

## Getting started

### Verifone Central Environments

To use the production and test instances of Verifone Central you need to be granted access to one of the following URLs, depending on your company's location:

Region	Environment	URL
New Zealand	Production	<a href="https://nz.live.verifone.cloud/">https://nz.live.verifone.cloud/</a>
	Test	<a href="https://test.verifone.cloud/">https://test.verifone.cloud/</a>
Australia	Production	<a href="https://au.live.verifone.cloud/">https://au.live.verifone.cloud/</a>
	Test	<a href="https://test.verifone.cloud/">https://test.verifone.cloud/</a>
EMEA	Production	<a href="https://emea.live.verifone.cloud/">https://emea.live.verifone.cloud/</a>
	Test	<a href="https://test.verifone.cloud/">https://test.verifone.cloud/</a>
USA/ Canada/ Mexico	Production	<a href="https://us.live.verifone.cloud/">https://us.live.verifone.cloud/</a>
	Test	<a href="https://uscst.test.vficloud.net/">https://uscst.test.vficloud.net/</a>

### Gaining access to Verifone Central

1. Contact your Verifone account manager. After the creation of the account is confirmed, you will be granted access to Verifone Central.
2. You will receive an auto-generated email from '[no-reply@verifone.com](mailto:no-reply@verifone.com)' confirming that your Verifone Central account has been set up and you will have to set your password to log in to the system. In the Welcome email and in the Forgot password email, you will receive a link to the page where you can set the new password. The link expires in 72 hours.
3. You can start using your Verifone Central account after giving your consent for the Verifone internal conditions by clicking the **Accept Terms & Conditions** button.

Every time when the Terms & Conditions are updated, you will be asked for your consent.

4. Within Verifone Central feel free to navigate the Payments Dashboard, Reporting, Payment tools, Administration, Help & Support, User Account, and other sections. The set of available sections depends on the role that is assigned to the user and the features activated for your organization. See more information on the user access rights and description [here](#).

An alternative to Verifone Central login is through the federated Single Sign-On (SSO) system. For more information, read the [Single Sign-On Authentication](#) article.

