



## **User management**

### **Back Office user manual**

Document version 2.2

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# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
2.2	BPCE Payment Services	10/06/2023	<ul style="list-style-type: none"> <li>Updated the <i>Creating a user</i> chapter</li> <li>Added chapter <i>Associating/dissociating access rights</i></li> <li>Added chapter <i>Grant/revoke the user management permission</i></li> </ul>
2.1	BPCE Payment Services	10/18/2022	<ul style="list-style-type: none"> <li>Added chapter <i>Modify the rights to view payment orders</i></li> </ul>
2.0	BPCE Payment Services	08/29/2022	Additional details in chapters: <ul style="list-style-type: none"> <li>Signing in to Merchant Back Office</li> <li>Accessing the user management page</li> </ul>
1.9	BPCE Payment Services	11/17/2021	Clarification in the <i>Creating a user</i> chapter.
1.8	BPCE Payment Services	03/17/2021	Updated the <i>Creating a user</i> chapter: <ul style="list-style-type: none"> <li>The list of available shops is displayed by default.</li> <li>Additional details on multi-company access.</li> </ul>
1.7	BPCE Payment Services	02/16/2021	<ul style="list-style-type: none"> <li>Updated the <i>Creating a user</i> chapter.</li> </ul>
1.6	BPCE Payment Services	10/21/2020	Additional details in chapters: <ul style="list-style-type: none"> <li>Accessing the user management page</li> <li>Creating a user</li> <li>Managing user permissions</li> </ul>
1.5	BPCE Payment Services	08/03/2020	Additional details in chapters: <ul style="list-style-type: none"> <li>Accessing the user management page</li> <li>Managing user permissions</li> <li>Description of user permissions</li> </ul>
1.4	BPCE Payment Services	03/25/2019	<b>Creating a user:</b> additional details on the choice of identifier
1.3	BPCE Payment Services	01/30/2019	Additional details in <b>Associating permissions with a user.</b>
1.2	BPCE Payment Services	10/20/2018	Additional details in chapters: <ul style="list-style-type: none"> <li>Managing users via the Merchant Back Office</li> <li>User access rights management</li> <li>Associate permissions with a user</li> </ul>
1.1	BPCE Payment Services	07/09/2018	Additional details in chapters <ul style="list-style-type: none"> <li><b>Creating a user.</b></li> <li><b>Customizing user detail display</b></li> </ul>
1.0	BPCE Payment Services	03/22/2017	Initial version

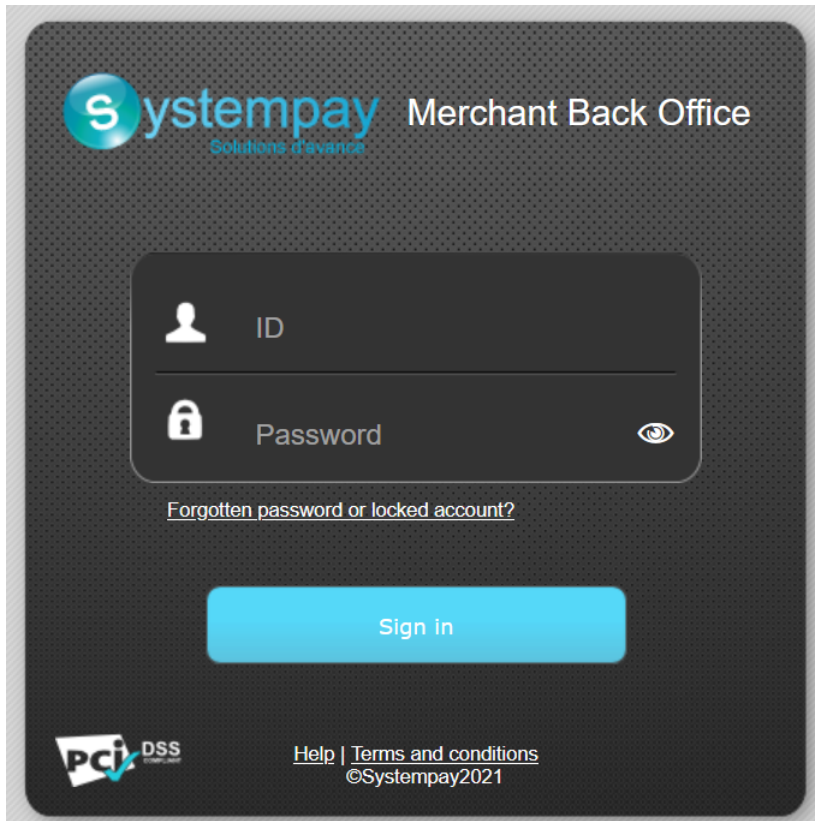
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## 2. SIGNING IN TO THE MERCHANT BACK OFFICE

