



Updating Tech Support Phone for Contact Me Feature

Step 1

Go to 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**.

User Management

Merchant Management

Transactions

Device Admin

Settings

Device Management

Reports

Downloads

Billing

1590
Total Merchants

3827
Devices

199
New Merchants
(last 30 days)

12%
Active Merchants
(last 30 days)

La (To

User Management

Current Month Transactions

50

50

50

50

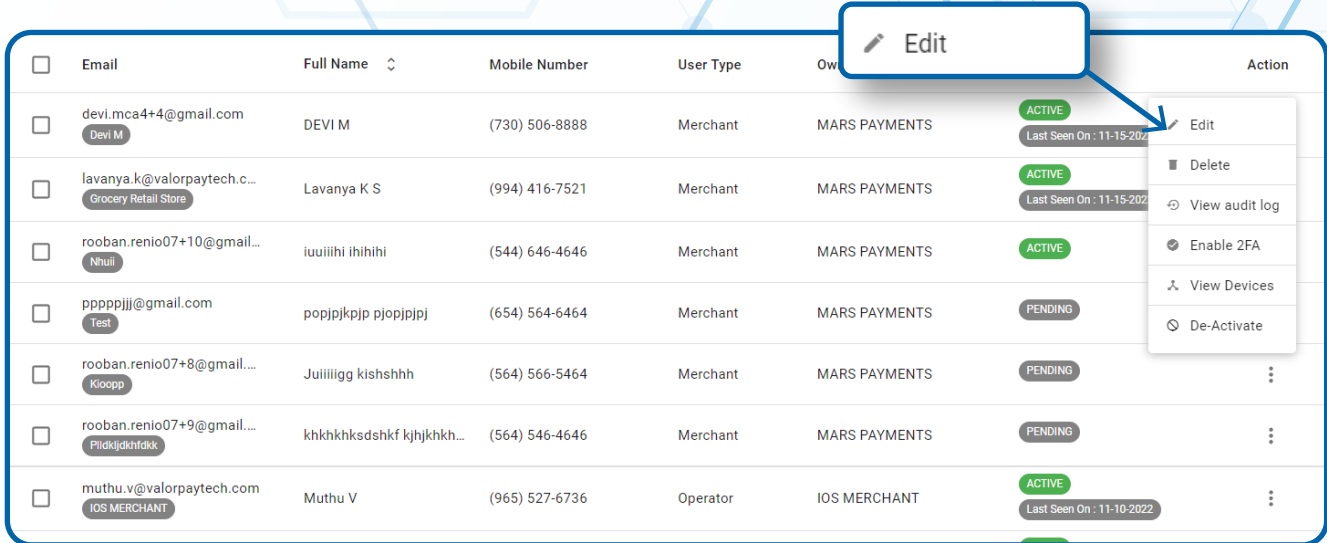
50

50

50

Step 3

Select **Merchant type User Account** for **ISO** or **SUB-ISO** that you would like to update. Click the **Vertical Ellipsis** on the right-hand side, and select **Edit**.

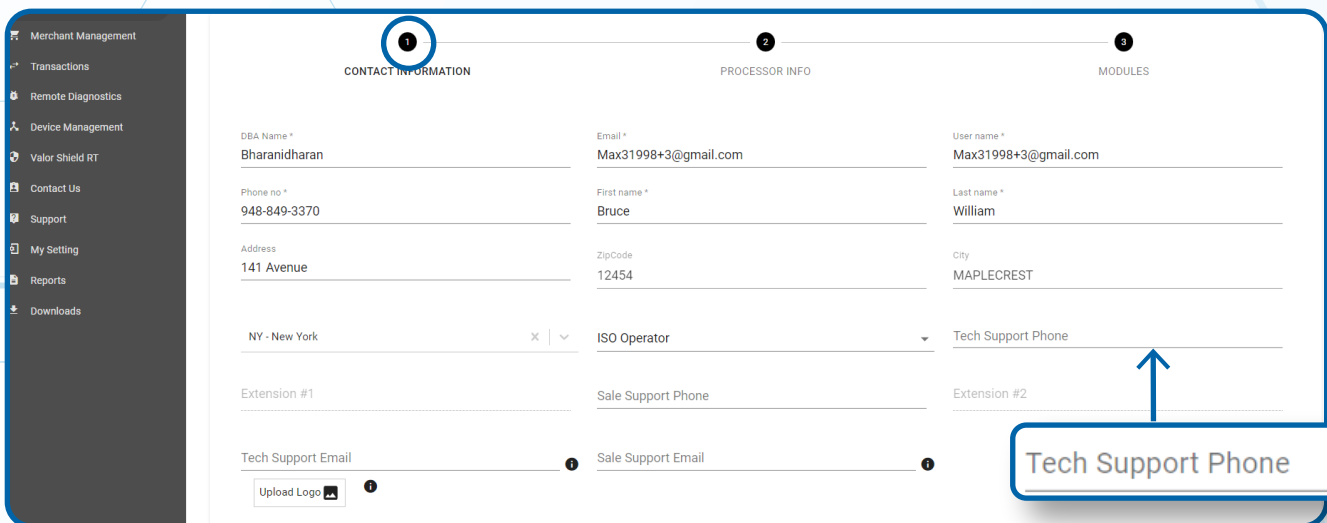


The screenshot shows a table of merchant accounts. A callout box labeled 'Edit' points to the vertical ellipsis menu of the first row. The dropdown menu contains the following options: Edit, Delete, View audit log, Enable 2FA, View Devices, and De-Activate.

