

Changing Your Profile

You may customize your profile settings in Lighthouse Transaction Manager (LTM) to fit your personal preferences. To change your profile, complete the following steps:

1. From the menu, select **User > Change Profile**.
2. The Change Profile page will be displayed.
3. All LTM user accounts are encouraged to use two-factor authentication, especially administrator-type user accounts. For additional information, see the [Managing Two-Factor Authentication](#) section.
4. To configure LTM's color scheme and font, select the desired option from the Theme list:
 - **Default:** LTM will use Shift4's branding (black, gray, and blue).
 - **Old Shift4 Purple:** LTM will use Shift4's previous branding (purple, gray, and blue).
5. To configure which page LTM opens to, select an option from the Home Page list:
 - **What's New?:** LTM will open to the What's New page, displaying new features and the Where to Start and Did You Know areas.
 - **Admin Quick Links:** LTM will open to the Administration Quick Links page, displaying links to many of the most used features and pages.
 - **Current Transactions:** LTM will open to the Current Transactions page.
 - **Current Transactions in Grid:** LTM will open to the Current Transactions in Grid page.
 - **Online Entry:** LTM will open to the Online Entry page.



Note: If Current Transactions, Current Transactions in Grid, or Online Entry is selected, and you have access to multiple merchants, you will be directed to the Select Merchant page first.

6. To allow a sales draft to be printed to a standard receipt printer after LTM generates it, select an option from the Draft Printing list:
 - **Detect - IE only:** LTM will automatically detect the Shift4 Draft Printer program and only print a sales draft when Internet Explorer is in use.
 - **Always:** LTM will automatically detect the Shift4 Draft Printer program and always print a sales draft (regardless of which web browser is in use).
 - **Never:** LTM will never print a sales draft.

7. To change the way amounts are displayed, select an option from the Locale list.



Note: If English (United States) is selected, the amount will be displayed as 2,500.00; if French (Canada) is selected, the amount will be displayed as 2 500,00.

The default setting is English (United States) to process in US Dollars.

8. In the Default to Auth Only area, select which merchant types (if any) you would like to default to an Authorization Only transaction type (instead of a Sales transaction type) when generating new transactions on the Online and Offline Entry pages in LTM:

- **Auto Rental**
- **Restaurant/Food**
- **Hotels**
- **Mail Order/Telephone Order and E-Commerce**
- **Retail**



Note: These settings help prevent accidentally generating a Sales transaction instead of an Authorization Only transaction, and they are commonly used by Auto Rental and Hotel merchants. When editing existing transactions, the transaction type of the source transaction will be preserved.

9. In the Terminal ID Override area, to override the Account Administrator's settings regarding terminal ID use and set your own, select **Yes** and the applicable options:
- **Use Terminal ID:** If selected, a Terminal ID column will be displayed on the Current Transactions and Archived Transactions pages and be populated with the data (if provided during transaction processing).
 - **Use Terminal ID Subtotals:** If selected, a Terminal Totals table will be displayed on the Current Transactions and Archived Transactions pages when a Sort By option includes "Terminal ID" in the name, and the table will include a subtotal per terminal ID.



Note: Use Terminal ID Subtotals works in conjunction with Use Terminal ID; therefore, if it is selected, Use Terminal ID will be automatically selected for you. However, Use Terminal ID can be used by itself. In addition, if you would like to use the Account Administrator's settings, leave **No** selected in the Terminal ID Override area.

10. To customize and interact with the information displayed in LTM, select the desired options in the Other Options area:
- **Multi-MID selection:** Allows you to select multiple merchants for auditing on the Select Merchant page. Shift4 recommends enabling this option if more than one merchant is available to you for auditing to facilitate the simultaneous review and reconciliation of transactions.
 - **Persistent clerk filter:** Each time you sign in to LTM, it will recall the clerk filter settings you configured in your viewing options rather than reverting to the default settings.
 - **Display currency symbol for my local currency:** LTM will display the currency symbol with transaction amounts, like the "\$" symbol. The symbol is based on the Merchant ID.
 - **Display currency abbreviation:** LTM will display the currency abbreviation with transaction amounts, like "USD" for United States Dollar. The abbreviation is based on the Merchant ID.
 - **Batch selected transactions:** LTM will allow you to batch selected transactions instead of batching all transactions that correspond to your selected business date and viewing options. (This option will only be displayed if the Batch submittals permission is enabled on your account.)
 - **Highlight modified transactions:** LTM will highlight transactions that have been edited on the Current Transactions and Archived Transactions pages by displaying  to the left of the Transaction Type. This setting is helpful to auditors because it allows them to see which transactions have been modified by users in LTM. (For example, if a sale transaction was voided, it would be highlighted.)
 - **Show audit trail:** LTM will display the communication between the point-of-sale (POS) or property management system (PMS) and the Shift4 data center on the View Transaction page.