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Your Back Office is accessible via:

<https://paiement.systempay.fr/vads-merchant/>

The image shows a dark-themed login interface for the 'Merchant Back Office'. At the top left is the 'Systempay Solutions d'avance' logo. To its right, the text 'Merchant Back Office' is displayed. Below the logo, there are two input fields: the first is labeled 'ID' with a person icon, and the second is labeled 'Password' with a lock icon and a toggle eye icon. Below these fields is a link that says 'Forgotten password or locked account?'. A large blue 'Sign in' button is centered below the link. At the bottom left is a 'PCI DSS' logo, and at the bottom right are links for 'Help | Terms and conditions' and the copyright notice '©Systempay2021'.

**1. Enter your username.**

Your connection identifiers (username and password) are sent to you in an e-mail with the subject **Connection identifiers - [your shop name]**.

**2. Enter your password.**

Your connection identifiers (username and password) are sent to you in an e-mail with the subject **Connection identifiers - [your shop name]**.

**3. Click **Sign in**.**

The user account is blocked after 3 wrong password entries. If your account is blocked, click **Forgotten password or locked account** to reset it.



The user password is valid for 90 days. After this period, the user must modify it by logging into their account.

### 3. ACCESSING THE USER MANAGEMENT PAGE

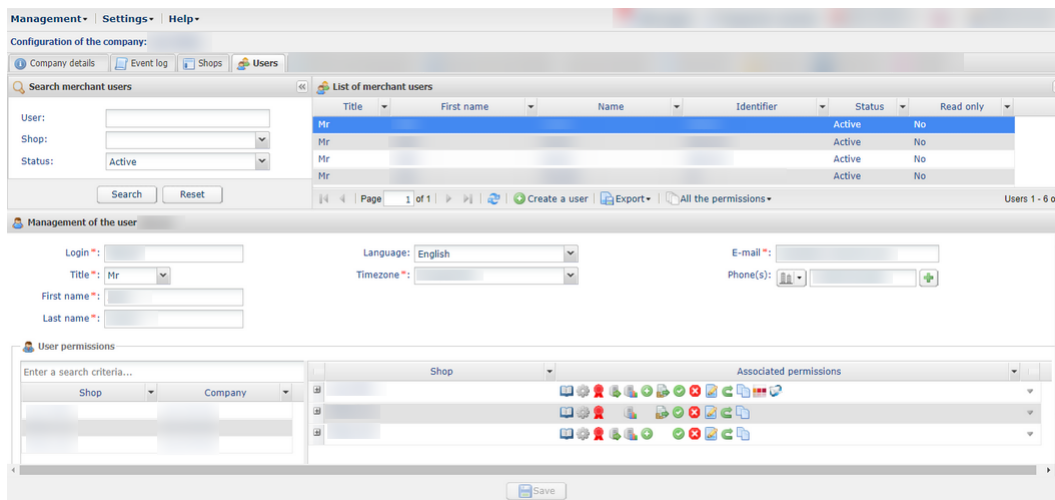
Users can be managed by:

- E-commerce customer service;
- any user with user management permissions.

If your user does not have this right, please contact your company administrator or E-commerce customer service.

The user management page is accessible via the Merchant Back Office (**Settings > Company > Users** tab).

This tab is visible only if your user has user management permissions.



In this tab, depending on your permissions, you can:

- manage the permissions of an existing user (see: [Managing user permissions](#) on page 13);
- create a new user;
- associate access rights with a user;
- disable user access;
- search for a user;
- customize user detail display.

All the changes applied to users are recorded. Update history is accessible via **Settings > Company > Event log** tab.

