Accessing Merchant Direct

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This document is designed to assist merchant users of Moneris Solutions Corporation ("Moneris") with their access to Moneris' Merchant Direct® online reporting tool. This document is a guide only. Changes may have been made in the sign-on process since the last time this document was updated.

Internet Browser Requirements

Moneris is committed to ensuring the best experience for customers using our online platforms. This includes implementing the latest security standards available on the most up-to-date internet browsers.

We recommend using the following browser versions:

- Internet Explorer 11
- Google Chrome 30 or higher
- Mozilla Firefox 27 or higher
- Safari 8 or higher

Microsoft Internet Explorer

1. Open **Internet Explorer**
2. From the **Menu** bar, click **Tools** > **Internet Options** > **Advanced tab**
3. Scroll down to the **Security** category, manually check the option box for **Use TLS 1.1** and **Use TLS 1.2**
4. Click **OK**
5. Close your browser and **restart** Internet Explorer

Google Chrome

1. Open **Google Chrome**
2. Click **Alt** + **F**, select **Settings**
3. Scroll down, click **Advanced**
4. Scroll down to the **System** category, click **Open Proxy Settings**
5. Select the **Advanced** tab
6. Scroll down to the **Security** category, manually check the option box for **Use TLS 1.1** and **Use TLS 1.2**
7. Click **OK**
8. Close your browser and **restart** Google Chrome

Mozilla Firefox

1. Open **Firefox**
2. In the address bar, type **about:config**, press **Enter**
   (If you receive the message "**This might void your warranty!**" – click **I accept the risk**)
3. In the **Search** field, enter **tls**. Find and double-click the entry for **security.tls.version.min**
4. Set the integer value to **3** to force protocol of **TLS 1.3**
5. Click **OK**

User ID and Password

You must have a valid user ID and password to access Merchant Direct. Your user ID and password are confidential and should not be shared with other users.

Your password is case-sensitive and must:

- be 8 to 32 characters in length;
- contain at least 1 upper case letter, 1 lower case letter and 1 number;
- be different from your previous four passwords; and
- change every 90 days.

For security purposes, the account will lock after three unsuccessful login attempts.

Creating a User ID and Password (New Merchant Direct Users)

New users can register for Merchant Direct by clicking **Online Enrolment** on the login page and completing the registration form.

If you are enrolled for Merchant Direct access but do not know your username, or you wish to add new users, please contact our Service Centre at 1-866-319-7450 to obtain new login credentials.

First Time Logging In

When you log in for the first time after setting up an account, you will be prompted to set your permanent password.

1. On the sign-in screen, enter your **User ID** and **Temporary Password**, click **Sign In**
2. Enter your **New Password**
3. Review and agree to the **Terms of Use**

Forgot Password (Existing Merchant Direct Users)

Step 1: Request a new password

1. On the sign-in screen, click **Forgot Password**
2. Complete the requested **mandatory fields**:
   - Email Address
   - User ID
   - Temporary Password
   - Re-enter Temporary Password
3. Click **Submit**

If the information submitted matches our records, you will receive a password reset email with a link to create a new password. This link is only valid for 24 hours.

Step 2: Create a new password

1. Click the link in the password reset email
2. Complete the requested mandatory fields:
   - Email Address
   - User ID
   - Temporary Password (entered during Step 1)
3. Click **Submit**
4. Review and accept the **Terms of Use**
5. Complete the requested **mandatory fields**:
   - Old Password (entered during Step 1)
   - New Password
   - Re-enter new Password
4. Click **Submit**

Merchants who have a User ID but have never logged on, or do not have a password or email address set up, cannot use the Forgot Password function. Please contact us at 1-866-319-7450 for assistance.

Change Password (Existing Merchant Direct Users)

1. On the sign-in screen, enter your **User ID** and **Password**, click **Sign In**
2. Click **Update Your Profile**
3. On the top-right of the page, select **Change Password**
4. Complete the requested **mandatory fields**:
   - Old Password
   - New Password
   - Re-enter New Password
5. Click **Submit**