

# Create Tyro refunder account

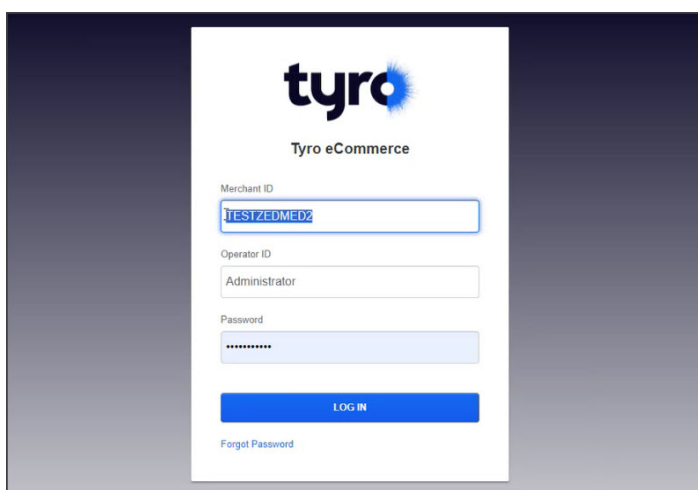
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If an ePayment is taken using the Payment Gateway (Online Appointments), the refund must be processed in both the Tyro eCommerce account and Zedmed. The office staff needs a refunder account to log into the eCommerce account of the entity that received the payment.

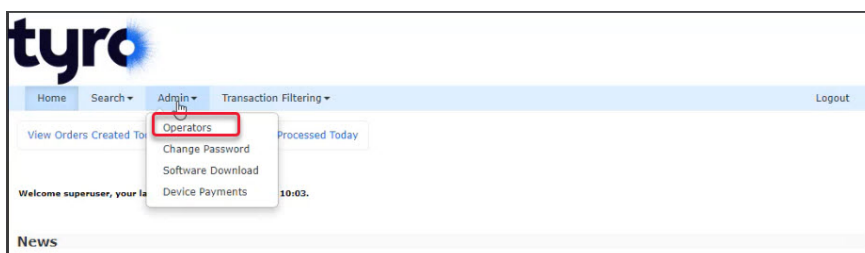
To create a refunder account:

1. Log into the Tyro Gateway as Administrator.

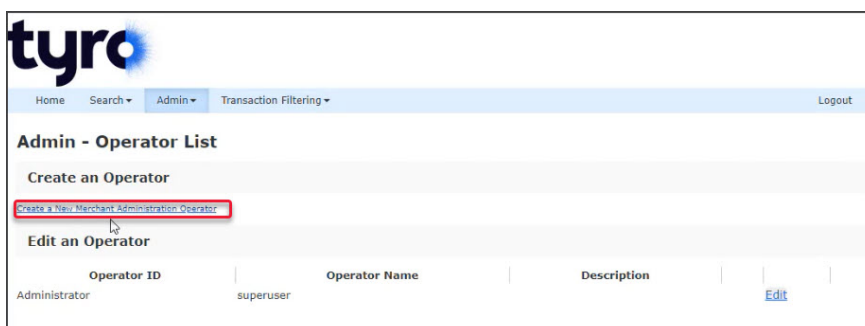
The credentials are provided with your Tyro account when you are set up as a merchant.



2. Select Admin > Operators.



3. Select Create a New Merchant Administration Operator.



The Operator Details screen will open.

4. Fill in the Operator Details.

- **Operator ID** - enter a logical name. E.g Refunder.
- **Operator Name** - you can use the same word used for the ID. E.g Refunder.
- Enter and confirm the password.

5. Scroll down and add the following **Transaction** functions:

- Perform Voids
- Perform Refunds

**Transactions**

- Perform Update Authorization
- Perform Verification Only
- Perform Authorizations
- Perform Captures
- Perform Purchases
- Perform Voids
- Perform Refunds

6. Add the following **General** functions:

- May Configure Reporting API Integration Settings.
- May View Dashboard.

**General**

- View Report Pages
- Download Order Search Results
- Download Transaction and Payment Authentication Search Results
- Allow Merchant Administration Documentation Download
- May Perform Risk Assessment Review
- May Bypass Risk Management
- May Configure Transaction Filtering
- May Configure Integration Settings
- May Configure Reporting API Integration Settings
- May Configure Email and Webhook Notifications
- May Maintain Tokens
- May View Dashboard

7. Select **Submit**.

You will see a **Tyro Refunder** account.

**tyro**

Home Search Admin Transaction Filtering Logout

**Admin - Operator List**

Create an Operator

Create a New Merchant Administration Operator

Edit an Operator

Operator ID	Operator Name	Description			
Administrator	superuser				<a href="#">Edit</a>
Integrations	Integrations		<a href="#">Change Password</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
Refunder	Refunder		<a href="#">Change Password</a>	<a href="#">Edit</a>	<a href="#">Delete</a>