## WebPos - New Security Certificate Download

- 1. Log in to your Webpos account and write down the following information:
  - a. Terminal ID
  - b. Username
  - c. Your email address on file
  - d. Amount of last successful Transaction

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1. Click on the User name and Go to "Settings"

Balance \$ 5,000.00	User 🎍 Ibrahim2020 🔻
	<ul> <li>Settings</li> <li>Permissions</li> <li>Support</li> <li>Chat</li> </ul>
	ເ∳ Logout

2. Click on the Account Tab and note your email address that epay has on file.

Settings		
🕫 User Preferences 🔒	Accou	nt 🔍 Password
Details		
First name	4	Ibrahim
Last name	4	Abusharbain
Phone	¢	3147715797
Fax	ß	3142666826
Email	Ø	lbrahim@unlimitedprepay.com
		ок

3. Click on Transactions. Specify the Date Range with the End Date being (current day's date) Today's Date. Note the Last Transaction that you have done. Click the Search button.

🚫 epay	Sale Trans	actions Repo	rts: M	ariostplac		Resources	- A Balance \$ 5,000.00	
Fransacti	on His	tory						
Date Range:		Transactio	ms					⊞ Export 👻
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1/1/21	m	3144650862	612887	1/7/21	15:13	ibrahim2	* AT&T Activation	\$40.00
End Date:								
1/11/21								

4. Now logout and click on "Need New Certificate"

3	Sign in using your registered account:
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	Sign In Đ
L	Remember me     Forgot Username or Password     Need a new certificate?
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- Type your Terminal ID.
- Type your Username
- Security Question 1: Choose "What is the email address on file?" and type your email address.
- Security Question 2: Choose "What is the amount of the last successful transaction on terminal?" and type the last transaction amount. *Alternatively, you can also choose the question about the last 4-digits of the bank account on file if you have your bank account on file, and type the last 4 digits.*

- 5. Click on "Send email" button
- 6. An email will be sent to you right away from <u>Webpos@epayworldwide.com</u> with a link to download and install your new security certificate. Download the security certificate and install it. Done.

## **Example:**

1. Complete the form and click on "Send email"

nd an ddres	nload a new digital certificate, you must validate your account. Enter you swer security questions below. An email will be sent with instructions to i s associated with the account entered. You may need to check your span k no-reply@epayworldwide.com	the email
Term	inal ID	
4	612837	
Ente	username	
۵	(brahim2020	
Secu	ity question 1	
	What is the email address on file?	ж
	ibrahim@uhlimitedprepay.com	
Secu	rity question 2	
4	What is the amount of the last successful transaction on terminal?	- * -
	40	

2. If all is correct, the screen will display this message

Need a new certi	incate:
Please follow the instruction	s we sent to: ibrahim2020
Didn't get the email?	
irst check your snam or junk folder. If	you still can't find it contact support.

3. Check your Email for a message that looks like the following image. Click on "certificate download" link. You will be prompted to login to Webpos.

	WebPOS certificate download D linbuck
1	webpos@epayworldwide.com to me =
	A digital certificate request has been made for your account username. "Ibrahim2020"
	To download your new certificate, please follow this link: certificate download. Please note that this link will expire 30 days from the time it was sent.
	If you did not request a new certificate, no action needs to be taken.
	Have questions or need help? <u>Chat</u> with us or submit an <u>electronic inquiry</u> Please visit epay's Customer Portal at: <u>www.epayhsipdesk.com</u>

4. Click Sign in to your Webpos Account

	n In using your registered account:
4	ibrahim2020
a,	
	Sign In 📲
Ren	nember me Forgot Username or Password Need a new certificate?

5. The "Certificate Download" screen is displayed. Click on Download.

Certificate TID:	80612887	
Link Expiration Date:	2/10/2021, 1:26:04 PM	

- 6. When download is complete, Open your Download Folder and find file "WebPOS\_Certificate.exe" and double click it to start the certificate install.
- 7. If this screen shows up, just click on Run.

Open File -	Open File - Security Warning					
The pub softwar		ot be verified. Are you sure you want to run this				
	Name:	$C:\lownloads\ensuremath{WebPOS\_Certificate.exe}$				
	Publisher:	Unknown Publisher				
	Туре:	Application				
	From:	C:\Users\Ibrahim\Downloads\WebPOS_Certificate.exe				
		Run Cancel	וו			
🗹 Alwa	ys ask before o	pening this file				
8	publisher. Ye	s not have a valid digital signature that verifies its ou should only run software from publishers you trust. acide what software to run?				

8. The following screen will inform you that "The certificate installation process was a success."



9. Done. Now you can go back and login as normal.