



Skrill Merchant Account Administration Guide

For use by merchant account administrators

www.skrill.com

Version 2.1

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Version Control Table

Date	Version	Description
21/02/2018	1.0	New document
20/10/2020	2.0	Process changes due to migration to the new Merchant Portal
25/03/2021	2.1	<i>Password reset and Delete a User added</i>

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1 ABOUT THIS GUIDE

This guide is for Skrill merchant account administrators. It describes how to set up and administer a Skrill merchant account, including how to share it with other users.

The table below lists the text conventions used in this guide.

Convention	Indicates
<i>Reference</i>	A reference to another section in this guide. For example, see <i>Managing user accounts on page 9</i>
<i>Italic</i>	A new term, an interface label, or a file path or folder.
Bold	The labels of keys or interface controls you must use or fields you must complete to perform some action. For example: type your Password , and then click OK or press Enter . Menu1 > Menu2 represents a menu path you must select.

2 SETTING UP MERCHANT ACCOUNTS

After registering for a Skrill merchant account you will receive an email containing a link that you must follow to a page where you confirm your registration and set up your password. *The link remains active for 24 hours only.*

2.1 Setting up your account

To set up your merchant account login:

1. Click the link to view the *Confirm registration* page.

2. Type a **Password** for the login and then complete the reCAPTCHA. *If you have other merchant accounts, you can use the same email address for them. If you do this, however, you must also use the same password for each.*

Tip: Keep a note of your password; you will need it when you log into the account later.

3. Click **Submit**.

2.2 Creating user accounts

Once you have set up your merchant account administrator login you can set up the logins of other account users. Each merchant account can have up to 60 active *Regular* users, and up to three active *Administrator* users.

- *Administrators* have unlimited access to the merchant account
- *Regular users* have their access permissions allocated by an administrator and can only access certain parts of the Skrill account management interface

To set up user account logins:

1. Navigate to <https://merchant.paysafe.com/skrill/login>, enter your **Email** address and **Password**, complete the reCAPTCHA and then click **Login**.
2. On the *My Account* page, click **Users**.

The screenshot shows the 'Users' management interface. At the top, there's a search bar and an 'Add User' button. Below are three filters for 'Test Company Name 1', 'Test Company Name 2', and 'Test Company Name 3'. A table displays three users with their roles (Admin, Admin, Regular) and activation states (Pending, Active, Regular). The 'Activate' column uses icons to represent these states.

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	Pending	[Edit] [Send] [Delete]
[Redacted]	[Redacted]	Admin	Active	[Edit]
[Redacted]	[Redacted]	Regular	Regular	[Edit] [Lock]

The *Users* list contains details of all users of the merchant account; the *Activate* column shows each user's current state:

- *Pending* – The user has received the account creation link but has not yet set up a password
- *Active* – The user has set up a password and can log in to the account
- *LOCKED* – The user entered a wrong password three times consecutively
- *Dormant* – The user has not logged into their account for at least 120 days
- *Blocked* – The user has been blocked from using the account by an administrator

3. Click **Add User**. The *Add User* page appears.

Step 1: Details

- Type the user's **First Name**, **Last Name** and **Email** address.
- Click **Next**.

The screenshot shows the 'Add User' page. It features a warning message at the top, a progress indicator with three steps (1. Details, 2. Permissions, 3. Summary), and a form for entering user details. The form includes fields for First Name, Last Name, and Email.

Step 1: Enter User Details

First Name: John

Last Name: Doe

Email: john.doe@example.co.uk

Buttons: Cancel, Next

Step 2: Assign Roles & Permissions for Wallets

- Select wallet(s) to be assigned to user.
- Select user's **Role**, either **Admin** or **Regular**.
- If you are creating a **Regular** user, select their access **Permissions**, which define what they can do with the account.

The screenshot shows the 'Add User' interface in the Skroll system. The top navigation bar includes the Skroll logo and 'API GUIDES'. The left sidebar contains navigation options: Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area is titled 'Add User' and shows a progress bar with three steps: 1. Details, 2. Permissions (current), and 3. Summary. Below the progress bar, the title 'Step 2: Assign Roles & Permissions for Wallets' is displayed, followed by the instruction 'Select wallet(s) to be assigned to user and define corresponding role and permissions on the wallet'. Three wallets are listed for selection:

- Test Company Name 1 (ID: 157466725) with a US flag icon. Role options: Admin, Regular.
- Test Company Name 2 (ID: 25585085) with a US flag icon. Role options: Admin, Regular.
- Test Company Name 3 (ID: 49336562) with US, CA, and GB flag icons. Role options: Admin, Regular. This wallet is selected with a checkmark.

