Skrill Merchant Account Administration Guide

For use by merchant account administrators

www.skrill.com

Version 2.1

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Version Control Table

Date	Version	Description
21/02/2018	1.0	New document
20/10/2020	2.0	Process changes due to migration to the new Merchant Portal
25/03/2021	2.1	*Password reset* and *Delete a User* added

Contents

1 ABOUT THIS GUIDE

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

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

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

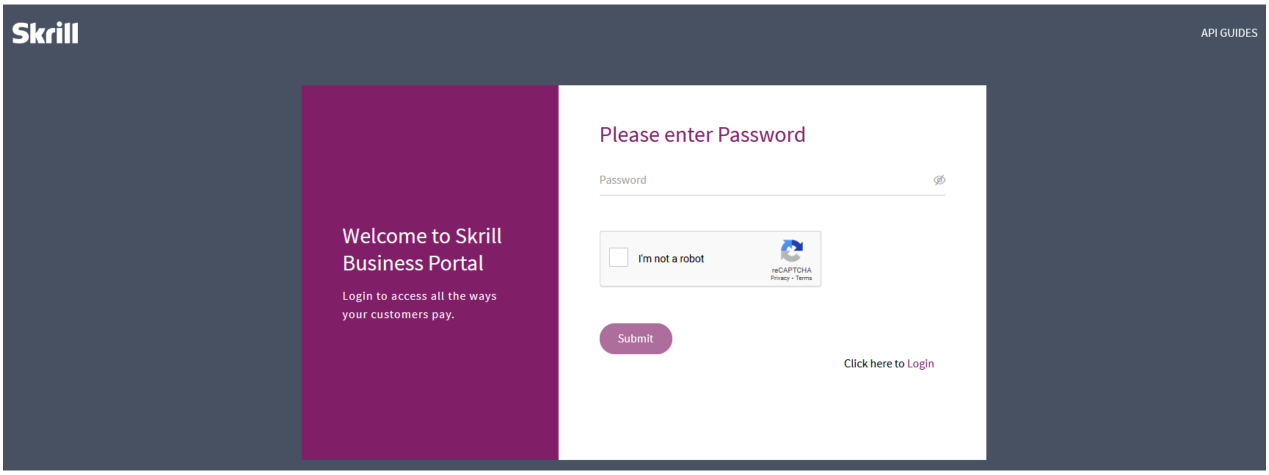
2 SETTING UP MERCHANT ACCOUNTS

After registering for a Skrill 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 **Submit**.

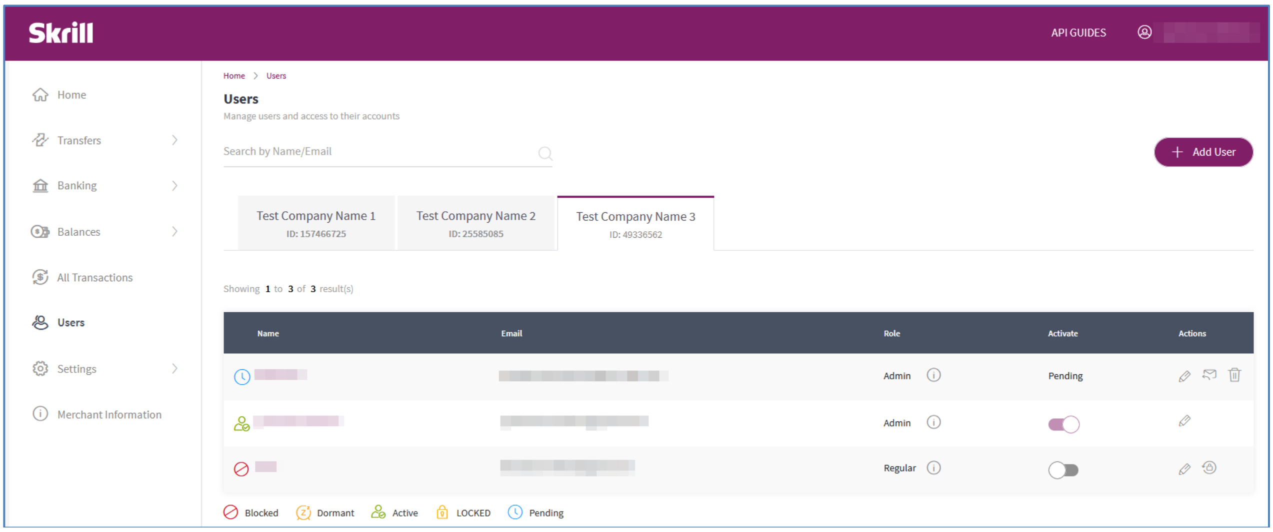
2.2 Creating user accounts

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 Skrill account management interface

