

netcash[®]

Quick Start Guide

System Permissions

PAYMENTS. DELIVERED.

www.netcash.co.za

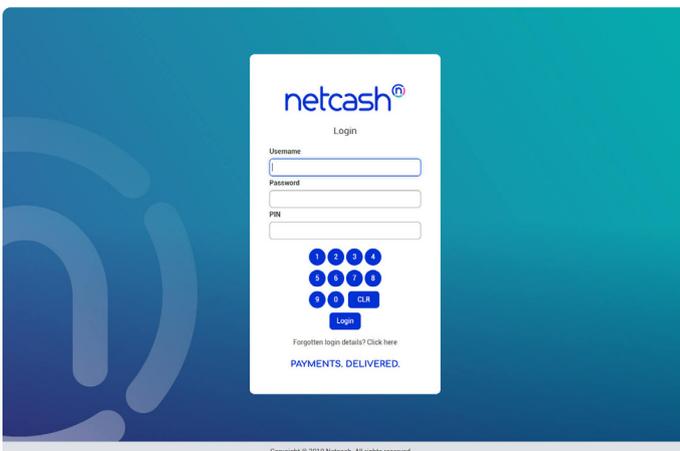


Our easy to use guide will get you up and running in no time!

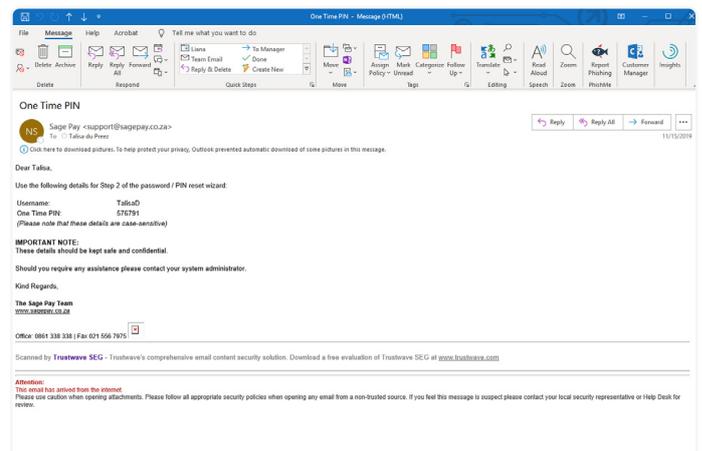
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Login



1. Navigate to <https://merchant.netcash.co.za>
2. Insert your username, password & pin. Click on the **Login** button.



3. These credentials would have been emailed to you when your account was activated.

Note:

Should you not have your login details, please contact your system superuser to reset your password or contact the Netcash help desk on 0861 338 338.



How to personalise your Netcash login

Step 1
Please enter your username and your registered email address, then select continue.

Username:

Email:

1. Click on the activation link in the email you received from Netcash Support and insert the username and registered email address, click on continue.

Step 2
A One Time Pin (OTP) has been sent to your registered email address. Please insert your username and OTP below and then click on continue.
Please note, the OTP is only valid if entered on this page - should you elect to close this page then you will need to follow the password reset process from the beginning.

Username:

PIN:

2. You will receive a second email from Netcash support which includes your One Time Pin. Insert your One Time Pin along with your username, click on continue.

Step 3
Please select a secret question and answer; these details will be stored and requested when resetting user details in future, then select continue.
You will be requested to provide the answer to this secret question each time you reset your password or PIN. Please keep the answer in a secure place.

Secret question:

Answer:

3. To reset your Password or Pin in future, you will need to answer a security question. Select a question from the list and type in an answer you will easily remember.

Step 4
Please enter and confirm a new password and PIN number.

Password Rules:
Your password must be between 8 and 40 characters long and contain at least one uppercase and one numeric character.

Pin Rules:
Your PIN must contain only numbers and must be 6 characters long.

New password:

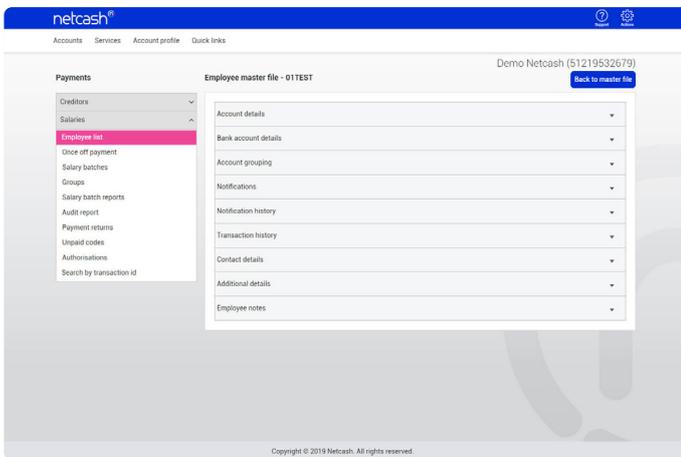
Confirm new password:

New PIN:

Confirm new PIN:

4. Type in a password as well as PIN. Try not to use any password you have ever used before. Include uppercase, lowercase as well as numeric characters for optimum security.

