

Introducing Planet Login

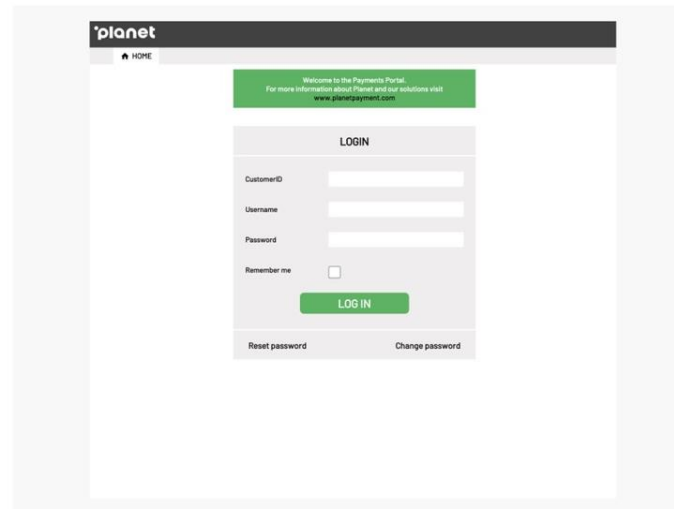
Planet Login is an upgraded, simplified login process to access all Planet products. It's more secure, multi-factor authentication (MFA) and only requires two fields: your current e-mail and password.

Going forward your users will need to login via:
<https://myaccount.weareplanet.com>

Current Login

Old

The login that you currently use for the 3C portal.

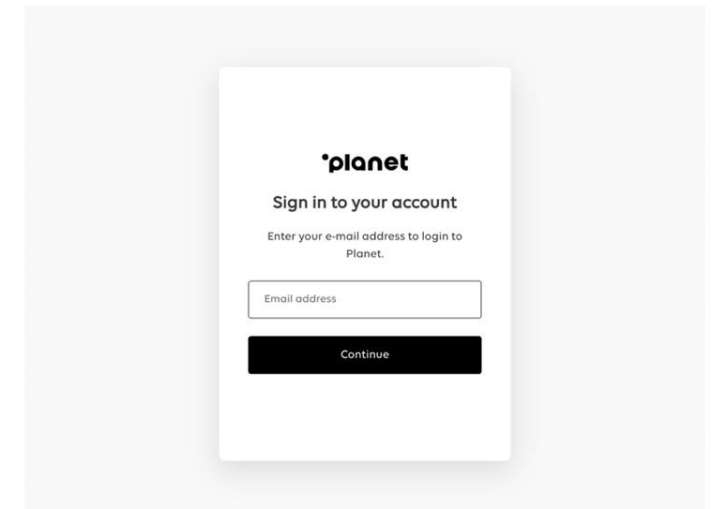
A screenshot of the current Planet login page. At the top, there's a 'planet' logo and a 'HOME' link. Below that, a green banner says 'Welcome to the Payments Portal. For more information about Planet and our solutions visit www.planetpayment.com'. The main section is titled 'LOGIN' and contains fields for 'CustomerID', 'Username', and 'Password'. There's a 'Remember me' checkbox and a green 'LOGIN' button. At the bottom, there are links for 'Reset password' and 'Change password'.