To set up user account logins:

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



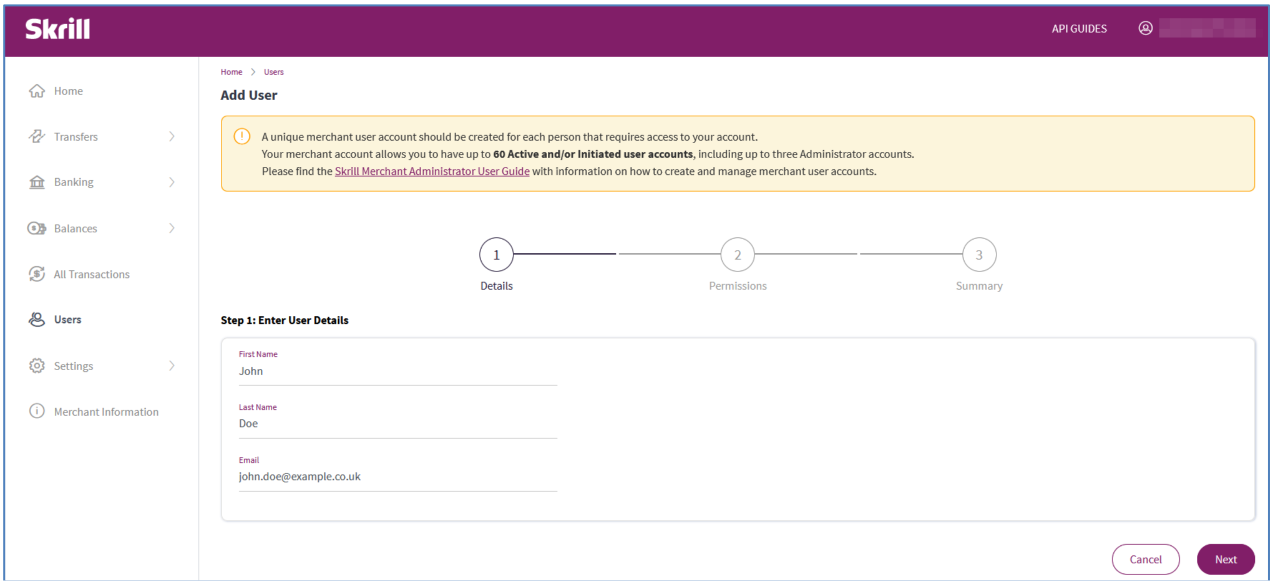
The *Users* list contains details of all users of the merchant account; the *Activate* column shows each user's current state:

- *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.

