

Multi-Factor Authentication for Global Payments Ecommerce Portal

What is MFA?

Multi-factor authentication (MFA) is an extra layer of protection against cyberthreats like phishing attacks and account takeovers. It verifies your identity with two different “factors” of authentication when you log in.

The authentication methods we use for Ecommerce Portal are:

1. Your Ecommerce Portal password
2. A one-time verification code sent to your registered email or mobile phone

With MFA, even if someone guesses your password, they won't be able to log in as you without also providing the code. It's extra account security for an extra layer of protection.

Why use MFA?

We use MFA to help protect your account. You may already be familiar with MFA. It's a common way for companies to implement strong identity verification and to comply with regulatory standards for data security and protection.

How do I set up MFA on my account?

We'll automatically enable MFA for your account starting on the 16th of June. After this date, MFA will be part of the usual login flow. After entering your client ID, username, and password, you'll be redirected to a verification screen. After you select a method, we'll send you a code via email or text (SMS). You'll then be prompted to enter the code to log in.

Once you have authenticated yourself, you will not be required to authenticate again for 24 hours unless you use a new device or browser.



What options do I have to receive codes?

When you log in, select one of these MFA methods:

- Your **verified email**, which was used during the Ecommerce Portal registration process
- A **text message (SMS)** to your registered mobile phone

How will MFA work on my account?

Once we've enabled MFA, you'll need to enter the one-time code you receive:

- When you log in
- When you log in from a new device or new web browser

Do I have to authenticate separately for certain areas in Ecommerce Portal?

No. MFA applies only when logging in. Certain areas of the application are already password protected today, and this will remain in place.

What if I didn't receive the one-time code?

First, try again by clicking the Resend button on the login verification screen. If that doesn't work, select another authentication method. If you still haven't received it, contact your Ecommerce Portal Administrator or User Manager.

What if I no longer have access to my registered email?

Contact your Ecommerce Portal Administrator or User Manager to change the email on your account.

What if I no longer have access to the phone number on my account?

Contact your Ecommerce Portal Administrator or User Manager to change the mobile phone number on your account.

My registered phone is my personal mobile. What if I don't want to use it for codes?

No problem. Just select the registered email on your account to receive one-time codes.

What if I can't log in to my account?

First, check that you've entered the correct client ID, username, and password, as well as the one-time code within 5 minutes of receiving the email or text (SMS). If you're still experiencing login issues, please contact the Ecommerce Support Team at ecomsupport@globalpay.com.

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