



First Citizens

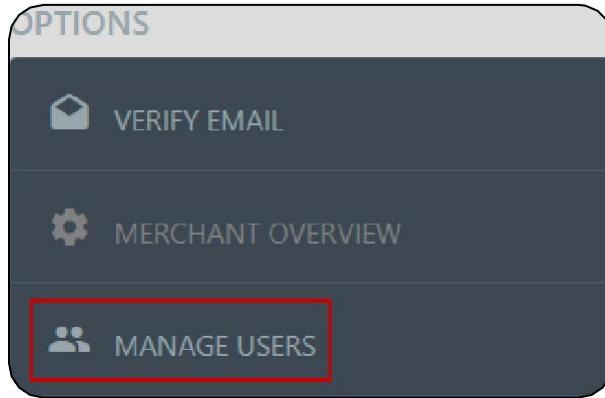
How to Reset My Password

Merchant Guide

1. Login with your Merchant username and password.

The image shows a 'Login' screen with a blue header. It contains two input fields: 'Username' with a user icon and 'Password' with a lock icon. Below the fields is a blue 'Login' button. At the bottom, there are links for 'Forgot Password?' and 'Create Login'.

2. On your Merchant Dashboard click on 'MANAGE USERS'



3. Click the  icon.

First Name	Last Name	User Name	Email	Edit
Test	Test	TestMerch	[REDACTED]	  

4. Type your new password in the provided space, and re-type to verify. Remember the password must be at least 6 characters long, and must include at least one capital letter, a number, and a special character. You can also update any other information regarding the user in this section. Then click "Save"



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ADD/EDIT USER

Login Info		Info
testMerch		Title
*Password:		First Name
*Re-enter Password:		Last Name
		Office Phone
		Mobile Phone
		E-mail
		Puerto Rico

Cancel **Save**