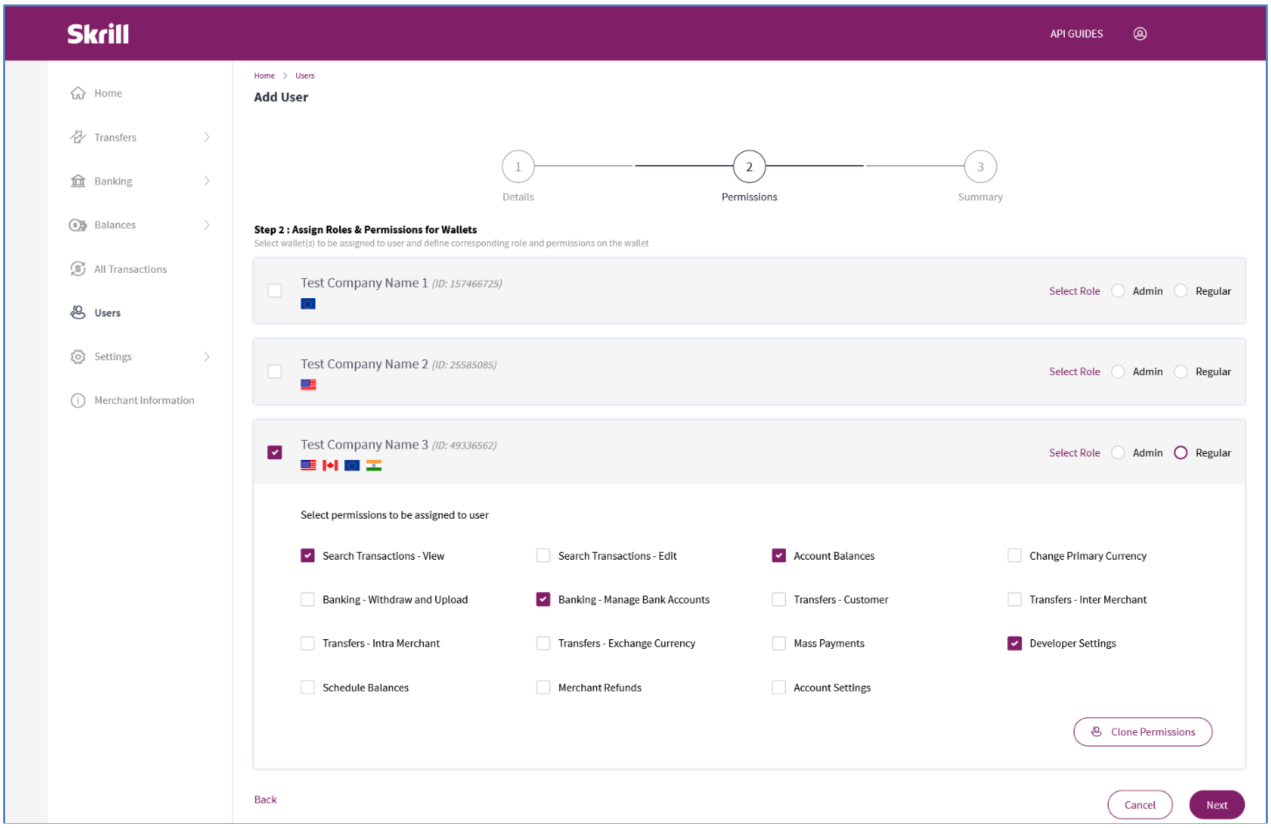
   Step 1: Details

   - 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.

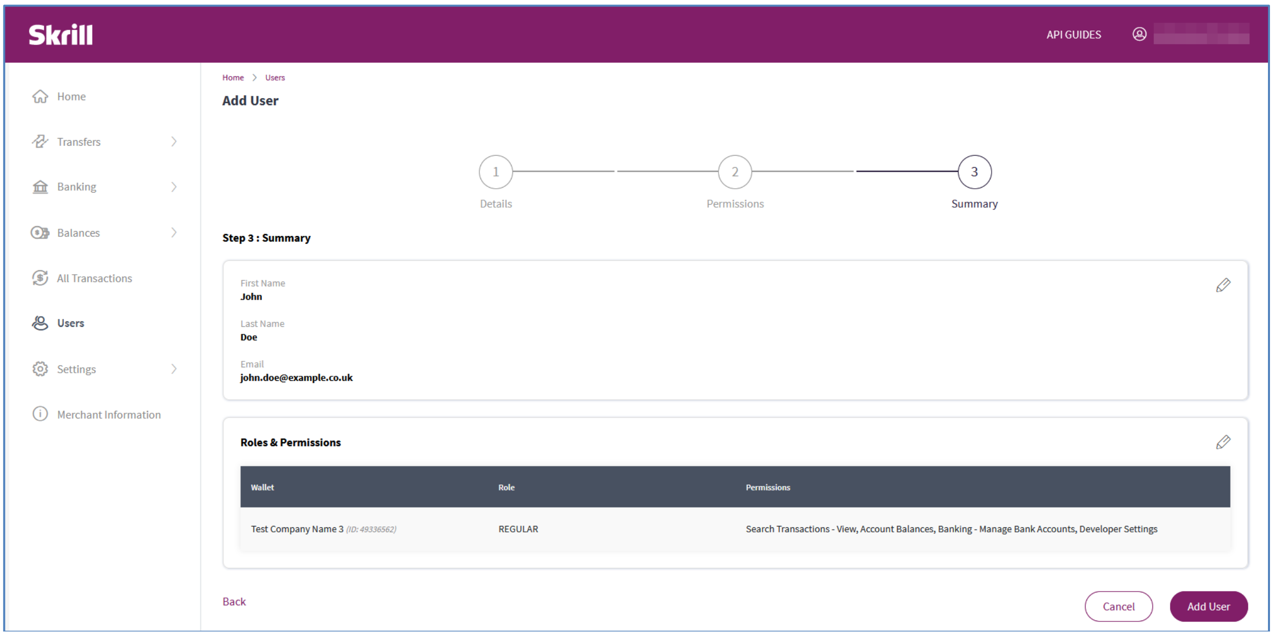


Note: Regular users cannot be given access to the *Users* functionality in *My Account.*

