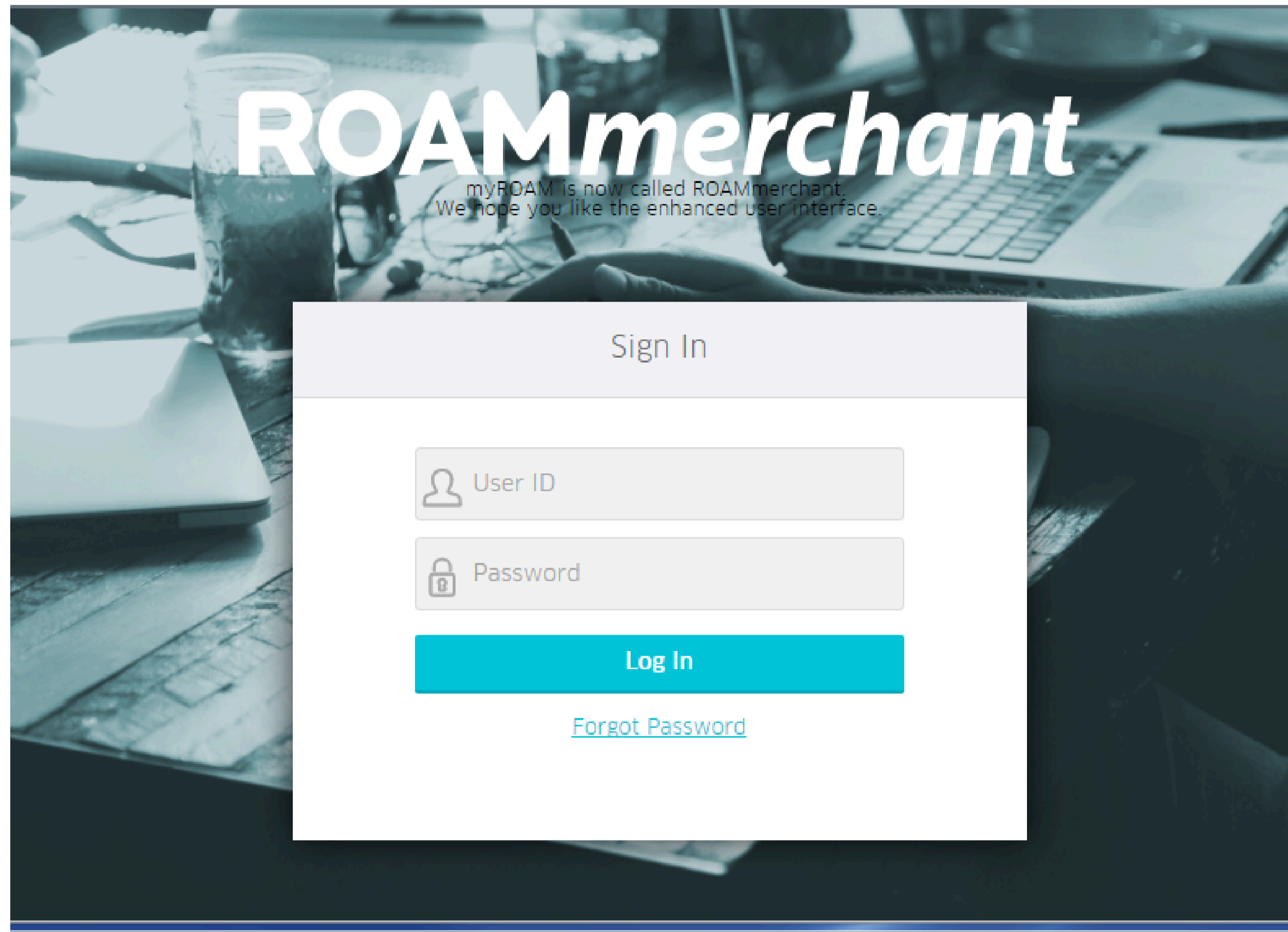


## I forgot my password; how do I reset my password in ROAMmerchant?

Posted: Oct 20, 2016

1. From your web browser, enter <http://merchant.roamdata.com> in the URL field.



2. Click on the **Forgot Your Password**
3. You will be prompted to enter your username.

## ROAMmerchant

**Reset Password**

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**Step 1: Enter Username**

To begin the password reset process, enter your username and click Submit. You will receive an email with a link to reset your password.

\* Username

4. Enter your username and click
5. You will receive a confirmation that an email has been sent to your personal email address.

✔ **Request Received**

If the username is found, a Password Reset email will be sent to the address on file. Be sure to check your SPAM filter if you do not receive it shortly before contacting Support.

6. Click **Close**.
7. Log into your personal e-mail account, where you will have received instructions to reset the password.
8. In the email, click on the **"Click here to reset your password"**
9. A browser window will open, where you will be asked to answer the security questions you setup when you first logged into ROAMmerchant. Once your identity is confirmed, you will be asked to set a new password.
10. Create a password. Enter the same passwords in both fields, then tap **Continue**.
11. A message will display to indicate that you have successfully reset your password.
12. You will receive an email confirming that your account password reset.
13. You may now log in using the username and new password created.