verifone

Onboarding to C-Site Management
User access

Overview

Users who are onboarding the Commander must have credentials for Verifone C-Site Management. Merchants may use the Petro Site Admin user(s) to onboard the Commander or create new users to Onboard the Commander.

Users who have the **COMMANDER_ONBOARDER** role will only have access to onboard the Commander and will not have access to any site configurations. The **Petro Site Admin** role has full access to C-Site, including every site connected to the estate.

Below are specific scenarios for creating users for onboarding the Commander.

Option 1: Creating a New User for Onboarding

1. Log in to C-Site Management using the Petro Site Admin user.
2. Hover over **Administration** and click **Users**.
3. Click "**Add User**" in the upper-right corner.
4. Fill in the **name** of the onboarder. This can be generic if multiple users will use it.

> **Note** The onboarder can be another employee within the company or a Verifone Authorized Service Contractor (VASC).

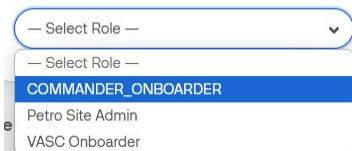5. Fill in the Email of the user.

> **Note** Email addresses can only be tied to one user in C-Site Management. If the corresponding email address is already assigned to an existing user, the configuration will not save.
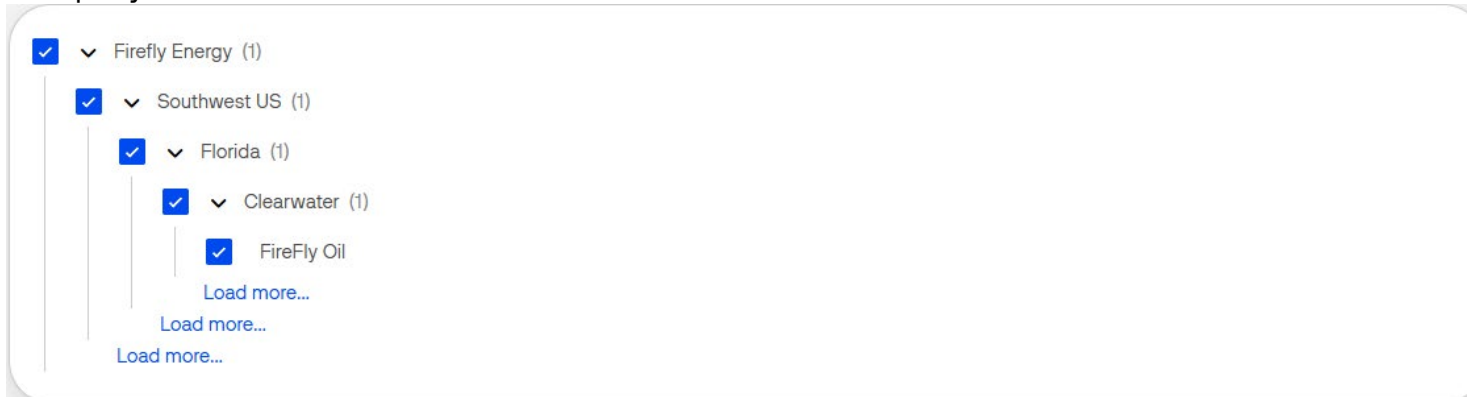
6. Select the Onboarder Role.

7. Assign the user to the hierarchy. Users can be assigned at the Company level, sub-group, or individual site. If this user is to onboard all stores within the Company, assign the user to the Company level.

8. Click Create user at the bottom of the page.

The user will automatically receive an email to reset their password.

9. The onboarder user can then log in to the Commander and perform the onboarding process.

For more information about onboarding, please see **Appendix 1.**

Option 2: Petro Site Admin Onboards the Commander.

Users with the Petro Site Admin role assigned to them are eligible to onboard any Commander within their Company hierarchy.

For more information about onboarding, please see **Appendix 1.**

Option 3: VASC Onboards the Commander

In late 2025, VASCs will have the ability to onboard the Commander with their company login information. Merchants will select the VASC company from a list on C-Site Management.

More information to come.

Appendix 1

Configuration Client Commander Version 53.35 to 54.01:

1. Log in to Configuration Client. Click on Initial Setup, then Cloud Connect.
2. Click the Cloud Connect Button.
3. Copy the **User Code** shown, then navigate to the listed **URL.**
4. Paste the code into the box on the opened page and press **SUBMIT**
5. Enter the customer-supplied, or VASC, **username** and **password**
6. Click on the **Allow** button
7. You are done with this **URL** and can return to **Configuration Client**
8. You can click on the **Confirm Verification** button
9. You now see the time and date confirmation of when this Commander was onboarded.

Configuration Client Commander Version 54.02 and higher:

1. Log in to Configuration Client and click on Initial Setup. Click on Connect to Verifone C-Site Management.
2. Enter your C-Site Management **username** and **password**
3. You now see the time and date confirmation of when this Commander was onboarded.