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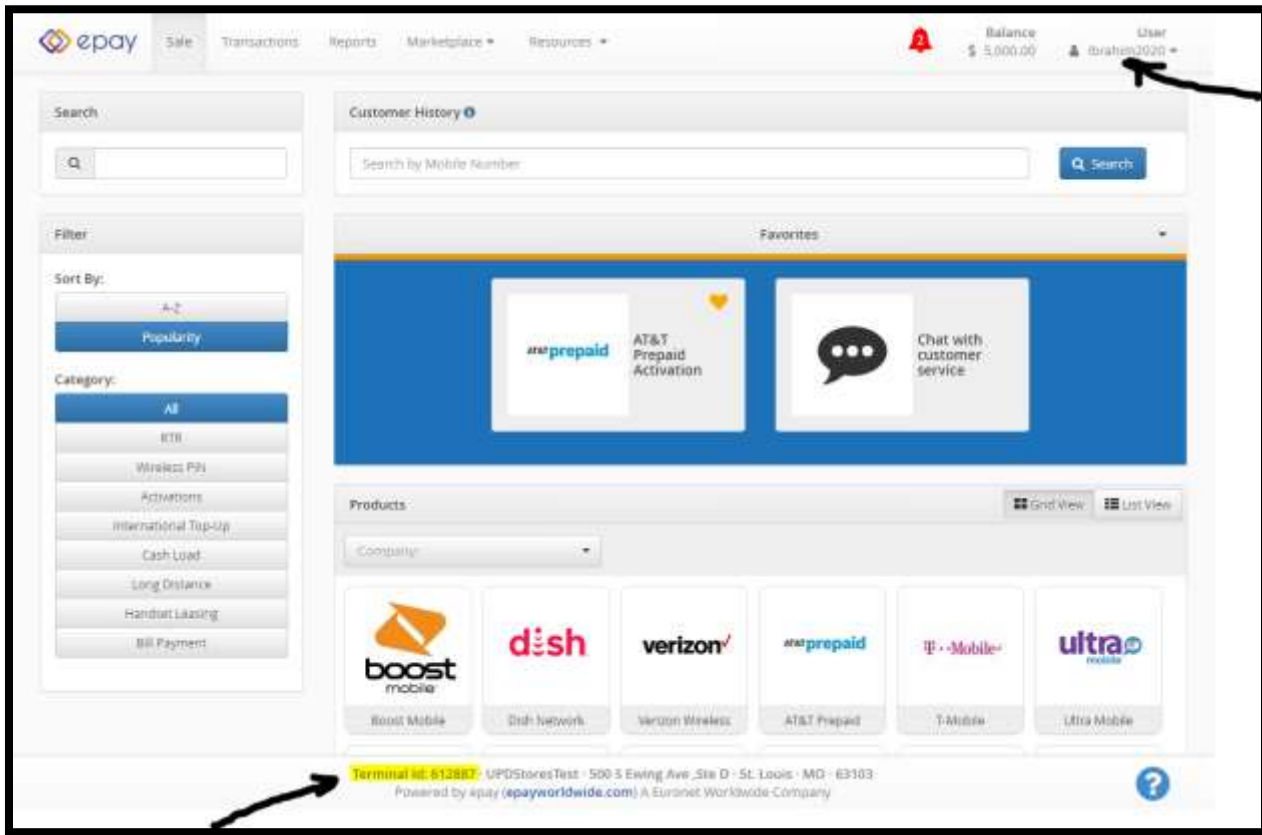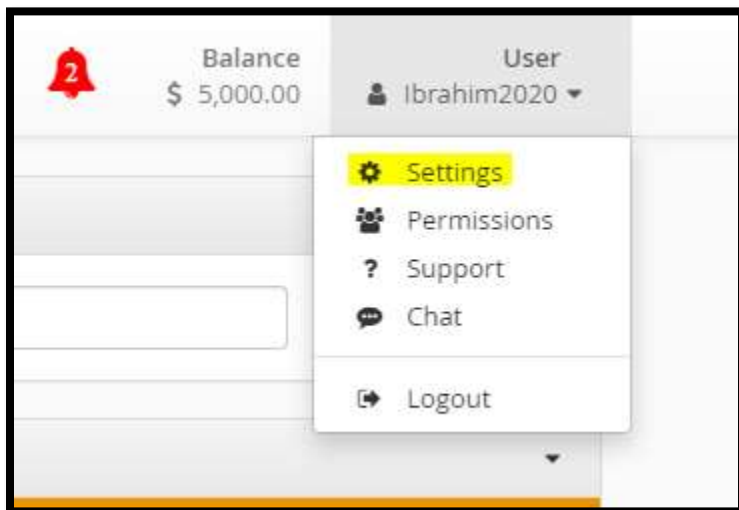
1. Log in to your Webpos account and write down the following information:
    a. Terminal ID
    b. Username
    c. Your email address on file
    d. Amount of last successful Transaction

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

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

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.

