Resetting a Locked Account

Your **account will be locked** after **6 consecutive failed attempts** to log in to the Times PAY App.

1. If the error message, "Your account has been locked," is displayed, or
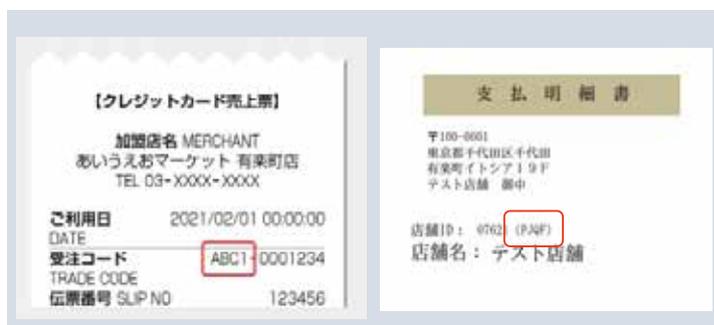2. If your account has not been locked but you have forgotten your password:

We will issue a temporary password to unlock the account and send it to you via email.
You will be able to log in after unlocking your account using the temporary password you receive.

● Send an email with a temporary password to unlock your account

Touch [パスワードを忘れた方 ＞] at the bottom of the login screen to proceed to the password reset screen.

1 Enter **the first 4 digits of your order code** **(alphanumeric characters).**
Your order code is printed on your **receipt** or **in parentheses** as part of your **Shop ID on your Payment Statement.**

2 Enter the **email address that you registered.**
The temporary password can **only be sent to the email address you registered.**

To reset your password, you will need your email address (the address you specified when you registered using the web management screen or on your application form).
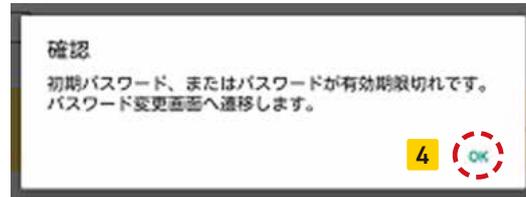
3 When you tap "**Reset password**,"
you will receive an email containing a temporary password. After confirming the details in the email, please proceed to the Login screen.

⇒ Reverse side: **How to Reset Your Times PAY App Password**

連絡先

Times PAY サポートセンター
（年中無休 / 10:00〜20:00）
The Times PAY Support Center is available in Japanese only.

TEL 0570-08-9240

How to Reset Your Times PAY App Password

Times PAY

A

Note: After entering your login ID, please follow steps 1 to 9 below.

1 Check the "Show password" box.
The password will appear as you type.

2 Enter the **temporary password (8 digits) you received in the email.**
After entering the temporary password, please confirm that it has been entered correctly (taking special care with uppercase letters and symbols).

3 Check that the ID and password have been entered and that the button **3** has changed to yellow, then tap the button.

4 Tap OK.

B

5 Check the "Show password" box.
The password will appear as you type.

6 Enter the **temporary password you received in the email.**

7 Enter the password you will use from now on.
The password should be **at least eight digits long and made up of a combination of three types of characters: uppercase letters, lowercase letters, numbers, and symbols**.
It will not be possible to use any of your three most recent passwords.

8 Enter the same password as **7** .

9 Check that the button **9** has changed to yellow.
When you tap the button after confirming, your password will be changed, and you will be able to log in as usual.

Reference: Inputting Characters Using the Keyboard

✕ Note: **This is not the button you use to switch to uppercase letters.**

10 This is the button you use to **shift to uppercase letters**.
After you input an uppercase letter, the keyboard automatically switches back to lowercase letters.

11 This is the button you use to **switch to numbers and symbols**.
To return to the alphabet keyboard, tap the ABC button that appears in the same position.

12 Tap here to add a dot.