Specific update details can be viewed by double-clicking the update in question.



The user password is valid for 90 days. After this period, the user must modify it by logging into their account.

A user of the Merchant Back Office is automatically purged if after more than 500 days:

- their account has been disabled;
- they have not logged in;
- their password has expired;
- their account has been blocked.

## 4. CREATING A USER

This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.



A user account is personal and should not be shared.

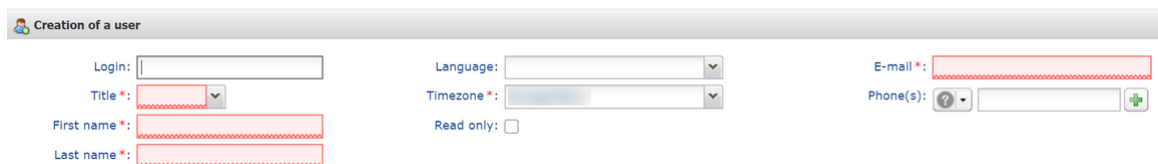
Sharing a user account may render custom parameters unstable and the exploitation of the activity history less relevant.

To create a user:

1. Click the **Creating a user button** in the **Users** tab (menu **Settings > Company**).

The **Creating a user** button can also be accessed by right-clicking an existing user.

The creation page appears.



2. Populate the mandatory fields marked with an asterisk:

- **Title**
- **First name**
- **Last name**
- **Timezone** selected from the list

The information exchanged from your account is based on the time zone selected.

- **E-mail**

Enter a valid e-mail address. The username and its temporary password are sent to this address.

3. Populate the other fields:

- **Username**

The username is associated with a password.

By default, after a user is created, the username is generated automatically.

However, you can choose the username yourself. If the **Creating a user** button remains grayed out, the username already exists. In this case, you must choose another one or let the system generate one automatically.

- **Language**

The payment gateway uses the language selected for sending messages (e-mail or SMS).

- **Phone number(s)**

It is recommended to enter a cell phone number as the security code of your company is sent to this number. The user needs it for their first login.

4. Check the box **Read only** if you would like to revoke a modification right from a user.

When this box is selected, the users can only view the details of the companies or shops to which they have access.



Even in read-only mode, a user must have at least one permission within a shop (e.g., the right to view transactions). See: [Associating/dissociating access rights with a shop](#) on page 8

If you wish to not grant any permissions to a user, it is recommended that you change their account status to **Disabled** after creating it. See: [Disabling a user account](#) on page 17.

## 5. Click **Create**.

The user receives the connection identifiers (username + temporary password) by e-mail. For their first login to the Merchant Back Office, the user will also need the company security code.

You can send this code using 3 methods:



For security reasons, after 3 wrong entries of the company security code, the user access is locked. Any new entry attempts will be refused and the user must contact [supportvad@lyra-network.com](mailto:supportvad@lyra-network.com) technical assistance.

## 5. ASSOCIATING/DISSOCIATING ACCESS RIGHTS WITH A SHOP

Each user has:

- user permissions (associated with their account). See: [Managing user permissions](#) on page 13 ;
- right to access a shop and/or its features. See: steps below.

The user can access one or several shops. Customizable permissions are associated with each shop. It is possible to edit the permissions and/or limit the number of shops that can be accessed.



You cannot grant more rights than your account has.

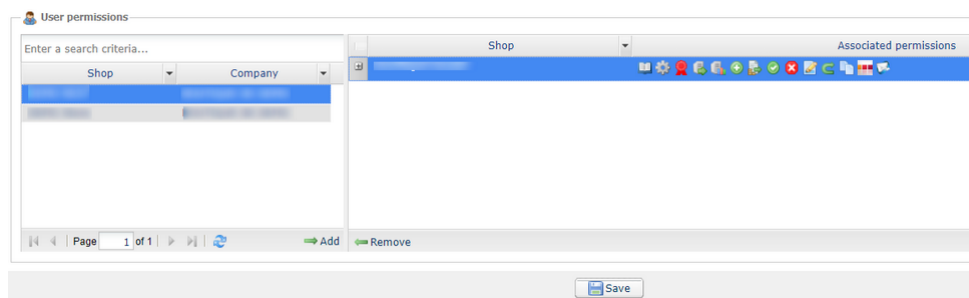
In order to associate access permissions with a user:

1. In the **Settings** menu > **Company**, display the **Users** tab.
2. Search for and select the desired user. See: [Search for a user](#) on page 12

The details associated with the user account appear.