- **Show CC history:** This feature is used in conjunction with Fraud Sentry®. LTM will display every time the payment card was used for the selected merchant and the transaction's corresponding details in the Transaction History section on the View Transaction page. Information displayed corresponds to the retention period, which is typically 24 months.
- **Display archive card subtotals:** LTM will include an icon to expand and display subtotals of archived cards on the Archived Batches - Month View page (when multiple merchants are selected) and Archived Batches - Date View page (when one or more merchants are selected).
- **PDF spawns new window:** Printer-friendly reports will open in a new window where they can be viewed and printed.



Note: Your web browser's pop-up blocker can interfere with new windows; ensure it is disabled if PDF spawns new window is enabled. In addition, some web browsers, like Firefox, will open the report in a new window without having to enable this setting.

- **Use enhanced editor:** LTM will include a simple text editor to format notes entered on the View Transaction page. It provides HTML-compatible formatting options, instead of plain text, and allows for special characters.
- **Use card groupings on current transactions and archived transactions pages:** LTM will use the card grouping settings configured by the Account Administrator in your sub and grand total areas.



Note: For additional information on the previous two settings, see the [Auditing Transactions Guide](#).

- **Automatically detect encrypted swipes:** LTM will automatically detect encrypted swipes on the Online Entry, Offline Entry, IYC Sales, and IYC Order Fulfillment pages. (You can disable this setting if you are getting invalid swipe errors while typing.)

11. Click **Apply**.

Lighthouse Transaction Manager

Welcome, hsmith (Acct #24151) | [Sign Out](#)

Change Profile

Transactions
Periodic Billing
It's Your Card
Shift4 Cares
4Go
Settings
User
Help

Username
This field is controlled by an administrator for the account.

hsmith
The Username is what you will use to sign in to Lighthouse Transaction Manager.

Multifactor Authentication
HIGHLY RECOMMENDED

Add

Clerk ID
00000

This field is controlled by an administrator for the account.

Theme
Default

This allows Lighthouse Transaction Manager to display an alternate color scheme and font.

Home Page
What's New?

The list allows you to select the page you would like Lighthouse Transaction Manager to display upon signing in. If you have multiple merchants in your account, you will be directed to the Select Merchant page first when any of these options are selected: Current Transactions, Current Transactions in Grid, or Online Entry.

Draft Printing
Detect - IE only

The list allows you to select how you would like Lighthouse Transaction Manager to print a sales draft to a standard receipt printer. Detect - IE only will automatically print a sales draft when Internet Explorer is in use, and Always will automatically print a sales draft regardless of which Internet browser is in use. In addition, the Shift4 Draft Printer program must be downloaded and installed. If needed, the Draft Printer Installation Guide contains additional information and is available on www.shift4.com.

Locale
English (United States)

Language (Country)
The list allows you to control the way amounts are displayed. For example, for an amount of \$2,500.00, if English (United States) is selected, the amount will be displayed like 2,500.00; if French (Canada) is selected, the amount will be displayed like 2 500.00. If you change the setting, it will apply to all merchants within your account.

Default to Auth Only
☒ Auto Rental
☐ Restaurant/Food
☒ Hotels
☐ Mail Order / Telephone Order and E-Commerce
☐ Retail

Select which merchants you would like to default to Authorization Only (instead of Sales) when entering a new transaction on the Online or Offline Entry page. When editing existing transactions, the original transaction type will be preserved until manually edited and submitted. This setting is commonly used by Auto Rental and Hotel merchants.

Terminal ID Override
No

☐ Use Terminal ID
☐ Use Terminal ID Subtotals

The section below allows you to keep the settings your Account Administrator set regarding terminal ID use (just leave the Terminal ID Override option set to No) or to configure your own settings. To configure your own settings, select Yes and then select each option you would like to enable. If Use Terminal ID is selected, a Terminal ID column will be displayed on the Current and Archived Transactions page and be populated with the data (if provided during transaction processing). If Use Terminal ID Subtotals is selected, a Terminal Totals table will be displayed on the Current and Archived Transactions page when a Sort By option includes "Terminal ID" in the name, and the table will include a subtotal per terminal ID.

Other Options
These options offer additional ways to customize and interact with the information displayed in Lighthouse Transaction Manager.

☒ Multi-MID selection
☐ Persistent clerk filter
☒ Display currency symbol for my local currency
☐ Display currency abbreviation

☒ Batch selected transactions
☒ Highlight modified transactions

☒ Show audit trail
☒ Show CC history
☒ Display archive card subtotals
☒ PDF spawns new window
☒ Use enhanced editor
☐ Use card groupings on current transactions and archived transactions pages
☒ Automatically detect encrypted swipes

If you are getting invalid swipe errors while typing on the IYC Sales, Online Entry, or Offline Entry page, disable the Automatically detect encrypted swipes setting.

