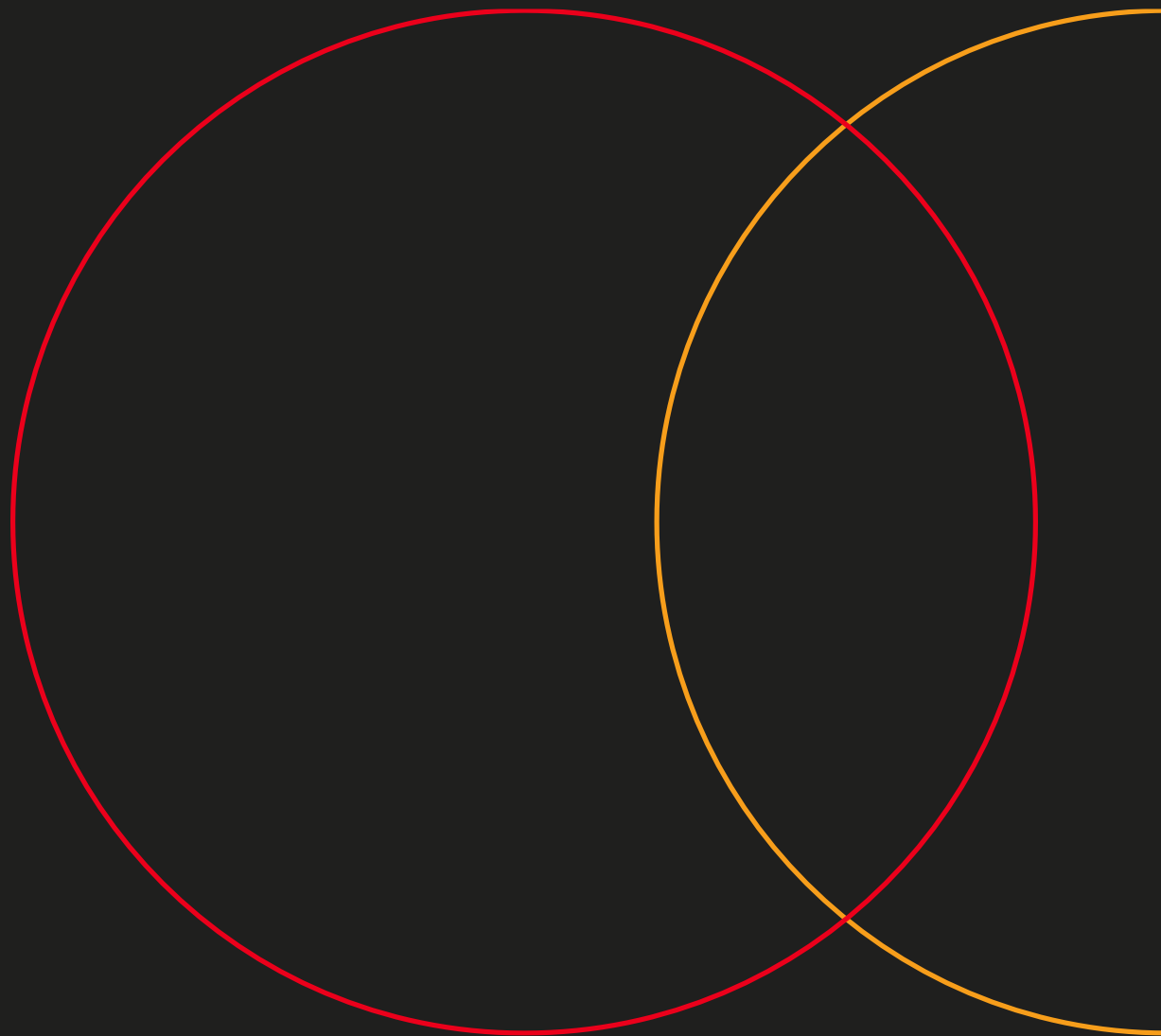




Mastercard Connect Overview

2022



Getting started

Requirements

All companies must be licensed to do business with Mastercard in order to create Connect user accounts.

Once your company has been licensed to do business with Mastercard:

- A Company ID (CID) will be assigned
- The assigned CID is required to sign up for a Connect user account
- If you already have a Mastercard Connect account, please sign in to Connect at www.mastercardconnect.com with your existing User ID and password



Connect roles

There are 3 roles in Connect that companies may utilize

Connect utilizes 3 roles and depending on how your company does business with Mastercard, it may have all 3 roles

More details about the administrator roles can be found:

- [Connect administration video](#)



User

Any person that has a Mastercard Connect user account.



Business Administrator

Responsible for defining application and data access rules for their company and any related companies. Each company must have a minimum of 1 Business Administrator.

Note: this role only applies to issuers, acquirers, and RPPS customers.



Security Administrator

Responsible for managing users at their company, including approving application and data access requests. Each company must have a minimum of 2 Security Administrators.



Creating a Connect account is easy

There are a couple of ways to set up a Connect account

1. You can create an account by going to our website at www.mastercardconnect.com and selecting 'Sign up' to start the process
2. You could be invited to join Connect by your company's Security Administrator. If this is the case, you will receive an email from Mastercard with a welcome message and instructions to follow



SELF SIGN
UP



INVITED TO
JOIN

NEW USER SETUP

Self sign up

Create your new account in 3 easy steps

1 Select 'Sign up'

Select Sign up from the main navigation or next to 'New to Mastercard Connect?'

2 Follow the steps to sign up

We'll collect some information about your company, yourself, and your job. You can then create a user ID, password, and answer some security questions. These security questions will help us get you back into Connect, in case you ever get locked out of your account.

Step 1: Landing Page

connect

Sign Up Support

1

Sign In

User ID
Enter user ID

Password / RSA SecurID token
Enter your password or token

Sign in

Forgot password/ PIN
Replace RSA SecurID token
New to Mastercard Connect? Sign up

WELCOME TO MASTERCARD CONNECT

Where you connect with Mastercard to grow your business

Explore ↓

Step 2: About your company

connect

SIGN UP STEP 1 OF 3

About your company

Signing up only takes a few steps. We'll collect some information about your company, yourself, and your job, and then we'll pass it to an administrator at your company. They'll review and approve your account.

Let's get started by finding your company.

Here is the information we have on file for your company. Is this correct?

