

# Managing users created

Merchant Portal

The "Administration User management" tab allows you to view all users of the application and to change their user data. You have the option of calling up more information (detailed view) about every user. You can change personal data, the language and the site access rights in the detailed view.

## Opening the detailed view of user

User management

Search details

Merchant: ct\_teamtest

All usernamesActive

Search

Create new user

| 55 Results | 10         | Results per page | Page       | 1              | 2      | 3 |  |
|------------|------------|------------------|------------|----------------|--------|---|--|
| Username   | Merchant   | First name       | Last name  | E-mail address | Status |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX       | XXXXXXXXXX | XXXXXXXXXX     | Active |   |  |

55 Results

10

Results per page

Page

1

2

3

1. "User name" column

2. User name of a user

Proceed as follows to open the detailed view of an operation:

1. Click on the name of the required user in the "User name" column.

The detailed view of the user opens.

The detailed view of the user is divided into "Profile", "Settings", "Permissions" (optional) sections.

ct\_teamtest

Edit profile

ProfileSettingsPermissions

Profile picture

Data infos

Last login  
Profile creation  
09.08.2010 15:17:10  
Password expiration  
08.11.2023 08:56:13

Account details

First nameLast name

EmailDetail

CompanyDepartment

StatusMFA type

Active

Access data

MerchantUsername

ct\_teamtestct\_teamtest

Password

\*\*\*\*\*

## Changing access data



#### Access data

The access data Merchant and username for the user can only be changed by [Computop Helpdesk](#) for security reasons.

The password can be changed by editing the access data. After creation of password, please remember to copy the password. Once saved you will just be able to override it.

## Changing personal data

You can change personal data by using the "Edit profile" button.

## Changing the language

You can change the language displayed to the user by using the "settings" tab.

## Deactivating/activating access rights for the user

In order to enable a tab or an action for the user, you must activate the corresponding permission in the detailed view of the user.

Proceed as follows to activate or deactivate the site access rights for the user:

1. Open the detailed view of a user.
2. Click on the "permissions" tab and click on "Edit profile" button.

The necessary permissions can be selected. After selection click on save profile.

3. Activate or deactivate permissions. A description of the permissions can be found in the table below.



#### Showing and hiding site access rights

When you activate a higher-level permission (indicated in bold type), the corresponding lower-level permissions are selected. you can individually de-select the low level user rights.

You can use the "New user" button to create a new user for your application in the tab "Administration User management". By creating new users, you can grant several persons access to the application. This has the advantage of allowing you to assign areas of responsibility and [view activities by every user in the application](#).

## Creating a new user

The screenshot shows the 'User management' interface. At the top, there's a 'Search details' section with two dropdown menus: 'All usernames' and 'All statuses'. To the right, there's a 'Merchant' dropdown menu set to 'ct\_testtest'. Below these, there's a 'Search' button and a '+ Create new user' button.

1. "Create new user" button

Proceed as follows to create a new user:

1. Click on the "Create new user" button.

The "Create new user" window appears.

Create new user

Cancel

Save profile

ProfileSettingsPermissions

Profile picture

JPG or PNG no larger than 2 MB

Upload new picture

Account details

First name\*

Last name\*

Email\*

Detail

Company

Department

Status

Active

Access data

Merchant\*

ct\_teamtest

Username\*

Password\*

Random

Copy

After creation, please remember to copy the password. Once saved you will just able to override it.

MFA type

1. Profile and Account Details

2. Settings

3. Permissions



User name of the new user

You cannot change the user name after creating the user. The user name can only be changed by [Computop Helpdesk](#) for security reasons.



Password for the new user

You cannot enter a password for the new user. The new user will be automatically sent the password valid for use with their access data. You can [change the password in the user management once the user has been created](#). Make sure that you change the password before handing over the access data. Otherwise, your password may be passed on to unauthorized persons.

2. Enter the user name and password.

3. Enter the personal data.

4. Select the localization data and search settings.



"Time zone" input field

Operations can only be displayed and created with the correct time data as long as you have selected the right time zone for the user.

