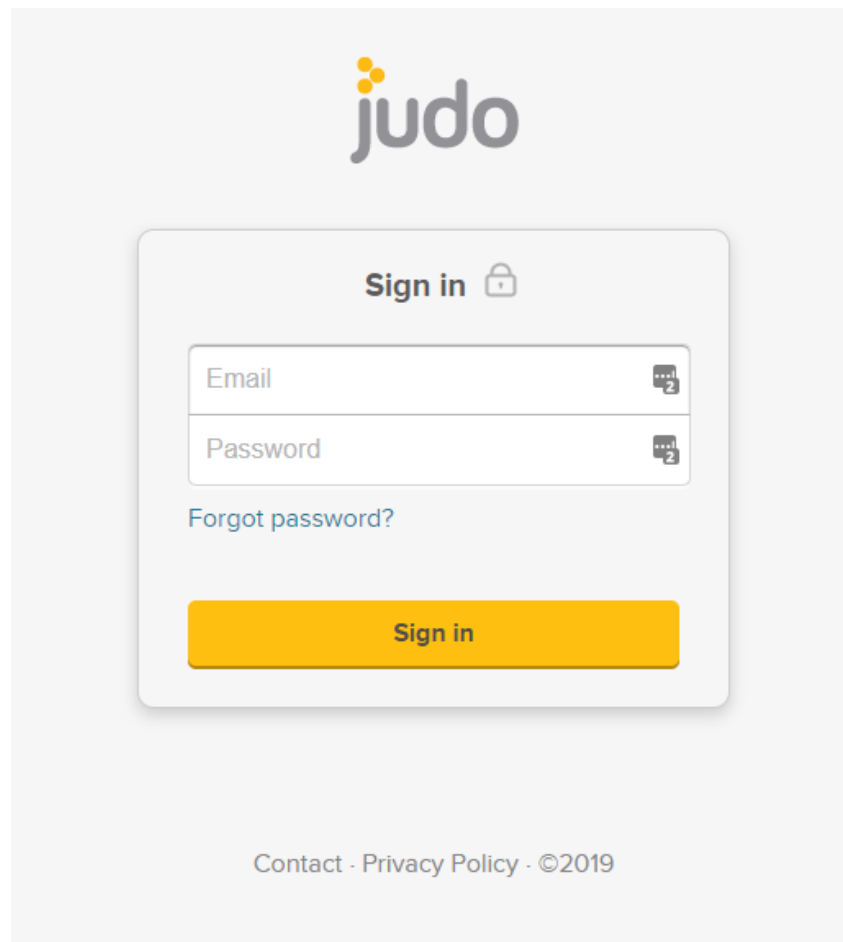


# Portal User Guide

## Log in

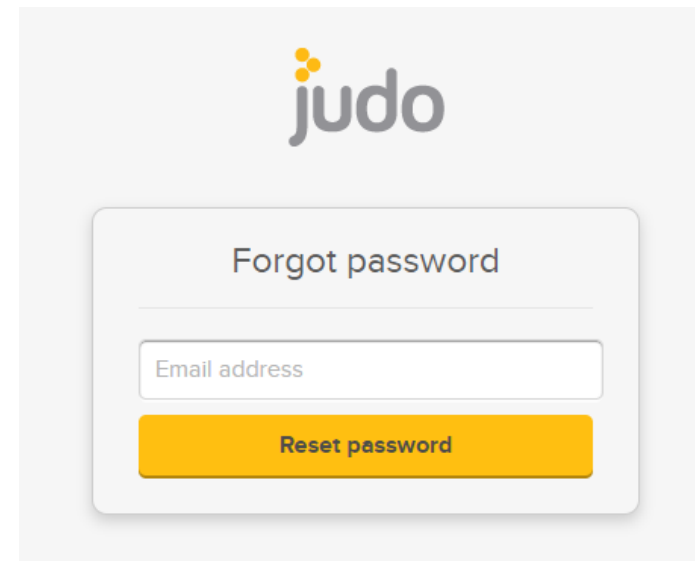
To log in to the Judopay Portal, head to <https://portal.judopay.com> and enter your registered email address and password.