Bank of Top and Go [123456]
114 5th Avenue
New York, NY 10011
United States

Yes, this is my company
Let's continue signing up

No, this is not my company
Let's try searching again

Step 3: About you

connect

SIGN UP STEP 2 OF 3

About you

Tell us about yourself and your job

First name
Fred

Business email
fred.smith@bankoftopandgo.com

About your job
My title is fraud analyst. I work in the accounts.

Next Previous step

Step 4: Create your account

connect

SIGN UP STEP 3 OF 3

Create your account

We're almost done.

Create a user ID, a password, and answer some security questions, and then we'll pass your account request over to an administrator at your company.

Create your user ID
fredsmith1234

Create your password
.....

Verify password
.....

Security question 1
What is your favorite pet's name?

Answer security question 1
Virgil

Security question 2
What was the color of your first car?

Answer security question 2



NEW USER SETUP

Account confirmation

You will receive 2 emails after requesting a Connect account

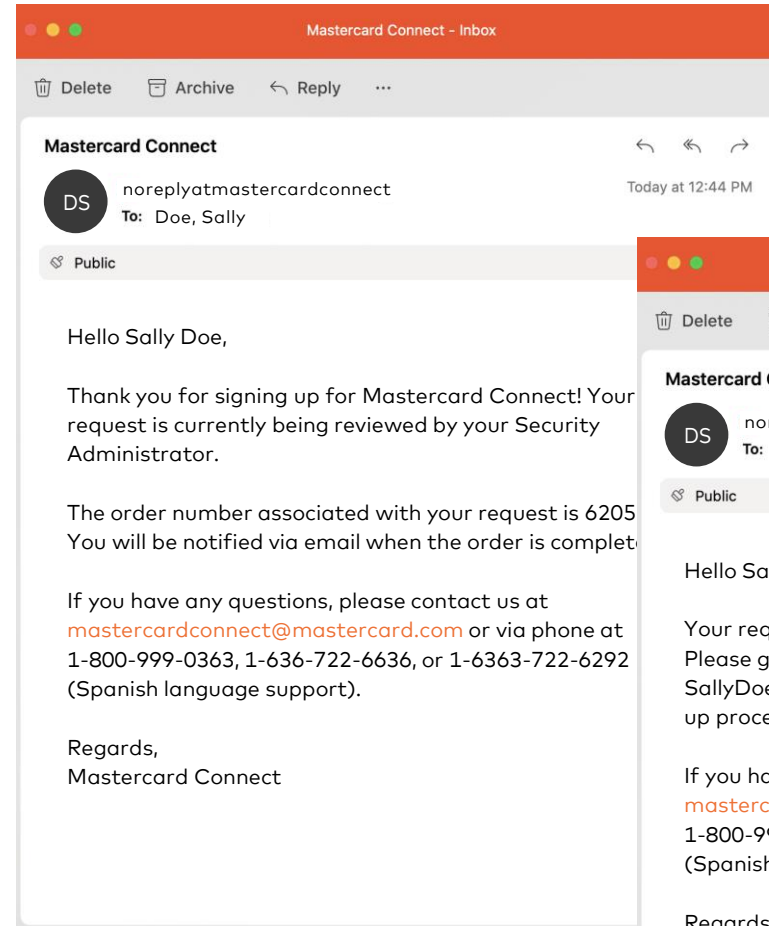
1 New account confirmation

Provides order number and confirms that your request for a Connect account is under review with your Security Administrator

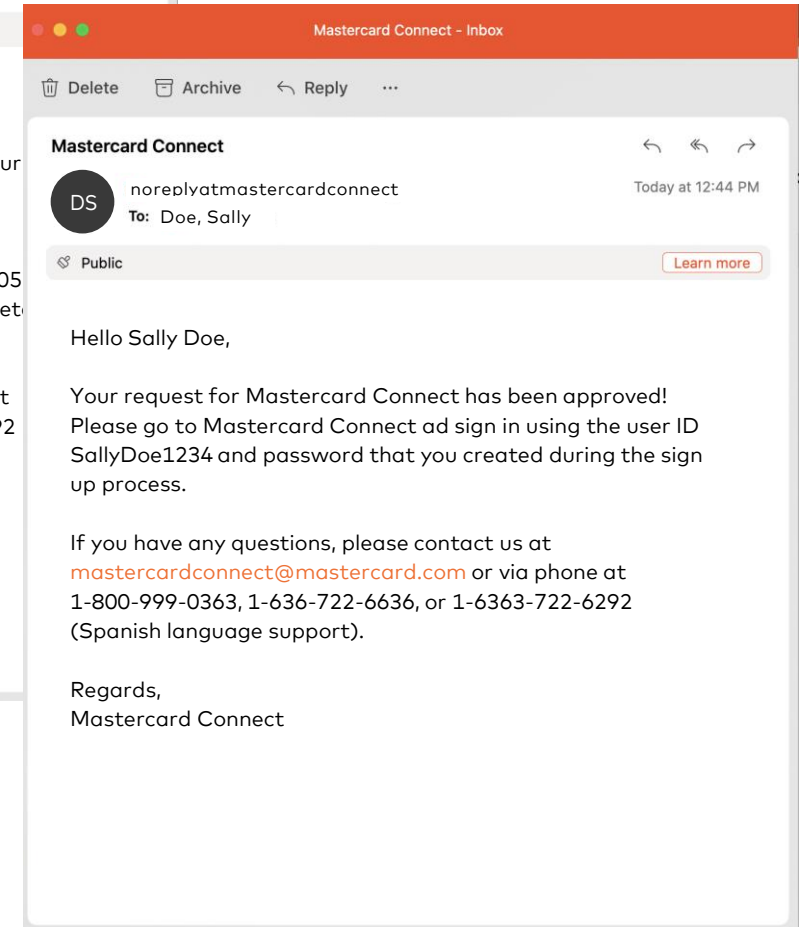
2 Approved account confirmation

After your Security Administrator approves your order, you will receive an approval confirmation

