



USER GUIDE

RESETTING YOUR PASSWORD

VERSION 1.0

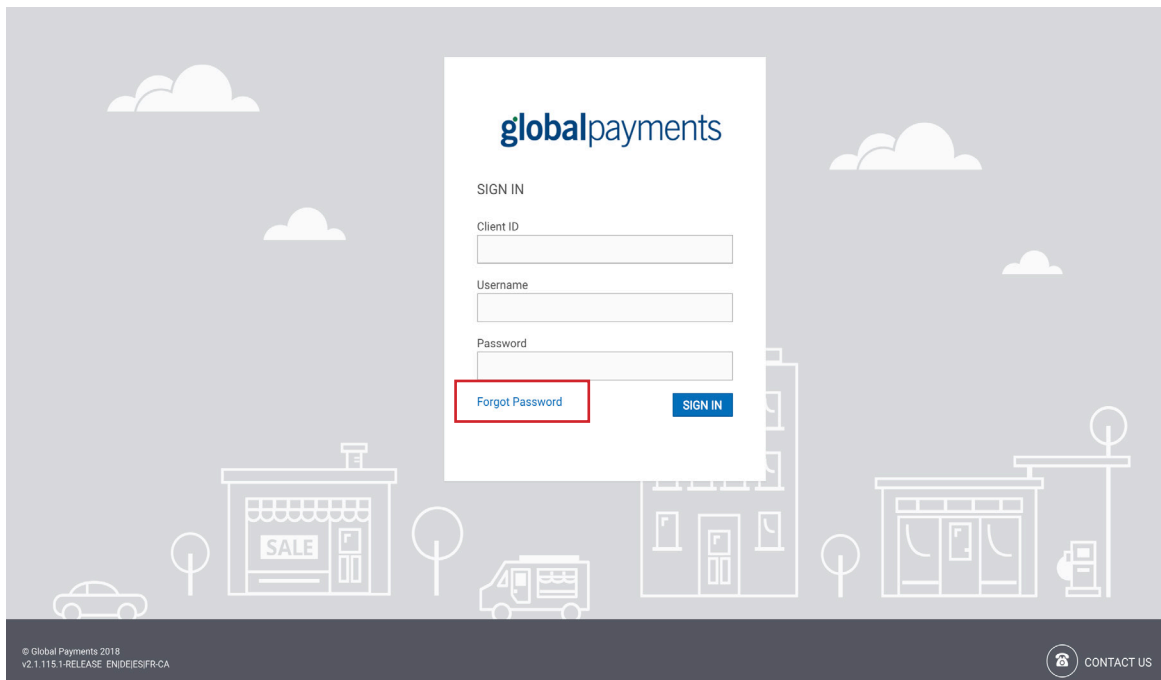


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Step 1

Click "**Forgot Password**" on the log in screen.



