



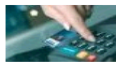
User Manual for Nordea Merchant Portal

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Home Products Search Statistics Documents / Archive Admin [Sitemap](#) [My page](#) [Help](#) [Contact us](#) 

 NORDEA ACQUIRI... **You are here:** Nordea merchant portal [Logg ut](#)

News



Upgrade to Chip &...
Make sure that your POS terminal can handle Chip and PIN.
[more](#)



The ATM can speak
Are you aware that Nordea's ATMs can speak? By pressing a button the ATM...
[more](#)



Avoid card fraud
Visa and MasterCard have tightened security requirements for handling card...
[more](#)



Cards from Nordea
Cards and Card Acquiring are two important elements in an efficient payment...
[more](#)

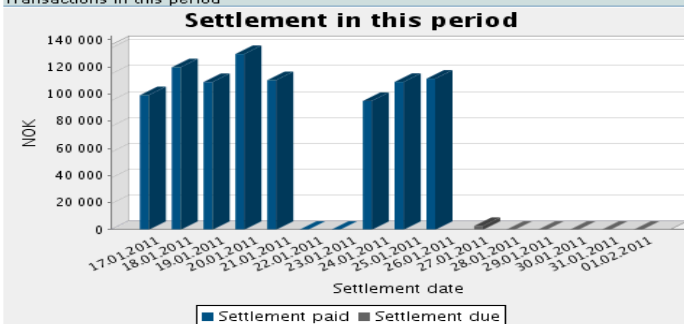
[News archive >>](#)

Transactions overview

Type	Number of Transactions	Amount
NOK	4657	926 896,83

NOK		
Type	Number of Transactions	Amount
Bankkort	4550	905 095,31
MasterCard	47	11 101,31
Posten	2	357,58
Visa	58	10 342,63
Amount	4657	926 896,83

Transactions in this period

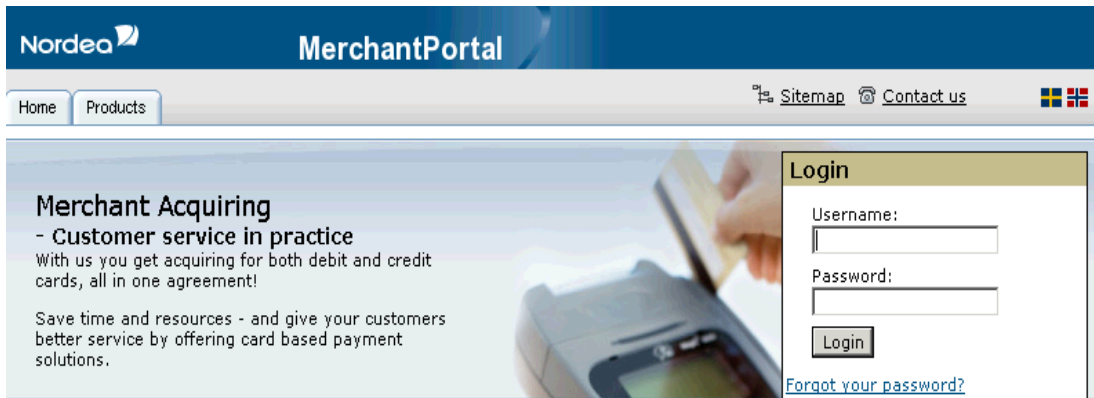


Glossary:

Batch number:	Merchant number and terminal session.
M number:	Your merchant ID (customer ID)
Reference:	Reference set by merchant/customer, ex. Shop-number.
Deposit date:	Date of reconciliation of the terminal
Settlement date:	When settlement is at merchants account.
No. of trans:	How many transactions in the batch...
Card number:	Last four digits in the card number on the card used.
Purchase date:	Date of purchase.
Type:	Debit card (BankAxxcept), Visa and MasterCard.
T.ref:	Transaction reference – reference defined by the merchant to individually identify each transaction.
Auth.ref:	Authorization code – Indicates whether the transactions are authorized.
!	View rejected transactions

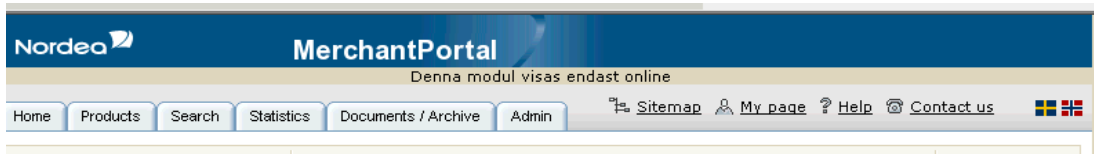
Log-in

Enter the portal by logging in through www.kortaccept.no with your given username and password issued by Nordea.



About the portal

The portal contains several tabs which are available for easy navigation at all times.



The Portal contains six main tabs. These are:

- Front page
- Products
- Search
- Statistics
- Documents and Archive
- Administration

In addition, you will always have access to four key links:

- Sitemap
- My page
- Contact us
- Help

This user guide provides a brief introduction on how to use the portal.

This portal will provide you with information about your settlements, batches, specific transactions and calculated fees. In addition you can view information about our Acquiring products and services and our latest news.

In the end of this document you can view our current information and requirements regarding your password management.

Front page/Home

After logging into the portal you will automatically be transferred to the front page where you will find information regarding your settlements at a given period of 14 days, divided by a 7 days view of your settled turnover and turnover for future settlement. (The page will show a transaction overview from the settlement from Nordea to the Merchant, the last seven days, addition to the seven subsequent days.) The transactions will be presented in a table, with distinction on the settlement of credit cards, Visa and MasterCard (BankAcept also available in Norway).

The table will show the total sum of the transactions and present the data in a graph to show when your merchant has received settlement from Nordea and when next settlement will be available at you account.

On the left-hand side of the front page the user will have access to current news from Nordea.