3. In the **User permissions** section, enter at least two characters of the shop name you are searching for. You can search the company and/or shop name.

The shop name appears.



The desired shop may be absent from the list for two reasons:

- Either you do not have the right to access this shop.  
In this case, you must obtain access for your account to be able to grant it to another user.
- Or this shop belongs to another one of your companies.

In order to grant access to several companies to a user (rights for one or several shops of different companies), contact E-commerce customer service.

4. Click the **Add** icon or drag-and-drop a shop to associate it with a specific user.
5. Select the added shop, then right-click on it. The permission management context menu appears.

The permissions defined as standard for a new user are assigned by default. It is possible to disable or enable additional permissions.

To view the details of the permissions and see the name associated with each icon, hover the cursor over the icon or click + to the left of the shop name.

The list of permissions depends on the shop functions. Only the fees applicable to the shop are displayed.





See: [Description of user permissions](#) on page 10.

6. Check or uncheck the boxes according to the permissions you wish to grant the user.

You can check the box **Associate all permissions** or the box **Revoke all permissions**.

You can also click **Apply to all shops** to associate the selected permissions with all the selected shops.

7. If you wish to revoke the access to one or several shops from your user:

- a. Select the shop(s);

- b. Click **Revoke**.

8. Click **Save**.







## 6. DESCRIPTION OF USER PERMISSIONS




The user can access one or several shops. Customizable permissions are associated with each shop. It is possible to edit the permissions and/or limit the number of shops that can be accessed.



You cannot grant more rights than your account has.

The table below describes the different permissions that allow access to shop features:


Icon	Permission label	Description
	<b>View transactions</b>	Allows to view the transactions made within a shop. Depending on their permissions, the user can access Test and/or Production transactions.
	<b>Change parameters</b>	Allows to make changes in the existing configuration. For example, the user can associate new Merchant IDs with their shop, configure the shop, etc.
	<b>Manage keys and signature algorithms</b>	Allows to view the <b>Keys</b> tab, regenerate a Test and/or Production key depending on their access permissions. Allows to choose a signature algorithm when necessary. In order to better handle this permission, it is recommended to also have access to <b>Change parameters</b> .
	<b>Send the Instant Payment Notification</b>	Allows to execute the notification URLs. In order to better handle this permission, it is recommended to also have access to <b>Change parameters</b> .
	<b>Configure risk assessment</b>	Allows to configure the risk assessment parameters (control payment methods, define the card greylist, etc.)
	<b>Make a manual payment</b>	Allows to make a manual payment via the Merchant Back Office. In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .
	<b>Manage payment orders</b>	Allows to manage payment orders via the Merchant Back Office. Depending on the offer of the shop, the user can create a payment order: <ul style="list-style-type: none"> <li>by e-mail</li> <li>by SMS</li> <li>by URL</li> </ul>
	<b>Validate a transaction</b>	Allows to manually validate payment transactions in deferred mode. In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .
	<b>Cancel a transaction</b>	Allows to cancel one or several transactions that have not reached the capture date. In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .
	<b>Modify a transaction</b>	Allows to edit one or several transactions with the status: <ul style="list-style-type: none"> <li>to be validated</li> <li>to be validated and authorized</li> <li>waiting for authorization</li> <li>waiting for capture</li> </ul> In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .
	<b>Make a refund</b>	Allows to re-credit a buyer's account after a transaction. This action can be applied to a captured transaction. In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .

Icon	Permission label	Description
	<b>Duplicate a transaction</b>	Allows to create a new payment based on an existing transaction. This action can be applied to a captured transaction. In order to benefit from this permission, the user must also have the permission to <b>View transactions</b> .
	<b>Manage online payment forms</b>	Allows to access and configure the data collection form.
	<b>Configure the SMS service</b>	Allows to access and manage the merchant's SMS account. The SMS account serves as a payment order while sending a payment and/or as an SMS notification after a payment.

