



# NETELLER Merchant Account Administration Guide

**For use by merchant account administrators**

<https://www.neteller.com>

**Version 1.1**

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## Version Control Table

Date	Version	Description
13.11.2020	1.0	New document
25.03.2020	1.1	<i>Password reset and Delete a User added</i>

**Contents**

<b>1</b>	<b>ABOUT THIS GUIDE</b> .....	<b>4</b>
<b>2</b>	<b>SETTING UP MERCHANT ACCOUNTS</b> .....	<b>5</b>
<b>2.1</b>	<b>Setting up your account</b> .....	<b>5</b>
<b>2.2</b>	<b>Creating user accounts</b> .....	<b>6</b>
<b>2.3</b>	<b>Managing user accounts</b> .....	<b>9</b>
<b>2.3.1.</b>	<b>To change user’s role or access permissions</b> .....	<b>9</b>
<b>2.3.2.</b>	<b>To activate/inactivate user’s account</b> .....	<b>10</b>
<b>2.3.3.</b>	<b>To reset user’s password</b> .....	<b>11</b>
<b>2.3.4.</b>	<b>To delete user</b> .....	<b>11</b>
<b>3</b>	<b>MERCHANT ACCOUNT CHANGES BY USERS</b> .....	<b>13</b>

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# 1 ABOUT THIS GUIDE

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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.

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

## 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.

The screenshot shows the 'Set Password' page in the NETELLER Business Portal. The page is dark-themed with a green sidebar on the left. The sidebar contains the NETELLER logo and the text 'Welcome to NETELLER Business Portal' and 'Login to access all the ways your customers pay.' The main content area is white and titled 'Set Password'. It includes a 'Set Your New Password' input field, a reCAPTCHA widget with the text 'I'm not a robot', and an 'UPDATE' button. A link 'Click here to Login' is also present. At the bottom, there are links for 'COOKIE SETTINGS', 'COOKIE NOTICE', 'PRIVACY NOTICE', and 'REGULATORY DISCLOSURES'. A footer contains copyright information for Payscale Holdings UK Limited.

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**.

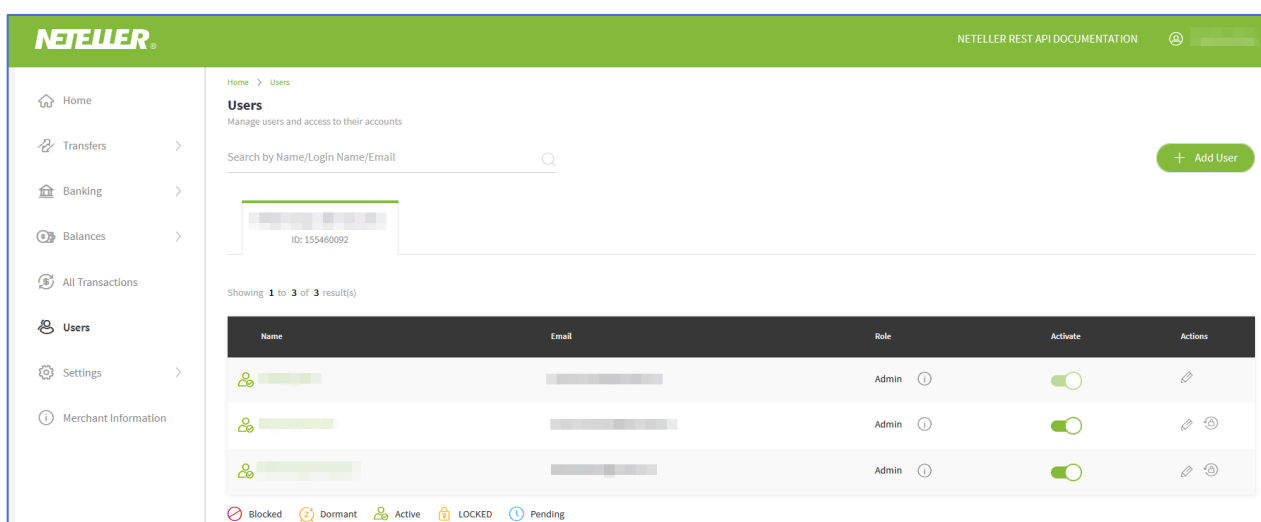
## 2.2 Creating user accounts

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>, 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**.