The screenshot shows the Judopay sign-in interface. At the top is the 'judo' logo. Below it is a 'Sign in' button with a lock icon. There are two input fields: 'Email' and 'Password', each with a small icon of a speech bubble containing the number '2'. Below the password field is a blue link that says 'Forgot password?'. At the bottom of the form is a large yellow 'Sign in' button. At the very bottom of the page, there is a footer with the text 'Contact - Privacy Policy - ©2019'.

Forgotten your password?:

Click “Forgot Password?” and enter you registered email address when prompted - we will email you a secure link within a few minutes.



The screenshot shows the Judopay forgot password interface. At the top is the 'judo' logo. Below it is a 'Forgot password' heading. There is a single input field labeled 'Email address'. At the bottom of the form is a large yellow 'Reset password' button.

## Overview

The overview tab displays the five most recently processed transactions and a brief overview of their details:

- Transaction type (pre-auth, payment or refund)
- Value, date & time of transaction
- Card scheme (Visa, Amex, Mastercard)

To the left of each transaction is a symbol to easily identify the status of a payment without the need to open the transaction details.

The key for these is below:

ACCOUNT

- Overview ✓
- History
- Settings

DEVELOPERS

- Your apps
- Tools

### Overview

31 May 2019

#### Recent transactions

←	0.01	GBP	31 May 2019 10:13	Rec ID: 451689600772120576 Refund	-	VISA **** 6055	>
✓	0.01	GBP	29 May 2019 14:50	Rec ID: 451034831149727744 Payment	-	VISA **** 6823	>
✓	0.01	GBP	29 May 2019 11:09	Rec ID: 450979065973837824 Payment	-	VISA **** 6823	>
✓	0.01	GBP	29 May 2019 11:08	Rec ID: 450978813766144000 PreAuth	-	VISA **** 6823	>
✗	0.01	GBP	29 May 2019 11:08	Rec ID: 450978756136394752 PreAuth	-	VISA **** 6823	>

View all >

**Payment Status Key:**

- ✓ - Successful payment
- ✓ - Successful pre-auth
- ← - Successful refund
- ✗ - Failed transaction (pre-auth or payment)
- ← - Failed refund

