



**SecurePay**

## **User Guide**

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# **SecurePay Merchant Portal**

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## Document Control

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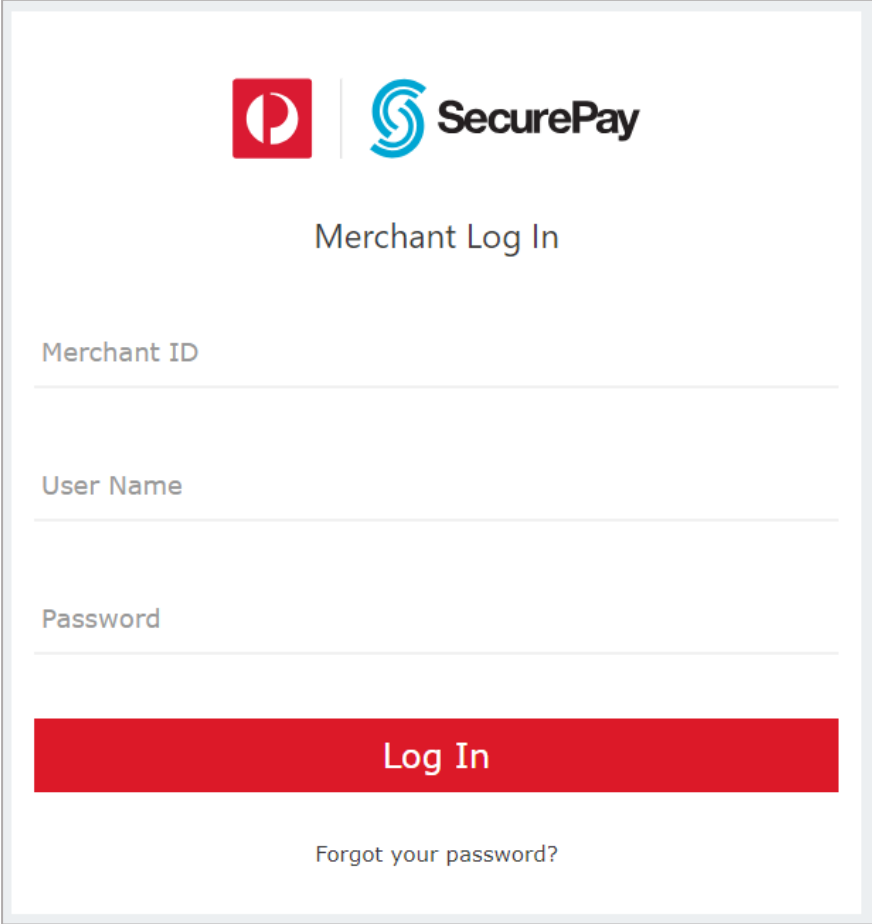
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# 1. SecurePay Merchant Portal

This user guide covers the functions and features of the SecurePay merchant portal. For further assistance, please contact the SecurePay Support Team on 1300 786 756 (Option 2).

## 1.1 Getting Started

The SecurePay merchant portal can be accessed via SecurePay's website. Click on *Login* and you will be directed to the merchant portal. You will be asked for the *Merchant ID*, *User Name* and *Password* to sign in. The administrator of the account should receive the login credentials via an activation email. If you haven't received a copy of your account credentials, please contact the SecurePay Support Team on 1300 786 756 (Option 2).



The image shows a login form for the SecurePay Merchant Portal. At the top, there is a logo consisting of a red square with a white 'P' and a blue circular icon with a white 'S', followed by the text 'SecurePay'. Below the logo is the title 'Merchant Log In'. The form contains three input fields: 'Merchant ID', 'User Name', and 'Password'. A large red button with the text 'Log In' is centered below the fields. At the bottom of the form, there is a link that says 'Forgot your password?'.

Figure 1: Login Page



## 1.2 SecurePay Public Test Account

You can use the SecurePay demonstration account if you don't have a live account. This can be accessed [here](#):

### Test Login Details:

Client ID: ABC

Username: test

Password: abc1234!!

