



Portal user guide.

Updated February 2021



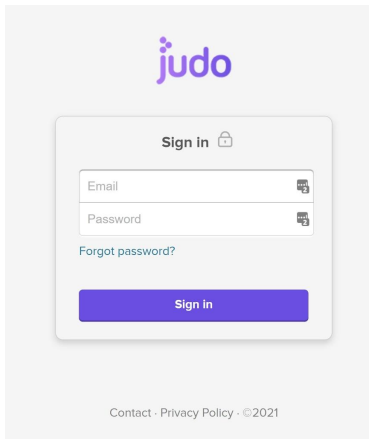
# Log in.

Portal user  
guide.

To log in to the Judopay Portal, head to

<https://portal.judopay.com>

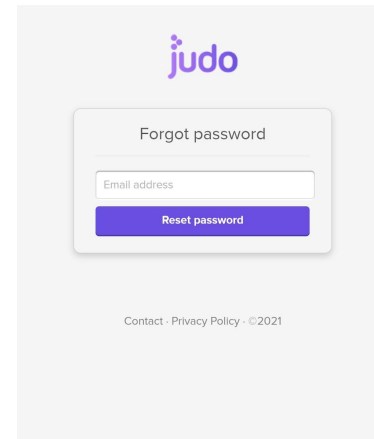
and enter your registered email address and password.



The screenshot shows the Judopay Sign in page. At the top is the 'judo' logo. Below it is a 'Sign in' button with a lock icon. Underneath are two input fields: 'Email' and 'Password', each with a copy icon to its right. Below the password field is a link that says 'Forgot password?'. At the bottom of the form is a large purple 'Sign in' button. At the very bottom of the page, there is a small link: 'Contact - Privacy Policy - ©2021'.

## Forgot your password?

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



The screenshot shows the Judopay Forgot password page. At the top is the 'judo' logo. Below it is a 'Forgot password' button. Underneath is an 'Email address' input field. Below the input field is a purple 'Reset password' button. At the bottom of the page, there is a small link: 'Contact - Privacy Policy - ©2021'.

# Overview.

Portal user  
guide.

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 and time of the transaction.
- Card scheme (Visa, Amex, Mastercard, Discover® Global Network).

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

The screenshot shows the Judo portal interface. At the top left is the Judo logo. On the right, there is a 'Sign out' button with a lock icon. Below the logo is a sidebar menu with the following items: Overview (selected with a checkmark), History, Payments Dashboard, Declines Dashboard, Pay By Link, V-terminal, Settings, and a 'DEVELOPERS' section with 'Your apps'. The main content area is titled 'Overview' and shows the date '10 Feb 2021'. Below this is a section 'Recent transactions' containing a table of five transactions.

Status Symbol	Amount	Currency	Date & Time	Rec ID	Description	Card Scheme	Card Number
✓	3.00	GBP	10 Feb 2021 17:16	676838946470268928	Payment	VISA	**** 8690
✓	5.70	GBP	10 Feb 2021 17:16	676838891659112448	PreAuth	VISA	**** 6188
←	6.80	GBP	10 Feb 2021 17:15	676838712520388608	Refund	VISA	**** 6017
✗	10.00	GBP	10 Feb 2021 17:14	676838526406533120	Payment	VISA	**** 4785
✗ ←	4.40	GBP	10 Feb 2021 17:14	676838500674482176	Refund	VISA	**** 7981

At the bottom right of the table is a 'View all' link with a right-pointing arrow.



Successful payment.



Successful pre-auth.



Successful refund.



Failed transaction  
(payment or pre-auth).



Failed refund.

# History.

Portal user  
guide.

The History tab allows you to view all transactions, search for specific transactions and 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 your search criteria, you can export a CSV report of the results by clicking the 'Download' button.

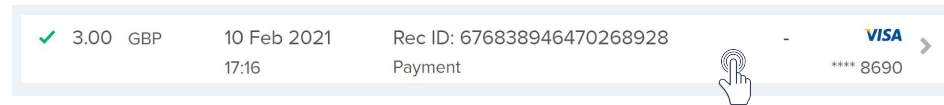
The screenshot shows the Judo portal interface. On the left is a sidebar with navigation links: ACCOUNT (Overview, History, Payments Dashboard, Declines Dashboard, Pay By Link, V-terminal, Settings) and DEVELOPERS (Your apps, Tools). The main area is titled 'History' and contains a search bar with 'Consumer reference' entered. A dropdown menu is open below the search bar, listing filter options: Consumer reference (highlighted), Last 4 digits of card, Receipt ID, Payment Reference, and Acquirer Transaction ID. To the right of the dropdown is a table of transactions. Each row includes a status icon (green checkmark), amount, currency, date, time, receipt ID, transaction type, and a card icon with its last 4 digits. Buttons for 'Sandbox' and 'Live' are visible in the top right of the table area.

