How to Find the Reset Password Email

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Introduction

When you request to reset your account password, a reset password email will send to you by the email address you have in our system to provide a link to reset your account password. The email should look like this:
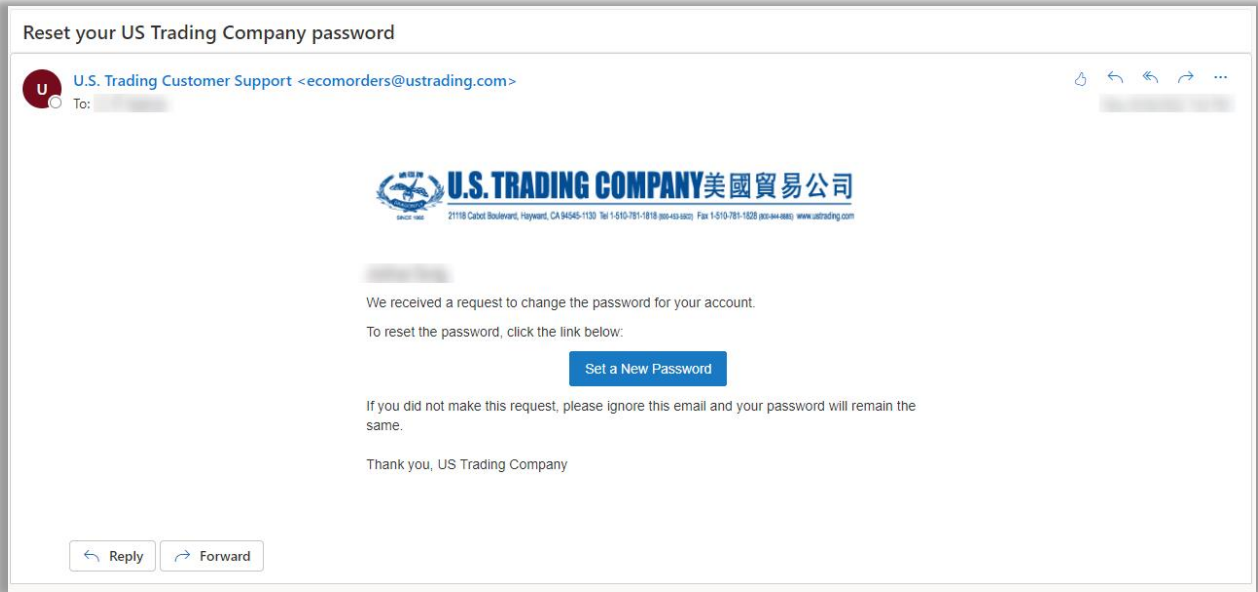

The reset password email normally takes 10 to 20 minutes. Please remember to refresh your email mailbox to see any new incoming emails.

To find the reset password email, you can do a search on your email account with the keyword "ecomorders@ustrading.com" or simply "ustrading.com"

Google Gmail

1. Open your browser and login into your Gmail account
2. Type the "ustrading.com" in Search Bar ①
3. Make sure you select "All folders" ②
4. You may see some results in③, if you did not see them, press Enter or the search glass icon to see the completed result.
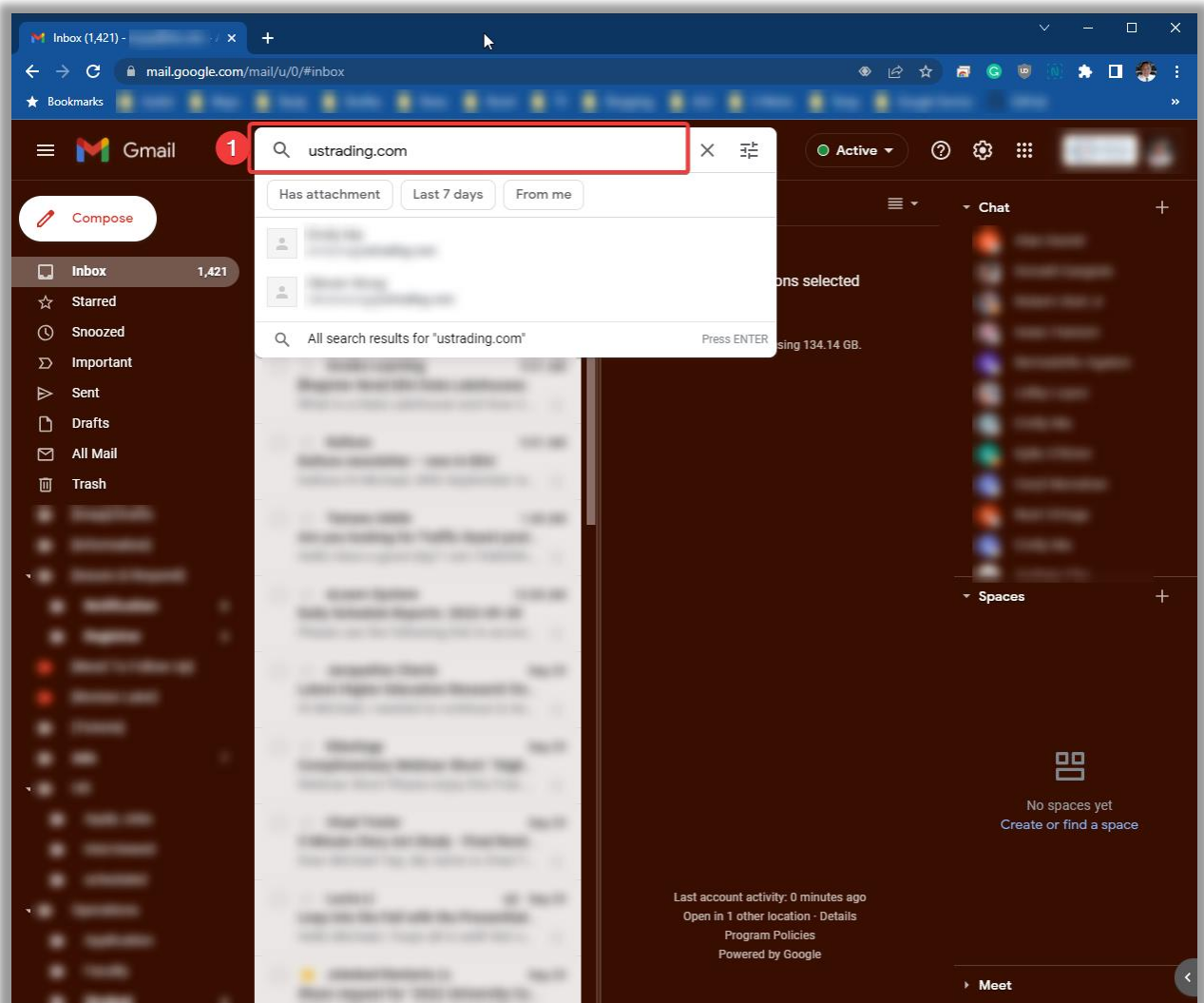
Microsoft Outlook (Web)

