Enterprise Business Center
Registration Quick Start

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CyberSource Contact Information

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For sales questions about any CyberSource Service, email sales@cybersource.com or call 650-432-7350 or 888-330-2300 (toll free in the United States).

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Contents

Quick Guide to Registration 4
Registering for an Evaluation Account 4
Confirming the Account 5
  Setting Up the Administrator Account 5
  Setting Up the Merchant Administrator Account 6
Setting Up a Production Account 7
In order to use the Enterprise Business Center in our test environment, you must register your evaluation account. This process comprises three main steps:

1. Register for an evaluation account.
2. Confirm your new account.
3. Create a production account.

If you have any problems, contact your local sales representative:

http://www.cybersource.com/locations/

Registering for an Evaluation Account

When you register an account, you must create a merchant ID. The merchant ID is effectively the name of your account, and it should be a memorable string of letters, numbers, or underscores (_) that will represent your company in our system. You need to know this merchant ID when identifying yourself to us both in the code that you write and any written or spoken communications that you have with us.

If possible, provide a merchant ID that is easily and independently identifiable as belonging to your business and that is not so complex that it causes confusion if you have to read it aloud. Try to avoid generic words like web, online, or internet unless accompanied by your company name. In addition, try not to use a merchant ID that is longer than 20 characters. If you are registering multiple merchant IDs, CyberSource strongly recommends that you follow a convention-based system that clearly distinguishes the purpose of each merchant ID.

Good examples include my_company, mycompany_usd, mycompanyaplatform, or mycompany.uk.

Bad examples include 15426_web_487, our_web_store_online, or 1545163516.

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**Note**

After you start using your merchant ID, it cannot be easily renamed.

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**Step 1**

To register for an evaluation account, go to:
Quick Guide to Registration


**Step 2**  Complete the registration form and click **Next**.

**Step 3**  On the review page, verify the information that you entered and click **Next**.

![Important]

Carefully verify all information, especially your business email address. We will send you an email that you must access in order to fully register your account.

**Step 4**  On the Terms and Conditions page, check the **Accept** check box and click **Submit Registration**.

A page opens confirming your registration, and it describes the next steps that you must take in order to activate your account.

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**Confirming the Account**

When you have completed the registration process, you should receive an email that prompts you to confirm your account by setting up two users, an account administrator and a merchant administrator. If you do not receive this email, check your spam filters. If you cannot find the email in your spam mailbox, contact your sales representative, who can resend the email.

![Important]

You must set up your two accounts within 24 hours of receiving the email: the links expire in 24 hours. The links for the two accounts are different, so be sure that you follow each one.

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**Setting Up the Administrator Account**

The first link in the confirmation email enables you to configure the administrator user at the master level of your account. This master administrator user role is used to change your merchant contact details, to manage all users under your merchant ID, and CyberSource's Customer Support department can use it to access your account.

**Step 1**  In the confirmation email, click the link for setting up the administrator account.

**Step 2**  In the Organization/Merchant ID field, enter your merchant ID, and then enter `_acct`. For example, if your merchant ID is sarah_smith_supplies, enter `sarah_smith_supplies_acct`.

**Step 3**  Click **Submit**.
Step 4  On the Create Admin User page, enter the account information for the administrator user.

By convention, we request that you set the username of this administrator user to your merchant ID followed by admin. For example, if your merchant ID is sarah_smith_supplies, enter sarah_smith_supplies_admin. This practice makes it easier for us and for you to identify, use, and remember this username.

Step 5  Click Add User.

After you have successfully created and verified the administrator user role, you are prompted to log in to the Enterprise Business Center using the account you created. The first time that you log in with a new username, you must create security questions that will help you get into your account if you lock yourself out.

**Setting Up the Merchant Administrator Account**

The second link in the confirmation email enables you to configure the first merchant administrator user of your account. This user has access to all of the features in the Enterprise Business Center that your merchant ID allows. You can use any username that you want, but this username is likely to represent a real person, so it is a good idea to have this username incorporate a person’s name. For example, if the name of your merchant administrator is John Smith, enter john_smith.

Step 1  In the confirmation email, click the link for setting up the merchant administrator account.
Step 2  In the Organization/Merchant ID field, enter your merchant ID.
Step 3  Click Submit.
Step 4  On the Create Admin User page, enter the account information for the merchant administrator user.
Step 5  Click Add User.

After you have successfully created and verified the merchant administrator user role, you are prompted to log in to the Enterprise Business Center using the account you created. The first time that you log in with a new username, you must create security questions that will help you get into your account if you lock yourself out.
Setting Up a Production Account

When you initially create your account, its status is TEST. You must submit an e-Ticket to request that the account status be set to LIVE. After you submit a Go live ticket, CyberSource Customer Service configures the live back-office settings.

After Customer Service takes the merchant live, you should receive a confirmation email. This email contains instructions for creating production user accounts. (If you do not receive this email, check your spam. If you cannot find the email in your spam mailbox, contact your sales representative, who can resend the email.) When the support ticket is complete and you receive the confirmation, log in to the TEST Business Center and generate the Production User Creation Email.

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Step 1 Log in to the TEST Business Center using your merchant administrator account.

Step 2 Click Create User in Production.
A passphrase pop-up window opens.

Step 3 Enter a passphrase. The passphrase must be from 7 to 32 characters long and cannot contain spaces.

⚠️ Important

Remember the passphrase that you enter; you must re-enter it when you log in to the Production Business Center for the first time.

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Step 4 Click OK.
After you create your passphrase, you should receive an email that contains links for establishing your production account. If you do not receive this email, check your spam. If you cannot find the email in your spam mailbox, contact your sales representative, who can resend the email.

⚠️ Important

The links in the email expire in 24 hours.

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Step 5 Click the link to create a Merchant Administrator or an Account Administrator User.

Step 6 Enter the organization ID that appears in the email, the account email address, and the passphrase that you created.

Step 7 Click Submit.
The Update Your Security window opens.

Step 8 Enter the answers to your security questions.
The Live Business Center login page opens. You can now log in to the Live Business Center using your merchant ID, username, and password.