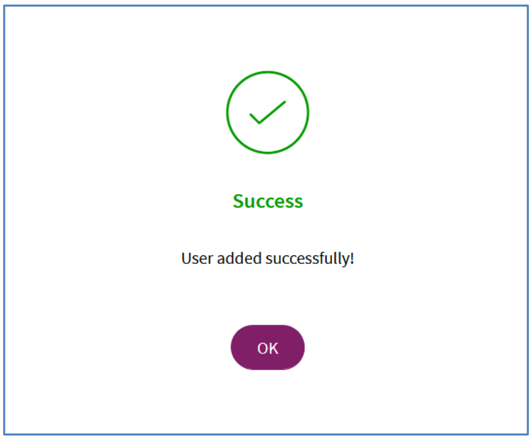
- Click **Next**.

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.

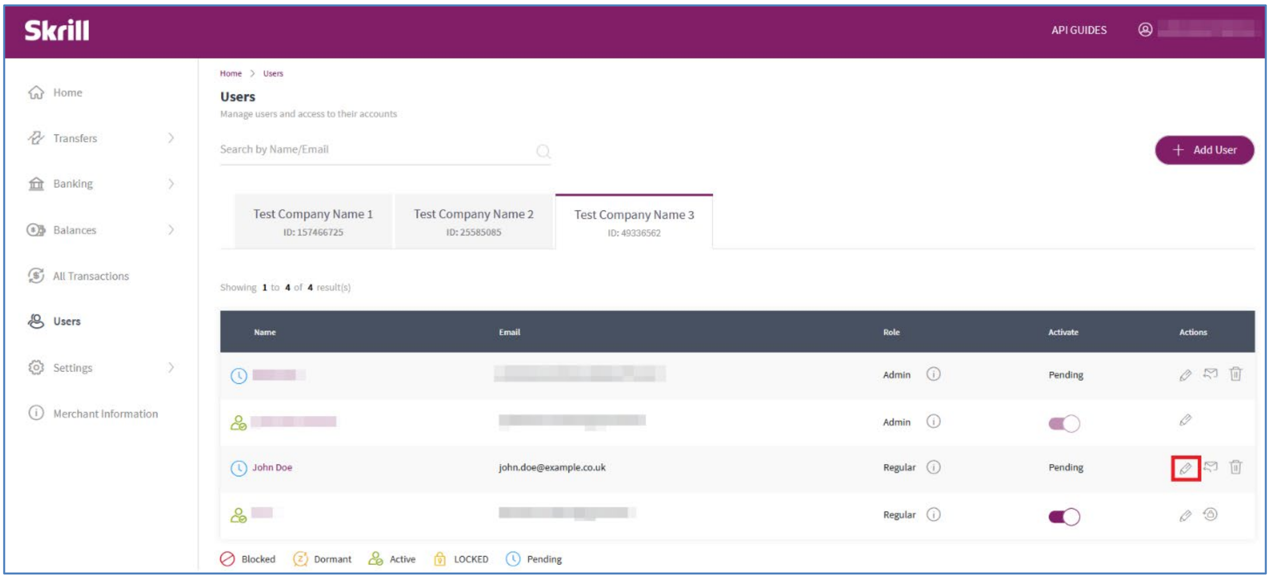
2.3 Managing user accounts

Merchant account administrators can:

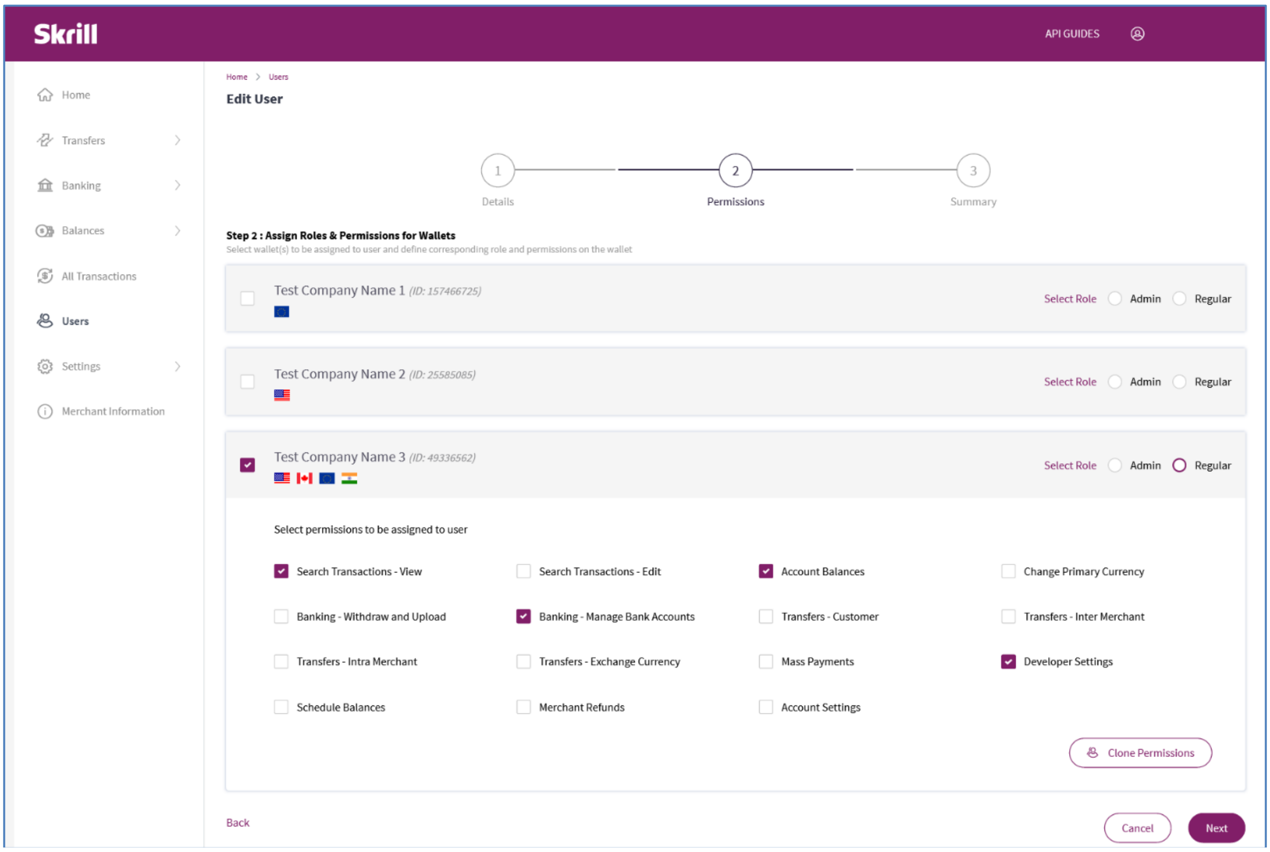
- reset the passwords of regular users and other administrators;
- change a user's type from administrator to regular (or the reverse);
- change a regular user's permissions;
- delete users;
- *activate* or *inactivate* a user account. Inactivating a user's account prevents them from accessing it.

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

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**.



