

Online Account Management (RAM) Password Reset/Change

1 Accessing Merchant Online Account Management System

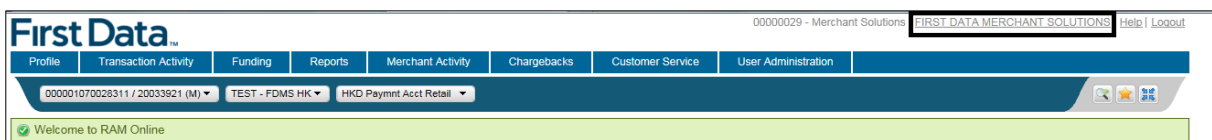
You can login to the online account management system via the Internet at: <https://www.omnipaygroup.com/ramtool>

It is recommended that you save the web address in your favourites, and for security reasons, decline any request from your web browser to remember your password.

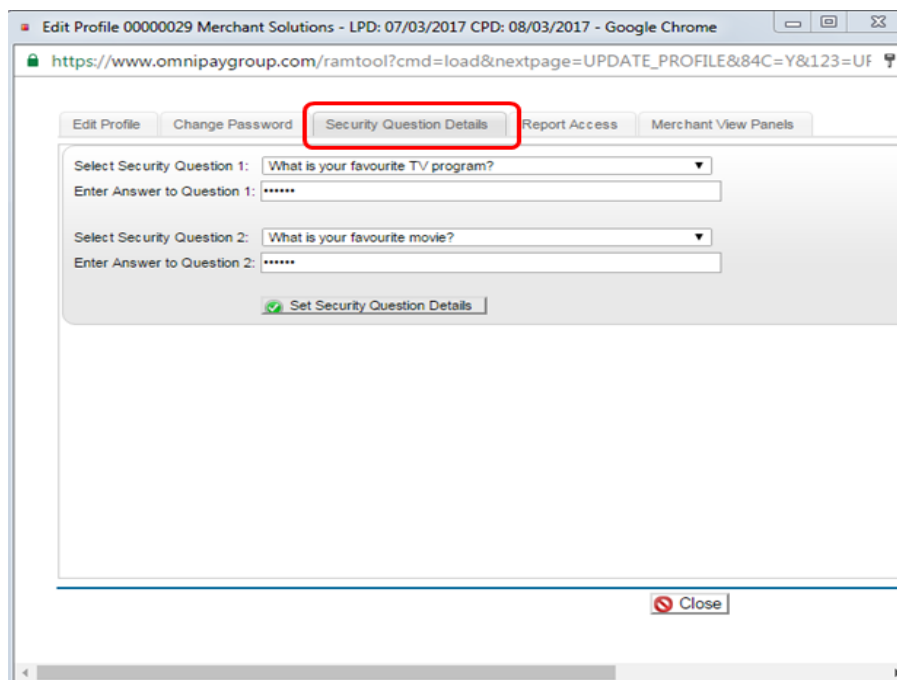
The following page will appear. Please enter the Username and Password that you have been provided and press enter to access the online account management system.

1.1 Edit Security Questions

The security question(s) can be edited by clicking on the hyperlink which is located on the top right corner of RAM page.



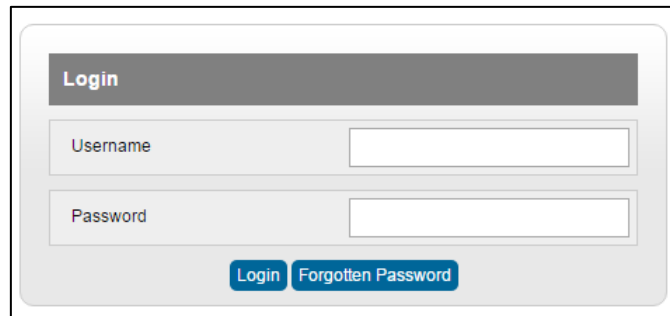
The link will open up a dialog box with option to select a new question from the drop down menu and update a new answer or retain the same question and update with a new answer.



Once new details or new answers are set, click on “Set Security Questions Details” tab, the details will be saved in the database.

2 Reset/Change Password

The Merchant has the option to change/reset the RAM password word by clicking the “Forgotten Password” tab in the login Page.

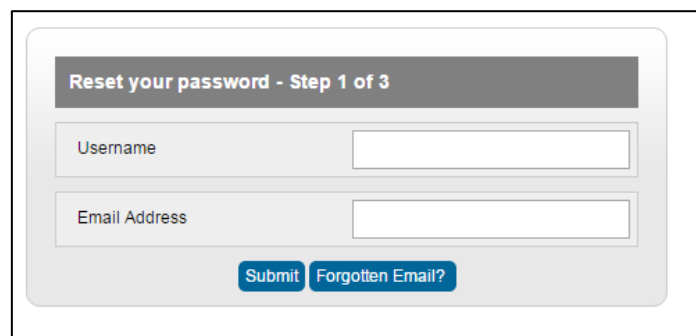


The screenshot shows a login form with a dark header labeled "Login". Below the header are two input fields: "Username" and "Password". At the bottom of the form are two buttons: "Login" and "Forgotten Password".

