

# Computop Merchant Portal

The application carries out a dynamic analysis directly on your transaction database so that you can always see the latest processing status. You can also set measures for fraud prevention and carry out manual postings or credit memos. The optional dashboard of the application offers you the possibility of clearly displaying all processes with the associated payment transactions in the form of tables and diagrams.

## Payment Card Industry Data Security Standards

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The application was developed according to the latest security concepts. All transmissions are exclusively encrypted in accordance with the current Payment Card Industry Data Security Standards (PCI DSS).

Due to PCI DSS regulation:



- you will be automatically logged out after 15 minutes inactivity
- you will have to renew your password regularly after login – we will automatically ask you to update
- last 4 password must not be reused (i.e. password-history)
- credit card numbers are always masked (e.g. 411111xxxxx1111) – the PcNr of Computop Paygate is a substitute for a credit card number and can be used by you

## Browser

We recommend using the latest version of [Microsoft Edge](#), [Mozilla Firefox](#) or [Google Chrome](#) as a browser for Axepta Backoffice / Merchant Portal.

## "Optional" flag

Login credentials are the same as you already have received for Axepta Backoffice.

-  For login always Merchant, Username and Password are required.
-  Computop Merchant Portal requires specific Paygate role to access Merchant Portal. This role can be assigned by [Computop Helpdesk](#).

## 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.

## On this page

- [Password reset](#)
  - [Enter your MerchantId and Username](#)
  - [Email has been sent](#)
  - [Email with link to reset password](#)
  - [Set new password](#)

## Password reset

In case you forgot your password you can click on the link "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.

Merchant	<input type="text"/>
Username	<input type="text"/>
<input type="button" value="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

Merchant

XXXXXXXXXX

Username

XXXXXXXXXX

Confirm

[← Return to Login](#)

## Email with link to reset password

Dear XXXXXXXX,

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.

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.