## How Users Can Access Their Accounts:

To access your Torpago account, go to <u>https://app.torpago.com/account/login</u> and log in using your registered email address and password. Alternatively, you can download the Torpago <u>mobile app</u> and sign in using your mobile device. If you encounter issues accessing your account, please contact our customer support team for assistance.

## How To Contact Support:

Our customer support team is available 24 hours a day 7 days a week. You can reach us through various channels such as our website's chat support, email support@torpago.com, or by phone at 650-623-5429. We are ready to assist you with any inquiries or concerns you may have.

## How To Activate Physical Cards:

There are three ways to activate your new physical Torpago card.

- 1. Log in to your mobile app and follow the steps here.
- 2. Navigate to the 'Card Activation' link: <u>https://app.torpago.com/view/activate</u>
- 3. Via QR Code: <u>https://qrco.de/bcgZqA</u>



## How to Change Passwords:

- 1. Click the User icon on the top-right corner of the dashboard.
- 2. Click Change Password.

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- 3. Change password window will pop up.
- 4. Set your desired password.
- 5. Click Save.