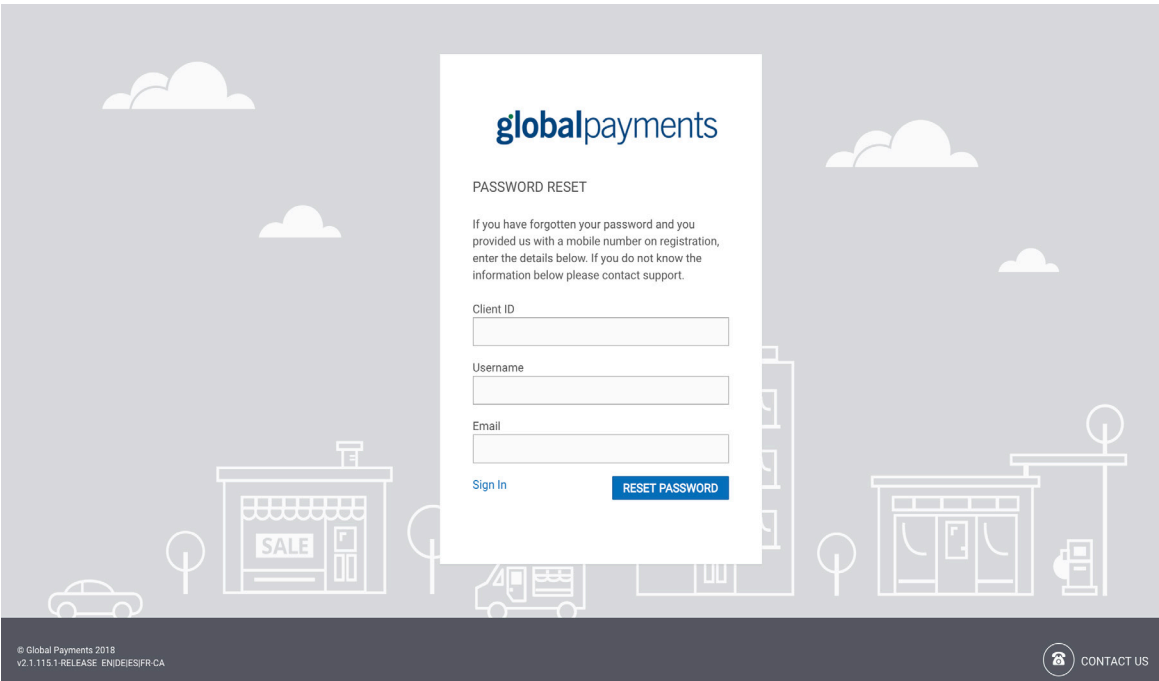
Step 2

Enter your details:

Client ID - The client ID of the account. Can be found on correspondances with Global Payments or your Welcome Email.

Username - The username you log in with and set up when registering.

Email - The email address the account is registered with.



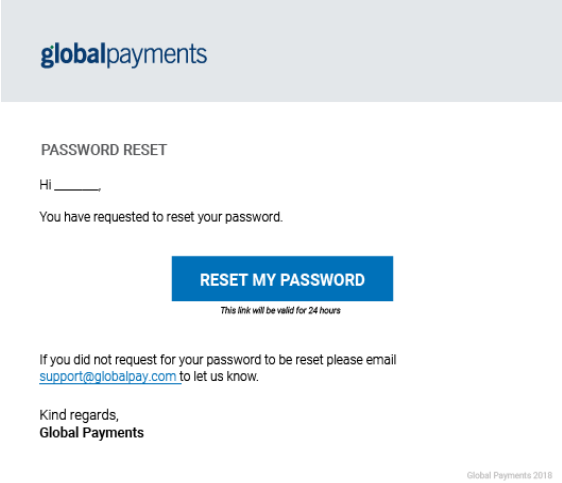
Step 3

Depending on your password reset preferences (which can be updated via the User Management section), you will either receive a password reset email or a password reset email with accompanying verification code. This will be sent via SMS text message to the mobile phone number you have registered with your account.

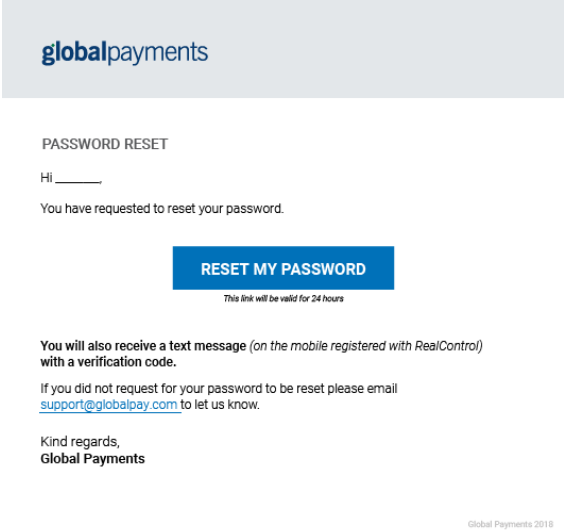
The screenshot shows a 'PASSWORD RESET' settings form. On the left, there is a toggle switch for 'YES' (selected) and 'NO'. Below it, the text reads 'rorymc can reset their own password.'. On the right, there are two radio button options: 'Email and Verification Code' (selected) and 'Email Only'. Below the first option, it says '2 Factor Authentication - Recommended'. At the bottom right, there are two buttons: 'CANCEL' and 'UPDATE'.

