SecureTrading MyST

User Guide

This document outlines how to use the SecureTrading MyST area. Here you will find a breakdown of the various functions available and instructions on how to use them.

Version 1.7
31/10/2012

Table of Contents

1 Introduction

MyST is a password protected online management area which allows all SecureTrading merchants to monitor their transactions and perform other management on their account(s).

It is located at: https://myst.securetrading.net/

When you open a SecureTrading account you will be issued with a MyST login comprising a username (a valid email address) and password. You will also be advised of your sitereference. A sitereference is a unique code which identifies your account in our system.

Help is available throughout the MyST system wherever you see this icon - ?, hover your mouse over the icon to display a tooltip in a pop-up box. Alternatively, click on the icon to open the help page (in a separate window) which contains all of the available help information.

If you experience any problems using MyST please contact our Support team – contact details can be found in Section 13 Further Information and Support.

Many features of MyST require that your web browser has JavaScript enabled in order to work correctly. If you currently have JavaScript disabled you will receive a warning message when you first load up the page. To gain the full benefit of all of MyST's features you should enable it before continuing.

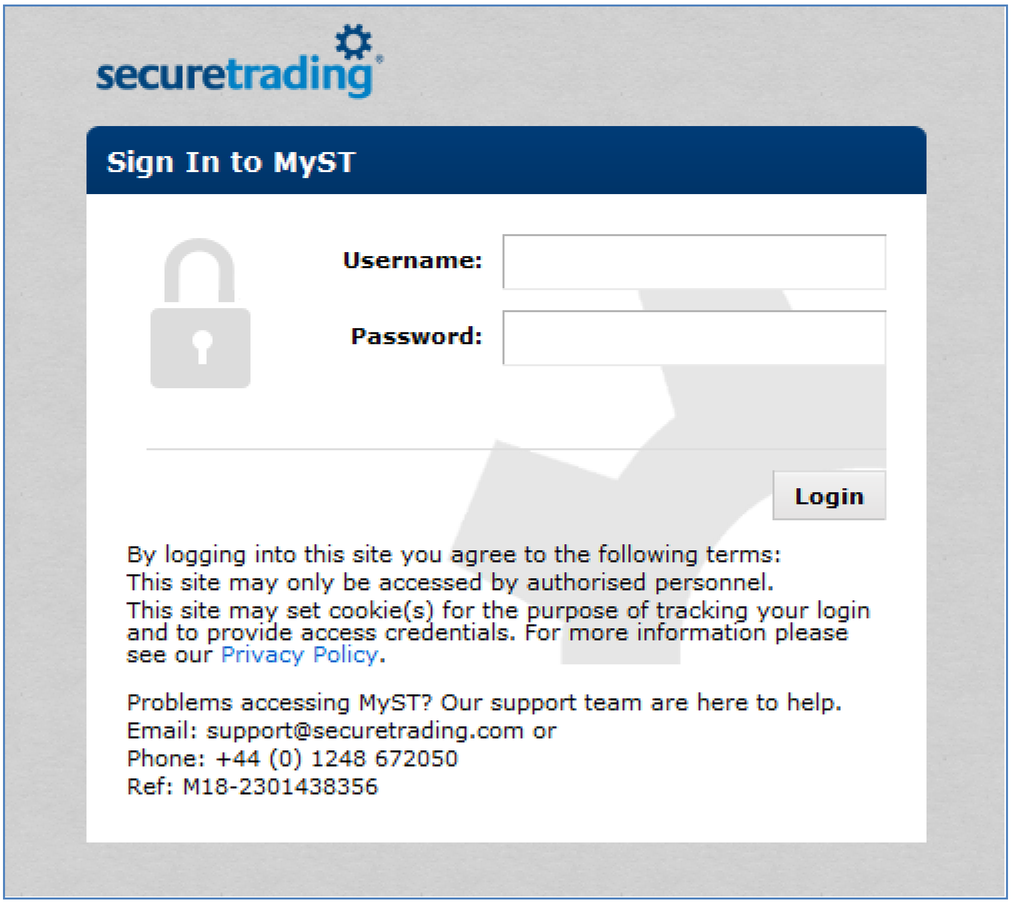
© SecureTrading Limited 2012

2 Login

Before you can use MyST you must first securely login to your area.

2.1 To Log in

The first page you will see when you access MyST is the login screen as shown below.



Enter your username and password (as supplied by SecureTrading) in the boxes provided and click on the *Login* button. If both items have been entered correctly then you will be taken to your MyST home page (please see Section 3 MyST Home page).

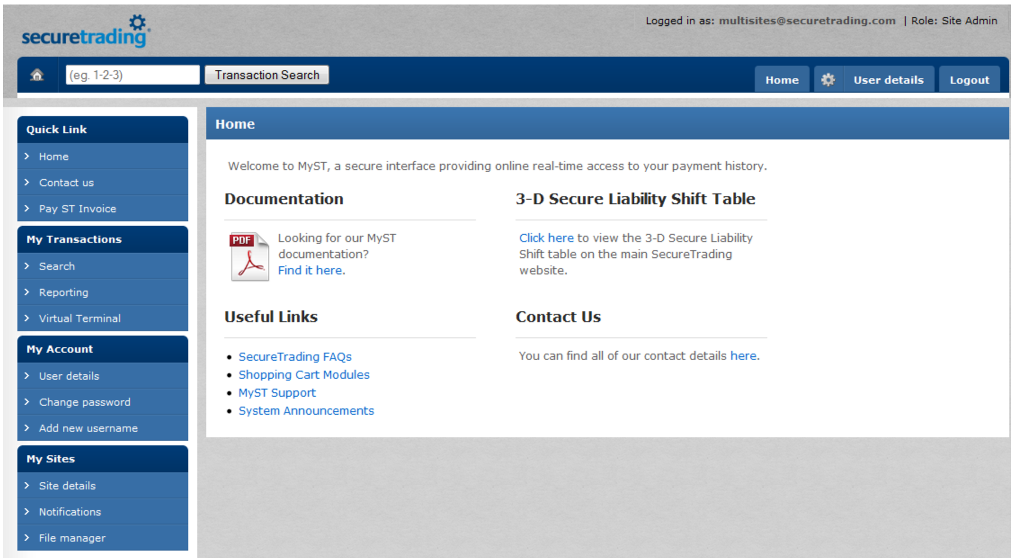
If the Username and Password don't match then you will receive an "**Invalid username/password**" error message and you can try logging in again.

Please note passwords are case sensitive.

If you continue to experience problems and are unable to login to MyST please contact our Support team – contact details can be found in Section **13 Further Information and Support**.

3 MyST Home page

Once you have successfully logged in the first screen you will see is your Home page.



From here you can access all the other areas of the system by selecting the required link from the menu.

The page header, footer and menu bar will remain the same as you navigate through the MyST system.

3.1 Quick Search

After logging in to My-ST, you can perform a search for a transaction by inputting the Transaction Reference in the Quick Search box.

You must have the complete transaction reference (inputted in the correct format) and also ensure you have access to view the transaction.

Once you have pressed search you will be displayed the transaction on the single transaction view page (**8.1.3 Single Transaction View**).

4 Roles

Each user in MyST has a role which defines which privileges have been granted to them. Your role is displayed in the top right corner of the screen next to your username. Depending on your role you may not be able to access certain screens or perform certain actions. The following roles are available:

Site User

- Change password
- Re-authorise transactions
- Refund transactions
- Risk Decision transactions
- Update transactions
- View transactions
- View reports on transactions
- Process transactions via the Virtual Terminal
- View user details under your control
- View site configuration options
- Search for your users/sites

Transaction Admin

- Change password
- Re-authorise transactions
- Refund transactions
- Risk Decision transactions
- Update transactions
- View transactions
- View reports on transactions
- Process transactions via the Virtual Terminal

View Only Transactions

- View transactions
- View reports on transactions
- Change password

Virtual Terminal User

- Process transactions via the Virtual Terminal

Developer1

- Upload/download custom files
- Change password
- View notification configurations
- Edit notification configurations

Developer2

- Upload/download custom files
- Change password
- View notification configurations
- Edit notification configurations
- View transactions
- View reports on transactions

File Manager

- Upload/download custom files
- Change password

5 Add a new username

The Add new username option allows you to create a new user, specify which users (if any) they can manage and which sitereferences they have access to.

You can only add a new user if your role is siteadmin. See **Section 4 - Roles** for more information.

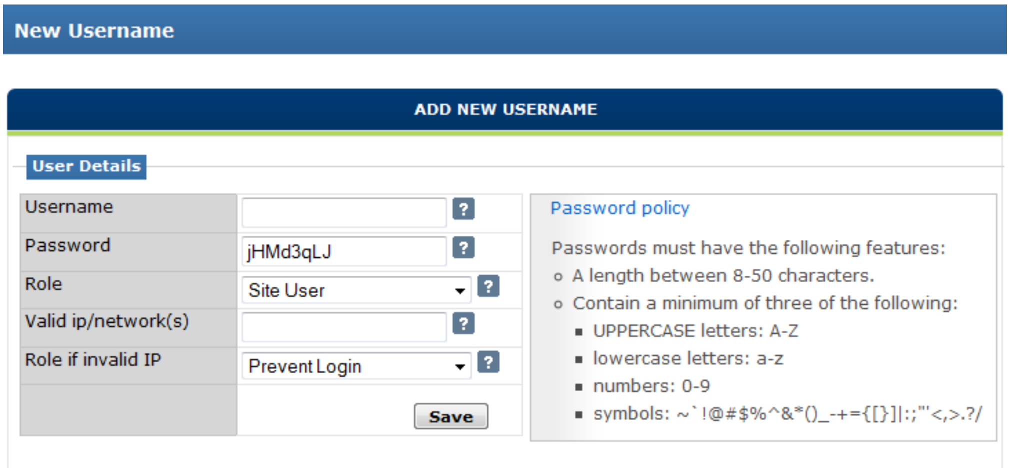
5.1 Adding a new user

To add a new user, select the *Add new username* link either in the left hand menu or from the My Account section in the footer.

When adding a new user the minimum you must complete is the top User Details section. You can then allocate sub-users and/or sitereferences to the user. Alternatively you can complete this step after the user has been created by selecting the user's *edit* option from the main User Details screen (please see section 6.2.2 Edit a user).

5.1.1 User Details

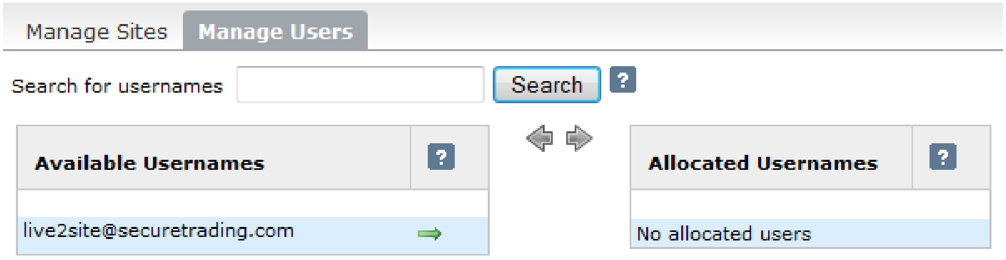
The top User Details section must be completed when adding a new user.



Username	This should be the user's email address
Password	This will be a randomly generated string which can be changed now or later either by yourself (Section 6.2.2) or the user you are adding (Section 7).
Role	The role of the new user (defaults to Site User). See Section **4 - Roles** for more information.
Valid ip/ network(s)	You may choose to restrict access to certain IP addresses or reduce the access privileges given to a user when they connect from a different network. Multiple IP addresses should be separated by either a semicolon (;) or a comma (,). Ranges of IPs may be specified by using a netmask in the format 1.2.3.4/8.
Role if invalid IP	If a user connects from an IP address outside the range(s) specified then their access can be reduced or prevented. Select "Prevent login" to disable access or choose a role with lower privileges. See Section **4 - Roles** for more information.

5.1.2 Allocating Usernames

In the bottom section in the Manage Users tab you can allocate sub-users to the new user.



Usernames are displayed in two columns. On the left is a list of the users which you have permission to allocate (i.e. your sub-users) and on the right is a list of the users being allocated to the new user (i.e. their sub-users).

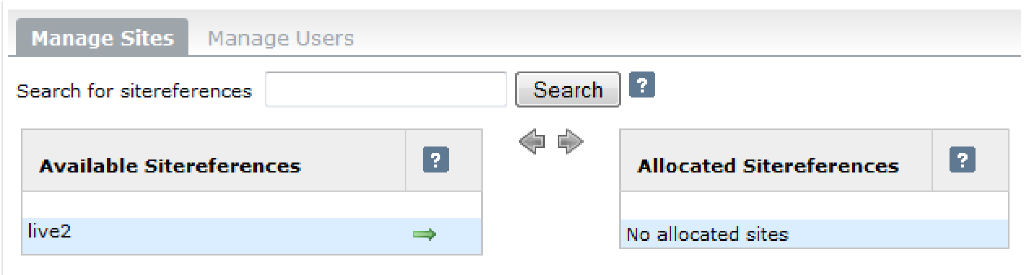
To allocate a username to the new user, click on the required username. The selected username will move from the Available to the Allocated column.