1



2



NEW USER SETUP

Sign in

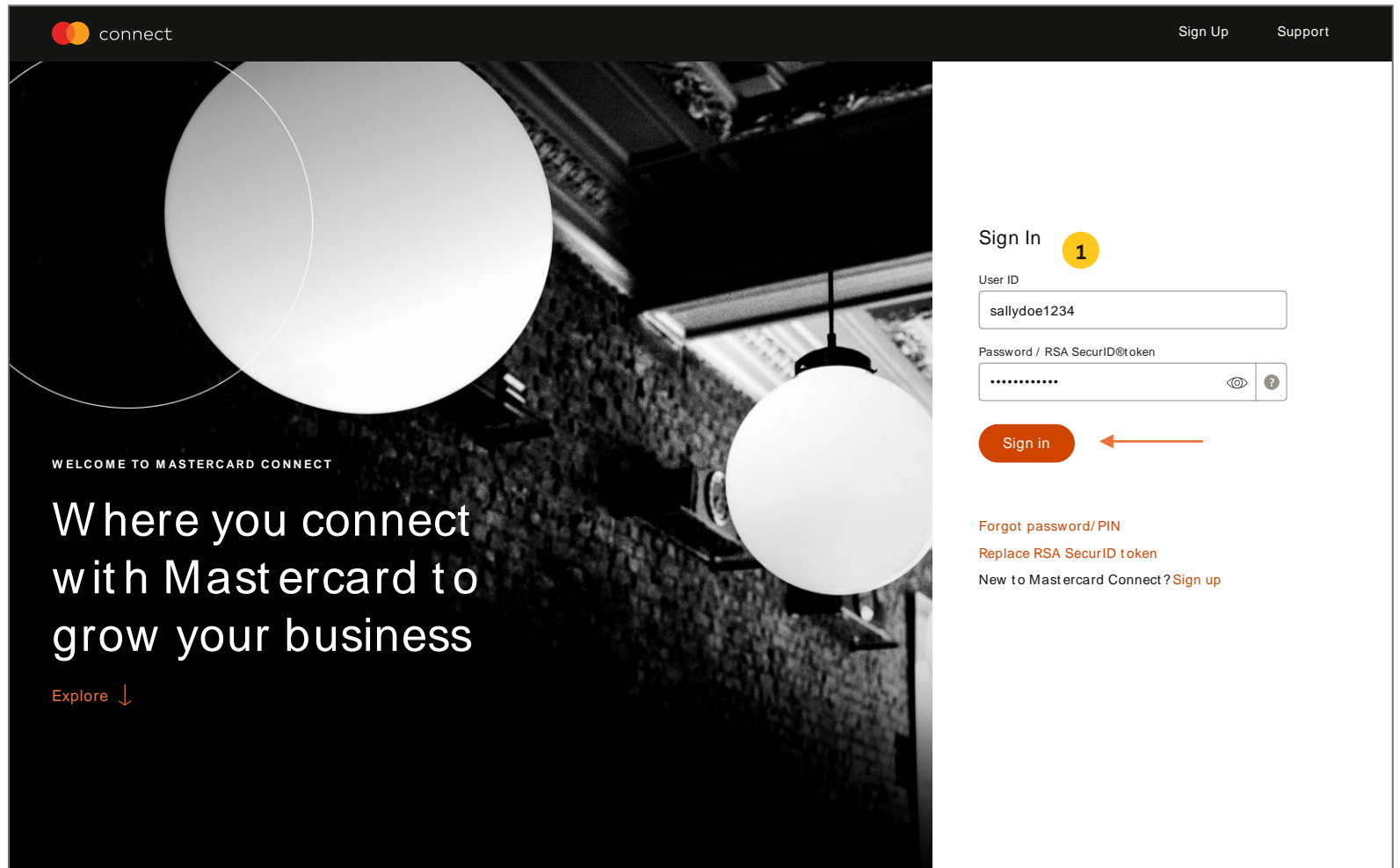
Accessing your Connect account is easy

1 Entering your credentials

- To sign in to Connect, visit www.mastercardconnect.com
- Enter your User ID and password
- Select 'Sign in'

If you've been issued a SecurID token, you'll sign in with your username and a passcode instead.

** SecurID tokens are only issued to users who have access to applications or reports that require higher levels of security.*



The screenshot shows the Mastercard Connect Sign In page. The header features the Mastercard logo and 'connect' text on the left, and 'Sign Up' and 'Support' links on the right. The main content area has a dark background with a large white circle and the text 'WELCOME TO MASTERCARD CONNECT' and 'Where you connect with Mastercard to grow your business'. Below this is an 'Explore' link with a downward arrow. On the right side, there is a white sign-in form. The form has a 'Sign In' heading with a yellow circle containing the number '1'. It includes a 'User ID' field with the text 'sallydoe1234', a 'Password / RSA SecurID@token' field with masked characters and toggle icons, and an orange 'Sign in' button. Below the button are links for 'Forgot password/PIN', 'Replace RSA SecurID token', and 'New to Mastercard Connect? Sign up'.

connect

Sign Up Support

Sign In 1

User ID

sallydoe1234

Password / RSA SecurID@token

.....

