



USER GUIDE

RESETTING YOUR PASSWORD

VERSION 1.0



TABLE OF CONTENTS

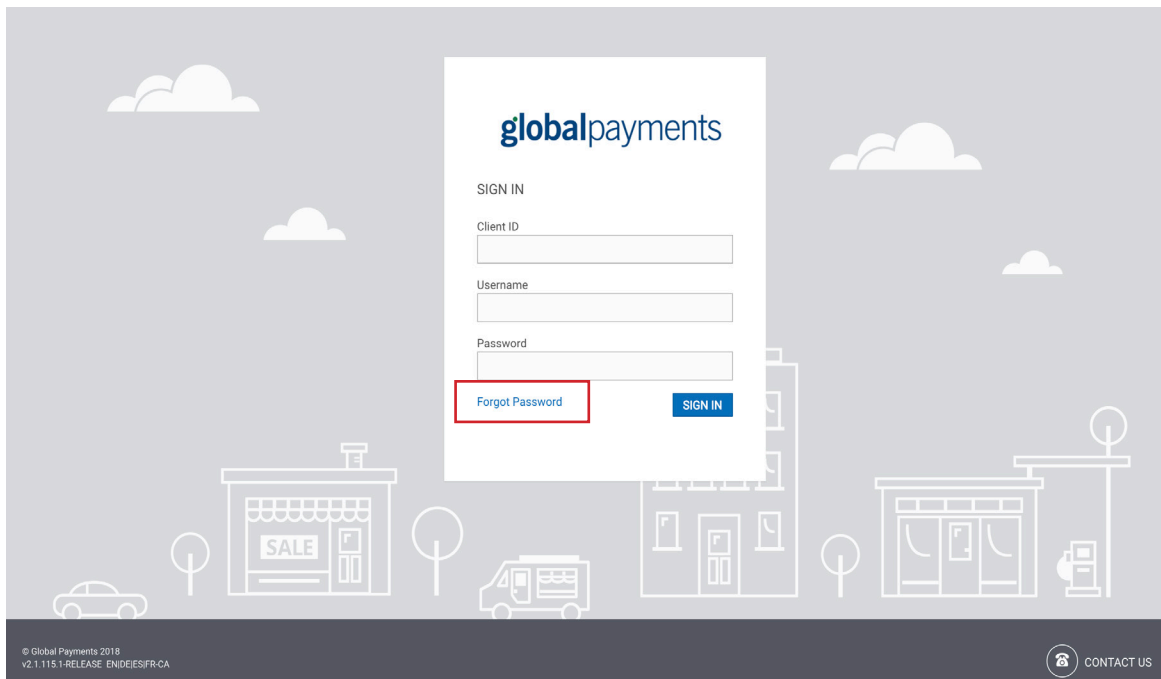
Step 1	3
Step 2	4
Step 3	5
Email only	6
Email and Verification Code	7
Password Criteria	8

