

Merchant Portal Login

Merchant Portal Connection

- Click on the URL that allows you to access the web application: Merchant Portal
- Enter your login credentials:

Merchant Portal

On this page

- Merchant Portal Connection
- Password reset
 - Enter your MerchantId and Username
 - Email has been sent
 - Email with link to reset password
 - Set new password



Login

Login

[Forgot Password?](#)

- Enter your verification code (OTP) received by email



Authentication multifacteur (AMF)

Veillez saisir le code OTP

Nous avons envoyé un code de vérification à
a*****@externe.bnpparibas.com

Renvoyer le code

Vous n'arrivez pas à vous connecter?

Contactez votre administrateur ou notre service clientèle

bnpparibas@computop.com

Retour

Vérification du code



Automatic Blocking of Your Merchant Portal Access

After 6 unsuccessful attempts, the user is automatically blocked.

Access can only be reactivated by an administrator or [Axepta BNP Paribas Support](#).



Focus on MFA

MFA Improvements:

- Only administrators with the "User Management" right can perform resets for other users
- Administrators will have the ability to select the preferred authentication method for each user
- Disabling multi-factor authentication will not be allowed under any circumstances
 - Special cases must be clarified with the company first
- These updates will apply to both Analytics and the Merchant Portal
- Once a reset is requested, the user will receive a confirmation email
- This email will include a notice informing them to contact their administrator or support if they did not request the reset

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

Merchant

Username

Confirm

[← Return to Login](#)

Email with link to reset password



The English version is below.

Réinitialisation du mot de passe

Bonjour,

Nous faisons suite à votre demande et nous vous invitons à cliquer sur le lien ci-dessous pour réinitialiser votre mot de passe:

Réinitialisation du mot de passe

La durée de validité du lien de réinitialisation est de 2h.

Si vous n'êtes pas à l'origine de cette demande, nous vous invitons à contacter l'Assistance BNP Paribas qui vous donnera les consignes à suivre.

Reset the Password

Hello,

We are following up on your request and invite you to click on the link below to reset your password:

Reset My Password

Please note that this password reset link is valid for 2 hours.

If you did not initiate this request, please contact BNP Paribas Merchant Support, who will provide appropriate instructions.



BNP PARIBAS

Assistance BNP Paribas
E-COMMERCE SOLUTION
bnpparibas@computop.com

Lundi au vendredi de 08h30 à 18h
Service 0,15€ / min. + prix appel: 0 825 07 27 47
Monday to Friday from 08:30 am to 06pm
Service 0,15€ / min. + call price: 0 825 07 27 47

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.