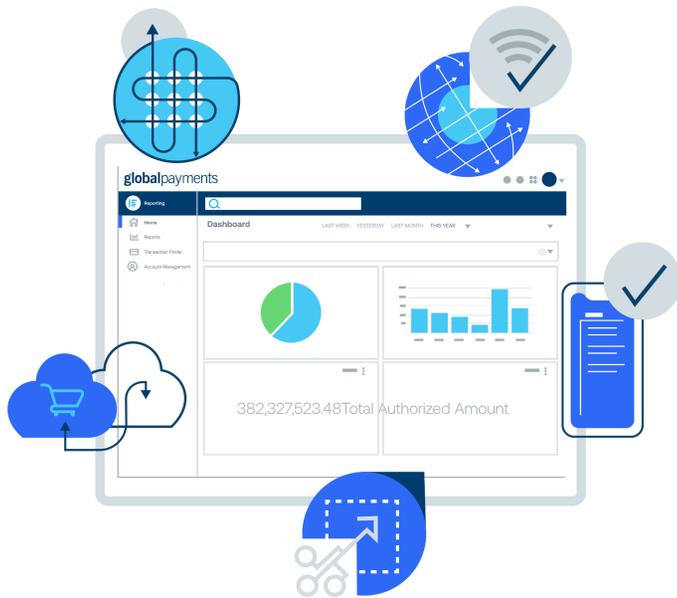


# User Guide

## Global Payments

### My Account

Your business is everywhere.  
Your data should be centralized.



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# Introduction

Welcome to My Account, your all-in-one platform designed to enhance your user experience by providing seamless access to essential services like Payment Reporting, and Disputes Management. My Account also includes advanced user management tools that make managing your business easier than ever.

Here're some highlighted user management features within My Account:

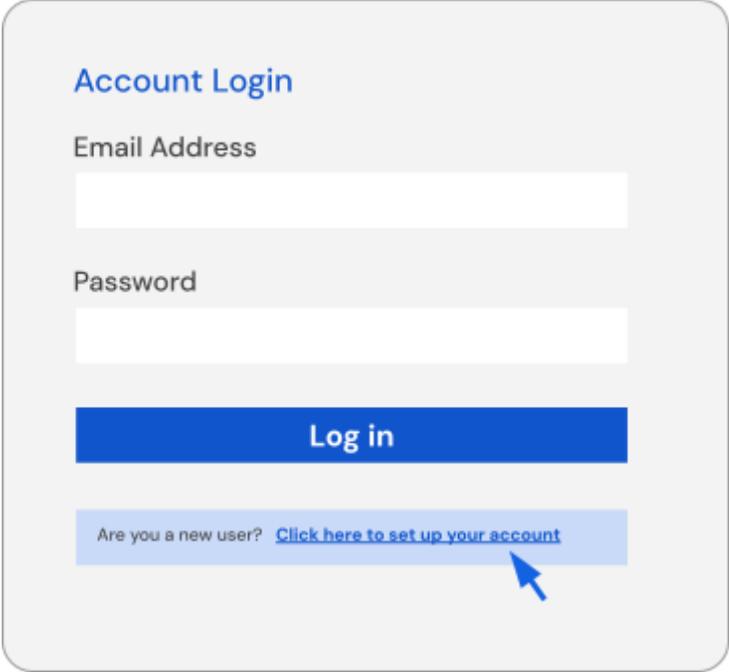
- User creation: Easily register and create new users with customizable roles and permissions.
- Cloning users: Quickly set up new users by duplicating the settings of existing ones.
- Data access groups: Organize and control access to data by assigning users to specific groups.

# Getting started

## How to register

### Visit the login page:

Go to <https://myaccount.globalpayments.com/> and select "Click here to set up your account."



The screenshot shows a login form with the following elements:

- Account Login** (Section Header)
- Email Address** (Label) with an input field below it.
- Password** (Label) with an input field below it.
- Log in** (Blue button)
- Are you a new user? [Click here to set up your account](#)** (Text with a link and a blue arrow pointing to it)

## Enter your email:

Input the email address you'll use to login and send the verification. After receiving the code, enter it to verify your email address.

1

2

3

## Complete your profile:

Fill out the required information and finish creating your account. Note the requirements for password selection are as follows:

- Must be 8–16 characters and include:
- One lowercase letter
- One uppercase letter
- One number
- One special character

## Set up multi-factor authentication (MFA):

Select your preferred verification method and follow the instructions to complete your MFA setup.

## Request additional access

After completing MFA, you'll be directed to the My Account welcome page. If you need access to additional MIDs, select the "request access" option, enter the MID and admin's email, and confirm your request. An access request email will be sent to the account owner/admin.

