

Customer Registration & Login

DOCUMENTATION · CUSTOMERS

■ What this guide covers

Customers need somewhere to sign up, somewhere to log in, a way back in when they forget their password, and a way to keep their details current. Flowworx provides all four as builder elements, styled to match your site and working the same way as every other element you place on a page.

This guide covers each form, what you can configure on it, and how to wire the set together.

✦ *These forms replace the third-party registration plugin that used to handle this. If your site still has one active, do not run both — decide which owns your account pages and remove the other from the pages it appears on.*

■ The four forms

ELEMENT	THE PAGE YOU PUT IT ON	WHAT THE CUSTOMER DOES
Registration	Sign up	Creates an account
Login	Log in	Signs in
Reset Password	Forgot password	Requests a reset link, then sets a new password
Edit Profile	Edit profile	Updates their name, email, phone and address

All four appear under **user profile** in the builder's element list, alongside the User Profile element itself. Each goes on its own page.

They share one visual style, so the set looks consistent regardless of which one a customer is on, and each carries the same set of style controls for the submit button.

The fields and labels take your theme's own form styling. There is nothing to configure and nothing to match by hand: whatever your site uses for a form field — its height, corner radius, border, background and text colour — is what these forms use. Change it once in the builder's **Style** panel, under **Form**, and all four follow. That also means they come out right on a dark style kit, rather than staying dark-on-dark with glaring white boxes.

■ Setting up the pages

The pages need to exist before you can put the forms on them. Create four — *Sign up*, *Log in*, *Forgot password*, *Edit profile* — then open each in the builder and place the matching element.

Create them under Settings → Main Pages rather than WordPress's own Pages. These are system pages, not content, and keeping them there holds all your account pages together and out of your normal page list. None of these four needs a particular slug — nothing looks them up automatically, and you point at them yourself through the link fields below. See the Customer Accounts & Profile guide for the full set of main pages a site needs, including the order summary, which *does* have a required slug.

Once they exist, tell them about each other. Each form has fields for the links that appear beneath it:

- **Registration** → *Login URL* ("Already have an account?")
- **Login** → *Register URL* and *Lost Password URL*
- **Reset Password** → *Login URL*
- **User Profile** → *Login URL* and *Edit Profile URL*

✦ *Fill these in. Every one you leave empty either hides a link a customer needs, or falls back to the plain WordPress screen — which is the one thing on your site that will not look like your site. The forgotten-password link in particular defaults to the WordPress password-reset page unless you point it at your own.*

■ Registration

Creates an account and logs the customer straight in. No confirmation email to click, no waiting.

Signup

lorem ipsum dolor

First name

Last name

Email address

Password

 [Show](#)

- ☐ At least 8 characters
- ☐ One lowercase letter
- ☐ One special character

- ☐ One uppercase letter
- ☐ One number

Confirm password

 [Show](#)

Create account

[Already have an account? Log in](#)

The sign-up form as a visitor sees it.

The form asks for first name, last name, email, password and password confirmation. A username is generated automatically from the customer's name — they never pick one, and they log in with their email address.

What you can configure

Form

- **Redirect After Signup** — where to send them once the account is created. Their profile page is the usual choice; leave it empty for the home page.
- **New User Role** — the role assigned to new accounts. Defaults to *subscriber*, which is what you want.

Copy

- **Heading, Subheading, Button Label, Success Message** — all optional; sensible defaults apply.

Login Link

- **Login URL** and **Login Link Label** — the "already have an account" link under the form. Leave the URL empty to hide it.

Terms & Conditions

- **Require a terms & conditions checkbox** — adds a checkbox the customer must tick to register
- **Terms URL** and **Terms Label** — what it says and where it links

Password Policy — covered in its own section below.

Button — style and size, using the same button options as the rest of your site.

✦ *A registration form is the one page on your site where a role dropdown could do real damage. Administrator, editor, author and contributor are refused outright — a request asking for one is downgraded to subscriber. There is no configuration that lets a public form hand out an administrator account.*

Live feedback as they type

Two checks run as the customer fills the form in, rather than after they submit:

- **Email availability** — if the address already has an account, they are told immediately, with a nudge to log in instead
- **Password strength** — a strength bar and a checklist of your requirements, each ticking off as it is met

This matters more than it sounds. A password rejected after submitting is a form the customer has to fill in again; a password checked as they type is one they get right the first time.

■ Password policy

Registration and Reset Password each carry the same set of password rules, configured per element:

- **Minimum Length** — how many characters, at least
- **Require an uppercase letter**
- **Require a lowercase letter**
- **Require a number**
- **Require a special character**

The default is eight characters with all four character types required.

Whatever you set drives three things at once, so they cannot disagree: the live checklist the customer sees, the check before the form submits, and the check on the server when the account is actually created.