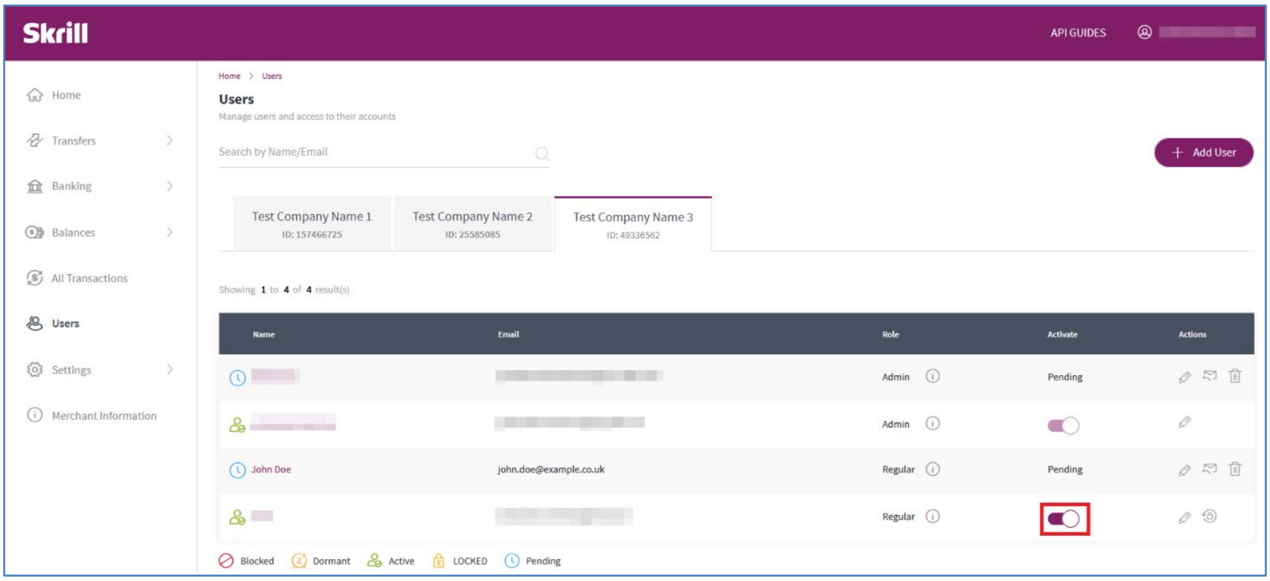
The *Edit User* page appears; for example:



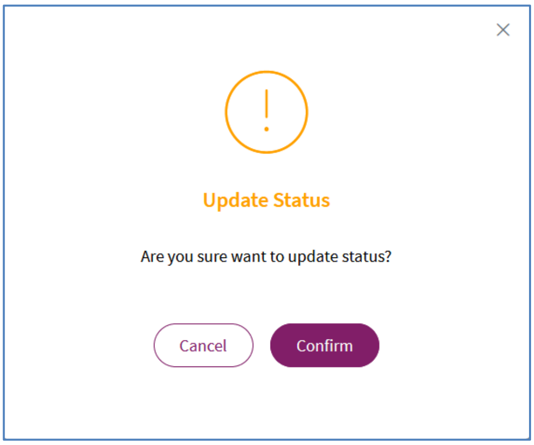
3. As required, change the **Role** or access permissions.
4. Click **Next**.
5. Check information on screen and click **Update User**.

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.