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NETELLER REST API DOCUMENTATION

Home > Users

**Add User**

1 Details — 2 Permissions — 3 Summary

**Step 3: Summary**

First Name  
**John**

Last Name  
**Smith**

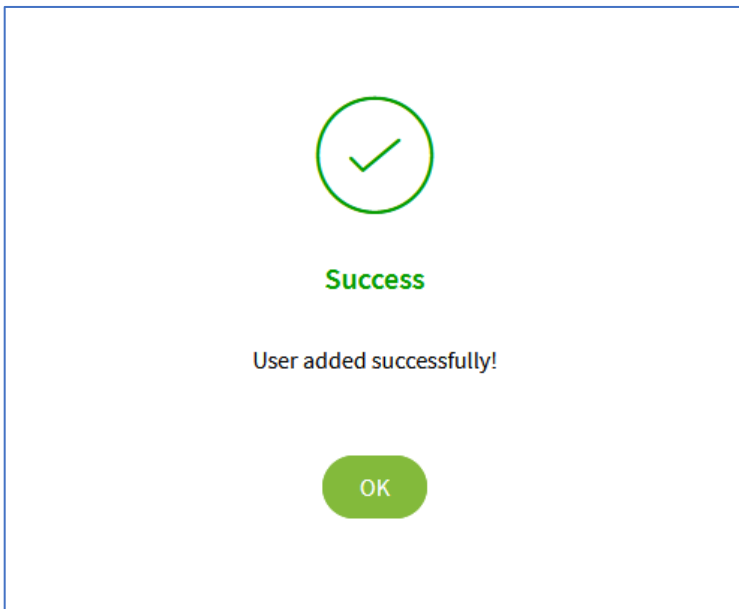
Email  
**john.smith@example.co.uk**

**Roles & Permissions**

Wallet	Role	Permissions
[Redacted] (ID: 155460092)	REGULAR	Search Transactions - View, Account Balances, Banking - Manage Bank Accounts, Developer Settings

Back Cancel 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.

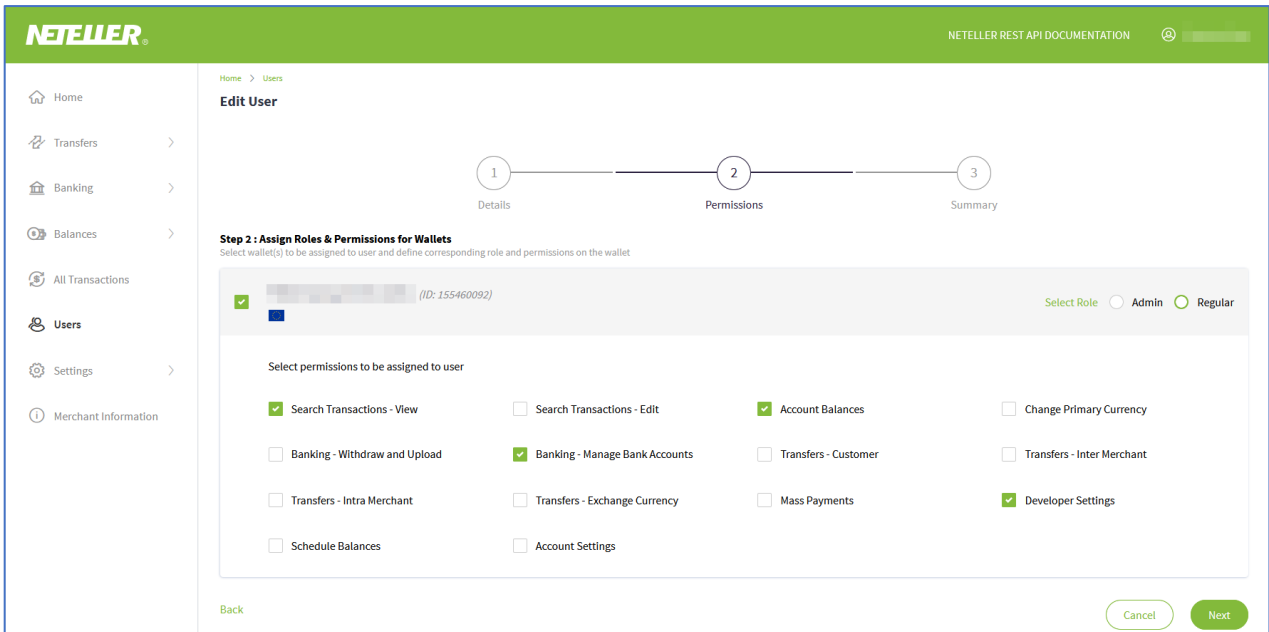
### 2.3.1. To change user's role or access permissions

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user to manage, and then in their *Actions* column, click **Edit**.

The screenshot displays the NETELLER Users management page. The interface includes a sidebar with navigation options like Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area shows a search bar and a table of users. The table has the following columns: Name, Email, Role, Activate, and Actions. The 'Activate' column contains toggle switches, and the 'Actions' column contains edit, deactivate, and delete icons. A legend at the bottom identifies user statuses: Blocked (red circle with slash), Dormant (orange circle with slash), Active (green person icon), LOCKED (yellow padlock), and Pending (blue circle with slash).