<input type="checkbox"/>	Email	Full Name	Mobile Number	User Type	Own	Status	Action
<input type="checkbox"/>	devi.mca4+4@gmail.com Devi M	DEVI M	(730) 506-8888	Merchant	MARS PAYMENTS	ACTIVE Last Seen On : 11-15-2022	⋮ Edit
<input type="checkbox"/>	lavanya.k@valorpaytech.c... Grocery Retail Store	Lavanya K S	(994) 416-7521	Merchant	MARS PAYMENTS	ACTIVE Last Seen On : 11-15-2022	⋮
<input type="checkbox"/>	rooban.renio07+10@gmail... Nhuji	iuuuihi ihihhi	(544) 646-4646	Merchant	MARS PAYMENTS	ACTIVE	⋮
<input type="checkbox"/>	ppppppj@gmail.com Test	popppkpp ppopppj	(654) 564-6464	Merchant	MARS PAYMENTS	PENDING	⋮
<input type="checkbox"/>	rooban.renio07+8@gmail... Kioopp	Juiliigg kishshh	(564) 566-5464	Merchant	MARS PAYMENTS	PENDING	⋮
<input type="checkbox"/>	rooban.renio07+9@gmail... Pitokjghfkdik	khhkhkhsdshkf kjhjkhh...	(564) 546-4646	Merchant	MARS PAYMENTS	PENDING	⋮
<input type="checkbox"/>	muthu.v@valorpaytech.com IOS MERCHANT	Muthu V	(965) 527-6736	Operator	IOS MERCHANT	ACTIVE Last Seen On : 11-10-2022	⋮

Step 4

On the **Contact Information** page, fill in the **Tech Support Phone** information and select **Next**.

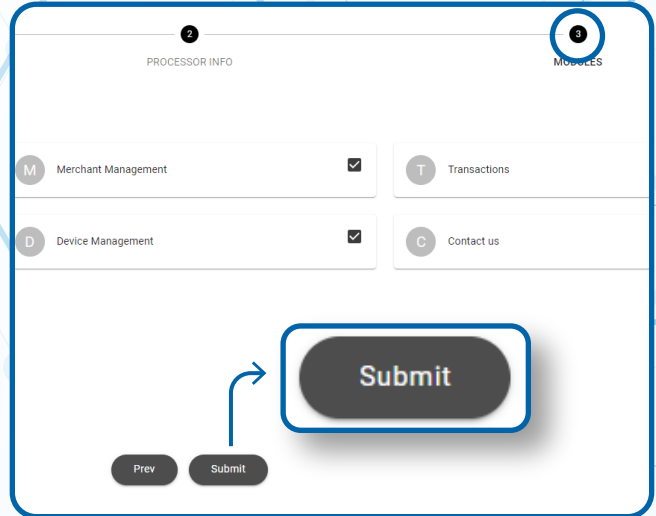
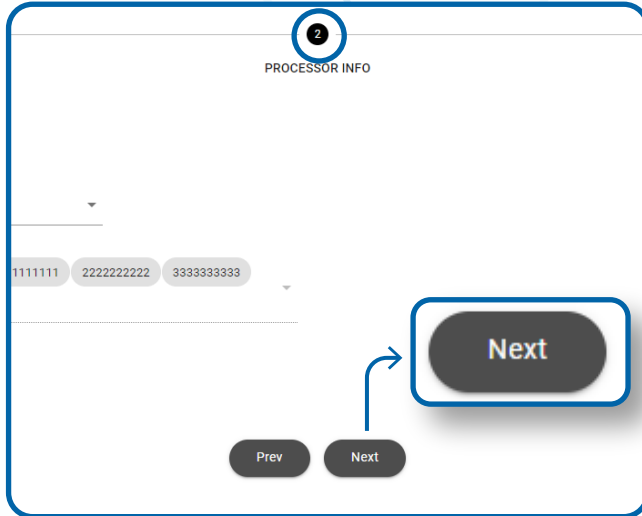


The screenshot shows the 'CONTACT INFORMATION' page. The 'Tech Support Phone' field is highlighted with a callout box labeled 'Tech Support Phone'. The page is divided into three sections: CONTACT INFORMATION, PROCESSOR INFO, and MODULES.