Status	Amount	Currency	Date	Time	Rec ID	Transaction Type	Card
✓	3.40	GBP	10 Feb 2021	17:19	676839652929478656	Payment	VISA **** 7664
✓	8.80	GBP	10 Feb 2021	17:19	676839643819450368	Payment	**** 7755
✓	10.61	GBP	10 Feb 2021	17:19	676839623850360832	Payment	**** 0913
✓	4.30	GBP	10 Feb 2021		676839616950738944		VISA

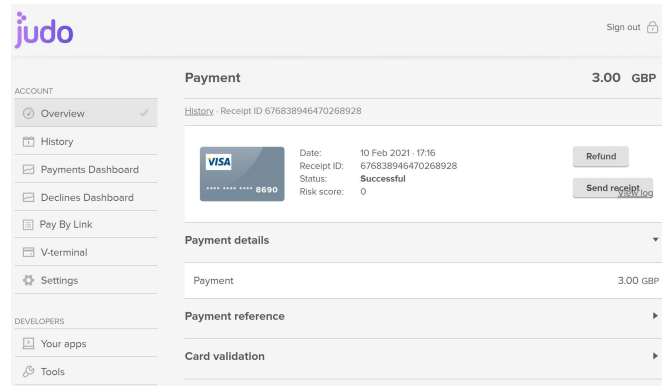
# Transaction View.

Portal user  
guide.

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



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

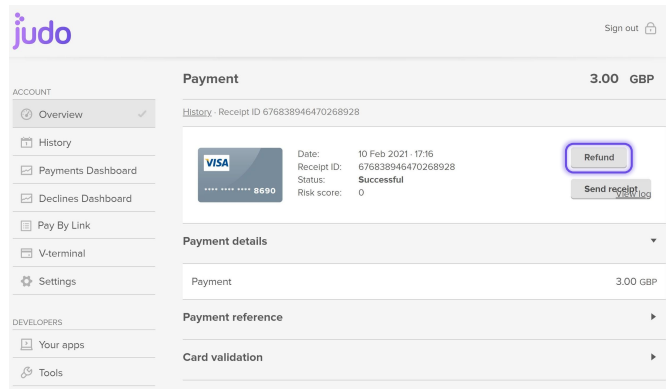


# Transaction View - Refund.

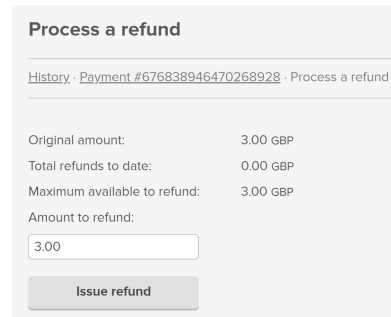
Portal user  
guide.

To refund a transaction, when viewing transaction details, you just need to click 'Refund'.

You will then be presented with the following refund options:



The screenshot shows the Judo portal interface. On the left is a sidebar with navigation links: Overview (checked), History, Payments Dashboard, Declines Dashboard, Pay By Link, V-terminal, Settings, and a Developers section with 'Your apps' and 'Tools'. The main content area is titled 'Payment' and shows a transaction of 3.00 GBP. It includes a Visa card image, transaction details (Date: 10 Feb 2021, Receipt ID: 676838946470268928, Status: Successful), and a 'Refund' button highlighted with a red box. Below the transaction details are sections for 'Payment details', 'Payment reference', and 'Card validation'. A 'Send receipt' button is also visible.



The 'Process a refund' screen displays the following information:

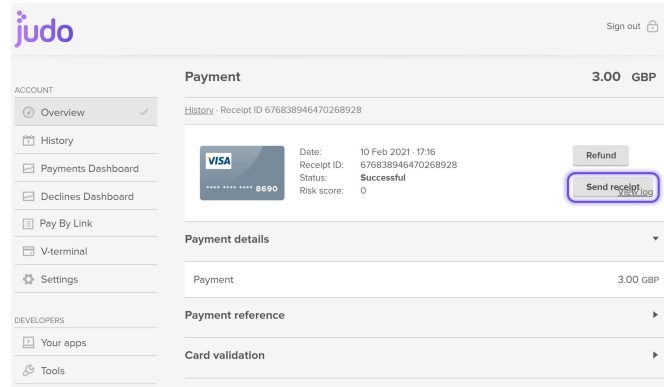
- History · Payment #676838946470268928 · Process a refund
- Original amount: 3.00 GBP
- Total refunds to date: 0.00 GBP
- Maximum available to refund: 3.00 GBP
- Amount to refund:
- 

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

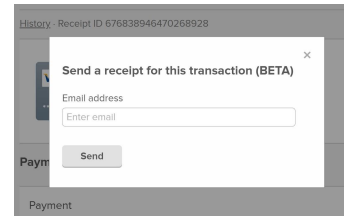
# Transaction View - Receipts.

Portal user  
guide.

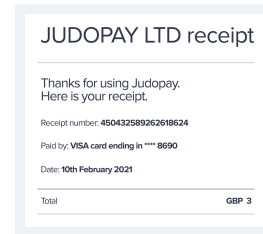
Clicking 'Send Receipt' will allow you to send the customer a payment receipt.



