

Gunstock eStore Frequently Asked Questions

1. **The eStore tells me “No customer account found” when I try to log in, but I know I have an account. What do I do?**

This message appears when an invalid username is entered. If you do not remember your username, please do NOT create a new account! From the Account login page, you can click on “Forgot username” or “Forgot password”.

You may also email us for assistance. Please be sure to email us your full name and date of birth to Gunstock at services@gunstock.com using the subject line “USERNAME NEEDED.” Note that clicking the “Forgot Password” link will not resolve this problem.

2. **The eStore tells me “The credentials provided are incorrect” when I try to log in. What does this mean?**

This message appears when you have typed a valid username, but not a valid password. Click the “Forgot Password” link to resolve this problem. *Please be sure to check your spam folder if you do not see an email from Gunstock in your inbox.

3. **I tried to create a new account on the eStore, but it tells me “The Specified e-mail address already exists.”**

This message indicates that there is already an eStore account associated with the e-mail address you provided. *Return to the sign-in page and click on (forgot password). Alternatively, if you previously created an account in your child’s name with your e-mail address, you will need to:

1. Log in to your child’s account
2. Change the e-mail address associated with your child’s account
3. Log out of your child’s account
4. Create your new account using your e-mail address.
5. You can also reach out to the Ticket Office for assistance by calling 603-737-4388 or emailing services@gunstock.com

Please note that it can take up to 24 hours after changing your child’s account before you can create your new account using your address. So please don’t wait until the last day of registration to login to your account 😊.

4. **I have visited Gunstock within the past 3 years, but I do not have my RFID code to create my new eStore account.**

If you have skied, snowboarded, or enjoyed any of Gunstock’s summer adventures in the last few years, you already have a guest record in our database with an RFID code. Please email your full name and date of birth to Gunstock at services@gunstock.com using the subject line “CODE NEEDED” to find the code needed to link your new eStore account to your existing guest record.