<https://myaccount.weareplanet.com>

Planet Login

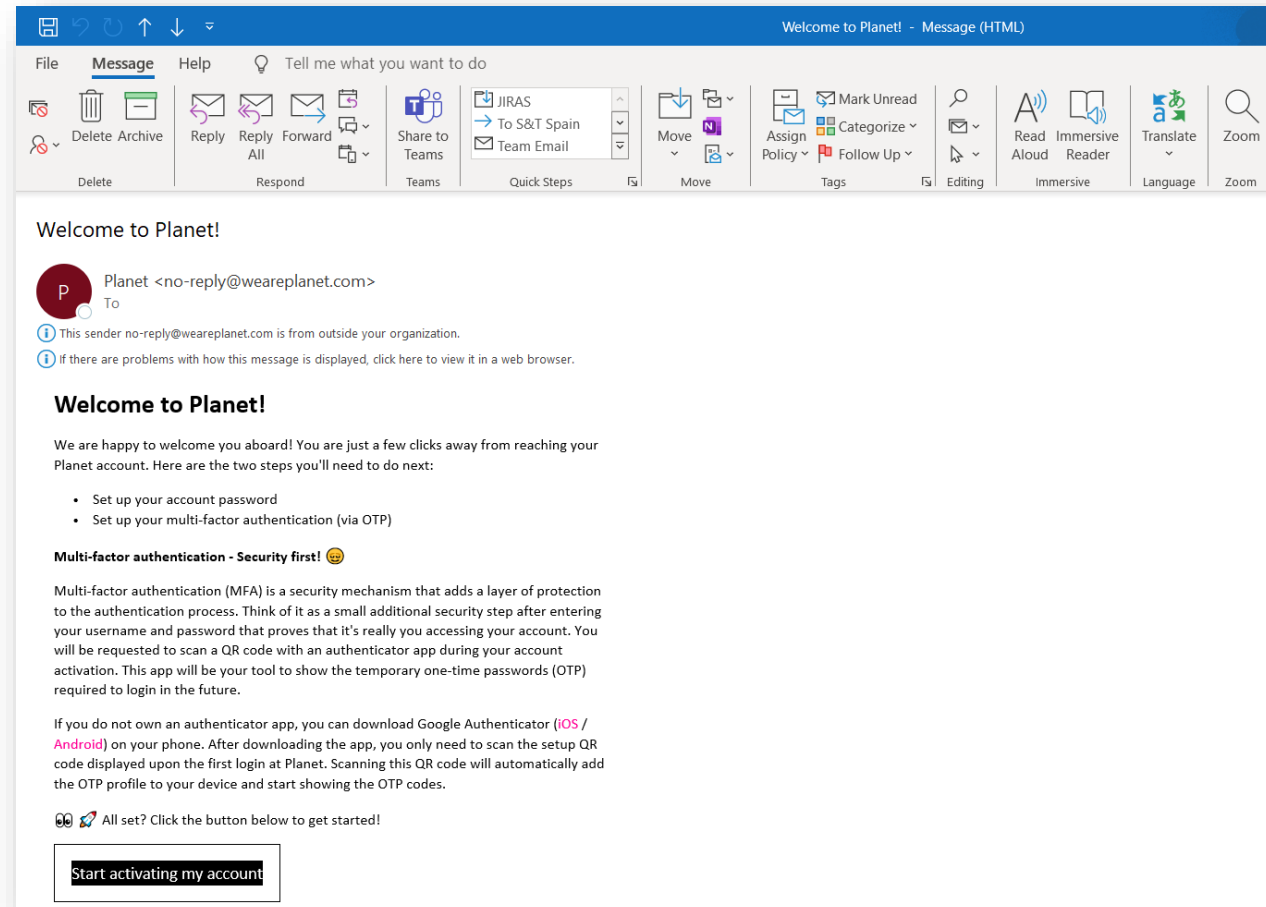
✦ New

The new flow that will replace your current login – myaccount.weareplanet.com.

A screenshot of the new Planet Login page. It features the 'planet' logo at the top, followed by the text 'Sign in to your account'. Below that, it says 'Enter your e-mail address to login to Planet.' There is a text input field for 'Email address' and a black 'Continue' button.

