



COLLECTING SOLUTION

Shop logo customization

Back Office user manual

Document version 1.3

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1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
1.3	Lyra Collect	10/1/2018	Initial version

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2. CUSTOMIZING THE SHOP LOGO AND FAVICON

To customize your logo or customize your shop favicon, select the **Logo** tab.

2.1. Where does the shop logo appear?

The shop logo appears:

- in all the e-mails configured in the notification rules
- on payment pages

2.2. Characteristics

In order to be imported, a logo must meet a certain number of characteristics:

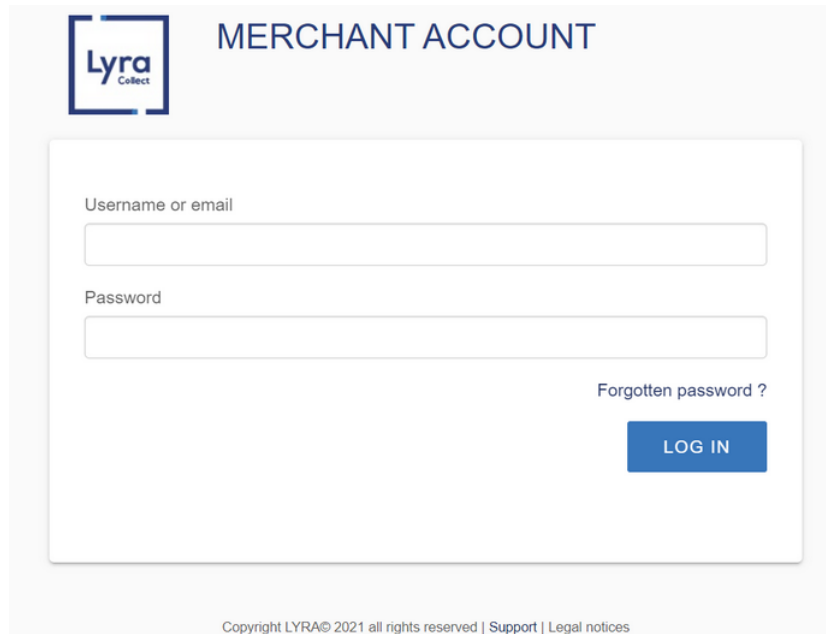
- **size**: the logo must not exceed **1 Mb** n size
- **dimension**: the recommended dimension for this image is of **312** pixels wide x **104** pixels high
- **format**: the supported formats are **jpeg, gif, png, bmp, pgm** and **tiff**

The merchant shall assume the full responsibility for using a logo.

3. SIGNING IN TO EXPERT BACK OFFICE

Sign in to the Back Office:

<https://secure.lyra.com/portal/>



The screenshot shows the Lyra Collect Merchant Account login interface. At the top left is the Lyra Collect logo. To its right, the text 'MERCHANT ACCOUNT' is displayed. Below this, there is a login form with two input fields: 'Username or email' and 'Password'. To the right of the password field is a link for 'Forgotten password?'. A blue 'LOG IN' button is positioned at the bottom right of the form. At the very bottom of the page, there is a small copyright notice: 'Copyright LYRA© 2021 all rights reserved | Support | Legal notices'.

1. Enter your login.

2. Enter your password.

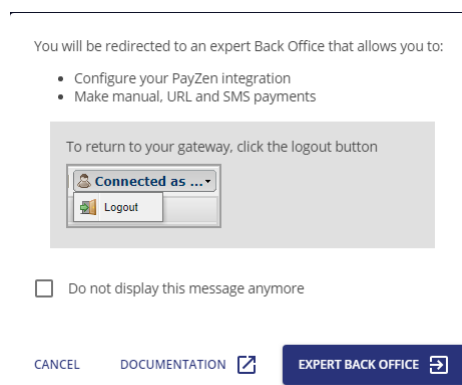
3. Click **Login**.

In case of an entry error of the login and/or password, the error message *“Invalid username or password”* will appear.

You can correct your entry or click on the link **Forgotten password or locked account**.

