



VIDAPAY Onboarding Guide

November 2022



STEP 1A: CREATE NEW PASSWORD



Click on *Forgot Password*:

SIGN IN

Vidapay.com

Account ID

User Name

Password

[Forgot Password?](#)





STEP 1B: CREATE NEW PASSWORD

**Enter Account ID
and Username:**

FORGOT PASSWORD

Vidapay.com

Enter your account credentials below, then we will verify your identity with 2-Factor Authentication. Once 2FA is complete, you can update your password.

Account ID

User Name

[Return to Sign In](#)

Next



STEP 1c: CREATE NEW PASSWORD

8-digit 2FA code will be emailed to the email address on file.

If no code is received after checking spam/junk folders, click on *Resend*.

2-Factor Authentication

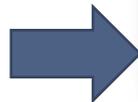


We need to verify your identity.
We've sent a new Security Code to admin's email.

Enter the code

[Cancel](#)

Didn't receive a Code? [Resend](#)



PLEASE NOTE:
If a code is not received after 2-3 attempts, please contact a VIDAPAY Sales Rep for manual 2FA set up.

STEP 1D: CREATE NEW PASSWORD

Once the 2FA code has been entered, you'll be prompted to enter new password:

Password must be 8-18 characters in length, and include at least one uppercase letter, one lowercase letter, one number, and one special character.

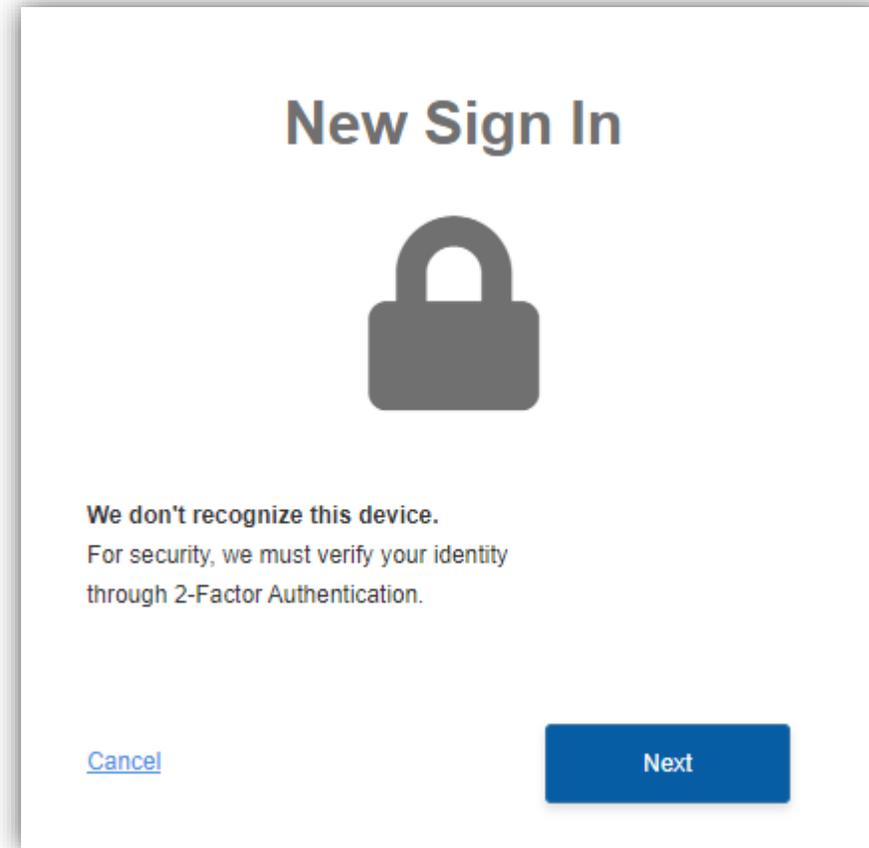
Update Password



Enter admin's new password below.

STEP 2: SIGN IN

After signing in with new password, you will be prompted to validate another 2FA code.