ProfileSettingsPermissions

Language and time zone

Language

English

Time zone

(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Format settings

dd.mm.yyyy

Time format

24 hour

Search settings

Merchant preselected for search

ct\_teamtest

Number of rows to display per search page

10 rows

On "Payment search", display first

Payments

Default export file type

.csv (comma-separated values)

5. Select the site access rights. A description of the site access rights can be found in the [Manage User Section](#).



### Showing and hiding site access rights

When you activate a higher-level site access right (indicated in bold type), the corresponding lower-level site access rights are shown. All lower-level site access rights are shown in Fig. Site access rights.

User permissions

☐ View operations

☐ Search   ☐ Detailed view of operation   ☐ Reconciliation

☐ Change operations

☐ Execute captures

☐ Analytics data products

☐ Dashboard   ☐ Computop 300

☐ Customers

☐ Show   ☐ Edit   ☐ Delete

☐ Settlement files

☐ Search   ☐ File download

☐ Batch files

☐ Search   ☐ File download   ☐ File upload

☐ Data export

☐ Data export

☐ Administration

☐ User management   ☐ User log

☐ Terminal

☐ Direct debit terminal   ☐ Card terminal   ☐ Pay by Link terminal

☐ Blacklist

☐ Search   ☐ Create   ☐ Edit

☐ Black List SecurePay

☐ Search   ☐ Move to Whitelist   ☐ Delete

☐ Whitelist

☐ Search   ☐ Create   ☐ Delete

☐ Whitelist SecurePay

☐ Search   ☐ Create   ☐ Delete

1. *View operations*
2. *Change operations*
3. *Analytics Data Products*
4. *Customers*
5. *Settlement files*
6. *Batch files*
7. *Data Export*
8. *Administration*
9. *Terminal*
10. *Blacklist*
11. *Blacklist securepay*
12. *Whitelist*
13. *Whitelist securepay*

| "View operations" access right         | Description                                                                       |                                                                                                  |
|----------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>View operations</b>                 | Enable the tab "View operations"                                                  |                                                                                                  |
| search                                 | User with this right can search for payments/transaction                          |                                                                                                  |
| detailed view operations               | User with this right can see the detailed view of payments/transaction details    |                                                                                                  |
| reconciliation                         | View Reconciliations tab and let the user search the payments with account number |                                                                                                  |
| "Change operations" site access rights |                                                                                   | Description                                                                                      |
| <b>Change operations</b>               |                                                                                   | Enable editing of payment using the <a href="#">detailed view of operations</a>                  |
| Execute captures                       |                                                                                   | Enable the "Execute captures" action in the <a href="#">detailed view of operations</a>          |
| Execute reversals                      |                                                                                   | Enable the "Execute reversals" action in the <a href="#">detailed view of operations</a>         |
| Execute credits                        |                                                                                   | Enable the "Execute credit" action in the <a href="#">detailed view of operations</a>            |
| Delete personal data                   |                                                                                   | Enable the "Delete personal data" action in the <a href="#">detailed view of operations</a>      |
| Re-authorization manually              |                                                                                   | Enable the "Re-authorization manually" action in the <a href="#">detailed view of operations</a> |
| Re-debiting process                    |                                                                                   | Enable the "Re-debiting process" action in the <a href="#">detailed view of operations</a>       |