Products

By clicking the menu on the top left side, under the tab “products”, users have access to general information regarding Nordea products. As standard terminal payments, internet payment and mail and telephone order payments-

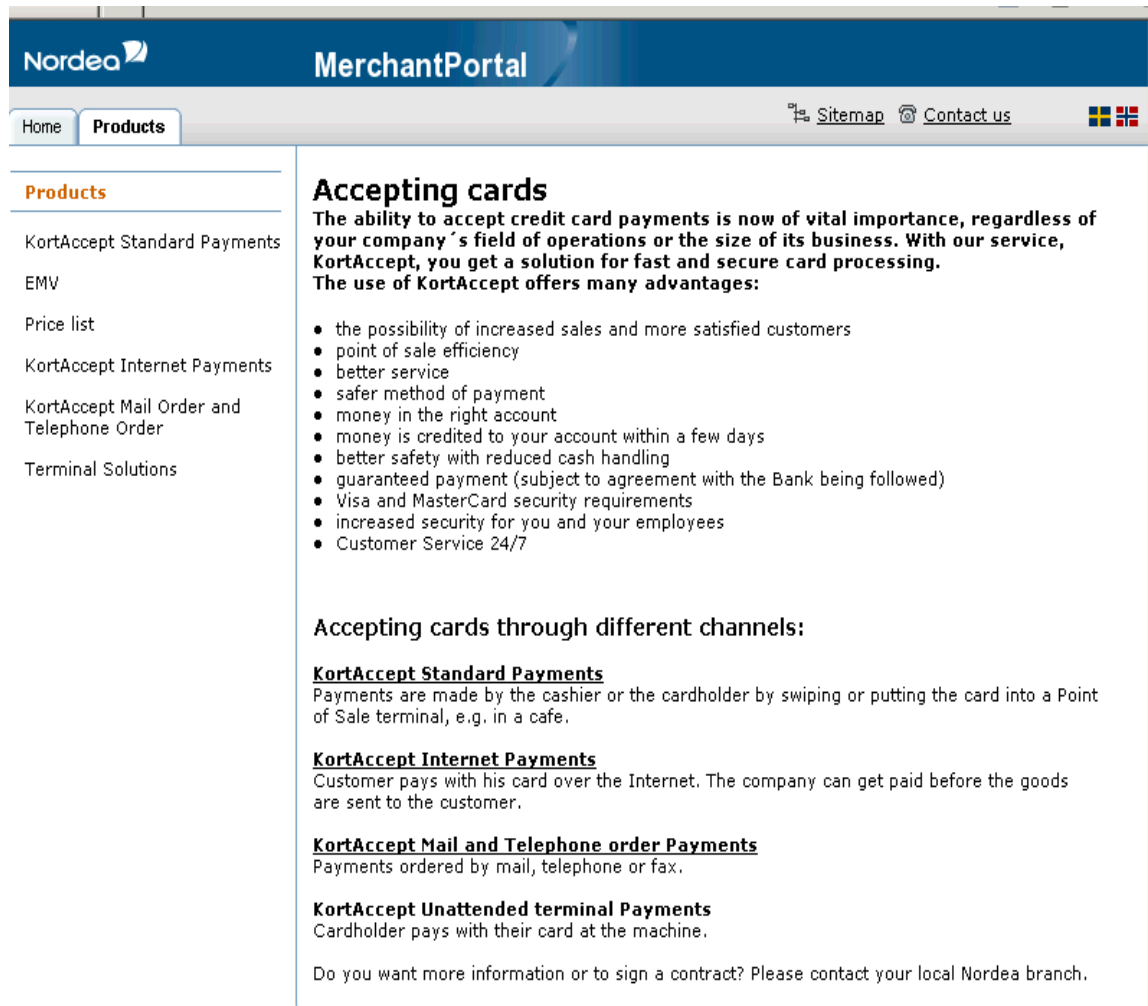
- Standard payment includes payments made by the cashier or cardholder by entering or swiping the card in a Point of Sale terminal (POS), ex, in a café or supermarket.
- Internet payment is a payment service enabling card payments online.
- Mail and telephone order payments is a service to accept card payments by mail and telephone orders.

Safety standard:

- *3D Secure*: 3D Secure is a security solution that Visa and MasterCard uses to identify the cardholder purchases over the Internet. This check is done when customer enters a password or code issued and verified by card issuer and acquirer. Then the acquirer sends information to the merchant allowing the payment to be finalized..
- *Payment Card Industry Data Security Standard – PCI DSS*: PCI DSS is an international standard of requirements for international payment card companies. It contains a set of requirements for handling and storing conformation about cards and card holders. The goal is to improve security throughout the card industry to prevent unauthorized access to card data.

- *Europay, MasterCard and Visa (EMV) – Chip & PIN:* EMV is an international Card standard for card payments in shops and ATMs, and are based on chip technology. Card information is stored on the card's chip rather than the magnetic strip, and the customer authenticates itself with his personal code (PIN).

Under "Products" users can also get information about prices and terminal providers that can be contacted regarding terminal questions.



The screenshot shows the Nordea MerchantPortal interface. The header includes the Nordea logo and 'MerchantPortal'. Navigation links for 'Home' and 'Products' are visible, along with 'Sitemap' and 'Contact us' links. A sidebar on the left lists product categories: 'KortAccept Standard Payments', 'EMV', 'Price list', 'KortAccept Internet Payments', 'KortAccept Mail Order and Telephone Order', and 'Terminal Solutions'. The main content area is titled 'Accepting cards' and contains the following text:

Accepting cards
The ability to accept credit card payments is now of vital importance, regardless of your company's field of operations or the size of its business. With our service, KortAccept, you get a solution for fast and secure card processing.
The use of KortAccept offers many advantages:

- the possibility of increased sales and more satisfied customers
- point of sale efficiency
- better service
- safer method of payment
- money in the right account
- money is credited to your account within a few days
- better safety with reduced cash handling
- guaranteed payment (subject to agreement with the Bank being followed)
- Visa and MasterCard security requirements
- increased security for you and your employees
- Customer Service 24/7

Accepting cards through different channels:

KortAccept Standard Payments
 Payments are made by the cashier or the cardholder by swiping or putting the card into a Point of Sale terminal, e.g. in a cafe.

KortAccept Internet Payments
 Customer pays with his card over the Internet. The company can get paid before the goods are sent to the customer.

KortAccept Mail and Telephone order Payments
 Payments ordered by mail, telephone or fax.

KortAccept Unattended terminal Payments
 Cardholder pays with their card at the machine.

Do you want more information or to sign a contract? Please contact your local Nordea branch.