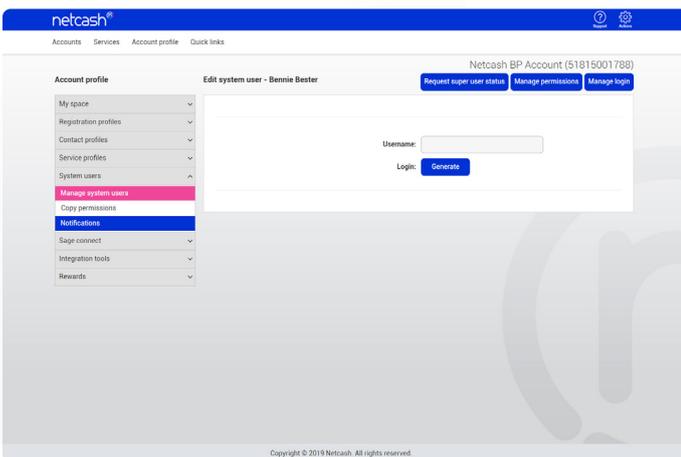
Create a contact



1. Select **Account profile**.
2. Click on **Contact profiles > Contacts**.
3. Click on **Add account contact** button.
4. Complete the required fields. To delete a contact, click on the **waste bin** to the left and then click **Submit**.
5. Your contact will now be added to the system. Note that certain fields are mandatory. ID numbers are validated and Passport numbers need to be between 10 and 13 characters in length.
6. Edit the contact by clicking on the **pencil** to the left.
7. Tick the **system user** tick box.

Create system users

Each Netcash account has one system super user. This user has full rights and controls all aspects of the Netcash account. By default the super user is a principal of the legal entity (director, member, partner etc.)

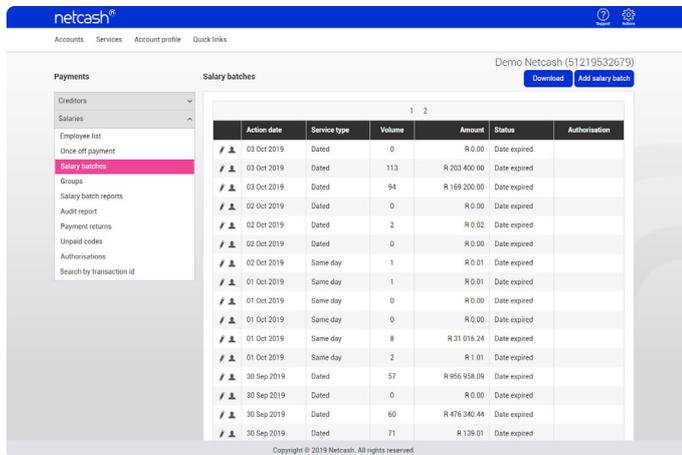


System users can only be selected from the contact users list. You need to add a contact before you can add a system user.

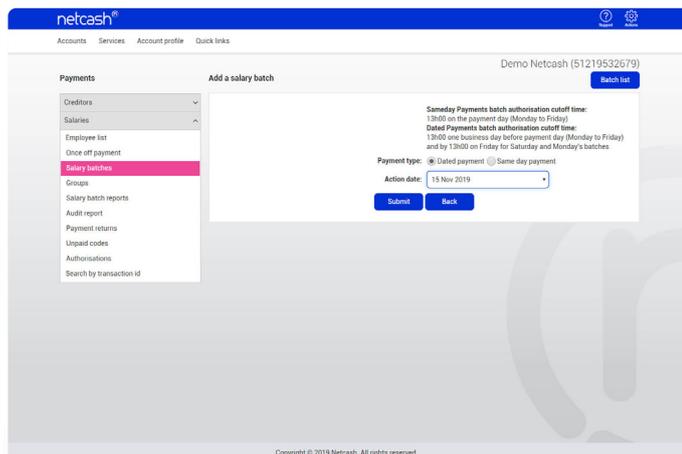
1. Select **Account profile**.
2. Click on **System users > Manage system users**. A list of all contacts/users will be displayed.
3. Edit the user entry by clicking on the pencil icon.
4. Click on **Manage login**.
5. Choose a username for the new profile and click on **Generate**.
6. Once the log in details have been generated, click on the **Back** button.