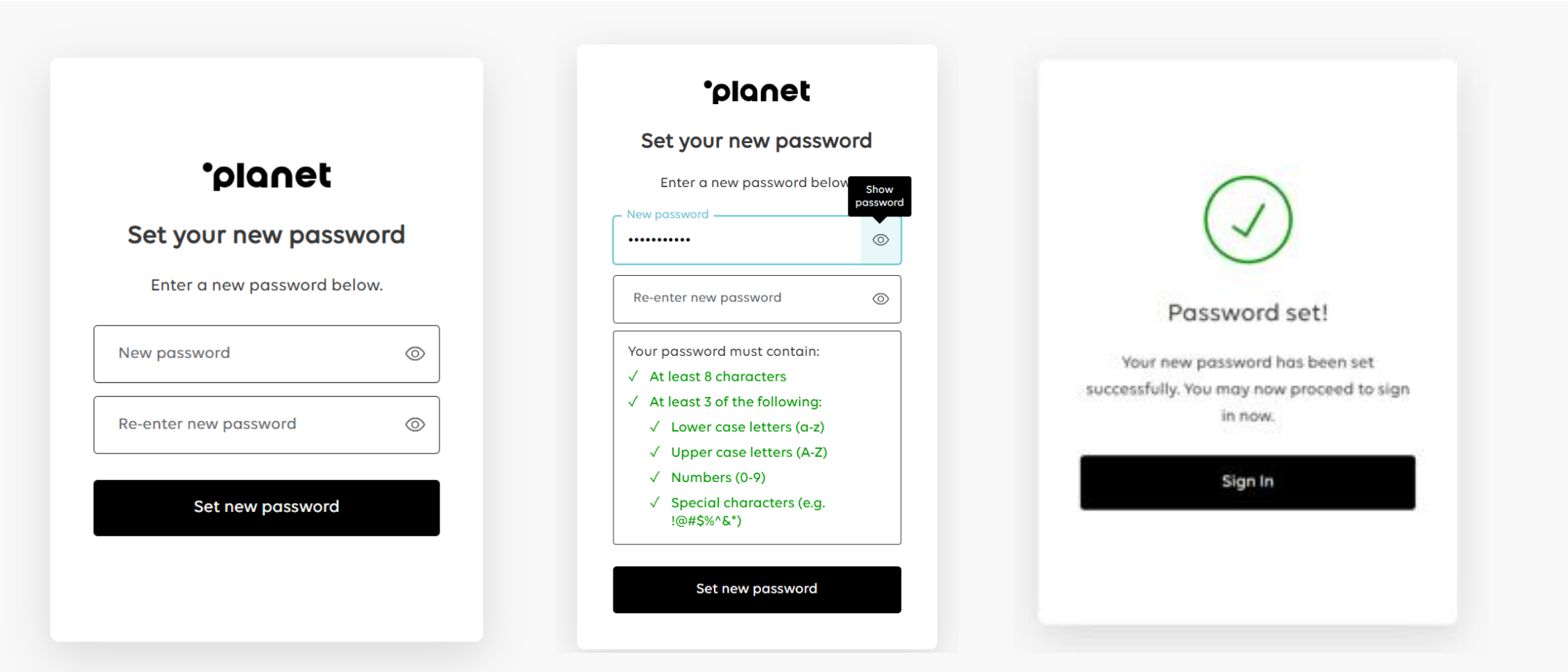
With this change, your users will now only require one login to access any of our payment products. Gone are the days of you needing to store multiple logins. We will take care of that now. Your Planet Login will also be where you can set account settings, such as personal details or language preferences.

You will receive an email Introducing you to the authentication change:

