

Audit Log

Overview

The Audit Log allows merchants to monitor activities undertaken by their teams to minimize the risk of fraudulent actions, money laundering actions, or actions that might cause reputational or any other damage.

For this purpose, an **Audit Log report** is introduced.

The Audit Log is a record that displays the merchant's team's actions within the Verifone Central dashboard. The Audit Log report shows the activities performed by a user that results in data change.

Audit Logs are useful whether you want to manage cases, perform user activity analysis, or conduct a specific survey.

Availability

Only users with a **Merchant Admin** role can access the **Audit Log** section in Verifone Central. Events are recorded only when the users are logged in to Verifone Central.

Benefits

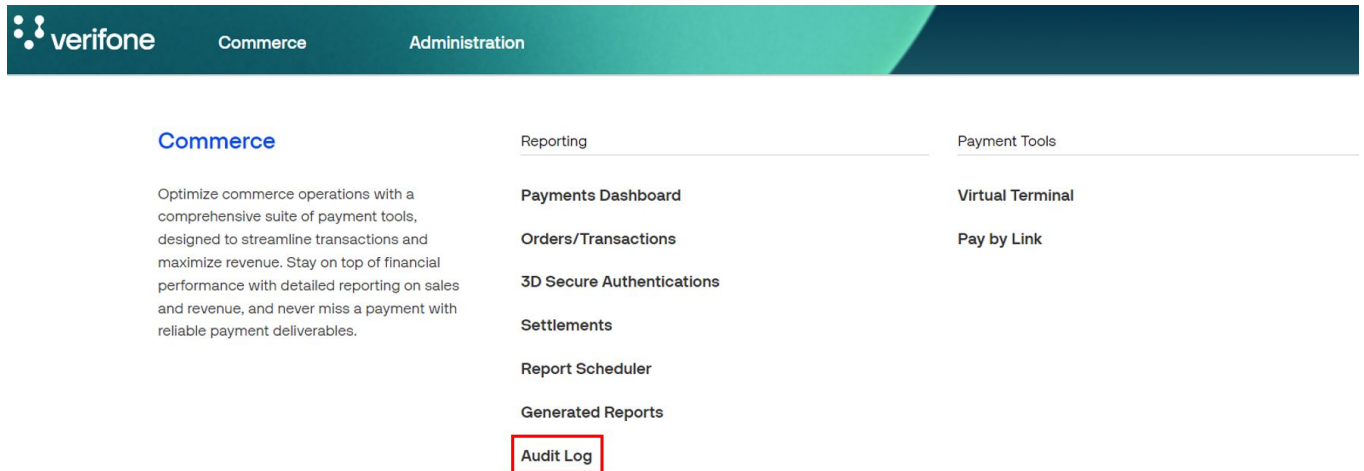
The Verifone Audit Log aims to improve companies' security and risk management.

Using the Audit Log functionality, merchants will be able to:

- Access and find out the precise reasons for activities that affected specific operations or procedures
- Keep the company safe with full visibility over daily activities made by users
- Gain insight into fraudulent or unauthorized activities with the potential to damage the company's operations and/or reputation

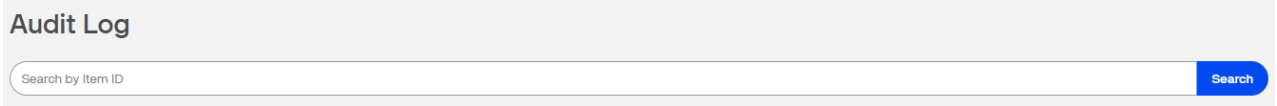
Access Audit Log in Verifone Central

1. Log in to your [Verifone Central](#) account.
2. Navigate to **Commerce** -> *Reporting* and then click on **Audit Log**.