## 7. SEARCH FOR A USER

### 1. Go to **Settings > Company > Users**

By default, the search page appears to the left of the user list.

It is possible to mask this search page using the  icon.

### 2. Search for the user using the search fields:





- **User:** enter the full or partial first name, last name, identifier or e-mail.
- **Shop:** select the shop from the drop-down list.  
The result displays the users associated with the selected shop.
- **Status:** active or disabled.

### 3. Click **Search**.

The **Reset** button allows to delete everything and start a new search.

The search result appears in the field **List of merchant users**.

Title	First name	Name	Identifier	Status
Mr	A	Li	a	Active
Mr	A	L	a	Active
Mr	A	L	a	Active
Mr	J	M	j	Active
Mr	L	Ti	h	Active
Mr	M	A	r	Active

Page 1 of 1 |   Create a user |  Export |  All the permissions

## 8. MANAGING USER PERMISSIONS

Once a user has been created, you can manage their permissions.

### 8.1. Resetting the user password

This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.

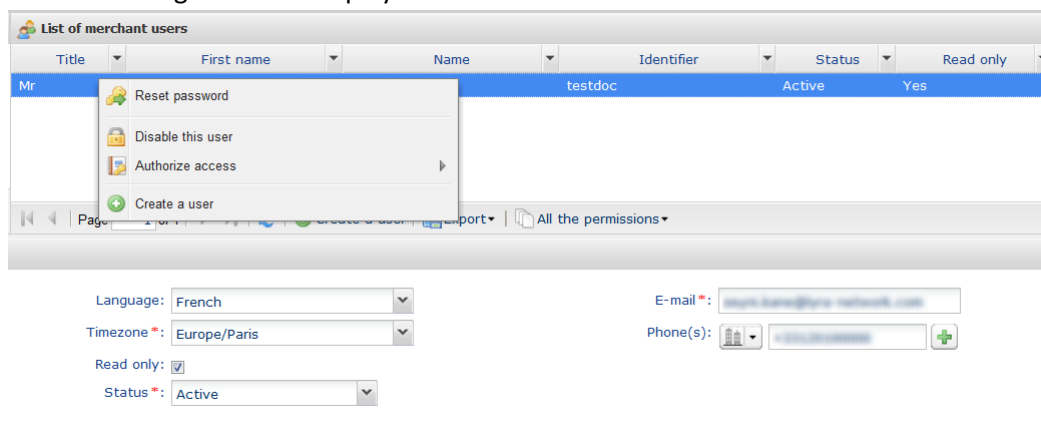
Password reset is often performed upon request and/or in case another user is blocked.



To modify their password, the user must go to their account via the Merchant Back Office and select their **Name** > **Change password**. It is not necessary to reset the password.

In order to reset the password (in case it was forgotten, for example), the user must click on the **Forgotten password or locked account** link provided on the login page in the Merchant Back Office. The detailed process is described in the [FAQ](#).

1. Search for a merchant user. See: [Search for a user](#) on page 12).
2. Select the user and right-click to display the context menu.



3. Click **Reset password**.

The confirmation request page appears.

4. Click **Yes** to confirm.

An e-mail containing new connection identifiers is immediately transmitted to the user. The company security code will be requested upon the first connection.

To facilitate the transmission of the security code from the company to the user, the following message is displayed:

*The password of the user xxxxxxxx has been successfully reset. If necessary, provide them with the security code of your company: xxxxxx.*

- **Copy the security code to the clipboard**

Copy the security code of the company to the clipboard by clicking this button.

Send it to the user by e-mail or another method.



For security reasons, after 3 wrong entries of the company security code, the user access is locked. Any new entry attempts will be refused and the user must contact [supportvad@lyra-network.com](mailto:supportvad@lyra-network.com) technical assistance.