Step 1

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

Live URL: <https://realcontrol.realexpayments.com>

Sandbox URL: <https://realcontrol.sandbox.realexpayments.com>



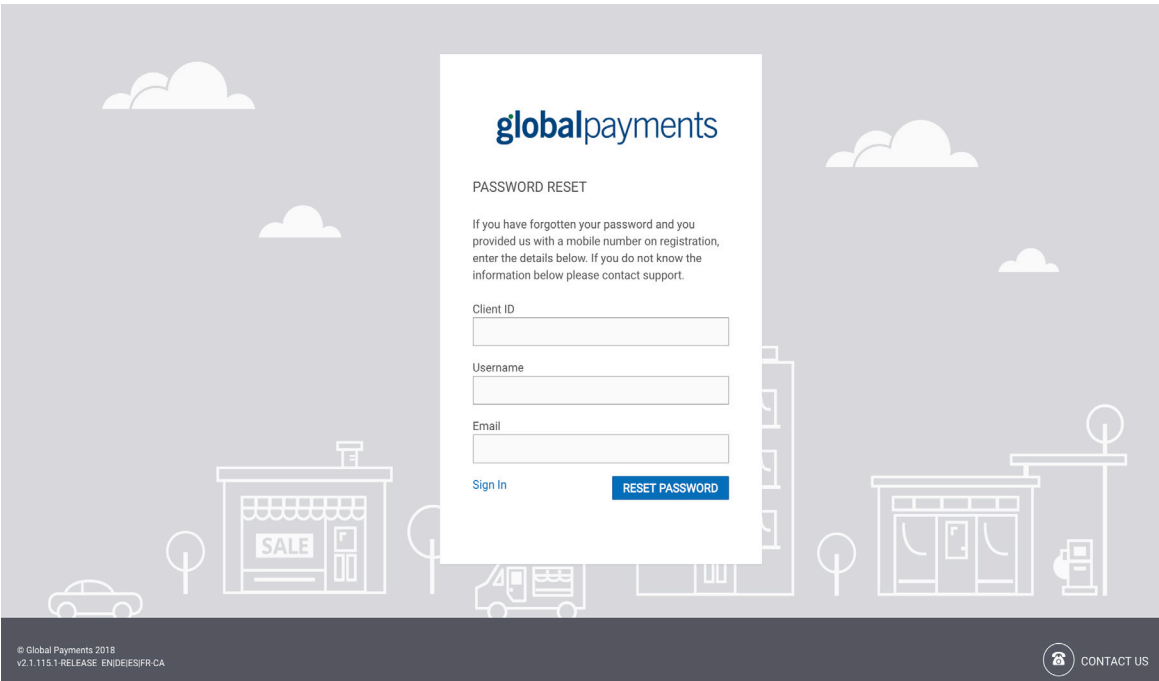
Step 2

Enter your details:

Client ID - The client ID of the account can be found on correspondances with Global Payments, e.g. subject line of any alerts Global Payments send, or your Welcome Email.

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

Email - Your email address the account is registered with.



Step 3

Depending on your password reset preferences (which can be updated via the User Management section in the Ecommerce Portal), you will either receive a password reset email or a password reset email with accompanying verification code.

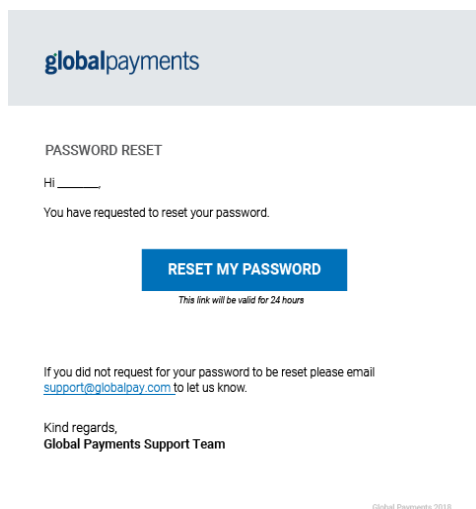
The code will be sent via SMS text message to the mobile phone number you have registered with your account.

To navigate to the Password Reset section, go to the User Management section in the Ecommerce Portal, find the user and click on the dropdown arrow. Then click "Edit User".

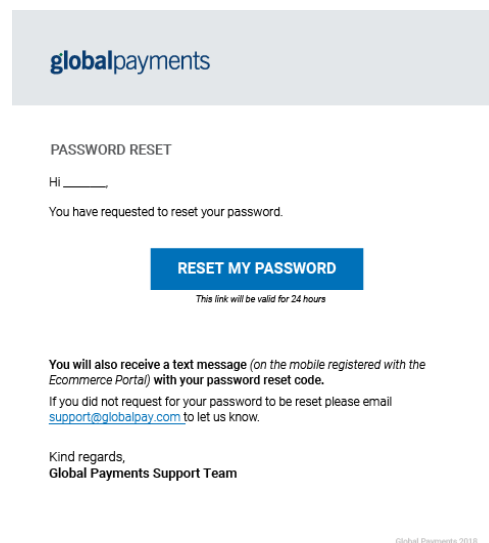
The screenshot shows a form titled "PASSWORD RESET PREFERENCES". It features a toggle switch for "abc can reset their own password" which is currently turned "ON". Below this, there are two radio button options: "Email and Verification Code" (which is selected) and "Email Only". A note under the selected option reads "2 Factor Authentication - Recommended". At the bottom right of the form are two buttons: "CANCEL" and "UPDATE".