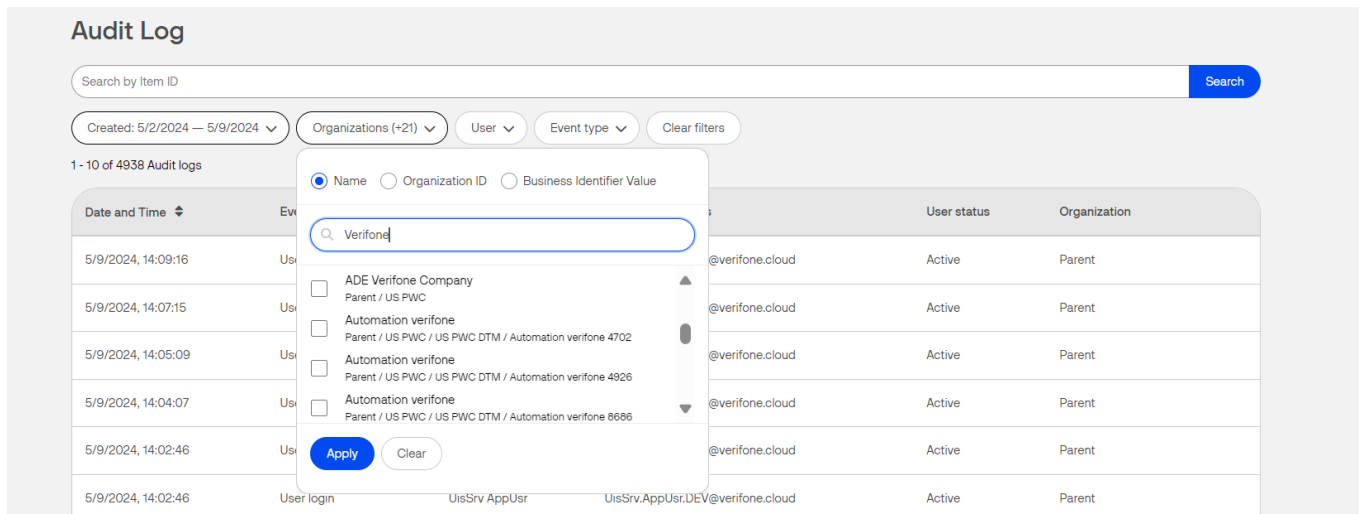
3. You have the option to search directly by entering an Item ID in the **Search by Item ID** box or you can use filters to refine recorded events (detailed in step 4).

- o Enter an item ID in the **Search by Item ID** box.

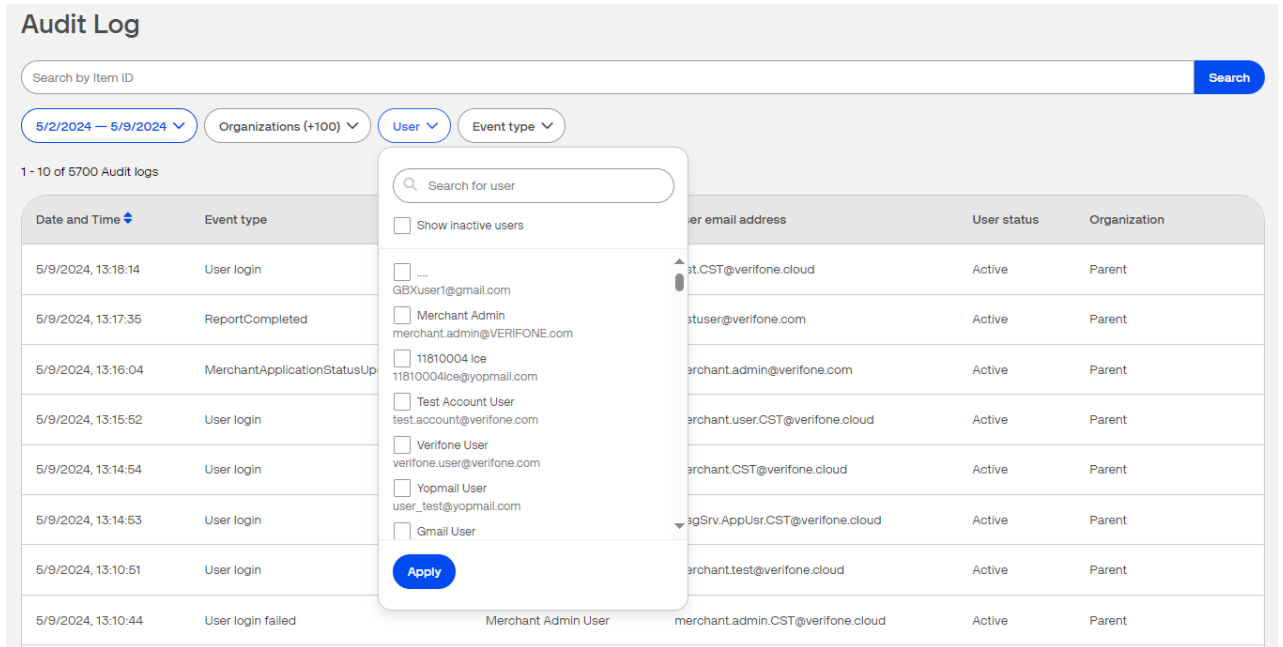


- o In an event, the **Item ID** serves as the identifier through which we can uniquely distinguish the event. This ID varies based on the type of event. For instance:
 - In an organization change event, the Organization ID serves as the Item ID.
 - In a payment action event, the transaction ID serves as the Item ID.
 - In a POI update event, the POI ID serves as the Item ID.
 - In an user update event, the User ID serves as the Item ID.

