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1 ABOUT THIS GUIDE

This guide is for NETELLER merchant account administrators. It describes how to set up and administer a NETELLER merchant account, including how to share it with other users.

The table below lists the text conventions used in this guide.

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<td>A reference to another section in this guide. For example, see <em>Managing user accounts on page 9</em></td>
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<tr>
<td>Italic</td>
<td>A new term, an interface label, or a file path or folder.</td>
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<td>Bold</td>
<td>The labels of keys or interface controls you must use or fields you must complete to perform some action. For example: type your <em>Password</em>, and then click <em>OK</em> or press <em>Enter</em>. <em>Menu1 &gt; Menu2</em> represents a menu path you must select.</td>
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2  SETTING UP MERCHANT ACCOUNTS

After registering for a NETELLER merchant account you will receive an email containing a link that you must follow to a page where you confirm your registration and set up your password. The link remains active for 24 hours only.

2.1 Setting up your account

To set up your merchant account login:

1. Click the link to view the Confirm registration page.

2. Type a Password for the login and then complete the reCAPTCHA. If you have other merchant accounts, you can use the same email address for them. If you do this, however, you must also use the same password for each.

Tip: Keep a note of your password; you will need it when you log into the account later.

3. Click UPDATE.
2.2 Creating user accounts

Once you have set up your merchant account administrator login you can set up the logins of other account users. Each merchant account can have up to 60 active Regular users, and up to three active Administrator users.

- *Administrators* have unlimited access to the merchant account
- *Regular users* have their access permissions allocated by an administrator and can only access certain parts of the NETELLER account management interface

To set up user account logins:

1. Navigate to [https://merchant.paysafe.com/neteller/login](https://merchant.paysafe.com/neteller/login), enter your Email address and Password, complete the reCAPTCHA and then click Login.
2. On the *My Account* page, click *Users*.

The *Users* list contains details of all users of the merchant account; the *Activate* column shows each user’s current state:

- *Pending* – The user has received the account creation link but has not yet set up a password
- *Active* – The user has set up a password and can log in to the account
- *LOCKED* – The user entered a wrong password three times consecutively
- *Dormant* – The user has not logged into their account for at least 120 days
- *Blocked* – The user has been blocked from using the account by an administrator

3. Click *Add User*. The *Add User* page appears.

   *Step 1: Details*

   - Type the user’s First Name, Last Name and Email address.
   - Click Next.
Step 2: Assign Roles & Permissions for Wallets

- Select wallet(s) to be assigned to user.
- Select user’s Role, either Admin or Regular.
- If you are creating a Regular user, select their access Permissions, which define what they can do with the account.

**Note:** Regular users cannot be given access to the Users functionality in My Account.

- Click Next.
Step 3: Summary

- Check information on screen.
- If correct, click Add User.

4. The system creates the account and mails the user an activation link which they should follow and then set up their password so that they can use the account. *The link remains active for 24 hours only.*

Administrators can modify and manage existing user accounts. This is described in the next section.
2.3 Managing user accounts

Merchant account administrators can:

- reset the passwords of regular users and other administrators;
- change a user’s type from administrator to regular (or the reverse);
- change a regular user’s permissions;
- delete users;
- *activate or inactivate* a user account. Inactivating a user’s account prevents them from accessing it.

2.3.1. To change user’s role or access permissions

2. In the Users list, locate the user to manage, and then in their Actions column, click Edit.

The Edit User page appears; for example:
3. As required, change the Role or access permissions.
4. Click Next.
5. Check information on screen and click Update User.

2.3.2. To activate/inactivate user’s account

2. In the Users list, locate the user to manage, and then in their Activate column, click the Activate/Inactivate toggle.

3. The system prompts you to confirm the status update. Click Confirm.
2.3.3. To reset user’s password

2. In the Users list, locate the user whose password is to be reset, and then in their Actions column, click Reset Password.

2.3.4. To delete user

2. In the Users list, locate the user to be deleted, and then in their Actions column, click Delete.
3. The system prompts you to confirm the *Delete User* action. Click **Confirm**.

- **Delete User**

  Are you sure want to Delete user?

  - **Cancel**
  - **Confirm**

  **Note:** Only users with status *Pending* can be deleted. If they have already set their password, their access can only be inactivated (see **2.3.2. To activate/inactivate user’s account**).
All users are able to change their login password for their accounts.

For a user to change it:

1. Navigate to https://merchant.paysafe.com/neteller/login, enter your Email address and Password, complete the reCAPTCHA and then click Login.
2. On the My Account page, click your name in the top right-hand corner.
3. Click Profile Settings.
4. Under Change Password, type the old value, then the new, and then complete the reCAPTCHA.
5. Click Save.