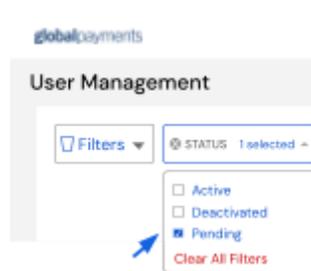
Confirm your request. An access request email will be sent to the account owner/admin for approval.

To learn more about admin approval for user access, read the [Approving user access request](#) section.

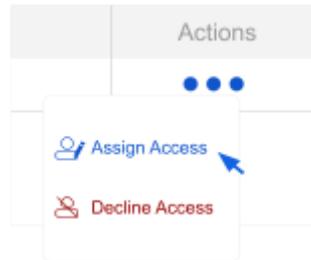
# Approving user access requests

## Valid requests

If a user requests access, the admin will receive an email notification. The admin can then navigate to the user management section in My Account and filter by status to view pending requests.

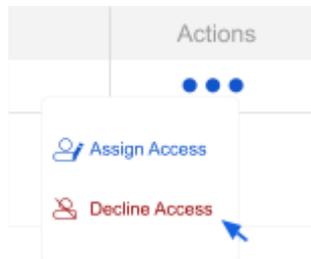


If valid, the admin can click "Assign Access" and configure the user's roles and permissions.



## Invalid requests

If the admin finds the request invalid, they can decline it in the actions column. The user will be notified via email and removed from the user list.



# How to log in

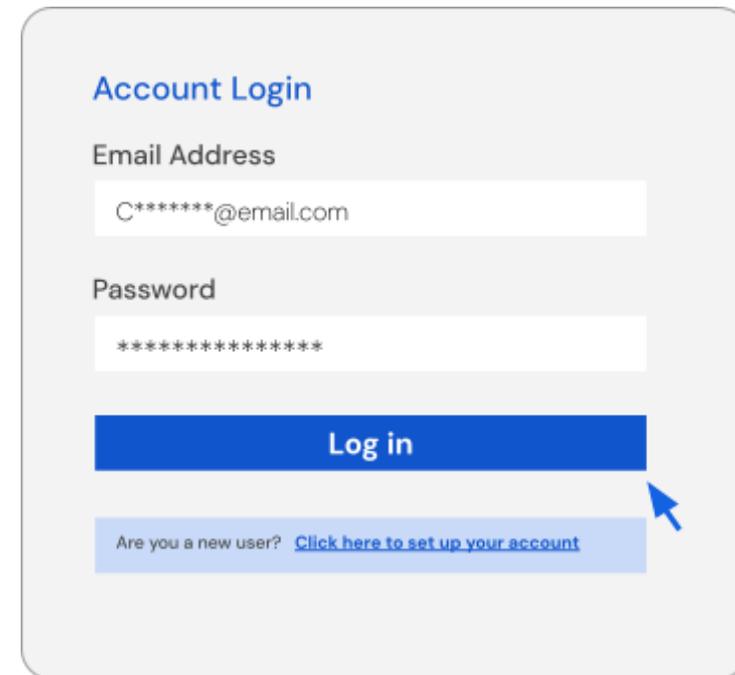
Access My Account from any desktop or mobile device by visiting:

<https://myaccount.globalpayments.com>

or scan the QR code.

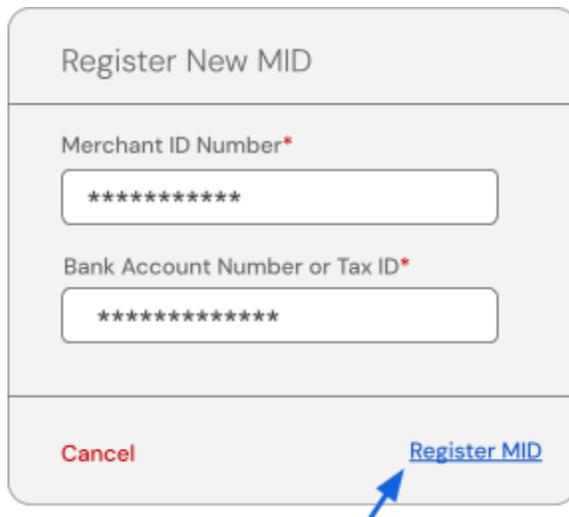


Enter your registered email and password, complete MFA, and accept the terms and conditions on your first login.



# Registering a new Merchant ID

Users with the appropriate permissions can register a new Merchant ID (MID) in the data access section of their profile. Select the "Register new MID" option, enter the required information, and confirm. The MID will then appear in your data access section.