4. You can filter recorded events per time interval, organizations, user, and event type.



- o Click on **Organizations** to filter the results according to the organization(s) you are part of, by selecting the needed organization(s) from the main dropdown menu, or by selecting one of the below three options:
 - **Name** - use the name of the desired organization or part of the name.
 - **Organization ID** - use the organization ID, that can be found under *Administration > Organization Company and Sites*.
 - **Business Identifier Value** - use the business identifier value, that can be found under *Administration > Payment (Provider) Contracts* (to check if you have the permission to view the payment provider contracts, check the [Users and merchants roles](#) documentation).
- o Click on **User** to filter results according to the users (and their emails) on your organization(s). You can also filter to show your inactive users:



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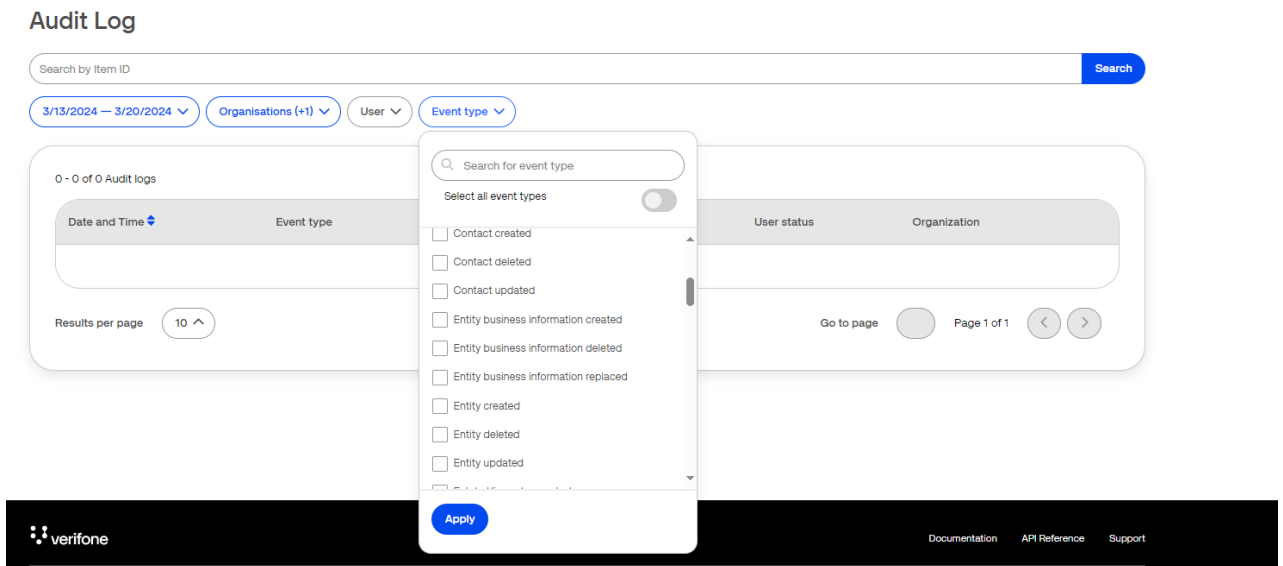
Search by Item ID Search

5/2/2024 — 5/9/2024 Organizations (+100) User Event type

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Date and Time	Event type	User email address	User status	Organization
5/9/2024, 13:18:14	User login	...@verifone.cloud	Active	Parent
5/9/2024, 13:17:35	ReportCompleted	...@verifone.com	Active	Parent
5/9/2024, 13:16:04	MerchantApplicationStatusUp	...@verifone.com	Active	Parent
5/9/2024, 13:15:52	User login	...@verifone.cloud	Active	Parent
5/9/2024, 13:14:54	User login	...@verifone.cloud	Active	Parent
5/9/2024, 13:14:53	User login	...@verifone.cloud	Active	Parent
5/9/2024, 13:10:51	User login	...@verifone.cloud	Active	Parent
5/9/2024, 13:10:44	User login failed	Merchant Admin User ...@verifone.cloud	Active	Parent

- Click on **Event type** and select a specific action, for example, **User updated**. The following types of events are displayed in the Audit Log report:
 - **Business information related events** (such as Entity Created, POI Deleted or Payment Provider Contract Updated)
 - **User management related events** (such as new user created, existing user deleted, user is updated)
 - **User interaction events** (such as user account changes are executed, password is changed)
 - **Payment action events** (such as Capture, Authorization or Refund) - used on e-commerce platforms
- Click the **Apply** button. This action will filter all the user activities under the **User updated event type**.