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

- 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 Webpos@epayworldwide.com 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"

Need a new certificate?

To download a new digital certificate, you must validate your account. Enter your username and answer security questions below. An email will be sent with instructions to the email address associated with the account entered. You may need to check your spam folder or unblock no-reply@epayworldwide.com
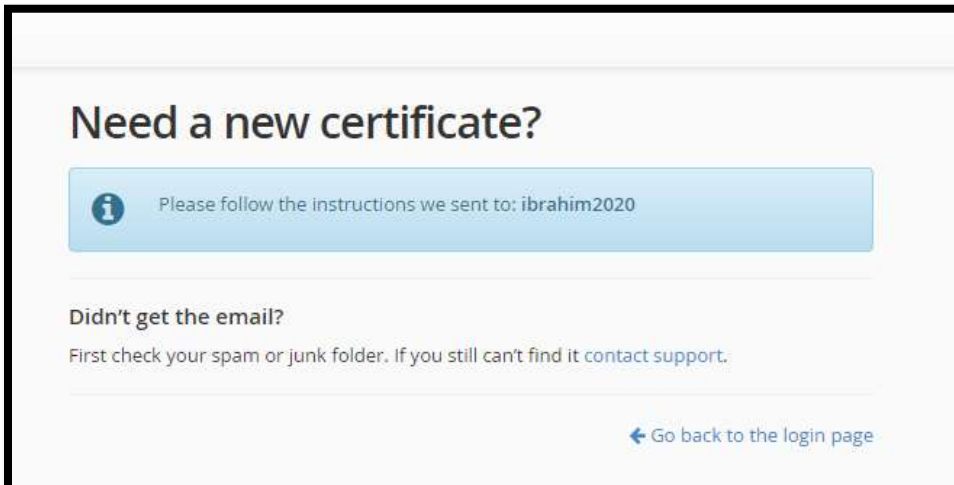
Terminal ID

612887

Enter username

ibrahim2020

Security question 1

What is the email address on file?

ibrahim@unlimitedprepay.com

Security question 2

What is the amount of the last successful transaction on terminal?

40

Send email ✉

← Go back to the login page
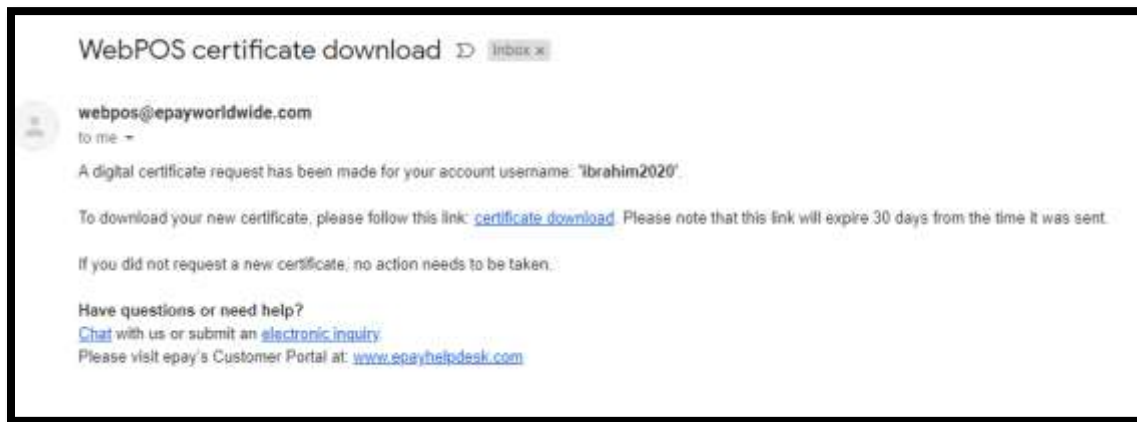
2. If all is correct, the screen will display this message

Need a new certificate?

