



# **User Account Migration Instructions for the Administrative Panel**

Medellín, April 2025.

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**Change control.**

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## 1. Objective

This document aims to guide the users through the migration pocess from the Evertec Placetopay Administrative Panel system, going forward referred to as **Old Panel**, to the new version of the system, henceforth referred to as **New Panel**.

## 2. Scope

This document has as scoped to illustrate the necessary steps to achieve the migration process of the user account, from the **Old Panel** system to the **New System** version, therefore described as New Panel.

## 3. Terms and Definitions

Administrative Panel: An administrative console where merchants, sites, and payment methods are registered. It also enables transaction visualization, reports generation, and other functionalities that allow the application to track the payment flows.

## 4. General Information

This document is for informational purposes and applies to both internal and external clients of Evertec Placetopay, as well as the organization's teams that require access to the information contained in this document.

## 5. User Migration from the Old Panel to the New Panel

### 5.1 Migration process from the Old panel to the New Panel

To perform the migration, an active username and password are required to access the **Old Panel**.

- Start by accessing to the **New Panel** URL, where the login interface will be displayed with the email address and password fields, additional the Sign in button and the reset password option.
- Below, you will find the **URLS** for Latam clients in Colombia.

<b>Old Panel</b>	<b>New Panel</b>	<b>Type of environment</b>
<a href="#">Panel Placetopay LATAM :: Autenticación</a>	<a href="#">PlacetoPay Dash</a>	Production

in the email address and password fields, enter the username and password you used to access the Old Panel, then click 'Sign In

placetopay  
by evertec

**Inicia sesión**

Bienvenido, ingresa tus datos para continuar

Correo electrónico\*

sarasanchez22

Si desea migrar un usuario del panel, es necesario iniciar sesión con la cuenta correspondiente.

Contraseña\*

.....

¿Olvidaste tu contraseña?

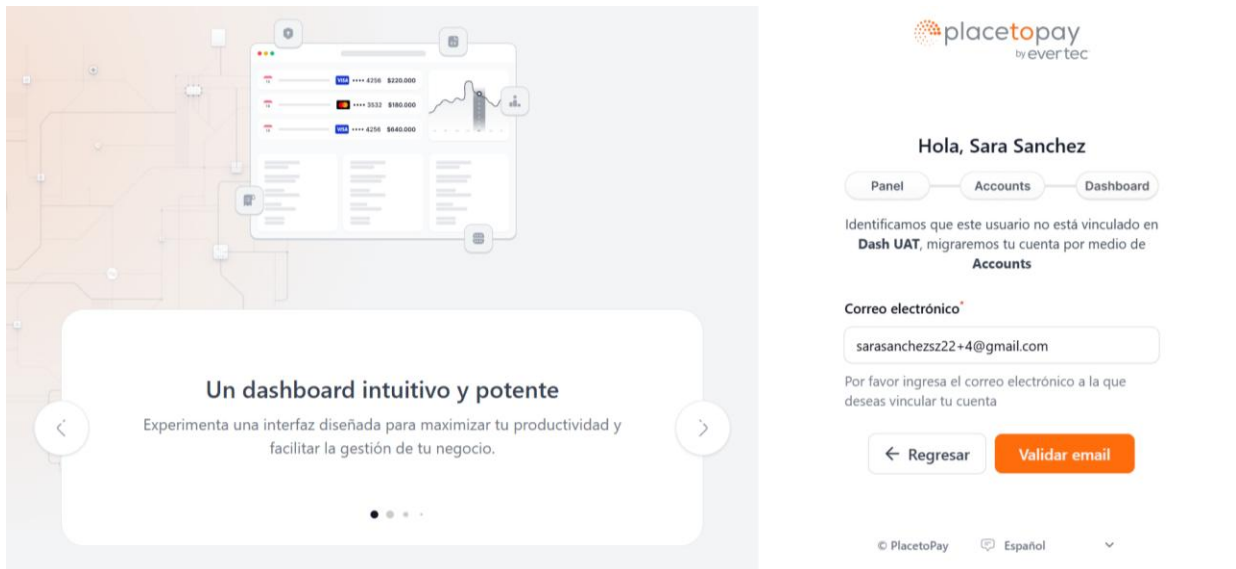
**Iniciar sesión**

Al continuar acepto la [política de protección de datos personales de PlacetoPay](#).

