

## How to log in with Authentication Code

### Log in to PS Admin for the first time

1. When accessing the PS Admin the first time you should have already received an email with your username and the password instructions from the PXP Support team.

**Note:** in case you have not yet received this email, please request it from your company representative.

2. Access the PS Admin login page: <https://admin.kalixa.com/paymentservice/login.aspx>

3. On the PS Admin Login Page you will see the following input screen:

**PXP** | FINANCIAL

Language : English Timezone : (UTC) Universal Coordinated Time


### Payment Service Login

Need help with your access? Please contact our **support team**

Username

Password

[Forgot your Password?](#)

Authentication code  

[Register new Google Authenticator account](#)

4. You now need to enter your
  - Username
  - Password
5. Then click the “Register new Google Authenticator account” link which is displayed underneath the input field for the authentication code. You will receive an email with further instructions.

- You will see an info message saying: "We have sent an email to your registered email address with instructions for registering a new Google Authenticator account. In case you did not receive an email, please check your spam folder or contact our support team."  
**Note:** In case the email could not be sent an error message will be displayed. Please follow the instructions provided in the error message to solve the problem.

Language: English Timezone: (UTC) Universal Coordinated Time

### Payment Service Login

**Information**

We have sent an email to your registered email address with instructions for registering a new Google Authenticator account. In case you did not receive an email, please check your spam folder or contact our **support team**.

Need help with your access? Please contact our **support team**

Username

Password

[Forgot your Password?](#)

Authentication code

[Register new Google Authenticator account](#)

- Go to your email Inbox and open the email you received from PXP. The email subject should be: "PXP Financial: Register new Google Authenticator account".
- The email describes step by step what you need to do to create a Google Authenticator Account on your mobile device. Please follow those instructions.
- After you successfully created your Google Authenticator Account, go to the PS Admin login page <https://admin.kalixa.com/payment-service/login.aspx>
- Enter your
  - Username
  - Password
  - Authentication Code (the 6-digit code provided by your Google Authenticator app on your mobile device for the account "PaymentServiceAdmin")

11. Click the “Login” button and follow the instructions prompted on the subsequent screens to complete your first login.

**Note:** In case of an error, please follow the instructions provided in the error message.

**Congratulations!** You have now successfully logged in to the PS Admin Tool. The next time you log in, use your username, password and the authentication code generated by your Google Authenticator app on your mobile device.

## Troubleshooting

### Forgot your Username?

In case you forgot your username, please contact the Support Team ([support@pxpfinancial.com](mailto:support@pxpfinancial.com)).

### Forgot your Password?

In case you forgot your password:

1. Go to the PS Admin login page: <https://admin.kalixa.com/paymentsservice/login.aspx>
2. Enter your credentials.
  - Username
3. Click the “Forgot your Password?” link and follow the instructions.

### Where is my authentication code?

In case an input field is prompted on the Login Page to enter an authentication code, you need to:

1. Open the Google Authenticator app on your mobile device
2. The app will show a valid authentication code for the PS Admin Account
3. Enter this 6-digit code in the “Authentication Code” input field on the PS Admin Login page.

### Want to register a new Google Authenticator Account?

In the following situations it might be necessary for you to register/create a new Google Authenticator account for the PS Admin access:

- You got a new mobile and want to use this in future for generating authentication codes.

- You lost your mobile (or it was stolen) and want to disable the account on your lost or stolen mobile (for security reasons).  
**Note:** by registering a new account, the old account is deactivated automatically.
- You de-installed the Google Authenticator app on your mobile and want to set it up again.

In case you want to register a new Google Authenticator account:

1. Go to the PS Admin login page: <https://admin.kalixa.com/paymentservice/login.aspx>
2. Enter your credentials:
  - Username
  - Password
3. Click the “Register new Google Authenticator account” link and follow the instructions. You will receive an email. The steps 5-10 need to be done as described in the first chapter “Log in to PS Admin for the first time”

## How can I use Google Authenticator for PS Admin Login on TEST and LIVE environment?

It is of course possible to use Google Authenticator app with two different accounts for generating codes for the PS Admin login (Test or Live).

The account created in your Google Authenticator app will by default be called “PaymentServiceAdmin”.

If you create a Google Authenticator account for your TEST-user via the PS Admin TEST Login page (<https://admin.test.kalixa.com/paymentservice>), then you should rename the account to e.g. “PaymentServiceAdminTEST”.

If you create a Google Authenticator account for your LIVE-user via the PS Admin Login page, then you should rename the account to e.g. “PaymentServiceAdminLIVE”.

With this measure, you will be able to:

- Distinguish the accounts/codes generated for the different environment.
- Avoid overwriting existing accounts in case you request a new account to be generated.