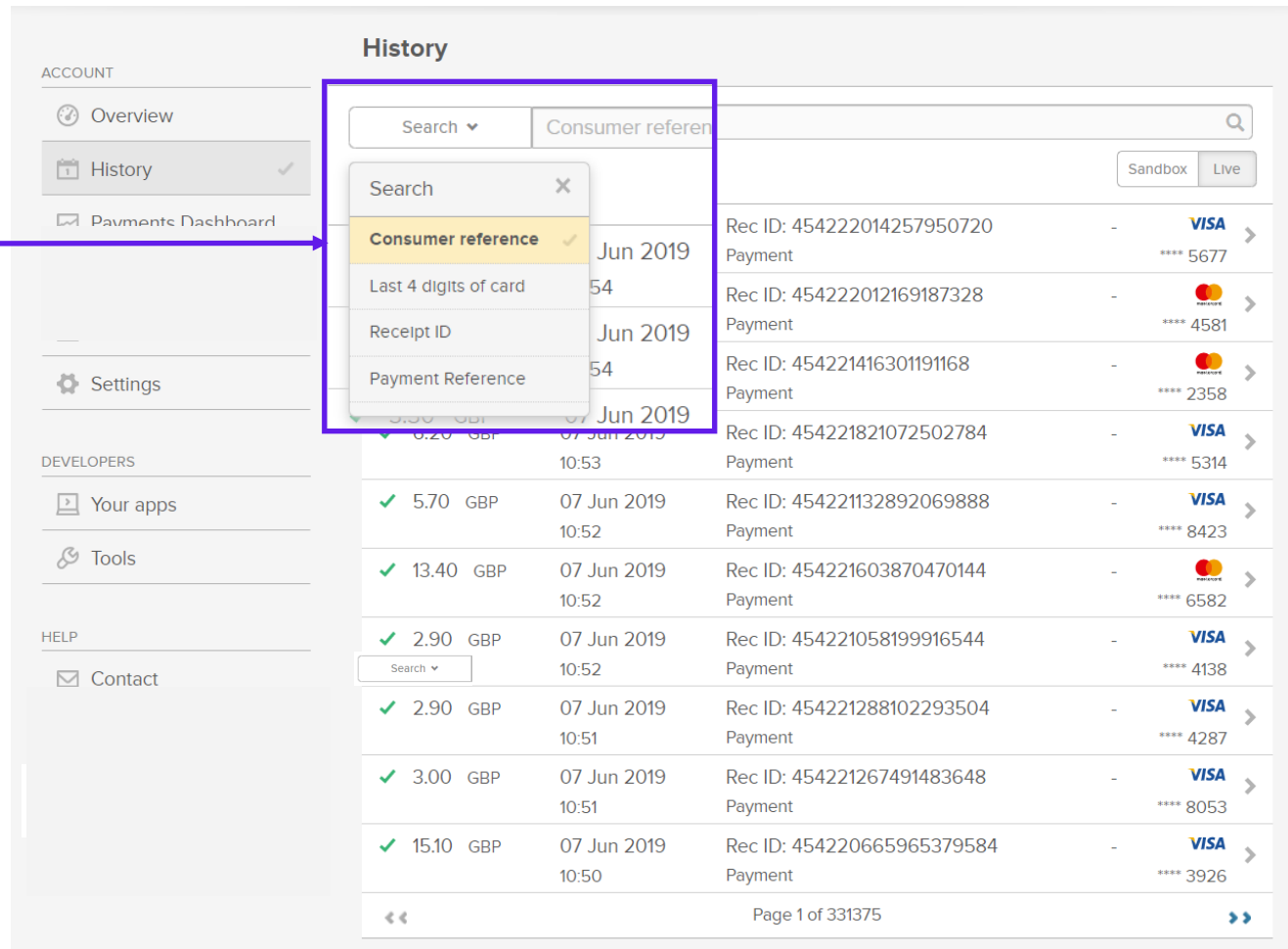
## History

The History tab allows you to view all transactions, search for specific transactions & download reports.

Clicking on “Search” will display filters that you can apply to enable you to locate specific transactions; you’re able to filter by:

- Consumer Reference
- Last 4 digits of card
- Receipt ID
- Payment reference

Once you have selected search criteria, you can export a CSV report of the results by clicking the “Download” button.

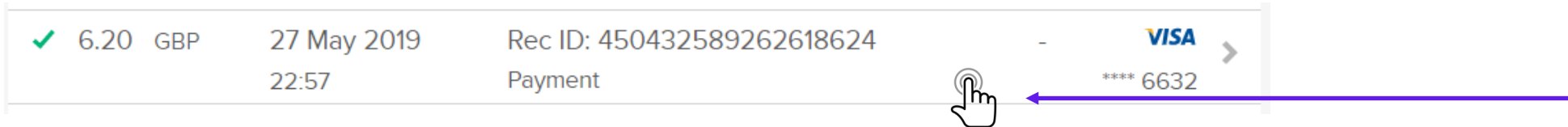


The screenshot displays the 'History' page in the Judo portal. A search filter dropdown menu is open, showing the following options: Search, Consumer reference (selected), Last 4 digits of card, Receipt ID, and Payment Reference. The main table lists transactions with columns for amount, date, time, receipt ID, and payment type. The table is filtered by 'Consumer reference'.

Amount	Date	Time	Receipt ID	Payment Type
5.70 GBP	07 Jun 2019	10:53	Rec ID: 454221132892069888	VISA Payment
13.40 GBP	07 Jun 2019	10:52	Rec ID: 454221603870470144	Mastercard Payment
2.90 GBP	07 Jun 2019	10:52	Rec ID: 454221058199916544	VISA Payment
2.90 GBP	07 Jun 2019	10:51	Rec ID: 454221288102293504	VISA Payment
3.00 GBP	07 Jun 2019	10:51	Rec ID: 454221267491483648	VISA Payment
15.10 GBP	07 Jun 2019	10:50	Rec ID: 454220665965379584	VISA Payment

## Transaction View

You can view further transaction details from within Overview or History by clicking anywhere within the transaction details:




This will display further information & options to refund the transaction or send the customer a payment receipt:

**Payment** 6.20 GBP ✓

---

[History](#) · Receipt ID 450432589262618624



Date: 27 May 2019 · 22:57  
Receipt ID: 450432589262618624  
Status: **Successful**  
Risk score: 0