If you have many sub-users you can search for the one you require by entering all or part of the username in the *Search for usernames* box and clicking *search*.

To remove a username from the Allocated column click on the required username. The selected username will move from the Allocated column back to the Available column.

5.1.3 Allocating Sitereferences

Sitereferences are allocated in the same way as usernames.



In the Manage Sites tab sitereferences are displayed in two columns. On the left is a list of the sitereferences which you have permission to allocate. On the right is a list of the sitereferences the new user will have access to.

If you have many sitereferences you can search for the one you require by entering all or part of the sitereference in the *Search for sitereferences* box and clicking *search*.

To remove a sitereference from the Allocated column click the required sitereference. The selected sitereference will move from the Allocated column back to the Available column.

To allocate a sitereference to the new user, click on the required sitereference. The selected sitereference will move from the Available to the Allocated column.

Any changes you make will not be saved until you click the *save* button.

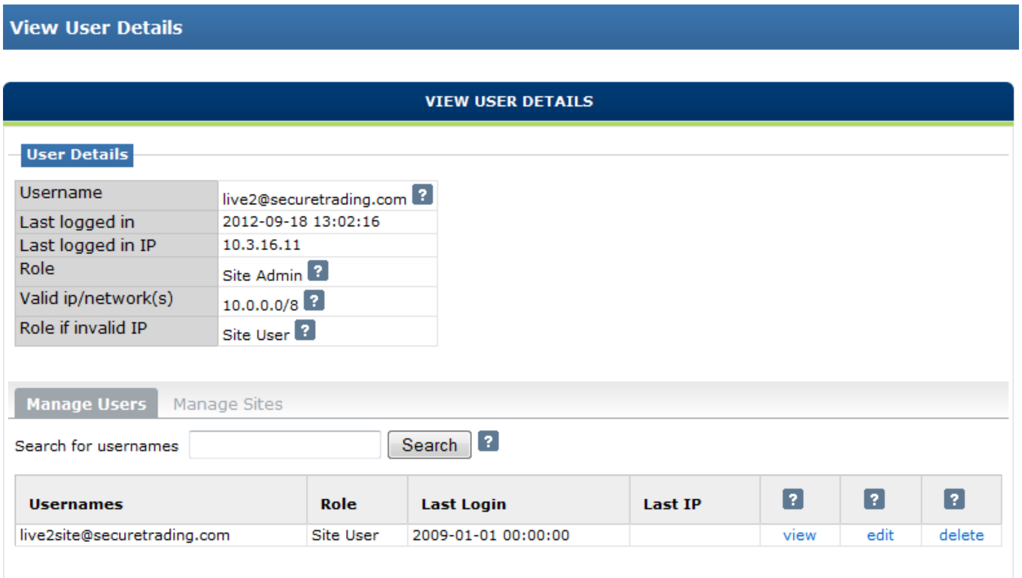
Once you have finished entering the details click *save* to create the user. If any of the values entered are invalid then a warning message will be displayed and the invalid fields will be highlighted in red.

Once all of the required fields have been completed correctly a successful save message will be displayed, the new user will be created and you will be redirected to the Edit User page (6.2.2) where you can make further changes to the newly added user if required.

6 User Details

From the User Details page you can:

- View your user details
- See which users and sitereferences are allocated to you
- View, edit and delete your sub-users and their privileges
- View more information on your sitereferences



6.1 Your User Details

The top section of the View User Details screen displays your user details:

Username Your username

Password The date and time you last logged in

Role Your assigned role. See Section 4 Roles for more information.

Valid ip/ network(s) You may be restricted access to certain IP addresses or have reduced access privileges when you connect from a different network. Multiple IP addresses are separated by either a semicolon (;) or a comma (,). Ranges of IPs are be specified by using a netmask in the format 1.2.3.4/8.

Role if invalid IP If you connect from an IP address outside the range(s) specified then your access can be reduced or prevented. See Section **4 - Roles** for more information.

The lower section contains two tabs:

- Manage Users – a list of your sub-users
- Manage Sites – a list of the sitereferences you have permission to access and allocate to your sub-users.

6.2 Managing your Users

Your role defines which actions you can perform on your sub-users. Please see the Manage Users section (**4 Roles**) for more information.

6.2.1 View a user

When you click on *view* for one of your sub-users the User Details screen will now display their details including their sub-users (in the Manage Users tab) and the sitereferences they have access to (in the Manage Sites tab).

If you have many sub-users you can search for the one you require by entering all or part of the username in the *Search for usernames* box and clicking *search*.

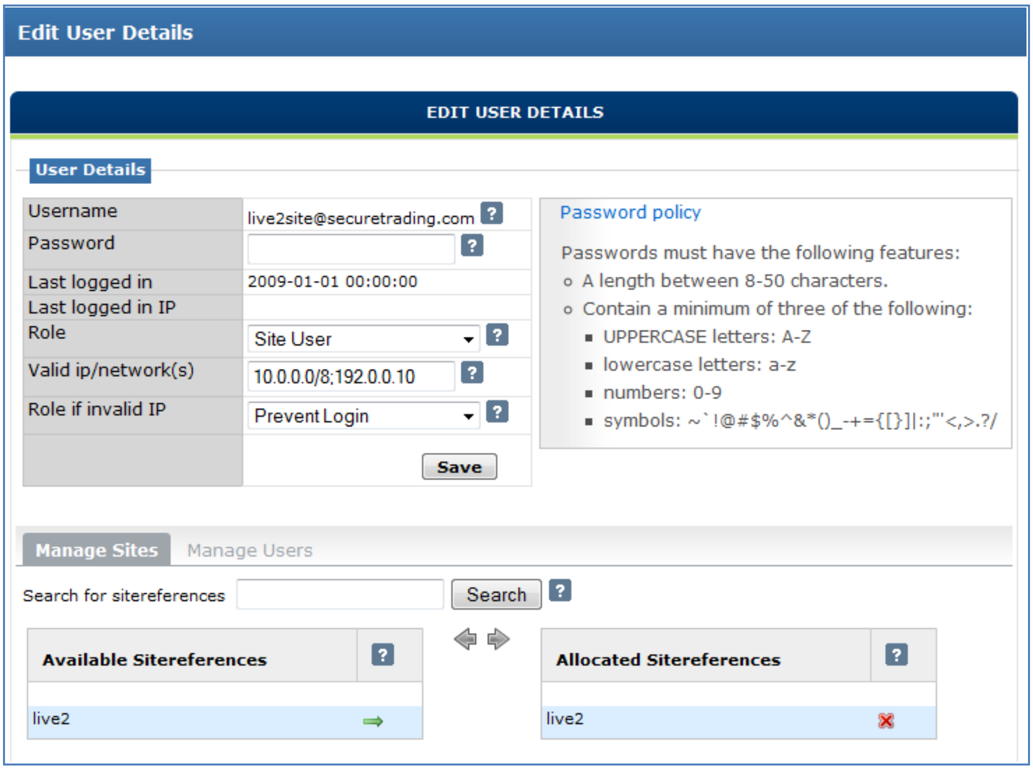
You can edit the user you are currently viewing by clicking the *edit* link next to the username.

6.2.2 Edit a user

The *edit* option allows you to:

- Change the password of one of your sub-users
- Change which users are allocated to your sub-users
- Change which sitereferences are allocated to your sub-users

When you click on *edit* for one of your sub-users you will see a screen similar to the below.



In the top User Details section you can change the password of the currently selected user.

6.2.3 Allocating Usernames

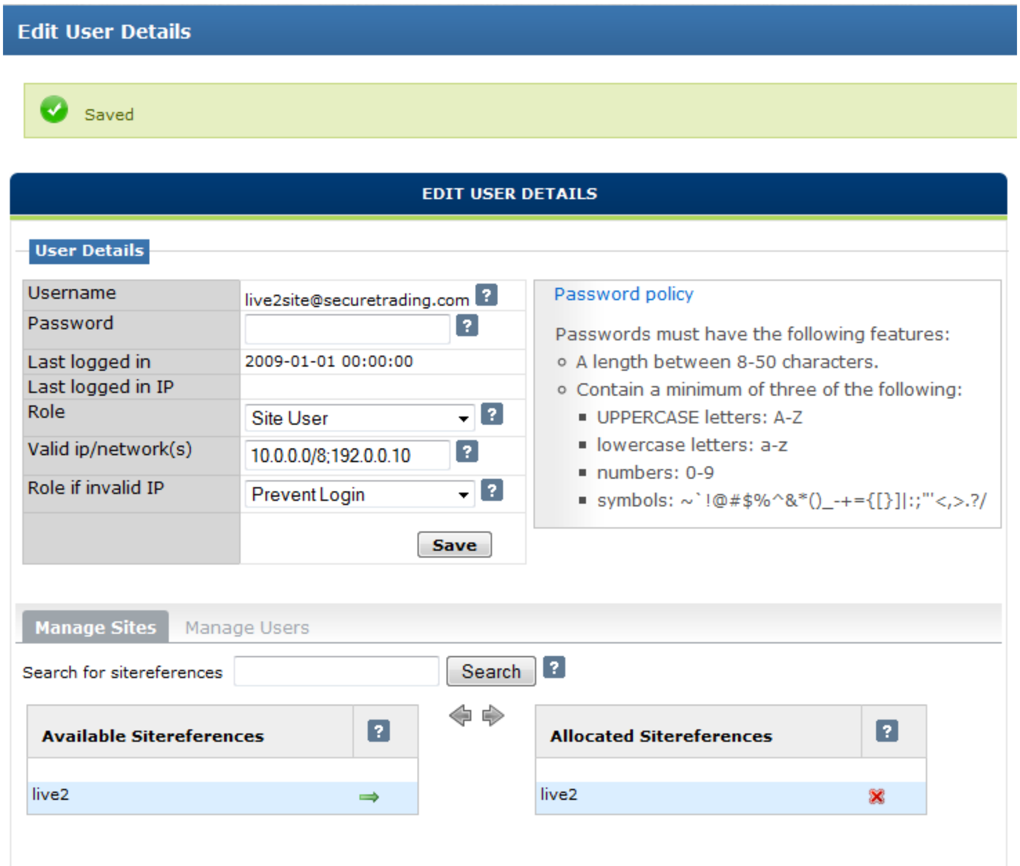
In the bottom section, in the Manage Users tab, you can change the sub-users of the currently selected user in the same way as when adding a new username (Section 5.1.2 Allocating Usernames)

6.2.4 Allocating Sitereferences

In the Manage Sites tab, you can change which sitereferences the currently selected user has access to in the same way as when adding a new username (Section 5.1.3 Allocating Sitereferences).

Any changes you make will not be saved until you click the *save* button.

An example screen of a successfully edited user is shown below.

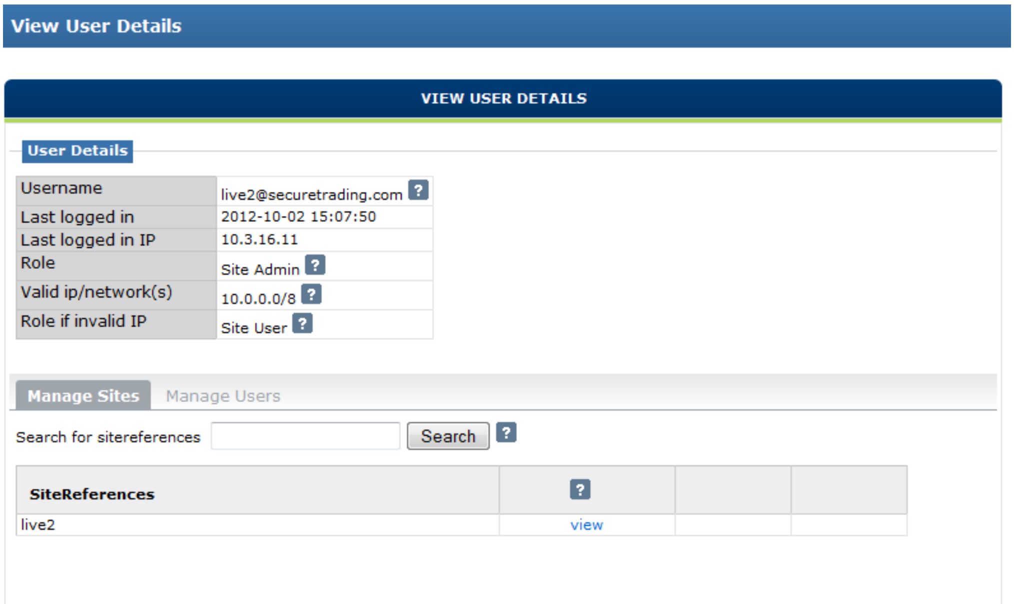


6.2.5 Delete a user

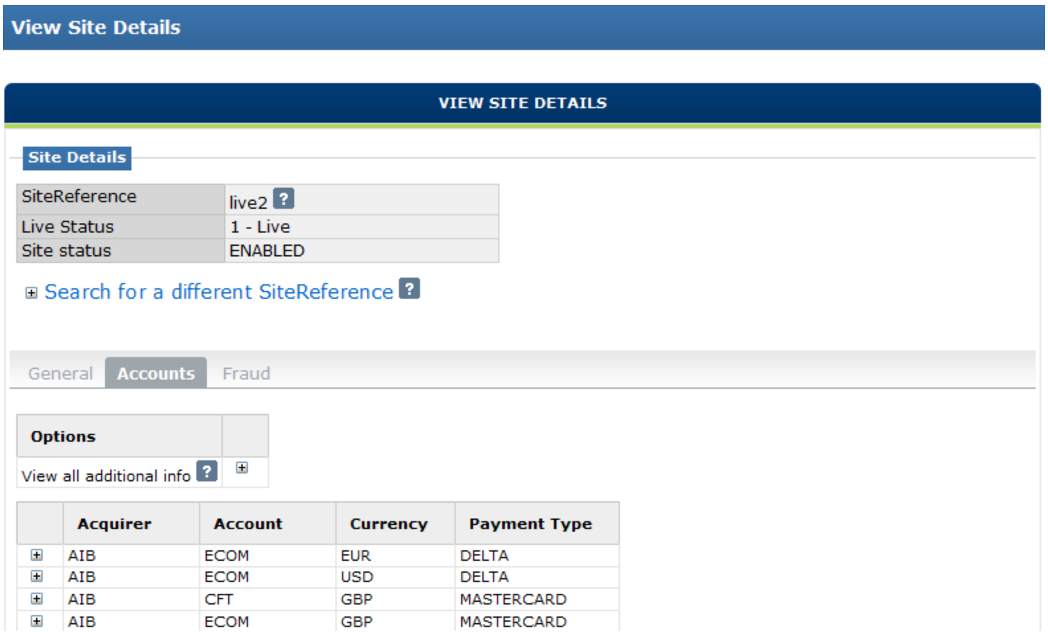
A user can be deleted by clicking on its associated *delete* link on the main View User Details screen.

