

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*

● ● ● ← → paytabs.com/login	٩
LOG IN	
○ PT v1 ● PT v2	
Select Country 🗸	
LOG IN	
Forgot your password ? Open Account >	
If your country is not yet listed, please visit our g <u>lobal</u> <u>solutions</u> page to receive early notifications about payment processing in your country	

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