



USER GUIDE

RESETTING YOUR PASSWORD

VERSION 1.0



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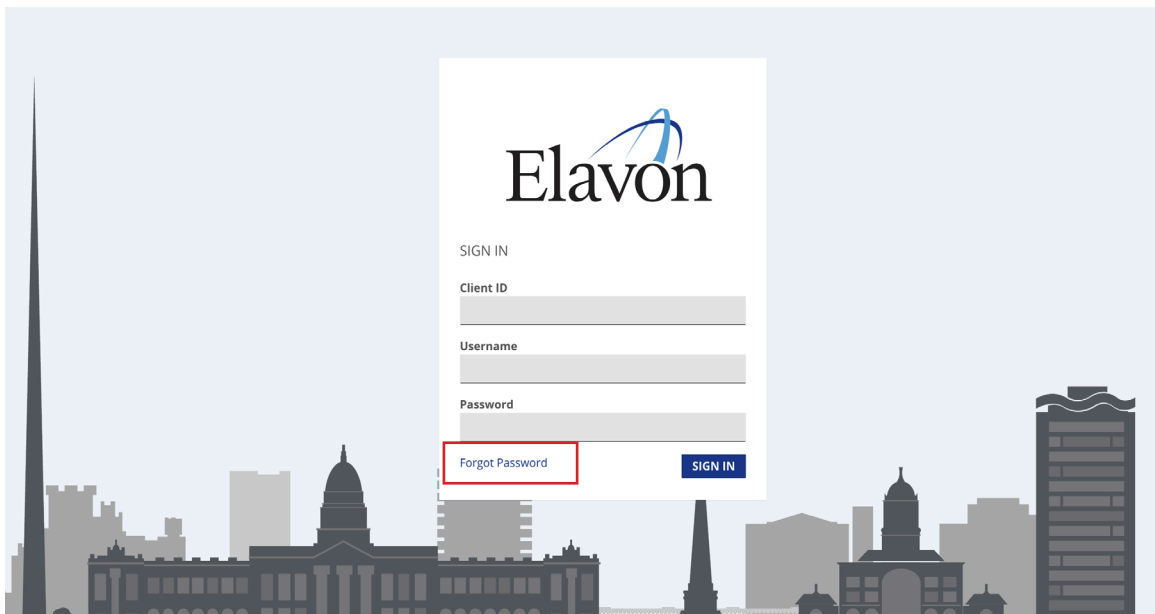
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Step 1

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

Live URL: <https://reporting.elavonpaymentgateway.com>

Sandbox URL: <https://reporting.sandbox.elavonpaymentgateway.com>



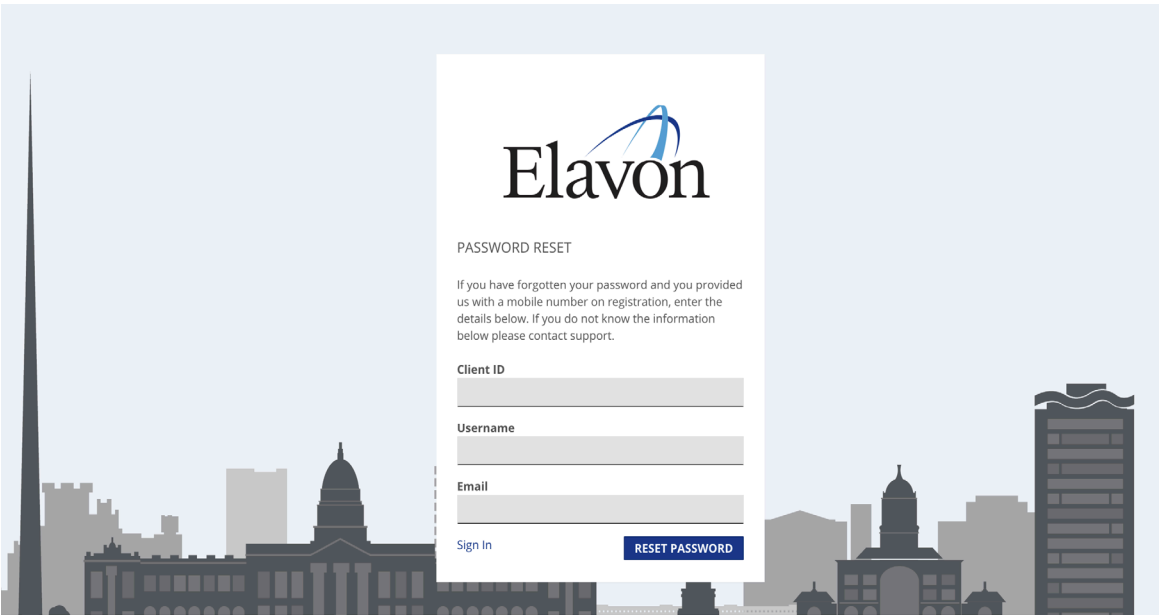
Step 2

Enter your details:

Client ID - The client ID of the account can be found on correspondances with Elavon Payment Gateway, e.g. subject line of any alerts Elavon Payment Gateway 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.