6.3 Managing your Sites

The Manage Sites tab contains a list of the sitereference that you have permission to access. If you have many sitereferences you can search for the one you require by entering all or part of the sitereference in the *Search for sitereference* box and clicking search.



Click *view* for more information about a sitereference. You will then see a screen similar the below.



The card types and currencies that you are able to process will be displayed under four headings:

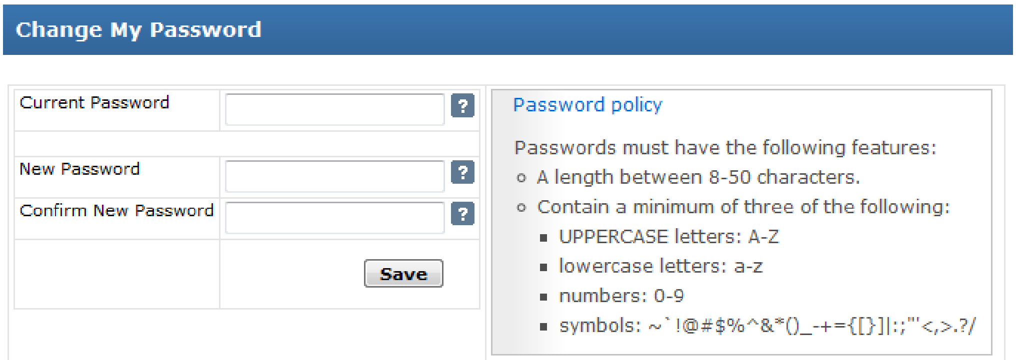
Acquirer	The name of the acquiring bank that you are able to process this card type and currency through.
Account Type	The type of account this card type can be processed through. These include Ecom (Ecommerce/Internet Transactions), and MOTO (Mail Order Telephone Order Transactions). For more information on the type of transactions you can process, please contact our support team (see **13.1 SecureTrading Support**).
Currency	The currency you are able to process the card type through.
Payment Type	The card type you are able to process.

Additional information on the sitereference can be viewed by clicking on the General and Fraud tabs.

If you would like to view information for a different sitereference select the ***Search for a different SiteReference*** link to reveal a search box. You can then click *search* to see a list of all of your sitereferences or search for the one you require by entering all or part of the sitereference in the search box. You can then select the relevant *view* link to see information on the required sitereference.

7 Change Password

To change the password you use to log into MyST simply click on the *Change password* link either in the left hand menu or under the My Account section in the footer. You will be presented with a new screen where you should enter your current password, your new password, confirm your new password and then click on the *Save* button.



If the current password is incorrect or the new passwords don't match then an error message will be displayed. Otherwise a successful save message will be displayed and your password will have been changed.

7.1 Password Considerations

- Change your password every 90 days.
- Passwords should not be sent via any form of electronic communication.
- Use a different password each time you change your password.
- Never reveal your password to anyone.
- Passwords should be at least 7 characters long.
- Passwords should contain a minimum of three of the following groups of characters
  - UPPERCASE letters: A-Z
  - lowercase letters: a-z
  - numbers: 0-9

8 My Transactions

8.1 Search

The Transaction Search area allows you to view and manage your transactions. This section of the document covers how to use the Transaction Search area, including:

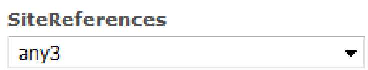
- **Searching for a transaction** – Covered are how to perform a search setting only the site reference and date range, also different options on how to make your search more specific and how to add/remove fields that are returned in the results.
- **Search Results** – How the search results are displayed on screen and how to sort them. Also covered are how to display more transactions, how to navigate through the results and where you can view keys that explain the different values returned by the search.
- **Single Transaction View** –The single transaction view allows you to view all details for a single transaction, including viewing all related transactions.
- **Actions available** – How to Re-auth, refund or update a transaction.

8.1.1 Searching for a transaction

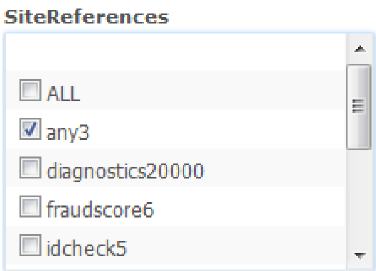
8.1.1.1 Setting the Site Reference and Date Range

Step 1: Select a Site Reference

The first step of performing a search is selecting a Site Reference.

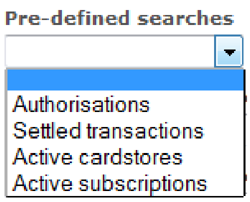


Multiple site references can be selected by clicking on the site reference dropdown, and checking the sites that you have access to:



Step 2: Setting the date range and Pre-defined search

You can select one of the Pre-defined search which will set the filters and fields for you.



A date range must be specified for the search. By default, the date range will be set for all transactions for the current day.

Date type determines if to base the search on the authorisation date or settlement date.

Step 3: Press Search!

Once you are happy with the site references and date ranges, press the Search button.

The search results can be displayed on screen or CSV by selecting the Output.

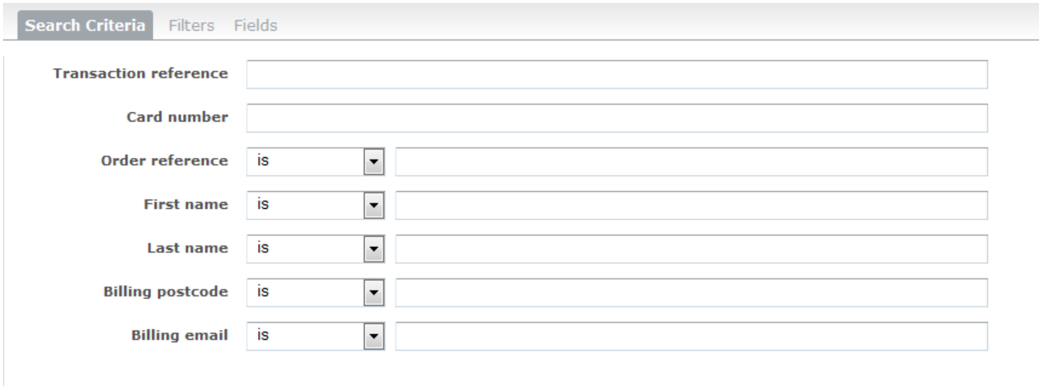
8.1.1.2 Search Options

You can make your search more specific and add/remove fields that are returned in the results.

Please note the site reference and date ranges must be set for each search.

Search Criteria

Setting the Search Criteria allows you to be more specific with your search. By default, the field values are blank, this way all details are searched for and no constraint is placed on the search.



The Transaction Reference must match the full transaction reference, no partial matches are returned. A unique transaction reference is generated by SecureTrading for each request.

The Card Number field must match the full card number used. Spaces can be included and will not affect the search, so both "4111111111111111" and "4111 1111 1111 1111" will return the same result.

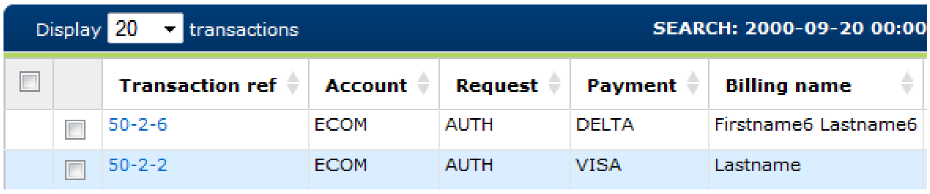
Please note to search on the card number, you must be in possession of the whole card number.

Other fields under the Search Criteria tab allow for full and partial matches.

- **Full Match** –The single transaction view allows you to view all details for a single transaction, including viewing all related transactions.
- **Partial Match** – If you select "is like" from the dropdown next to a field name, and input the first five (or more) characters followed by a "%", the search results will return any

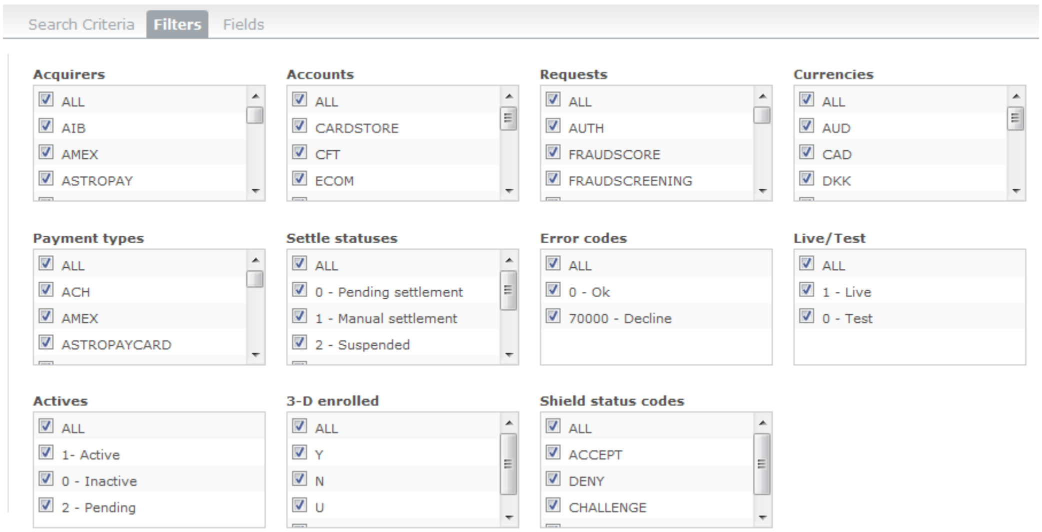
record that begins with that value in the selected field. For example, the below would search for all Last name values that begin with “Lastn”:

This would return:



Filters

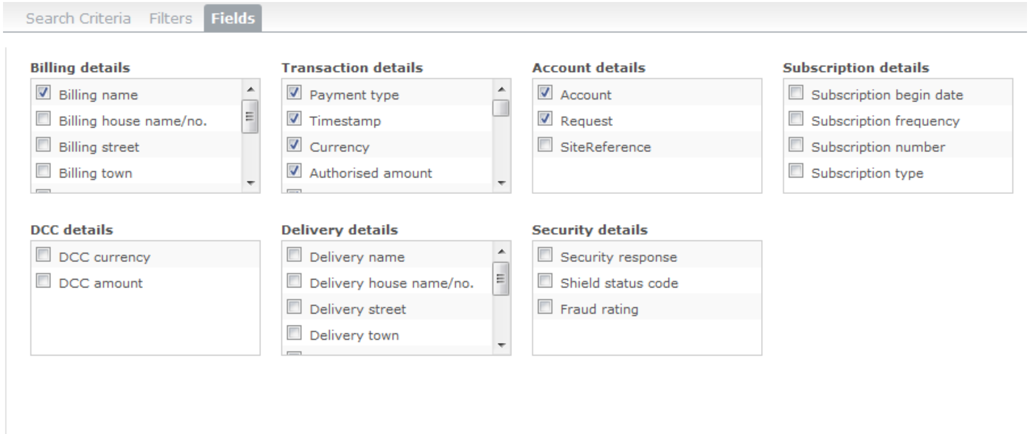
Filter your search criteria using the checkboxes displayed under the Filters heading.



For example, selecting USD in the “Currencies” field will return only transactions that were processed in USD.