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Privacidad - Condiciones

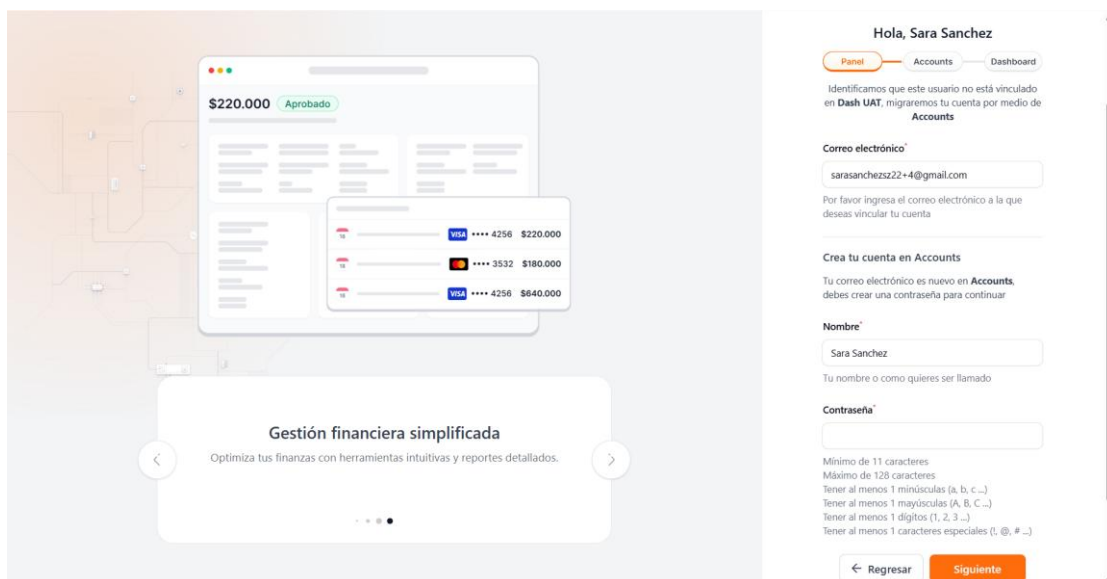
- a. The system will direct you to a screen where you will be requested to sign in with your email address, to which the user will be linked. Enter your email address and click Validate Email.



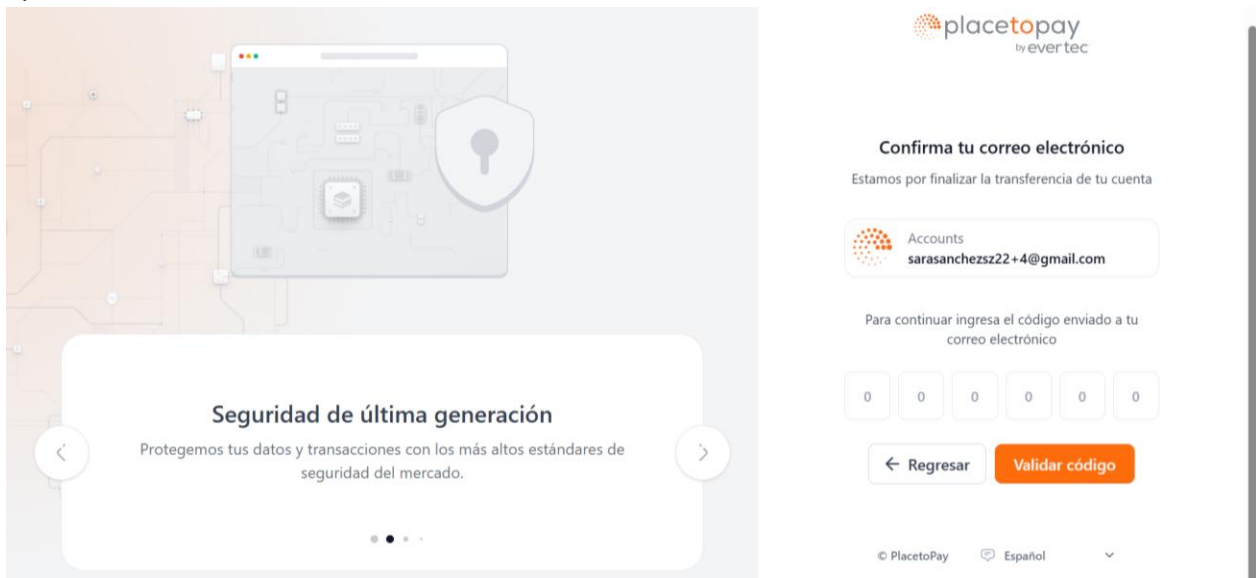
- a. Once you sign in and validate the email address, the fields will be displayed.
- **Name:** It allows entering the name under which the user will be registered in the New Panel.
  - **Password:** It allows to create an access password, considering the suggested criteria.

