Shop logo customization

Back Office user manual

Document version 1.3
1. HISTORY OF THE DOCUMENT

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2. GETTING IN TOUCH WITH TECHNICAL SUPPORT

Looking for help? Check our FAQ on our website


For technical inquiries or support, you can reach us from Monday to Friday, between 9am and 6pm

by phone at: 0811900475

by e-mail: support-ecommerce@lyra-collect.com
3. CUSTOMIZING THE SHOP LOGO AND FAVICON

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

3.1. Where does the shop logo appear?

The shop logo appears:

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

3.2. Characteristics

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

- **size**: the logo must not exceed 1 Mb
- **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.
4. SIGNING IN TO THE LYRA COLLECT BACK OFFICE

Your Back Office is accessible at the following URL address:

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

1. Enter your login.

2. Enter your password.

3. Click Sign in.
   In case of a login and/or password entry error, the error message "Invalid user name or password" appears.
   You can correct your entry or click on the link Forgotten password or locked account.

4. Click Other actions.
   The following window appears:

5. Click on Expert Back Office to access the expert Back Office
5. ACCESSING LOGO CUSTOMIZATION

To access logo customization:

1. Select **Settings > Customization > [your shop]**.
   
   By default, the **Logo** tab appears.

2. Take the time to read the body of rules for logos before **importing** your logo.
6. 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
   - **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.
7. DELETING THE SHOP LOGO

To delete a previously imported logo:

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

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

   ![Logo tab screenshot]

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.
8. ICON CUSTOMIZATION

8.1. 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.

8.2. 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**.

8.3. Importing a favicon

To import an icon:

1. **Select** **Settings > Customization > [your shop]**.
   By default, the **Logo** tab appears.

   ![Logo tab](image)

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.

8.4. Deleting an icon

To delete a previously imported icon:

1. Select Settings > Customization > [your shop].
   By default, the Logo tab appears.

2. Click Remove the shop favicon.

3. Confirm your choice by clicking Yes.
9. 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.