Below the selected wallet, the 'Select permissions to be assigned to user' section is visible. The following permissions are checked:

- Search Transactions - View
- Account Balances
- Banking - Manage Bank Accounts
- Developer Settings

Other permissions listed but not checked include: Search Transactions - Edit, Change Primary Currency, Banking - Withdraw and Upload, Transfers - Customer, Transfers - Intra Merchant, Transfers - Exchange Currency, Mass Payments, Schedule Balances, Merchant Refunds, and Account Settings. A 'Clone Permissions' button is located at the bottom right of the permissions section. At the bottom of the interface, there are 'Back', 'Cancel', and 'Next' buttons.

Note: Regular users cannot be given access to the *Users* functionality in *My Account*.

- Click **Next**.

Step 3: Summary

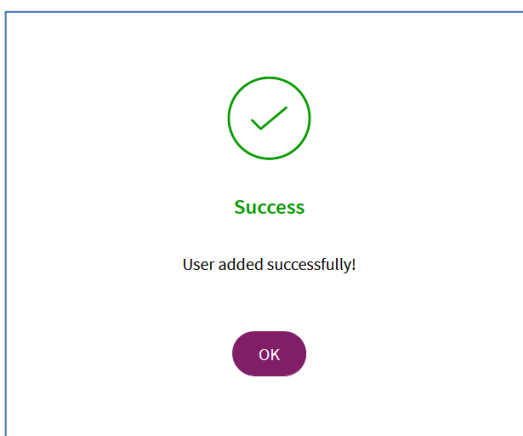
- Check information on screen.
- If correct, click **Add User**.

The screenshot shows the 'Add User' interface in the Skroll system. The top navigation bar is purple with the 'Skroll' logo on the left and 'API GUIDES' on the right. A left sidebar contains navigation items: Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area is titled 'Add User' and shows a progress indicator with three steps: 1 Details, 2 Permissions, and 3 Summary. The current step is 'Step 3: Summary', which displays the user's details: First Name 'John', Last Name 'Doe', and Email 'john.doe@example.co.uk'. Below this is a 'Roles & Permissions' section with a table:

Wallet	Role	Permissions
Test Company Name 3 (ID: 49336562)	REGULAR	Search Transactions - View, Account Balances, Banking - Manage Bank Accounts, Developer Settings

At the bottom of the form are 'Back', 'Cancel', and 'Add User' buttons.

4. The system creates the account and mails the user an activation link which they should follow and then set up their password so that they can use the account. *The link remains active for 24 hours only.*



Administrators can modify and manage existing user accounts. This is described in the next section.

2.3 Managing user accounts

Merchant account administrators can:

- reset the passwords of regular users and other administrators;
- change a user's type from administrator to regular (or the reverse);
- change a regular user's permissions;
- delete users;
- *activate* or *inactivate* a user account. Inactivating a user's account prevents them from accessing it.