Sign in

Forgot password/PIN

Replace RSA SecurID token

New to Mastercard Connect? Sign up

WELCOME TO MASTERCARD CONNECT

Where you connect with Mastercard to grow your business

Explore ↓



NEW USER SETUP

First use tour

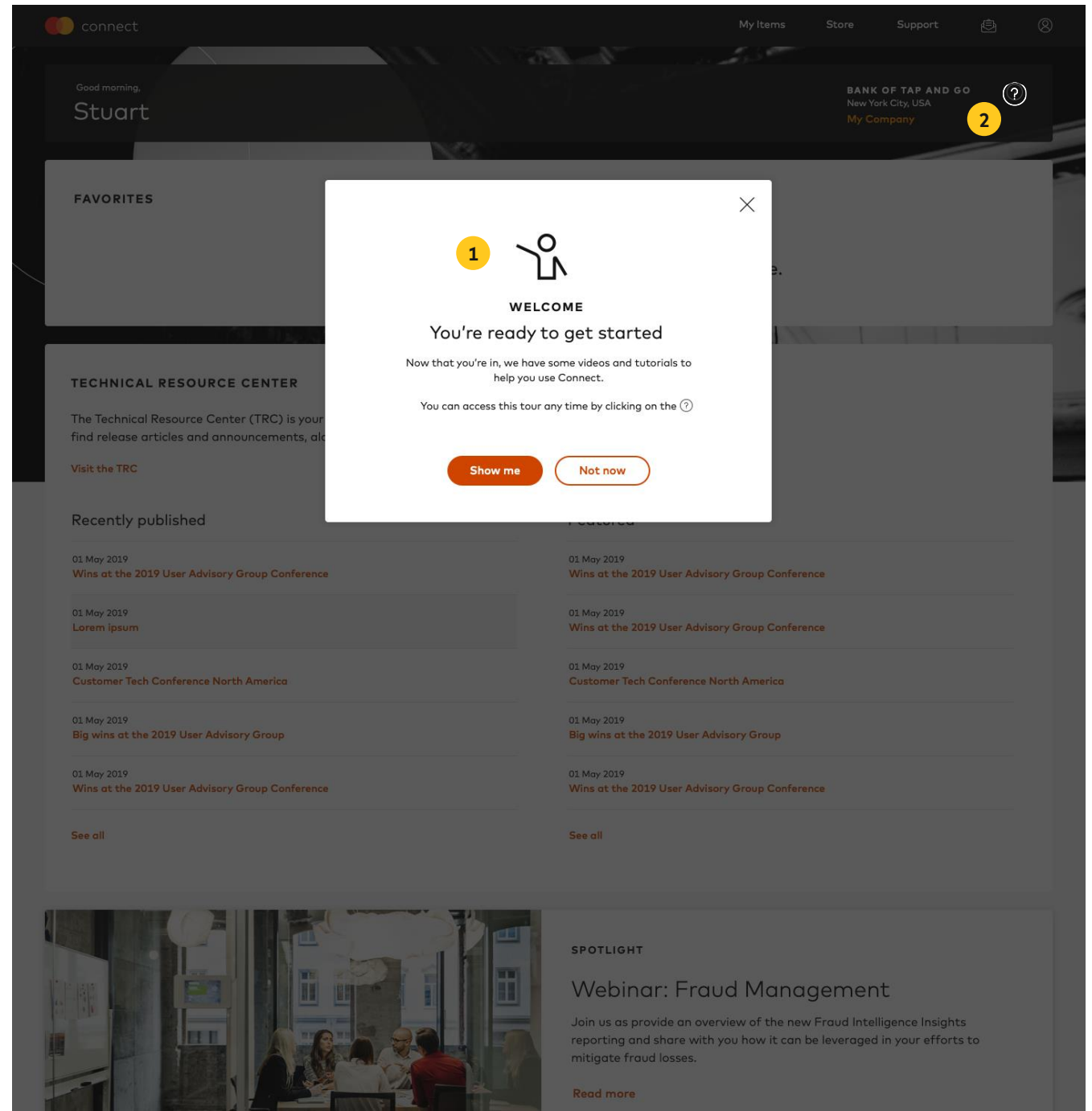
Take a quick tour to learn about Connect

1 Welcome

The First Use Tour is provided the first time you Sign In and walks you through the basic features of Connect.

2 Help panel

The First Use Tour is also available from the "?" of each Connect page.



NEW USER SETUP

Home

Access to tools to grow and manage your business with Mastercard

1 Welcome Bar

Access to your company's information like contacts, relationships and the names of your security and business administrators.

2 Favorites

The place to find your most used items. By default, the Favorites section is empty until you decide what goes there.

3 Shortcuts

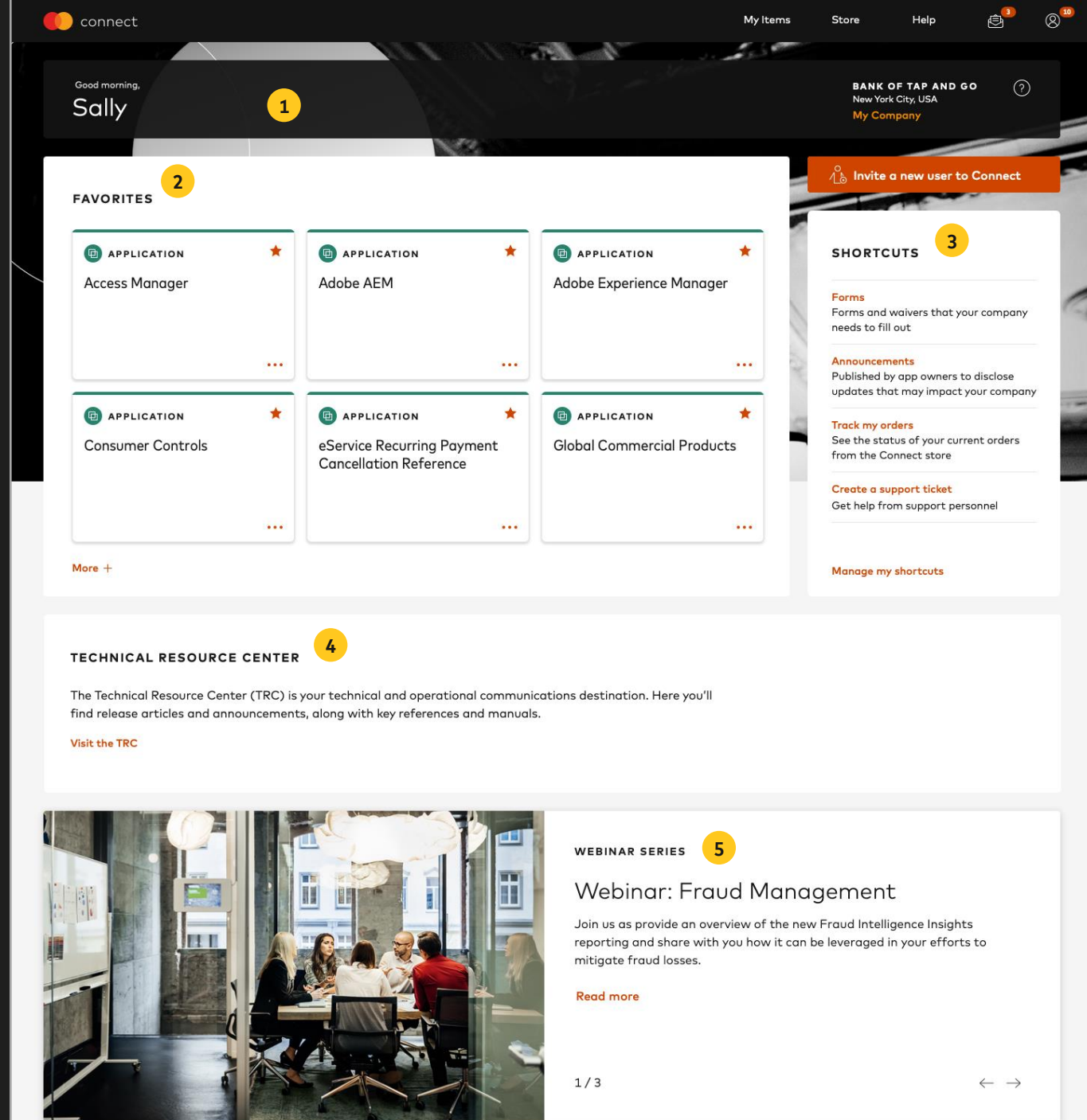
Add a quick link to your most frequently visited places.

