NEW MERCHANT PORTAL: USER SET UP PROCEDURES

As a Cardinal Customer, you are provided with a unique *Username to access our Support Site. (*This Username is your individual email address.)

1. Go to Cardinal's [Merchant Support Site](#)
2. Enter your Username and Password (include all users and emails)
3. At the Support Site home page you will see Quick Links
4. Click the Open a Ticket button.
5. You should see the "Submit A Ticket" screen.
6. Populate the required fields as follows:
   a. Product Topic - Select the Product Topic that most closely relates to the specific issue you are having
   b. *Priority Level – Select Priority Level 5 – General Request
   c. Indicate whether this is an update for existing user/new, added user
   d. Optional: include Cardinal Processor ID (PID) and or Merchant ID (MID)
7. IP Trust List – to ensure your IP address is not blocked all Merchant Portal users should provide the following within the support ticket they are submitting:
   a. All email addresses of required users in the ticket
   b. All IP addresses for each submitted user email.
8. Contact the Customer Support Team via email at support@cardinalcommerce.com for any issues or questions.