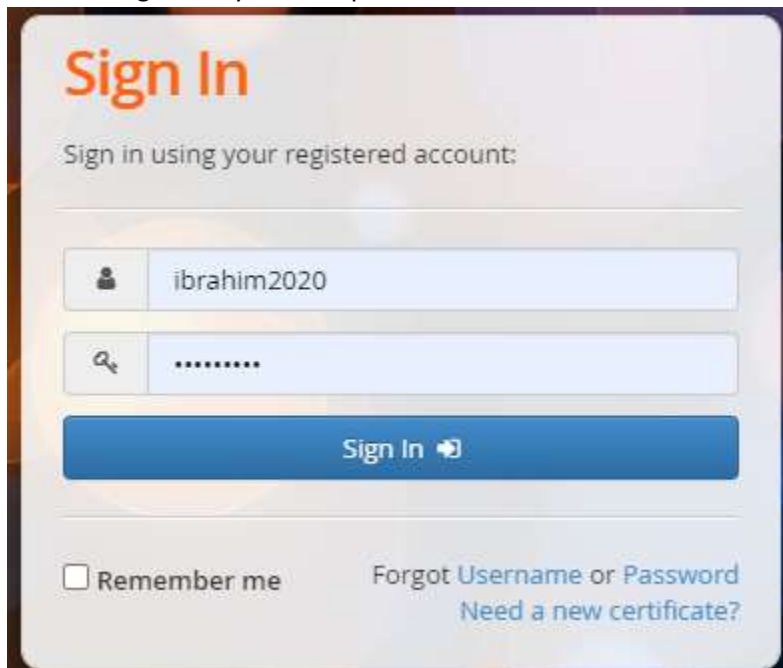ℹ Please follow the instructions we sent to: **ibrahim2020**

Didn't get the email?

First check your spam or junk folder. If you still can't find it contact support.

← Go back to the login page

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.
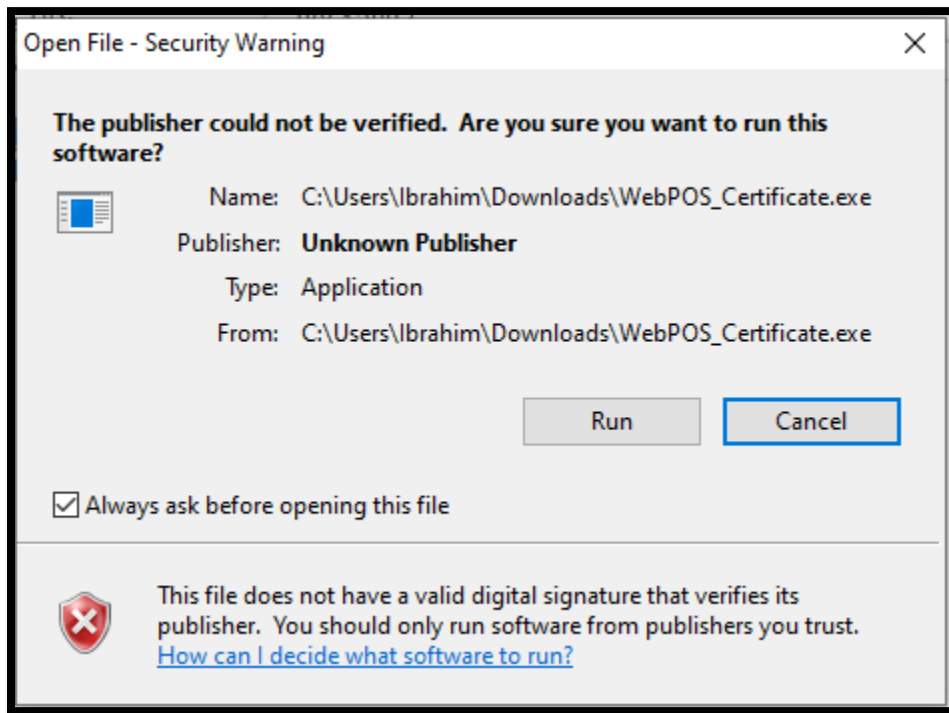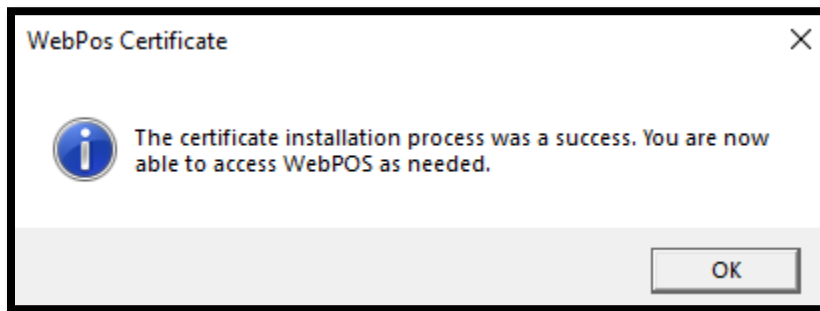

4. Click Sign in to your Webpos Account

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

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.

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.