Search batches:

Home Products **Search** Statistics Documents / Archive Admin Sitemap My page Help Contact us

NORDEA ACQUIRI.. You are here: [Nordea merchant portal](#) > Search Logg ut

Search batches Search transactions Note requests Search merchants

Search batches

Settlement date from (ddmmyyyy) to (ddmmyyyy) Batch number Settlement amount Type Search directly on merchant Nr/name/reference/org.nr

26122010 26012011 All

Chosen

8005753 - NORDEA ACQUIRING Å Æ Ø
8007205 - NORDEA ACQUIRING LEVEL 6 NOK
8007262 - NORDEA ACQUIRING LEVEL 6 SEK
222202 - NORDEA ACQUIRING Å Æ Ø
228608 - NORDEA ACQUIRING SEK
8007221 - NORDEA ACQUIRING LEVEL 6 SEK
8007262 - NORDEA ACQUIRING LEVEL 6 SEK
292377 - NORDEA ACQUIRING DKK

Clear form Search
Excel Result Xml Result

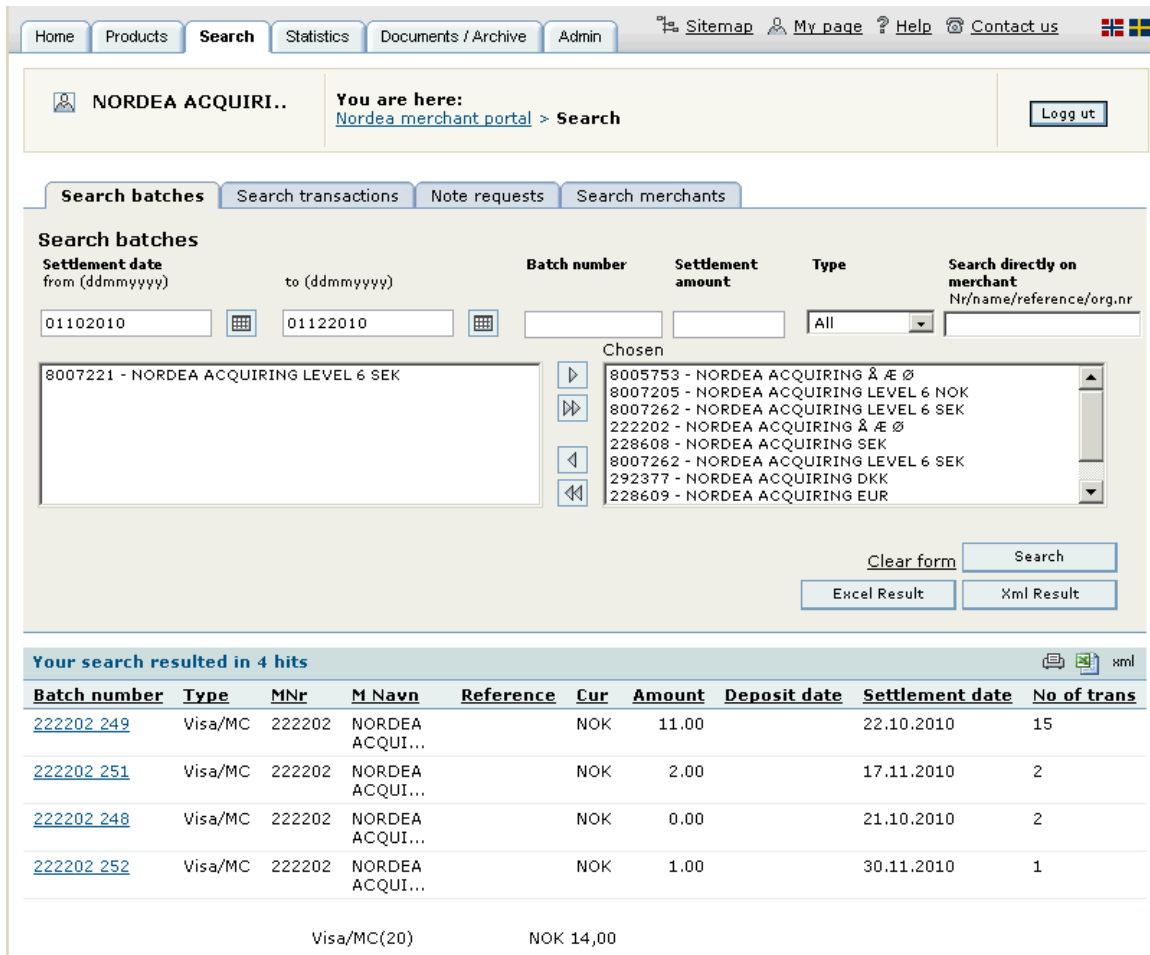
- When creating a search, users can refine this in several ways. The most specific procedure is to search for a specific Merchant with a given merchant ID. You can search for a specific Merchant ID or own reference attached to that merchant ID.
- If you want to refine your search further, add a specific date parameter. Settlement date is when settlement is paid to the Merchant account. When a merchant reconcile, all transactions are collected and sent to the acquirer.

In Norway there is one batch for national debit card scheme BankAcept and another batch for Visa and MasterCard
- Addition to the choices above you can search directly on a specific batch number, or total amount in a batch.
- Depending on how specific the search is, you will get from zero to multiple hits and these are presented in a table below the search screen.

- In a case where you want to do a search on multiple merchant simultaneously, its better to use the sides pick lists instead of the search field.

Move the merchants you want to perform a search on from left to right.

You can also use your hierarchy number for listing all batches for all merchants.



Search batches

Settlement date from (ddmmyyyy) to (ddmmyyyy) Batch number Settlement amount Type Search directly on merchant Nr/name/reference/org.nr

01102010 01122010 All

Chosen

- 8007221 - NORDEA ACQUIRING LEVEL 6 SEK
- 8005753 - NORDEA ACQUIRING & Æ Ø
- 8007205 - NORDEA ACQUIRING LEVEL 6 NOK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 222202 - NORDEA ACQUIRING & Æ Ø
- 228608 - NORDEA ACQUIRING SEK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 292377 - NORDEA ACQUIRING DKK
- 228609 - NORDEA ACQUIRING EUR

Clear form Search

Excel Result Xml Result

Your search resulted in 4 hits

Batch number	Type	MNr	M Navn	Reference	Cur	Amount	Deposit date	Settlement date	No of trans
222202 249	Visa/MC	222202	NORDEA ACQUI...		NOK	11.00		22.10.2010	15
222202 251	Visa/MC	222202	NORDEA ACQUI...		NOK	2.00		17.11.2010	2
222202 248	Visa/MC	222202	NORDEA ACQUI...		NOK	0.00		21.10.2010	2
222202 252	Visa/MC	222202	NORDEA ACQUI...		NOK	1.00		30.11.2010	1

Visa/MC(20) NOK 14,00

- In the search result at the bottom of the picture, it is possible to open each batch to see all transactions in the actual batch. To open each batch click on the batch number in the list of batches. Then click on the small blue square to the left of the batch number to go back to the list. All results can be extracted to print, excel or xml reports by clicking the symbol on top of the list of results.
- Excel Result and Xml Result: If you want to get a report directly in either Excel or Xml you can click on the button when setting up a search and you will get these reports directly.

NORDEA ACQUIRI..