Fields

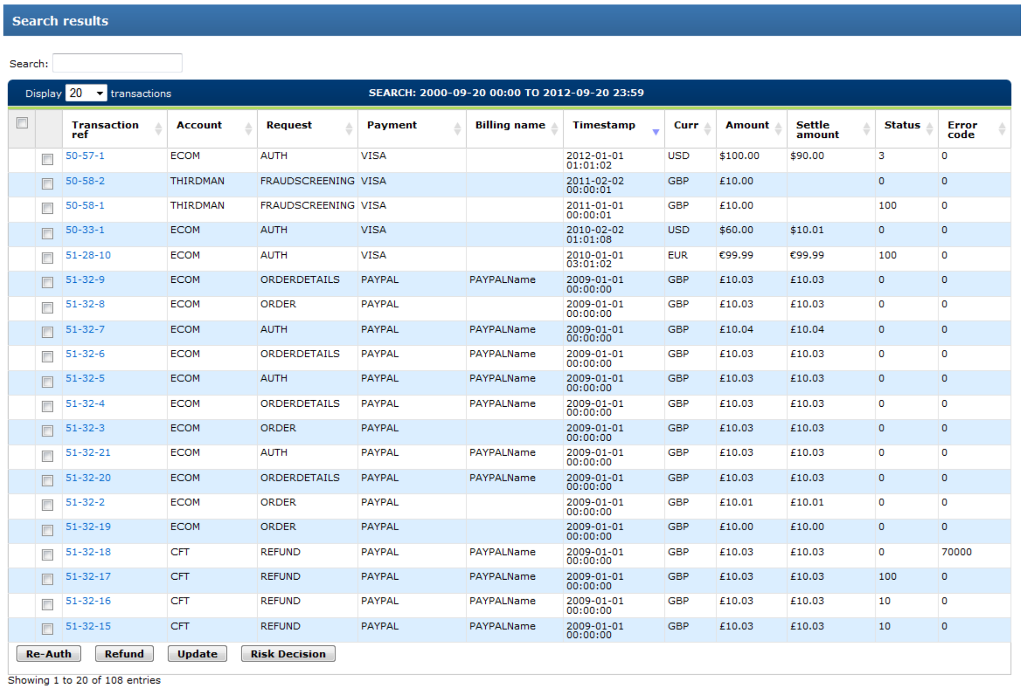
The fields tab allows you to specify the fields that are returned by the Search Results.



Please note the options you have selected will be retained on screen, so you can easily modify your search.

8.1.2 Search Results

If you have selected the "Output" as "On Screen", the Search Results are displayed below the search options.



Search results

Search:

Display 20 transactions SEARCH: 2000-09-20 00:00 TO 2012-09-20 23:59

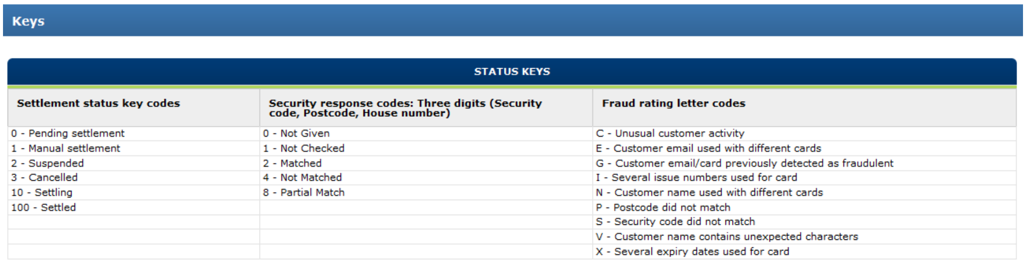
Transaction ref	Account	Request	Payment	Billing name	Timestamp	Curr	Amount	Settle amount	Status	Error code
50-57-1	ECOM	AUTH	VISA		2012-01-01 01:01:02	USD	$100.00	$90.00	3	0
50-58-2	THIRDMAN	FRAUDSCREENING	VISA		2011-02-02 00:00:01	GBP	£10.00		0	0
50-58-1	THIRDMAN	FRAUDSCREENING	VISA		2011-01-01 00:00:01	GBP	£10.00		100	0
50-33-1	ECOM	AUTH	VISA		2010-02-02 01:01:08	USD	$60.00	$10.01	0	0
51-28-10	ECOM	AUTH	VISA		2010-01-01 03:01:02	EUR	€99.99	€99.99	100	0
51-32-9	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-8	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-7	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.04	£10.04	0	0
51-32-6	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-5	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-4	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-3	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-21	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-20	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-2	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.01	£10.01	0	0
51-32-19	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.00	£10.00	0	0
51-32-18	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	70000
51-32-17	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	100	0
51-32-16	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0
51-32-15	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0

Re-Auth Refund Update Risk Decision

Showing 1 to 20 of 108 entries

8.1.2.1 Status Key

Status keys are displayed below the Search Results and contain explanations for the different values returned by the search.

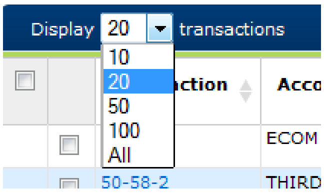


Keys

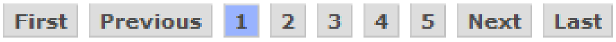
STATUS KEYS		
Settlement status key codes	Security response codes: Three digits (Security code, Postcode, House number)	Fraud rating letter codes
0 - Pending settlement	0 - Not Given	C - Unusual customer activity
1 - Manual settlement	1 - Not Checked	E - Customer email used with different cards
2 - Suspended	2 - Matched	G - Customer email/card previously detected as fraudulent
3 - Cancelled	4 - Not Matched	I - Several issue numbers used for card
10 - Settling	8 - Partial Match	N - Customer name used with different cards
100 - Settled		P - Postcode did not match
		S - Security code did not match
		V - Customer name contains unexpected characters
		X - Several expiry dates used for card

8.1.2.2 Navigating the Results - Pagination

To change the number of transactions displayed per page in the results, select the drop down on the top-left corner of the Search results.

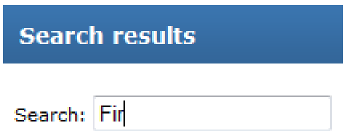


Use the buttons at the bottom of the results to navigate between pages.

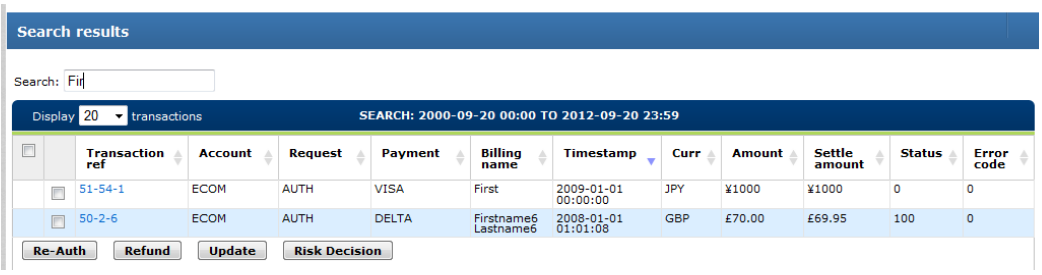


8.1.2.3 Further Searching

This can be used to search the Search results.



For example, if you typed "Fir" as is shown above, the table will display all records that have "Fir" in a field.



Search results

Search: Fir

Display 20 transactions SEARCH: 2000-09-20 00:00 TO 2012-09-20 23:59

Transaction ref	Account	Request	Payment	Billing name	Timestamp	Curr	Amount	Settle amount	Status	Error code
51-54-1	ECOM	AUTH	VISA	First	2009-01-01 00:00:00	JPY	¥1000	¥1000	0	0
50-2-6	ECOM	AUTH	DELTA	Firstname6 Lastname6	2008-01-01 01:01:08	GBP	£70.00	£69.95	100	0

Re-Auth Refund Update Risk Decision

8.1.2.4 Sorting the results

By default, the Search Results are sorted by the "Timestamp" field.

Click on a column heading to sort the results. For example, click on the "Amount" heading will sort the transactions by the Amount.

Timestamp	Curr	Amount	Settle amount	Status
2008-01-22 01:01:02	GBP	£123456.78	£123456.78	0
2008-01-01 01:01:02	JPY	¥10000	¥9000	100
2008-01-01 01:01:02	JPY	¥10000	¥9000	100
2009-01-01 00:00:00	JPY	¥1000	¥1000	100
2009-01-01 00:00:00	JPY	¥1000	¥1000	100
2009-01-01 00:00:00	JPY	¥1000	¥1000	0
2009-01-01 00:00:00	JPY	¥200	¥2000	0
2008-01-01 01:01:02	USD	$200.00	$200.00	100
2008-01-01 01:01:02	USD	$200.00	$200.00	0

8.1.2.5 Icons

Icons can be displayed next to each transaction by clicking on the checkbox on the top left of the transaction results.

Using the icons will provide you with an at-a-glance representation of the different states for your transactions.

Click here to view icons

Search results

Search:

Display 20 transactions — SEARCH: 2000-09-24 00:00 TO 2012-09-24 23:59

Transaction ref	Account	Request	Payment	Billing name	Timestamp	Curr	Amount	Settle amount	Status	Error code
13-2-81002	ECOM	AUTH	VISA		2012-09-20 15:15:47	GBP	£33.66	£33.66	0	0
50-57-1	ECOM	AUTH	VISA		2012-01-01 01:01:02	USD	$100.00	$90.00	3	0
50-58-2	THIRDMAN	FRAUDSCREENING	VISA		2011-02-02 00:00:01	GBP	£10.00		0	0
50-58-1	THIRDMAN	FRAUDSCREENING	VISA		2011-01-01 00:00:01	GBP	£10.00		100	0
50-33-1	ECOM	AUTH	VISA		2010-02-02 01:01:08	USD	$60.00	$10.01	0	0
51-28-10	ECOM	AUTH	VISA		2010-01-01 03:01:02	EUR	€99.99	€99.99	100	0
51-32-5	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-4	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-21	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-20	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-2	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.01	£10.01	0	0
51-32-19	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.00	£10.00	0	0
51-32-18	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	70000
51-32-17	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	100	0
51-32-16	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0
51-32-15	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0
51-32-14	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0
51-32-13	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	100	0
51-32-12	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-11	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.00	£10.00	0	0

Re-Auth | Refund | Update | Risk Decision

Showing 1 to 20 of 83 entries

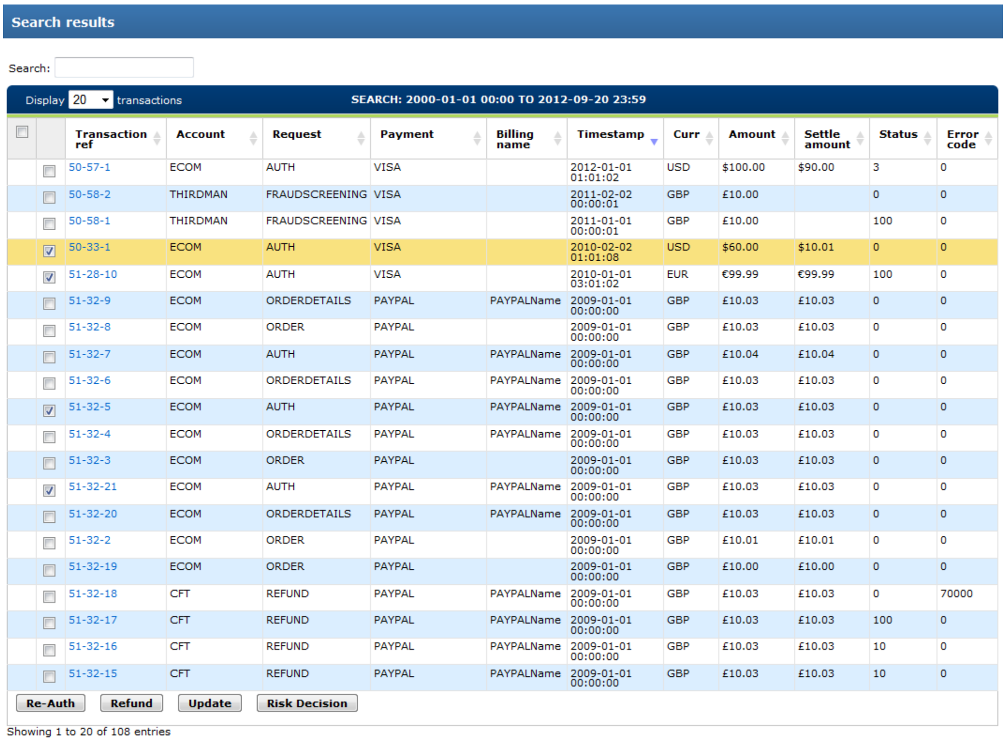
First | Previous | 1 | 2 | 3 | 4 | 5 | Next | Last

A key corresponding to each icon is displayed on the bottom of the page.

ICON KEYS				
Transaction	Settled	Failed	Suspended	Pending settlement
Check	Successful	Error	Warning	
Subscription	Currently active	Completed	Inactive	Currently pending
Other	Successful	Error	Warning	

8.1.2.6 Selecting transactions

Under Search results, you can select multiple transactions by clicking on the checkbox next to each transaction. The example below shows four transactions that have been selected.