Additionally, the fields back and newt are provided.

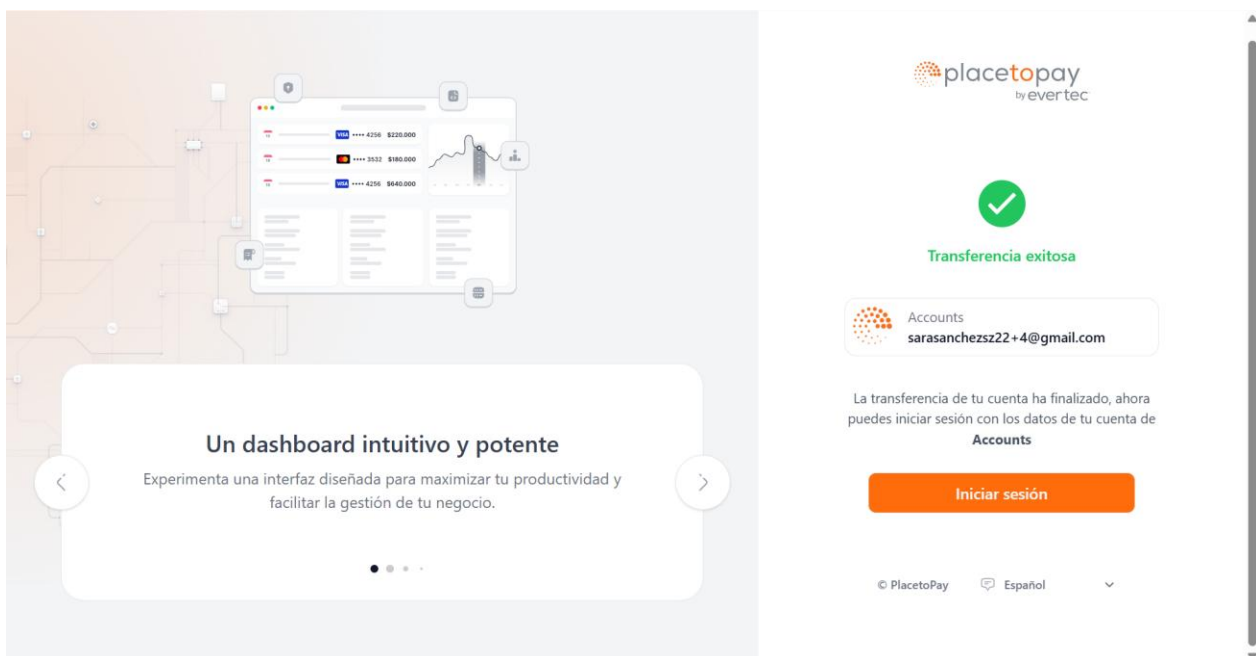
- b. Click next to continue with the process.



- c. The system will request you to enter the sent code through the email address in order to confirm the email address linked to the account. Additionally, the Return and Code Validation buttons will be displayed.
- d. Once you receive the code in your email address, enter it and click on the 'Validate Code' option.