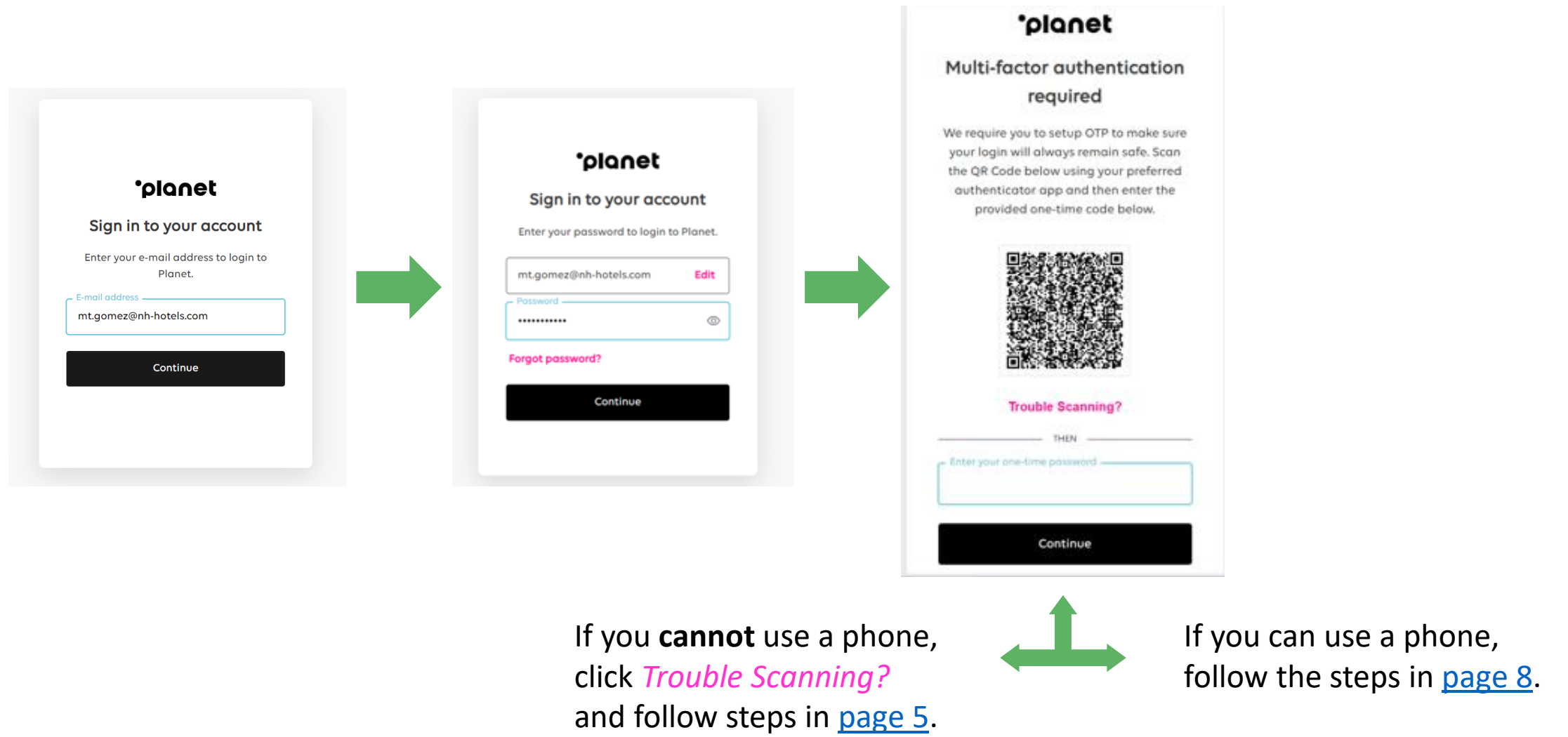


Establishing multifactor authentication

The first time you Login you will be prompted to set a new password and establish multi-factor authentication (MFA).



Sign in with your new password.



Email-Based MFA Setup

If you cannot use a phone for initial MFA setup, you may click *Trouble Scanning?* and use an app as a workaround for the initial setup, such as Dan Hersam's TOP Generator ([TOTP Generator](https://totp.danhersam.com/)).

The diagram illustrates the process of setting up email-based MFA. On the left is the 'planet' Multi-factor authentication required screen. It displays a secret key 'GUYVG...' and a 'Copy code' button. A green arrow labeled '1' points from this key to the 'TOTP Token Generator' website. The website shows the secret key pasted into the 'YOUR SECRET KEY' field. A green arrow labeled '2' points from the generated code '324016' on the website back to the 'Enter your one-time code' field on the 'planet' screen.

planet
Multi-factor authentication required

We require you to setup OTP to make sure your login will always remain safe.
Manually enter the following code into your preferred authenticator app and then enter the provided one-time code below.

GUYVG...

Copy code

Enter your one-time code

Continue

<https://totp.danhersam.com/>

TOTP Token Generator

YOUR SECRET KEY
GUYVG...

