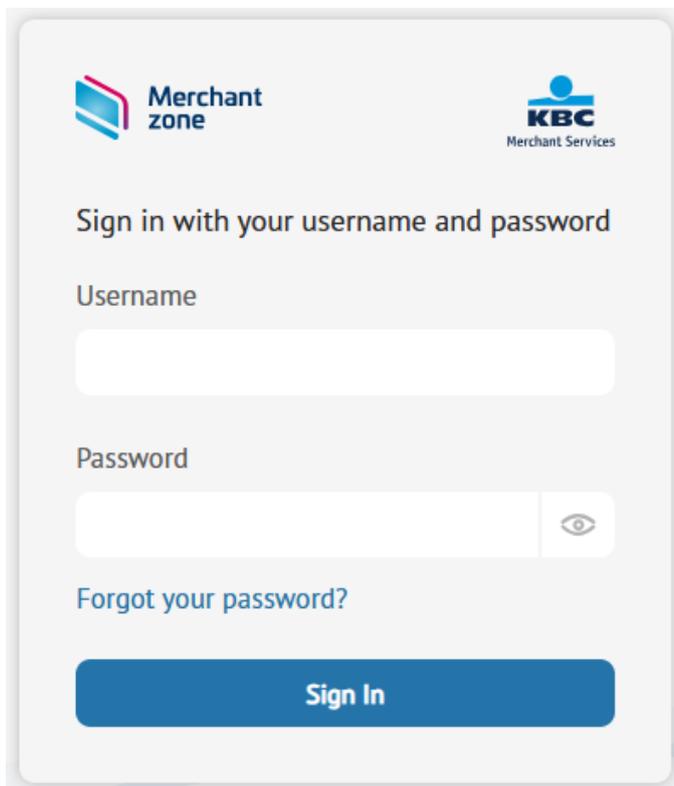


## KBC Merchant Zone

### Logging in

Once the onboarding process is complete (i.e. your contract has been signed and your company account has been activated by our back-office team), you will receive: an email containing your username (at the email address indicated by you in the contract). A temporary password will be sent to the mobile phone number indicated by you (in the contract). Please note that this password must be changed as soon as possible.

Once you have received your login credentials, please visit <http://merchantservices.kbc.be/en/info/merchantezone> and click on 'log in to KBC Merchant Zone'. Log in with your username and password then set up your authentication application for the first time. You will find more details in the 'Setting up a second level of the authentication' section.



The screenshot shows the login interface for KBC Merchant Zone. It features the Merchant Zone logo on the top left and the KBC Merchant Services logo on the top right. The main heading is "Sign in with your username and password". Below this, there are two input fields: "Username" and "Password". The password field includes a toggle icon for visibility. A link "Forgot your password?" is positioned below the password field. At the bottom, there is a prominent blue "Sign In" button.

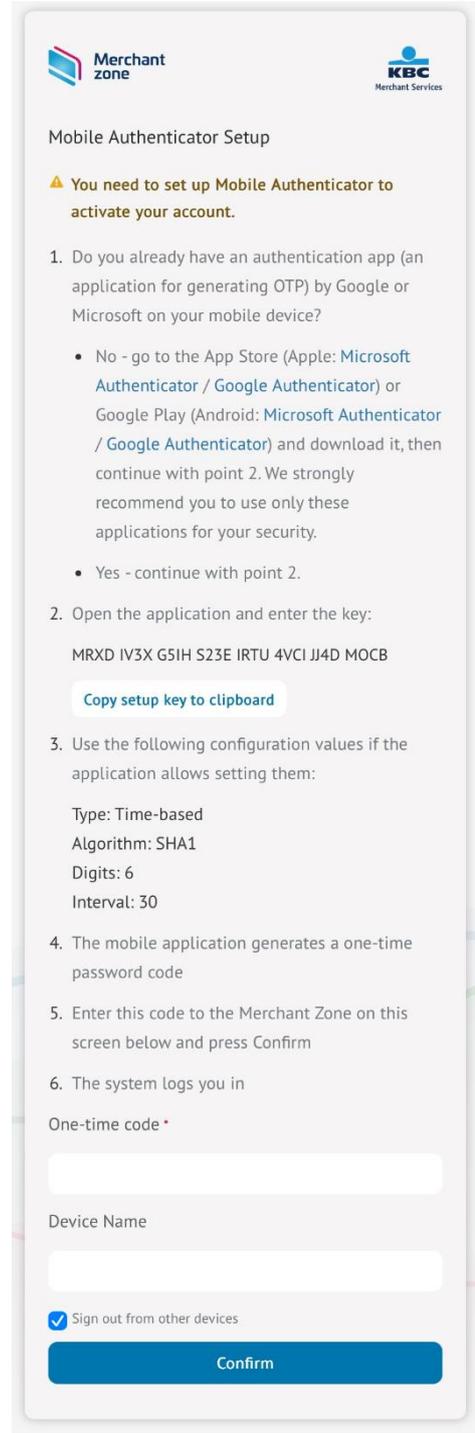
### Setting up a second level of the authentication

For data security reasons, you must use an authentication code after entering your username and password. Please use the same mobile device that you will use to login into the KBC Merchant Zone to download the TOTP (Time-based One-time Password) application. To do so, go to the App Store (for Apple products: [Microsoft Authenticator/Google Authenticator](#)) or Google Play (for Android products: [Microsoft Authenticator/Google Authenticator](#)). Then simply follow the instructions on your screen or as pictured below. The process may be different, depending on the device used (i.e., PC, tablet or smartphone).