## 8.2. Editing the user account

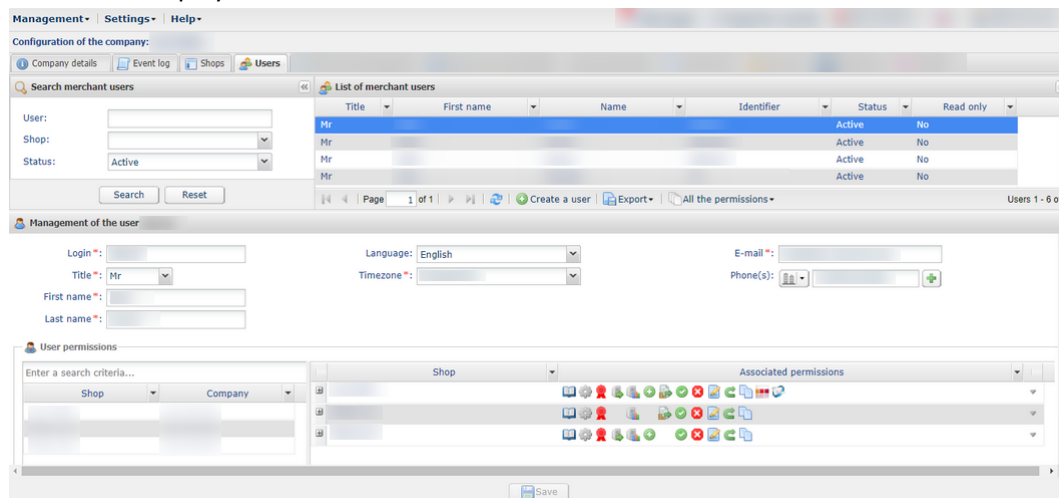
This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.



A user can edit their account details in the Merchant Back Office. For example, they can edit the display options of their personal details by clicking on their **Name** > **My account**.

An account can be modified by a user with rights to change names, statuses and user rights (for example, access to one or several shops).

1. Search for the user account to modify. See: [Search for a user](#) on page 12).
2. Select the user to display their account details.



3. Edit the desired field(s).

- **Username**

This username is associated with a password.

When it is modified, the user receives another initial login e-mail. The user can keep their existing password for signing in

- **Title**
- **First name**
- **Last name**
- **Timezone** selected from the list
- **E-mail**

When the e-mail address is changed, the new address is immediately taken into account. To confirm that this modification is voluntary, the user receives a notification sent to their former e-mail address displaying the former and the new address.

- **Language**

The selected language if the default language set for the exchanges on your account (e.g. e-mail).

- **Phone number(s)**

It is recommended to enter a cell phone number. Your company's security code is sent to this number and the user needs it for logging in for the first time.

- **Read only**

If the box is selected, the user is only able to view the details of the companies and/or shops that they can access. The user cannot edit anything.

- **User permissions**

You can add or delete user permissions just like when you create a user. See: [Creating a user](#) on page 6.

- Add or remove a shop.
- Check or uncheck the boxes with the permissions that you wish to associate with the user.

4. Click **Save**.

## 8.3. Giving/removing permission to manage users

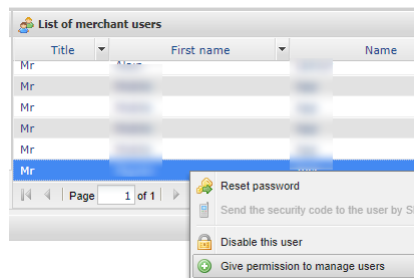
This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.

A user with the permission to manage users can grant or revoke this right from other users.

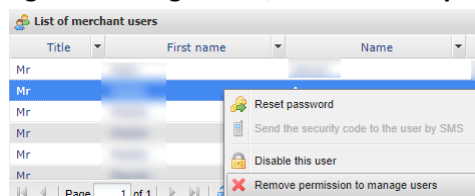
1. Search for the user account. (See: [Search for a user](#) on page 12).

2. Right-click the line with the user account.

a. If the user does not have the permission to manage users, click **Give permission to manage users**.



b. If the user does not have the right to manage users, click **Remove permission to manage users**.



A window appears with a modification confirmation message.