4. Click **Other actions**.

The following window appears:



The screenshot shows a confirmation window with the following content: 'You will be redirected to an expert Back Office that allows you to:' followed by a bulleted list: 'Configure your PayZen integration' and 'Make manual, URL and SMS payments'. Below this, it says 'To return to your gateway, click the logout button' and shows a 'Connected as ...' dropdown menu with a 'Logout' button. At the bottom, there is a checkbox labeled 'Do not display this message anymore'. At the very bottom, there are three buttons: 'CANCEL', 'DOCUMENTATION' with an external link icon, and 'EXPERT BACK OFFICE' with an external link icon.

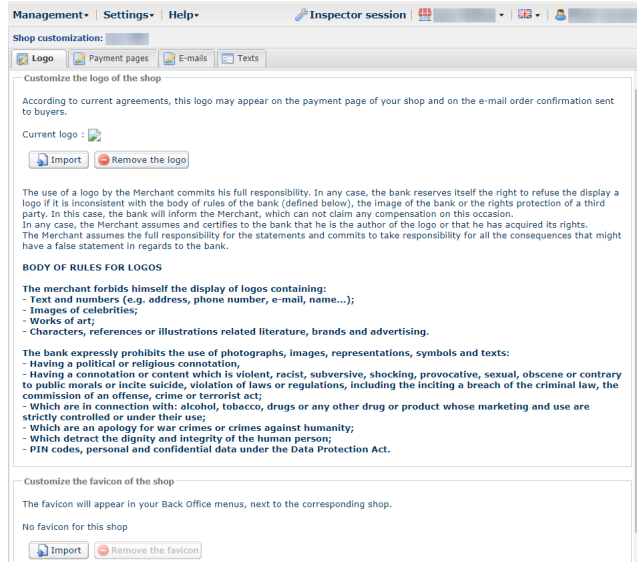
5. Click on **Expert Back Office** to access your Expert Back Office.

4. ACCESSING LOGO CUSTOMIZATION

To access logo customization:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Take the time to read the body of rules for logos before **Import** your logo.

5. INTEGRATING THE SHOP LOGO INTO E-MAILS AND PAYMENT PAGES

1. Click on **Import** in the **Customize the logo of the shop** window.

The **Logo import** dialog box appears.

2. Click **Browse**.

Note:

- **size:** the logo must not exceed **1 Mb** n size
- **dimension:** the recommended dimension for this image is of **312** pixels wide x **104** pixels high
- **format:** the supported formats are **jpeg, gif, png, bmp, pgm** and **tiff**

3. Select the file.

The file name is displayed in the **Logo import** dialog box.

4. Click **Import** to finalize the selection.

A message appears to inform you of the status of the import.

Once the download is completed, the logo will be displayed in the tab.

Note:

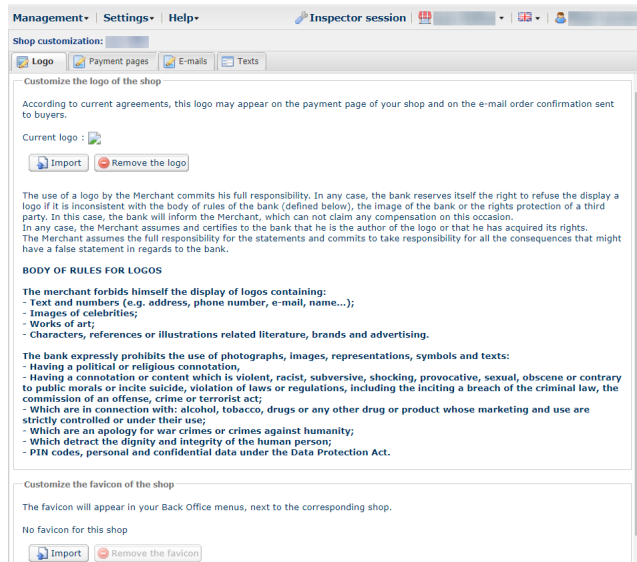
The logo is automatically resized to 104 pixels high * 312 pixels wide and converted to PNG.

6. DELETING THE SHOP LOGO

To delete a previously imported logo:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Click **Remove the logo**.
3. Confirm your choice by clicking **Yes**.

Note:

The message *No logo has been defined for this shop* appears in the **Customize the logo of the shop** view.

7. ICON CUSTOMIZATION

7.1. Where does favicon appears?

The favicons appear:

- in various menus of the Expert Back Office such as **Settings**, **Risk assessment**, etc.
- in different windows of MOTO payment.
- in search panels.