You are here: [Nordea merchant portal](#) > Search

Logg ut

Search batches Search transactions Note requests Search merchants

Search batches

Settlement date from (ddmmyyyy) to (ddmmyyyy) Batch number Settlement amount Type Search directly on merchant Nr/name/reference/org.nr

01102010 01122010

Chosen

- 8007221 - NORDEA ACQUIRING LEVEL 6 SEK
- 8005753 - NORDEA ACQUIRING Å Æ Ø
- 8007205 - NORDEA ACQUIRING LEVEL 6 NOK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 222202 - NORDEA ACQUIRING Å Æ Ø
- 228608 - NORDEA ACQUIRING SEK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 292377 - NORDEA ACQUIRING DKK
- 228609 - NORDEA ACQUIRING EUR

Clear form Search

Excel Result Xml Result

Batch number	MNr	Merchant name	Reference	Amount	Deposit date	Settlement date	No of trans
222202 249	222202	NORDEA ACQUIRING Å Æ Ø		11.00		22.10.2010	15

15 transactions in batch

CardNum	Purchase date	Type	T.ref	Currency	Amount	Auth.ref	!
9634	21.10.2010 00:00	Visa	17000...	NOK	1.00	004493	
5011	20.10.2010 00:00	Visa	17000...	NOK	1.00	340900	
5011	20.10.2010 00:00	Visa	17000...	NOK	-1.00	340900	
7290	21.10.2010 16:16	MasterCard		NOK	1.00	657920	
3406	21.10.2010 16:15	MasterCard		NOK	1.00	653578	
7010	21.10.2010 16:07	MasterCard		NOK	1.00	605695	
7107	21.10.2010 16:06	MasterCard		NOK	1.00	601747	
6401	21.10.2010 16:14	MasterCard		NOK	1.00	649303	
8794	21.10.2010 16:13	MasterCard		NOK	1.00	640791	
7151	21.10.2010 16:12	MasterCard		NOK	1.00	635601	

NORDEA ACQUIRI..

You are here: [Nordea merchant portal](#) > Search

Logg ut

Search batches Search transactions Note requests Search merchants

Search batches

Settlement date from (ddmmyyyy) to (ddmmyyyy) Batch number Settlement amount Type Search directly on merchant Nr/name/reference/org.nr

01102010 01122010

Chosen

- 8005753 - NORDEA ACQUIRING Å Æ Ø
- 8007205 - NORDEA ACQUIRING LEVEL 6 NOK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 222202 - NORDEA ACQUIRING Å Æ Ø
- 228608 - NORDEA ACQUIRING SEK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 292377 - NORDEA ACQUIRING DKK
- 228609 - NORDEA ACQUIRING EUR

Clear form Search

Excel Result Xml Result

Microsoft Internet Explorer provided by Nordea

Vis Favoritter Verktøy Hjelp

ter

Side Sikkerhet Verktøy

Transaction details

Type	Visa
Authorization reference	004493
Bank belonging	NO
Currency belonging	505
Merchant	222202 - NORDEA ACQUIRING Å Æ Ø
Batch number	222202 249
Card number (last 4 digits)	9634
Transaction reference	17000776113
Currency	NOK
Amount	1,00
Purchase date and time	21.10.2010 00:00:00
Shop reference	101021776113
Transaction code	05 - Sales draft

Amount	Deposit date	Settlement date	No of trans
11.00		22.10.2010	15

ref	Currency	Amount	Auth.ref	!
000...	NOK	1.00	004493	
000...	NOK	1.00	340900	
000...	NOK	-1.00	340900	
	NOK	1.00	657920	
	NOK	1.00	653578	

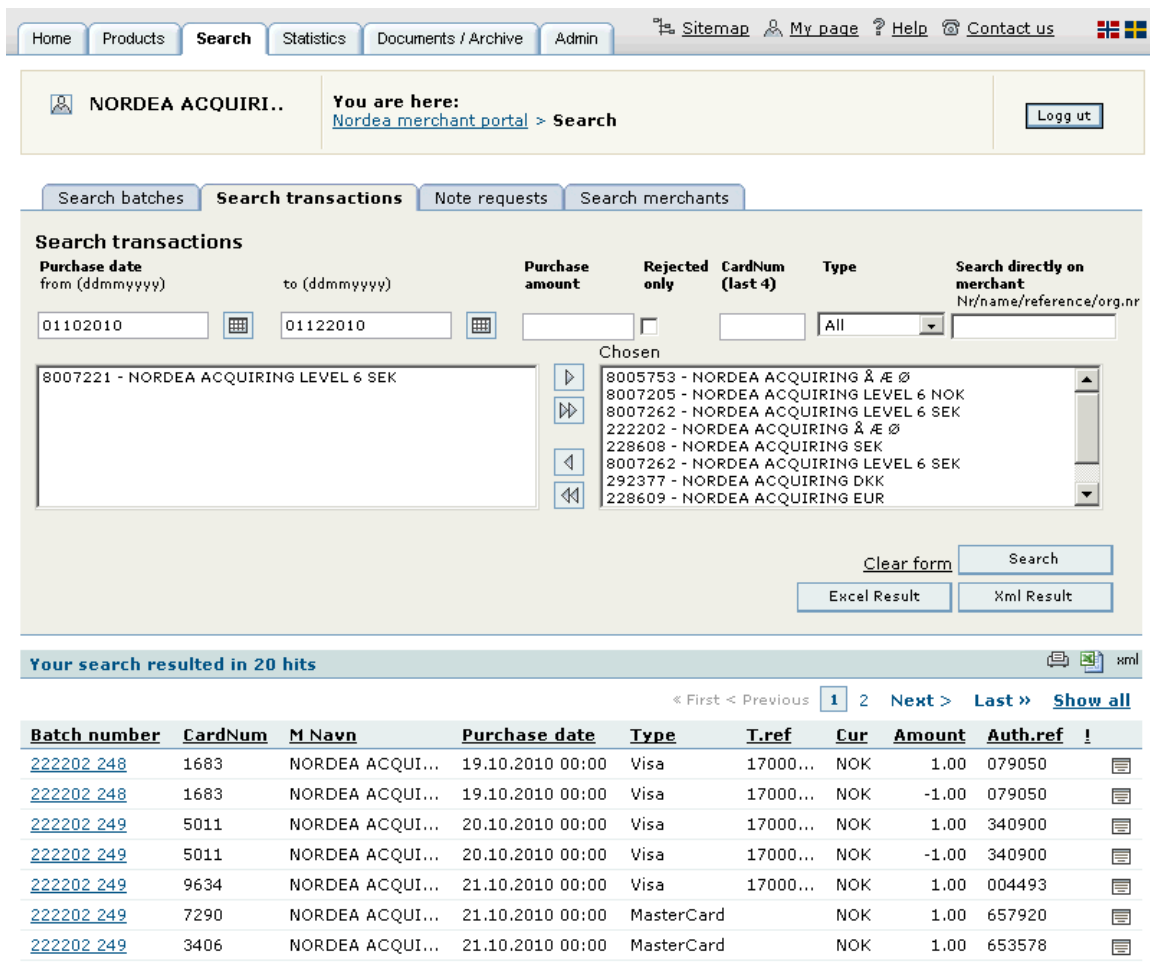
- If nothing is set in the search field or nothing is specified in the pick list to the right, the search will be performed at all available merchant for the logged in user.

