

WePay - updating merchant center email and password

This article applies to:

[Pro](#)

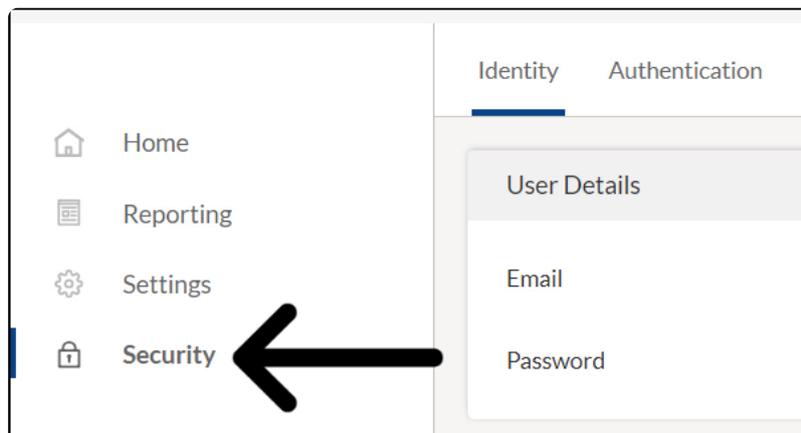
[Max](#)

WePay closed its UK operations in August 2023. Customers will not be able to add a new WePay connection to their Keap account. There will be more information to come.

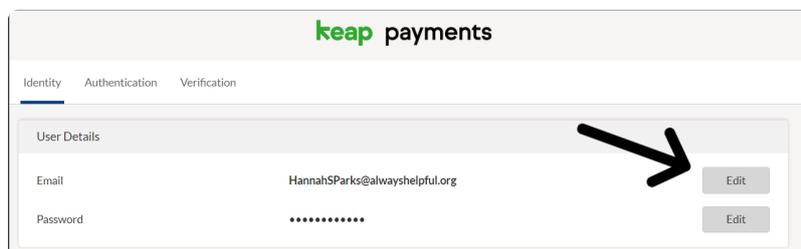
Updating your WePay Merchant Center Email and Password is available in your 'Security' section of the Merchant Center. Please note, if you are updating your email address, you will need to utilize an email address that is not currently registered with WePay.

Change email address

1. Click on **"Security"** in the menu on the left-hand side of the page



2. Click the **"Edit"** next to the email on the **"Identity"** tab



3. Enter the New email and click the **"Update"**

The screenshot shows a 'User Details' form with the following fields and buttons:

Email	HannahSParks@alwayshelpful.org	
New Email	<input type="text"/>	
Cancel		Update
Password	Edit

A black arrow points to the 'Update' button.

Note: You will need to use an email that it not currently registered with WePay.

Change password

1. Click on "**Security**" in the menu on the left-hand side of the page

The screenshot shows a navigation menu on the left with the following items:

- Home
- Reporting
- Settings
- Security**

A black arrow points to the 'Security' item. On the right, the 'Identity' tab is selected, showing a 'User Details' section with 'Email' and 'Password' fields.

2. Click the "**Edit**" next to password in the "**Identity**" tab

The screenshot shows the 'User Details' form with the following fields and buttons:

Email	HannahSParks@alwayshelpful.org	Edit
Password	Edit

A black arrow points to the 'Edit' button next to the password field.

User Details

Email	HannahSParks@alwayshelpful.org	<input type="button" value="Edit"/>
Password	
Old Password:	<input type="text"/>	
New Password:	<input type="text"/>	
Confirm Password:	<input type="text"/>	

 Your new password must be at least 6 digits long and contain both a letter and a number.



Issues changing password

To reset the password for your WePay account, click on the link below and enter in your email address:

<https://www.wepay.com/register/recover>

You'll receive a password reset in your inbox within the next few minutes. If the reset password email doesn't arrive, you may need to check your spam folders or add support@wepay.com to your trusted senders list. These steps are located [here](#)

If you do not have access to the email that the reset password is sent to, please [contact Support](#) to have that email address changed.