Once the tab is clicked, a 3-Step verification process will begin.

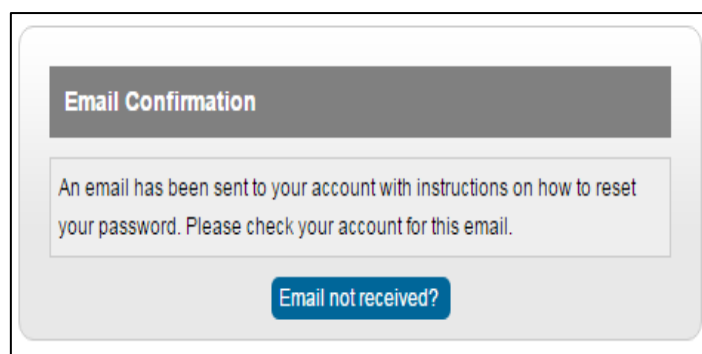
2.1.1 Reset Password – Step 1

Users are required to provide the User ID and the registered email ID which was shared during the ID creation stage.

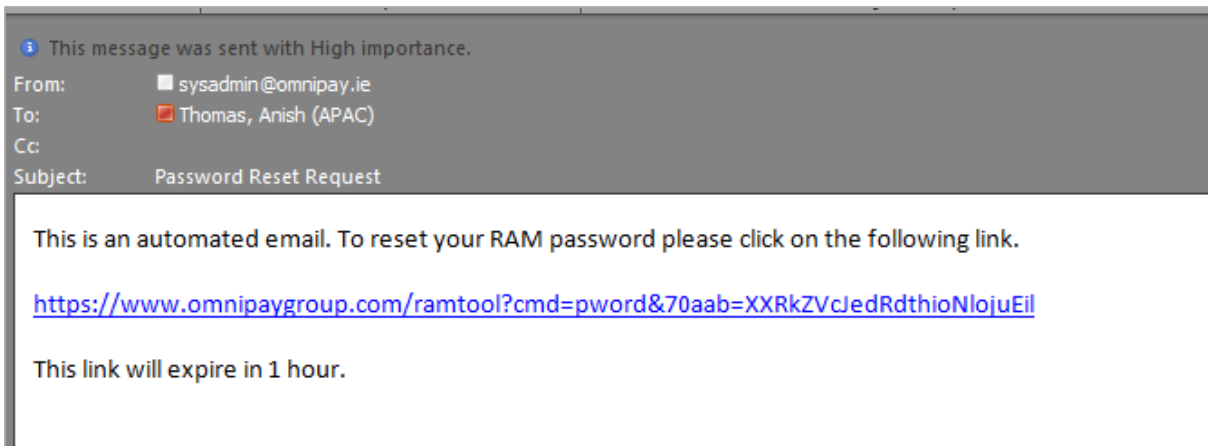


The screenshot shows a form titled "Reset your password - Step 1 of 3". It contains two input fields: "Username" and "Email Address". At the bottom are two buttons: "Submit" and "Forgotten Email?".

If the information provided matches with the database in OmniPay, a system generated email will be sent to the registered email ID with a link for the user to reset the password within 1 hour from the time of email.



The screenshot shows a confirmation screen titled "Email Confirmation". The main text reads: "An email has been sent to your account with instructions on how to reset your password. Please check your account for this email." Below the text is a button labeled "Email not received?".



If the email ID is not configured in the merchant RAM profile, click on the tab “Forgotten Email” and fill up the below details.

Forgotten Password

User Name

Name

Email

Phone

Fax No.

Company

Country

Once the details are submitted, the Merchant Services team will reset the password on behalf of the merchant and send a new password to the email ID provided within 24 to 48 hours.

2.1.2 Reset Password – Step 2

Once the link provided in the email is clicked, the user will be directed to the below page to confirm the User ID and security question answers which were updated during the first login to RAM.

Reset your password - Step 2 of 3

Confirm your user id:

What is your favourite TV program?

What is your favourite movie?

Submit

If all the information provided matches with the database, the system will proceed to the next stage. Otherwise, an error message will be displayed:

- a) Wrong User ID “User ID do not match”
- b) Wrong security question “details provided does not match, please try again”

For such circumstances, please send an email to merchant.services@firstdatams.com.

2.1.3 Reset Password – Step 3

User has the option to change their password at this page.

Reset your password - Step 3 of 3

New Password:

Re-enter new Password:

Submit

- The password must be between 8 and 20 characters in length
- The password must include a minimum of 4 alpha characters and 1 numeric character
- The system will check your last 5 passwords so you cannot re-use any of these passwords

After 3 consecutive failed login attempts, a user’s logon will be blocked.