3. Click **Save**.

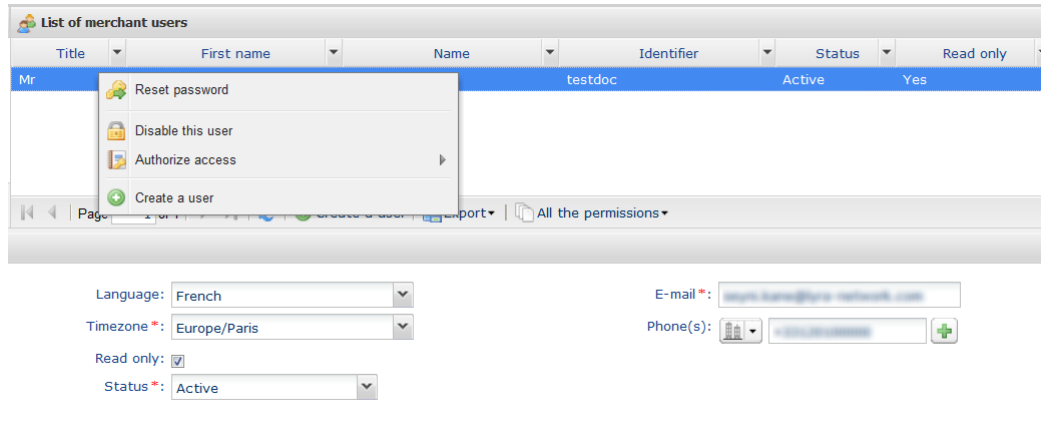


## 8.4. Disabling a user account

This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.

If you would like to revoke a user's right to log in, you can disable their account. This action can be reversed.

1. Search for a merchant user. See: [Search for a user](#) on page 12).
2. Select the user and right-click to display the context menu.



3. Click **Disable this user**.

The deactivation applies as soon as you confirm the action.

Another way of doing it is by selecting the user and choosing **Disabled** in the **Status** field.

4. Click **Save**.

In case of a connection attempt, the user with the disabled account will receive the message **"Your account has been disabled. Please contact your sales contact"**.

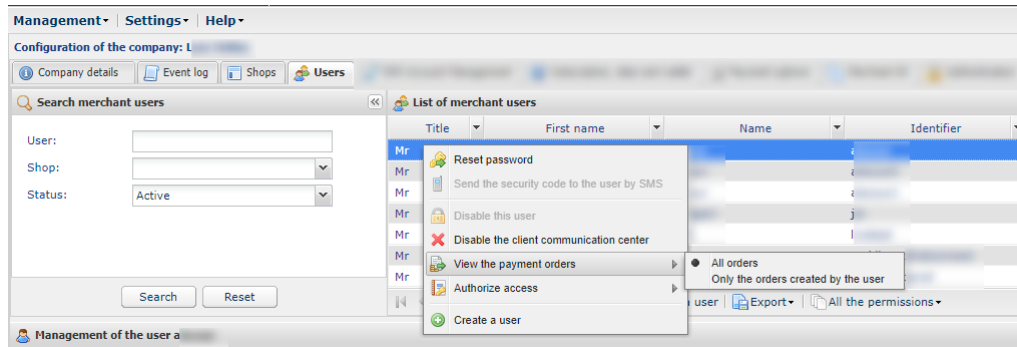
To reactivate the user, simply return to the context menu or do it via the user status.

To easily find a disabled user, apply the **Status = Disabled** filter in the search area.

## 8.5. Modify the rights to view payment orders

This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.

1. Search for a merchant user. See: [Search for a user](#) on page 12).
2. Select the user, and right-click to display the context menu.



3. Click on **View the payment orders** , and select the desired access type:
  - **All orders**: the user has access to all payment orders in the shop, regardless of who created them.
  - **Only orders created by the user**: the user have only have access to the orders he has created in the shop.