Search transactions:

Your transaction is built on the same principle as a batch search. You can limit your search at a given time interval, and also have more specific search fields to make it easy to find an individual transaction. You can search on the card number (last four digits) of the cardholder who conducted the transaction, and on the amount the person has been charged.

Depending on the definitions you have set, you will get a list of transactions, and information regarding these.

Pressing the bath number in a given transaction, all the related transactions for the batch are presented.



The screenshot shows the Nordea merchant portal search interface. At the top, there is a navigation bar with links for Home, Products, Search, Statistics, Documents / Archive, and Admin. To the right, there are links for Sitemap, My page, Help, Contact us, and a flag icon. Below the navigation bar, there is a breadcrumb trail: "You are here: Nordea merchant portal > Search" and a "Logg ut" button. The main search area has tabs for "Search batches", "Search transactions" (selected), "Note requests", and "Search merchants". The "Search transactions" section includes a search form with fields for "Purchase date" (from and to), "Purchase amount", "Rejected only", "CardNum (last 4)", "Type", and "Search directly on merchant". Below the form, there is a "Chosen" list of transactions. At the bottom, there is a "Your search resulted in 20 hits" section with a table of results and navigation controls.

Batch number	CardNum	M Navn	Purchase date	Type	T.ref	Cur	Amount	Auth.ref	!
222202 248	1683	NORDEA ACQUI...	19.10.2010 00:00	Visa	17000...	NOK	1.00	079050	
222202 248	1683	NORDEA ACQUI...	19.10.2010 00:00	Visa	17000...	NOK	-1.00	079050	
222202 249	5011	NORDEA ACQUI...	20.10.2010 00:00	Visa	17000...	NOK	1.00	340900	
222202 249	5011	NORDEA ACQUI...	20.10.2010 00:00	Visa	17000...	NOK	-1.00	340900	
222202 249	9634	NORDEA ACQUI...	21.10.2010 00:00	Visa	17000...	NOK	1.00	004493	
222202 249	7290	NORDEA ACQUI...	21.10.2010 00:00	MasterCard		NOK	1.00	657920	
222202 249	3406	NORDEA ACQUI...	21.10.2010 00:00	MasterCard		NOK	1.00	653578	

NORDEA ACQUIRI.. Hanne Brenna **You are here:** [Nordea merchant portal](#) > Search Logg ut

Search batches Search transactions Note requests Search merchants

Search transactions

Purchase date from (ddmmyyyy) to (ddmmyyyy) Purchase amount Rejected only CardNum (last 4) Type Search directly on merchant Nr/name/reference/org.nr

01102010 01122010

Chosen

- 8005753 - NORDEA ACQUIRING Å Æ Ø
- 8007205 - NORDEA ACQUIRING LEVEL 6 NOK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 222202 - NORDEA ACQUIRING Å Æ Ø
- 228608 - NORDEA ACQUIRING SEK
- 8007262 - NORDEA ACQUIRING LEVEL 6 SEK
- 292377 - NORDEA ACQUIRING DKK
- 228609 - NORDEA ACQUIRING EUR

Clear form Search Excel Result Xml Result

Batch number	MNr	Merchant name	Reference	Amount	Deposit date	Settlement date	No of trans
222202 248	222202	NORDEA ACQUIRING Å Æ Ø		0,00		21.10.2010	2

2 transactions in batch

CardNum	Purchase date	Type	T.ref	Currency	Amount	Auth.ref	!
1683	19.10.2010 00:00	Visa	17000...	NOK	1,00	079050	
1683	19.10.2010 00:00	Visa	17000...	NOK	-1,00	079050	

Sum Visa (2) 0,00
 Sum Mastercard (0) 0,00
Sum total batch (2) 0,00

Microsoft Internet Explorer provided by Nordea

Transaction details

Type	Visa
Authorization reference	079050
Bank belonging	NO
Currency belonging	505
Merchant	222202 - NORDEA ACQUIRING Å Æ Ø
Batch number	222202 248
Card number (last 4 digits)	1683
Transaction reference	17000772125
Currency	NOK
Amount	1,00
Purchase date and time	19.10.2010 00:00:00
Shop reference	101019772125
Transaction code	05 - Sales draft

2 transactions in batch

CardNum	Purchase date	Type	T.ref	Currency	Amount	Auth.ref	!
1683	19.10.2010 00:00	Visa	17000...	NOK	1,00	079050	
1683	19.10.2010 00:00	Visa	17000...	NOK	-1,00	079050	

Note requests:

Home Products **Search** Statistics Documents / Archive Admin Sitemap My page Help Contact us

NORDEA ACQUIRI.. You are here: [Nordea merchant portal](#) > Search Logg ut

Search batches Search transactions **Note requests** Search merchants

Note requests

Date from (ddmmyyyy) to (ddmmyyyy) Date type Purchase amount Batch number CardNum (last 4) Search directly on merchant
Nr/name/reference/org.nr