Search results

Search:

Display 20 transactions SEARCH: 2000-01-01 00:00 TO 2012-09-20 23:59

Transaction ref	Account	Request	Payment	Billing name	Timestamp	Curr	Amount	Settle amount	Status	Error code
50-57-1	ECOM	AUTH	VISA		2012-01-01 01:01:02	USD	$100.00	$90.00	3	0
50-58-2	THIRDMAN	FRAUDSCREENING	VISA		2011-02-02 00:00:01	GBP	£10.00		0	0
50-58-1	THIRDMAN	FRAUDSCREENING	VISA		2011-01-01 00:00:01	GBP	£10.00		100	0
50-33-1	ECOM	AUTH	VISA		2010-02-02 01:01:08	USD	$60.00	$10.01	0	0
51-28-10	ECOM	AUTH	VISA		2010-01-01 03:01:02	EUR	€99.99	€99.99	100	0
51-32-9	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-8	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-7	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.04	£10.04	0	0
51-32-6	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-5	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-4	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-3	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-21	ECOM	AUTH	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-20	ECOM	ORDERDETAILS	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	0
51-32-2	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.01	£10.01	0	0
51-32-19	ECOM	ORDER	PAYPAL		2009-01-01 00:00:00	GBP	£10.00	£10.00	0	0
51-32-18	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	0	70000
51-32-17	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	100	0
51-32-16	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0
51-32-15	CFT	REFUND	PAYPAL	PAYPALName	2009-01-01 00:00:00	GBP	£10.03	£10.03	10	0

Re-Auth Refund Update Risk Decision

Showing 1 to 20 of 108 entries

You can the perform actions on the selected transactions by clicking on one of the buttons on the bottom of the page.

Re-Auth **Refund** **Update**

For more information on the actions available, see **8.1.4 Actions available** on **page 25.**

8.1.2.7 Viewing transaction details

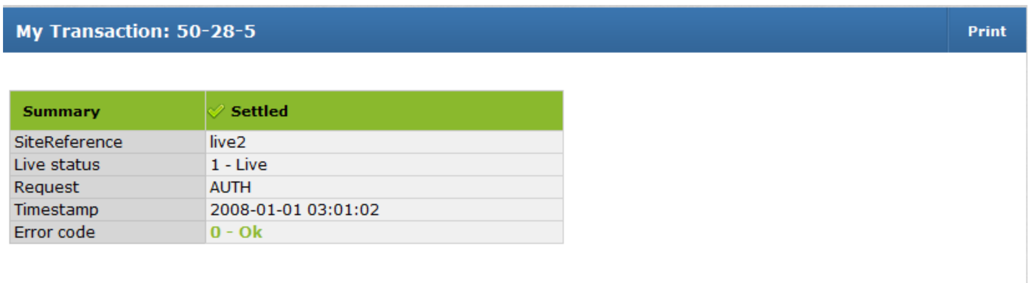
Clicking a Transaction reference in the Search Results will display the Single Transaction View which displays all details regarding a transaction.

8.1.3 Single Transaction View

The Single Transaction View screen displays details relating to the selected transaction.

The Summary table at the top of the page displays general details regarding the transaction you have selected.

The transaction details can be printed in a print-friendly format.



My Transaction: 50-28-5 Print

Summary	Settled
SiteReference	live2
Live status	1 - Live
Request	AUTH
Timestamp	2008-01-01 03:01:02
Error code	0 - Ok

Below the Summary table you can either view the Transaction details or related transactions.

8.1.3.1 Transaction details

The Transaction details tab displays all details for the selected transaction.

Transaction details | Related transactions

Transaction Details

Transaction reference	50-28-5	Parent	
Account	ECOM	Authorised amount	£33.66
Currency	GBP	Auth Code	ELAVON
Acquirer response		Customer IP	
Fraud rating	-1 (Not checked)		
Order reference	normal1 settled ecom auth		

Payment Details

Payment type	VISA	Expiry date	10/2028
Card number	411111######1111	Issuer	
Issuer country			

Settlement Details

Settle status	100 - Settled	Settle amount	£33.66
Settled Date/Time	2008-01-01 23:01:49	Last altered by	

Security Response

Security code	Not Checked	House no.	Not Checked
Postcode	Not Checked		

Billing Details

Title		Billing house name/no.	
First name		Billing street	
Middle name		Billing town	
Last name		Billing county	
Billing email		Billing country	
Telephone		Billing postcode	

Delivery Details

Title		Delivery house name/no.	
First name		Delivery street	
Middle name		Delivery town	
Last name		Delivery county	
Delivery email		Delivery country	
Telephone		Delivery postcode	

Re-Auth | Refund | Risk Decision

You can perform actions on your transactions by clicking on one of the buttons at the bottom of the page.

Re-Auth | Refund | Update

For more information on the actions available, see **8.1.4 Actions available** on **page 25.**

8.1.3.2 Related transactions

The Related transactions tab provides a list of all parent and child transactions that relate to the selected transaction. For example, any Refunds or Re-Auths linked to the transaction would be displayed.

Transaction details | Related transactions

Display 20 transactions Search:

RELATED

Transaction ref	Account	Request	Payment	Curr	Amount	Error code	Status	Bill name	Timestamp
50-28-5	ECOM	AUTH	VISA	GBP	£33.66	0 - Ok	100 - Settled		2008-01-01 03:01:02
51-28-1	ECOM	REFUND	VISA	GBP	£33.66	0 - Ok	100 - Settled		2008-01-01 05:01:02
51-28-2	ECOM	REFUND	VISA	GBP	£12.34	70000 - Decline	0 - Pending settlement		2008-01-01 05:01:02
13-2-81002	ECOM	AUTH	VISA	GBP	£33.66	0 - Ok	0 - Pending settlement		2012-09-20 15:15:47

Showing 1 to 4 of 4 entries

First Previous 1 Next Last

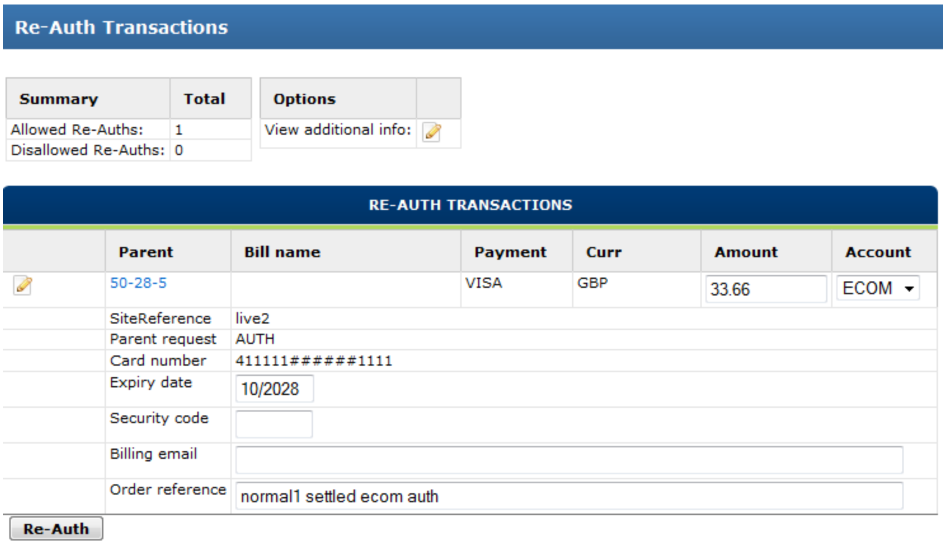
8.1.4 Actions available

On either the Search Results or Single Transaction View screen, you can perform one of the actions below.

Please note the actions that can be performed are dependent on the state of the transaction selected. For example, you cannot refund a transaction that has not settled.

8.1.4.1 Re-Auth

A Re-Auth is where you can process a new authorisation against the customer's card.

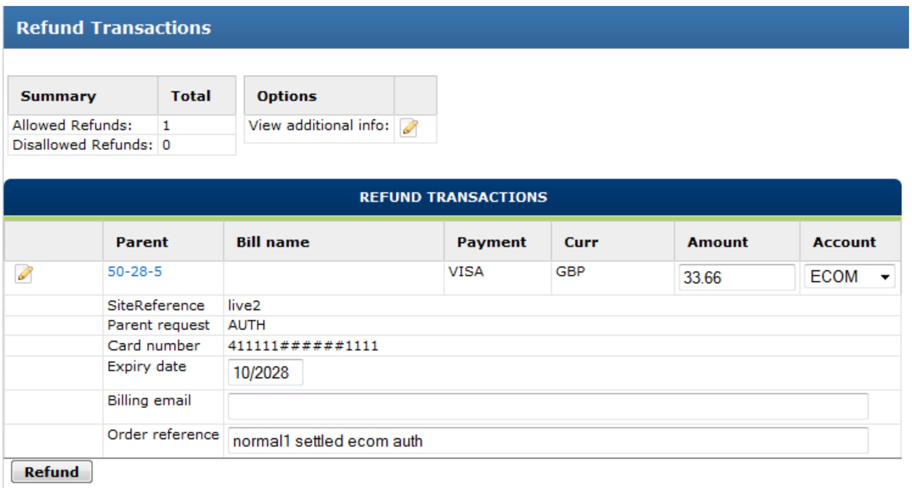


On this screen you can change the expiry date and also set a different amount than the original transaction.

As the Security Code is not saved in SecureTrading's system, you will need to input the details again, or the card will not pass the Security Code check.

8.1.4.2 Refund

You can process a full or partial refund for a settled transaction through MyST.



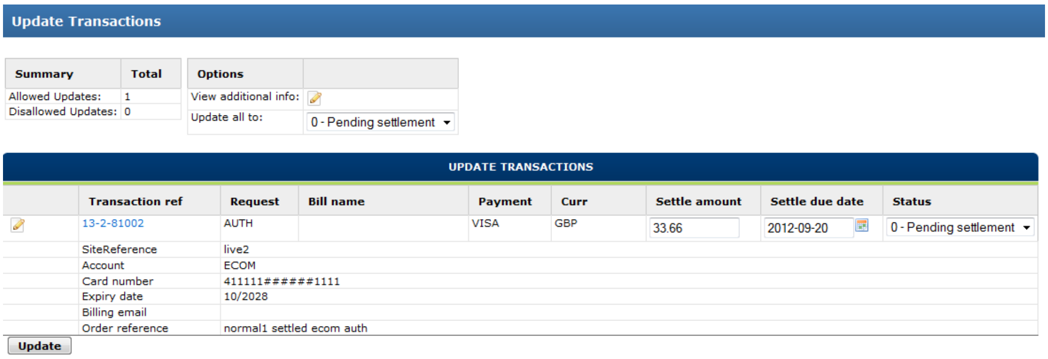
Please note if you wished to update the expiry date for a refund, you will need to click on the "View additional info" link to display the field.

8.1.4.3 Update

You can update the status of a transaction using the Update option. The transaction can be suspended and set to settle at a future date.

Please note any transactions that have not settled after a certain period following the authorisation are set as cancelled by the system as the authorisation code is no longer valid. This is usually after 7 days, but can vary depending on your acquirer.

You can update the amount for a transaction, as long as it is either equal to or less than the amount authorised.



8.2 Reporting

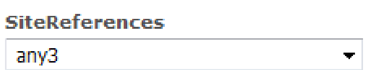
The reporting tab allows you to analyse the requests processed through your account. You can view totals for transaction amounts and number of requests across date ranges for one or more site reference.

8.2.1 Generating a report

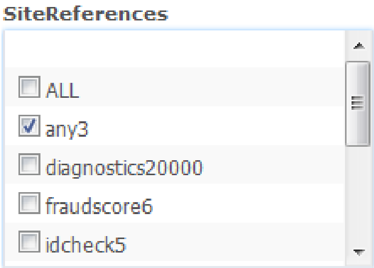
8.2.1.1 Setting the Site reference, date range and summary type

Select a Site Reference

Set the site you wish to generate a report for by setting the SiteReferences dropdown.



Multiple site references can be selected by clicking on the site reference dropdown, and checking the sites that you have access to:



Pre-defined reports

You can select one of the Pre-defined reports which will set the filters and groupings for you.

Setting the date range

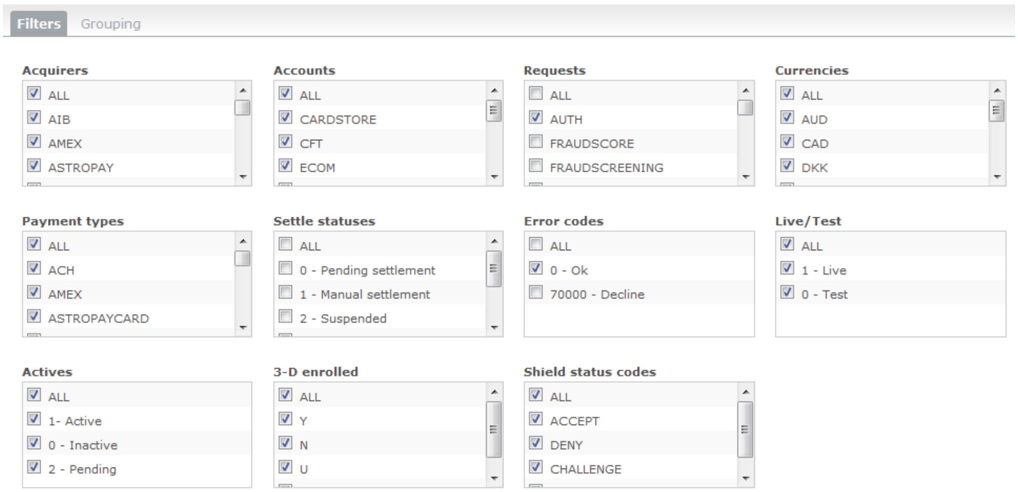
A date range must be specified for each report. By default, the date range will be set for all transactions for the current month.