Once you receive the password reset email, click on the "Reset My Password" button. See examples below:

Email only

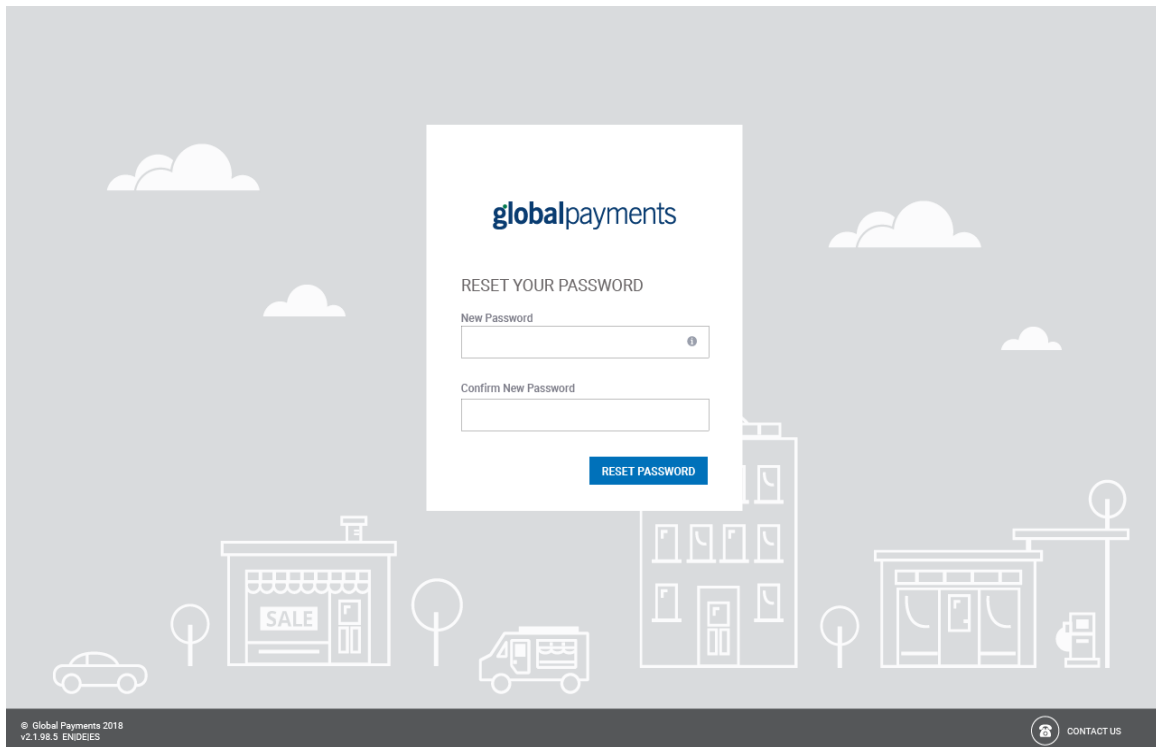


Email and verification code



Email only

If you are set up for email only password reset, you will be redirected to the below screen. Create a new password and re-type this password to confirm.



The screenshot shows a web interface for password reset. At the top, the 'globalpayments' logo is displayed. Below it, the text 'RESET YOUR PASSWORD' is centered. There are two input fields: 'New Password' and 'Confirm New Password'. A blue button labeled 'RESET PASSWORD' is positioned below the second field. The background features a stylized cityscape with icons for a car, a store with a 'SALE' sign, a bus, a building, a gas station, and a street lamp. In the bottom left corner, there is a copyright notice: '© Global Payments 2018 v2.1.98.5 ENDEIES'. In the bottom right corner, there is a 'CONTACT US' link with a telephone icon.

