

## Signing In to Lighthouse Transaction Manager

This document reviews how to access and sign in to Lighthouse Transaction Manager.

### ***Accessing the User Sign In Page***

Accessing the Lighthouse Transaction Manager User Sign In page through one of the entry points reviewed below ensures that you can access your data even when routine maintenance is being performed on one of Shift4's servers.



**Tip:** You will need to ensure that both cookies and website redirection are allowed in your web browser. Like most interactive websites, the Lighthouse Transaction Manager website uses cookies. It also redirects users to sign in using the fastest available server.

---

To access the Lighthouse Transaction Manager User Sign In page, complete one of the following steps:

- Enter <https://lh.shift4.com> in the web browser's address bar, press **Enter**, and then click **Lighthouse Transaction Manager**. This will connect you to an active Lighthouse Transaction Manager server.
- Enter [www.shift4.com](http://www.shift4.com) in the web browser's address bar, press **Enter**, click **Login**, and then click **Lighthouse Transaction Manager**. This will connect you to an active Lighthouse Transaction Manager server.

With either method, the Lighthouse Transaction Manager User Sign In page will be displayed.



**Tip:** Set a bookmark to <https://lh.shift4.com> to ensure that the fastest server available is accessed each time you sign in to Lighthouse Transaction Manager. Do not bookmark the actual page because doing so would limit you to a single server and you would not be able to take advantage of Shift4's load balancing.

---

## Signing In for the First Time

After requesting a Lighthouse Transaction Manager account, the Account Administrator will receive an email from security@shift4.com. This email will have the information the Account Administrator needs to sign in to their Lighthouse Transaction Manager account for the first time (account number, username, and temporary password).

If you are the Account Administrator and have not received your login and account information, contact the Shift4 Customer Support team at 888-276-2108, option 1, and we'll be happy to help. If you are any other user type and have not received your login and account information, you will need to contact your Account Administrator for assistance.



**Note:** The Shift4 Customer Support team does not have access to user accounts; therefore, they cannot supply a password or any other information associated with user accounts.

---

After signing in for the first time, you will be immediately prompted to change your temporary password to a personal password. This is a requirement before you can start using your account.

Changing your temporary password to a personal password is also a requirement of the Payment Card Industry Data Security Standard (PCI DSS), which states that default and vendor-supplied passwords should never be used.



**WARNING!** You are about to configure settings that affect payment transaction security. For security implementation and best practices, see the PCI Security Standards Council website.

---

It is also required that each user (including the Account Administrator) select and answer five predefined password recovery questions as part of the initial process. You will not be able to proceed until this is completed.

In the event that a user (including the Account Administrator) forgets their password, the password recovery questions provide a means to reset their password. Password recovery questions are designed to be personal in nature so that the answers cannot be easily guessed.

In addition, you may be required to step up to two-factor authentication on your account. If your Account Administrator requires this security feature, you will be directed to the Change Profile page after successfully setting your personal password and recovery questions. You will not be able to use your account until this is completed.



**Tip:** After signing in for the first time, you can change your password or recovery questions at any time. For additional information, see the [Changing Your Password](#) document.

---

To sign in to your Lighthouse Transaction Manager account for the first time, complete the following steps:

1. Navigate to <https://lh.shift4.com> and click **Lighthouse Transaction Manager**, or follow the directions in your welcome email.



**Requirement:** Regardless of the method selected in the welcome email, you must change your password and select and answer your security questions. If your Account Administrator requires two-factor authentication to be enabled, you must also enable it before your account can be used.

---

2. *(If applicable)* On the Lighthouse Transaction Manager User Sign In page, complete the following steps:

- In the Account Number field, enter your account number.



**Note:** The account number is supplied by Shift4 and will be used by every user who signs in to this account. If an email address was provided when a user account was created in Lighthouse Transaction Manager, then the account number will be provided to the user in their welcome email.

---

- In the Username field, enter your username.