Apply

Managing Two-Factor Authentication

Two-factor authentication requires separate methods of authentication from different sources to verify a user's identity.

If enabled on your LTM account, a dynamic, six-digit passcode is required to access it. (This is in addition to your LTM login credentials.) If you are using an iOS, watchOS, or an Android device, you can use the Google Authenticator app downloaded and installed on your smartphone or tablet.

Consequently, this is a more secure way to verify your identity as the passcode is dynamic and can only be obtained from an authenticator app on your device.

Adding an Authenticator

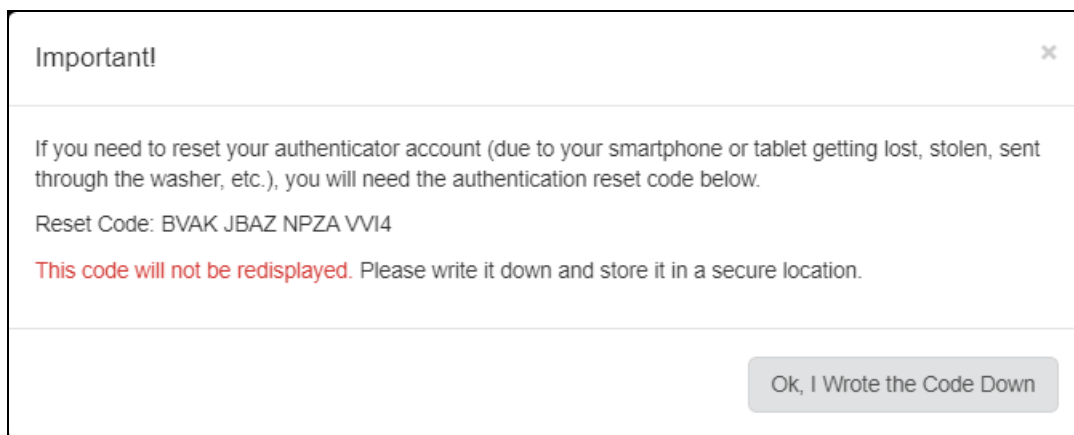
To add an authenticator to your LTM account, complete the following steps:



Requirement: You must first download an authenticator app on your smartphone or tablet.

1. On the Change Profile page, click **Add**.
2. In the Add Multifactor Authentication window, complete the following steps:
 - In the Password field, enter your LTM password.
 - Follow the directions to generate the six-digit passcode, and then enter it in the Passcode field.
 - Click **Activate**.

3. Your reset code will be displayed in the Important window. Write the code down and store it in a secure location, like a safe or vault.



Requirement: You must write the reset code down and store it in a secure location. Do not store the reset code on your device because you will be required to provide it to remove the authenticator if your device is damaged, lost, or stolen.

4. After you have written the code down and stored it in a secure location, the process is complete. Click **Ok, I Wrote the Code Down** to close the window.

Moving an Authenticator to a New Device

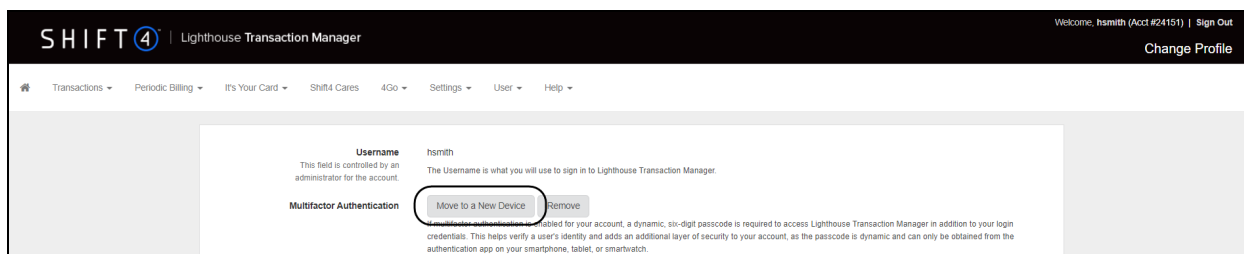
After adding an authenticator to your LTM account, you can move it to any smart device that supports an authenticator. For example, if you get a new smartphone, you can move the authenticator from the old smartphone to the new smartphone.

To move an authenticator, complete the following steps:



Requirement: You must first download an authenticator app on your new smartphone or tablet.