## 1.3 Contacting SecurePay

You can contact SecurePay via the Merchant Portal by:

1. Clicking on the *Contact* tab
2. Enter the required fields
3. Click *Send*

You can also reach the following SecurePay Teams on:

- **SecurePay Sales**  
**Phone:** 1300 786 756 (Option 1)  
**Email:** sales@securepay.com.au
- **SecurePay Support**  
**Phone:** 1300 786 756 (Option 2)  
**Email:** support@securepay.com.au
- **SecurePay Accounts**  
**Phone:** 1300 786 756 (Option 3)  
**Email:** accounts@securepay.com.au

## 2. Transactions

### 2.1 Account Summary

This section is where you can view your consolidated net accounts received or net accounts paid of transactions that are processed in real time.

To view your accounts summary:

1. Click on *Accounts Summary* under *Transactions*
2. If you want a summary for a certain day please fill in the search fields:



- Transactions processed, Start Date, End Date, Result and Currency

3. Click Search

## 2.2 Bank Reconciliation

This section is where you can view your consolidated transactions that have settled in your bank account.

An option to export the settlement amounts in an Excel format is also available. There is an export functionality at the bottom of the page.

To view your bank reconciliation report:

1. Click on *Bank Reconciliation* under *Transactions*
2. If you want to conduct a search for a certain period, please fill in the search fields:
  - Account, From, To and Currency
3. Click *Search*
4. Click on the *Tender Type* you want to view the settlements for

**Bank Reconciliation**

---

**Search**

Account  
All Accounts ▼

From: 01/04/2019 To (Within 31 days) \*: 02/04/2019

Currency: AUD - Australian Dollar  Include days with zero settlement

Clear
Search

---

**Summary**

Accounts Received
Accounts Paid

Total
Visa/Mastercard
AMEX
Diners
JCB
Bank Accounts
Postbillpay

#	Settlement Date	Debits	Credits	Total
	02/04/2019	\$0.00	\$2.00	\$2.00
	01/04/2019	\$0.00	\$245.00	\$245.00
Total		\$0.00	\$247.00	\$247.00

Export to Excel

Figure 2: Bank Reconciliation



### 2.3 Search

To view your transactions:

1. Click on *Search* under *Transactions*
2. Enter as many fields that you can recall or have obtained and click *Search*
3. You have the option to obtain a summary of your approved or declined transactions
4. Once you have clicked on *Search* you have the option to export a list of transactions in an Excel file

**NOTE:** All search fields are optional, and the maximum search period is 3 months at a time.

The screenshot shows a 'Transaction Search' form with the following fields and options:

- Search Options**
  - Account: All Accounts
  - Transaction Reference: Transaction Reference
  - Processed/Settled: Processed
- Date Period**
  - Start Date: 06/05/2019 00:00
  - End Date: 07/05/2019 00:00
- Buttons:** Clear, Summary, Search
- Advanced Search:** A green link with a dropdown arrow.

Figure 3: Transaction Search

### 2.4 Download Daily Reports

Daily reports contain a list of transactions that can be downloaded and imported into your software/ accounting package to assist with your reconciliation. There are two default reports that can be configured in either a .txt or .csv format. If you would like to enquire about configuring these report types please contact the SecurePay Customer Service Team on 1300 786 756 (Option 2).

Custom reporting can also be configured however there is an additional fee. If you're wanting to enquire please contact the SecurePay Sales Team on 1300 786 756 (Option 1).





Download Daily Reports

**Search**

Account \*  
Select Account ▼

From \* 21/06/2019 To (Within 31 days) \* 28/06/2019

Clear Search

To setup or configure Daily Reports (.txt and/or .csv format) including adding or editing email recipients, please contact SecurePay Customer Support at support@securepay.com.au or call 1300 786 756

Figure 4: Daily report search

## 3. Take A Payment

### 3.1 Cards

This function allows you to take a payment from a customer's credit card.

To take a payment:

1. Click on *Cards* under *Take A Payment*
2. If you have one SecurePay account, the account will be selected by default. If you have sub accounts, you will have to select the account via the drop-down menu
3. If the cardholder is a new payor you will need to enter in all the required details

The mandatory fields are:

- Payor: This is an alphanumeric field used to identify the transaction
- Card Number: 14-16 digit card number
- Expiry Date: The expiry date of the credit card must be valid for the transaction to process successfully

Optional fields:

- CVV (Card Verification Value): 3-digit number located on the back of the signature strip for VISA and MasterCard. For AMEX payments it's a 4-digit number located at the front of the card
- Name On Card: The name of the customer/cardholder



**NOTE:** Saving the payor details means the next time you have to process a payment for the customer you don't have to enter their details again.