4 Technical Resource Center

Link to technical and operational communications and release announcements.

5 Topics of interest

At the bottom of the homepage, topics of interest, such as new items or Connect updates are highlighted.



NEW USER SETUP

Main navigation

The main Connect navigation provides easy access to essential tools

1 My Items

Find all the items that you have access to.

2 Store

Request access to items that you need.

3 Help

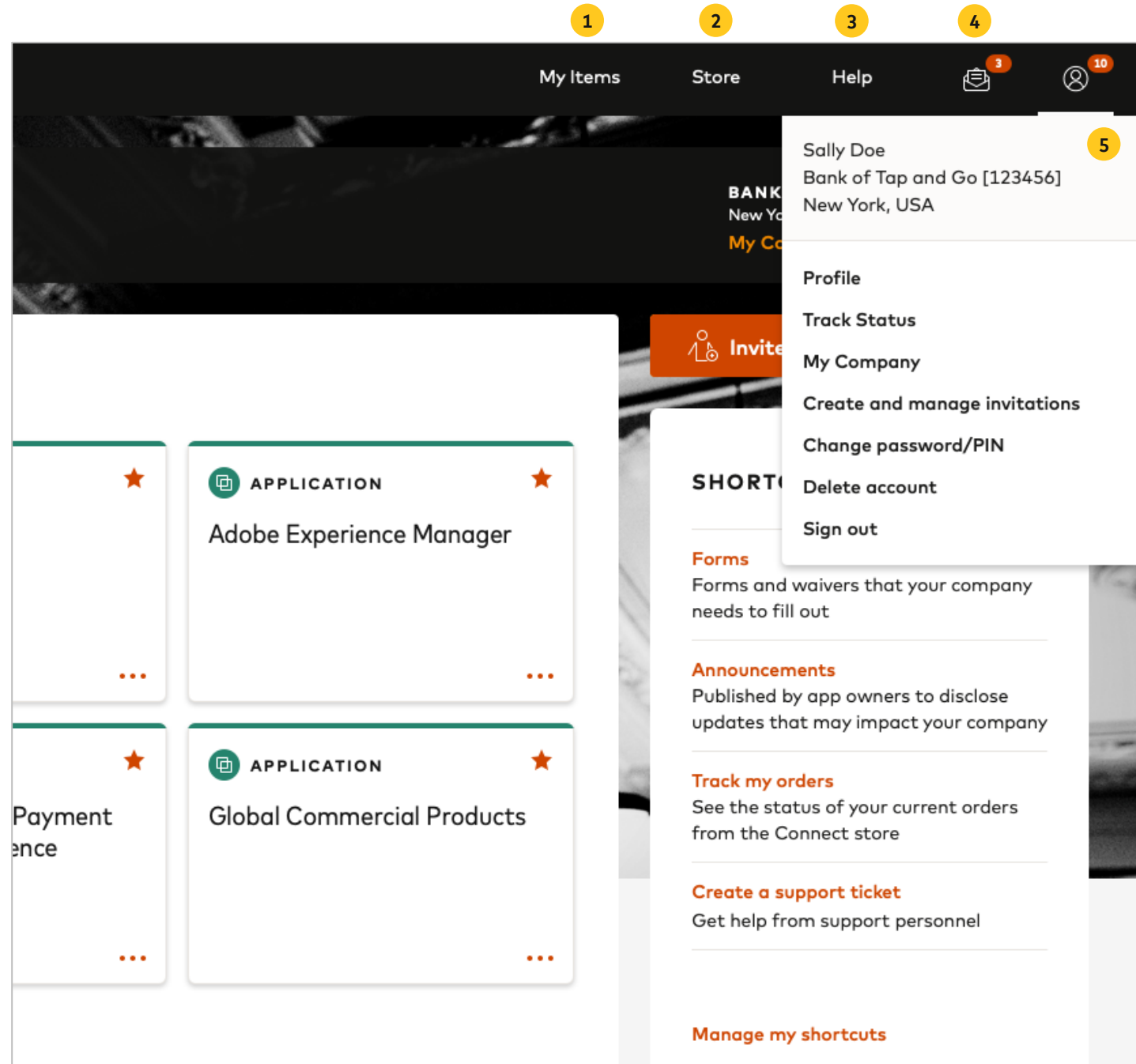
Access Connect documentation and forms, start a support request, or chat with the Connect support team.

4 Secure Message

Secure communications platform used to send and receive messages that contain sensitive data.

5 User Menu

View and manage your profile, track orders, change password/PIN, delete account, and sign out.



NEW USER SETUP

My items

A consolidated view of the applications you have access to

1 Default items

You will see My Company Manager and the Technical Resource Center upon first sign in.

2 Pending or actionable Items

If you have an item that requires you to do something, a pending, actionable items section will be visible on the page.

3 Managing your applications

You can select the card menu (•••) to reveal how you can interact with the application card.

4 Favoriting an application

Save time by selecting the star to add the card to your homepage for easy access.

connect

My Items

Store Help

Search my items

Sort by: A-Z

Pending or actionable items (2)

- APPLICATION Account Level Management Access change pending
- APPLICATION Mastercard Digital Enablement Service (MDES) Issuer Wallet Scoping

All items (7)

- APPLICATION Adobe Experience Manager (AEM) ...
- REPORT Issuer Loss File
- APPLICATION Location Administration Tool
- APPLICATION My Company Manager
- APPLICATION Technical Resource Center
- APPLICATION Unattended File Transfer Authentication Credentials (UFTAC)



NEW USER SETUP

Store

Items available to you can be found in the Connect Store

1 Visit the Store

Select the 'Store' from the main navigation bar from the homepage.

2 Find an item

You can search the Store by entering the name of the app or report in the search bar or use the filters on the left to refine your search.

3 Manage your items

Items you already have access to will have a (...) menu to interact with and items you don't have access to will simply show 'Request'.

