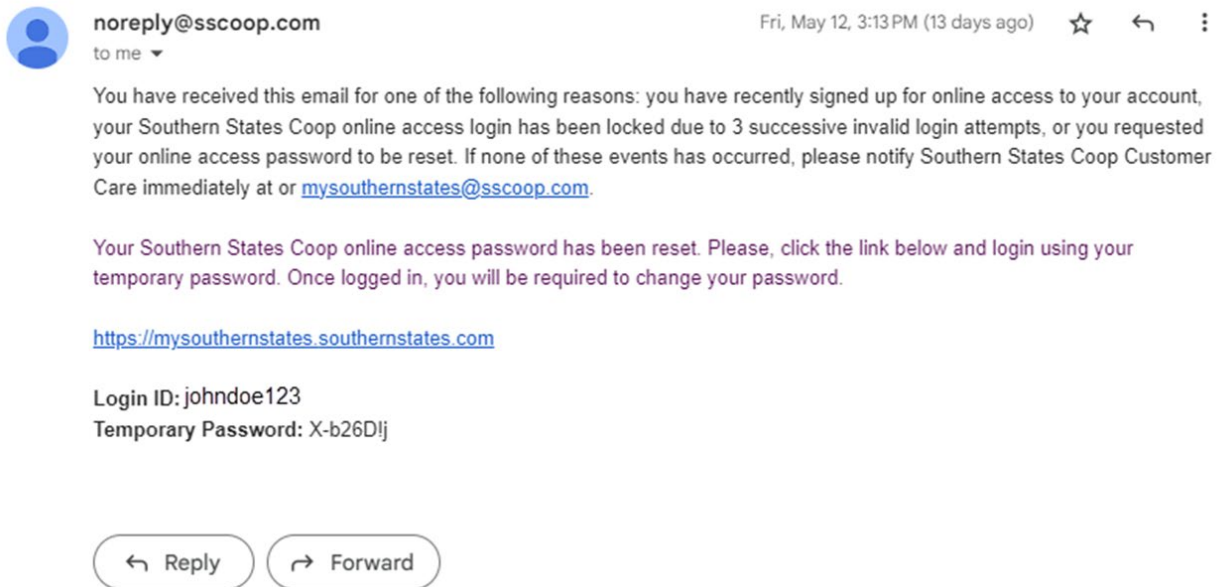
Cancel

Forgot Username?


Forgot Password?

v4.7.9.20

**Step 2:** You'll receive a password reset email that looks like the one below:



**Step 3:** Log in to <https://mysouthernstates.southernstates.com/> using the temporary password sent to you by email.



Form for logging in to MySouthernStates.com. It includes a username field with 'johndoe123', a password field with masked characters, a 'Login' button, a 'Cancel' button, and two links: 'Forgot Username?' and 'Forgot Password?'. The version number 'v4.7.9.20' is displayed at the bottom right.

**Step 4:** Once logged in, use your temporary password to set your new password and Security Question. Use your temporary password as your “Old Password”

### Reset Password

You are required to reset your password before you can view any account information.

Passwords must adhere to all the following criteria:

- At least 6 characters
- At least (1) upper case charater
- At least (1) lower case character
- At least (1) special character (@#\*\$-+?=!%)

Old Password: [masked]

New Password: [masked]

Confirm New Password: [masked]

Security Question: what was the name of your elementary / primary school?  
[Lakeview]

[Change Password](#)

**Step 5:** Use your MySouthernStates.com account to update your email preferences, view your comprehensive purchase history, statements, pay your bill, view your loyalty status and more.

**Step 6:** Explore the new <https://southernstates.com/> web site! We appreciate your patience as we experienced unexpected delays with our account access. We look forward to you visiting our new web site.

If you have trouble resetting your password, contact the Customer Service at 1-888-218-3339 or [mysouthernstates@sscoop.com](mailto:mysouthernstates@sscoop.com) for assistance.