Authorize.Net®

Account Activation

Guide

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Introduction

Welcome to the payments industry's leading payment gateway! Thank you for giving us the opportunity to provide you with fast, reliable and secure transaction processing services.

This guide is designed to help you quickly activate and configure your payment gateway account in order to begin processing live payment transactions.

Once you have activated your account, we highly recommend reviewing the *Getting Started Guide* at http://www.authorize.net/files/gettingstarted.pdf, which will help you configure the account settings necessary to begin processing transactions.

Activating Your Account

Your welcome email includes a link for beginning the account activation process. Upon completing account activation, you will be logged into the Merchant Interface, a secure website that provides administrative access to your payment gateway account and its settings. This interface will become your most useful tool for managing and protecting your payment gateway account. Through the Merchant Interface you can view and search current and settled transactions, process transactions manually, and change security and account settings.

The account activation process should be completed by the person who will have primary responsibility for the payment gateway account. During activation, this person will be established as an Account Owner. This is one of several user roles that can be established for your account. For more information about user roles, see the *Getting Started Guide* at http://www.authorize.net/files/gettingstarted.pdf.

An Account Owner has access permissions to all of the Merchant Interface features and functionality and will be responsible for managing the users of the account. In addition, the Account Owner is responsible for properly configuring your payment gateway account processing and security settings.

The first step of account activation is Identity Verification.

Activation Step 1: Identity Verification

To verify your identity, you will be taken to a page where you will send a Verification PIN to your email address. Click **Send PIN**.

Note: If you already have a Verification PIN, click the **Already have a Verification PIN?** link to go directly to the next step.

Figure 1a. Identity Verification

The payment gateway will send you a Verification PIN to the email address on file. Enter your Verification PIN in the **Enter Account Verification PIN** field and then click **Verify PIN**.

Figure 1b. Identity Verification

> **Note**: If you have closed your browser and no longer see the **Enter Account Verification PIN** field, please click the activation link from your welcome email again. Then click the **Already have a Verification PIN?** link to be taken to the correct page.

The Verification PIN is valid for 30 minutes. If you need a new Verification PIN, please click the **Generate New Verification PIN** link. If you do not receive a Verification PIN, please check your spam filter prior to contacting Customer Support.

Activation Step 2: User Information

Next, you will need to confirm the owner and business information on file for your account, enter your billing information, and agree to the Authorize.Net Payment Gateway Merchant Services Agreement and Fees.

Figure 2. User Information

Verify Account Information

Review the Owner and Business Information sections carefully. If you need to make any changes, simply click the **Edit** button and a light-box will pop up where you can make any necessary changes. Otherwise, continue to the Billing Information section.

Figure 3. Update Owner Information

All fields are required in the Owner Information section. Click **Update** to save your changes.

Figure 4. Update Business Information

All fields, except for Website URL, are required in the Business Information section. Click **Update** to save your changes.

Enter Your Billing Information

Enter the bank and credit card payment information that will be used each month to pay your Authorize.Net fees. Credit card information will only be used in the event that attempts to bill your bank account are unsuccessful.