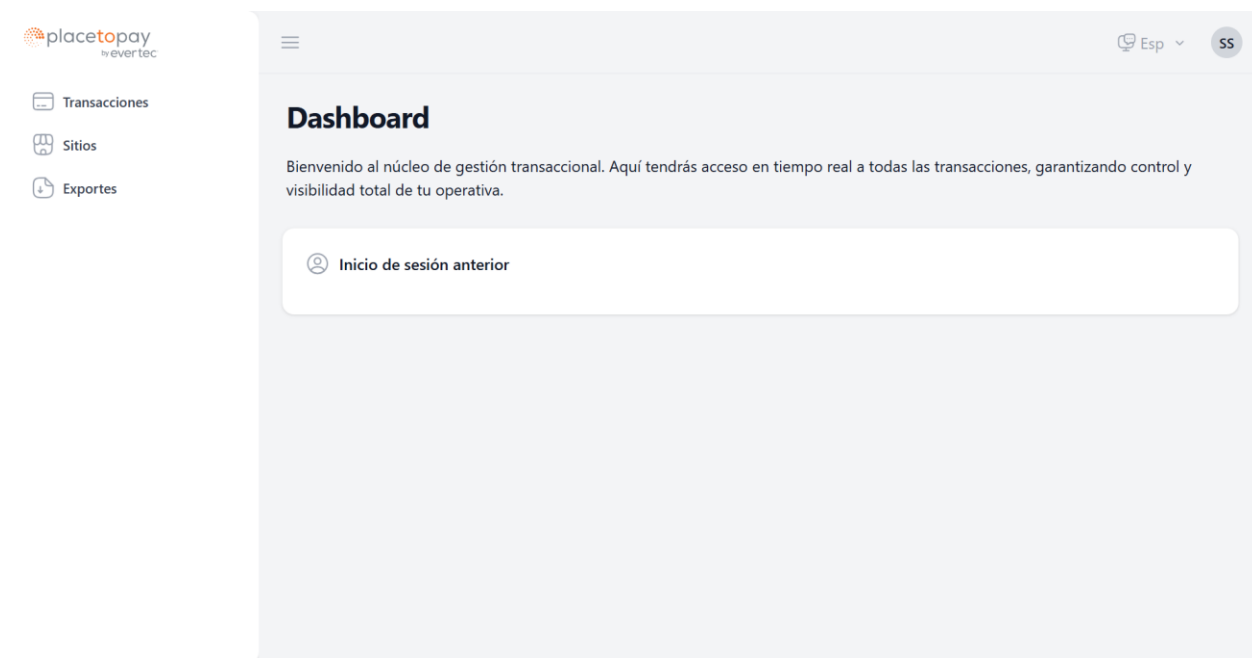


- d. A message will appear on the screen indicating that the transaction was successful. It will display the validated email address and the 'Sign In' button.





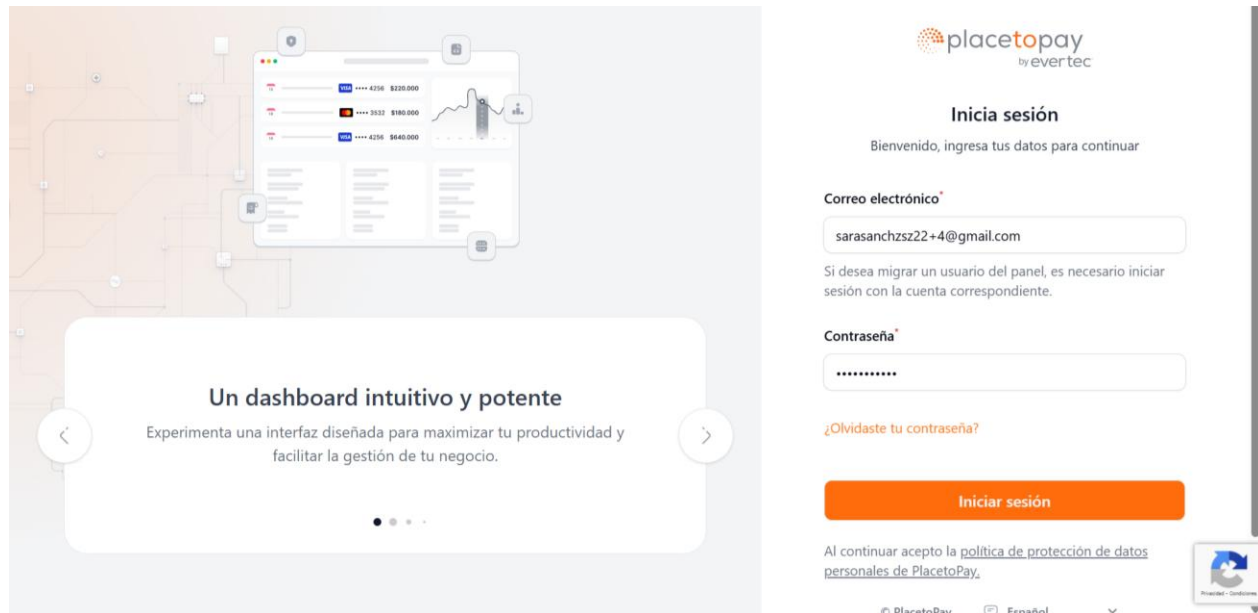
- e. Once you click sign in, the access to the New Panel will begin, and the message: “The migration process may take a few minutes”, will be shown.
- f. After the migration process is completed, you will notice the New Panel options according to the permissions assigned to the migrated user