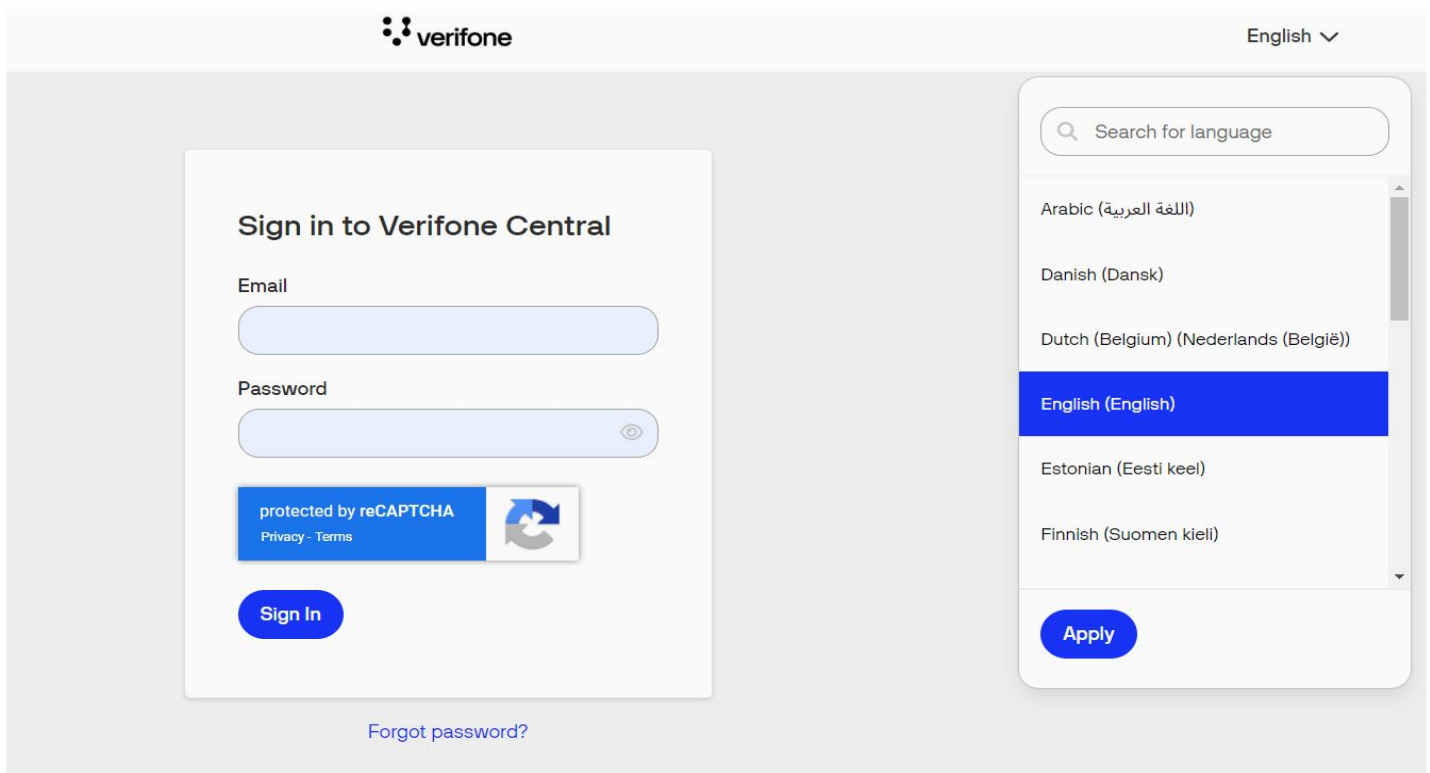
## Additional options

Once you have created your account, you can perform additional actions:

### Change the language preferences

- You can change your language preferences from the language drop-down menu on the right side of the Verifone ribbon. Click on the **Apply** button to save your language settings.

This language is saved in the browser.

