

EMoney Multi-Factor Authentication (MFA) user guide

With the rising threats to security, one of the ways EMoney is addressing this issue is with Multi-Factor Authentication or MFA. The MFA process involves sending a secure code to a Merchant users' email address or mobile phone number via text message. The Merchant user copies the secure code and pastes or re-types it into the passcode verification box provided as a part of the revised login process.

The MFA process will happen at every login and each Merchant user will have the option to receive the secure code by either email or text to their mobile phone number on file. Delivery method can be selected during the login process and is based on email and phone numbers on record.

STEP 1

Merchant user enters their Username and Password.

STEP 2

The system displays the Security Code delivery options, based on email and mobile phone number that EMoney has on record.

The user selects an option and hits "Continue" to have an email or text sent with a secure passcode. Once sent, the passcode expires after 15 minutes, after which a new passcode would have to be requested.



Sample email:

From: noreply@usbank.com

Subject Line: Your One Time Passcode

Hello,

Your one-time passcode to log in to EMoney is 123456

This one-time password will expire after 15 minutes and can't be used again.

Please do not reply to this email. If you have any questions regarding this email, please contact a gateway services representative at 800-834-7790, option 2.

We appreciate your business. Thank you for your continued support.

Sample text message:

Elavon (This is on one line)

123456 is your EMoney security code for login. Please do not share. The passcode will be active for 15 minutes. For additional assistance please call 800-834-7790, option 2.

STEP 3

The Merchant enters the passcode and selects to continue. If the Merchant selected an email address and cannot find the passcode after checking their spam folder, they can select to have it resent, or select another delivery option.

Note: Display of where the code is sent to in the message will align with whatever available option the user selects for delivery.

Sign in to your EMoney® Merchant Website					
We sent a six-digit code seconds, we can send a	to your XXX new code.	C-XXX-1915. If you don't The code expires in 15 r	receive it within 30 ninutes.		
Six-digit code 121212					
	Cancel	Send new code	Continue		

STEP 4

Once the passcode is successfully entered, the Merchant is taken to the main landing page of the application they selected and can complete their actions there.

EFT

	EMoney® Enterprise Su	ite EMone	y® Credit Card Platform EM	oney® Gift C	ard Platform			
	Chain Payments	Reports	Customer Management	Admin	Support	Elavon Admin	Workflow	
ly EMone	ey® EFT Accounts							User: ronald
ow are the M	erchant Account(s) you have a	ccess to. Please s	elect one of the following accounts	to begin man	aging payment	activities for that account	ant	
Client ID:	Searc	a						
Client ID	Merchant DBA Name		Address		3	Industry		
8542	ELAVON		20135 Lakeview Center Plaza , Ashburn, VA 20147		2	Food/Restaurant		
139113	Bavon QA		2323 Freetown ct., Reston, VA 20191			Direct Marketing		
			TEst , Ashburn, VA 20147			Retail		
139041	ELAVON QA - Retail		TEst , Ashburn, VA 2014	67			Retail	

🔡 CHARGE CARD 🔿 ISSUE CARDS 🤹 MANAGE CARDS 🥃 BALANCE TRANSFERS 🛱 REPORTS

ted Gift Card for a purchase

Issue and initialize multiple new Gift Cards for the desired 🛛 😵

nage and make balance adjustments for an existing

= PARTICIPANT SETUR

Gift Card Reports

Participant Setup

Learning Center

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View detailed reports on all activity for this participating location.

Make changes to your Gift Card setup such as adding Clerks and controlling staff access to this web site.

Visit the learning center for information on how to use the Emoney® Gift Card platform.

EMoney Gift Card

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Gift Card Main Menu

Charge Gift Card

Directly debit the pres

Issue New Gift Card

Manage Gift Card

Issue Multiple New Gift Cards

issue and initialize a new Gift Card for the desired amount.

EMoney Merchant



EMoney Enterprise Suite



Wrong Secure Passcode Entered

There may be times when a Merchant user may attempt to memorize their passcode or may have multiple passcodes sent and pick up the wrong code, all resulting in the incorrect entry of the passcode.

There, Merchant user is given five attempts to correctly enter their passcode. When the user exceeds this limit, their account will be temporarily locked.

Incorrect Secure Passcode Entry at Login:

We sent a six-digit code to your XX seconds, we can send a new code	(X-XXX-1915. If you don' The code expires in 15	t receive it within 30 minutes.
Six-digit code	Nease try again.	
_		
Cancel	Send new code	Continue

Editing a Merchant User's Email Address or **Mobile Phone Number**

For a user to adjust their email address or phone number they must contact a service representative at 800-834-7790, option 2. This is a standard servicing request that will continue with past process for updates.

Note: Validation of email address and phone number is built into the user registration process.