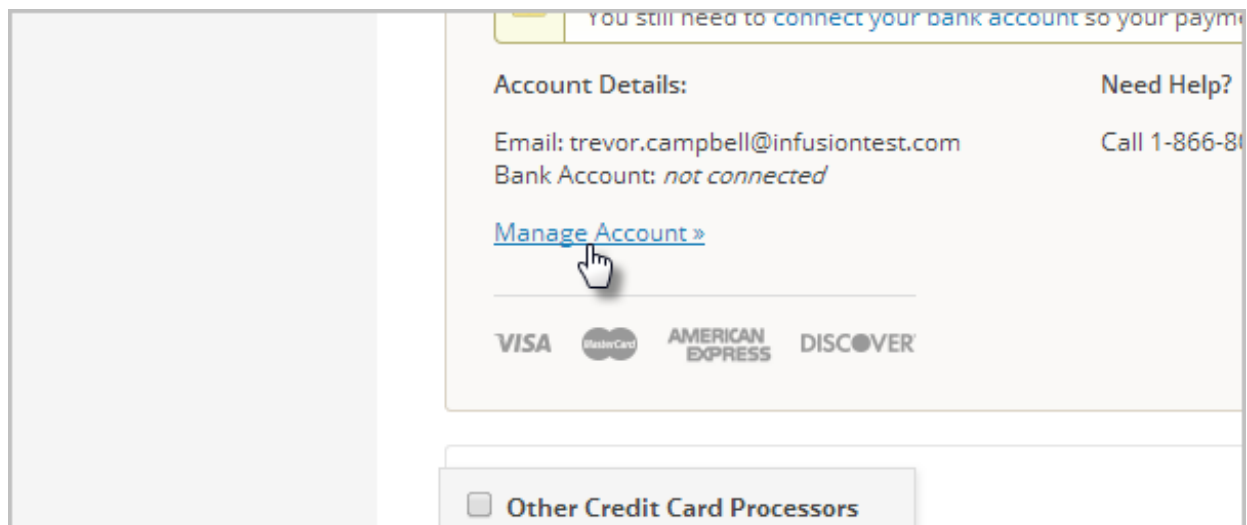


# Using Keap Payments FAQ

## How do I sign in to manage my Keap Payments account?

After completing the setup of your Keap Payments account you will see a link titled 'manage account' in the Keap Payments section of the Payment Types page in Infusionsoft by Keap. Clicking this link will take you to a login page where you will use your Keap Payments login email and password to access your account. Remember, these login credentials are separate from your Infusionsoft by Keap login credentials.



## Why do emails for Keap Payments come from support@wepay.com?

As our payment technology partner for Keap Payments, WePay sends emails on behalf of Keap Payments about account activity on your account and required actions. If you have any questions about these emails, [contact Keap Support](#).

## How do I update my Keap Payments email and password?

Please refer to the article: [Keap Payments email and password](#).

## Is the CVV/CVV2 required?

The CVV/CVV2 field is required by WePay. Collecting this type of cardholder data allows us to fight fraud more effectively.

## How do I transfer existing subscriptions or payment plans to be billed through Keap Payments?

Keap provides support for WePay. If you have any questions, [contact Keap Support](#).

### **When will my funds be available for withdrawal?**

Our goal is to release your money for withdrawal as soon as possible. Once your payments have been fully processed they will be released for withdrawal. Please also refer to the article: [Why isn't my balance fully available?](#)

### **I have an upcoming product launch which will result in a spike in sales, do I need to notify Keap Payments first?**

We expect your business to grow! Which is why Keap Payments takes into consideration product launches and other activity that could cause a spike in sales. We treat these occurrences as normal business and as long as your account is active you shouldn't be concerned about having funds frozen due to an increase in sales. Feel free to notify us of any upcoming spikes in sales, but it is not required.

### **What if I change my bank account in the system?**

Payments process overnight so if a bank account is updated the new account will receive payments the following day.

### **How do I get additional support?**

Keap provides support for WePay. If you have any questions, [contact Keap Support](#) .

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