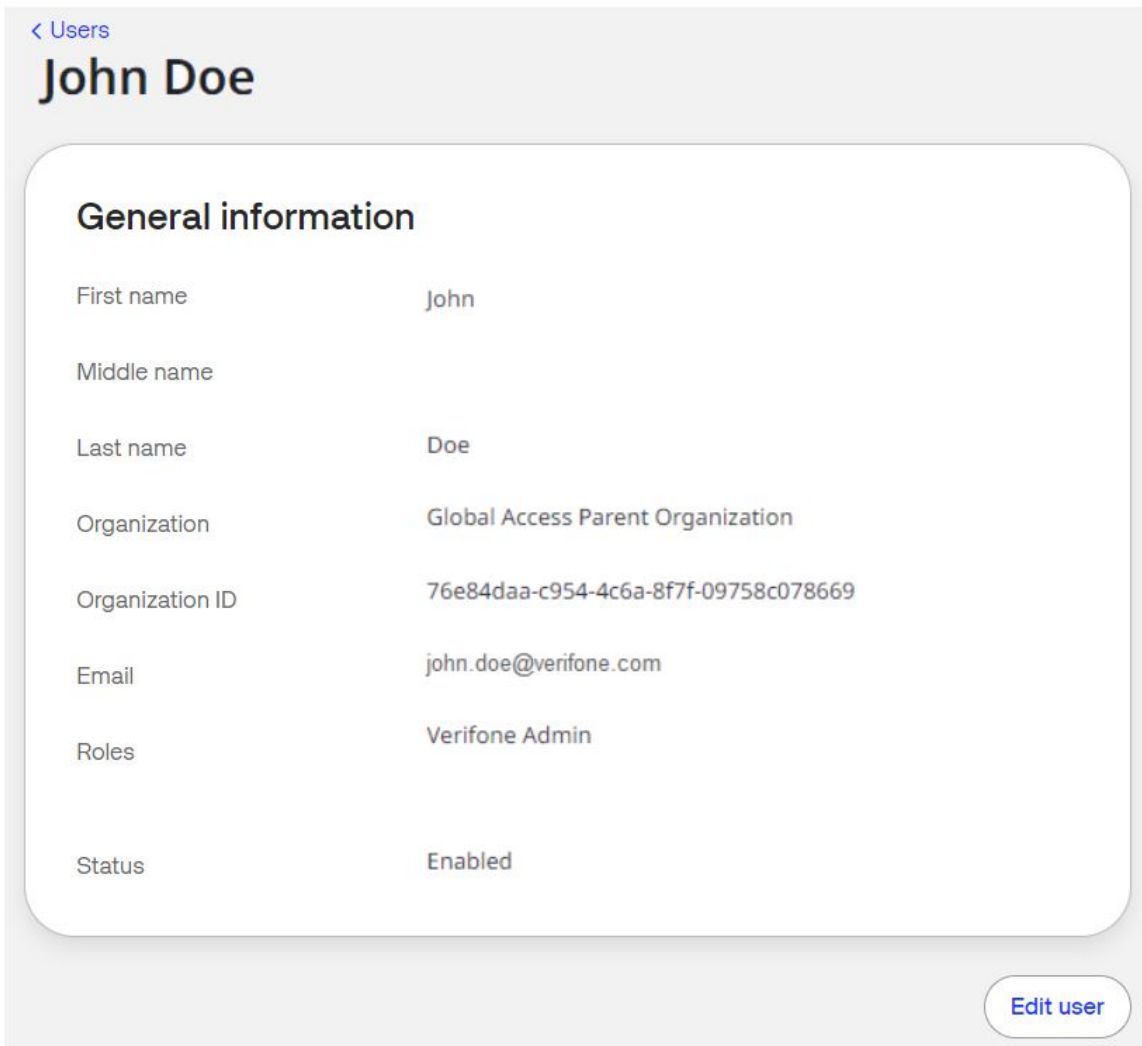


The screenshot shows the Verifone Central login interface. On the left is a 'Sign in to Verifone Central' form with fields for 'Email' and 'Password', a reCAPTCHA widget, and a 'Sign In' button. Below the form is a 'Forgot password?' link. On the right, the 'English' language dropdown menu is open, showing a search bar and a list of languages: Arabic (اللغة العربية), Danish (Dansk), Dutch (Belgium) (Nederlands (België)), English (English) (highlighted), Estonian (Eesti keel), and Finnish (Suomen kieli). An 'Apply' button is at the bottom of the menu. The Verifone logo and 'English' language indicator are visible at the top of the page.

- You can also change the language preferences of the application after logging into your user account from the **MyAccount** drop-down. Click on your name initials on the upper-side ribbon of Verifone to access *My Account*.



After clicking **MyAccount**, reset the interface language for your Verifone Central account by clicking the **Edit user** button and then the **Interface language** tab. From the drop-down, you can choose one of the multiple languages available.

A screenshot of the 'Users' page in the Verifone interface. The page title is '< Users' and the user name is 'John Doe'. Below the name is a 'General information' section with the following details:

First name	John
Middle name	
Last name	Doe
Organization	Global Access Parent Organization
Organization ID	76e84daa-c954-4c6a-8f7f-09758c078669
Email	john.doe@verifone.com
Roles	Verifone Admin
Status	Enabled

At the bottom right of the user details card, there is an 'Edit user' button.