NUMBER OF DIGITS
6

TOKEN PERIOD (IN SECONDS)
30

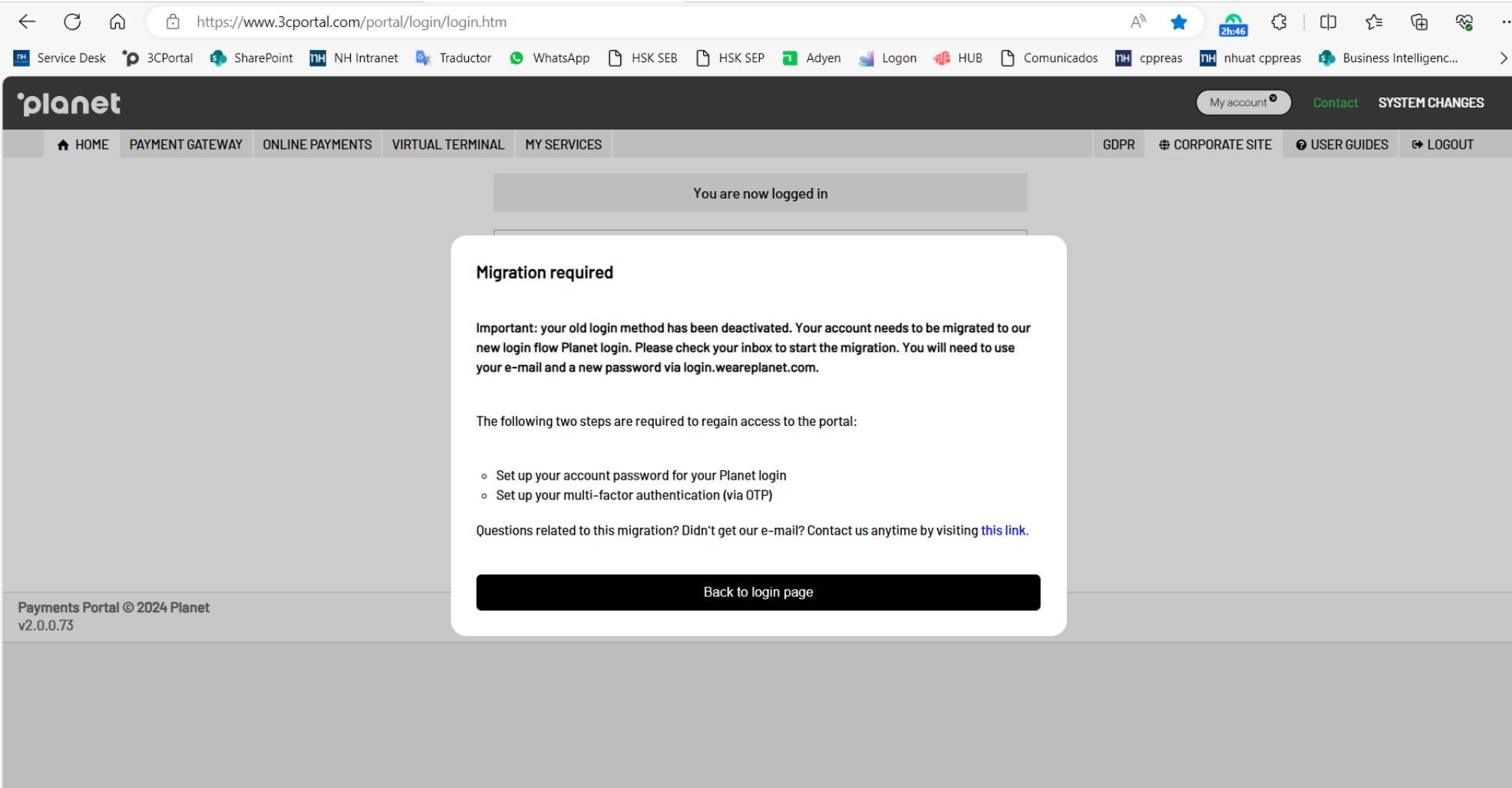
Updating in 28 seconds

324016

1- Just copy your security code and paste it to the TOP Generator.

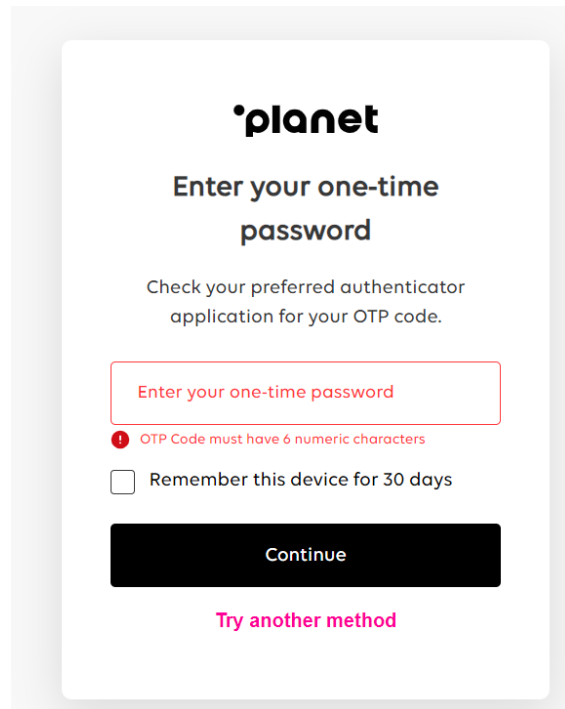
2- This will generate a one-time code you'll need to enter to finish the MFA setup.

There will be an announcement the first time you login, and it will show again if you try to login to the portal in the old way:



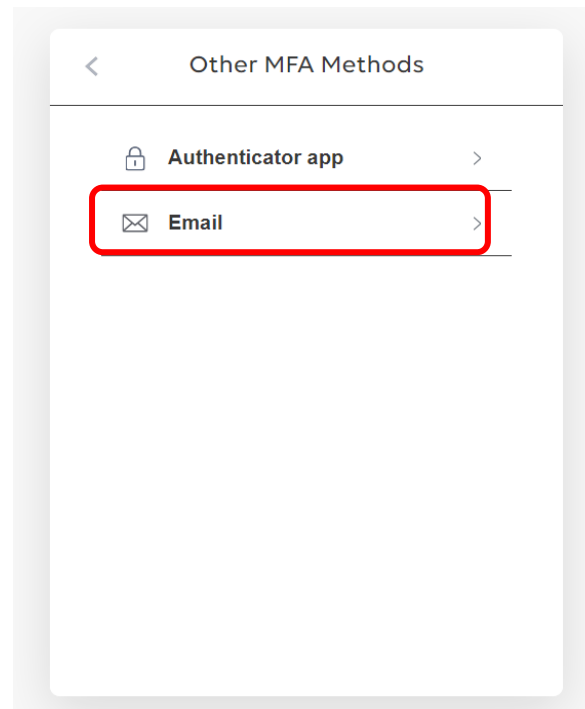
After completing this initial setup, **when signing in the future**, follow these steps to sign in with email codes:

1. Click on *Try another method* on the MFA selection screen.



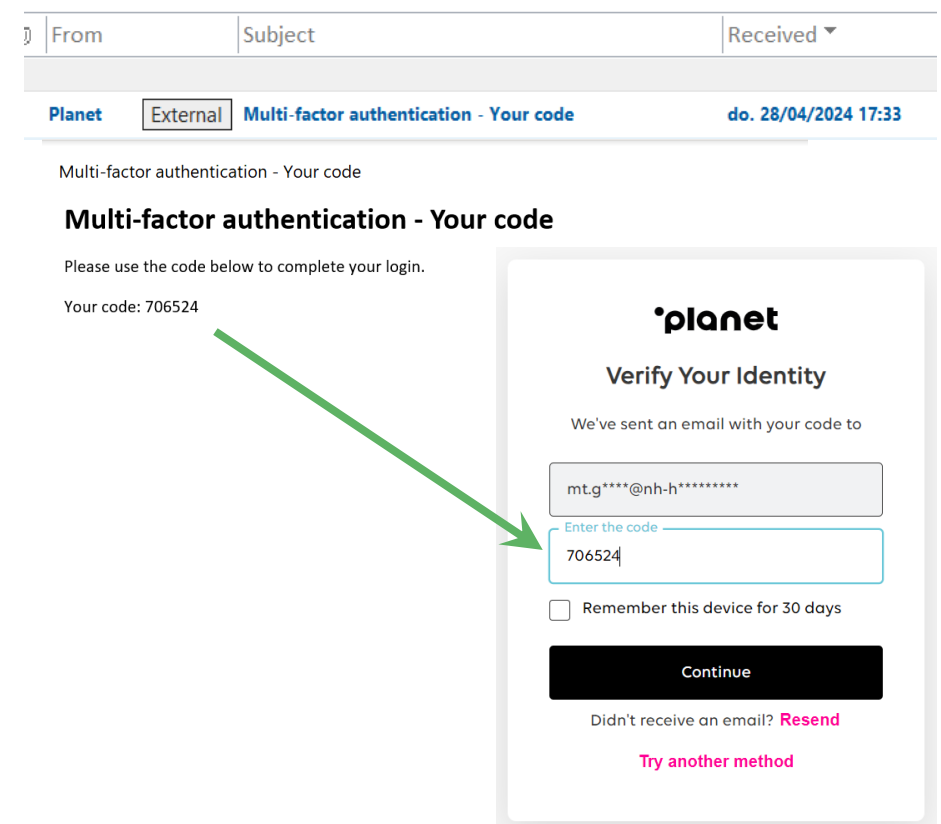
The screenshot shows the Planet MFA selection screen. At the top is the Planet logo. Below it, the text reads "Enter your one-time password" and "Check your preferred authenticator application for your OTP code." There is a red-bordered input field labeled "Enter your one-time password" with a red error message below it: "OTP Code must have 6 numeric characters". Below the input field is a checkbox labeled "Remember this device for 30 days". At the bottom, there is a black "Continue" button and a pink link that says "Try another method".

2. Choose Email as the MFA factor.



The screenshot shows the Planet "Other MFA Methods" screen. At the top is a back arrow and the title "Other MFA Methods". Below the title are two options: "Authenticator app" with a lock icon and "Email" with an envelope icon. The "Email" option is highlighted with a red rectangular border.

3. Retrieve the code sent via email.
4. Enter this code in the MFA verification window to complete the sign-in process.



The screenshot shows the Planet email verification process. At the top is an email header with columns "From", "Subject", and "Received". The "From" column shows "Planet" and "External". The "Subject" column shows "Multi-factor authentication - Your code". The "Received" column shows "do. 28/04/2024 17:33". Below the header is the email body, which starts with "Multi-factor authentication - Your code" and "Please use the code below to complete your login." followed by "Your code: 706524". A green arrow points from the code "706524" to the "Verify Your Identity" screen. The "Verify Your Identity" screen has the Planet logo, the text "Verify Your Identity", and "We've sent an email with your code to". Below this is an email address "mtg****@nh-h*****" in a grey box. There is a blue-bordered input field labeled "Enter the code" with the text "706524" entered. Below the input field is a checkbox labeled "Remember this device for 30 days". At the bottom, there is a black "Continue" button, a link that says "Didn't receive an email? Resend", and a pink link that says "Try another method".