Setting up service permissions



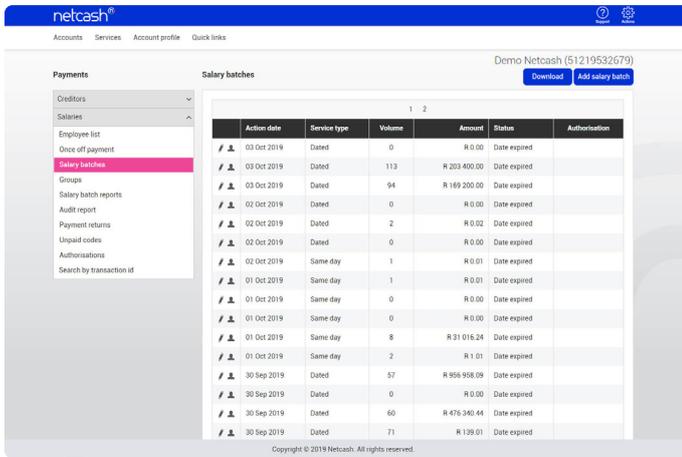
1. Select **Account Profile**.
2. Click on **System users > Manage system users**.
3. Edit the users by clicking on the pencil to the left.
4. Click the **Manage permissions** button.



5. Select the account/accounts that you would grant access to.
6. Click on the **Select accounts** button.
7. Click on **OK**.
8. Click on the **Services** tab.
9. Choose a **Section** and **Sub section**.
10. Allocate permissions for each sub section using the down arrows.
11. Click on **Save changes**.



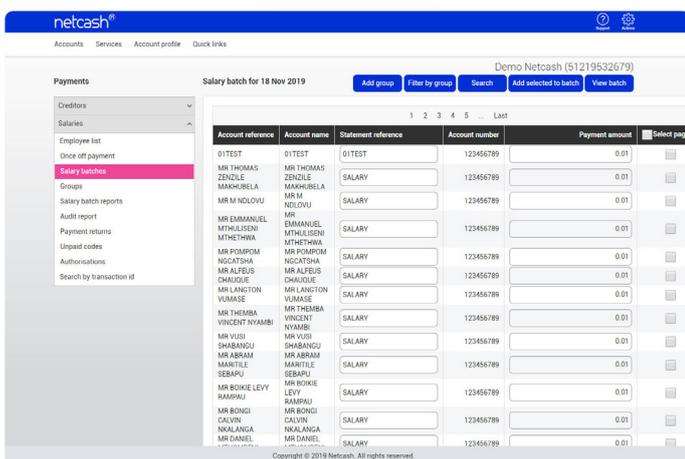
Setting up account profile permissions



1. Click on the **Account profile** tab within the permissions setup.
2. Select the required **Section** and **Sub section**.
3. Allocate permissions for each sub section using the down arrows.
4. Click on **Save changes**.

Copy permissions

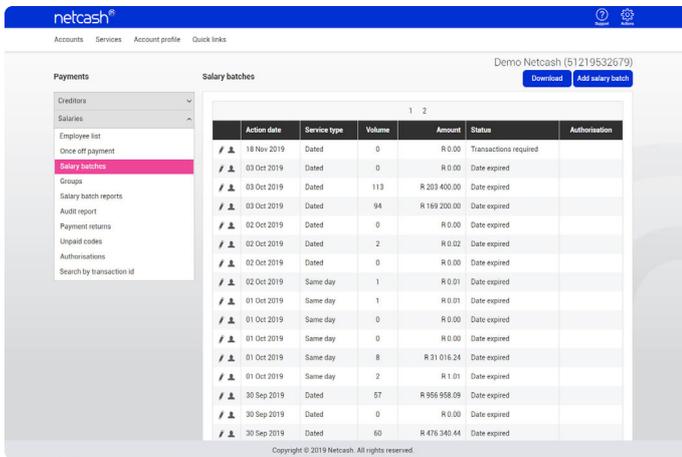
Permissions relate to Services that you have activated on the Netcash system and allow you to control the levels of access that each of your Netcash system users have.



1. Select **Account Profile**.
2. Click on **System users > Copy permissions**.
3. Select user from which it will be copied.
4. Select the user to which permissions will be applied to.
5. Click on **Apply permissions**.



