

# Resetting Password for Merchant/Sub-ISO Account



## STEP 1

Go to [www.online.valorpaytech.com](http://www.online.valorpaytech.com) and enter your login credentials.

The screenshot shows a login interface with two input fields: 'Email' and 'Password'. Below the 'Password' field, there is a checkbox for 'Remember Me' and a link for 'Forgot Password'. A large 'SIGN IN' button is positioned at the bottom of the form. To the right of the form is the VALOR PAY TECH logo, which consists of a shield icon with a 'V' and the text 'VALOR PAY TECH'.

## STEP 2

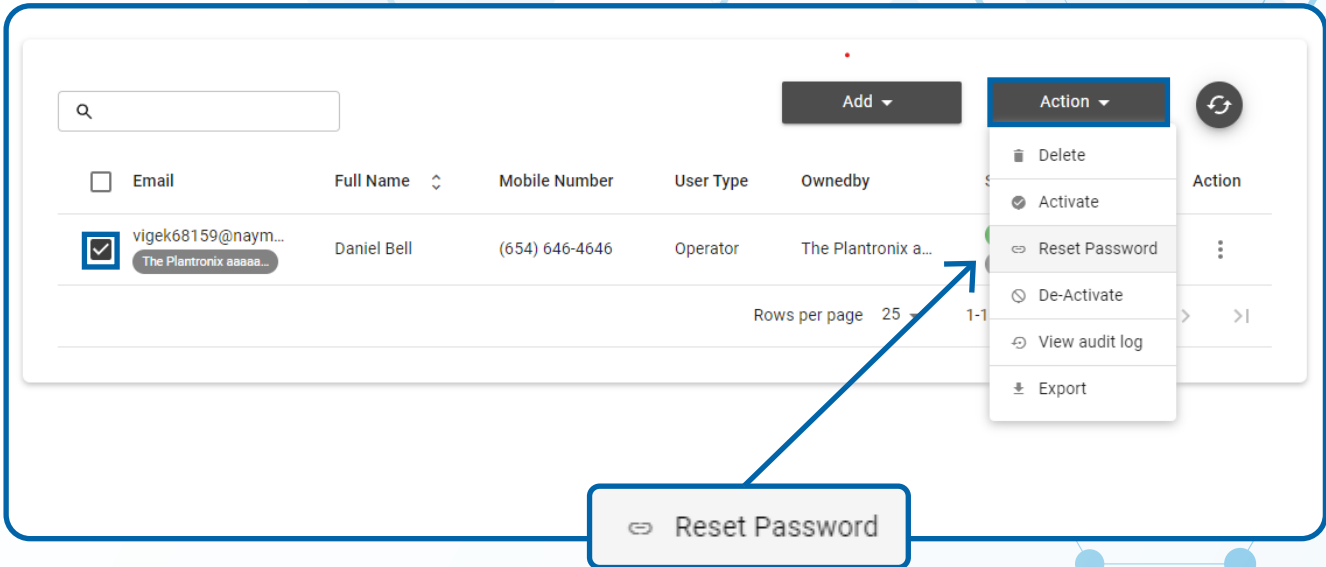
Navigate to **User Management**.

The screenshot displays the 'User Management' dashboard. On the left is a dark navigation menu with various options, including 'User Management', which is highlighted with a blue arrow. The main content area shows a table of users. The table has columns for 'Email', 'Full Name', 'Mobile Number', 'User Type', 'Ownedby', 'Status', and 'Action'. A single user is listed with the email 'vige68159@naymeo.com', full name 'Daniel Bell', mobile number '(654) 646-4646', user type 'Operator', and owned by 'The Plantronix aaaaaaaa'. The status is 'ACTIVE' and the last seen time is '01-18-2022'. At the bottom of the table, it indicates 'Rows per page: 25' and '1-1 of 1'.

**User Management**

## STEP 3

Under **User Management**, Check Mark the desired **Merchant** or **Sub-ISO**, then click the **Action Button** on the right-hand side, select **Reset Password**.



The screenshot shows a user management interface with a table of users. The table has columns for Email, Full Name, Mobile Number, User Type, and Ownedby. A user with email 'vige68159@naym...' and mobile number '(654) 646-4646' is selected. An 'Action' dropdown menu is open, showing options: Delete, Activate, Reset Password, De-Activate, View audit log, and Export. A callout box highlights the 'Reset Password' option.

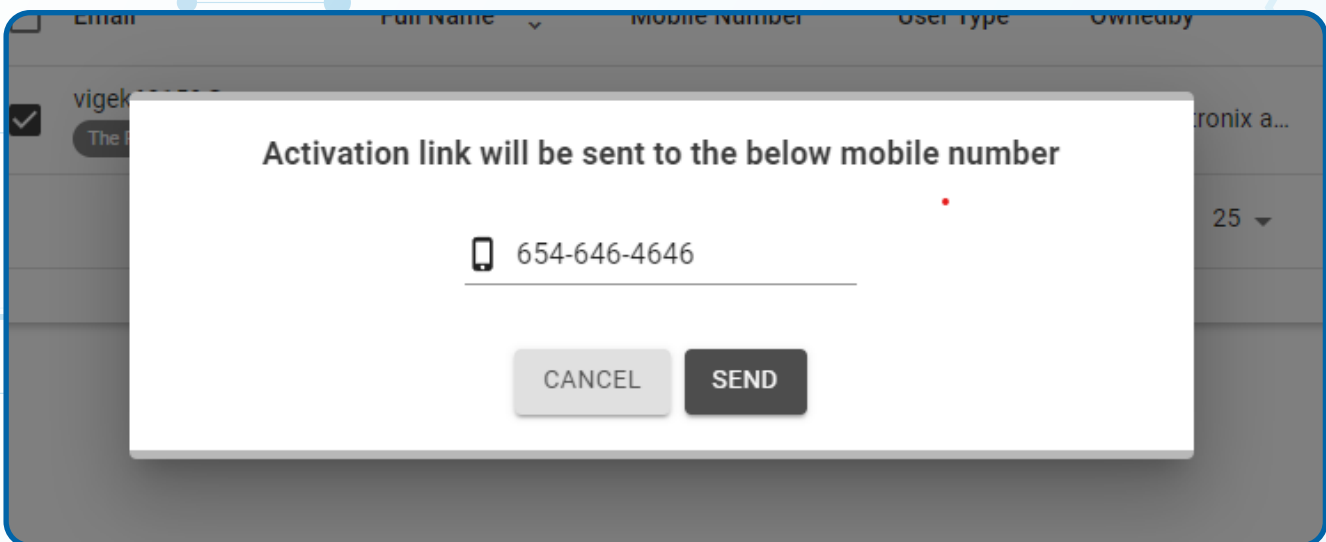
Email	Full Name	Mobile Number	User Type	Ownedby
<input checked="" type="checkbox"/> vige68159@naym... The Plantronix aaaa...	Daniel Bell	(654) 646-4646	Operator	The Plantronix a...

Rows per page 25 1-1

Reset Password

## STEP 4

A **Reset Password** link will be sent to the **Mercant** or **Sub-ISO** via SMS.



The screenshot shows a confirmation dialog box with the text: 'Activation link will be sent to the below mobile number'. Below the text is a mobile phone icon and the number '654-646-4646'. At the bottom are 'CANCEL' and 'SEND' buttons.

Activation link will be sent to the below mobile number

654-646-4646

CANCEL SEND