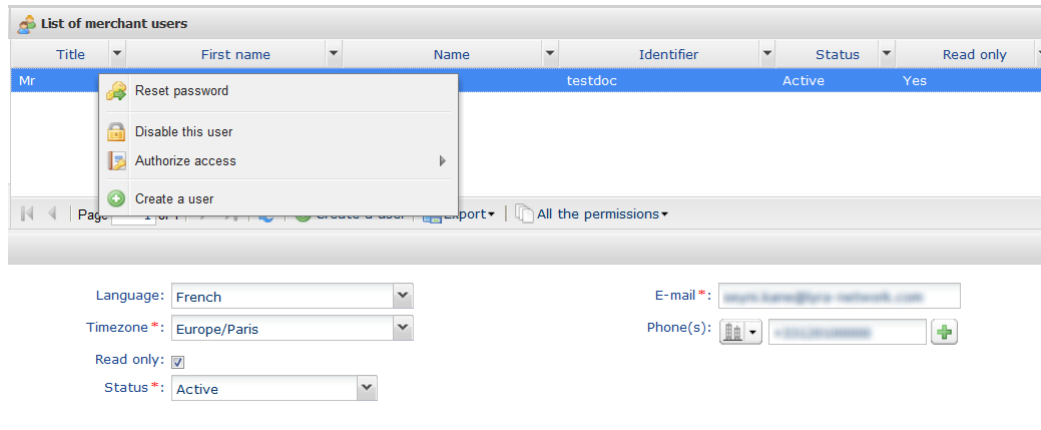
The chosen settings also apply to the display of payment orders from the mobile application.

4. Click **Save**.

## 8.6. Authorizing the mode for accessing a shop

This action is performed by a user authorized to manage user accounts. To know more about granting this permission, contact E-commerce customer service.

1. Search for a merchant user. See: [Search for a user](#) on page 12).
2. Select the user and right-click to display the context menu.



3. Click **Authorize access**, and select the desired access mode:

- **Test:** the user will only have access to the test environment;
- **Production:** the user will only have access to the production environment;
- **Test and Production:** the user has access to both environments.

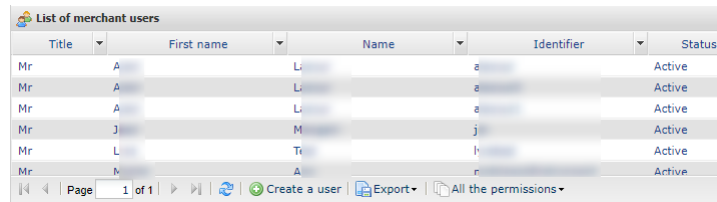
The user can view test and production transactions. Depending on the user permissions, it can make payments in test mode via payment orders, for example.

The test environment is partitioned. The displayed data and the completed actions do not interfere with the production environment.

4. Click **Save**.

## 9. CUSTOMIZE USER DETAIL DISPLAY

The user search results appear in the field **List of merchant users**.



Title	First name	Name	Identifier	Status
Mr	A	Li	a	Active
Mr	A	Li	a	Active
Mr	A	Li	a	Active
Mr	J	M	j	Active
Mr	L	T	h	Active
Mr	M	A	r	Active

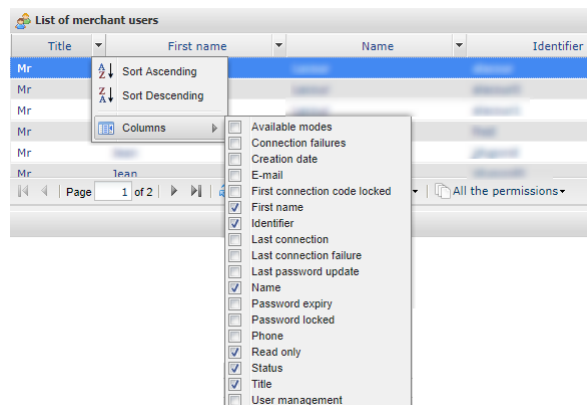
The columns **Title**, **First name**, **Last name**, **Username** and **Status** are displayed by default. They are considered as the most relevant ones but you can disable or enable any columns.

Display customization allows to view user permissions. For example, if you display the column **User management**, you can see if a user has the permissions necessary for managing other users.

In order to customize the column display:

1. Click the arrow next to one of the displayed columns, then click **Columns**

The list of columns appears.



2. Check or uncheck the desired columns.

## 10. OBTAINING HELP

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Looking for help? See our FAQ:

<https://paiement.systempay.fr/doc/fr-FR/faq/faq-homepage.html>

For any technical inquiries or if you need any help, contact [technical support](#).

In view of facilitating the processing of your requests, please have your shop ID ready (an 8-digit number).

This information is available in the “registration of your shop” e-mail or in the Merchant Back Office (**Settings > Shop > Configuration**).