Mobile MFA Setup

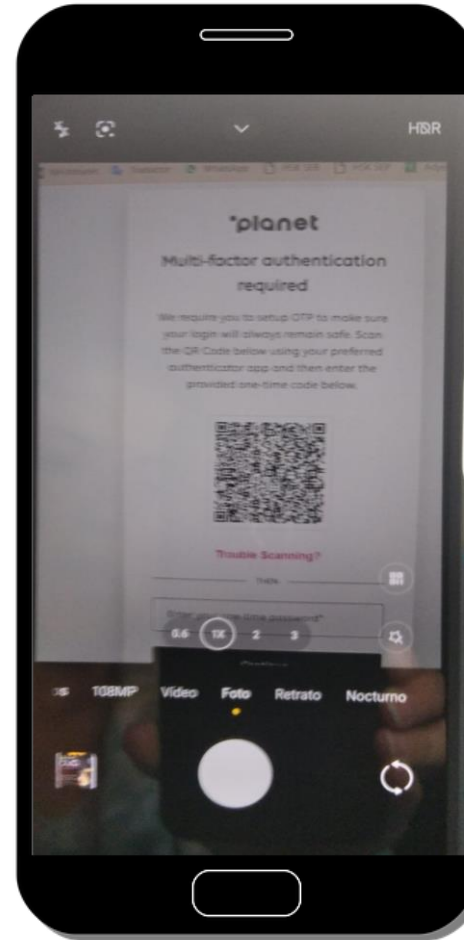
1. Open your Authenticator App.



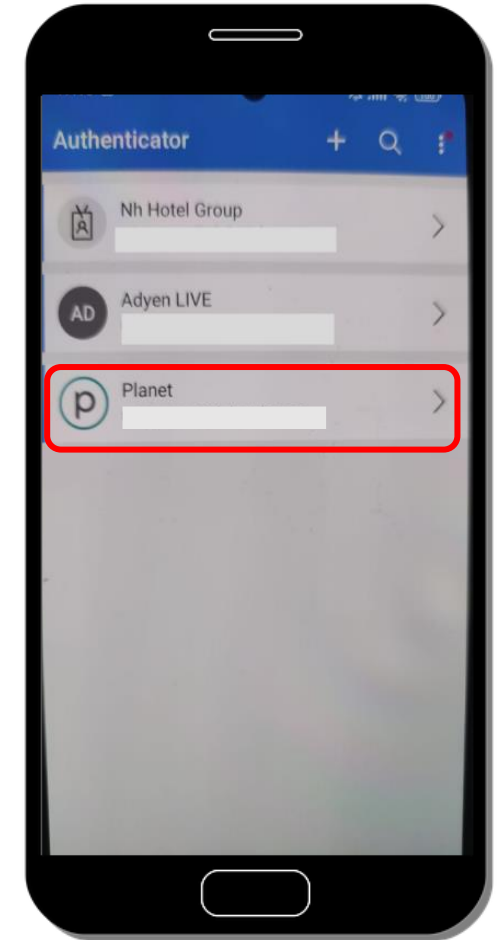
2. Choose the correct option.



