



## Check Junk/Spam

The consumer should check their spam and/or junk folder.

## Resend the Invitation Email Link

Within Order Details, a **Resend Invitation** link will appear next to the consumer's name.

*Note:* If you do not see the **Resend Invitation** link, it is because the consumer has already created an account.

The screenshot shows a user profile form for 'Buyer 2'. At the top, there is a blue header bar with the text 'Buyer 2' and a 'Resend Invitation' link highlighted with a red box. To the right of the header, it says 'This is a company, LLC, or group account'. Below the header, the form contains the following fields:

- Email Address: eddiebuyer@email.com
- Username: EddieBuyer03112020202951716
- Buyer First Name (\*): Eddie
- Buyer Middle Name: (empty)
- Buyer Last Name (\*): Buyer
- Cell Phone: (empty)
- Street Address (\*): 123 Left Lane
- City (\*): Dallas
- State (\*): Texas (dropdown menu)
- Zip Code (\*): 12345
- International Phone Number: +1-United (dropdown menu)

## Contact Pavaso Support

If the above does not resolve the issue, please contact Pavaso Support:

**Business Hours:** Monday – Friday 7:00 am – 8:00 pm CST

**Email:** [support@pavaso.com](mailto:support@pavaso.com)

**Phone/ Closing Hotline:** (866) 288-7051, Option 3

**24/7 Online Help Library:** Log into your Pavaso account and click on **Help** next to your name.