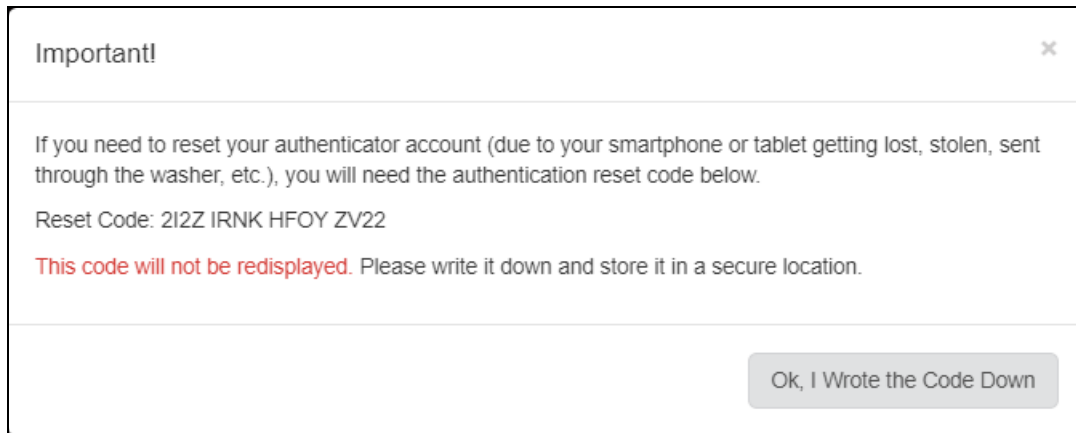
1. On the Change Profile page, click **Move to a New Device**.



2. In the Add Multifactor Authentication window, complete the following steps:

- In the Password field, enter your LTM password.
- Follow the directions to generate the six-digit passcode, and then enter it in the Passcode field.
- Click **Activate**.

3. Your reset code will be displayed in the Important window. Write the code down and store it in a secure location, like a safe or vault.



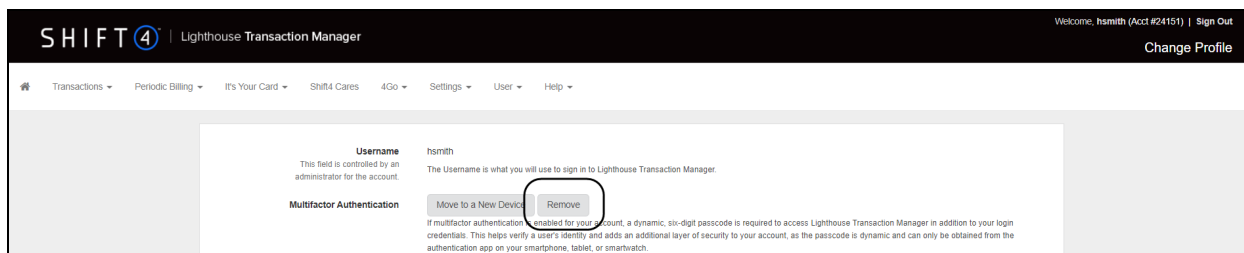
Requirement: You must write the reset code down and store it in a secure location, such as a safe or vault. Do not store the reset code on your smart device.

4. After you have written the code down and stored it in a secure location, the process is complete. Click **Ok, I Wrote the Code Down** to close the window.

Removing an Authenticator

To remove an authenticator from your LTM account, complete the following steps:

1. On the Change Profile page, click **Remove**.



2. In the Manage Authenticator window, enter your LTM password, and then click **Remove Authenticator**.

A screenshot of a 'Manage Authenticator' window. The window has a title bar with the text 'Manage Authenticator' and a close button (X). The main text inside the window says: 'To add, remove, or reassign a multifactor authenticator, you must enter your Lighthouse Transaction Manager password for confirmation.' Below this text is a label 'Password *' followed by a password input field containing several dots. At the bottom right of the window are two buttons: a grey 'Cancel' button and a blue 'Remove Authenticator' button.

Using Your Reset Code to Remove the Authenticator

When you added the authenticator to your LTM account, you were instructed to write the reset code down and store it in a secure location because the reset code provides a means to remove the authenticator from your account if your smart device was lost or stolen.

To remove the authenticator using your reset code, complete the following steps:

1. Navigate to <https://lh.shift4.com> and click **Lighthouse Transaction Manager**.
2. On the LTM User Sign In page, enter your login credentials (account number, username, and password), and then click **Sign In**.
3. In the Multifactor Authentication window, click **Lost Authenticator**.
4. In the Lost Authenticator window, enter the reset code and click **Remove**.

Lost Authenticator

If you have an authenticator attached to your account and the device it was running on was lost, stolen, sent through the washer, etc., you will need to provide the authentication reset code that was issued to you when you set up the authenticator.

To remove the authenticator from your account, enter the reset code below, and click **Remove**.

Reset Code *

72W5 ERKD XVEC ECMQ

* indicates a required field.

Remove

Cancel



Tip: If you do not have your reset code, an administrator-type user for the LTM account can remove your authenticator. (For additional information, see the [Managing User Accounts](#) document.) If you are the Account Administrator and do not have your reset code, you will need to contact the Shift4 Customer Support team.