3. Scan the QR code

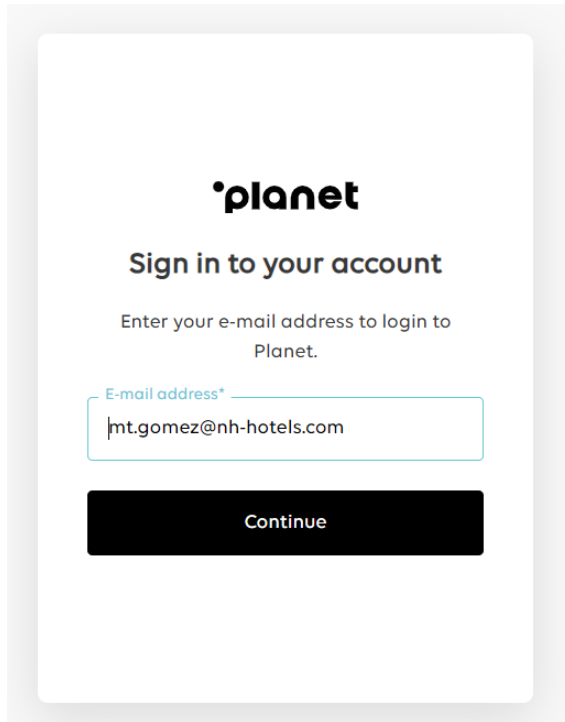


4. Planet account will be added.



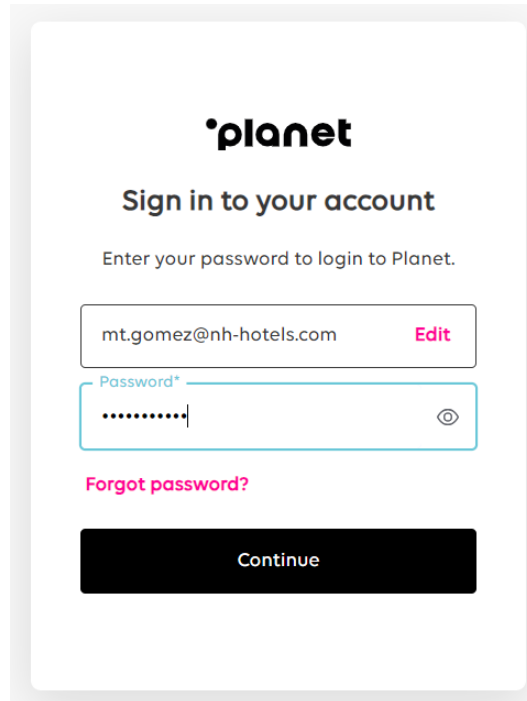
After completing this initial setup, **when signing in the future**, follow these steps to sign in with authenticator codes:

1. Indicate your user



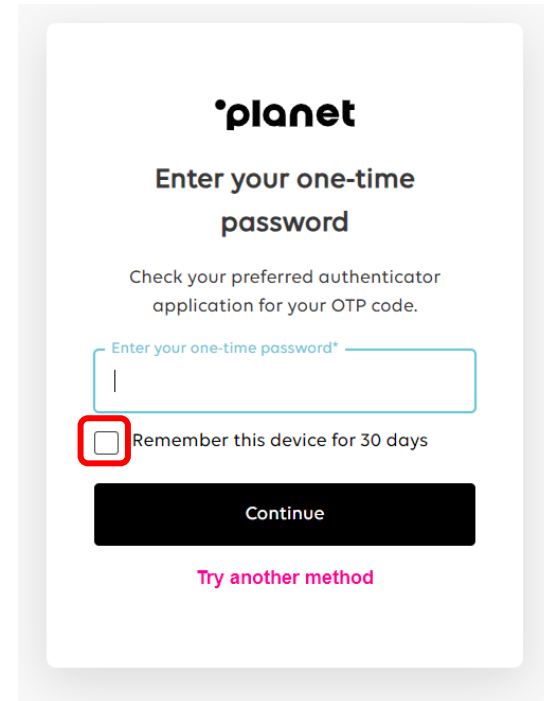
The screenshot shows the Planet login interface. At the top is the Planet logo. Below it is the heading "Sign in to your account". Underneath is the instruction "Enter your e-mail address to login to Planet.". There is a text input field labeled "E-mail address*" containing the email "mt.gomez@nh-hotels.com". At the bottom is a black button with the text "Continue".

2. Include your password



The screenshot shows the Planet login interface. At the top is the Planet logo. Below it is the heading "Sign in to your account". Underneath is the instruction "Enter your password to login to Planet.". There are two input fields: the first is labeled "E-mail address*" and contains "mt.gomez@nh-hotels.com" with an "Edit" link; the second is labeled "Password*" and contains masked characters "....." with a toggle icon. Below the password field is a link "Forgot password?". At the bottom is a black button with the text "Continue".

3. Go to the Authenticator APP and type here the code:



The screenshot shows the Planet login interface. At the top is the Planet logo. Below it is the heading "Enter your one-time password". Underneath is the instruction "Check your preferred authenticator application for your OTP code.". There is a text input field labeled "Enter your one-time password*" containing a single character "|". Below the input field is a checkbox, which is highlighted with a red square, and the text "Remember this device for 30 days". At the bottom is a black button with the text "Continue" and a link "Try another method" below it.

There will be a possibility to click on *Remember this device for 30 days.*