01012008 01122010 Note date

Chosen

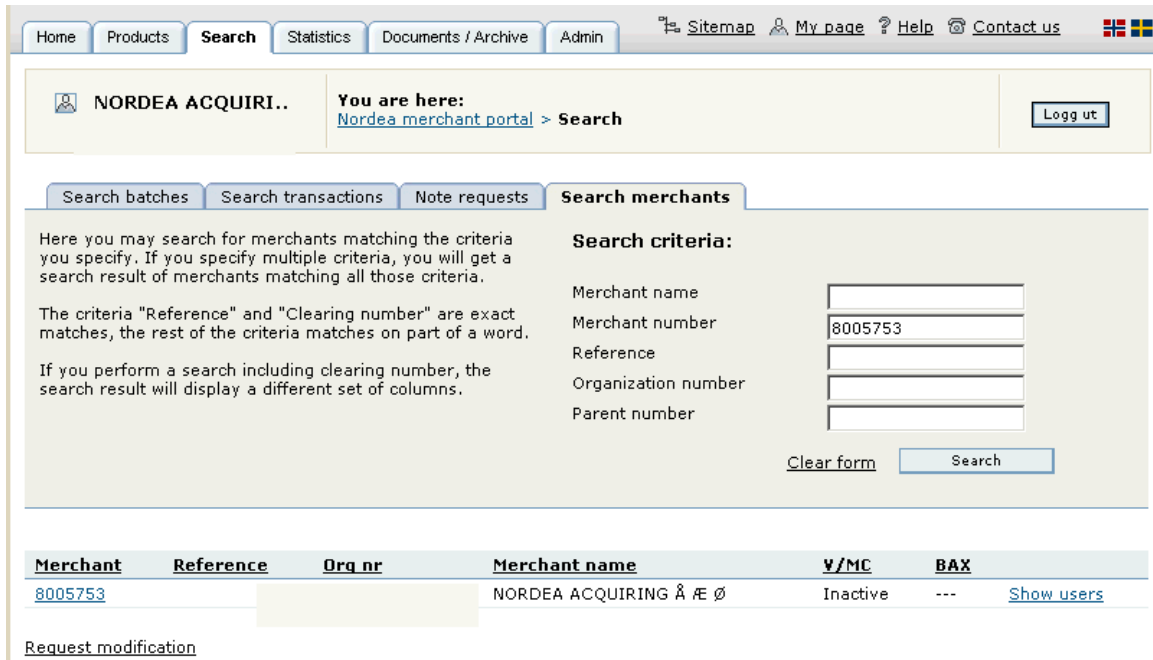
8007221 - NORDEA ACQUIRING LEVEL 6 SEK	▶	8005753 - NORDEA ACQUIRING Å Æ Ø
	▶▶	8007205 - NORDEA ACQUIRING LEVEL 6 NOK
	◀	8007262 - NORDEA ACQUIRING LEVEL 6 SEK
	◀◀	222202 - NORDEA ACQUIRING Å Æ Ø
		228608 - NORDEA ACQUIRING SEK
		8007262 - NORDEA ACQUIRING LEVEL 6 SEK
		292377 - NORDEA ACQUIRING DKK
		228609 - NORDEA ACQUIRING EUR

[Clear form](#) Search

Your search resulted in 0 hits

- Note requests is a Visa and MasterCard standard for handling situations where cardholders is not accepting their use at your merchant and then the issuing bank or institution sends a request for a receipt. This type of request will also be sent through regular mail.
- Note date: Date of purchase

Search merchants:



Home Products **Search** Statistics Documents / Archive Admin Sitemap My page Help Contact us

NORDEA ACQUIRI.. You are here: [Nordea merchant portal](#) > Search [Logg ut](#)

Search batches Search transactions Note requests **Search merchants**

Here you may search for merchants matching the criteria you specify. If you specify multiple criteria, you will get a search result of merchants matching all those criteria.

The criteria "Reference" and "Clearing number" are exact matches, the rest of the criteria matches on part of a word.

If you perform a search including clearing number, the search result will display a different set of columns.

Search criteria:

Merchant name

Merchant number

Reference

Organization number

Parent number

[Clear form](#)

Merchant	Reference	Org nr	Merchant name	V/MC	BAX
8005753			NORDEA ACQUIRING Å Æ Ø	Inactive	--- Show users

[Request modification](#)

Here, merchant finds information about themselves. Users can search by different criteria as merchant name, merchant number, reference, organisation number and parent number (hierarchy).

Users can find the merchant number by pressing the tab "search". In the result list below all the merchant you have access to, will be presented.

In front of the the merchant name the merchant number is presented.

Enter one of the search criteria and press the search button. Then all merchant you have access to will be presented. User can see individual information for each merchant by clicking the merchant number. If the administrator wants to require changes to the information registered on each merchant, click the link "request modification" and fill in the form.

Administrators can also organize user's access to the individual merchants or hierarchy by clicking "show users" to the right of each merchant number.

Merchant details for NORDEA ACQUIRING Å Æ Ø

Close

Contact info

Merchant name:	NORDEA ACQUIRING Å Æ Ø
Organization number:	
Merchant number:	8005753
Juridical name:	FREMMEDE KORT TESTKONTI
Visiting address:	ESSENDROPSGATE 7
Postal address:	0369 OSLO
Merchant's contact person:	
Phone number to contact person:	
Phone:	
MCC:	4411
Level:	3
Parent id:	0008005753
Mid level id:	0000000000
Reference code:	
E-mail address:	
Web address:	
Short name BAX:	
Short address1 BAX:	
Short address2 BAX:	

Status information

V/MC:	Inactive
BAX:	
Date opened BAX:	
Date opened V/MC	28.02.2008

Settlement information

Settlement account (V/MC)	
Debit account(Service fee)	
Settlement account	
E-mail address 1:	JORGEN.LYSO@NORDEA.NO
E-mail address 2:	MAGNI.K.BROCK@NORDEA.NO
E-mail address 3:	
Bank belonging:	NO
Currency:	NOK
Card acceptances:	MasterCard, Visa

Statistics

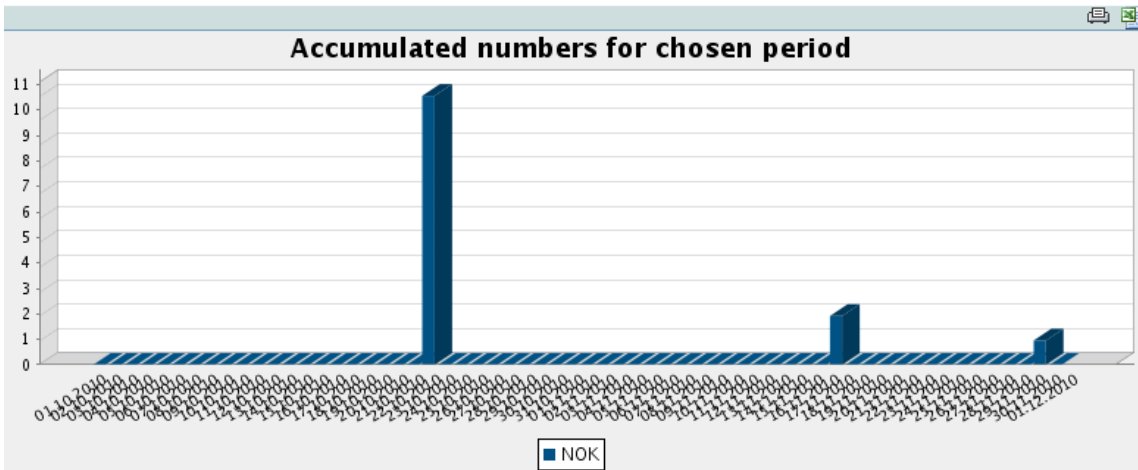
You can use the statistics tab for viewing the individual settlements for each merchant number over a period of time. Users can accumulate the presentation according to settings by day, month or year. For each interval you will receive settlement information, divided by BankAcept, Visa and MasterCard transactions, addition to total amount of transactions.