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit] [Deactivate]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit] [Deactivate]
John Smith	john.smith@example.co.uk	Regular	Pending	[Edit] [Deactivate] [Delete]

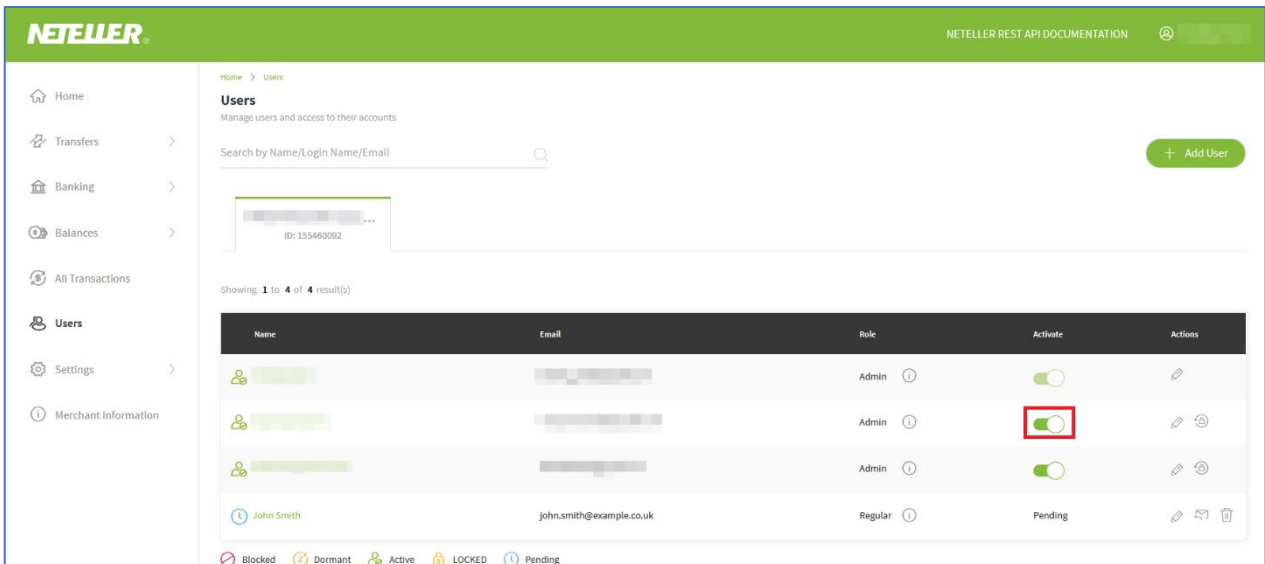
The *Edit User* page appears; for example:



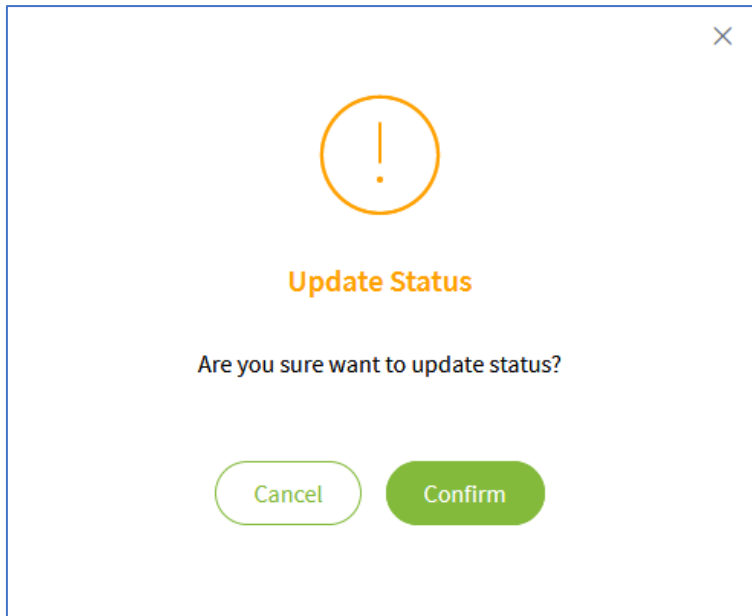
3. As required, change the **Role** or access permissions.
4. Click **Next**.
5. Check information on screen and click **Update User**.