The screenshot displays the Mastercard Connect Store interface. At the top, the navigation bar includes 'My Items', 'Store' (highlighted with a red box and a yellow '1'), and 'Support'. Below the navigation bar, the 'Store' header is visible. A search bar on the left contains the text 'Search the Store' and shows '26 results'. To the right of the search bar, there is a 'Sort by: A-Z' dropdown. On the left side of the main content area, there are three filter sections: 'Business capability' with checkboxes for Authorization, Billing, Chargebacks, Clearing, and Disputes; 'Line of business' with checkboxes for Acquirer, Issuer, and Processor; and 'Item type' with checkboxes for Application, Product, and Report. The main content area displays a grid of items. Each item card includes an icon, a title, a description, and a status. The items shown are: 'Account Management Card Number Mapping Detail' (REPORT), 'Acquirer Intelligence Center (Platform)' (APPLICATION), 'Analytics Platform' (APPLICATION), 'Data Integrity Online' (APPLICATION), 'Mastercard Market Trends' (APPLICATION), 'MDES Customer Service' (APPLICATION), 'MDES Manager' (APPLICATION), 'MDES Manager MTF' (APPLICATION), 'Operational Reports' (APPLICATION), 'Pricing and Billing Resource Center' (APPLICATION), and 'Rewards - Customer Service' (APPLICATION). The 'Analytics Platform' card has a yellow '3' and 'Open' button. The 'Mastercard Market Trends' card has a 'Change access' button. The 'MDES Manager' card has a 'Request' button. The 'MDES Manager MTF' card has a 'Request' button. The 'Operational Reports' card has a 'Request' button. The 'Pricing and Billing Resource Center' card has a 'Request' button. The 'Rewards - Customer Service' card has a 'Request' button. The 'Account Management Card Number Mapping Detail' card has a 'Request' button. The 'Acquirer Intelligence Center (Platform)' card has a 'Request' button. The 'Data Integrity Online' card has a 'Request' button. The 'MDES Customer Service' card has a 'Request' button. The 'MDES Manager' card has a 'Request' button. The 'MDES Manager MTF' card has a 'Request' button. The 'Operational Reports' card has a 'Request' button. The 'Pricing and Billing Resource Center' card has a 'Request' button. The 'Rewards - Customer Service' card has a 'Request' button.

NEW USER SETUP

Request access to an item

Identify what you need and find it in the Store

1 Find and request

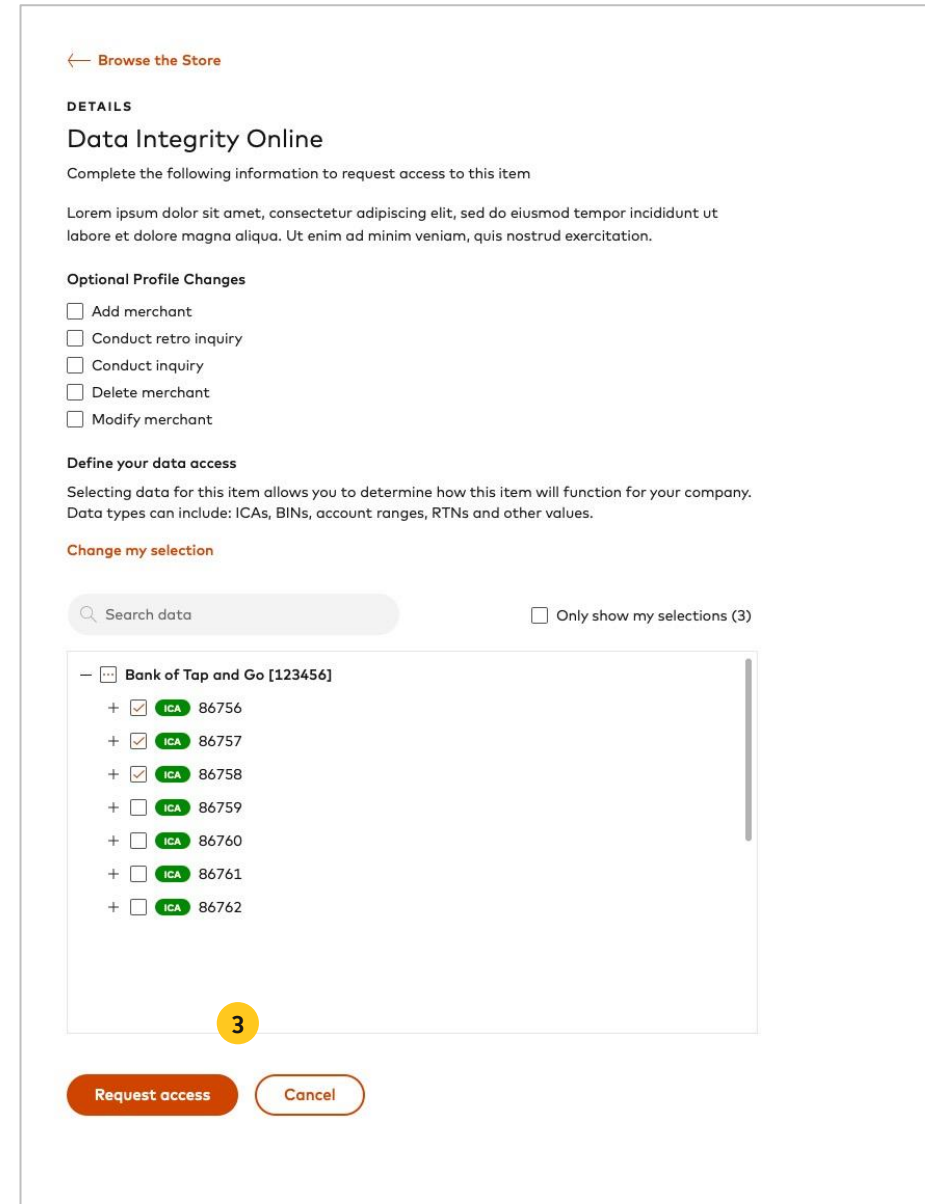
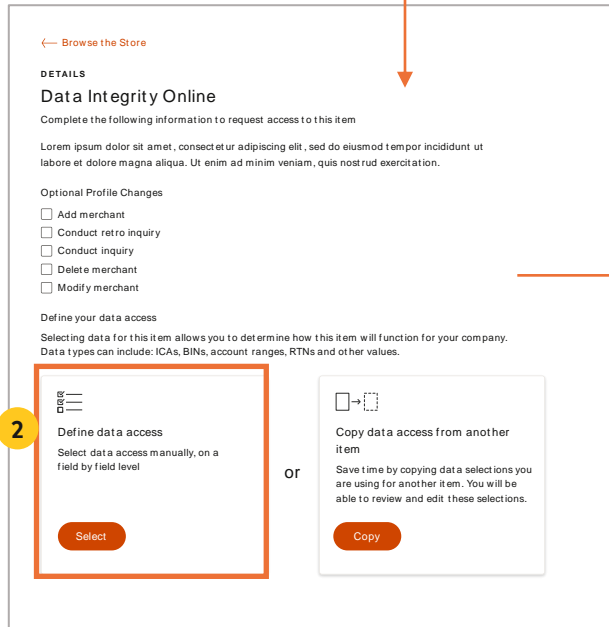
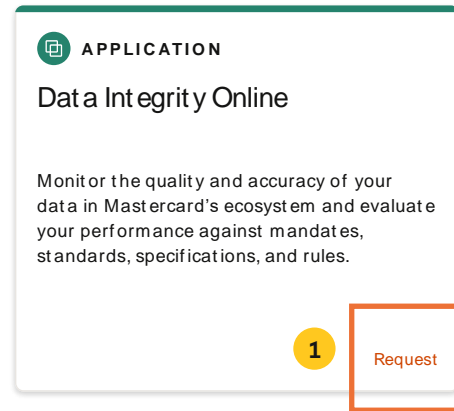
Once you find what you're looking for, select 'Request' on the item card.