✦ **You can make the policy stricter, never weaker than eight characters.** If you enter a lower minimum it is raised back to eight. This is a floor, not a suggestion — it holds even if the form is tampered with.

✦ *Set the same policy on your Registration and Reset Password elements. If they differ, a customer can register under one set of rules and then reset their password under another, which is confusing and quietly undermines whichever is stricter.*

■ Login

Signs the customer in and sends them where you specify.

The login form is set against a dark blue background. At the top left, the word "Login" is written in a large, white, sans-serif font. Below it, the text "lorem ipsum" appears in a smaller, lighter blue font. The form contains two input fields: "Username or email" and "Password". The "Password" field has a "Show" link in light blue on its right side. Below the inputs is a "Remember me" checkbox with its label in light blue, and a "Forgot your password?" link in light blue on the right. A large, rounded button with a blue-to-purple gradient and the text "Log in" in white is centered below the inputs. At the bottom, a link "Don't have an account? Sign up" is displayed in light blue.

The login form, with its link through to password reset.

What you can configure

- **Redirect After Login** — their profile page is the natural target; empty sends them to the home page
- **Heading, Subheading, Button Label, Success Message**
- **Show "Remember me" checkbox** and its label — keeps them signed in between visits
- **Show "Forgot password" link, Lost Password URL**, and its label — point this at your own Reset Password page
- **Register URL and Register Link Label** — the "create an account" link under the form
- **Button** style and size

✦ *Login failures give a deliberately vague message — "invalid username or password" — regardless of what actually went wrong. It is not a missing feature. Telling a stranger that an email address exists but the password was wrong confirms which of your customers have accounts, which is exactly what someone probing your site is looking for.*

■ Reset Password

One element that handles both halves of a password reset, switching between them on its own:

1 Request mode — what a customer sees arriving from a "forgot password" link. They enter their email address and a reset link is sent to them.

2 Set mode — what they see after clicking the link in that email. They choose a new password, with the same strength meter and checklist as registration.

Put the element on one page. It works out which mode to show from the link the customer arrived on, and only accepts a link that is genuine and still valid.

What you can configure

- **Heading** and **Subheading**
- **Request Success Message** — shown after a reset link is requested
- **Reset Success Message** — shown after the password has actually been changed
- **Request Button Label** and **Set Password Button Label** — one per mode
- **Redirect After Reset** — your login page is the obvious target; empty stays put and shows the success message
- **Login URL** and **Login Link Label**
- **Password Policy** — the same five settings as registration
- **Button** style and size

✦ *The request response is intentionally the same whether or not the email address has an account. As with login, an honest "no account with that email" would let anyone check which addresses are registered with you. Keep your Request Success Message wording neutral — something like "if that address has an account, a reset link is on its way."*

✦ *The reset email is sent in the customer's own language, if your site runs in more than one.*

■ Edit Profile

Lets a signed-in customer maintain their own details, which is the difference between a customer fixing their own address and a customer emailing you to do it.

The form covers:

- First name, last name, email
- Phone number
- Street, city, postcode, country

What you can configure

- **Heading, Subheading, Button Label, Success Message**
- **Redirect After Save** — optional; leave empty to stay on the page and show a confirmation
- **Button** style and size

Email addresses are checked for valid format as they type, so a typo is caught before it locks them out of their own account.

✦ *The address saved here is reused at checkout. A customer who keeps their profile current gets a checkout with the address and phone fields already filled in — which is a small thing that measurably reduces abandoned carts.*

■ The phone number field

Phone numbers on both the edit-profile form and the checkout use a dial-code selector rather than a plain text box: a searchable dropdown of countries with flags, then the national number beside it.

- The country defaults to Switzerland on these forms, or is guessed from the visitor's browser language elsewhere
- Letters are rejected as they type
- The number is validated for a plausible length before the form submits
- The stored value always includes the dial code, so it is dialable as recorded

Phone numbers remain optional — an empty field saves as empty.

■ What happens after registration

When a customer registers:

- 1 The account is created with the role you configured
- 2 A username is generated from their name
- 3 They are logged in immediately — no confirmation step
- 4 They are sent to your redirect target
- 5 Any course set to auto-assign on registration is granted to them

That last point is worth knowing if you offer free content. A course with **Auto-assign on registration** enabled is unlocked for every new account the moment it is created — which makes a free intro course an effective reason to sign up. See the Courses & Learning Programs guide.

■ Linking it together

A working set of account pages usually ends up wired like this:

- **Header** — a "Log in" link for logged-out visitors, a "My account" link for logged-in ones. The header's top bar can show or hide links based on login state, so both can live in the same place. See the Site Header guide.
- **Login page** — links out to the registration page and the forgotten-password page
- **Registration page** — links back to the login page
- **Forgot password page** — links back to the login page
- **Profile page** — links to the edit-profile page, and carries a logout link