Summary type

Summary type determines if a report is to be generated.

8.2.1.2 Filters

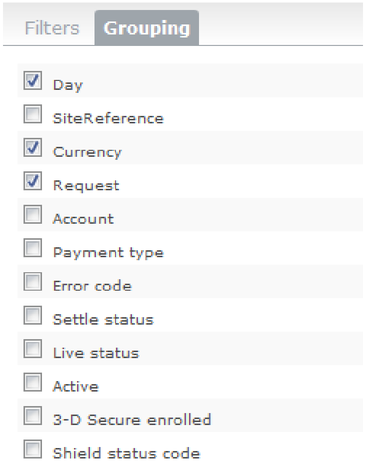
Filter your search criteria using the checkboxes displayed under the Filters heading.



For example, selecting USD in the “Currencies” field will return only transactions that were processed in USD.

8.2.1.3 Grouping

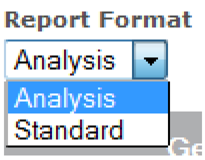
You can set how the data in your reports are grouped together using the checkboxes provided.



For the above report, transactions would be grouped by Day, then Currency, then the Request type.

8.2.2 Report Format

The report format determines how to structure and display the report.



8.2.2.1 Standard

Display Report in standard SecureTrading format.

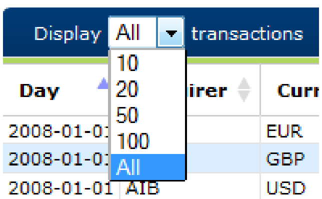
8.2.2.2 Analysis

Display a pre-set report format for transaction analysis.

8.2.3 Report Results

8.2.3.1 Navigating the Results – Pagination

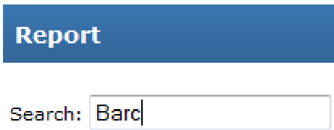
To change the number of transactions displayed per page in the results, select the drop down on the top-left corner of the Search results.



Use the buttons at the bottom of the results to navigate between pages.

8.2.3.2 Further Searching

This can be used to search the report results.



For example, if you typed “Barc” as is shown above, the table will display all records that have “Barc” in a field.

Report

Search: Barc

Display All transactions — REPORT

Day	Acquirer	Curr	Settled AUTH count	Settled AUTH value	Settled REFUND count	Settled REFUND value	Settled Net value
2008-01-01	BARCLAYS	EUR	1	90.00	0	0	90.00
2008-01-01	BARCLAYS	JPY	1	9000	0	0	9000
2008-01-01	BARCLAYS	USD	1	200.00	0	0	200.00

Showing 1 to 3 of 3 entries (filtered from 21 total entries)

First Previous Next Last

8.2.3.3 Sorting the results

By default, the Search Results are sorted by the “Day” field.

Click on a column heading to sort the results. For example, click on the “Settled AUTH value” heading will sort the transactions by that field.

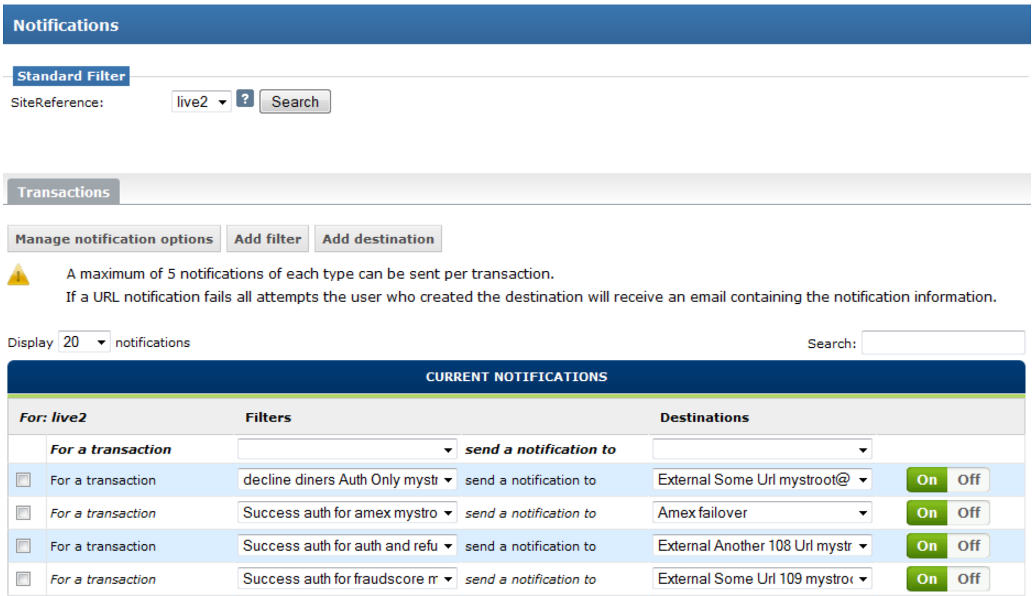
Day	Acquirer	Curr	Settled AUTH count	Settled AUTH value
2012-10-02	PAYPAL	GBP	0	0
2008-01-02	STREAMLINE	GBP	1	9.95
2008-01-01	AIB	EUR	1	10.00
2008-01-01	AIB	GBP	1	10.00
2008-01-01	AIB	USD	1	10.00
2009-01-02	PAYPAL	GBP	2	20.06
2009-01-01	JETPAY	USD	3	30.00
2008-01-01	IKANO	GBP	1	40.00
2008-01-01	ELAVON	EUR	1	44.99
2008-01-01	ELAVON	GBP	2	46.00
2008-01-18	TEST	GBP	1	59.99
2008-01-01	AMEX	GBP	1	66.66
2008-01-01	BARCLAYS	EUR	1	90.00

9 Notifications

The Notifications system enables HTTP Posts and e-mail notifications to be processed based on the result of a transaction.

Notifications can be used in conjunction with any SecureTrading solution.

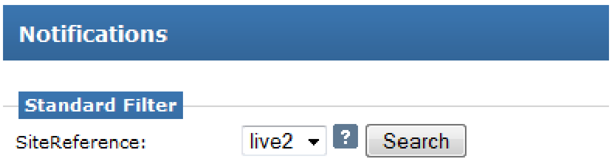
Clicking on the > Notifications link on the left-hand side of the MyST screen will display the main Notifications page.



9.1 Selecting a Site Reference

Notifications can be managed for any Site Reference that you have privileges for.

To update to the correct Site Reference, you will need to click on the + Show search button. You will then be displayed the following:



The Site Reference field contains a list of Site References allocated to the user. To change the Site Reference, select it from the drop-down and click search.

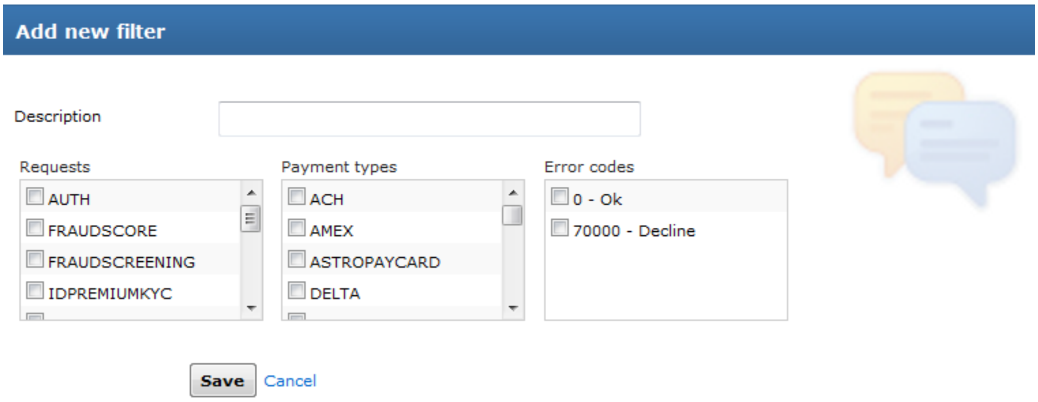
9.2 Add Filter

A filter defines the events under which a notification should be sent.

Notifications can be set up to be very specific. The example below is for a notification that is sent for **successful authorisations** for **all payment types**.

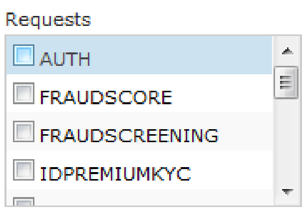
© SecureTrading Limited 2012

To setup your filter, click on the **Add filter** button on the main Notifications page. The "Add new filter" page will then be displayed.

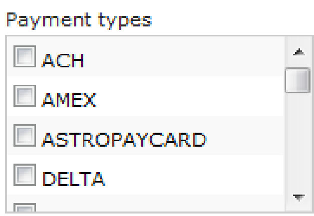


For the Description field, input a name for the filter. For the example, input **Authorisation Filter.**

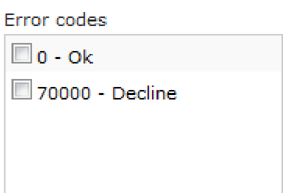
The Request Type field can be for one or more types. For the example, select **AUTH**.



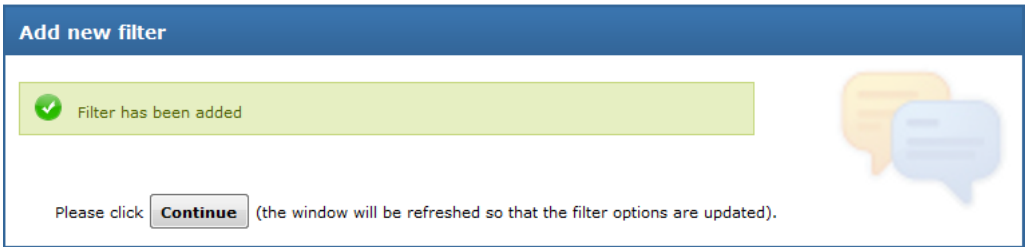
The Payment Type field can be for one or more types..



The Error code field allows setup of different notifications depending on the result of the request. For the example, only successful authorisations are included, select **0 – Ok.**



Press **Save** once you are happy with the filter.

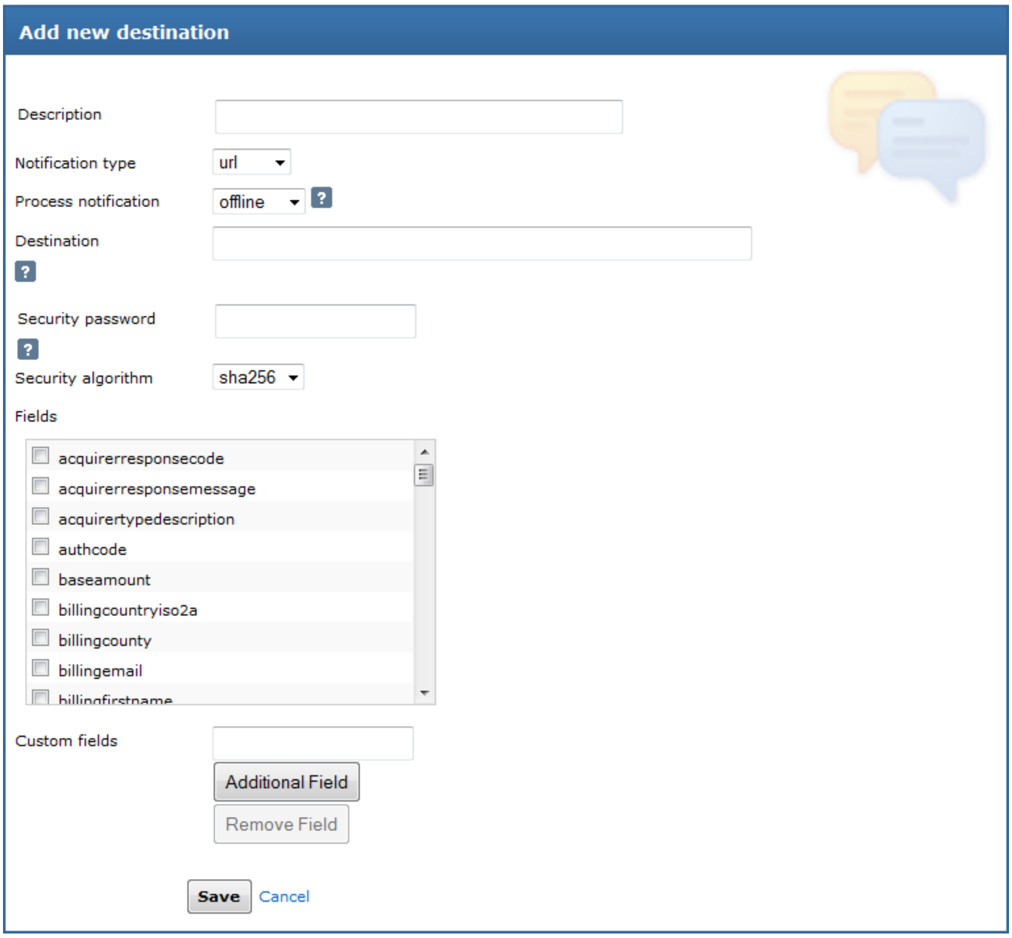


9.3 Add Destination

The Destination will receive a notification when the conditions in the Filter are met.