7.2. Characteristics

In order to be imported, an icon must meet a certain number of characteristics:

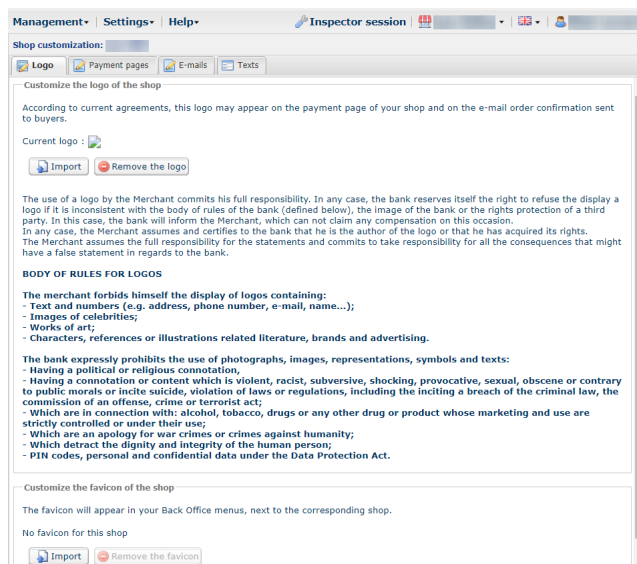
- size: the icon must not exceed **1 Mb** in size
- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico**, **jpeg**, **gif**, **png**, **bmp**, **pgm** and **tiff**.

7.3. Importing a favicon

To import an icon:

1. Select the **Settings > Customization > [your shop]**.

By default, the **Logo** tab appears.



2. Click **Import** in the **Customize the favicon of the shop** window.

The dialog box **Import of the favicon** appears.

3. Click **Browse**.

Notes:

- size: the icon must not exceed **1 Mb** in size

- dimension: the recommended dimension for this image is of **16 x 16 mm**
- format: the supported formats **ico, jpeg, gif, png, bmp, pgm** and **tiff**.

4. Select the file.

The file name is displayed in the **Import of the favicon** dialog box.

5. Click **Import to finalize the selection.**

A message appears to inform you of the status of the import.

Note:

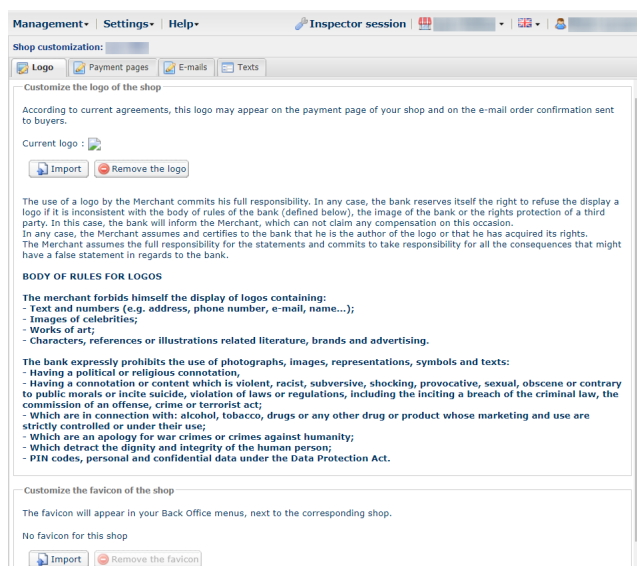
The logo icon is automatically resized to **16 x 16 mm** and converted to **.ico**.

7.4. Deleting an icon

To delete a previously imported icon:

1. Select the **Settings > Customization > [your shop].**

By default, the **Logo** tab appears.



2. Click **Remove the favicon.**

3. Confirm your choice by clicking **Yes.**

8. TRACKING THE CHANGES MADE TO THE LOGO AND THE ICON

1. Select the **Settings > Company** menu.

By default, the **Company details** tab appears.

2. Select the **Event log** tab.

All actions are recorded to allow full traceability of all changes made by every user.

9. OBTAINING HELP

Looking for help? Check our FAQ on our website

<https://docs.lyra.com/en/collect/faq/sitemap.html>

For any technical inquiries or if you need any help, contact *technical support*.

To help us process your demands, you will be asked to communicate your customer code (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

This information is available in the Merchant Back Office (top of menu).