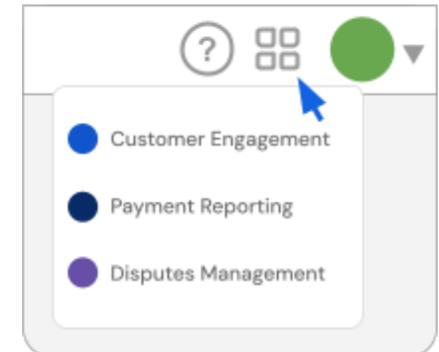


The form is titled "Register New MID" and contains two input fields. The first field is labeled "Merchant ID Number\*" and contains ten asterisks. The second field is labeled "Bank Account Number or Tax ID\*" and contains ten asterisks. At the bottom left is a red "Cancel" button, and at the bottom right is a blue "Register MID" button with an arrow pointing to it.

# Menu overview

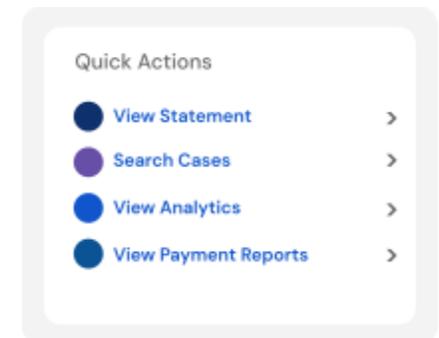
## Menu sidebar

Access other applications like payment reporting, disputes management, and analytics by clicking the group of four dots in the top right-hand corner.



## Quick actions

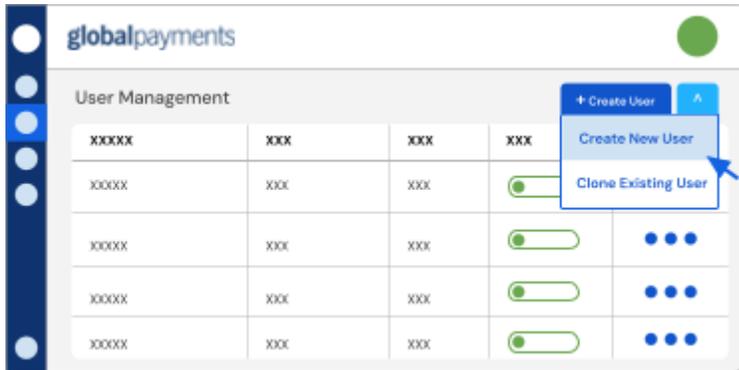
My Account tracks your most-used products and creates quick actions for easy access.



# User management

## Creating users

Click "+ create user" from the user management page.



Enter the user's name, email, and select their role. The roles are Account Administrator (Admin) or User.

Step 1 of 6  
**Create New User - Basic Information**

First Name\*

Last Name\*

Email Address\*

Select a role for this user\*

Role Permissions:

- Select All
- Permission 1
- Permission 2

Assign data access to the user. The data assignment can be done by selecting the hierarchy, MID, or data access group.

Step 2 of 6  
**Create New User - Assign Data Access**

Selected MIDs:

057 04 001 001 000 3 MIDs

Select Data Access by:

Assign data access and select necessary applications.

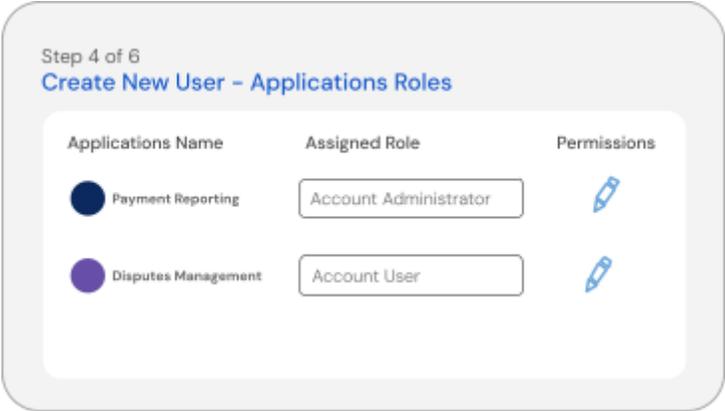
Step 3 of 6  
**Create New User - Applications**

Available Applications:

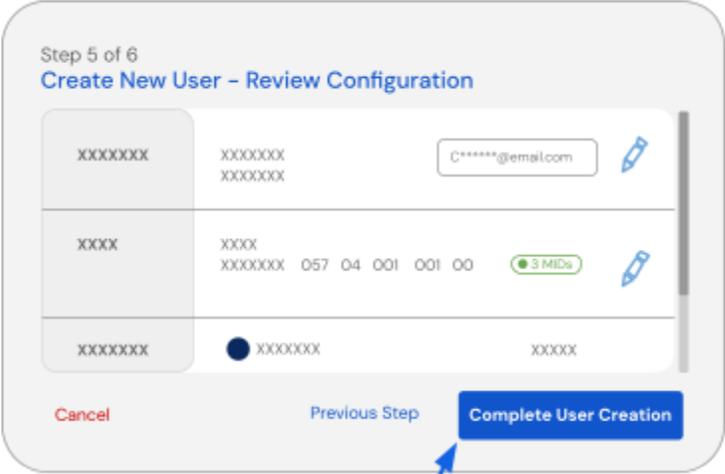
- Customer Engagement
- Payment Reporting
- Disputes Management

# Editing users

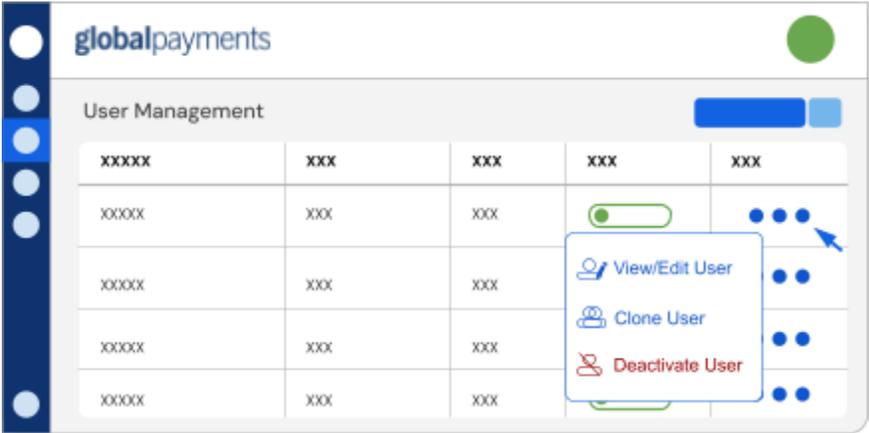
Set permissions for the selected applications



Review and complete the setup.

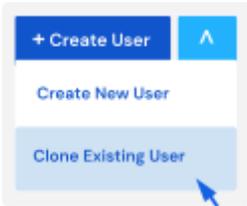


Editing users can be done from the main user management page by selecting the ellipses in the action column.



# Cloning users

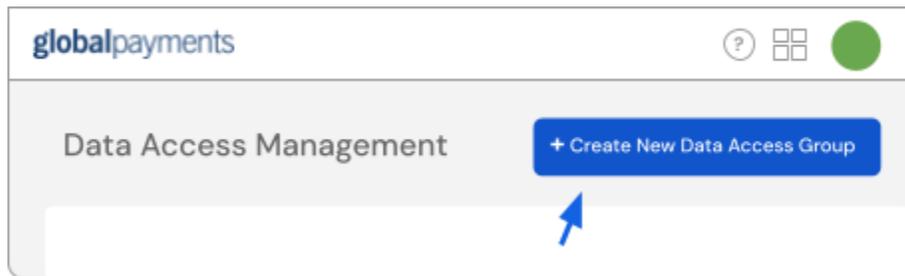
Use the "clone user" feature to replicate the configuration of an existing user. Enter the basic information for the new user, review the profile, and complete the creation.



# Data access management

## Creating a data access group

Account administrators can create and manage data access groups to control user permissions.



### Group information:

Provide a name and optional description for the group.

Step 1 of 3  
Create Data Access Group

Group Name\*

Group Description\*

### Select data access:

Choose data by hierarchy or MID.

Step 2 of 3  
Create New Data Access Group - Select Data Access

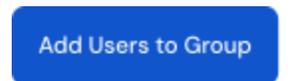
Selected MIDs:

057 04 001 001 000 3 MIDs

Select Data Access by:

### Add users to the group (optional):

Users can be added during or after group creation.



# Additional support

## Help center

The help center offers detailed instructions and covers various topics related to My Account. Access it directly from the welcome page or by clicking the question mark icon [?] in the top right corner.

Alternatively, visit

[help.globalmerchantportal.com](https://help.globalmerchantportal.com) or scan the

QR code.



## For inquiries and support

If you have any questions or need assistance with My Account, please contact the Global Payments Customer Care Centre at: [1.800.608.8620](tel:18006088620) or [416.646.7711](tel:4166467711)