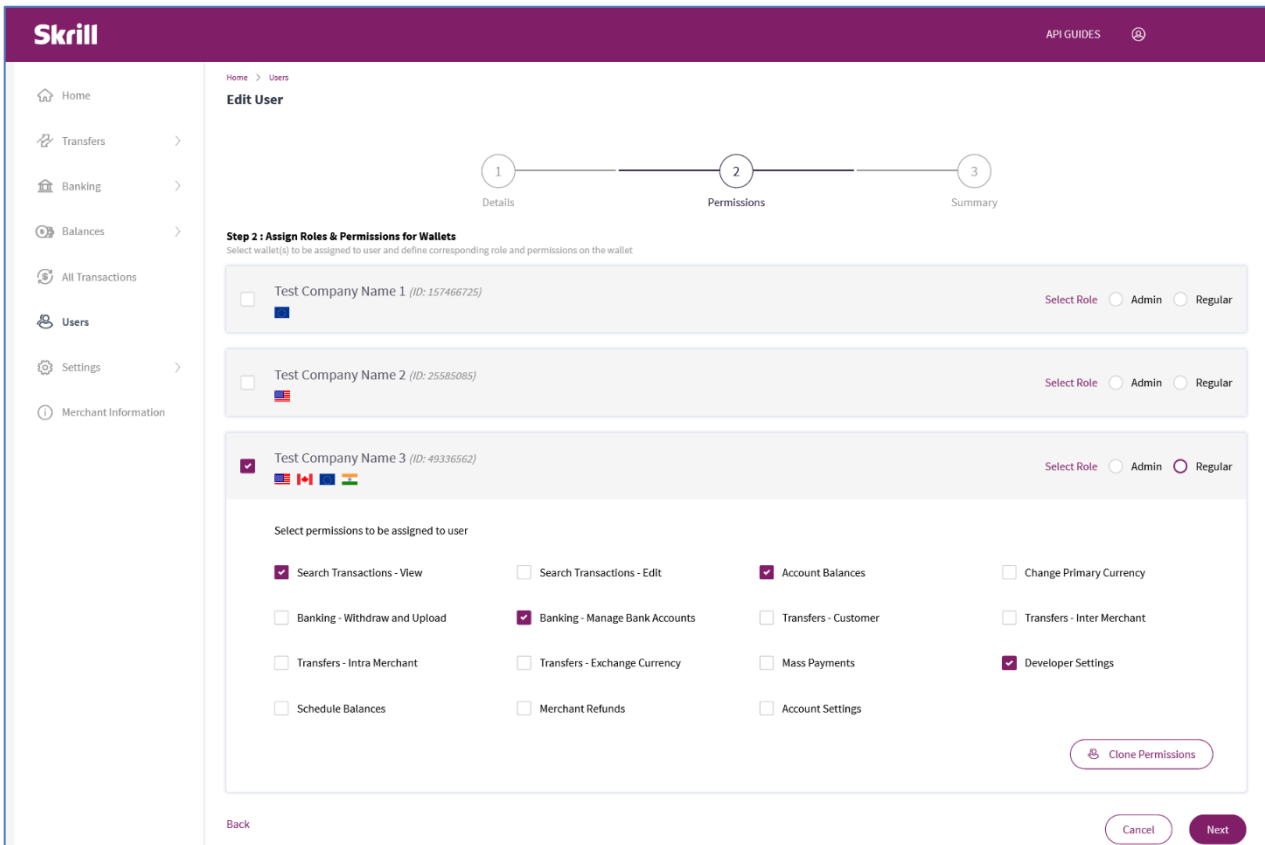
2.3.1. To change user's role or access permissions:

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user to manage, and then in their *Actions* column, click **Edit**.

The screenshot shows the Skroll 'Users' management page. The interface includes a sidebar with navigation options like Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area displays a search bar and a list of users. The 'Users' list has the following columns: Name, Email, Role, Activate, and Actions. The user 'John Doe' is highlighted, and the 'Edit' icon in the Actions column is circled in red. Below the table, there is a legend for user statuses: Blocked, Dormant, Active, LOCKED, and Pending.

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	Pending	[Edit] [Reset] [Delete]
[Redacted]	[Redacted]	Admin	[Toggle]	[Edit]
John Doe	john.doe@example.co.uk	Regular	Pending	[Edit] [Reset] [Delete]
[Redacted]	[Redacted]	Regular	[Toggle]	[Edit] [Reset]

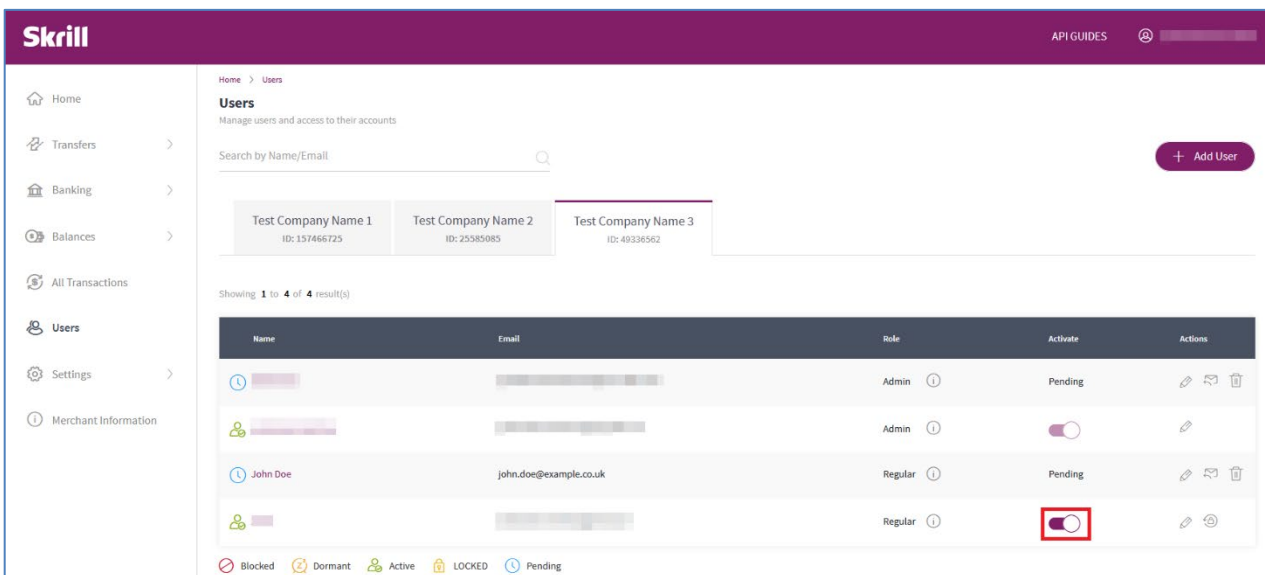
The *Edit User* page appears; for example:



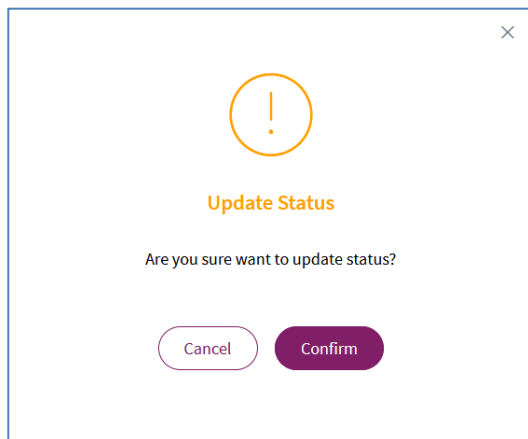
3. As required, change the **Role** or access permissions.
4. Click **Next**.
5. Check information on screen and click **Update User**.

2.3.2. To activate/inactivate user’s account

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user to manage, and then in their *Activate* column, click the *Activate/Inactivate* toggle.



3. The system prompts you to confirm the status update. Click **Confirm**.



2.3.3. To reset user's password

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user whose password is to be reset, and then in their *Actions* column, click **Reset Password**.

The screenshot displays the 'Users' management interface in the Skroll system. The top navigation bar is purple with the 'Skroll' logo and 'API GUIDES' on the right. A left sidebar contains navigation options like Home, Transfers, Banking, Balances, All Transactions, Users, Settings, and Merchant Information. The main content area is titled 'Users' and includes a search bar and an 'Add User' button. Below this, there are three company name filters. A table lists users with columns for Name, Email, Role, Activate, and Actions. The 'John Doe' user is highlighted, and a red box in the 'Actions' column points to the 'Reset Password' icon. A legend at the bottom identifies user statuses: Blocked, Dormant, Active, LOCKED, and Pending.

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	Pending	[Edit] [Reset] [Delete]
[Redacted]	[Redacted]	Admin	[Toggle]	[Edit]
John Doe	john.doe@example.co.uk	Regular	Pending	[Edit] [Reset] [Delete]
[Redacted]	[Redacted]	Regular	[Toggle]	[Edit] [Reset] [Delete]

2.3.4. To delete user

1. On the *My Account* page, click **Users**.
2. In the *Users* list, locate the user to be deleted, and then in their *Actions* column, click **Delete**.

The screenshot shows the Skroll 'Users' management interface. At the top, there's a search bar and an 'Add User' button. Below are three filters for 'Test Company Name 1', 'Test Company Name 2', and 'Test Company Name 3'. A table displays user details with columns for Name, Email, Role, Activate, and Actions. The user 'John Doe' is selected, and the 'Delete User' icon in the Actions column is highlighted with a red box. A legend at the bottom identifies user statuses: Blocked, Dormant, Active, LOCKED, and Pending.