[Refund](#)

[Send receipt](#)

---

**Payment details** ▼

Payment	6.20 GBP
---------	----------

---

**Payment reference** ▶

---

**Card validation** ▶

## Transaction View - Refund


To refund a transaction, when viewing transaction details, you just need to click “Refund”

**Payment** 6.20 GBP ✓

---

[History](#) · Receipt ID 450432589262618624

---



Date: 27 May 2019 · 22:57  
Receipt ID: 450432589262618624  
Status: **Successful**  
Risk score: 0

**Refund** Send receipt

---

**Payment details** ▾

Payment	6.20 GBP
---------	----------

---

**Payment reference** ▶

---

**Card validation** ▶

You will then be presented with refund options:

**Process a refund**

---

[History](#) · [Payment #450432589262618624](#) · Process a refund

---

Original amount:	6.20 GBP
Total refunds to date:	0.00 GBP
Maximum available to refund:	6.20 GBP

Amount to refund:

**Issue refund**


Any amount up to the full value of the original payment can be refunded. The system will prevent any attempts to refund more than the original amount.

## Transaction View - Receipts

Clicking “Send Receipt” will allow you to send the customer a payment receipt:

**Payment** 6.20 GBP ✓

History · Receipt ID 450432589262618624

 Date: 27 May 2019 · 22:57  
Receipt ID: 450432589262618624  
Status: **Successful**  
Risk score: 0

Refund

**Send receipt**

**Payment details** ▾

Payment 6.20 GBP

**Payment reference** ▶

**Card validation** ▶

You will then be asked for the customer’s email address:

Date: 27 May 2019 · 22:57

**Send a receipt for this transaction (BETA)** ✕

Email address

Enter email

Send

The receipt will be emailed to the customer in the below format:

**JUDOPAY LTD receipt**

Thanks for using Judopay.  
Here is your receipt.

Receipt number: 450432589262618624

Paid by: VISA card ending in \*\*\*\* 6632

Date: 27th May 2019

---

**Total** **GBP 6.2**

## Transaction View - Cont.

Clicking the “Payment Reference” dropdown will display further transaction details:

**Payment reference** ▼

App name:  
Judopay

judo ID:  
100-121-995

Consumer reference:  
052BB4AC-4C64-4614-9B03-BA977AF9CD07

Payment reference:  
25829767A

Settlement party:

Acquirer transaction ID:  
7198999902

**App name:**

The name of the app this transaction was processed through, if applicable.

**judo ID:**

The unique identifying number for your judo account.

**Consumer reference:**

Identifies the consumer that made this transaction.

**Settlement party:**

The party responsible for the transfer of funds to your account; also known as the acquirer.

**Acquirer transaction ID:**

The unique identifier for this transaction, as assigned by your settlement party.



## Transaction View - Cont.

Clicking the “Payment Reference” dropdown will display the card validation details:

**Card validation** ▼

CV2 response:  
Unknown

AVS response:  
Failed

3DS response:  
Not checked

judoShield score:  
0

Consumer reference:  
052BB4AC-4C64-4614-9B03-BA977AF9CD07

[View transactions · Blacklist](#)

Device ID:  
Not captured

**View Transactions:** Will display all transaction history for this consumer

**Blacklist:** Block all future transactions from this consumer

### CV2 response:

This indicates whether the security code from the back of the card used matches the other card details.

### AVS response:

Shows whether the cardholders billing address was verified by the issuing bank

### 3DS response:

Shows whether the transaction was validated with 3D Secure.

### judoShield score:

Designed by judo to help manage exposure to fraud, this monitoring system assigns a score to each transaction. The score ranges from 0-100, with 100 representing the highest risk.

