

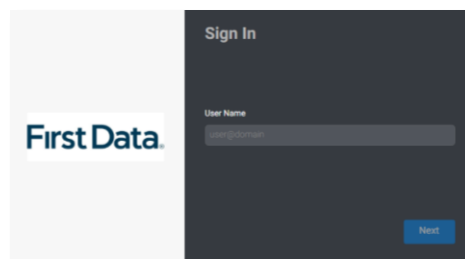
Merchant Service Center

New User Login

1. Locate two emails from SharepointMerchantServices2013@firstdata.com
 Subject: Merchant Service Center – Registration Invitation
 Subject: Merchant Service Center – New Temporary Login Information
2. Open the Registration Invitation email and locate your username.
3. Open Centrify <https://fdcibmldap.my.centriify.com>

4. Enter Username and select **Next**.

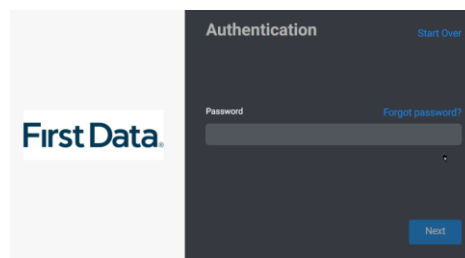
Note: Do not copy and paste the username



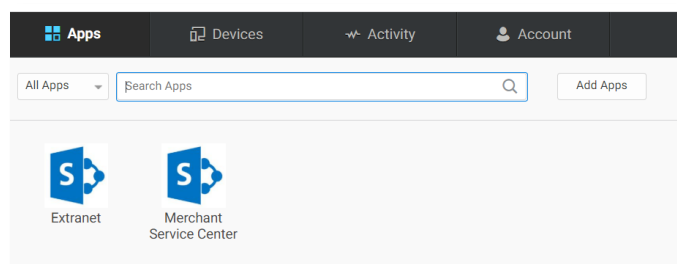
5. Open the New Temporary Login Information email and locate your temporary password.

6. Enter temporary password and select **Next**.

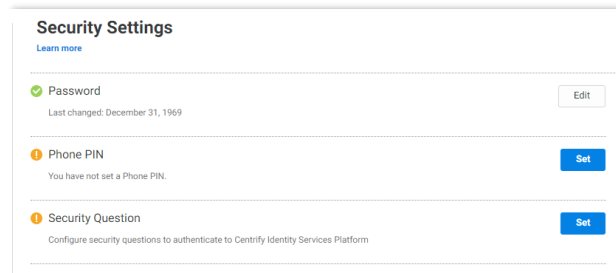
Note: Do not copy and paste the password.



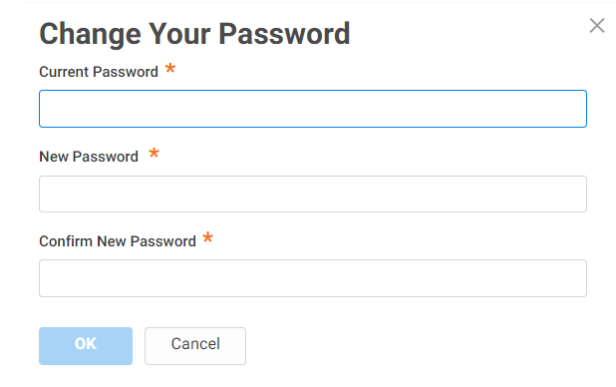
7. After the home page loads select the **Account** option on the global navigation bar.



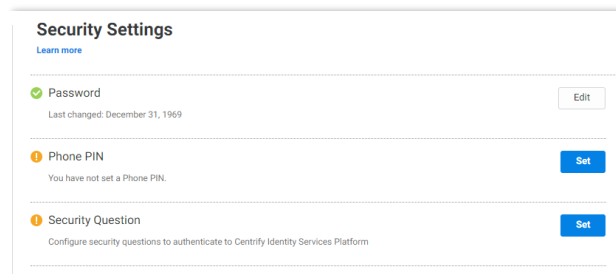
8. Go to Password and select [Edit](#).