2 Add manually or copy data access

You can either select the data manually, or you can save time by copying selections you made for another item.

3 Define data access

Complete required details on the checkout form and select 'Request access'.



NEW USER SETUP

Access confirmation

You will 2 emails confirming your access

1 Order confirmation screen

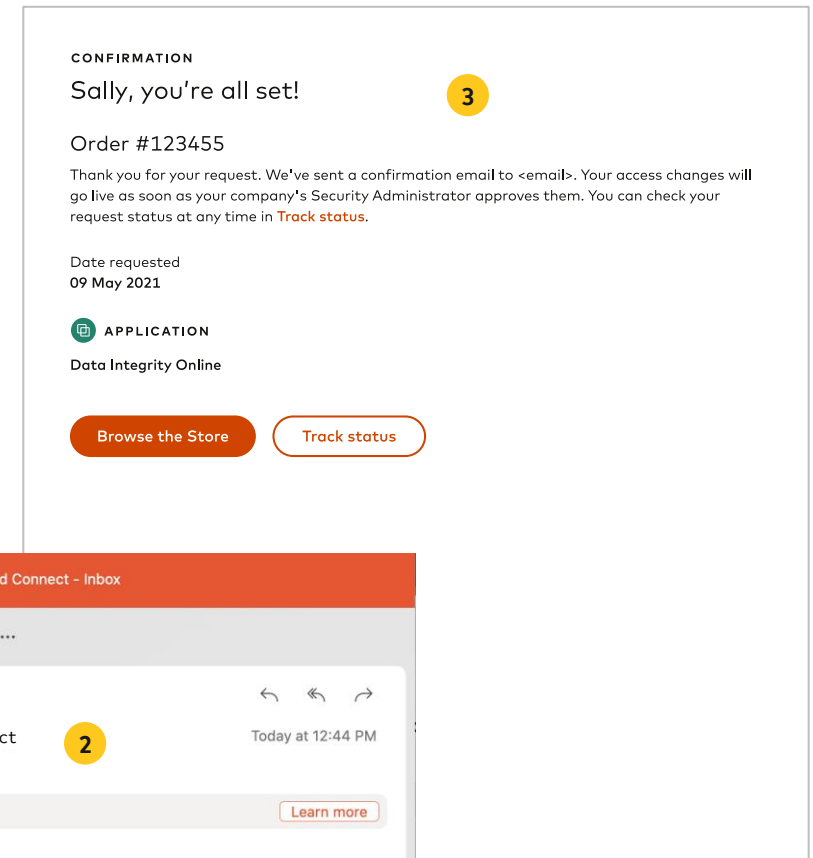
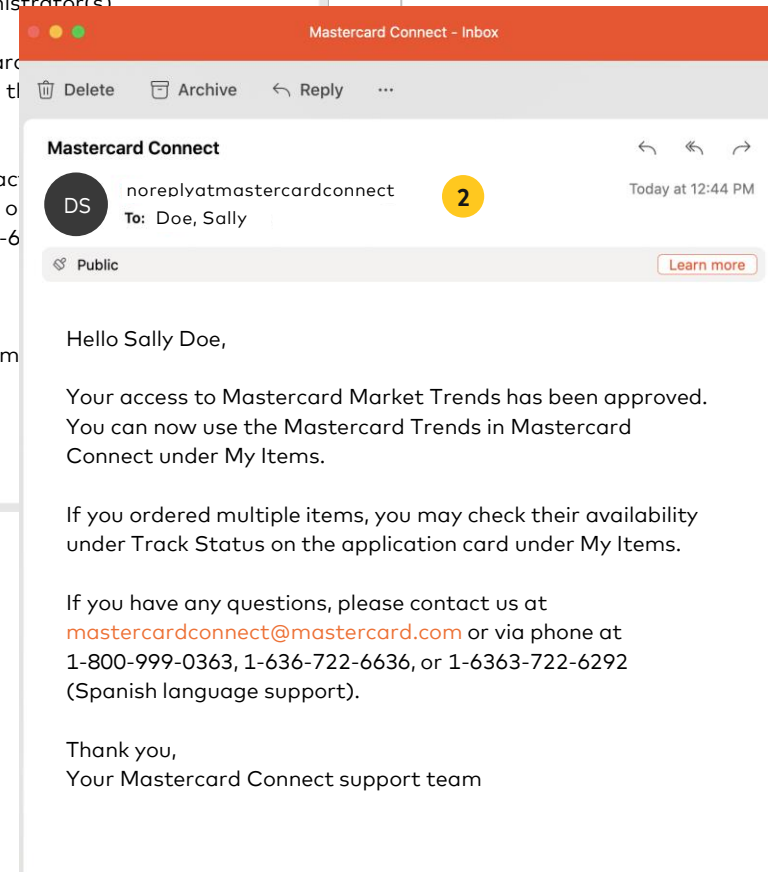
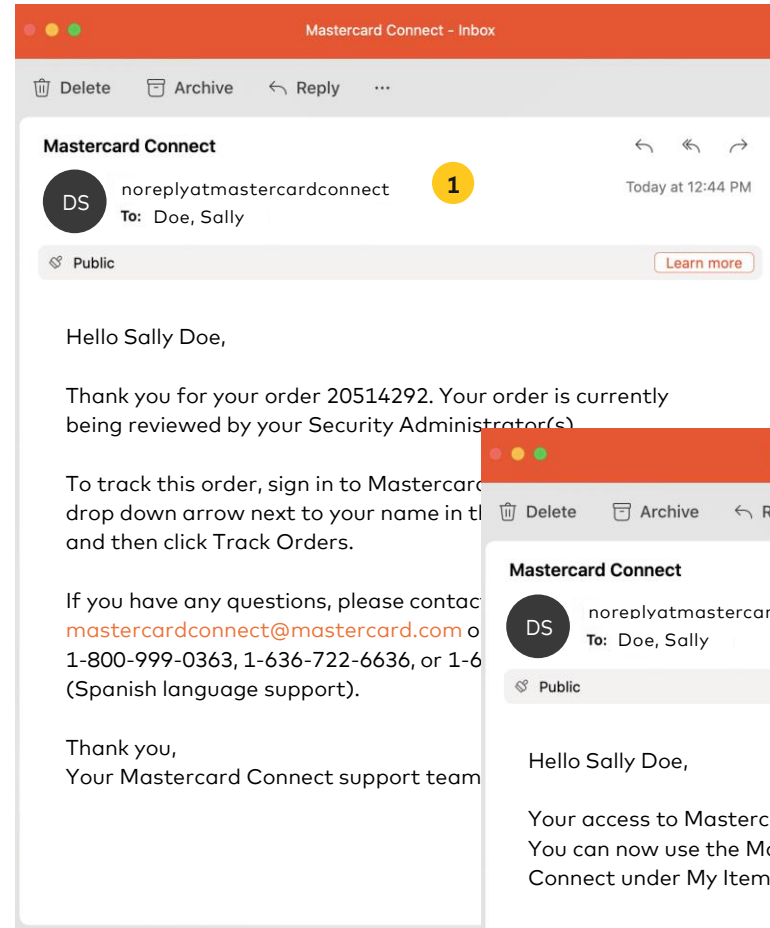
After placing your order, you will receive an onscreen message stating that your order was submitted.

