

Merchant Portal(EN)

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.

Merchant Portal



Payment Card Industry Data Security Standards

Payment Card Industry Data Security Standards

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 Axepta BNP Paribas 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 BNP Paribas Merchant Portal.



"Optional" flag

Login credentials are the same as you already have received for teh old back office.

- For login always Merchant, Username and Password are required.
- Merchant Portal requires specific Paygate role to access Merchant Portal. This role can be assigned by Axepta Support.

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Merchant Portal Connection

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

AXEPTA
BNP PARIBAS

Login

Merchant

Username

Password

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



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

Dear

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.