**Note:** When signing in as the Account Administrator, “Administrator” or “Admin” may be entered in the Username field. Usernames are not case sensitive. If an email address was provided when a user account was created in Lighthouse Transaction Manager, then the username will be provided to the user in their welcome email.

---

- In the Password field, enter your temporary password.



**Note:** If an email address was provided when a user account was created in Lighthouse Transaction Manager, then the temporary password will be provided to the user in their welcome email. The password is case sensitive.

---

- Click **Sign In**.

SHIFT4 | Lighthouse Transaction Manager User Sign In

Account Number

Account Number

Username

Username

Password

Password

☐ Remember Me?  
Account Number & Username only

**Sign In**

[Login Help](#)

System Statuses

To view all system statuses, click [here](#).

3. On the Change Password page, complete the following steps:

- *(If applicable)* In the Current Password field, enter your temporary password.
- In the New Password field, enter a unique password.
- In the Password Verification field, reenter your new password.
- From the Question #1 list, select the desired question.
- In the Answer #1 field, enter your personal answer to the question.
- Repeat this process until all five questions have been selected and answered.



**Note:** You cannot select the same question more than once, and you cannot supply the same answer to more than one question. The security question answers are not case sensitive.

- Click **Apply**.

Username

hmrth

Clerk ID

00000

Current Password \*

\*\*\*\*\*

To change your password you must enter your existing password for security purposes.

New Password

\*\*\*\*\*

You must enter the new password twice for verification purposes.

Password Verification

\*\*\*\*\*

Select the password recovery questions Lighthouse Transaction Manager will use for identification if your User password is forgotten.

Question #1 \*

What is your favorite color?

▼

Answer #1 \*

blue

Question #2 \*

What is your favorite number?

▼

Answer #2 \*

4

Question #3 \*

What was your favorite subject in school?

▼

Answer #3 \*

auditing

Question #4 \*

What is your first memorable street address?

▼

Answer #4 \*

1551

Question #5 \*

What is your first memorable phone number (or portion thereof)?

▼

Answer #5 \*

2480

Apply

\* indicates required field.

IMPORTANT NOTE:

In order to change your password or reenter your password recovery questions & answers, you must enter your existing password.

PRACTICE SAFE COMPUTING:

In general, passwords should be at least four characters in length and we HIGHLY recommend that it contain alpha and numeric characters and at least 1 punctuation character. In addition to these general rules, your account administrator has set the following rules:

- Minimum password length of 5 required
- Password must contain at least one letter (A-Z or a-z)
- Password must contain at least one numeric digit (0-9)

For more information about practicing safe computing and selecting good passwords, refer to the following: [Sound Password Practices](#)

PASSWORD RECOVERY QUESTIONS

These password recovery questions and associated answers will be used in the event that you forget your password. In the event that you forget your password, the system will randomly choose three out of the five questions you select. If you answer all three questions correctly, you will be logged on and allowed to change your password. For each question you answer wrong, the system will randomly select questions from the remaining questions. If you fail to correctly answer three out of the five questions, your account will be locked out for 48 hours.

It is very important that you select the questions and choose your answers wisely. Selecting questions that have common knowledge answers can degrade the overall security for your account. Example: What is your favorite color? Red -- would not be a wise choice if your hair color is red or everyone you work with knows that your favorite color is red. Similarly, selecting questions that have complex answers that you are likely to forget by bedtime tonight will render the recovery process useless. Example: What is your favorite number? 7.8437598221187645 -- would not be a good choice if 7 was your real favorite number and 8437598221187645 was added just to throw people off, although, entering "Seven" as the answer might be a wise choice.

Our suggestion is that the answers to the questions that you select should be one or two words in length, easy for you to spell and remember and not common knowledge by everyone you work with.

Lastly, rest assured that this information will only be used in the event you forget your password and NO OTHER PURPOSE. Also, all the information, including the questions you select, are stored in an encrypted format and is NOT available for viewing by anyone at any location (our location or SHM4) for any purpose.



**Note:** Shift4 recommends storing the Account Administrator login and password in a physically secure location, such as a safe or vault.