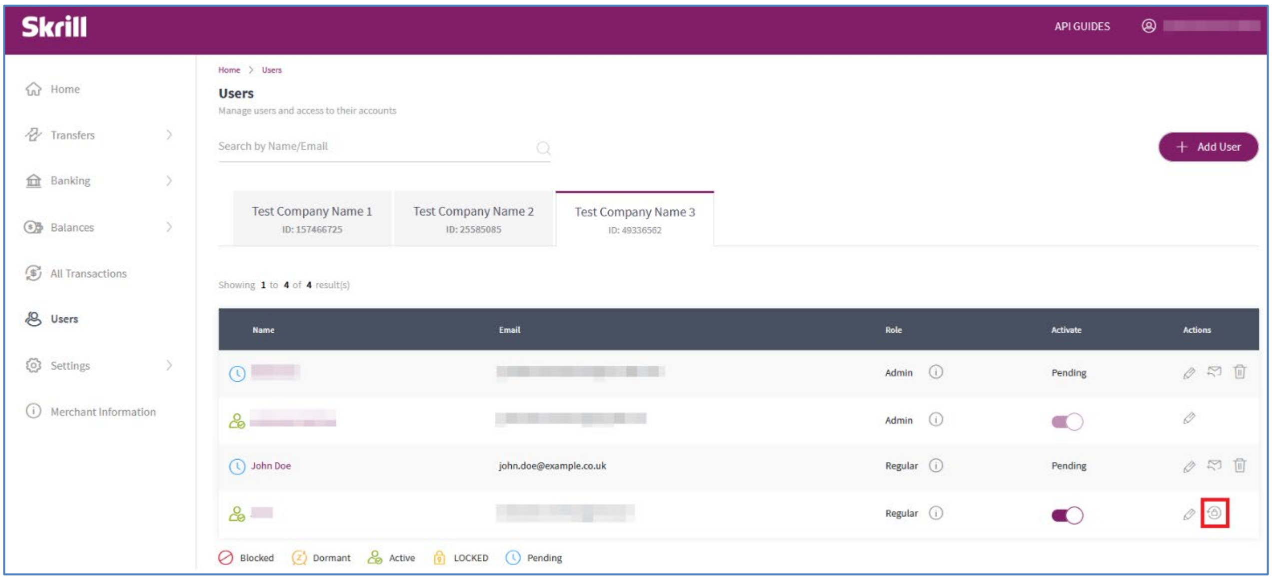


3. The system prompts you to confirm the status update. Click **Confirm**.



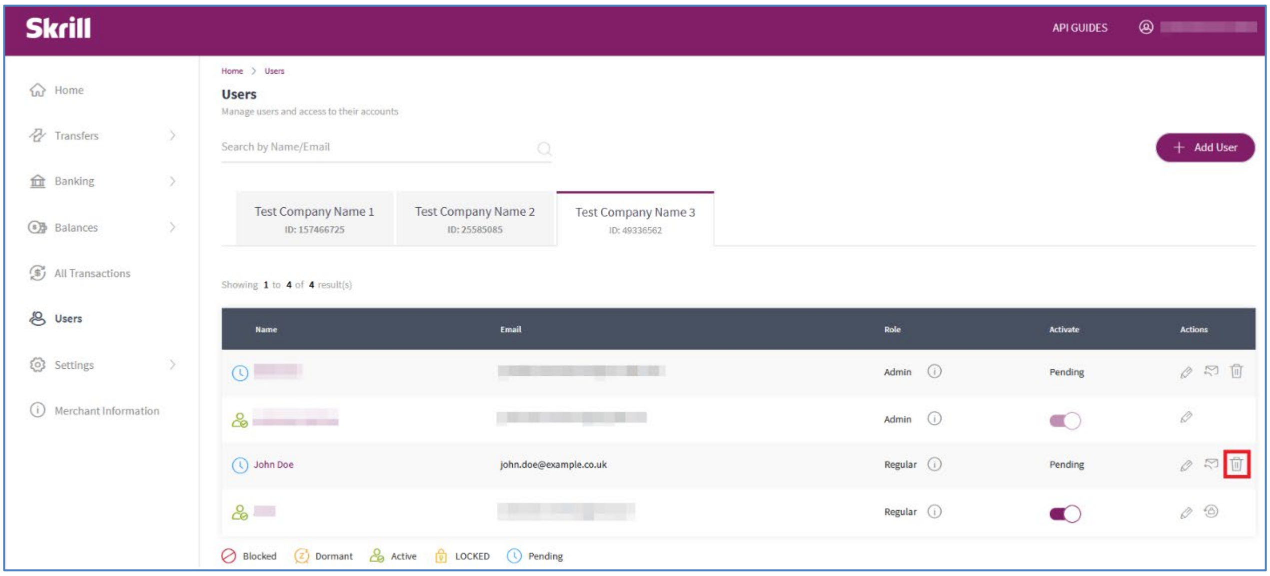
2.3.3. To reset user's password

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**.