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Search by Item ID Search

3/13/2024 — 3/20/2024 Organisations (+1) User Event type

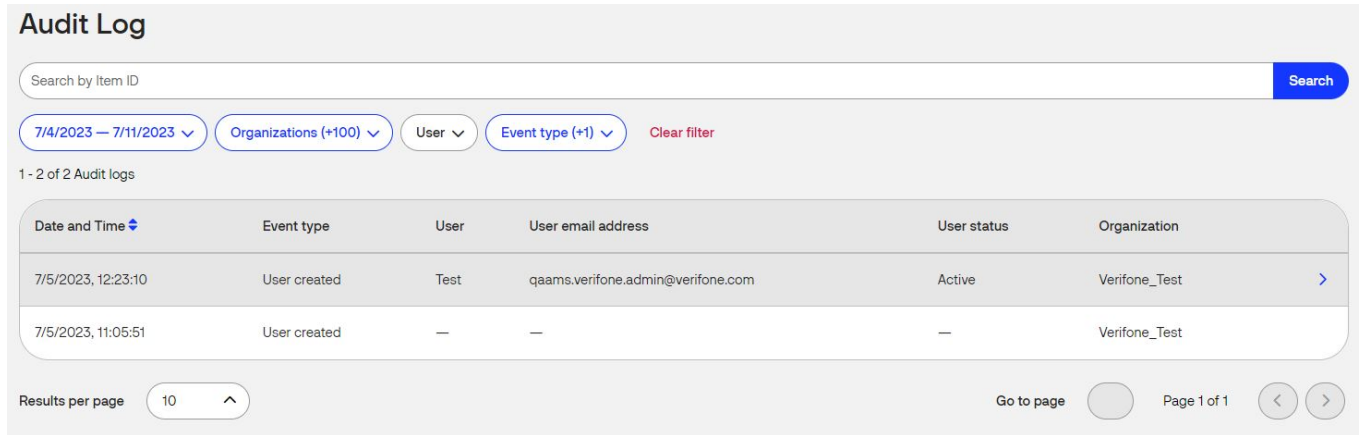
0 - 0 of 0 Audit logs

Date and Time	Event type	User status	Organization
(Empty table body)			

Results per page: 10 ^

Go to page: Page 1 of 1

5. After setting the desired filters, click on a report line to see more detailed information on the logged event. Selecting a report line will make available the *Event Details* of the *Event type*.



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Search by Item ID Search

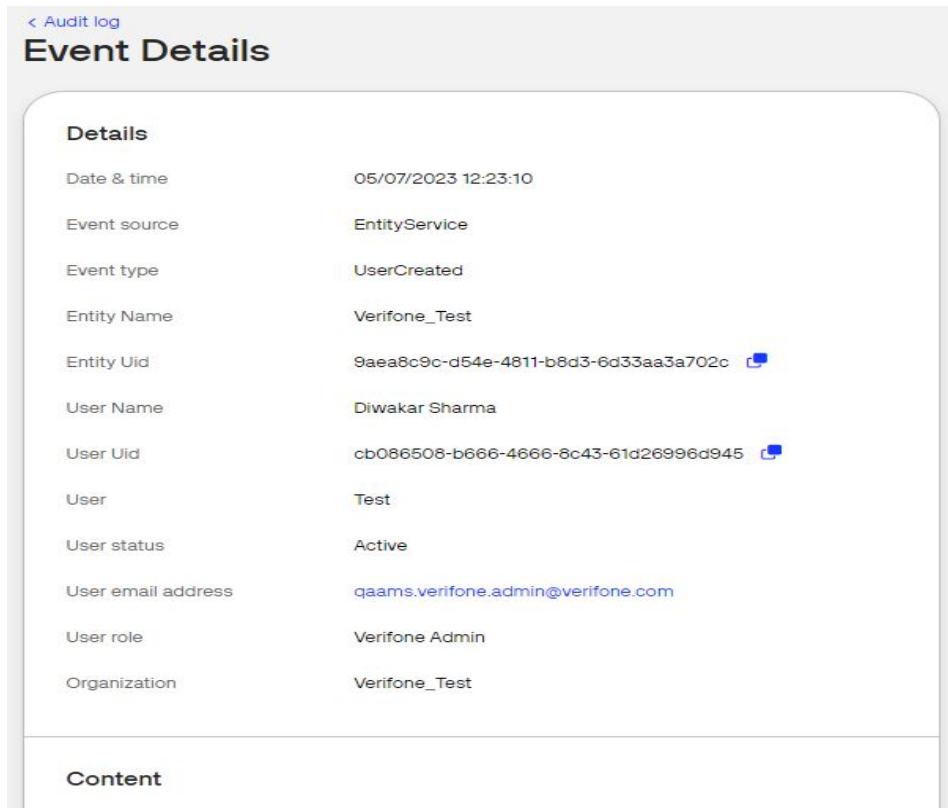
7/4/2023 — 7/11/2023 Organizations (+100) User Event type (+1) Clear filter