If it's an existing payor please click on the *Existing Payor* radio button. Type in the payor ID and select the payor from the drop-down menu. Once selected this will generate the card number and expiry date that is attached to the payor. The CVV field and Name on Card is optional.

Take From

New Payor  Existing Payor

Payor ID \*

Start typing to search

Account CVV

Card verification value

Name on Card

Name on card

Figure 5: New or existing payor

4. Enter the Transaction Reference for the payment: This is a unique identifier for the payment such as an invoice number
5. The Amount field must include a decimal point (e.g: \$10.00 = 10.00)
6. Enter the Currency you want the payment to be processed in: AUD is the default currency for all accounts

**NOTE:**

- If your acquirer is NAB you have the option to process multi-currency payments, this will have to be enabled on the banks end.
- If your acquirer is ANZ you have the option to process NZD payments, this will have to be enabled on the banks end.

7. When:

- Now: Once off real-time payment.
- Future Date: Please enter the *Schedule ID* which is a mandatory field. The Schedule ID is a unique identifier for future or recurring payments. This ID may not match the saved payor name.  
Pay on: Select the first date the first payment needs to be processed.

- **Scheduled:** Allows you to setup automatic payments at particular intervals (Weekly, Fortnightly, Monthly, Quarterly, Half- Yearly, Annual or you can state the days you require them to be scheduled for).  
Enter the *Schedule ID*, *Start on*, *Frequency* (intervals you want to set them up for) and *End*.

8. The *Email receipt to* field is optional. If you would like to send a receipt of the payment to the customer, please enter their email address in this field
9. Once you have entered all the relevant details click on *Continue*. Once the transaction has been processed a receipt page will be displayed

**NOTE:** *Scheduled payments will be processed at 17:30 (AEST) of the scheduled date.*

### 3.2 Bank Accounts

This function allows you to take a payment from a customer's bank account. If you would like to start processing payments via this method, please contact the SecurePay Sales Team on 1300 786 756 (Option 1).

To process a payment:

1. Click on *Bank Accounts* under *Take A Payment*
2. Select your SecurePay account, if you have the one account it will be selected by default
3. If it is a new payor please enter their details

The mandatory fields are:

- **Payor:** This is an alphanumeric field used to identify the transaction
- **Account Name:** Account holders name
- **BSB Number:** A 6-digit number
- **Account Number:** A maximum 9-digit number



Figure 6: Taking a payment from a bank account

**NOTE:** Saving the payor details means the next time you have to process a payment for the customer, you don't have to enter their details again.

If it's an existing payor please select the *Existing Payor* radio button. Select the payor from the drop-down menu, this will generate the account details attached to the payor.

Figure 7: New or existing payor

4. Enter the Transaction Reference for the payment: This is a unique identifier for the payment such as an invoice number



5. The Amount field must include a decimal point (e.g: \$10.00 = 10.00)
6. When:
  - Now: Once off real-time payment.
  - Future Date: Please enter the *Schedule ID* which is a mandatory field. The scheduled ID is a unique identifier for future or recurring payments. This ID may not match the saved payor name.
  - Pay On: Select the first date the first payment needs to be processed.
  - Scheduled: Allows you to setup automatic payments at particular intervals (Weekly, Fortnightly, Monthly, Quarterly, Half- Yearly, Annual or you can state the days you require them to be scheduled for).  
  
Enter the *Schedule ID*, *Start on* date, *Frequency* (intervals you want to set them up for) and *End*.
7. Once you have entered all the relevant details click on *Continue*. A receipt page will be displayed after the payment has been processed

**NOTE:** *Scheduled payments will be processed at 16:00 (AEST) of the scheduled date.*



### 3.3 Batch File

This function is used if you would like to process bulk payments simultaneously.

Figure 8: Batch file upload

**NOTE:**

- You will need to follow the SecurePay batch specification guide to create a batch file.
- If you need to resubmit the credit card batch file, please do so before the cut-off time of 17:30 that same day.
- If you're needing to resubmit a direct debit batch file, please do so before 16:00 that same day.
- As you can only submit one batch file per day, the second file you upload will override the initial file.