### Consumer reference:

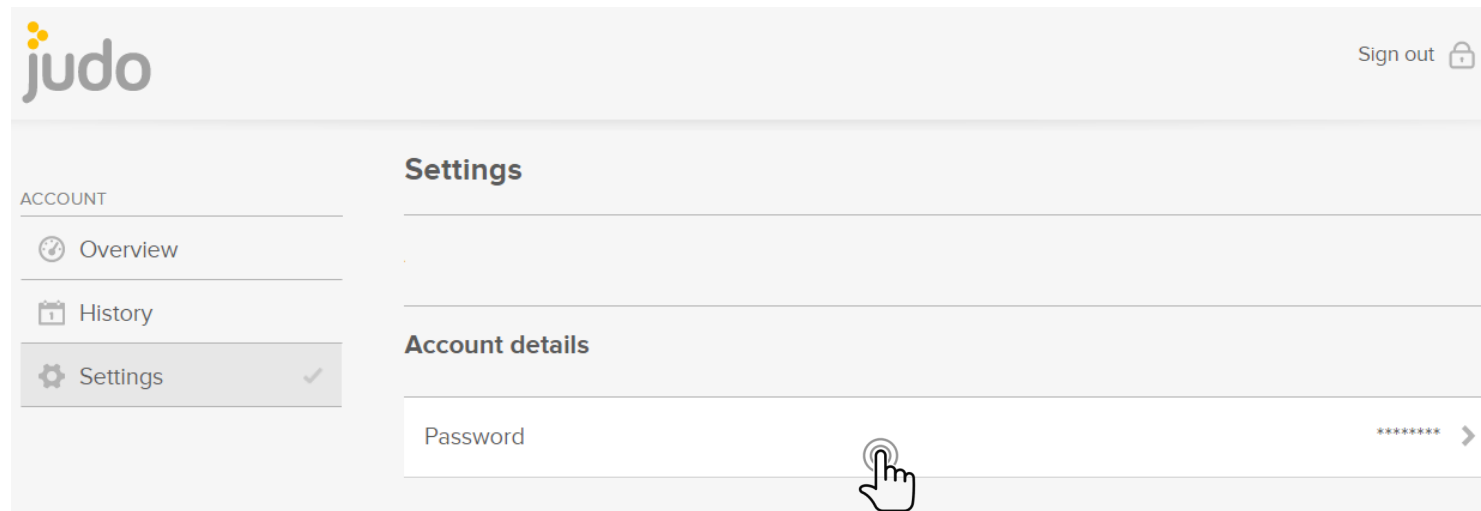
A unique reference for a consumer.

### Device ID:

A unique reference for a device (If made available at the time of payment).

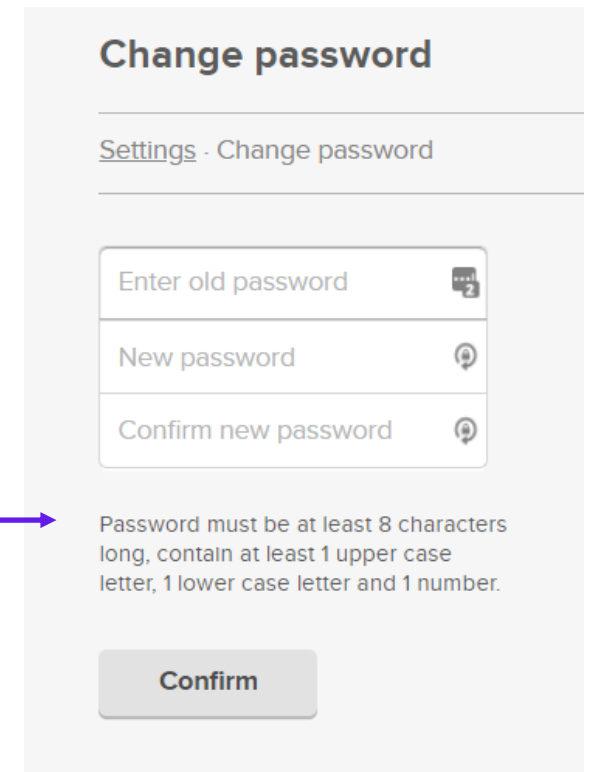
## Settings - Change Password

You can update your Judopay Portal password by from within the “Settings” tab and clicking on the Password field:




You will then be asked to confirm you current password and choose your new password.


Once complete; click “Confirm” and your password will be updated.




**Change password**

[Settings](#) - Change password

Enter old password 

New password 

Confirm new password 

Password must be at least 8 characters long, contain at least 1 upper case letter, 1 lower case letter and 1 number.

**Confirm**