

How to sign in

- 1) Go to www.chargethrough.com.au/retailers or click 'Login' from the main website and select 'Retailers' from the dropdown menu.
- 2) Enter your account's Email address and Password to sign in.

The screenshot shows the 'Automated Charge Through' logo at the top. Below it is a red header with the text 'Retailer sign in'. The main form area has two input fields: 'Email address' with the placeholder 'email@domain.com' and 'Password' with a masked password '*****'. A blue link 'Forgot your password?' is located below the password field. A green 'Sign in' button is at the bottom right of the form. At the very bottom, there is a small text 'New to Automated Charge Through?' and a grey 'Register interest' button.

How to create/reset a password

Have an active account but can't remember your password?

- 1) From the Retailer sign in screen, click on "Forgot your password?".

This screenshot is identical to the previous one, but the 'Forgot your password?' link is highlighted with a white box, and the 'Sign in' button is also visible.

- 2) Enter your account's email address and click on Request link.

The page has a red header with the text 'Create/Reset password'. Below the header, there is a paragraph: 'Enter the email address associated with your account to receive a password reset link. If you are logging in for the first time, please use the email address that received the welcome pack.' This is followed by an input field for 'Enter your email address' with the placeholder 'email@domain.com'. A green 'Request link' button is at the bottom right.

How to change your password

- 1) In the global navigation, click the user name and then select "Password reset".

The screenshot shows a user profile dropdown menu. At the top, it says 'Hi, Josh' with a dropdown arrow. Below this, there are several options: 'User settings', 'Password reset' (which is highlighted with a mouse cursor), and 'Sign out'.

- 2) Enter your current password and then the new desired password. Click "Save" to apply.

The form is titled 'Password reset'. It contains a sub-header: 'Create a strong password of 8 to 20 characters using at least one letter and one number.' Below this are three input fields: 'Current Password*', 'New Password*', and 'Confirm New Password*'. At the bottom right, there are two buttons: a grey 'Skip' button and a green 'Save' button.

- 3) An email will be sent with a "Reset your password" button for you to click on.

The email template is titled 'Reset your password.' and is addressed to 'Hi Josh,'. The body text reads: 'You have requested to reset the password for your Automated Charge Through account. Please click the link below to reset your password and then use your email email@domain.com to sign in to Automated Charge Through. This link will expire in 72 hours of the email being sent.' Below the text is a green 'Reset your password' button and a URL: <https://www.chargethrough.com.au/retailers/my-account/update-password>

- 4) Enter your new password and confirm it. Then click on Save and you can now Sign in with your new password.

The page has a red header with the text 'Create new password'. Below the header, there is a paragraph: 'Create a strong password of 8 to 20 characters using at least one letter and one number. Click Save to store your new password for sign in.' This is followed by an input field for 'Enter your new password below' with a masked password '*****'. Below that is another input field for 'Confirm new password' with a masked password '*****'. A green 'Save' button is at the bottom right.