|                                                 |                                                                               |                    |
|-------------------------------------------------|-------------------------------------------------------------------------------|--------------------|
| Cancel                                          | Enable the "Cancel" action in the <a href="#">detailed view of operations</a> |                    |
| Close                                           | Enable the "Close" action in the <a href="#">detailed view of operations</a>  |                    |
| <b>"Terminal" site access rights</b>            |                                                                               | <b>Description</b> |
| <b>Terminal</b>                                 | Enable the tab " <a href="#">Create Processes</a> " (optional)                |                    |
| Card terminal                                   | Enable the tab "Terminal <a href="#">Card terminal</a> "                      |                    |
| Direct debit terminal                           | Enable the tab " <a href="#">Terminal Direct debit terminal</a> "             |                    |
| Pay By Link Terminal                            | Enable the tab "Pay by Link"                                                  |                    |
| <b>"Batch files" site access rights</b>         |                                                                               | <b>Description</b> |
| <b>Batch files</b>                              | Enable uploads and downloads of "batch files"                                 |                    |
| Search                                          | Enable searching of processed batch files                                     |                    |
| Download                                        | User with this access can download the processed batch file                   |                    |
| Upload                                          | user with this access can upload batch file for processing                    |                    |
| <b>"Settlement files" access rights</b>         |                                                                               | <b>Description</b> |
| <b>Settlement Files</b>                         | Enable search and download of settlement files                                |                    |
| Search                                          | User with this access will be able to search the settlement files             |                    |
| Download                                        | User with this access will be able to download the settlement files           |                    |
| <b>"Analytics data product" access right</b>    |                                                                               | <b>Description</b> |
| Dashboard                                       | Enable the tab " <a href="#">Dashboard</a> " (optional)                       |                    |
| Computop 360                                    | Enable the "Computop 360" (qlik) dashboard in merchant portal.                |                    |
| <b>"Customers" access right</b>                 | <b>Enables the customer tab</b>                                               |                    |
| Search                                          | Enable the customer search                                                    |                    |
| Detailed view of customer                       | Enable detailed view of customer                                              |                    |
| Delete person-related data                      | Enable action "Delete person-related data" in the customer detailed view      |                    |
| <b>"Administration" site access rights</b>      |                                                                               | <b>Description</b> |
| <b>Administration</b>                           | Enable the tab " <a href="#">Administration</a> " (optional)                  |                    |
| User management                                 | Enable the tab " <a href="#">Administration User management</a> " (optional)  |                    |
| User log                                        | Enable the tab " <a href="#">Administration User log</a> " (optional)         |                    |
| <b>"Data Export" site access rights</b>         |                                                                               | <b>Description</b> |
| Data export                                     | Enable the Data Export tab                                                    |                    |
| <b>"Blacklist" site access rights</b>           |                                                                               | <b>Description</b> |
| Search                                          | Enable the Blacklist search operation for the user                            |                    |
| Create                                          | Enable the Blacklist creation access for the user                             |                    |
| Edit                                            | Enable the Edit action of the blacklist entries for the user                  |                    |
| <b>"whitelist" site access rights</b>           |                                                                               | <b>Description</b> |
| Search                                          | Enable the user to search the whitelist entries                               |                    |
| Create                                          | Enable the user to create whitelist entries                                   |                    |
| Delete                                          | Enable the user to Delete the whitelist entries                               |                    |
| <b>"Blacklist securepay" site access rights</b> |                                                                               | <b>Description</b> |

|                                                 |                                                                                                                                 |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Search                                          | Enable the user to search through the Blacklist secure pay entries                                                              |
| Show details page                               | Enable the user to view the Blacklist securepay details page                                                                    |
| Move                                            | Enable the user to move the blacklist entry to whitelist                                                                        |
| Delete                                          | Enable the user to delete the blacklist entry                                                                                   |
| <b>"Whitelist securepay" site access rights</b> | <b>Description</b>                                                                                                              |
| Search                                          | Enables the user to search through whitelist securepay list                                                                     |
| Create                                          | Enables the user to create securepay whitelist entries                                                                          |
| Delete                                          | Enables the user to delete whitelist securepay entries                                                                          |
| <b>"Key management" site access rights</b>      | <b>Description</b>                                                                                                              |
| Show                                            | Enables the user to view API Credentials in the Key management tab                                                              |
| Edit                                            | Enables the user to manage API Credentials in the Key management tab                                                            |
| <b>"Moto search" site access rights</b>         | <b>Description</b>                                                                                                              |
| Search                                          | This permission enables the user to search the Moto Transactions created by all the users of the MerchantId in Merchant Portal. |

4. Click on the "save profile" button

The input fields close, and the changes are saved