You will then be asked for the customer's email address.



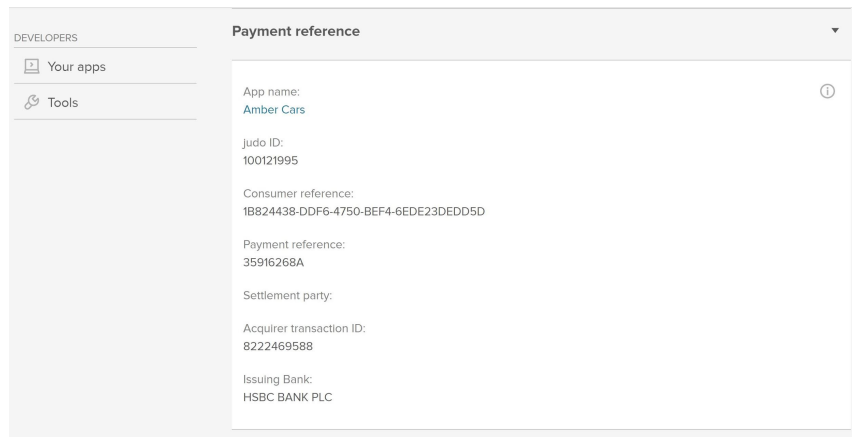
The receipt will be emailed to the customer in the following format.



# Transaction View - Continued.

Portal user  
guide.

Clicking the 'Payment Reference' dropdown will display further transaction details.



## App name:

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

## Judo ID:

The unique identifying number of your Judopay 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.

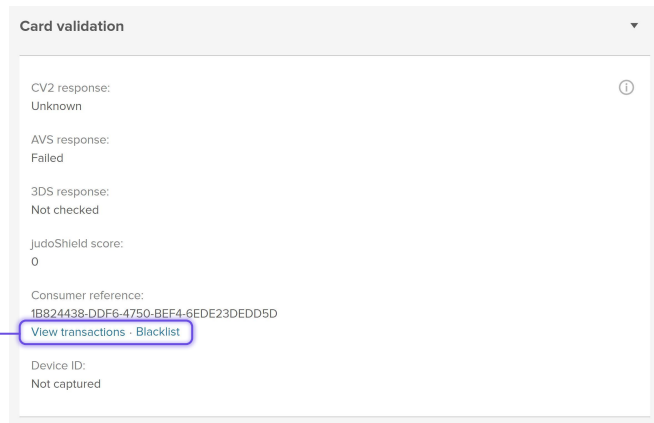
## Acquirer transaction ID:

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



# Transaction View - Continued.

Clicking the 'Payment Reference' dropdown will also display the card validation details:



## 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 JudoPay 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.

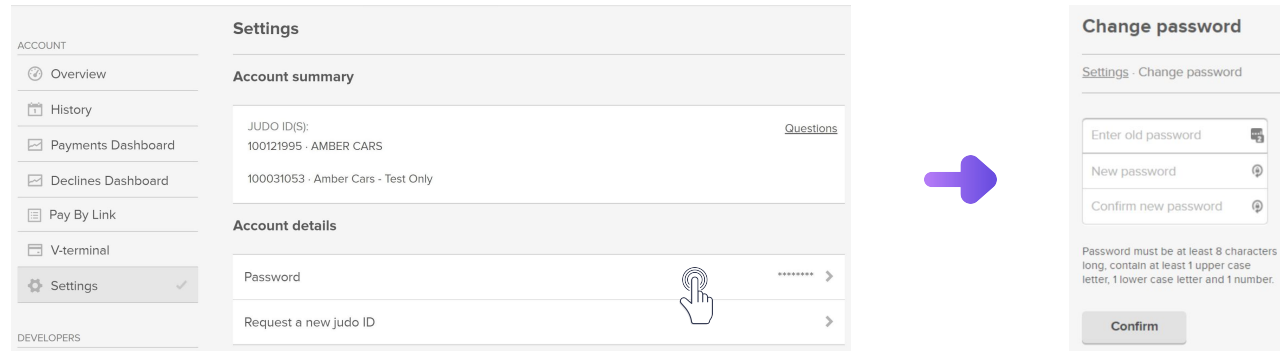
## Device ID:

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

# Settings - Change password.

Portal user  
guide.

You can update your Judopay Portal password from within the 'Settings' tab and clicking on the Password field.



**Settings**

**ACCOUNT**

- Overview
- History
- Payments Dashboard
- Declines Dashboard
- Pay By Link
- V-terminal
- Settings** ✓


**DEVELOPERS**

**Account summary**

JUDO ID(S):  
100121995 - AMBER CARS  
100031053 - Amber Cars - Test Only

[Questions](#)


**Account details**


Password  \*\*\*\*\* >


[Request a new judo ID](#) >

**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**

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

Once complete, click 'Confirm' and your password will be updated.