To upload a batch file:

1. Click on *Batch File* under *Take A Payment*
2. Depending on the batch file you have created select the following: *Cards* or *Bank Accounts*
3. Select your *SecurePay Account*, if you have the one account it will be selected by default
4. Select the batch file you have created
5. If you would like to be notified once the batch has been processed, please enter your Email address
6. Click *Upload*

### 3.4 Manage Payor List

This function allows you to store your customer's credit card details securely in SecurePay's database. The payor details that are stored can be used to trigger a payment via the merchant portal, scheduled payments, batches and XML API. Adding a payor replaces the steps of constantly entering the same customer's credit card details.

Searching for a payor:

1. Click on *Manage Payor List* under *Take A Payment*
2. Click on the *Search* button
3. Enter the required details
4. Click *Search*

To add a payor:

1. Click on *Manage Payor List* under *Take A Payment*
2. Click on the *Add Payor* button
3. Complete the required fields
4. Click *Save*

Deleting a payor:

1. Click on *Manage Payor List* under *Take A Payment*
2. Select the payor you would like to delete
3. Click the *Delete Marked* button
4. Confirm if you want to delete the payor and click *Delete*

Exporting a payor list:

1. Click on *Manage Payor List* under *Take A Payment*
2. Click on the *Export to Excel* button at the bottom of the page, this will create an Excel file

### 3.5 Manage DD Agreements

For merchants to debit a customer's bank account, a Direct Debit (DD) Agreement must be present. This section will allow you to view, add, delete and edit your DD agreements.

To add a Direct Debit Agreement:

1. Click on *Manage DD Agreements* under *Take A Payment*
2. Click on *Add Direct Debit Agreement* button
3. Complete the mandatory fields
4. Click *Save*

To edit a Direct Debit Agreement:

1. Click on *Manage DD Agreements* under *Take A Payment*
2. Click on the *Account Name* of the agreement
3. Edit the required details
4. Click *Save*

To delete a Direct Debit Agreement:

1. Click on *Manage DD Agreements* under *Take A Payment*
2. Tick the checkbox of the direct debit agreement you want to delete
3. Click on the *Delete Marked* button
4. Confirm if you want to delete the Direct Debit Authority
5. Click *Delete*





### 3.6 Manage Future Payments

This section will allow you to view your future scheduled payments. You can also delete, edit and export future payments.

To search for a Future Payment:

1. Click on *Manage Future Payments* under *Take A Payment*
2. Click on the *Show Search* button
3. Fill in the details of the future payment
4. Click on *Search*

To edit a Future Payment:

1. Click on *Manage Future Payments* under *Take A Payment*
2. Click on the *Schedule ID* of the future payment
3. Click *Edit*
4. Edit the fields that are required
5. Click *Continue*

To delete a Future Payment:

1. Click on *Manage Future Payments* under *Take A Payment*
2. Select the future payment record
3. Click the *Delete Marked* button
4. Confirm whether you want to delete the future payment and click *Delete*

Exporting a list of Future Payments:

1. Click on *Manage Future Payments* under *Take A Payment*
2. Click on the *Export to Excel* button at the bottom of the page, this will create an Excel file

### 3.7 Preauth A Payment

This function allows you to process a preauth payment against a customer's credit card. A preauth payment is when you reserve an amount to be charged against the credit card, allowing you to complete the transaction at a later date. If you don't choose to complete the payment the funds will be released within 5-10 business days. The exact time for the release is dependent on the card issuer.

To process a preauth payment:

1. Click on *Preauth* under *Take A Payment*
2. Select your *SecurePay Account*, if you have the one account it will be selected by default
3. If it's a new payor please enter their details. If it's an existing payor enter the *Payor ID* and select from the drop-down menu

For a new payor the mandatory fields are:

- Payor ID: This is an alphanumeric field used to identify the transaction
- Card Number: 14-16 digit card number
- Expiry Date: The expiry date of the credit card must be valid for the transaction to process successfully

Optional fields:

- CVV (Card Verification Value): 3-digit number located on the back of the signature strip for VISA and MasterCard. For Amex payments it's a 4-digit number located at the front of the card.
- Name On Card: The name of the customer/cardholder.

**NOTE:** Saving the payor details means the next time you have to process a payment for the customer you don't have to enter their details again.