### 2.3.2. To activate/inactivate user's account

1. On the *My Account* page, click **Users**.
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

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

**NETELLER** NETELLER REST API DOCUMENTATION

Home > Users

**Users**  
Manage users and access to their accounts

Search by Name/Login Name/Email

ID: 155460092

Showing 1 to 4 of 4 result(s)

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit] [Reset Password]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit]
John Smith	john.smith@example.co.uk	Regular	Pending	[Edit] [Deactivate] [Delete]

Blocked Dormant Active LOCKED Pending

### 2.3.4. To delete user

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user to be deleted, and then in their *Actions* column, click **Delete**.

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NETELLER REST API DOCUMENTATION

Home > Users

**Users**  
Manage users and access to their accounts

Search by Name/Login Name/Email

+ Add User

ID: 155460092

Showing 1 to 4 of 4 result(s)

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit] [Deactivate]
[Redacted]	[Redacted]	Admin	<input checked="" type="checkbox"/>	[Edit] [Deactivate]
John Smith	john.smith@example.co.uk	Regular	<input type="checkbox"/>	[Edit] [Deactivate] [Delete]

Blocked Dormant Active LOCKED Pending

3. The system prompts you to confirm the *Delete User* action. Click **Confirm**.

×

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**Delete User**

Are you sure want to Delete user?

Cancel Confirm

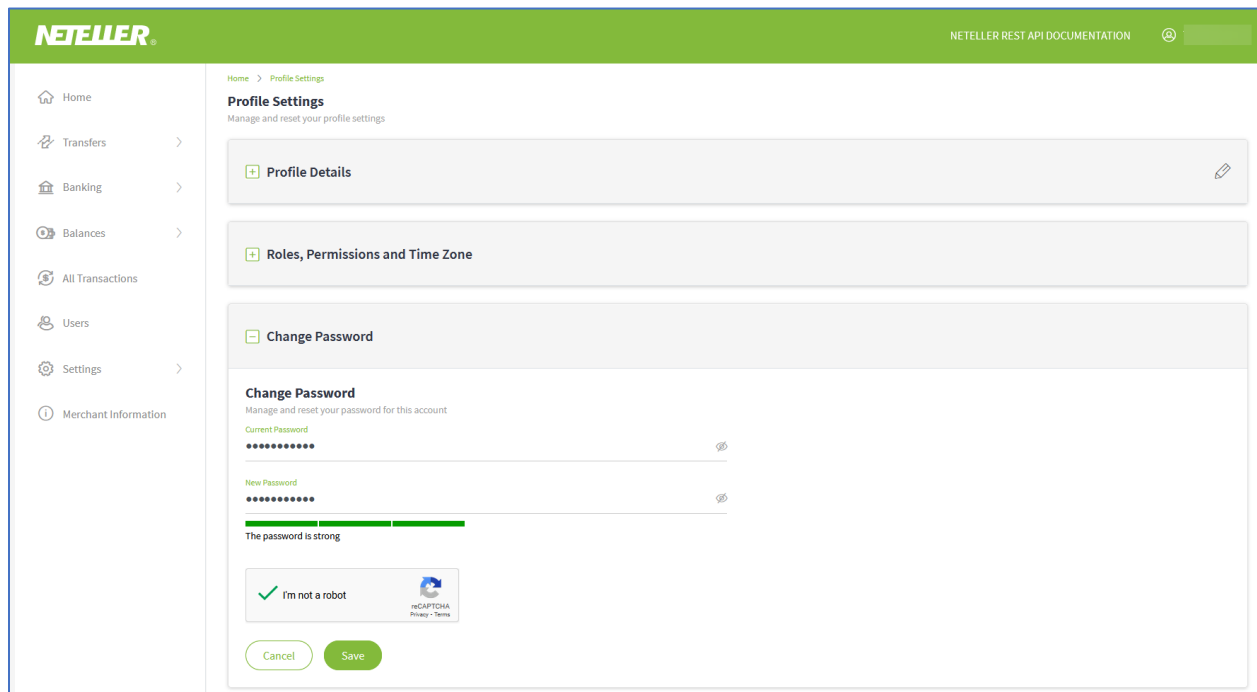
**Note:** Only users with status *Pending* can be deleted. If they have already set their password, their access can only be inactivated (see 2.3.2. *To activate/inactivate user's account*).

### 3 MERCHANT ACCOUNT CHANGES BY USERS

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.



The screenshot displays the Neteller user interface. At the top, there is a green header with the Neteller logo on the left and 'NETELLER REST API DOCUMENTATION' on the right. A navigation menu on the left side includes options like Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area is titled 'Profile Settings' and contains three sections: 'Profile Details', 'Roles, Permissions and Time Zone', and 'Change Password'. The 'Change Password' section is active and shows two password input fields: 'Current Password' and 'New Password', both masked with dots. Below the 'New Password' field, a green progress bar indicates 'The password is strong'. At the bottom of this section, there is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot', and two buttons: 'Cancel' and 'Save'.

5. Click **Save**.