### General details

**First name**

**Middle name** (Optional)

**Last name** (Optional)

**Email**

**Interface language**  
 ▼

**Default Application**  
 X ▼

### Access rights

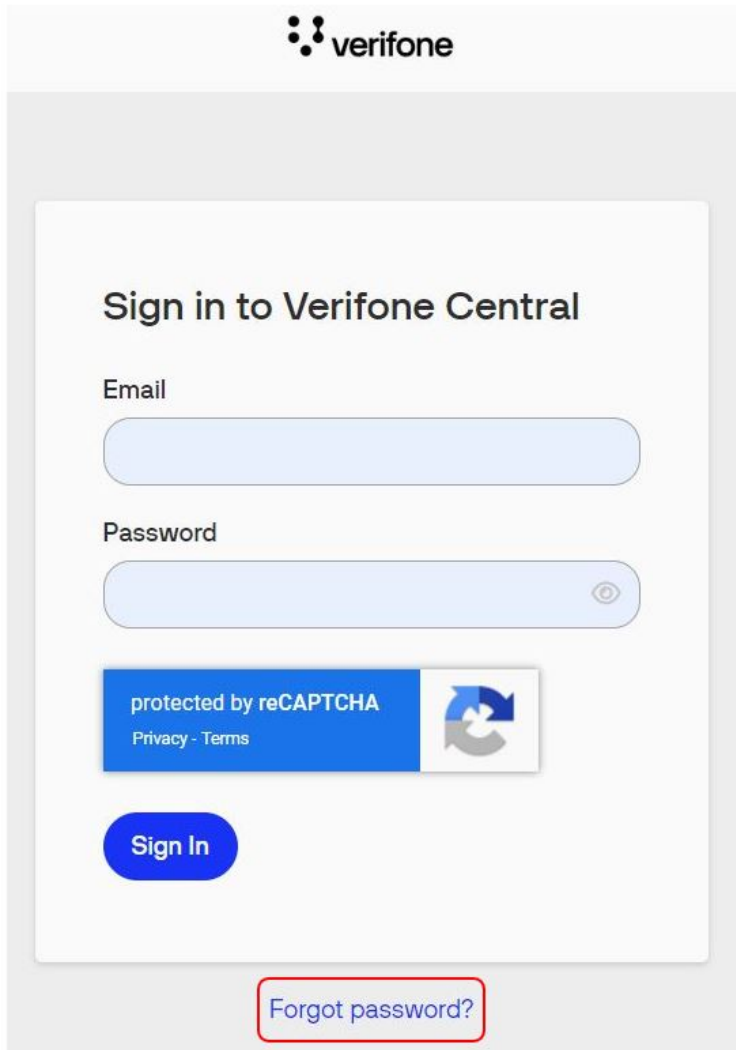
**Organization**  
 ▼

### Password

[Discard changes](#)

## Reset your password

- If you forgot your password, you can reset it from the *Sign in to your Verifone Central* page by clicking **Forgot password?**
- You will receive an email to reset the password and the link in that email will expire in 72 hours.



You can also reset your password from the **Change Password** section of your user account (**My Account** > **Edit user** > **Change password**).

## Security measures

To keep your data secure and safe, the following actions have been introduced:

- You are logged out after **30 minutes of inactivity** within Verifone Central.
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- Verifone Central provides a secure login mechanism by utilizing **Google reCaptcha** to avoid malicious attacks.

### **Password expiration policy**

- Passwords must be changed every 90 days. You need to change your password after/within every 90 days, or else your password will be expired.
- You will receive email reminders 14, 7, 3, and 1 day before the password expiration date. Reminder emails will include a reset password URL to easily update the password.

If your password has expired, you can still log in using your old credentials. After logging in, you will be directed to the *Reset Password* screen to create a new password. Upon resetting the password, you can log in using their new credentials.

### **System requirements**

Verifone Central is developed for business management and the interface is best suited for laptop use with a resolution 1280x1024 and higher.

Verifone Central has no restrictions for web browsers and can be reached using Chrome, Firefox, Edge, Safari, Opera, Brave – the latest versions.

### **Accessibility**

Web accessibility, also known as eAccessibility, is the inclusive practice of ensuring that persons with physical impairments, situational difficulties, and socioeconomic limitations on bandwidth and speed cannot engage with or access websites on the World Wide Web.

At Verifone, we are improving the accessibility of our sites based on the guidelines set forth by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

To ensure accessibility best practices and regulations, we are constantly updating several areas of the Verifone Central portal and Checkout pages such as color branding, navigation menus, labels, and keyboard navigation.

Read more details on our [Accessibility Statement | Verifone](#) page.