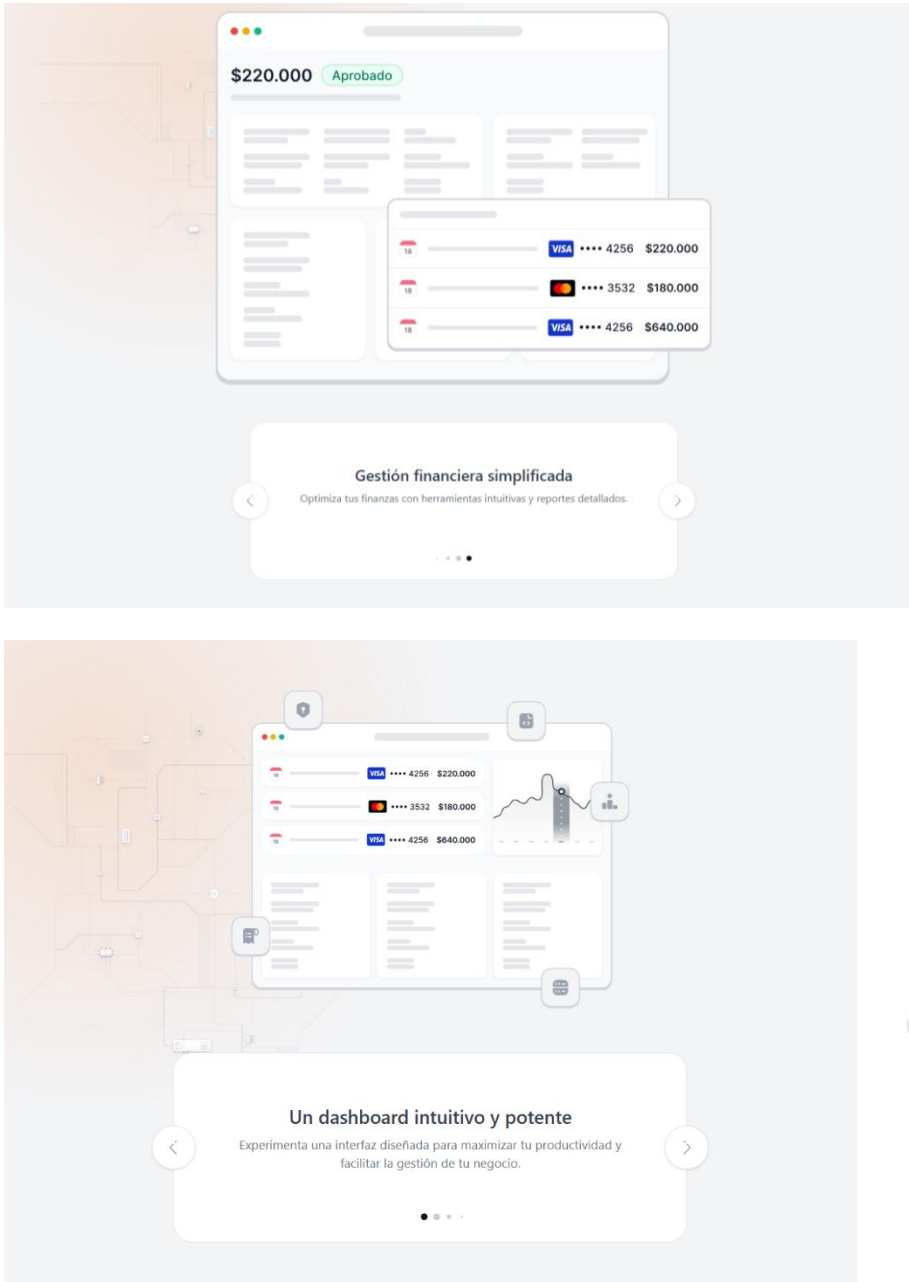
## 5.2 Access to the New Panel post-user migration