4. Enter the Transaction Reference for the preauth payment: This is a unique identifier for the payment, such as an invoice number
5. The Amount field must include a decimal point (e.g: \$10.00 = 10.00)

6. Enter the currency you want the payment to be processed in: AUD is the default currency for all accounts
7. Once you have entered all the relevant details click *Continue*. Once the preauth payment has been processed a receipt page will be displayed

### 3.8 Preauth Complete

This feature is used to complete a preauth payment.

To complete a preauth payment:

1. Click on *Preauth Complete* under *Take A Payment*
2. Enter the preauth details and click *Search*
3. Click on the *Transaction Reference* of the preauth payment
4. If you want to complete the *full amount* leave as is and click *Continue*. If you want to process a *partial complete*, change the *Amount to Complete* field and click *Continue*. Once the complete has been processed a receipt page will be displayed

### 3.9 Refund A Payment

This feature is used to process a credit card refund.

To process a refund:

1. Click on *Refund A Payment* under *Take A Payment*
2. Enter the required details of the transaction you want to refund and click *Search*
3. Select the *Transaction Reference* of the payment
4. If you want to refund the *full amount* leave as is and click *Continue*. If you want to process a *partial payment*, change the *Amount to Refund* field and click *Continue*. A receipt page will be displayed after the refund has been processed

## 4. SecureBill

### 4.1 Upload SecureBill Data File

If you're using SecureBill to process bill payments, you can also upload a data file.

Uploading a data file allows you to create a list of specific reference numbers that customers can use to pay their bills.

Take a Payment : SecureBill

Upload To

Select Account \*

Select Bill

Email \*

yourname@example.com.au

Select File \*

Upload

The data file you upload becomes available to pay at 10:00am (AEST) each day. Uploading a new data file will override the previously uploaded data file for the selected bill. Only plain text, .csv and .dat files are supported. [See this guide](#) for more information.

Figure 9: Uploading a SecureBill data file

#### NOTE:

- *The accepted file extensions are: .txt, .csv or .dat.*
- *If you need to resubmit the data file again please keep in mind it will override the original file*
- *Please ensure you upload your file with enough time for it to be imported by 10:00am (AEST)*
- *If you would like a SecureBill page configured, please contact the SecurePay Support Team on 1300 786 756 (Option 2)*

To upload a SecureBill Data file:

1. Once you have created your SecureBill data file that meets the specifications located in Appendix C 8.3 of the SecureBill integration guide. Click on *Upload SecureBill Data File* under *SecureBill*
2. Select the Bill



3. If you would like to receive a status update of the file you have uploaded via email, please enter your *Email Address*
4. Select the data file you have created
5. Click *Upload*

## 5. Preferences

This function is used to change your user details or resetting your login password.

To change your details:

1. Click on *Preferences* via the *Manage* tab
2. Click on *Change Settings*
3. Edit the fields you require, you also have the option to *opt in/out to receive marketing emails*.
4. Click *Save*

To change your user password:

1. Click on *Preferences* via the *Manage* tab
2. Click on *Change My Password*
3. Enter your *Current password*, *New password* and *retype your new password*
4. Click *Save*

### **NOTE:**

- *Password must be between 8-10 characters.*
- *Password must contain at least 1 letter (A-Z or a-z) and at least 1 digit (0-9).*
- *You may not reuse any of your last 12 passwords.*

## 6. Message Inbox

This section is for any communications that is sent by SecurePay. The message will also appear on the homepage of your account.

## 7. Users

This feature allows the administrator of the account to add new users to their SecurePay account. It also allows the administrator user to edit existing users details and permissions, reset their password and delete a user.

