



How to reset Two-factor Authentication

If you have access to the connected OTP app

Step 1: Reset the current 2FA setting

1. Sign in Merchant Account, go to "Profile" > "Two-factor Authentication".
2. Press "Reset current 2FA setting" and confirm it with a one-time password.

Step 2: Re-enable your 2FA

Once you reset 2FA, you will need to set up it on your new device or the device you wish to use during the next time you sign in services of Cardpay.

If you lost access to the connected OTP app

Step 1: Request the reset of current 2FA Setting via Recovery code

1. After entering login & password, choose "Lost your device?" option.
2. Enter recovery code that was provided to you when you enabled two factor authentication.
3. At the time 2FA setting is reset, we will send a notification email to your registered email address.

Step 2: Re-enable your 2FA

Once we reset 2FA, you will need to set up it on your new device or the device you wish to use during the next time you sign in services of Cardpay.

OR

Step 1: Request the reset of current 2FA Setting via Support service

1. Contact the Support service by [Email](#), [Skype](#) or [Contact us](#) form.
2. To confirm identity you will need to answer your secret word and wallet identifier number.
3. After identity confirmed, you may request the Support service to reset the current 2FA setting.
4. At the time 2FA setting is reset, we will send a notification email to your registered email address.

Step 2: Re-enable your 2FA

Once we reset 2FA, you will need to set up it on your new device or the device you wish to use during the next time you sign in services of Cardpay.