In order to access the **New Panel** for first time, after completing the user migration, you must follow the next steps to complete the validation. The system suggests two-factor authentication.

- a. To access the New Panel, enter the related link through a browser. The fields for Email and Password should be displayed on the screen.



6. Fill out the Email and Password fields that were defined after the account migration. Then, click the 'Sign In' button to access the system.
7. Below is the information related to two-factor authentication, which must be completed to access the panel by following next steps:
  - Download one of the suggested applications from the step 1 (Validate the next image).
  - Scan the QR code using the downloaded application.
  - Finally, enter the code generated in the application after scanning the barcode.
  - Click the authenticate button to complete the process.




**Doble factor de autenticación**

El doble factor de autenticación (2FA) fortalece la seguridad de acceso al requerir dos métodos (también conocidos como factores) para verificar su identidad. La autenticación de dos factores protege contra ataques de phishing, ingeniería social y fuerza bruta de contraseñas y protege sus inicios de sesión de los atacantes que explotan credenciales débiles o robadas.

Configurar la verificación en dos pasos es fácil, solo siga los pasos a continuación.

- 1 Descargue una aplicación de verificación en dos pasos
  - Dispositivos Apple pueden usar **Authy**, **Google Authenticator** o **Microsoft authenticator**
  - Dispositivos Android pueden usar **Authy**, **Google Authenticator** o **Microsoft authenticator**
- 2 Escanea este código con tu aplicación



¿No puedes escanear el código? Puedes agregar el código a tu aplicación manualmente usando los siguientes datos:

**Identificador:**  
sarasanchezs22+4@gmail.com

**Código:** VLTk7ZQNQX3LEWE3

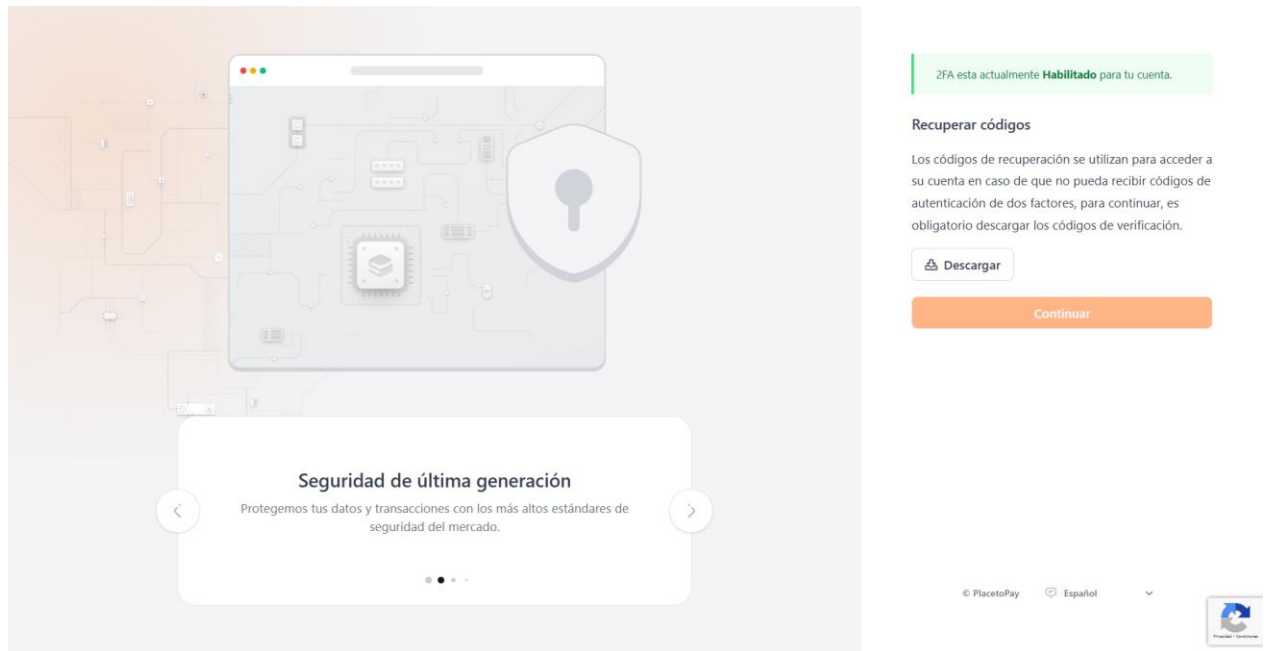
- 3 Ingrese el código de verificación resultante