At the bottom of the page you will also get a total for the entire search period

Tab” statistics” will also show a graph of the settlement in that period you have specified. This graph will show if the search result spans more than a day. If you want to see sales on Monday, the graph will show sales from Saturday to Monday. The graph will only apply for one currency at the time.

8007262 - NORDEA ACQUIRING LEVEL 6 SEK
292377 - NORDEA ACQUIRING DKK
228609 - NORDEA ACQUIRING EUR

Clear form



22.10.2010				
Type	Number of Transactions	Currency	Amount	
MasterCard	12	NOK	10,00	
Visa	3	NOK	1,00	
Sum	15	NOK	11,00	

17.11.2010				
Type	Number of Transactions	Currency	Amount	
MasterCard	2	NOK	2,00	
Sum	2	NOK	2,00	

30.11.2010				
Type	Number of Transactions	Currency	Amount	
Visa	1	NOK	1,00	
Sum	1	NOK	1,00	

Total :				
Type	Number of Transactions	Currency	Sum	

Documents and archive

Documents and archives contain news and various documents.

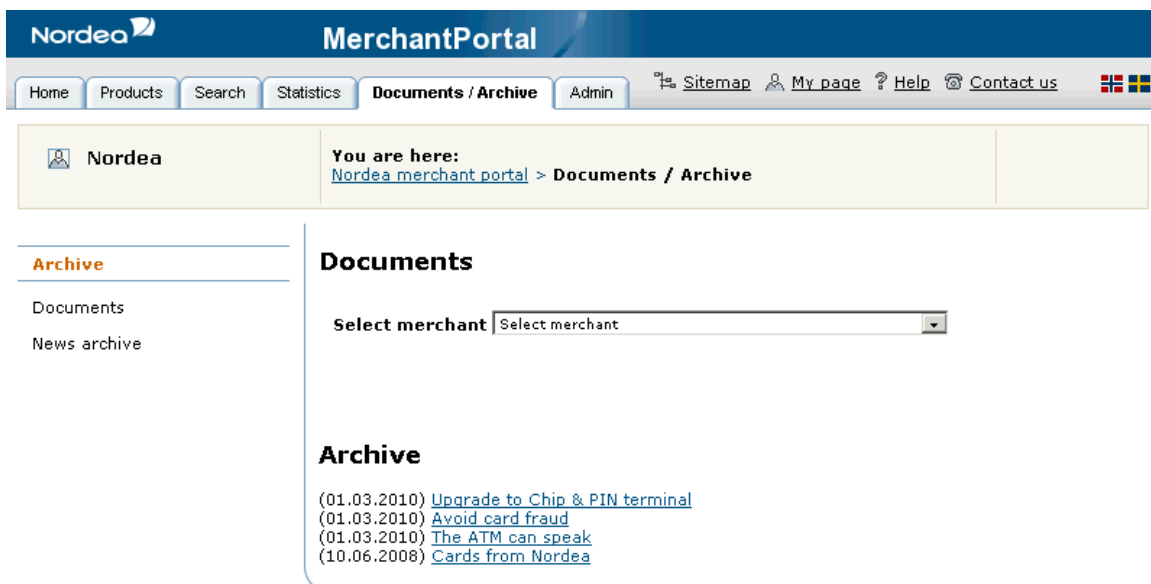
Documents:

Historical and new settlement reports are submitted monthly to your portal and are offered in three different formats: xml, csv, and pdf.

These reports will, among other things, present the service fees for the current month .

News:

Here, news and information from Nordea will be published.



The screenshot shows the Nordea MerchantPortal interface. At the top, there is a blue header with the Nordea logo and the text "MerchantPortal". Below the header is a navigation bar with buttons for "Home", "Products", "Search", "Statistics", "Documents / Archive", and "Admin". To the right of the navigation bar are links for "Sitemap", "My page", "Help", "Contact us", and a flag icon. Below the navigation bar is a breadcrumb trail: "Nordea" > "You are here: Nordea merchant portal > Documents / Archive". On the left side, there is a sidebar with a blue header "Archive" and two links: "Documents" and "News archive". The main content area is titled "Documents" and features a "Select merchant" dropdown menu. Below this, there is an "Archive" section with a list of links and dates: "(01.03.2010) Upgrade to Chip & PIN terminal", "(01.03.2010) Avoid card fraud", "(01.03.2010) The ATM can speak", and "(10.06.2008) Cards from Nordea".

Administration (only for the administrator)

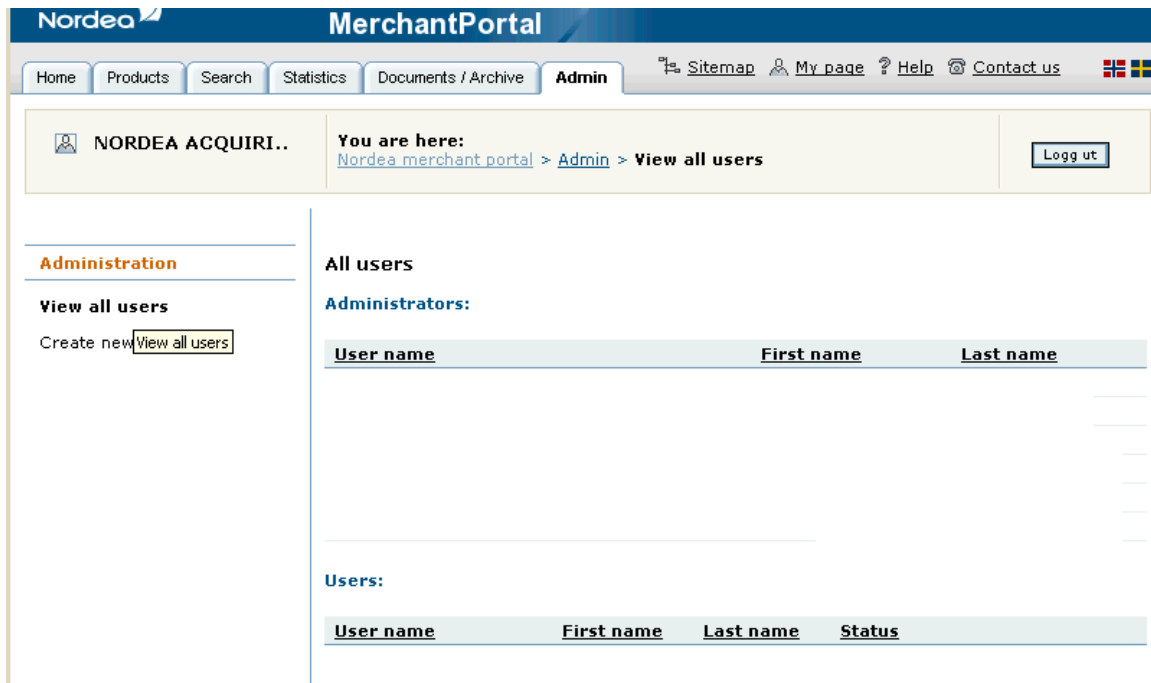
Under tab “Admin”, the merchant administrator will be able to get an overview of all users and the merchant added to the individual users access.