New Sign In

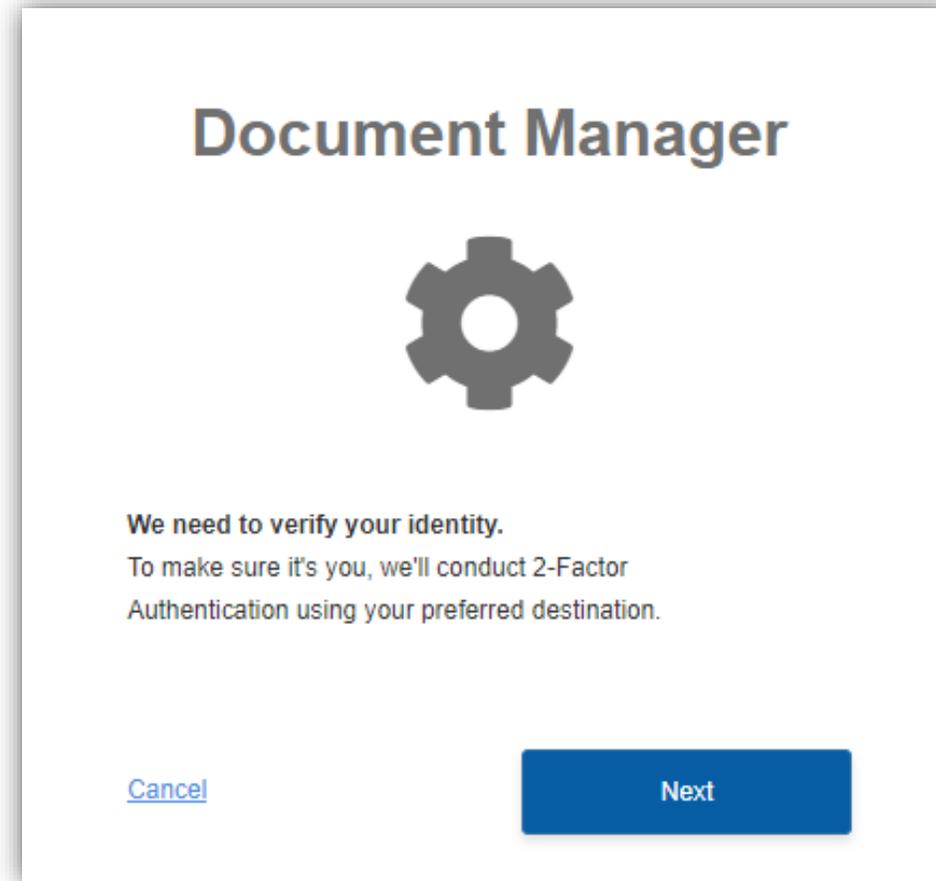


We don't recognize this device.
For security, we must verify your identity through 2-Factor Authentication.

[Cancel](#)

STEP 3A: DOCUMENT MANAGER

You will be asked to
validate another 2FA code
to gain access to the
Document Manager.



STEP 3B: DOCUMENT MANAGER



Once at the *Merchant Agreement* screen, click on *Choose a file* to select a file for each item:

- 1- Driver's License
- 2- Voided Check
- 3- Sales Tax Certificate

Only check the box once 3 files have been selected for upload.



PLEASE NOTE:

The maximum file size allowed is 10MB.
Here are the supported file types:

.APNG .AVIF .GIF .JPEG .PNG .SVG .WEBP .HEIC .PDF

Merchant Agreement

Merchant Agreement is ready for signing. Please review the information below.
If you have any questions, please contact VIDAPAY Customer Service at 1-877-956-2359.

[Merchant Agreement](#)

Merchant Agreement

By clicking your agreement to the terms and conditions of this Merchant Agreement, you as the "Merchant" agree to the terms and conditions set forth below between you as "Merchant" ("you" or "Merchant") and T-Cetra, LLC d/b/a VidaPay ("VidaPay") to be effective as of the date hereof ("Effective Date"). This Agreement will govern all transactions between you and VidaPay, unless expressly agreed to by you and VidaPay separately. VidaPay and Merchant may hereinafter sometimes be referred to individually as the "Party" and collectively as the "Parties."

- AGREEMENT.** Merchant hereby agrees to purchase, sell and process products and services from and through VidaPay platform portal as such products (the "Products") and services (the "Services") are made available for resale by VidaPay or its master agents and other third-party providers from time to time, and VidaPay agrees to sell to Merchant the products and services and to grant Merchant access to its Portal (defined below) each upon the terms and subject to the conditions set forth in this Agreement.
- TERM.** This Agreement shall commence on the Effective Date and shall continue until it is terminated by either Party as set forth in this Agreement.
- EQUIPMENT.** At Merchant's request and upon VidaPay's consent, VidaPay may sell or lease Merchant equipment that will enable Merchant to distribute PINS or other Products upon the terms and subject to the conditions set forth in this Agreement.

You must upload one or more files to complete this document.
Please provide valid and active documents to prevent action from being taken on your account.

Driver's License	Voided Check	Sales Tax Certificate
<input type="button" value="Choose a file"/>	<input type="button" value="Choose a file"/>	<input type="button" value="Choose a file"/>

By checking this box, you certify that you have the full power and capacity to act on behalf of the below named Merchant and agree to the terms and conditions stated above.
By clicking the Submit button, I, on behalf of Sales Demo Account confirm that today, 11/9/2022, I am affixing my electronic signature certifying that I have read and agree to be bound by the terms of the Merchant Agreement.

FINAL STEP: REVIEW PRODUCTS



Ensure all the required products are available by reviewing:

- **Activation**
- **Top Up**
- **Marketplace**

The screenshot shows the VIDAPAY dashboard with the following elements:

- Navigation Bar:** VIDAPAY logo, My Marketplace Orders, Incentive Dashboard, Customers, Events, Statements, My Account, Reports.
- Product Categories:** Activation (power button icon), Gift Cards (credit card icon), Long Distance (globe icon), Marketplace (shopping cart icon), Top-up (Wi-Fi icon).
- Main Content Area:**
 - Amazon Hub Locker:** "Become A Neighborhood Hub With Amazon Hub Locker" with bullet points: "Make Amazon Customers Your Customers", "No Installation Or Maintenance Fees", "Increase Foot Traffic". Includes an illustration of a storefront and a "BECOME A HUB" button.
 - Video Promotions:** Three video thumbnails: "TracFone Holiday ... HOLIDAY KIT", "Switch 2 Score | 1...", and "Google Play on VI...".
- Security Alerts:** Two "Upgrade Security" notifications on the right side, each with "Upgrade Now" and "Later" buttons.