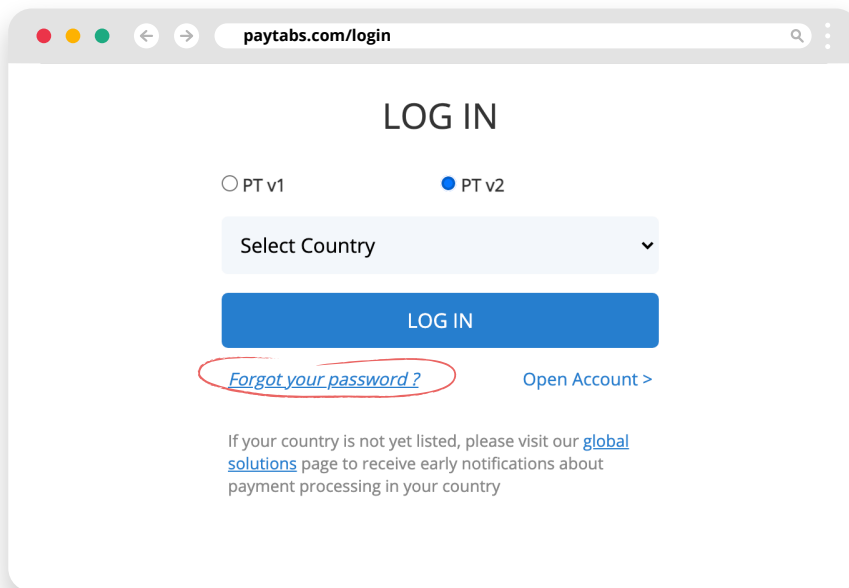


Question 1:**How do I retrieve my password and missing email notifications after sign-up?**

1. User/Receiver to Reset password via self-service portal
<https://www.paytabs.com/login>



2. User/Receiver to:

Check Spam/Junk email folder for sender noreply@paytabs.com

Mailer specific: If found in Spam/Junk email folder, please mark email as "Not Junk", "Not Spam" or "Safe Sender"

Mailer specific: Add "noreply@paytabs.com" in Safe Senders list and/or Verify that "noreply@paytabs.com" is not in the Blocked Senders list

3. If enabled for your Admin account:

Admin to check user's status on the [Admin dashboard](#)

a. Email, Last Login

b. Review [Audit log](#) and check for login and password reset entries

c. And if needed, Admin can [Reset password](#)