Screen on tablet/desktop



Screen on mobile device



- Already have an authentication app (an application for generating TOTP) on your mobile device?
  - If so, continue to step 2.
  - If not, go to the App Store or Google Play, navigate to the application of your choice (e.g. Authenticator App, Microsoft Authenticator or by searching with the keyword 'OTP' or 'TOTP') and then download and install it.

2. Open the authenticator application on your tablet/desktop or smartphone, then
  - **On a tablet or desktop:** select the 'Scan' option in the authentication application to scan the QR-code on the Mobile Authenticator Setup screen or
  - **On a mobile device:** select the option to add the code manually in your authentication application and copy the code from the Mobile Authenticator Setup screen.
3. The authenticator application will generate a code.
4. Enter this six-digit code into the 'One-time code' field on the KBC Merchant Zone screen (as pictured above).
5. Set a *Device name* that will help you recognise the codes generated for your logins on the Merchant Zone app, then tap 'Confirm'.
6. Enter a secure password by following the instructions on the screen.

Merchant zone

KBC  
Merchant Services

### Update password

**▲ You need to change your password to activate your account.**

• Password must contain at least 2 lowercase, 2 uppercase, 2 number and 1 special character.  
Password length must be at least 9 characters.

New Password

Confirm password

Sign out from other devices

**Submit**

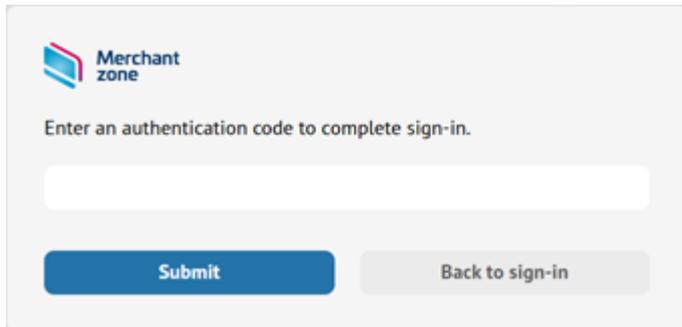
7. The system will log you in.

### Lost your device?

If you lose the device that you use for authentication, you will need to request a reset of your TOTP device. Contact KBC Merchant Services Customer Support who will reset your TOTP device, following a positive confirmation of your identity.

### Logging in with an authentication code

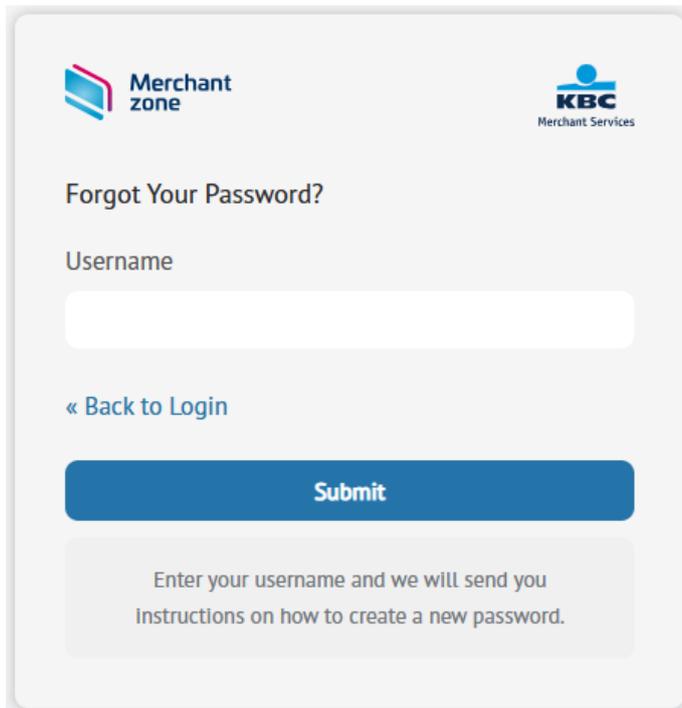
After your first login, the login process will only involve signing in with your username and password and then entering the code generated by your authentication app.



The screenshot shows the Merchant Zone login interface for entering an authentication code. At the top left is the Merchant Zone logo. Below it, the text reads "Enter an authentication code to complete sign-in." There is a white input field for the code. Below the input field are two buttons: a blue "Submit" button and a grey "Back to sign-in" button.