CONTACT INFORMATION		PROCESSOR INFO	MODULES
DBA Name *	Bharanidharan	Email *	User name *
Phone no *	948-849-3370	Max31998+3@gmail.com	Max31998+3@gmail.com
Address	141 Avenue	First name *	Last name *
		Bruce	William
		ZipCode	City
		12454	MAPLECREST
NY - New York		ISO Operator	Tech Support Phone
Extension #1		Sale Support Phone	Extension #2
Tech Support Email		Sale Support Email	
Upload Logo			

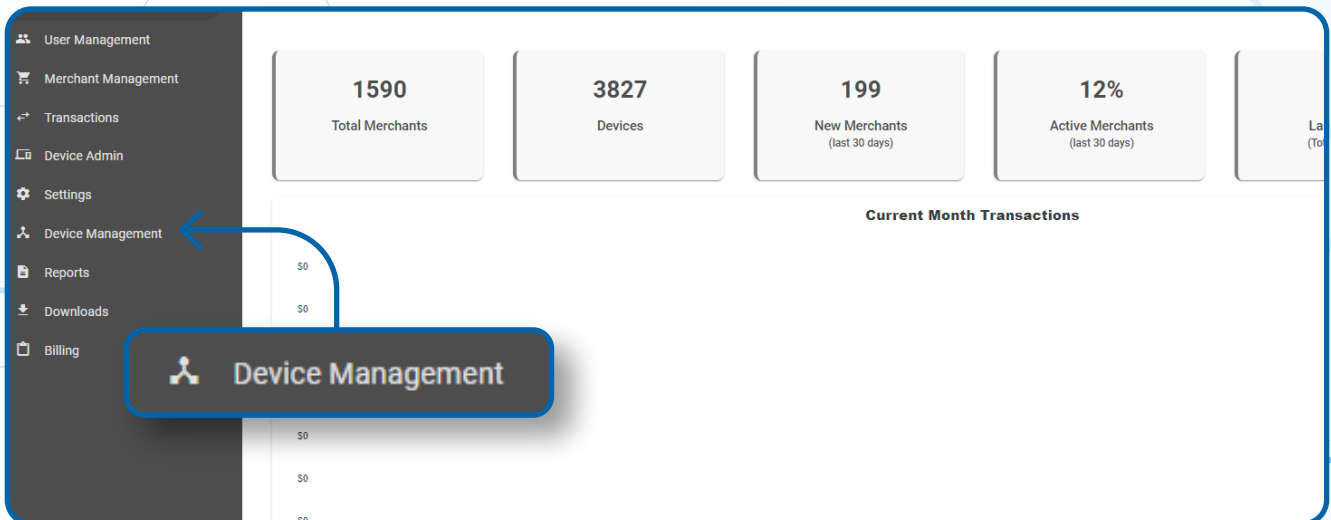
Step 5

On the **Processor Info** page, select **Next**. On the **Modules** page, select **Submit**.



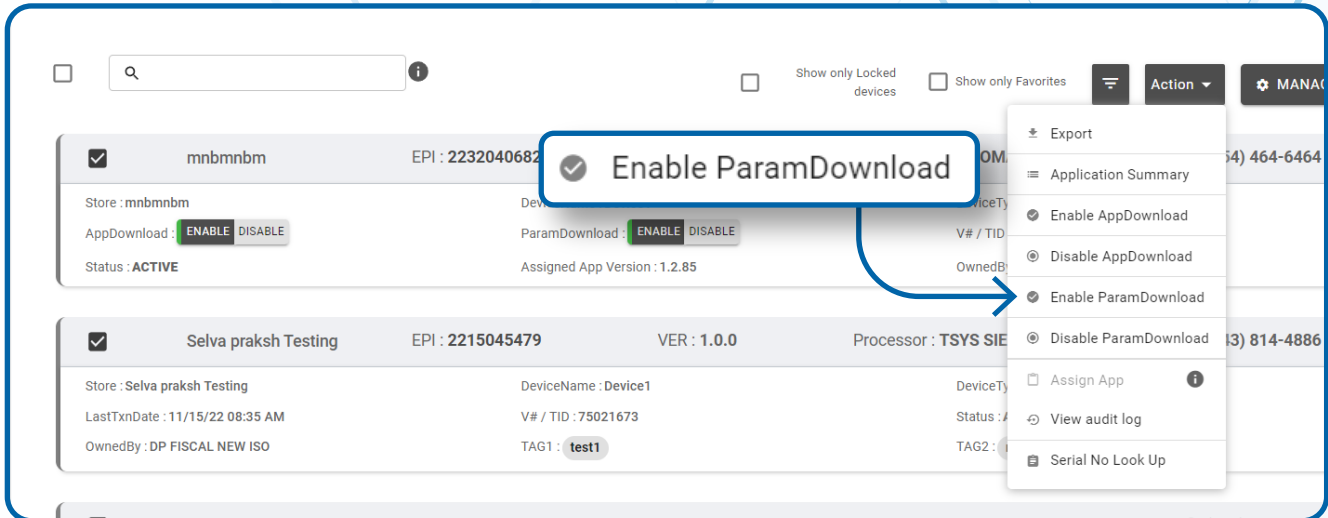
Step 6

Navigate to **Device Management**.



Step 7

On the left-hand side **Check** all boxes associated with the **ISO** or **Sub-ISO** with the information change. Select the **Action** button, click **Enable ParamDownload**.



Step 8

Instruct **Merchants** to activate a **ParamDownload** by selecting **★** on the bottom-left of the screen, **6. Download Package, OK** (on the screen, or green button on keypad).