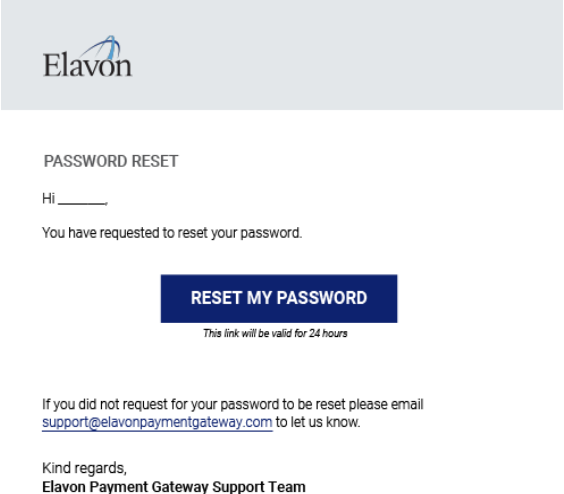
To navigate to the Password Reset section, go to the User Management section in the Ecommerce Portal, find the user and click on the dropdown arrow. Then click "Edit User".

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

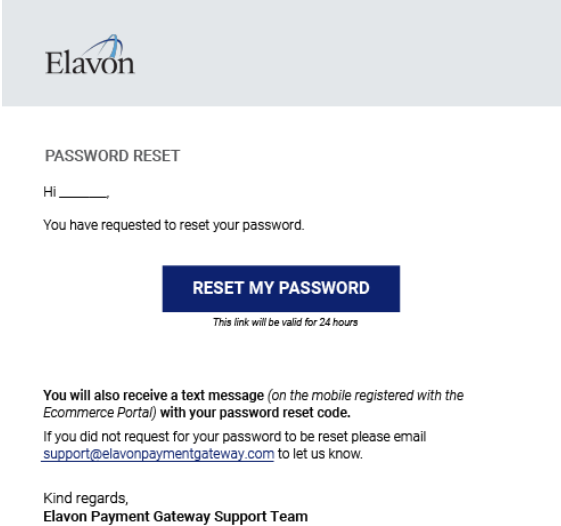
Once you receive the password reset email from Elavon Payment Gateway, click on the "Reset My Password" button.

See examples below:

