

» Smartpay (ePDQ) quick start guide

Logging in for the first time

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Welcome to ePDQ. By now, you will have received a few emails from us, including notification of your password for logging into the ePDQ Back Office portal.

The email with your password will look like this:

Subject: Merchant Re-activation

Dear customer,

Please find in this e-mail the information that will allow you to access your administration panel.

Password: xxxxxxxxxx

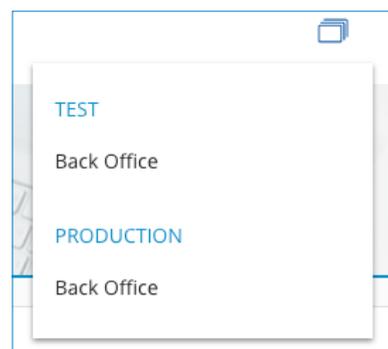
Please ensure you carefully read all correspondence we send you as they all contain important information about your ePDQ account, and how you can get the most from it.

How can I access the login page?

You can login to your ePDQ TEST and LIVE back office portal from the ePDQ support page: <https://support.epdq.co.uk/en/>

Please click on the icon in the top right corner of the home page to login – see image to the right.

When you first login you will be greeted by the page below. Depending on how you want to login, please ensure you enter your **PSPID** and password, or click on **'Login as User'** and enter your **User ID** and password instead.



Frequently asked questions

Q. What is my "PSPID"?

A. This is your unique ePDQ account number, confirmed to you in the email you received with the subject 'Set up your Barclaycard ePDQ account today'. For the first User ID, we create on your ePDQ account as part of our setup process, the User ID and PSPID will be the same value.

Q. What if I cannot login?

A. If you are copying your password from the email you received from us, please ensure you have copied the password correctly. To check this, copy and paste your password into a text editor such as Notepad. Ensure you remove any trailing space characters- i.e. that you have copied only the characters in the password – and then copy and paste this into the ePDQ login screen password field. If this fails, please ensure you follow the 'Lost your password' link on the ePDQ Back Office login screen.

Q. What if I have not received my login details via email?

A. Please check your email account and with your service provider to ensure emails from ePDQ have not been blocked, or moved into your 'spam' folder. All ePDQ related emails will be sent to the email address you provided when you signed your Merchant Agreement with us.

A screenshot of the ePDQ login page. The page has a green header with the word 'Login' in white. Below the header, there is a message: 'Please enter your PSPID and your password in order to administer your account.' There are two input fields: 'PSPID' and 'Password'. The 'PSPID' field has a small red asterisk and an information icon to its right. The 'Password' field also has a small red asterisk. Below the input fields is a grey 'SUBMIT' button. At the bottom of the form, there are three links: 'Login as user' (highlighted with a red box), 'Lost your password?', and 'Access to test'.

**This information is available in large print, Braille and audio,
by calling 0800 161 5326 or 1800 812 700.**

Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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