FAQs about the application

Here you can see the most frequently asked questions about the application.

Topic	Info
Activating fraud prevention (optional)	How can I set up fraud prevention in Computop Analytics? What fraud prevention options can I set up in Computop Analytics?
Blacklisting card, account or device data	How can I block card, account or device data in Computop Analytics? How can I create a new list entry? How can I block card, account or device data in the detailed view? How can I upload multiple card, account or device data using a CSV file?
Carrying out an action in the detailed view (capture/credit etc.)	What does the action of the detail view of an operation mean? How can I perform actions in Computop Analytics? How can I open the detail view of an operation ? Why can't I take a certain action?
Changing merchant and user data	How to switch within my assigned Merchants?How to check my user data? How to change my user data?How to change my access data / login credentials?What does "All merchants" mean in the dropdown-list?
Changing the language	How do I choose a language other than English and German? Where can I see my user data? Why doesn't the language change when I selected it? How do I change my login details?
Changing the password	How do I change my password? Where can I see my user data? How do I change my user data? How do I change my login details?
Creating a new user	How can I create a new user? How can I change the login data? What do the site access rights mean?
Creating an operation with "Pay by link"	How can I send a payment link using the tab "Create processes" "Pay by Link" ? What do the input fields for the process characteristics mean? What do the input fields in the email mean?
Creating an operation with "Pay by link" with extended consumer information	How can I send a payment link using the tab "Create processes" "Pay by Link" ? What do the input fields for the process characteristics mean? What do the input fields in the email mean?

Creating a payment process (optional)	How can I create payment processes with the tab "Create processes"? How can I create payment processes in Computop Analytics?
Creating operations using batch files	How can I create several transactions with the tab "Create processes" "Batch files"? How can I check the status of the processing? How can I set the time period for the search? What do the selection fields of the process characteristics mean?
Dashboard overview screen	How can I view successfully authorized transactions? How can I see weekly changes in transactions? How can I display the trend of the transaction sums? How can I display all processes by currency? How can I display processes by country?
Displaying an operation	How to search, filter and view operations in Computop Analytics?
Displaying payment transactions for an operation	How to search for transaction details? How to search and filter payment transactions? How to define the time period for searching? What do the selection fields for the operation characteristics mean? What do the selection fields for the characteristics of payment mean? How to display operation details of a transaction?
Entering a credit card payment in the card terminal	How can I create credit card payments with the tab "Create processes" "Card terminal"? What do the input fields for the transaction characteristics mean?
Entering a direct debit in the direct debit terminal	How can I create Sepa Direct Debit payment with the tab "Create processes" "Direct Debit Terminal"? What do the input fields for the process characteristics mean? What do the input fields for the account data mean? How do I fill in the "Your shopping cart information" input field?
Exporting operations with all information	How to export all stored information of a payment process in tab "View operations Data export"? What do the selection fields in "View operations Data export" mean? What are the Paygate references to the selection fields?
Finding operations using the global search (optional)	How can I search for and filter issues with the tab "Global Search"? What can I enter into the search field? How can I set the time period for the search? How can I open the detail view of a payment process? Can I display the search results table differently?

How to compile a CSV file for import into fraud prevention	How can I compile a CSV file for import into fraud prevention?
Managing users and access rights (optional)	How can I manage users and access rights? What kind of administration options does Computop Analytics offer?
Managing users that have been created	How can I view the detailed user management view? How can I change the login data? How can I change the page permissions and what do the site access rights mean? How can I change the user's data?
Search for operations for an account number	What to search and filter in "View operations Reconciliation"? How to search operations in tab "View operations Reconciliation"? What can I search and filter operations in tab "View operations Reconciliation"? How to define the time period for searching? What do the selection fields mean?
Searching and managing authorised credit card BIN ranges	How can I search for authorised credit card BIN areas? How can I authorise a credit card BIN area? How can I set the time period for the search? What do the selection fields of the operation characteristics mean? How can I open the detailed view of a list entry?
Searching for and filtering operations	How to search and filter operations? How to define the time period for searching? What do the selection fields for the operation characteristics mean? What do the selection fields for the characteristics of payment mean? How to display operation details of an operation?
Searching for operations for a paymethod or a payment method provider	How can I search for and filter payments using the "View processes Statistics" tab? How can I display all transactions of a payment process or a payment service provider? How can I set the time period for the search? What do the selection fields of the operation characteristics mean?
Searching for settlement files	How to search operations in tab "View operations Settlement files"? How to define the time period for searching? What do the selection fields mean?
Setting the dashboard filters	What do the color markings on the filters mean? What do the filter settings mean? How can I reset my filter settings?

Showing country analyses	How can I get an overview of the countries of origin of the payments? How can I display my payments according to the various criteria of origin? How can I display the trend of the payments according to the various origin criteria? How can I get the complete view of the origin of the payments? How can I get a country overview of all payments?
Showing the overview of all operations	How can I display transactions in a selected currency per payment method? How can I see a complete list of my payments and amounts?
Showing the status of all operations	How can I display the status of the payments as a donut chart? How can I display the status of the payments in several types of diagrams? How can I get a complete overview of status details?
Showing the trend	How can I see a trend of my payments? How can I see the trend of my payments and amounts sorted by currency?
Start and logging in to the application	How to start Analytics?How to login into Analytics? How do I get my access data / login credentials?How to login with a different MerchantId?How to change my password at first login?
TemplateManager (optional)	How can I manage my own templates for Hosted Payment Page, PaySSL and PaySDD?
Viewing blacklisted card, account or device data	How can I search and filter blocked card, account or device data? How can I search for and filter list entries with the tab "Fraud prevention" "Negative list"? How can I set the time period for the search? What do the selection fields for the blocking features mean? How can I open the detailed view of a list entry?
Viewing card, account or device data blacklisted by the velocity checks	How can I set up velocity checks? How can I display card, account or device data that have been blocked by velocity checks? How can I unblock temporarily blocked card, account or device data? How can I exempt temporarily blocked card, account or device data from velocity checks? How can I open the detailed view of a list entry?

Viewing card, account or device data exempted from the velocity checks	How can I set up velocity checks? How can I display card, account or device data that are exempt from the velocity checks? How can I have card, account or device data that has been exempted from the velocity checks checked again? How can I exempt card, account or device data from the velocity checks? How can I open the detailed view of a list entry? How can I exempt multiple card, account or device data from the payment rules using a CSV file?
Viewing statistics using the dashboard (optional)	How do I get an overview of all payment processes with all associated payment transactions? What is the dashboard?
Viewing the user activity log	How can I search for sensitive or security-related actions by users within Computop Analytics? What are sensitive or security-related actions by users within Computop Analytics?