Figure 5. Enter Billing Information

Agree to the Authorize.Net Agreement and Fees

Click the links provided to review the Authorize.Net Services Agreement and your monthly fees. Then check the checkbox and click **I Agree**.
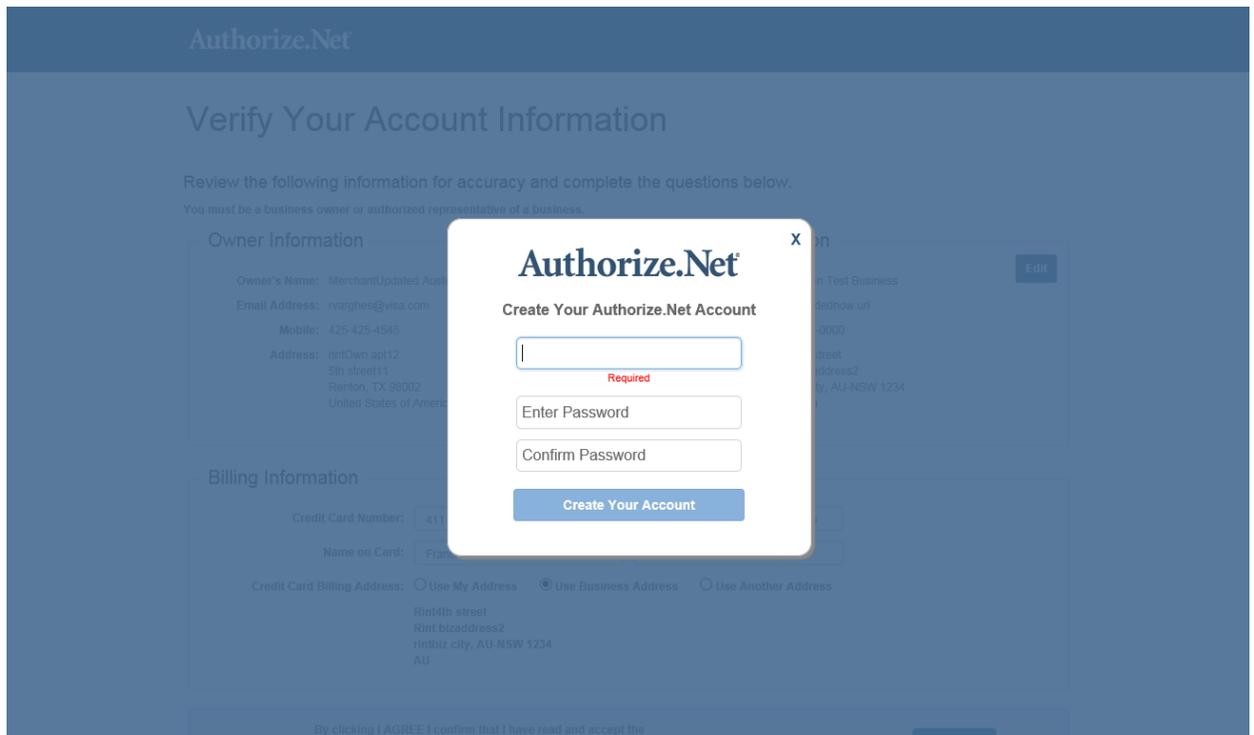
Activation Step 3: Merchant Interface Account Creation

The last step to activating your account is to create a Login ID and Password for accessing your account via the Merchant Interface.

IMPORTANT: These values are extremely sensitive. Do NOT share them with anyone. Each subsequent user that is set up for your payment gateway account will be prompted to create their own Login ID and Password.

Note: It is recommended that you change your password periodically to further strengthen the security of your account. If you do not reset your password periodically, it will automatically expire every 120 days. For additional information and guidelines for selecting strong, complex passwords for your payment gateway user account, please see the *Password Policy White Paper* at http://www.authorize.net/resources/files/PasswordPolicy.pdf.

Figure 6. Create Your Login ID and Password

Once you click **Create Your Account**, you will be logged into the Merchant Interface and can begin configuring your access and security settings, including your Secret Question and Secret Answer.

Detailed information on configuring your account can be found in the *Getting Started Guide* located at http://www.authorize.net/files/gettingstarted.pdf.

Customer Support

Authorize.Net offers several methods for helping you with any questions your may have about your payment gateway account, transaction processing, the Merchant Interface and more.

Authorize.Net Support Center

The Support Center, located at http://support.authorize.net/, is an extensive database of answers to the most common support-related questions. The Support Center also includes links to the Merchant Interface Online Help Files, a glossary and a form for submitting questions to customer support. We highly recommend using the Support Center for any questions you may have.

Video Demos

For your convenience, we have created a series of video demos that cover the most common features and settings of your payment gateway account. These tutorials, located at http://www.authorize.net/videos/, are designed to help you set up and manage your account. Be sure to check back often as we add new videos regularly.

Contacting Customer Support

If you still need assistance, you can contact our Customer Support department by logging into the Merchant Interface and clicking **Contact Us** at the top of the page. From there you can click **Live Help** to chat with a support representative, or you can click **Create a New eTicket** to submit a question.

Customer Support representatives can also be reached by phone 24 hours a day, 7 days a week at at 877-447-3938.