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Date and Time	Event type	User	User email address	User status	Organization
7/5/2023, 12:23:10	User created	Test	qaams.verifone.admin@verifone.com	Active	Verifone_Test >
7/5/2023, 11:05:51	User created	—	—	—	Verifone_Test

Results per page: 10 Go to page Page 1 of 1

6. The *Event Details* window shows detailed information on the logged event.



[< Audit log](#)

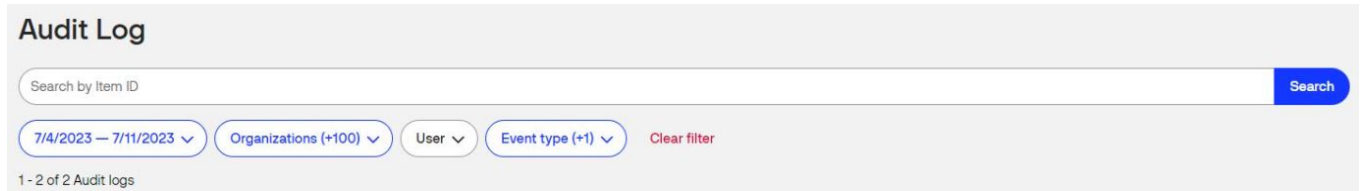
Event Details

Details

Date & time	05/07/2023 12:23:10
Event source	EntityService
Event type	UserCreated
Entity Name	Verifone_Test
Entity Uid	9aea8c9c-d54e-4811-b8d3-6d33aa3a702c 📄
User Name	Diwakar Sharma
User Uid	cb086508-b666-4666-8c43-61d26996d945 📄
User	Test
User status	Active
User email address	qaams.verifone.admin@verifone.com
User role	Verifone Admin
Organization	Verifone_Test

Content

7. To reset all the filters and return to the *Audit Log* menu, click **Clear filter**.

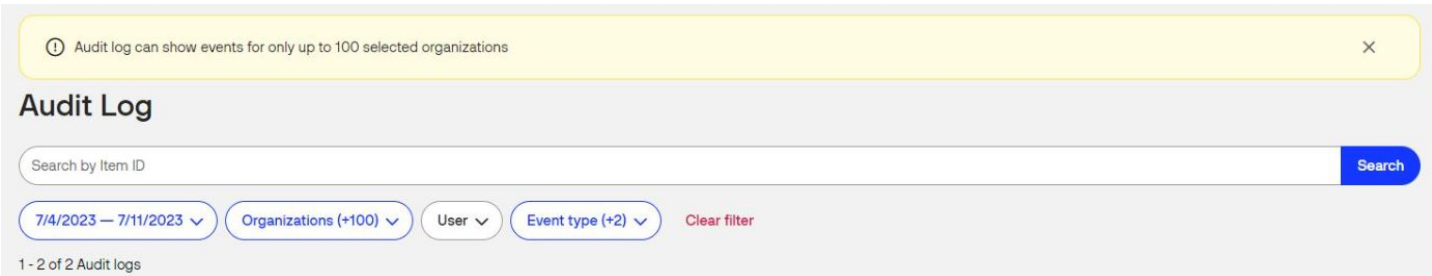


All the rest of the desired report lines from the Audit Log section behave similarly.

Selecting multiple organizations

Audit log now supports multi-selection in the organization filters. When selecting an organization, automatically its children organizations are also selected recursively.

Only up to 100 organizations can be selected at the same time.



Audit Log parameters

The following table describes the fields that appear in the Audit log page:

Parameter	Description
Date and time	Time stamp, when an action was undertaken
Event type	What kind of action was undertaken by the user
User	The name of the Verifone Central user, who has undertaken the action
User email address	E-mail of the user in the Verifone Central application
User status	Status of the user's account in the Verifone Central application

Parameter	Description
Organization	An organization assigned to the user to make actions with
Item ID	Identifier through which we can uniquely distinguish the event
User ID	Verifone Central identifier number assigned to the user

Event types

The following types of events are displayed in the Audit Log report:

- **Business information related events** (such as Entity Created, POI Deleted or Payment Provider Contract Updated)
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