

# 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.

Email

Password

Remember Me [Forgot Password](#)

**SIGN IN**

**VALOR**  
PAYTECH

## Step 2

Navigate to **User Management**.

Dashboard

User Management

Merchant Management

Transactions

Remote Diagnostics

Device Management

Valor Shield RT

Contact Us

Support

My Setting

Reports

**VALOR**  
PAYTECH

MARIO

7 Users

1 Sub Iso

2 Merchants

3 Operators

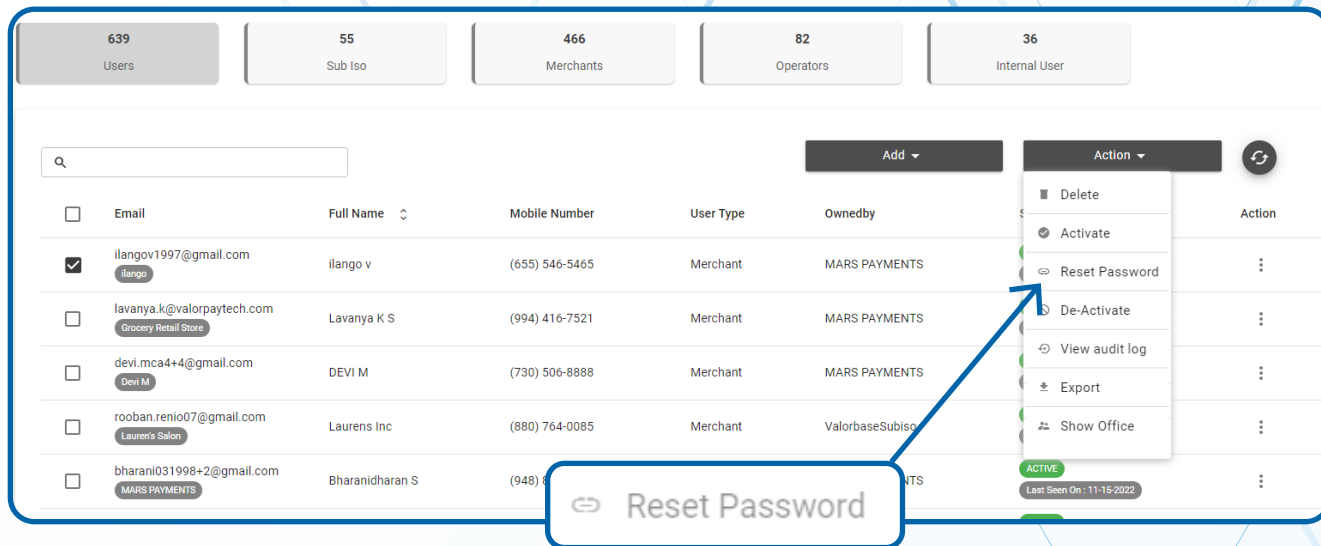
Search

<input type="checkbox"/>	Email	Full Name	Mobile Number	User Type	Owned
<input type="checkbox"/>	mwuatsubiso@valorpayte... Mario Wong Sub ISO	Mario Wong	(347) 572-3784	SubISO	Mario
<input type="checkbox"/>	chadrmontgomery@gmail... Mario				Mario

**User Management**

## Step 3

Check the **User (Merchant or Sub-ISO)** you would like to Reset Password. Select the **Action** dropdown and select **Reset Password**.

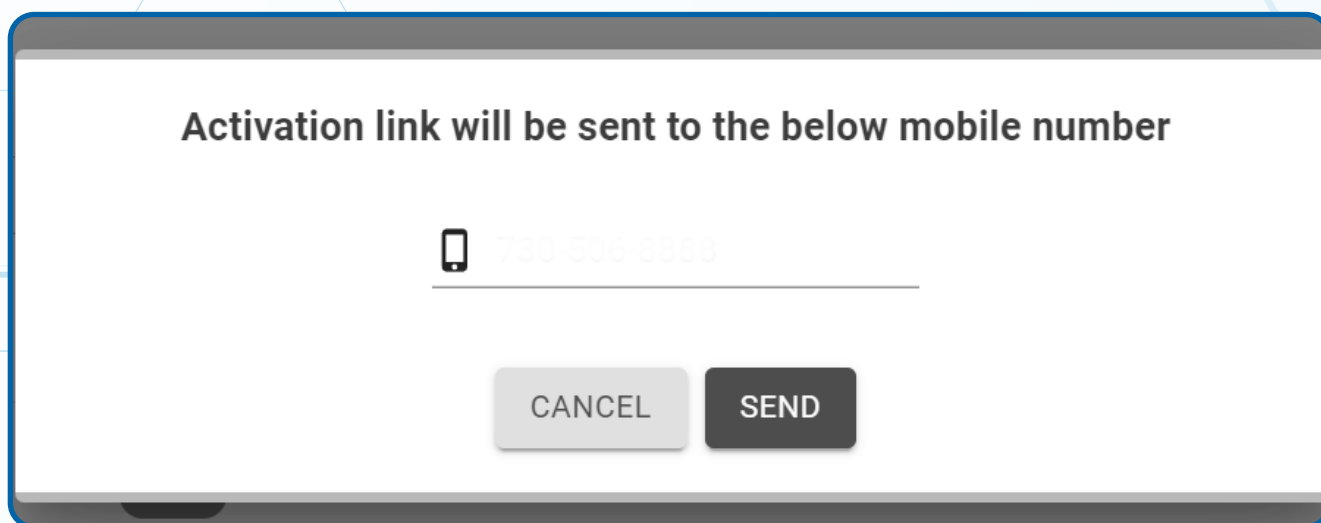


The screenshot shows a user management interface with a table of users. The table has columns for Email, Full Name, Mobile Number, User Type, Owned by, and Action. The first user, 'ilangov1997@gmail.com', is selected. The 'Action' dropdown menu is open, showing options: Delete, Activate, Reset Password, De-Activate, View audit log, Export, and Show Office. A blue box highlights the 'Reset Password' option, and a blue arrow points to it from the 'Reset Password' button in the bottom right corner of the interface.

	Email	Full Name	Mobile Number	User Type	Owned by	Action
<input checked="" type="checkbox"/>	ilangov1997@gmail.com ilango	ilango v	(655) 546-5465	Merchant	MARS PAYMENTS	⋮
<input type="checkbox"/>	lavanya.k@valorpaytech.com Grocery Retail Store	Lavanya K S	(994) 416-7521	Merchant	MARS PAYMENTS	⋮
<input type="checkbox"/>	devi.mca44@gmail.com Devi M	DEVI M	(730) 506-8888	Merchant	MARS PAYMENTS	⋮
<input type="checkbox"/>	rooban.renio07@gmail.com Lauren's Salon	Laurens Inc	(880) 764-0085	Merchant	ValorbaseSubiso	⋮
<input type="checkbox"/>	bharani031998+2@gmail.com MARS PAYMENTS	Bharanidharan S	(948) 6	MARS PAYMENTS	MARS PAYMENTS	⋮

## Step 4

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



The screenshot shows a confirmation screen with the text 'Activation link will be sent to the below mobile number'. Below the text is a mobile phone icon and the number '730-506-8888'. At the bottom, there are two buttons: 'CANCEL' and 'SEND'.