4. *(If applicable)* If your Account Administrator requires two-factor authentication to be enabled, you will be directed to the Change Profile page to add it to your account. You will not be able to use your account until this is completed. Follow the directions displayed in Lighthouse Transaction Manager to complete this process.
5. *(If applicable)* Depending on settings configured by your Account Administrator, a notification about adding two-factor authentication may be displayed. For additional information on this feature and how to enable it, see the [Changing Your Profile](#) document. If you are not ready to enable it, select one of the following options from the Remind Me list:
  - **Tomorrow**
  - **Next Week**
  - **Next Month**



**Tip:** All Lighthouse Transaction Manager user accounts are encouraged to use two-factor authentication, especially administrator-type user accounts. For additional information, see the [Changing Your Profile](#) document.

---

## Signing In a Subsequent Time

To sign in to Lighthouse Transaction Manager after you have changed your password and selected and answered your security questions, complete the following steps:

1. To access the Lighthouse Transaction Manager User Sign In page, complete one of the following steps:
  - Enter <https://lh.shift4.com> in the web browser's address bar, press **Enter**, and then click **Lighthouse Transaction Manager**.
  - Enter [www.shift4.com](http://www.shift4.com) in the web browser's address bar, press **Enter**, click **Login**, and then click **Lighthouse Transaction Manager**.



**Tip:** For additional information, see the [Accessing the User Sign In Page](#) section.

---

2. On the Lighthouse Transaction Manager User Sign In page, complete the following steps:
  - In the Account Number field, enter your account number.
  - In the Username field, enter your username.



**Note:** When signing in as the Account Administrator, "Administrator" or "Admin" may be entered in the Username field. Usernames are not case sensitive.

---

- In the Password field, enter your password.



**Note:** Passwords are case sensitive.

---

- Click **Sign In**.

3. *(If applicable)* If you have enabled two-factor authentication, complete the following steps:
  - In the Passcode field, enter the dynamic, six-digit passcode generated by the authenticator app on your smart device.
  - Click **Sign In**.

## Using the Login Help

If you forget any of your login credentials or get locked out of your account, help is provided on the Lighthouse Transaction Manager User Sign In page.

The Login Help feature covers many scenarios, and we've highlighted the main ones in this document, including:

- [I Forgot My Account Number](#)
- [I Forgot My Username](#)
- [I Forgot My Password](#)
- [I Cannot Generate a Passcode](#)

If one of these situations applies to you, see the instructions below. If none of these sections applies to your situation, you can use the Login Help feature to get help signing in. If you are still unable to sign in, contact an administrator for your account.



**Tip:** If you locked yourself out of your account, chances are it is because a portion of your login credential was forgotten. Try using the Login Help feature to unlock your account and reset your password. If you are unable to unlock your account and reset your password using the feature, you will need to contact your administrator for assistance.

SHIFT 4 | Lighthouse Transaction Manager User Sign In

Account Number  
Account Number

Username  
Username

Password  
Password

☐ Remember Me?  
Account Number & Username only

Sign In

Login Help

System Statuses

To view all system statuses, click [here](#).



## I Forgot My Account Number

Unfortunately, Shift4 cannot provide this information to you. You will have to contact an administrator for your account.

## I Forgot My Username

Depending on how your user account was configured, Shift4 may be able to help. To retrieve your username, complete the following steps:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, click **Forgot Username**.
4. In the Forgot Username section, enter the email address associated with your Lighthouse Transaction Manager account and click **Next**.



**Note:** If you forgot your email address or don't have an email address associated with your Lighthouse Transaction Manager account, you will need to contact an administrator for your account.

---

5. You should receive an email from Shift4 that contains your username. After you receive the email, try and sign in using your valid credentials.

## I Forgot My Password

Don't worry! Forgetting a password is one of the most common things that Lighthouse Transaction Manager users experience, and the new Login Help feature can help you reset it. There are four options available to you. The option you choose is based on how your user account was configured.