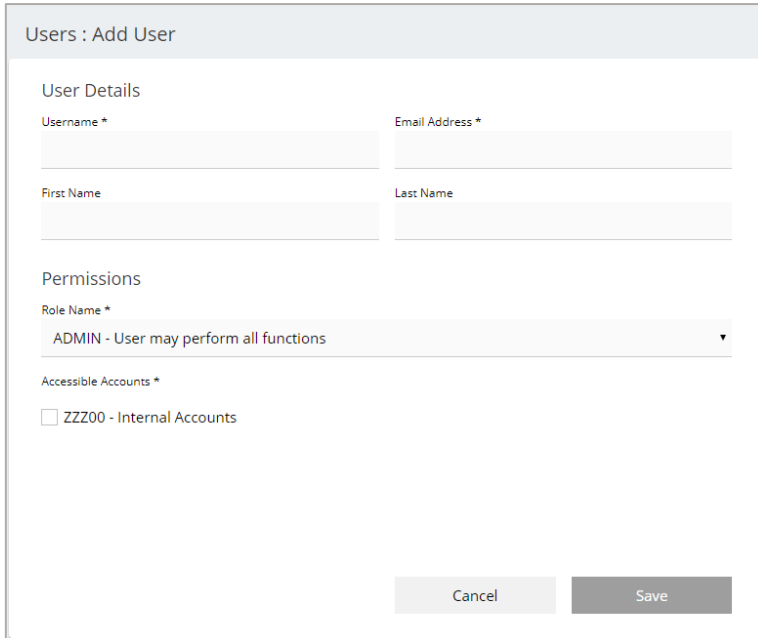


Figure 10: Adding a new user

To add a user:

1. Click on *Users* via the *Manage* tab
2. Click on *Add New User* button
3. Enter the *Username*, *Email Address*, *First Name* and *Last Name* of the new user
4. Select the *Role Name* (Refer to section 8 for more on Roles)
5. Click *Save*

**NOTE:** A temporary password will be automatically sent to the new users registered email address.

To edit a user:

1. Click on *Users* via the *Manage* tab
2. Select the *Username*
3. Click on *Edit*
4. You will be able to edit the following:
  - *First Name*
  - *Last Name*



- *Email Address*
  - *Role Name*
5. Click *Save*

To delete a user:

1. Click on *Users* via the *Manage* tab
2. Select the *Username*
3. Click *Delete*
4. Confirm whether you want to delete the user and click *Delete*

## 8. Roles

If you would like to restrict access to a user/s or provide them with certain permissions:

1. Click on *Roles* via the *Manage* tab
2. Click on *Add New Role* button
3. Enter the *Name* of the role
4. Enter a *Description* or the role (Optional)
5. Set the permissions you would like the user to have
6. Click *Save*
7. The role that has been created will be added as an option under *Role Name*

To edit a role:

1. Click on *Roles* via the *Manage* tab
2. Click on the *Name of the role*
3. Click *Edit*
4. Edit the permissions for that role
5. Click *Save*

To delete a role:

1. Click on *Roles* via the *Manage* tab
2. Select the *Name of the role*
3. Click *Delete*
4. Confirm whether you want to delete the role and click *Delete*

## 9. Log In History

This feature allows you to view:

- Which user has logged in recently
- Whether the user was successful or not at logging in
- What date and time they have logged into the system
- Be able to search by date period

## 10. Merchant Login

Saving the payor details means the next time you have to process a payment for the customer you don't have to enter their details again. By enabling this feature you don't have to manually tick the Save Payor checkbox when processing a payment.

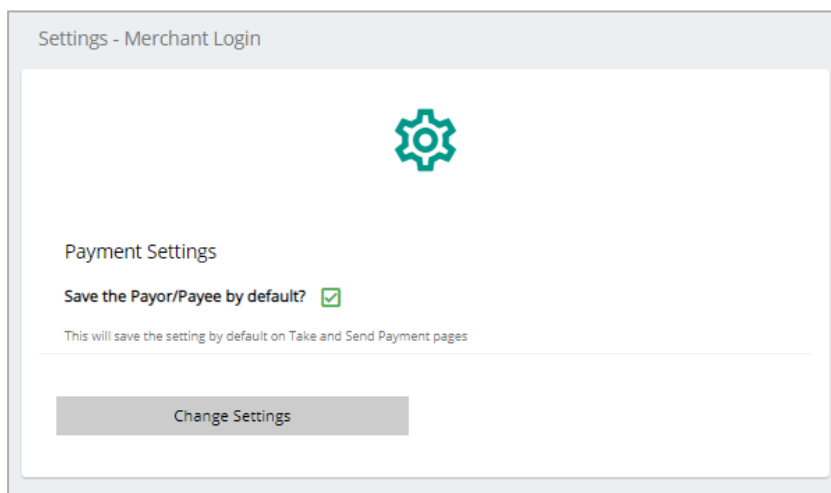


Figure 11: Save Payor/Payee

If you want to save the Payor/Payee details by default:

1. Click on *Merchant Login* via the *Manage* tab
2. To enable the payment settings click on *Change Settings*
3. Tick the *Save the Payor/Payee by default?* checkbox
4. Click *Save*



## 11. Receipt Details

This feature allows the merchant to choose whether they would like to send a custom or default receipt to a customer if the *Email receipt to* field is populated.