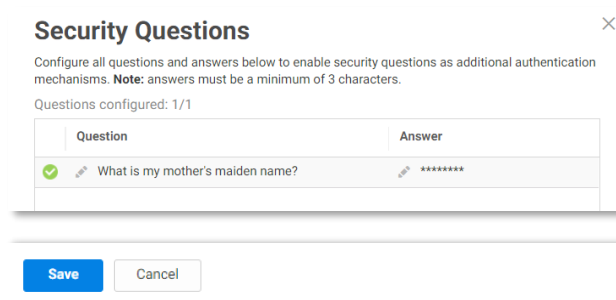
9. Enter the temporary password in the current password box, create a new password, confirm new password then select [OK](#).



10. Go to Security Question and select [Set](#).

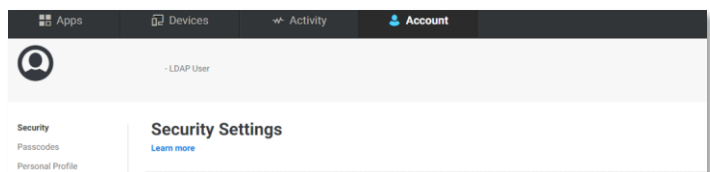


11. Create your own security question and answer by typing directly into the box. Select [Save](#)

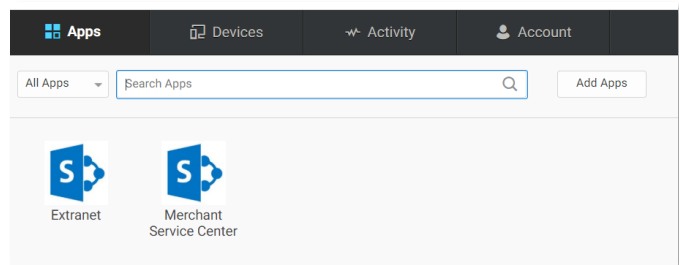


Note: Do not set a phone PIN.

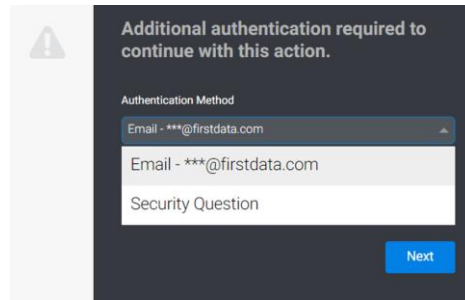
12. Select Apps in the global navigation bar.



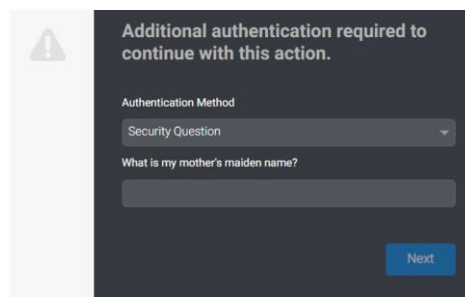
13. Select the Merchant Service Center icon to launch MSC. The application will open in a new window.



14. A second authentication is required each time you login. Change the authentication method from Email to Security question

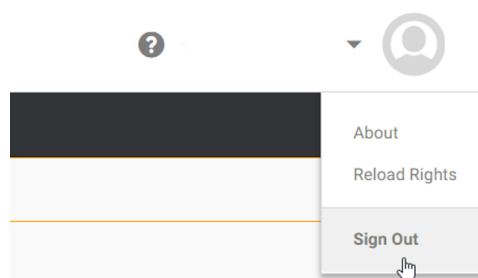


15. Enter your security answer and select [Next](#).



16. Process Complete

Remember to sign out of Centrifly by selecting the drop down arrow on the top right of the window.



Password Reset

1. Open Centrify <https://fdcibmldap.my.centrify.com>

2. Enter Username and select [Next](#).

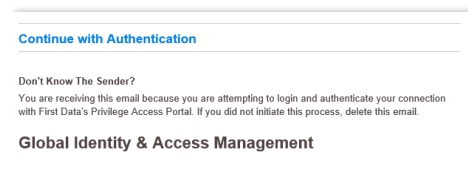
3. Select [Forgot Password](#) and select [next](#).