- I Have Neither an Email Address nor a Passcode
- I Have an Email Address but Not a Passcode
- I Have a Passcode but Not an Email Address
- I Have a Passcode and an Email Address

### ***I Have Neither an Email Address nor a Passcode***

If you do not have an email address associated with your Lighthouse Transaction Manager account and did not add two-factor authentication, complete the following steps to reset your password:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, enter your username and click **Next**.
4. In the Password section, click **Forgot Password**.
5. In the Forgot Password section, click **No** when asked if you know the email address on your Lighthouse Transaction Manager account.
6. In the Forgot Password section, enter the answer to your secret question and click **Submit**. Repeat this process until the Change Your Password section is displayed.



**Note:** If you have not set answers to your security questions in Lighthouse Transaction Manager, you will need to contact your administrator for login credentials.

---

7. In the Change Your Password section, read the password composition requirements. Then, enter a unique password in the New Password field and reenter it in the Verify Password field. When you are done, click **Submit**.
8. You should now be able to sign in with your valid credentials.

### ***I Have an Email Address but Not a Passcode***

If you have an email address associated with your Lighthouse Transaction Manager account and did not add two-factor authentication, complete the following steps to reset your password:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, enter your username and click **Next**.
4. In the Password section, click **Forgot Password**.
5. In the Forgot Password section, click **Yes** when asked if you know the email address on your Lighthouse Transaction Manager account.
6. In the Forgot Password section, enter the email address associated with your Lighthouse Transaction Manager account. Then, click **Submit**.
7. In the Change Your Password section, read the password composition requirements while you are waiting for the email containing the verification code to be delivered.
8. After you receive the email with the verification code, enter it in the Verification Code field. Then, enter a unique password in the New Password field and reenter it in the Verify Password field. When you are done, click **Submit**.
9. You should now be able to sign in with your valid credentials.

### ***I Have a Passcode but Not an Email Address***

If you added two-factor authentication on your Lighthouse Transaction Manager account but do not have an email address associated with it, complete the following steps to reset your password:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, enter your username and click **Next**.
4. In the Password section, click **Forgot Password**.
5. In the Forgot Password section, enter the passcode generated by the authenticator app on your smart device. Then, click **Next**.
6. In the Forgot Password section, enter the answer to your secret question and click **Submit**. Repeat this process until the Change Your Password section is displayed.
7. In the Change Your Password section, read the password composition requirements. Then, enter a unique password in the New Password field and reenter it in the Verify Password field. When you are done, click **Submit**.
8. You should now be able to sign in with your valid credentials.

### ***I Have a Passcode and an Email Address***

If you added two-factor authentication on your Lighthouse Transaction Manager account and have an email address associated with it, complete the following steps to reset your password:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, enter your username and click **Next**.
4. In the Password section, click **Forgot Password**.
5. In the Forgot Password section, enter the passcode generated by the authenticator app on your smart device. Then, click **Next**.
6. In the Change Your Password section, read the password composition requirements while you are waiting for the email containing the verification code to be delivered.
7. After you receive the email with the verification code, enter it in the Verification Code field. Then, enter a unique password in the New Password field and reenter it in the Verify Password field. When you are done, click **Submit**.
8. You should now be able to sign in with your valid credentials.

### **I Cannot Generate a Passcode**

If you added two-factor authentication on your Lighthouse Transaction Manager account but can no longer generate a passcode with the authenticator app on your smart device, complete the following steps to remove the authenticator from your account:

1. On the Lighthouse Transaction Manager User Sign In page, click **Login Help**.
2. In the Account section, enter your account number and click **Next**.
3. In the Username section, enter your username and click **Next**.
4. In the Password section, enter your password and click **Next**.
5. In the Passcode section, click **No** when asked if you can generate a passcode.
6. In the Reset section, click **Yes** when asked if you have the reset code.



**Note:** If you do not have the reset code, you will require additional assistance. You will have to contact an administrator for your account.

---

7. In the Remove Authenticator section, enter the reset code and click **Remove**.
8. The authenticator will be removed from your account. You should now be able to sign in with your valid credentials.