# 11-0009-EN-How do I use PGP Encryption with ShopFactory...

Author:
ShopFactory

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**IMPORTANT:** This is only applicable for merchants using V6, V7, V8, V9, V10 Pro/Gold with Free Total Care accounts or free GlobeCharge accounts

To use PGP Encryption you must install the SalesManager add-on which includes PGP that is used to encrypt your Order Notification emails. This SalesManager add-on is included in ShopFactory Gold package.

Please follow the steps provided below *(if you are using the latest ShopFactory release, skip step # 1 and proceed to Step #2.)* 1. Check that you have successfully installed the PGP Add On, making sure the Install Path is the correct version of Sales Manager directory (click here for troubleshooting ) 2. Open up Sales Manager application *(All Programs -> ShopFactory -> SalesManager)*

3. Click on the Menu " File" and Select " Generate a new PGP Key" *(if you are generating the PGP key for the first time. But if you have already generated the Public Key, you simply select "Show Public Key")*

4. It will ask for your email address. Note : Make sure you use your email address where your orders are sent. Check your shop -> Properties -> Contact Details -> Email (for Orders) field. It must also be a MAPI compliant email address, so you cannot use"hotmail" email address or yahoo email address for example. 5. Now Click on the Menu " File" and select " Show Public PGP Key" It will look something like this: 6. You need to copy everything in this window. Click your mouse at the top of this window and drag your mouse to the very end to highlight it. Then Click CTRL+C keys simultaneously on your keyboard to copy. 7. Open your shop in ShopFactory **Option A: V9/V10 ACCOUNT HAS SWITCHED TO A FREE TOTAL CARE ACCOUNT** a) Click on Properties => Payment Methods Accepted from the menu -> click Next b) Scroll down the page and add the PGP information as required

» Enter the Email address you used in Sales manager in the field PGP key ID field. This is the same as your Email (for Orders).

c) Click Next and complete the Payment Setup wizard (until Finish). d) Save and preview your shop. Place a test order. You can use this test VISA card: 4444333322221111 with future expiry.

Option B: FREE ORDER PROCESSING BY SHOPFACTORY - Setup your Shop to use Free Order Processing by ShopFactory with PGP encryption by doing the following:- a) Click on Properties => Payment Methods Accepted from the menu b) Select Free Order Processing by ShopFactory, this is the first Option Follow the wizard and when you get to the screen below Click on box next to " I wish to use PGP Encryption for my orders" and Click Next button Option C: FREE GLOBECHARGE ACCOUNT a) Click on Properties => Payment Methods Accepted from the menu -> click Next b) Select the third option from top: GlobeCharge Follow the wizard and when you get to the "GlobeCharge Account Management" screen, enter your Globecharge username and the Security ID. Then c lick on the checkbox next to " I wish to use PGP Encryption for my orders" and select Next button 10. On the next screen, Paste the " Public PGP key" you copied from Sales Manager. You can do this by clicking in the field marked "PGP Public Key" box and pressing CTRL+V keys on your keyboard simultaneously. 11. Enter the Email address you used in Sales


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manager in the field PGP key ID field. This is the same as your Email (for Orders). 12. Click Next and complete the Payment Setup (until Finish). 13. That is all you need to do with adding PGP to ShopFactory. Now when orders are placed in your shop they will be in an "encrypted format" which is unreadable. All you need to do is import your Orders into Sales manager to "decrypt" them and see them correctly.

**For ShopFactory V7 users:**

You need to use ShopFactory V7.70 Build 9274 - this is the current build that has the in-built PGP module in SalesManager.

If you are not using the current Build 9274, please download and install the latest ShopFactory 7. Click HERE to download the software again. **For ShopFactory V8 (Fixed version) users:**

You need to use at least ShopFactory V8.10 - this is the build that has the in-built PGP module in SalesManager 8.

If you are not using the latest build of ShopFactory 8, please download and install ShopFactory 8 again. Click HERE  to download the software again.

**For ShopFactory V9/V10 with free Total Care accounts**

Download the latest release of ShopFactory from this page,

http://www.shopfactory.com/contents/en-us/d18.html

Once PGP add-on is installed to your ShopFactory 8 installation folder you need to generate the PGP key in SalesManager and then put it in your payment settings. **Refer to related article:**

How do I import my Email Orders into Sales Manager



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