For the example setup in **9.2 Add Filter**, the Destination is notified for each **successful authorisation** for **all payment types** through the site reference selected.

In order to add a destination, click on the **Add destination** button on the main Notifications page.



The three types of Destination that can be setup are explained below.

9.3.1 HTTP Post

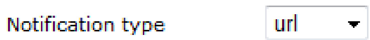
SecureTrading send a HTTP Post to a pre-defined URL within the Merchant's system.

The post can be setup to include a number of fields.

The example will setup a post to http://www.example.com/test.php, with SecureTrading fields **`transactionreference`**, **`securityresponsesecuritycode`**, **`errorcode`** and **`status`** being posted, along with a custom field called **`field1`**.

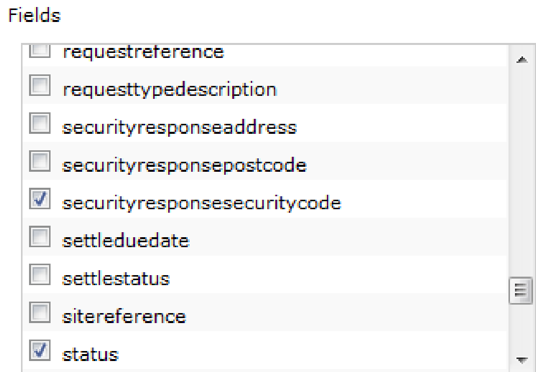
The Description Field is the name of the Destination. For the example input **Success AUTH POST.**

For the Notification type, select **url**.

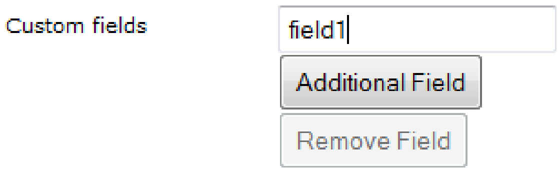


The Destination field is the URL that the system will POST to. For the example, input http://www.example.com/test.php

Select fields by ticking the checkboxes in the list. For the example, click ☑ errorcode , ☑ transactionreference , ☑ securityresponsesecuritycode and ☑ status .

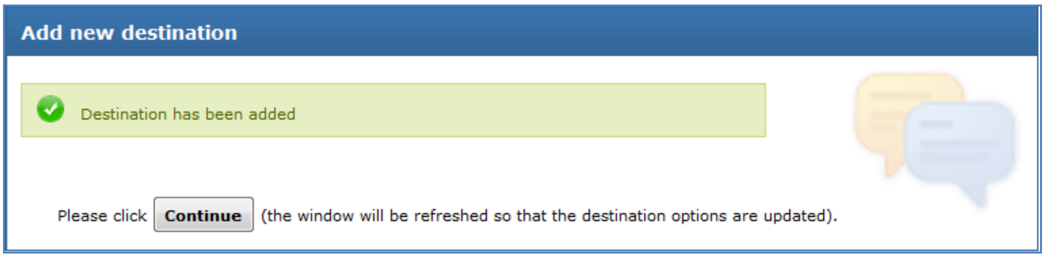


STPP allows Merchants to process their own custom field names through the system. They can include these fields in the HTTP Post by inputting the field name in Custom Fields. For the example, input “field1”.



Please note field names are case sensitive and spaces are not permitted.

Press **Save** once you are happy with the destination.

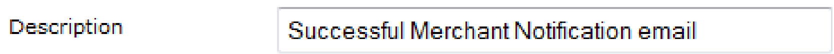


9.3.2 Email Notification to the Merchant

SecureTrading send email notifications to the Merchant's email address.

The example below will send an e-mail to test@example.com with the subject **Successful Authorisation** from success@example.com.

In the Add new destination screen in the Description field, input **Successful Merchant Notification email**.

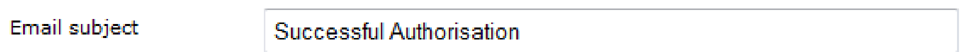


In order to send an email, select **email** in the Notification type drop-down.

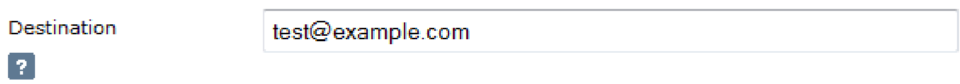
In order to send emails to a Merchant, select **merchant** in the Email type drop-down.

The Email from field sets the address the email will be "From" when it's received. For the example, input success@example.com

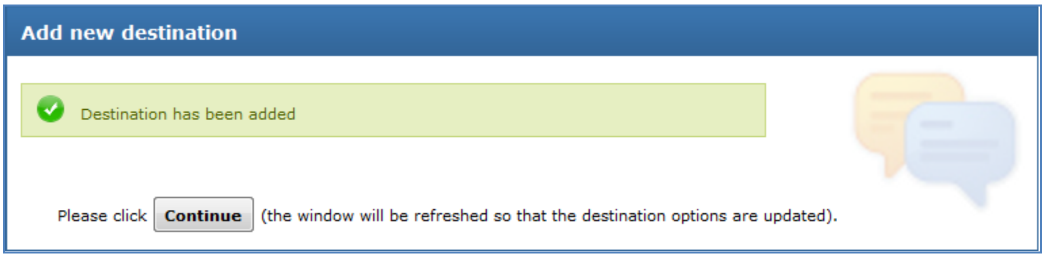
The Email subject will be the text in the subject field of the email. For the example, input **Successful Authorisation.**



Destination is the email address the email will be sent to. For the example, input test@example.com



Press **Save** once you are happy with the destination.



9.3.3 Email Notification to the Customer

SecureTrading send email notifications to the Customer's email address.

The example below will send an email to a customer with the subject **Thank you for your order** from success@example.com.

In the Add new destination screen in the Description field, input **Successful Customer Notification email**.

Description | Successful Customer Notification email

In order to send an email, select **email** in the Notification type drop-down.

Notification type | email

In order to send emails to a Customer, select **customer** in the Email type drop-down.

Email type | customer

The Email from field sets the address the email will be "From" when it's received. For the example, input success@example.com

Email from | success@example.com

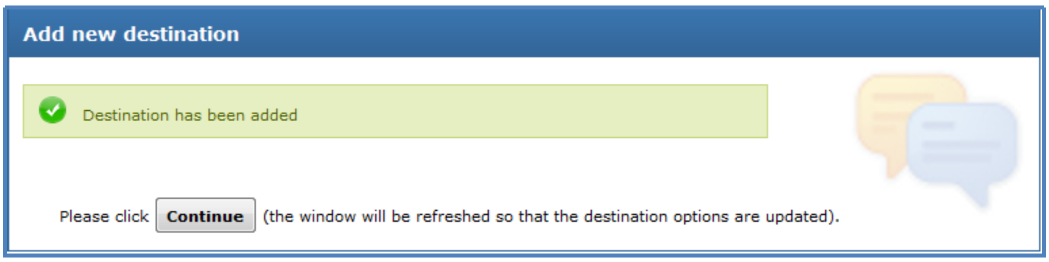
The Email subject will be the text in the subject field of the email. For the example, input **Thank you for your order.**

Email subject | Thank you for your order

The Destination email cannot be set as it will be sent to the customers billing email address.

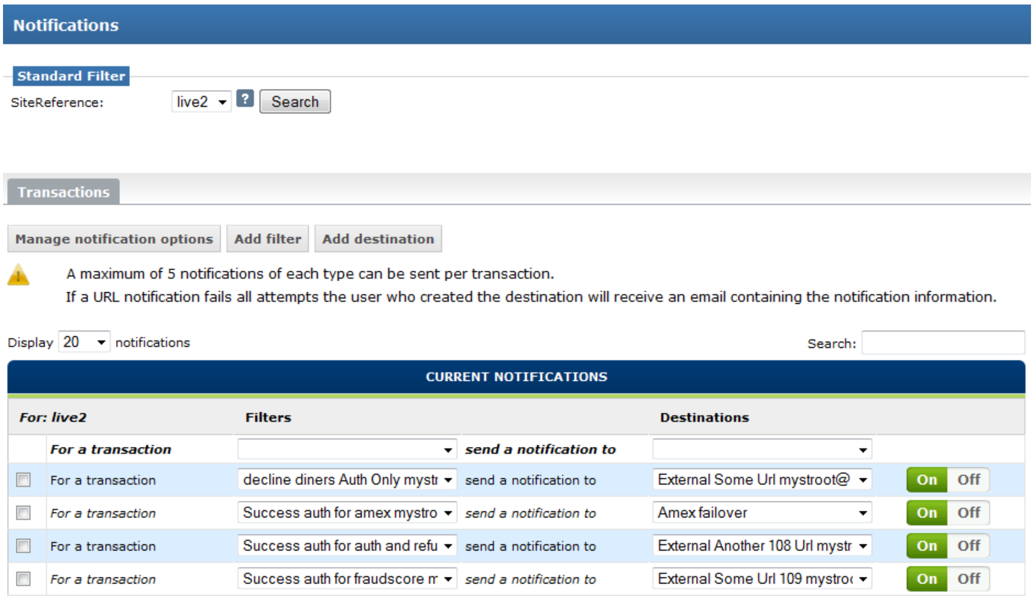
Destination | Emails will be sent to the customers billing email address.

Press **Save** once you are happy with the destination.



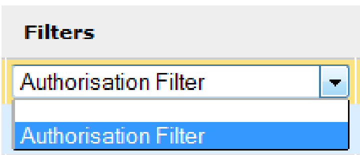
9.4 Assigning a Destination to a Filter

In order to complete the setup of a Notification, Filters and Destinations must be assigned on the Main Notifications page.



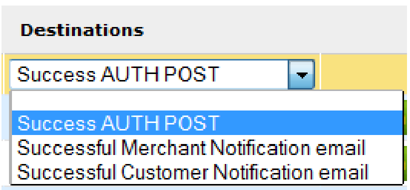
The example will assign the "**Authorisation Filter**" (setup in **9.2 Add Filter** on **page 30**) to the "**Successful AUTH Post**" destination (setup in **9.3.1 HTTP Post** on **page 32**).

On the Main authorisation page, the filter setup in **9.2 Add Filter** on **page 30** will now appear under **Filters**.



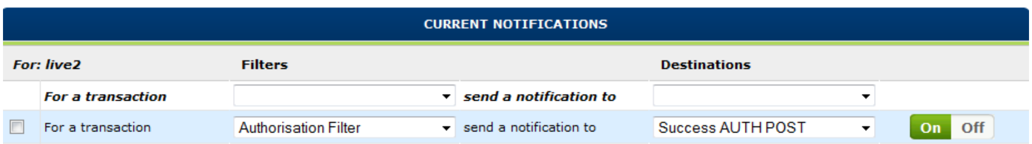
Select **Authorisation Filter**.

After selecting a filter, select a destination. The destinations setup in **9.3 Add Destination** on **page 32** will appear under **Destinations**.



Select **Success AUTH POST** and press **Save** .

Once successfully saved, the Notification will show as **On** in the Current Notifications Page.



9.5 Managing Notifications

To update the Filters or Destinations, press the **Manage notification options** button on the main notifications page.

Configuration

Filters Destinations

add new filter

CURRENT FILTERS		
	Description	
☐	Authorisation Filter	edit

Delete

Please note only Filters and Destinations added by the user are updatable.

Filters or Destinations can be deleted using this screen. Filters or Destinations with the SecureTrading cog next to them cannot be deleted, as they are assigned to existing Notifications.

	Description
	Authorisation Filter

In order to delete one of these Filters or Destinations, it will need to be removed from any existing notifications.

To edit a Filter or Destination, click the “edit” link next to it.

CURRENT FILTERS		
	Description	
	Authorisation Filter	edit

Delete

The options that are editable are the same as those set when adding a Filter or Destination. For more information on these options, please see **9.2 Add Filter on page 30** or **9.3 Add Destination** on page **32**.

9.6 Notifications – Important Notes

There are some notes to consider when configuring Notifications.

9.6.1 Mandatory Fields

A number of fields can be sent when setting up destinations. The `notificationreference` field will always be included.

9.6.2 HTTP Post

Please read the following before configuring your system to receive HTTP Posts.

The Merchant must configure their system to respond to a notification with a response of "HTTP/1.1 200 OK". If they do not respond, the system will continue to send notifications for the transaction for a limited period. Each notification contains a unique reference which is called notificationreference.

The Notification sent from SecureTrading will include a valid HTTP/1.1 Content-type header which the Merchant must be able to accept. For example "Content-type: application/x-www-form-urlencoded; charset=UTF-8".