If you would like to create a default receipt:

1. Click on *Receipt Details* via the *Manage* tab
2. Select your *Merchant Account*, if you have the one account it will be selected by default
3. Click on *Change Settings*
4. Click on *Default* in the *Use Receipt Details* field
5. Click *Save*

If you would like to create a custom receipt:

1. Click on *Receipt Details* via the *Manage* tab
2. Select your *Merchant Account*, if you have the one account it will be selected by default.
3. Click on *Change Settings*
4. Click on *Custom* in the *Use Receipt Details* field
5. Enter the *Send From Email Address*
6. Enter the required *Contact Details*
7. Click *Save*

Change Receipt Details

Receipt Settings

ZZZ00 - Internal Accounts

Use Receipt Details

Default  Custom

Contact Details

Merchant Name

Send From Email Address

Fields below left blank will be omitted from receipts

Phone

ABN/ACN/ARBN

Website (Omit http:// or https://)

Contact Email

Address

Cancel Save

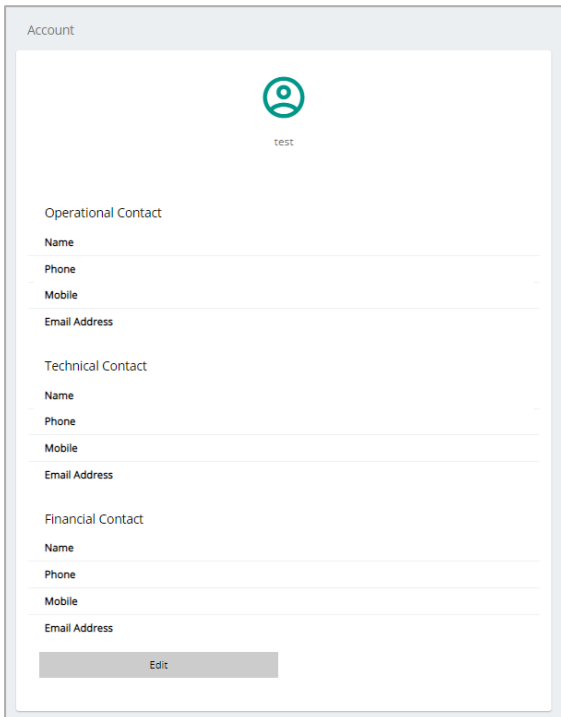
Figure 12: Changing your custom receipt details

## 12. Contact Details

The administrator of the account can amend the operational, technical and financial contact details.

To change the details:

1. Click on *Contact Details* via the *Manage* tab
2. Click on *Edit*
3. Amend the details that are required
4. Click *Save*



The screenshot shows a web interface titled "Account" with a user profile icon and the name "test". Below this, there are three sections for contact details: "Operational Contact", "Technical Contact", and "Financial Contact". Each section contains input fields for "Name", "Phone", "Mobile", and "Email Address". At the bottom of the form, there is a grey "Edit" button.

Figure 13: Contact details of the account

## 13. FraudGuard Settings

FraudGuard is a set of rules that assists with identifying potential fraudulent transactions and minimising the chances of chargebacks.

FraudGuard can be integrated with the following products:

- XML API
- DirectPost
- SecureFrame



- SecureBill (Refer to section 6.1 of the SecureBill integration guide)

**NOTE:** If you would like to enable FraudGuard please contact the SecurePay Sales Team on 1300 786 756 (Option 1).

Transactions : FraudGuard Settings

**Please Note**

FraudGuard settings are used for the following services:

- SecureFrame
- DirectPost
- XML API
- SecureBill (see section 6.1 of SecureBill guide)

FraudGuard Settings are not used for the following services:

- Batch
- Periodic Payments
- SecurePay Merchant Portal

Restore Default Settings      Change Settings

Rule	Enabled	Criteria	Rule Score
<b>Country Access Settings</b>			
Allowed/Restricted Country List	<input type="checkbox"/>	<a href="#">View</a>	100
<b>Purchase Settings</b>			
Amount below low threshold	<input type="checkbox"/>	\$0.01	100
Amount above high threshold	<input type="checkbox"/>	\$1000000.00	100
<b>Customer IP Settings</b>			
IP is known open proxy <a href="#">?</a>	<input type="checkbox"/>	-	100
IP and card issuing country do not match <a href="#">?</a>	<input checked="" type="checkbox"/>	-	100
IP is from high risk country <a href="#">?</a>	<input type="checkbox"/>	-	100
<b>Customer Billing Settings</b>			
Customer IP and billing country do not match	<input type="checkbox"/>	-	100
Customer IP and delivery country do not match	<input type="checkbox"/>	-	100
Delivery and billing countries do not match	<input type="checkbox"/>	-	100
Customer email is from a free domain <a href="#">?</a>	<input type="checkbox"/>	-	100
<b>Transaction Screening Rules</b>			
Too many transactions from same issuing bank <a href="#">?</a>	<input type="checkbox"/>	More than 5 in 5 mins	100
Too many declined transactions from same IP <a href="#">?</a>	<input type="checkbox"/>	More than 5 in 5 mins	100
Too many transactions from same card	<input type="checkbox"/>	More than 5 in 5 mins	100
Low txn amount followed by high txn amount on same card <a href="#">?</a>	<input type="checkbox"/>	At least 10 times higher in 10 secs	10
Too many transactions with same customer email	<input type="checkbox"/>	More than 5 in 5 mins	100

**High Risk** if total Score equals or exceeds 100

**Risk Action**

**Notify Me Of Fraud** [?](#)

If Low Risk, notify me of score [?](#)      If High Risk [?](#)

     Allow transaction

Figure 14: FraudGuard rules



## 14. PayPal Settings

If you would like to start accepting PayPal payments you will have to enable this on your SecurePay account.

### To enable PayPal settings:

1. Send a request in writing to the SecurePay Support Team ([support@securepay.com.au](mailto:support@securepay.com.au)) stating that you would like to start accepting PayPal payments
2. Establish a business PayPal account if you don't have one
3. Click on *PayPal Settings* via the *Manage* tab
4. Select your *Merchant Account* and click on *Change Settings*
5. Click on the *Production API Credentials here* link
6. Login to PayPal
7. Copy the credentials over to the PayPal settings in the merchant portal
8. Add the company logo URL which must be securely hosted and publicly accessible
9. Click *Save*

**NOTE:** *The only SecurePay products that you can integrate PayPal as an additional payment choice is SecureFrame, DirectPost and SecureBill.*

## 15. API Transaction Password

Your API transaction password is used for integrating with an ecommerce platform. If you're currently using the following products you will be needing an API transaction password:

- XML API
- DirectPost
- SecureFrame

In order to change your API transaction password, you will need to know your current password. Once you have changed your API transaction password, please update this in your backend of your system, or forward it onto your developer to update it. You won't be able to process live payments if the update doesn't occur.

**NOTE:** *Password must be between 8 and 10 characters in length and contain 1 letter and 1 digit.*



API Transaction Password

**Change Password**

Password must be between 8 and 10 characters in length and contain 1 letter and 1 digit

Merchant Account \*  Current Password \*

New Password \*  Confirm New Password \*

Figure 15: Change of API credentials

To change your API transaction password:

1. Click on *API Transaction Password* via the *Manage* tab
2. Select your *Merchant Account*, if you have the one account it will be selected by default
3. Enter your *Current* API transaction password
4. Enter your *New* API transaction password
5. Re type your *New* API transaction password
6. Click *Change*

## 16. Update Payment Details

This section allows you to update your payment account details that SecurePay use to take payments from for billing purposes.

Change Account Payment Details

Select Account

Merchant ID ZZZ00

Merchant Name Internal Accounts

Default Account \*

Select at least one of payment card or bank account details

Payment Card

Card Type  Existing Card Number 373571XXXX0002  Delete Card

New Card Number  Expiry Month 05 Expiry Year 27

Terms and Conditions

I/we, the undersigned, request that SecurePay charge my/our Credit Card as payment for fees. This authority will remain in place until SecurePay receives written notification from me/us to cancel it.

I AGREE

Bank Account

BSB Number  Account Number  Account Name

Terms and Conditions

I/we request that moneys due in terms of the payment arrangements contained in the Application made between SecurePay and the Merchant be drawn under the Direct Debiting system from my/our account conducted with the nominated account.

I AGREE

Figure 16: Updating payment details