Administrators can also administrate rights to a new user (create new user)

View all users:

An administrator has access rights to all merchants of the hierarchy. By selecting “view all users”, the administrator will get a list of all registered users. If a user should be inactivated, this is done here.

When a user is inactivated, the user will not have access to any data. User can easily be activated again by clicking “activate”. A user will never be deleted completely from the system.



The screenshot shows the Nordea MerchantPortal interface. The top navigation bar includes 'Home', 'Products', 'Search', 'Statistics', 'Documents / Archive', and 'Admin'. The 'Admin' tab is active. Below the navigation bar, there is a breadcrumb trail: 'Nordea merchant portal > Admin > View all users'. A 'Logg ut' button is visible in the top right corner of the main content area.

The main content area is divided into two columns. The left column contains a sidebar with the following elements:

- Administration** (highlighted in orange)
- View all users**
- Create new

The right column displays the 'All users' section, which is currently empty. It features two tables:

Administrators:

User name	First name	Last name

Users:

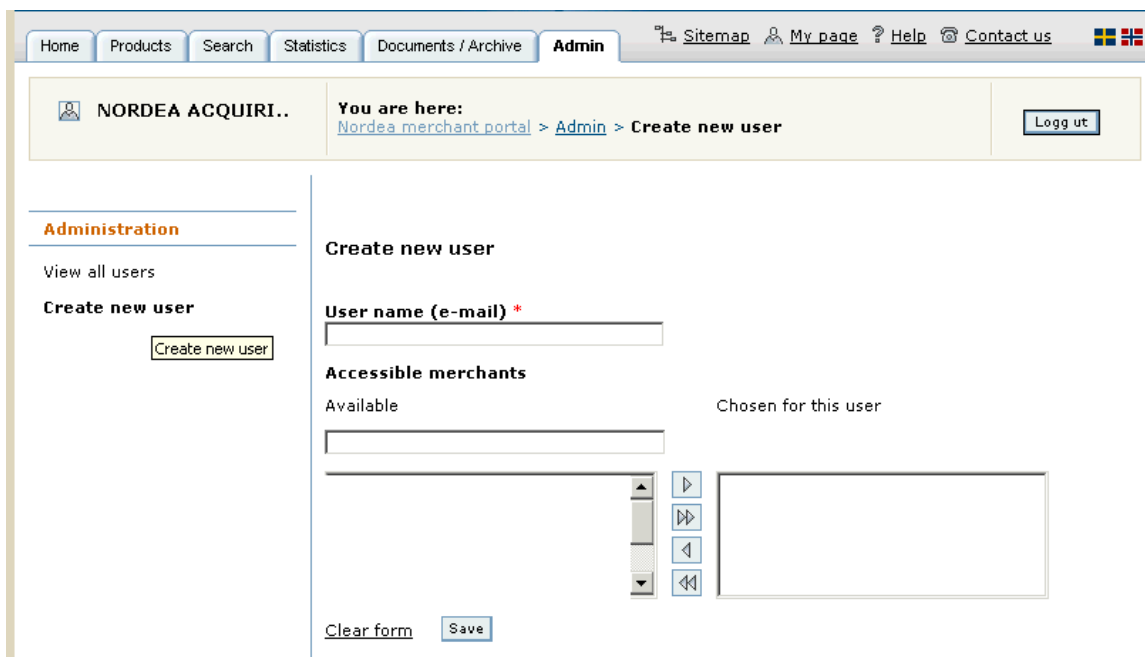
User name	First name	Last name	Status

Create new user:

In this section, administrator can create a new user in the merchant portal.

User name is required and created by entering the users email address. Under “accessible merchants”, administrator determines which merchants a new user can access, by moving the various merchants from the left to right. The information entered can be changed later by going on the list of all users (described above).

Important: The user name (e-mail address) can not be changed when entered the portal. The user will receive a password to his/hers mobile number when access is created.



The screenshot shows the 'Create new user' page in the Nordea merchant portal. The page has a navigation bar at the top with links for Home, Products, Search, Statistics, Documents / Archive, and Admin. There are also utility links for Sitemap, My page, Help, and Contact us, along with a language selector. The breadcrumb trail indicates the current location: 'You are here: Nordea merchant portal > Admin > Create new user'. A 'Logg ut' button is visible in the top right corner. On the left side, there is an 'Administration' menu with options for 'View all users' and 'Create new user', which is currently selected. The main content area is titled 'Create new user' and contains a form with the following fields: 'User name (e-mail) *' (a required text input field), 'Accessible merchants' (a section with two columns: 'Available' and 'Chosen for this user'). The 'Available' column contains a list of merchants, and the 'Chosen for this user' column is currently empty. Navigation buttons (up, down, left, right arrows) are provided between the two columns to move items. At the bottom of the form, there are 'Clear form' and 'Save' buttons.

My page

At “My page” a user logged in can access the information registered . The person may also change the registered information, and change the password.

In addition, the user logged in can see the various merchants he / she have access to.

If the logged in as an administrator, he/she can see witch merchants the other users have access to.

Sitemap

Provides an overview of the portal with links to the different pages

Help

The following pages are available:

Frequently asked questions

In this section, you can find frequently asked questions, word list, and other useful information.

Dictionary

In this section, you can find explanations of some words and terms used in relation to card acquiring.

Contact us

Via the link "Contact us" you get the information about who to contact in different contexts.

Managing password

Create new user:

When an administrator creates a user for the first time a registration email will be sent to the email address registered with a link. The user will then have to click the link and register data regarding mobile number and name. The new user will then receive a sms with a log in password

At first initial log in

The first time a user logs on the portal he/she has to change the password they received from Nordea to a personal password of at least 8 positions, both letters and digits.

If you want to change password

If you want to change password you can do that on “My page”.

If you have forgot your password?

If a user forgets their password, he / she will receive a new password from Nordea. Go to “forgot my password” on the log in page of the portal. Fill out your username and a new log in password will be sent to the mobile number stored in the profile of the user.

By disabling / enabling user

If a user get disable, he/she will no longer have access to the portal. A mail will be sent to the user to inform about this. If the user again wants to use the portal, a new password will be sent to the user by sms.

By entering the wrong username and password more than 3 times

If a user enters an incorrect username / password three times or more, he/she will be temporarily locked out of the portal for 5 minutes before the user can try again.