☐ Dispositivo de confianza

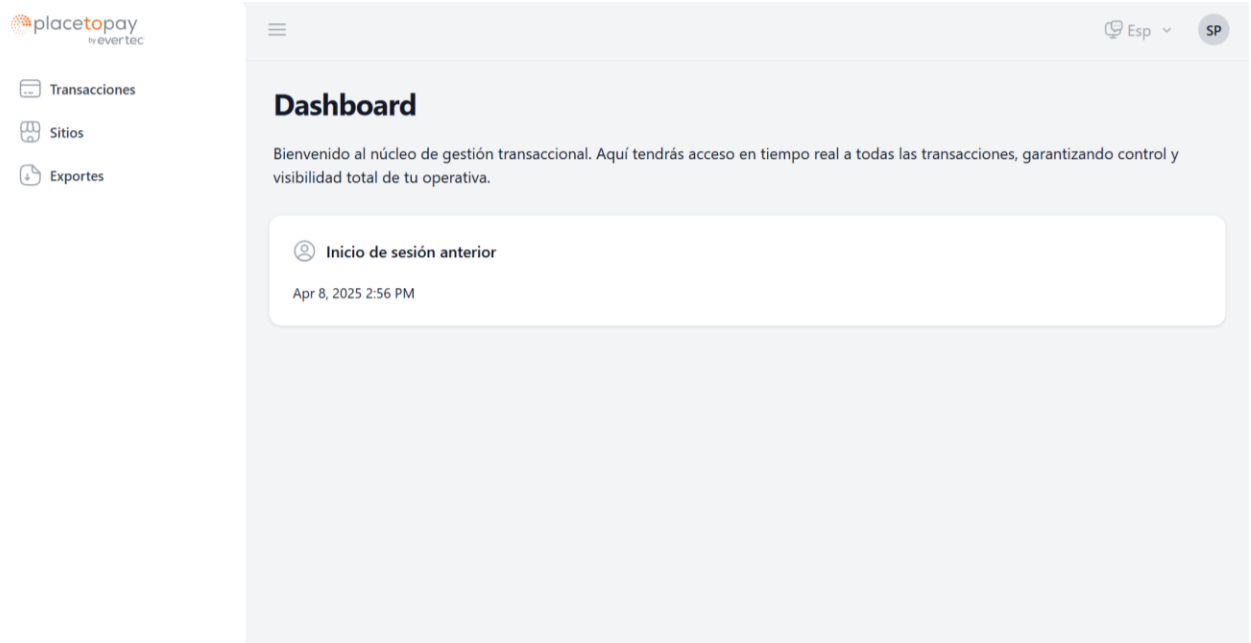
**Autenticar**

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8. Once Two-factor authentication is successfully confirmed, the recovery codes will appear on the screen, the recovery codes will appear on the screen. These should be downloaded in order to continue with the process. Click the 'Download' button.
9. Upon downloading the recovery codes, the 'Continue' button will be enable. Click it.



10. Once the process is completed, the **New Panel** should open according to the created user, displaying the main Dashboard.





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