Email only

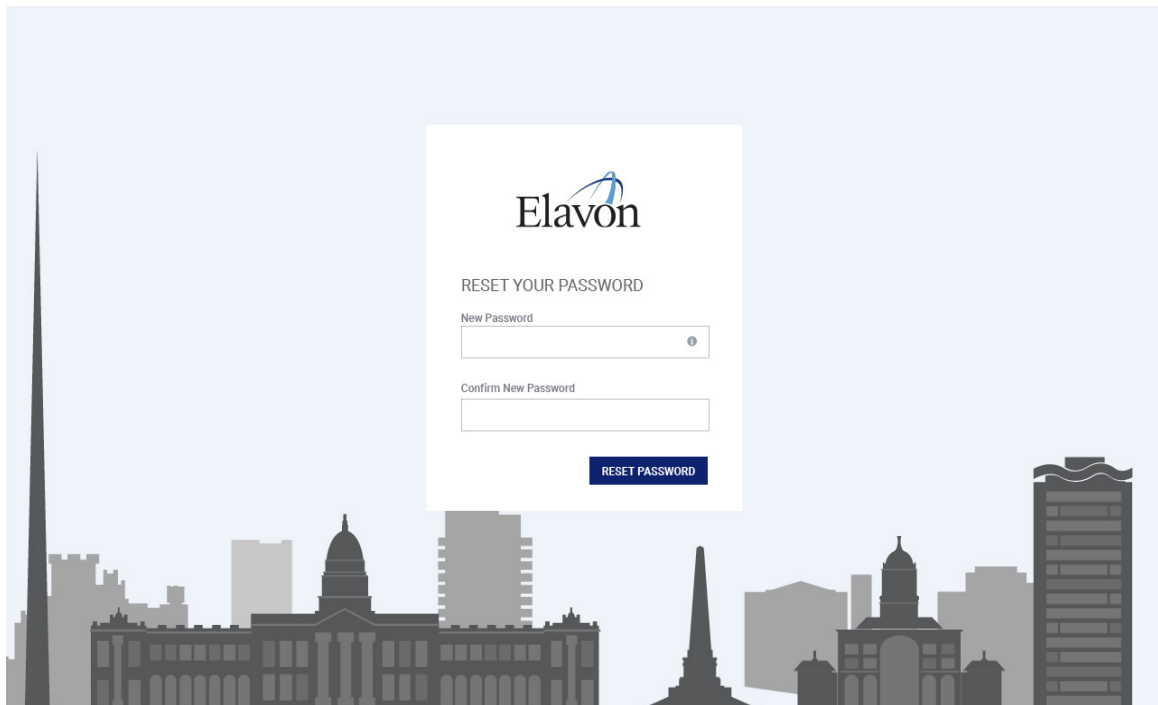


Email and verification code



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.

A screenshot of a web form for resetting a password. The form is centered on a white background with a city skyline silhouette in the background. At the top of the form is the Elavon logo. Below the logo is the heading "RESET YOUR PASSWORD". There are two input fields: "New Password" and "Confirm New Password". The "New Password" field has a small eye icon to its right. At the bottom of the form is a blue button with the text "RESET PASSWORD".

Elavon

RESET YOUR PASSWORD

New Password

Confirm New Password

RESET PASSWORD

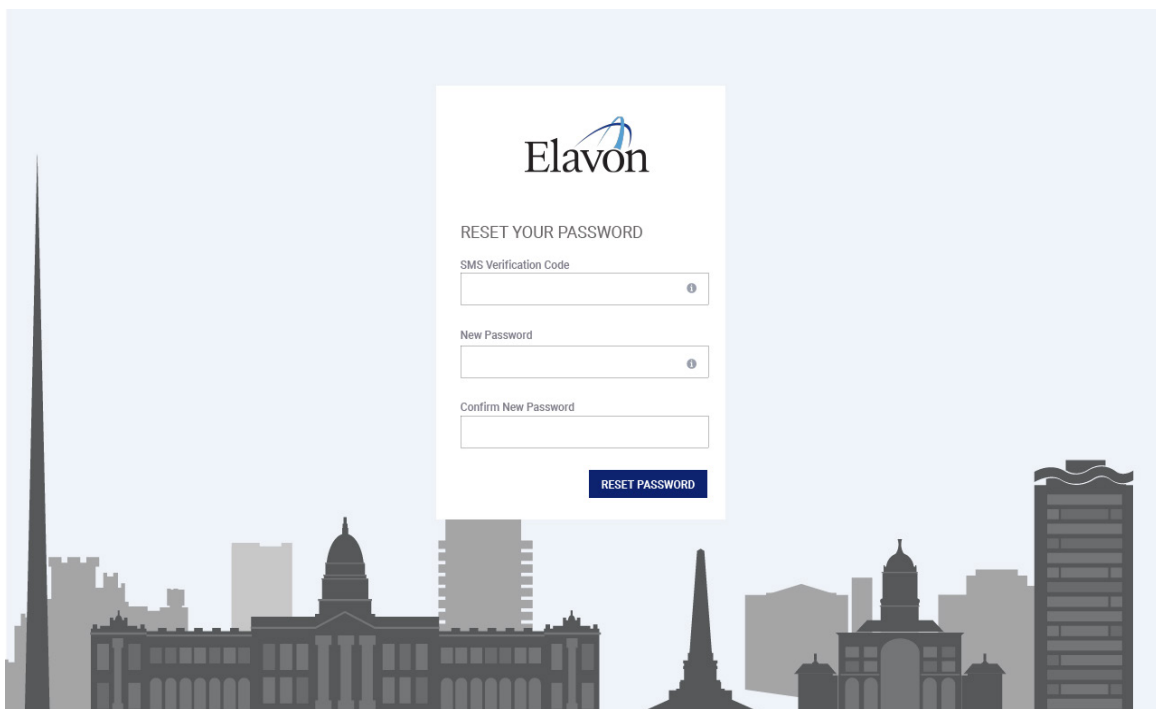
Click "Reset Password".

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 displays a web form for password reset. At the top center is the Elavon logo. Below it, the text 'RESET YOUR PASSWORD' is centered. The form contains three input fields: 'SMS Verification Code', 'New Password', and 'Confirm New Password'. Each of the first two fields has a small circular icon to its right. At the bottom of the form is a blue button with the text 'RESET PASSWORD' in white. The background of the page is a light blue gradient with a dark grey silhouette of a city skyline at the bottom.

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

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