Name	Email	Role	Activate	Actions
[Redacted]	[Redacted]	Admin	Pending	[Edit] [Message] [Delete]
[Redacted]	[Redacted]	Admin	[Toggle]	[Edit]
John Doe	john.doe@example.co.uk	Regular	Pending	[Edit] [Message] [Delete]
[Redacted]	[Redacted]	Regular	[Toggle]	[Edit] [Message]

3. The system prompts you to confirm the *Delete User* action. Click **Confirm**.

The dialog box displays a warning icon (exclamation mark in a circle) and the text 'Delete User'. Below this, it asks 'Are you sure want to Delete user?'. At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

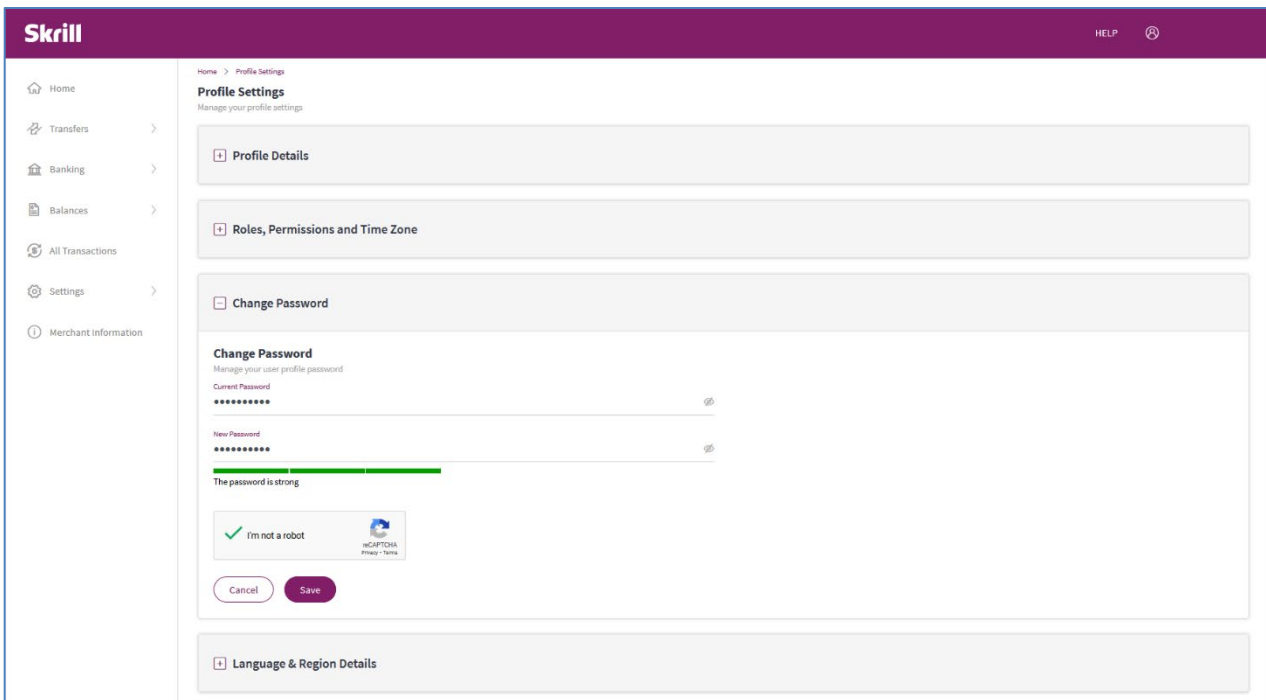
Note: Only users with status *Pending* can be deleted. If they have already set their password, their access can only be inactivated (see 2.3.2. *To activate/inactivate user's account*).

3 MERCHANT ACCOUNT CHANGES BY USERS

All users are able to change their login password for their merchant accounts.

For a user to change it:

1. Navigate to <https://merchant.paysafe.com/skrill/login>, enter your **Email** address and **Password**, complete the reCAPTCHA and then click **Login**.
2. On the *My Account* page, click your name in the top right-hand corner.
3. Click **Profile Settings**.
4. Under *Change Password*, type the old value, then the new, and then complete the reCAPTCHA.



The screenshot shows the Skrill merchant account administration interface. The top navigation bar is purple with the 'Skrill' logo on the left and 'HELP' and a user icon on the right. A left sidebar contains navigation links: Home, Transfers, Banking, Balances, All Transactions, Settings, and Merchant Information. The main content area is titled 'Profile Settings' and includes sections for Profile Details, Roles, Permissions and Time Zone, Change Password, and Language & Region Details. The 'Change Password' section is active, showing fields for 'Current Password' and 'New Password', both masked with dots. A green progress bar indicates 'The password is strong'. Below the fields is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'. At the bottom of the section are 'Cancel' and 'Save' buttons.

5. Click **Save**.