

As of 2016-08-05

This document is designed to assist users of Moneris Solutions Corporation ("Moneris") in their sign on 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.

Note : ® Merchant Direct is a registered trademark of Moneris Solutions Corporation.

1 User ID and Password

You must have a valid 'User ID and Password' to access Merchant Direct. Your password is case sensitive and must be 8 to 32 characters in length and contain at least 1 upper case and 1 lower case letter and 1 number. Passwords cannot be the same as the previous four passwords and will be locked-out after three invalid logon attempts. You will be prompted to change your password every 90 days.

If you Do Not Have a User ID

If you are a merchant who has not yet enrolled on Merchant Direct, you may be able to self-enroll on Merchant Direct. Go to <https://www1.moneris.com/cgi-bin/rbaccess/rbunxcgi?F6=1&F7=L8&F21=PB&F22=L8&REQUEST=L8OnlineEnrol&LANGUAGE=ENGLISH> and follow the instructions.

Otherwise, if you are a customer of Moneris who is already enrolled on Merchant Direct, contact Service Centre 1-866-319-7450 to obtain your User ID and password. Please note that if a customer is already enrolled in Merchant Direct, additional users must contact Service Centre to obtain User IDs and Passwords.

If you are a customer of Moneris who is not yet enrolled on Merchant Direct and cannot self-enroll, please contact our Service Centre to ask for enrollment in Merchant.

Note: Your User ID and password are confidential and should not be shared with other users.

2 Sign In

At the 'Sign In...' screen, except for new users or users signing in after their Password has been reset, there are two options (**For new users, see Section 5**):

1. Sign in (follow steps 1,2,3)
2. Forget Password (see Section 4; only Moneris customers can use this function).

Step 1.

- At the 'Sign In' screen enter your User ID

Step 2.

- Tab or click to enter your Password (your password is case sensitive)

Step 3.

- Click *Sign In* button to complete sign in and to display your Home/Welcome page.

3 I Forgot My Password or User ID

Customers of Moneris who have successfully signed on previously can use the 'Forgot Password' link (See Section 4 below.)

Customers of Moneris who were assigned a User ID but have never logged on or do not have a Password Email Address set up cannot use the "Forgot password" link. If you are not able to use the "Forgot Password" link please contact the Service Centre at 1-866-319-7450 for assistance.

4 Forgot Password

This function is only for customers of Moneris who signed on previously, have a Password Email Address set up and have forgotten their Password.

The process using 'Forgot Password' link is:

Step 1

- At the 'Sign In' screen enter your User ID

Step 2

- Select the 'Forgot Password' link, this will direct you to the "Forgot Password" screen

Step 3

- Enter the mandatory fields in the "Forgot Password" screen:
 1. Email Address
 2. Temporary Password
 3. Temporary Password Again
- Click on submit

If the information entered passes the validation process, you will receive a password reset email. This link is only valid for 24 hours.

Step 4

- Click on the link in the email, this will direct you to the "Change Password" screen
- Enter the mandatory fields in the "Change Password" screen:
 1. Email Address
 2. User ID
 3. Temporary Password*

*Temporary password entered on the forgot password screen.

- Click on submit

If the information entered passes the validation process, you will be directed to the "Terms of Use" screen. You must accept the Terms of Use to update your temporary password.

Step 5

- Click accept on the Terms of Use page, this will direct you to the "Change Password" screen
- Enter the mandatory fields in the "Change Password" screen:
 4. Old Password (temporary password entered on the "Forgot Password" screen Address

5. New Password
6. Re-enter new Password

- Click on submit

If the information entered passes the validation process, you will be directed to your Merchant Direct Home Page. A password confirmation email will be sent. The next time you sign into Merchant Direct please use your new password.

5 Change Password

This function is only for customers of Moneris who are already signed into Merchant Direct and want to change their password.

Step 1.

- At the 'Home Page' select "Update Your Profile"

Step 2.

- On the top right of the page, select "Change Password" link

Step 3.

- Enter the mandatory fields in the "Change Password" screen:
 1. Old Password
 2. New Password
 3. Re-enter New Password
- Click on submit

6 First Time Users or After Password Has Been Reset

Users who sign in for the very first time or sign in after they have had their password reset will need to:

Step 1.

- At the 'Sign in' screen enter your User ID

Step 2.

- Tab or click to enter your temporary Password (your password is case sensitive)

Step 3.

- Select the "Sign In" button.

Step 4.

- All users will be guided to the 'Change Password' screen where you must change the temporary password to a new password.
- Customers of Moneris will have an additional screen "Terms of Use" to complete.