### Forgotten password

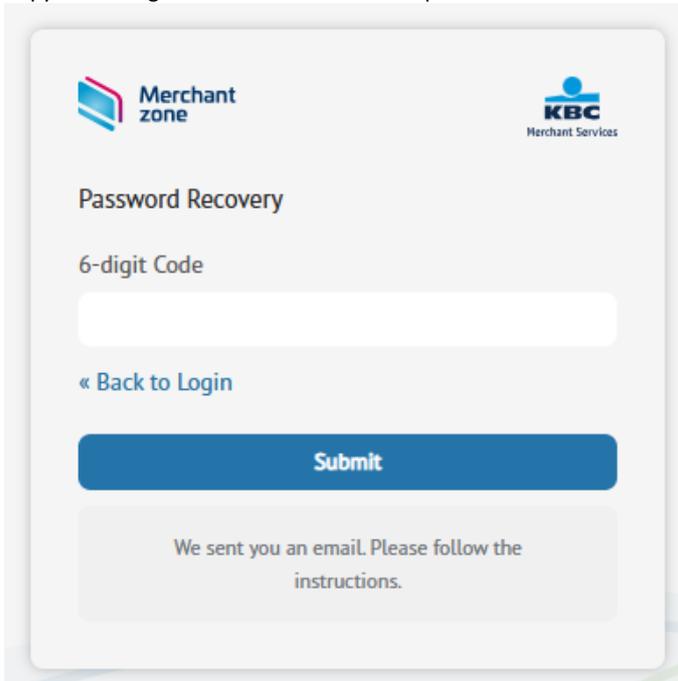
If for any reason you forget your password, please click the 'Forgot your password?' button on the login page and enter your username.



The screenshot shows the "Forgot Your Password?" screen. At the top left is the Merchant Zone logo, and at the top right is the KBC Merchant Services logo. The main heading is "Forgot Your Password?". Below it is a "Username" label and a white input field. Below the input field is a blue link "« Back to Login". At the bottom is a blue "Submit" button. Below the button is a grey box containing the text: "Enter your username and we will send you instructions on how to create a new password."

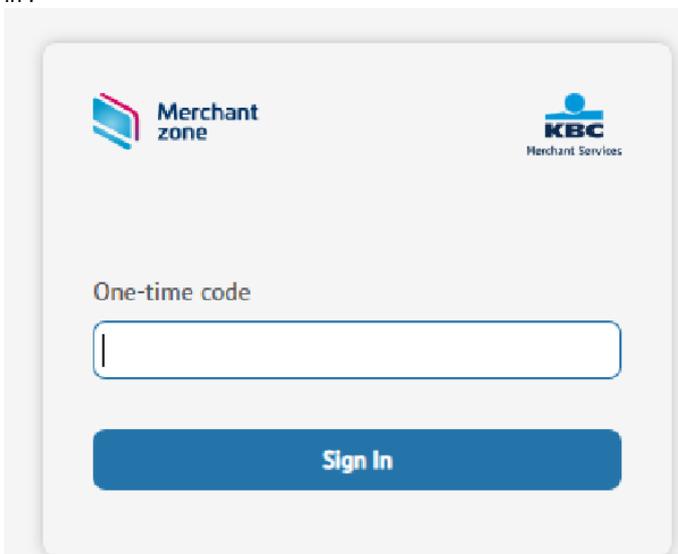
You will receive an email (at the email address indicated by you in your contract) containing a six-digit verification code.

1. Copy the six-digit code from the email and paste it into the 'Password Recovery' screen and then tap 'Submit'.



The screenshot shows the 'Password Recovery' screen. At the top left is the 'Merchant zone' logo, and at the top right is the 'KBC Merchant Services' logo. The title 'Password Recovery' is centered. Below it is a label '6-digit Code' followed by a white text input field. A blue link '« Back to Login' is positioned below the input field. A large blue button labeled 'Submit' is centered below the link. At the bottom, a light gray box contains the text: 'We sent you an email. Please follow the instructions.'

2. Then open your Authentication application, copy the one-time code, paste it into the 'One-time Code' screen and tap 'Sign in'.



The screenshot shows the 'One-time code' screen. At the top left is the 'Merchant zone' logo, and at the top right is the 'KBC Merchant Services' logo. The title 'One-time code' is centered. Below it is a white text input field with a blue border. A large blue button labeled 'Sign In' is centered below the input field.

3. You must create a new password. Please follow the character requirements for creating a new password.

**Merchant zone** **KBC Merchant Services**

### Update password

**⚠ You need to change your password to activate your account.**

**🔑 Password must contain at least 2 lowercase, 2 uppercase, 2 number and 1 special character. Password length must be at least 9 characters.**

New Password

Confirm password

Sign out from other devices

**Submit**

#### Blocked user account

If your user account becomes blocked in KBC Merchant Zone and the 'Forgot your password?' function is unavailable, please call our KBC Merchant Services customer support line (+32 2 303 32 32) or send us an email ([support.merchantservices@kbc.be](mailto:support.merchantservices@kbc.be)).