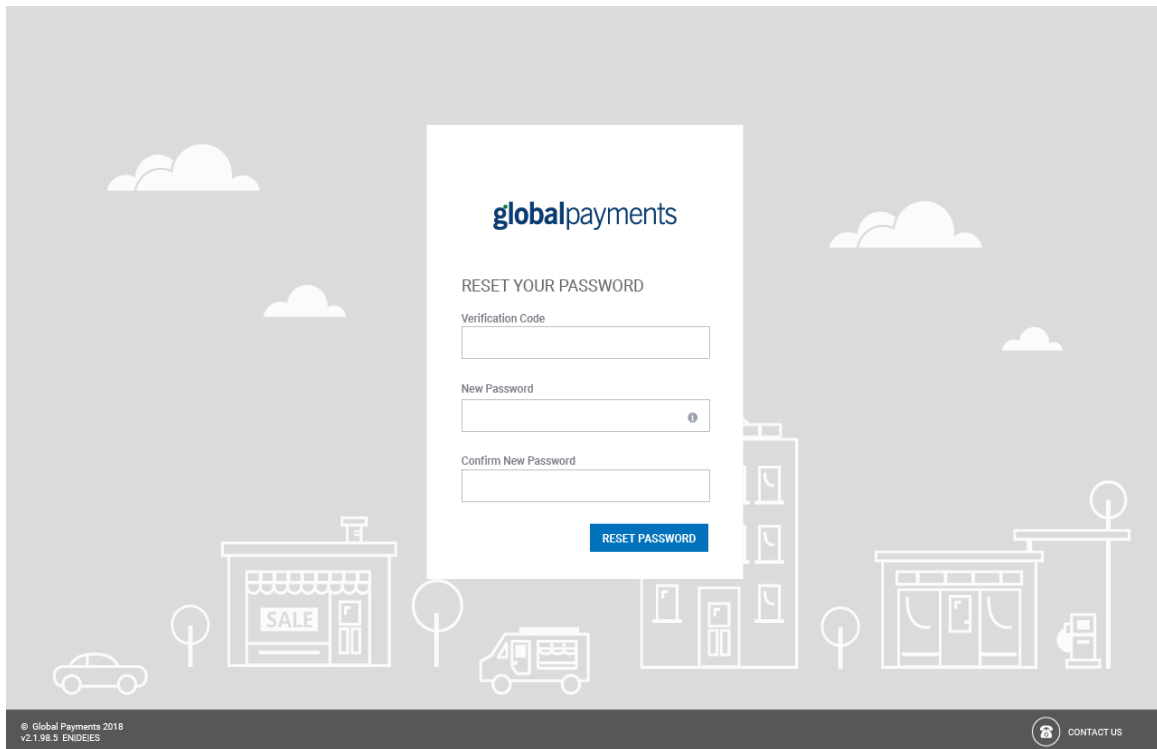
Click "Reset Password".

Log in with new password.

Email and Verification Code

If you are set up for email and verification code password reset, you will be redirected to the below screen.

You will also receive a 6 digit verification code via text message. Enter the code, then create a new password and re-type this password to confirm.



The screenshot shows a web interface for password reset. At the top, the 'globalpayments' logo is displayed. Below it, the heading 'RESET YOUR PASSWORD' is centered. The form contains three input fields: 'Verification Code', 'New Password', and 'Confirm New Password'. A blue button labeled 'RESET PASSWORD' is positioned below the 'Confirm New Password' field. The background features a stylized illustration of a town with buildings, trees, and a car. In the bottom left corner, there is a copyright notice: '© Global Payments 2018 v2.1.98.5 ENDEES'. In the bottom right corner, there is a 'CONTACT US' link with a speech bubble icon.

Click "Reset Password".

Log in with new password.

Password Criteria

In order to successfully reset your password, the password needs to follow the below criteria:

1. You cannot re-use a previously used password
2. Passwords are case sensitive
3. Passwords must contain at least 8 characters
4. Passwords must contain at least 3 of the following:
 - Uppercase letter(s)
 - Lowercase letter(s)
 - Number(s)
 - Symbols(s)



GOT ANY QUESTIONS?

LET US KNOW

SUPPORT

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