

# Start and logging in to the application

## Opening

### Recommended browsers

We recommend using the latest version of either [Mozilla Firefox](#) and [Google Chrome](#) as a browser for Computop Analytics.

Use the browser to open <https://paygate.computop.de/analytics/>.

The Opening and logging in to the application page appears, which is used to log in to the application.

Computop will provide you with the access data (merchant, user name, password).

## Logging in

### Access Data

The access data (merchant, user name) will be sent to you in an encrypted email. [Computop Helpdesk](#) will only share the password with you by phone or fax upon request for security reasons.

### If you have forgotten your password, or your password has been disabled

You can reset a user's password yourself if user administration (optional) has been activated.

If user administration (optional) has been activated, then a user with administrator rights can reset another user's password.

If you have forgotten your password, or your password has been disabled, you will need to contact [Computop Helpdesk](#). If user administration (optional) has not been activated, you will need to contact [Computop Sales](#).

### Application Button

The button at the bottom allows you to jump to the corresponding page within the application. You must be logged in to jump to the corresponding page within the application.

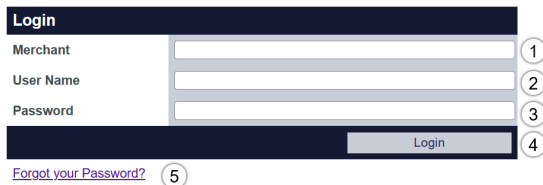
Computop Analytics

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The screenshot shows a login form with the following elements:

- 1. "Merchant" input field
- 2. "User name" input field
- 3. "Password" input field
- 4. "Login" button
- 5. "Forgot your Password?" link

1. "Merchant" input field
2. "User name" input field
3. "Password" input field
4. "Login" button
5. "Password reset" link



#### "Merchant" input field

If several merchants have been saved to the application for your company, then each merchant will receive an ID of their own. The merchant ID must be entered in the "Merchant" input field along with the "User name" and the "Password". When using a different merchant ID to log in, the "User name" and "Password" remain the same.

1. Enter the access data.
2. Click on the "Login" button.

The application opens.



#### Logging in for the first time

The password must be changed after logging in for the first time for security reasons.

## Changing the password after logging in for the first time

New password

Change settings

New password

Password rules:

- differing from the last 4 passwords
- 8 to 20 characters long
- each have at least one digit, one special character and one uppercase letter

Current password

New password

New Password (repeat)

Cancel action

Confirm

1. Current password and new password input fields
2. "Confirm" button



#### Rules when choosing a password

For a new password to be valid, it must meet the following criteria:

- 8 to 20 characters long
- At least one digit, one special character, and one uppercase letter
- Different to the last four passwords

1. Enter the current password and the new password.
2. Click on the "Confirm" button.

If the password is valid, the message "Password successfully changed" will appear in green. If the password is invalid, a message showing the reason why will appear in red.

## Password reset

In case you forgot your password you can click on the links "Forgot your password?".

By doing so a new form will be shown:

## Enter your MerchantId and Username

## Forgot your Password?

If the combination of MerchantID and username is found, you will receive an email to your registered email address. Click on the link in the email to set a new password.

For security reasons, the link is valid for 2 hours. If the link has expired, please request a new one. Also, please check your spam folder.

Confirm

[← Return to Login](#)

Here you will have to enter your MerchantId and your Username - both are mandatory.

## Email has been sent

If your combination of MerchantId and Username have been found an email will receive an email for confirmation:

## Forgot your Password?

If the combination of MerchantID and username is found, you will receive an email to your registered email address. Click on the link in the email to set a new password.

For security reasons, the link is valid for 2 hours. If the link has expired, please request a new one. Also, please check your spam folder.

The Email was successfully sent

Confirm

[← Return to Login](#)

## Email with link to reset password

Dear [redacted]

We received a request to reset the password associated with your account. To proceed with the password reset, please follow the instructions below:

1. Click on the following link to access the password reset page: [reset password](#)
2. You will be redirected to a secure page where you can set a new password for your account.

Please note that this link is valid for the next 2 hours, after which it will expire for security reasons. If you did not request this password reset or have any concerns, please contact our support team immediately.

## Set new password

After clicking on the link to "reset password" a new form will be displayed:

### Set a new password

To create a secure password, it:

- Must include a special character ([~#+'?...]).
- Should be no less than 8 characters and no more than 20 characters.
- Must include a capital letter.
- Must include a number.

New password

Confirm new password

Save

[← Return to Login](#)

Please enter the new password twice - to ensure you have no typo in any password.

Then click on "Save" and your new password is active.

You may now use this new password to login into Computop Analytics.