4. Select [Next](#).

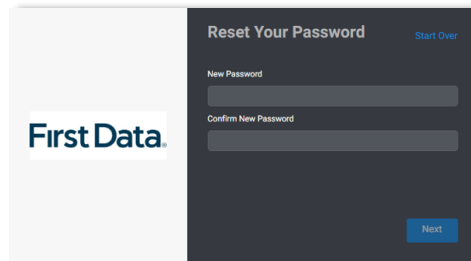
5. Locate the email sent to the email address on file.

From: Privilege Access Account Verification <donotreply@centrify.com>
Subject: Authentication Needed

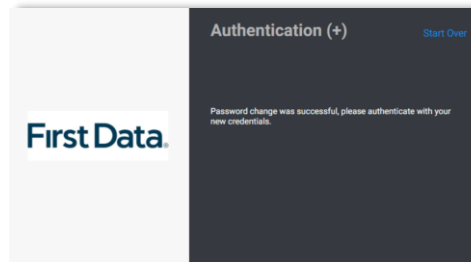
6. Open the email and select [Continue with Authentication](#).



7. Create a new password, re-enter the password to confirm and select **Next**.

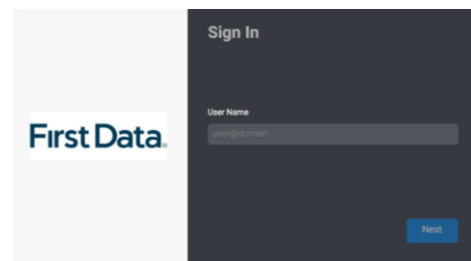


8. Select **Start Over**. Login to authenticate using the username and newly created password.



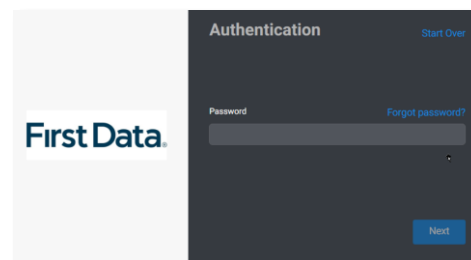
9. Enter Username and select **Next**.

Note: Do not copy and paste the username

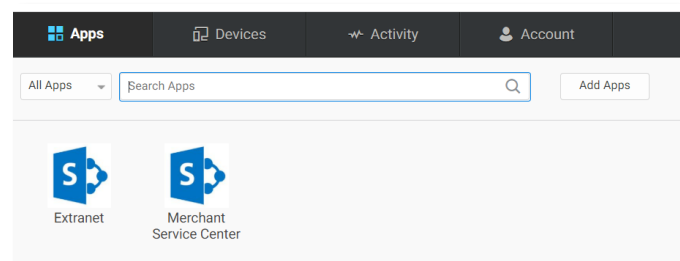


10. Enter Password and select **Next**.

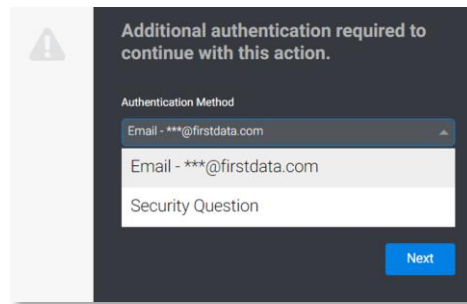
Note: Do not copy and paste the password.



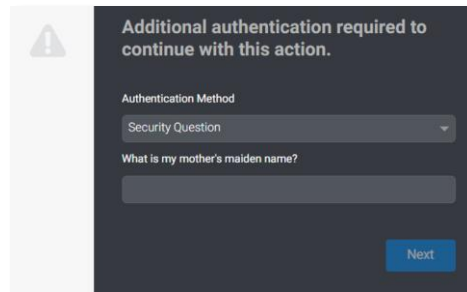
11. Select the Merchant Service Center icon to launch MSC. The application will open in a new window.



12. A second authentication is required each time you login. Change the authentication method from Email to Security question



13. Enter your security answer and select [Next](#).



14. Process Complete

Remember to sign out of Centrifly by selecting the drop down arrow on the top right of the window.