1. Open your browser and login into your Microsoft Outlook
2. Type the "ustrading.com" in Search Bar ①
3. Make sure you select "All folders" ②
4. You may see some results in③, if you did not see them, press Enter or the search glass icon to see the completed result.
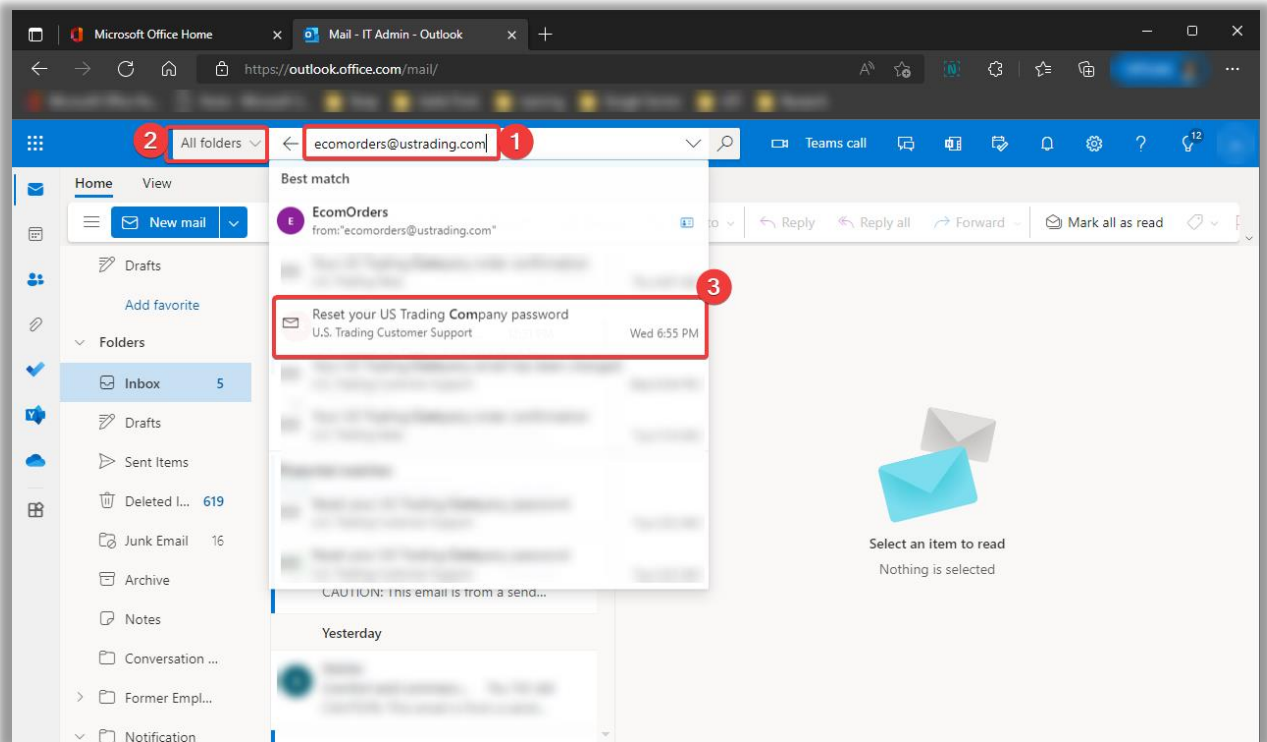
Microsoft Outlook (Desktop Application)

1. Open your Microsoft Outlook application
2. Type the "ustrading.com" in Search Bar ①
3. Make sure you select "Current Mailbox" ②
4. Press Enter or the search glass icon to see the completed result.