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

Email only

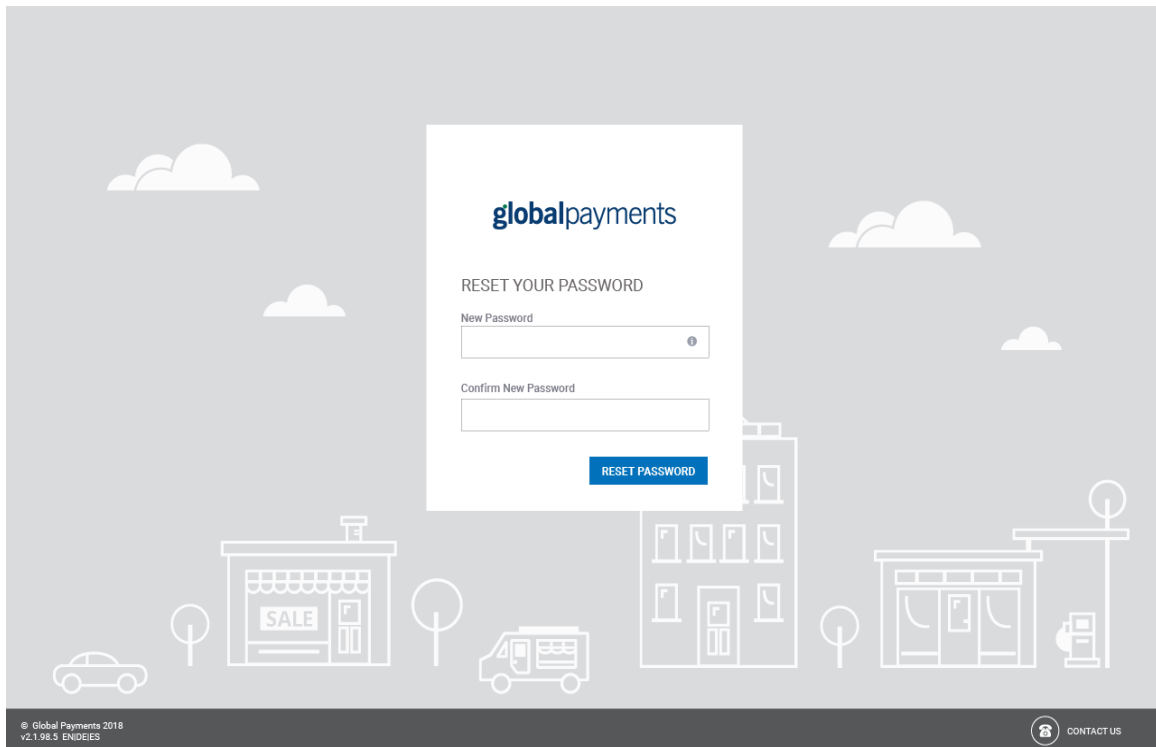


Email and verification code



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.

globalpayments

RESET YOUR PASSWORD

Verification Code

New Password

Confirm New Password

RESET PASSWORD

© Global Payments 2018
v2.1.98.5 ENDEES

CONTACT US

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) e.g. ! * & % @ _ - + =



GOT ANY QUESTIONS?

LET US KNOW

SUPPORT

IRELAND

+353 (0)1 702 2000

ecomssupport@globalpay.com

UK

+44 (0)20 3026 9659

ecomssupport@globalpay.com

USA

+1 (866) 802 9753

ecomssupport@e-hps.com