The Merchant will need to cope with the possibility of the same notification being sent twice. This could happen if the notification was successfully received by the merchant but the response did not arrive at SecureTrading's server (in which case the system may re-try sending the notification at a later date).

9.6.3 Notification URL using SSL

You can setup your system to receive URL Notifications using SSL. In order to do so, your server must present a valid SSL certificate to the SecureTrading notifications client. A valid certificate contains the domain of the Notification URL in the common name of the certificate.

If the certificate is not signed by a known certificate authority (for example Verisign), you must inform SecureTrading (see **13.1 SecureTrading Support** on **page 44**) of your public certificate so we can authenticate correctly.

9.6.4 Maximum Number of Notifications

You can assign a maximum of 5 Notification URLs and 5 notification e-mails for each transaction.

10 File Manager

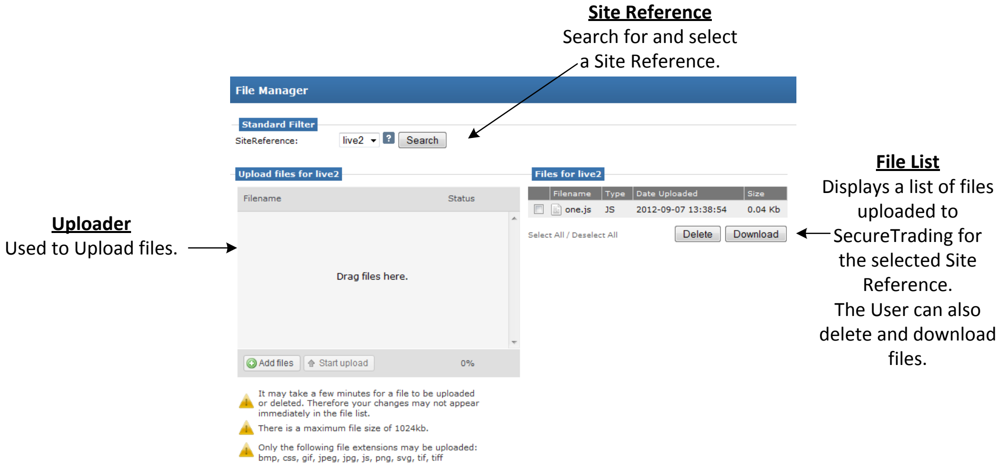
The File Manager allows Merchants to upload files to SecureTrading.

These files are used with the Payment Pages System and can include images, CSS and JavaScript files.

More information on using these files with your Payment Pages can be found in the Payment Pages Setup guide (http://www.securetrading.com/support/downloads-stpp.html).

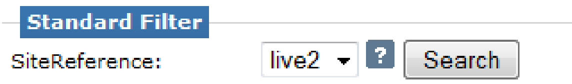
Clicking on the 

link on the left-hand side of the MyST screen will display the main File Manager page.



10.1 Selecting a Site Reference

Files can be managed for any Site Reference that you have privileges for.

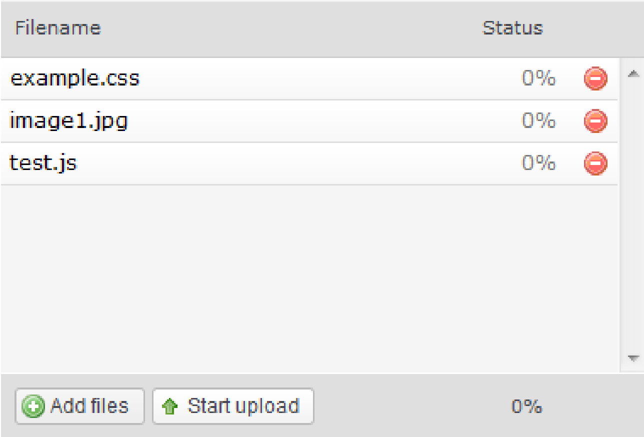


To change the Site Reference, select it from the drop-down and click search.

10.2 Uploading a file

Click the 

button in the Uploader section and select the files to upload.

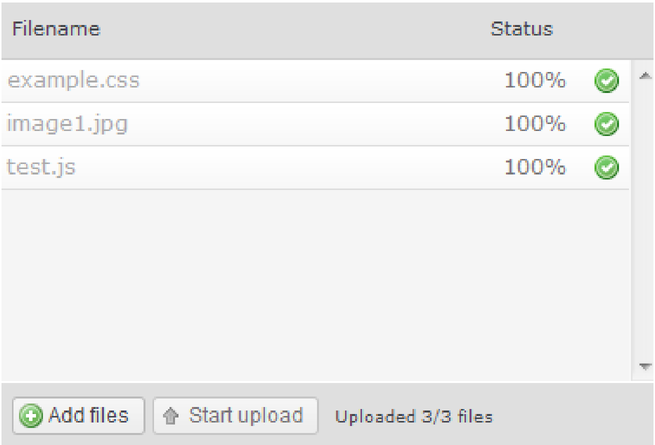


In this example, example.css, test.js and image1.jpg have been selected and are ready to be uploaded. To begin, click 

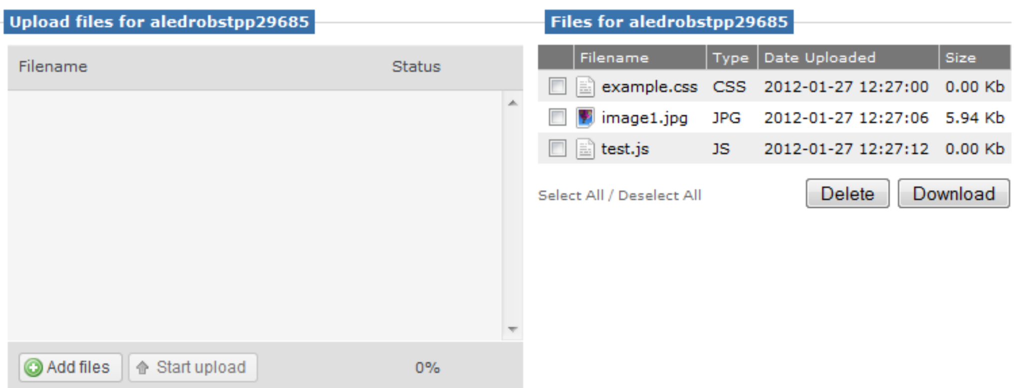
.

Please note only certain file types can be uploaded. A list is available on the File Manager Screen.

Once the files have been successfully uploaded, the Status column will be 100%.



The list of files currently uploaded will be displayed on the right hand side of the screen in the File List section.



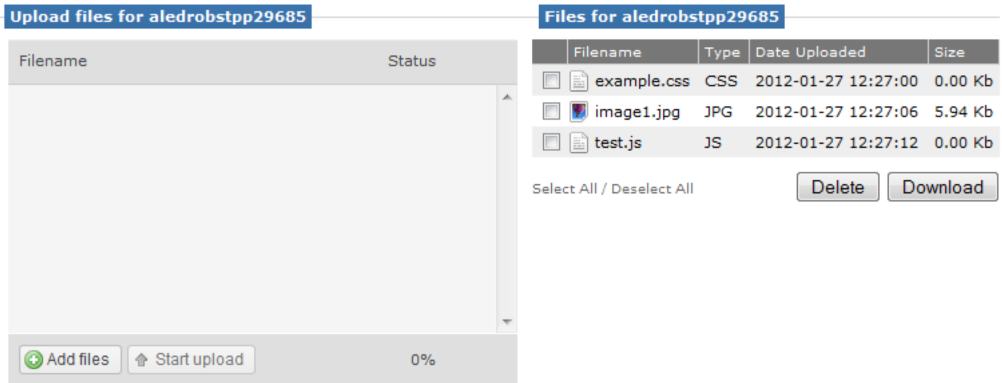
> **Please note** It may take a few minutes for a file to be uploaded or deleted. Therefore your changes may not appear immediately in the File List.

> **Please note** there is no duplicate check for filenames. Uploaded files will override existing ones with the same name.

10.3 Deleting and Downloading

Files can be deleted or downloaded from the File List section.

Once you have selected a Site Reference, uploaded files will appear on the right hand side of the screen.



To select, tick the checkbox next the filename, or use Select All or Deselect All .

	Filename	Type	Date Uploaded	Size
☑	example.css	CSS	2012-01-27 12:27:00	0.00 Kb

10.3.1 Deleting Files

Once you have completed your selection, click the Delete button.

> **Please note** It may take a few minutes for a file to be deleted. Therefore your changes may not appear immediately in the File List.

10.3.2 Downloading Files

Once you have completed your selection, click the Download button.

The file(s) are downloaded in a zip file. You can edit the files and re-upload them with any changes you make.

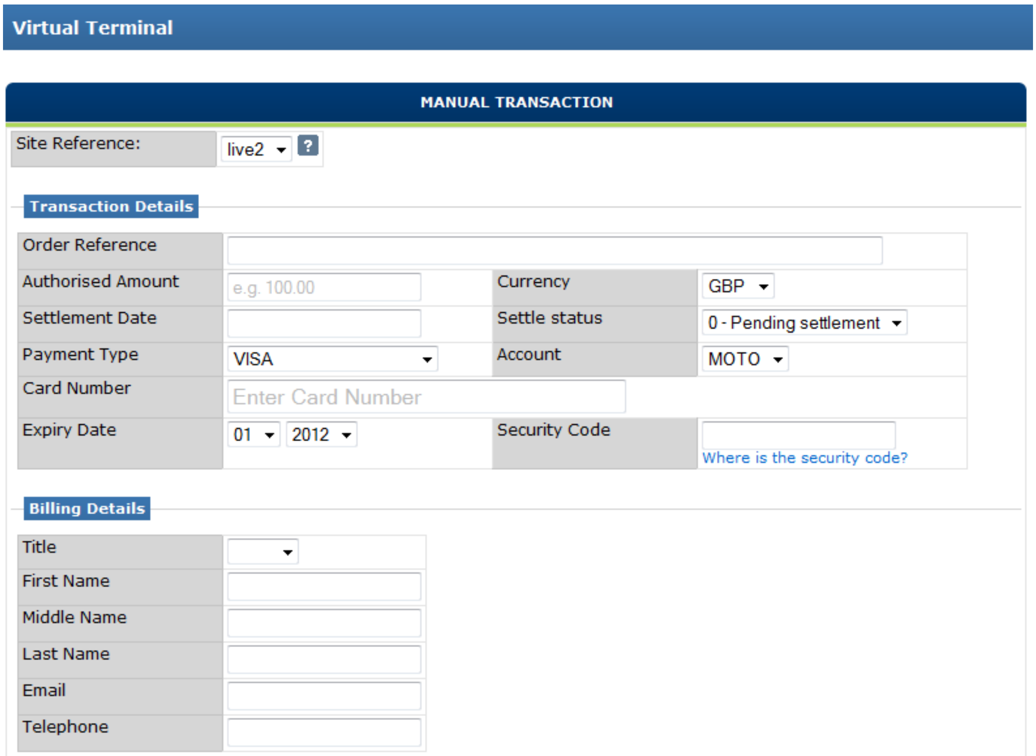
11 Virtual Terminal

The virtual terminal can be used to process payments for customers who cannot pay online. This area allows you to authorise a payment of any amount over the web and get immediate authorisation from the bank.

In order to use the virtual terminal you will need a MOTO (Mail Order Telephone Order) merchant id. If you do not have one and would like to make use of this facility please contact our Support team – contact details can be found in Section 13.1 SecureTrading Support.

11.1 How to use the virtual terminal

To access this facility you should click the *Virtual Terminal* link either in the left side menu or under the Home section of the footer. This will display a screen similar to the below.



Once you are happy with the information entered into the form, press the *Process* button and the transaction will be processed. After a few seconds you will be presented with a success or a failure result. A success result means that the card has been authorised. If the result is a failure this means that the card payment has not been authorised and your customer should arrange another way to pay.

12 Logout

For security reasons it is important to log out of MyST when you have finished using it.

Please note: the system will NOT automatically log you out after a period of inactivity.

12.1 To Log out

To logout of MyST click on the *logout* option in the top right of the screen and select OK when asked for confirmation. You will be returned to the login page and will have been successfully logged out of MyST.

13 Further Information and Support

This section provides useful information with regards to documentation and support for the Merchant's SecureTrading solution.

13.1 SecureTrading Support

Any questions regarding integration or maintenance of the system, please contact our support team using one of the following methods.

Method	Details
Phone	+44 (0) 1248 672 050
Fax	+44 (0) 1248 672 099
E-Mail	support@securetrading.com
URL	http://www.securetrading.com/support/support.html

13.2 SecureTrading Sales

If you do not have an account with SecureTrading, please contact our Sales team and they will inform you of the benefits of a SecureTrading account.

Method	Details
Phone	0800 028 9151
Phone (Int'l)	+44 (0) 1248 672 070
Fax	+44 (0) 1248 672 079
E-Mail	sales@securetrading.com
URL	http://www.securetrading.com

13.3 Useful Documents

Any other document regarding the STPP system can be found on SecureTrading's website (http://www.securetrading.com). Alternatively, please contact our support team as outlined above.

13.4 Frequently Asked Questions

Please visit the FAQ section on our website (http://www.securetrading.com/support/faq).