2 Request confirmation

Your order tracking number will be available in the first email you receive.

3 Approved request confirmation

After your Security Administrator approves your order, you will receive an approval confirmation.



NEW USER SETUP

Help Center

Training materials and other tools to help you manage your work

1 Training materials

Find support materials to help guide your Connect experience

2 Support requests

Start a support request or check the status of an existing request

3 Chat

Talk to live agents to quickly get answers to your Connect questions

4 Forms

Access forms you may need

5 Share a screen recording

If you experience an issue, record your screen and send it to Mastercard.

The screenshot shows the Mastercard Connect Help Center interface. At the top, there's a dark header with the 'connect' logo and navigation links: 'My Items', 'Store', 'Help', and a user profile icon. Below the header, the 'Help center' title is displayed. The main content area is titled 'Welcome to the Connect help center' and includes a brief introduction about Connect as a secure destination for accessing applications and reports. It also provides links to watch short videos for learning about the basics of Connect and its administration. Below this, there are two columns of links: 'Connect overview' (Learn about how Connect works) and 'Connect administration' (Learn about managing companies, users, orders, and groups on Connect). A section titled 'CONTACT SUPPORT' lists phone numbers for International, Toll-free, Europe, and United Kingdom, along with the email address 'customer_support@mastercard.com'. On the right side, there are three sections: 'Support Requests' (Start a support request or check an existing request, with a 'Go to support requests' button), 'Chat' (Have a question? We're here to help. Start a chat, with a 'Chat' button), and 'Forms' (Use forms to provide important information to Mastercard, with a 'Find a form' button). Numbered callouts (1-5) are placed over the interface to correspond with the sidebar text: 1 points to 'Connect overview', 2 to 'Support Requests', 3 to 'Chat', 4 to 'Forms', and 5 to the 'Help center' header area.

connect

My Items Store Help

Help center

Share a screen recording

Welcome to the Connect help center

Connect is a secure destination where you can access items like applications and reports that allow you to grow your business with Mastercard.

To learn about the basics of Connect, [watch this short video](#).

To learn about the basics of Connect administration, [watch this short video](#).

Connect overview

Learn about how Connect works

Connect administration

Learn about managing companies, users, orders, and groups on Connect

CONTACT SUPPORT

International
1-636-722-6176
1-636-722-6636

Toll-free
United States 1-800-999-0363
Canada 1-800-455-9233
Ireland 1-800-818-383

Europe
353-1-562-1208

United Kingdom
0808-234-6126

customer_support@mastercard.com

Support Requests

Start a support request or check an existing request

[Go to support requests](#)

Chat

Have a question? We're here to help. Start a chat.

[Chat](#)

Forms

Use forms to provide important information to Mastercard

[Find a form](#)



NEW USER SETUP

Secure Message

Send and receive sensitive data
between you and Mastercard

1 Create a new message

Create a message by selecting 'New message'

2 Inbox

New messages are shown in bold and are retained for 90 days before auto deleted.

3 Sent

Review your sent messages from the last 90 days.

connect

My Items

Store

Support

3

10

Secure Message

Inbox

Sent




3

1

New message

2

Secure Message allows companies to securely exchange messages and attachments with Mastercard. Messages are retained for 90 days.

Favorite	From	Subject	Company	Attachments	Updated ↕
★	Sarah Thomas, Amy Smith, Chris...	Please review and respond (3)	Mastercard Worldwide		03 Jun 2018, 9:46 AM
☆	John Thompson	Proof of purchase is attached	Mastercard Worldwide		03 Jun 2018, 9:07 AM
☆	Amy Smith, Charlie Smith	Noticed random activity	Company name [234567]		03 Jun 2018, 8:23 AM
★	Sam Jones	All is confirmed	Company name [345678]		03 Jun 2018, 7:58 AM
☆	Christopher Jackson	Please confirm and respond	Company name [456789]		03 Jun 2018, 7:02 AM

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NEW USER SETUP

User Menu

Manage your Connect account

1 Profile

Manage user details including your security questions and answers

2 Track Status

Track the current status of your orders here or on your Item cards

3 Change Password/PIN

This is one of the places you can go to change your password/pin.

4 Delete account

If you no longer need your Connect account, you can delete it here.

5 Sign Out

When you are done working in Connect, select 'Sign Out'.



My Items

Store

Help



Sally Doe
Bank of Tap and Go [123456]
New York, USA

Profile

Track Status

My Company

Change password/ PIN

Delete account

Sign out

You're all set!

For more information, reach out to
customer_support@mastercard.com

