HOW TO RETRIEVE YOUR 4-DIGIT SECURITY KEY

Your Refpay security key is protected in order to maintain the integrity of your personal profile information. To retrieve your security key please follow these steps:

1. Go to www.refpay.com and sign in.

2. Once you are signed in select the "Support" tab on the left.

3. You will be able to send a "new message" requesting your security key or you may also modify it by clicking your 'My Profile' option after you sign into your RefPay account.

4. Once there, select the 'Profile Settings' option above your personal information and then click the 'Modify' option in the lower right.

5. If you select the box to 'Reset Security Key', fill in a new four-digit security key and correctly answer your security question, you may then save the new key as your replacement.

6. The final option to retrieve it is to contact our support line at 801-702-8029.