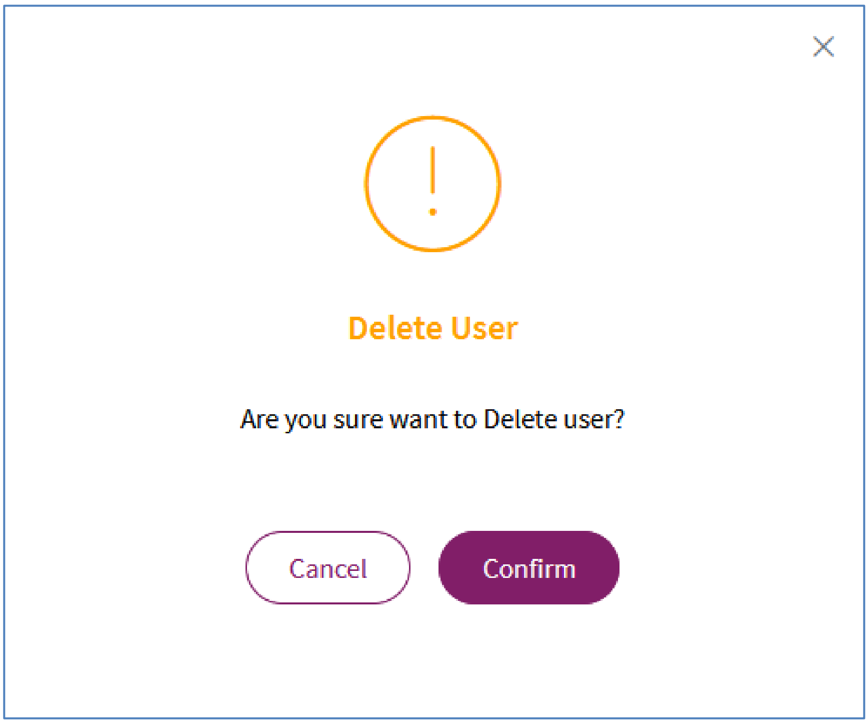


2.3.4. To delete user

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**.



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



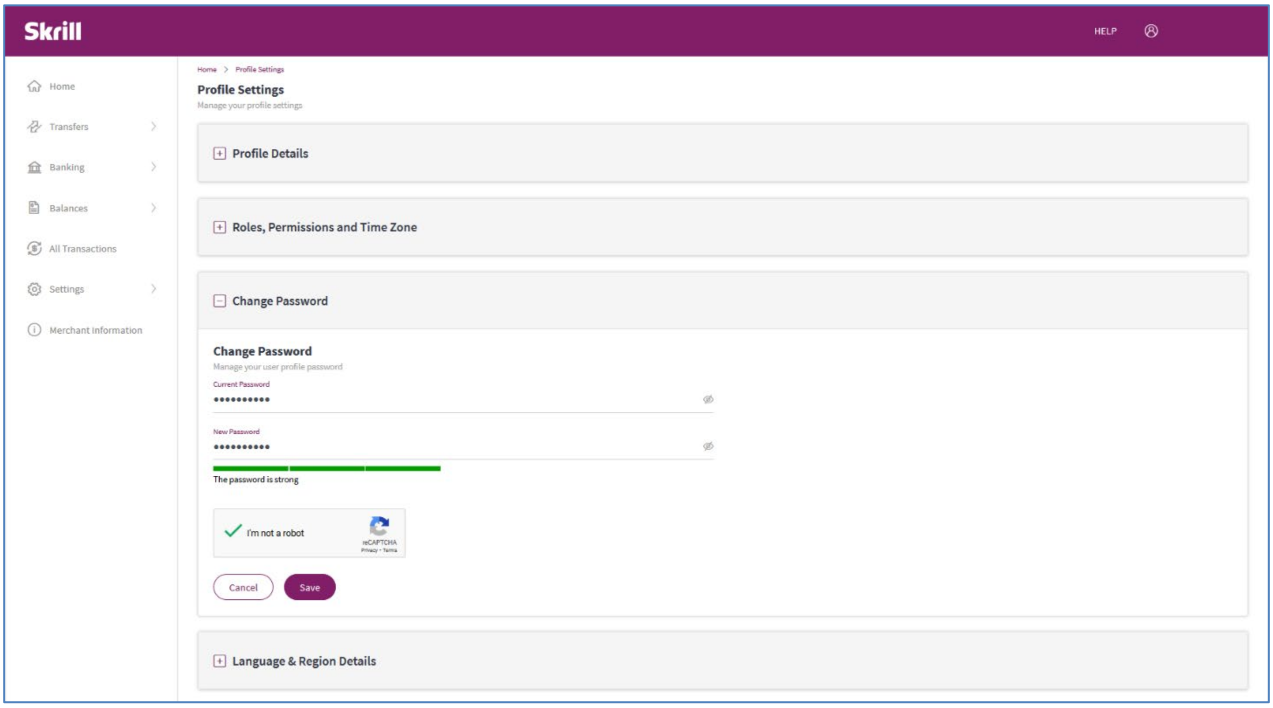
Note: Only users with status *Pending* can be deleted. If they have already set their password, their access can only be inactivated (see *2.3.2. To activate/inactivate user's account*).

3 MERCHANT ACCOUNT CHANGES BY USERS

All users are able to change their login password for their merchant accounts.

For a user to change it:

1. Navigate to https://merchant.paysafe.com/skrill/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**.