Manage notification permissions



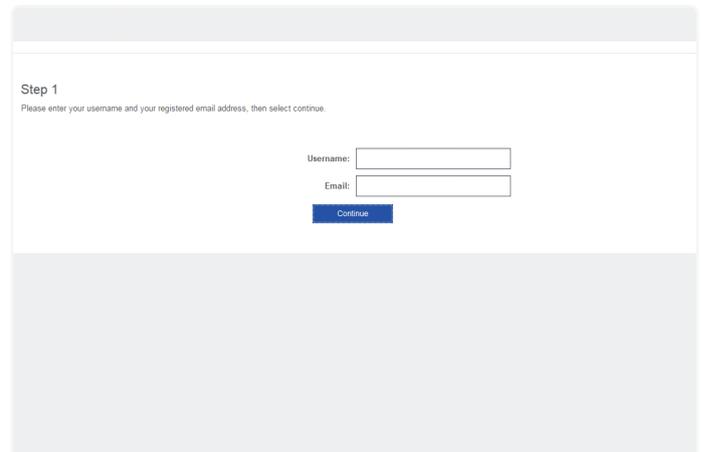
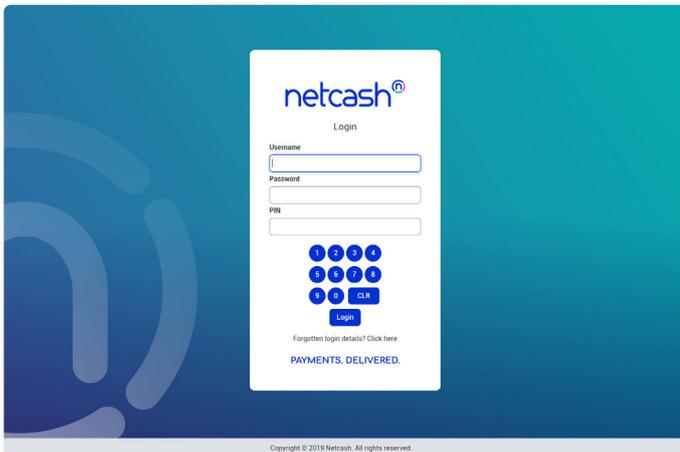
1. Select **Account Profile**.
2. Click on **System users > Notifications**.
3. Click on the pencil icon to the left of the user that you wish to edit.
4. Click on the service to edit the user permissions.

Notes:

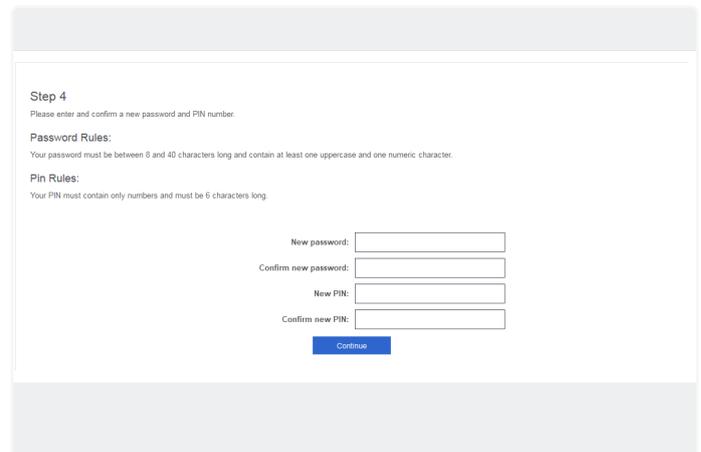
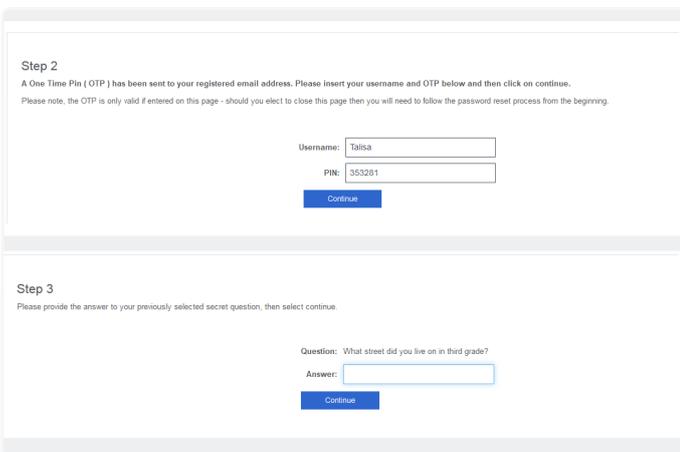
There are both email and SMS notification tabs.

How to reset your password or PIN

By now you probably have quite a number of online accounts. Forgetting your password happens to the best of us.



1. Navigate to <https://merchant.netcash.co.za> and click on the 'Forgotten login details'.
2. Enter the username that was emailed to you from Netcash Support as well as the registered email address.
3. You will receive an email with a One Time Pin. Enter your Username and One Time Pin.



4. You will then be prompted to answer a predefined security question.
5. Insert your new password and PIN and click confirm.
6. Select continue and login to the system via the homepage.

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Need more assistance?

Contact your Relationship Consultant on 0861 338 338
or email us on support@netcash.co.za