

Create Tyro refunder account

Version: 1.00 | Last Modified on 26/08/2025 10:04 am AEST

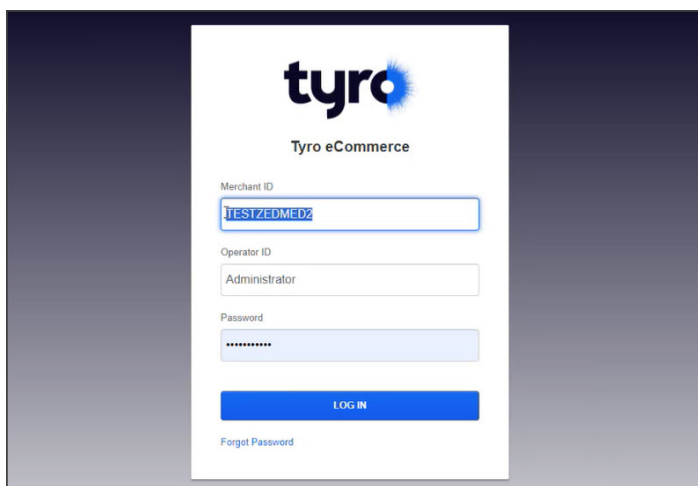
If an ePayment is taken using the Payment Gateway (Online Appointments), the refund must be processed in both the Tyro eCommerce account and Zedmed. The office staff needs a refunder account to log into the eCommerce account of the entity that received the payment.

Important: A refunder account is only needed for customers using Zedmed 38.2.2 and older, and customers who need to refund surcharges, which follow the process detailed in the [Manual Tyro refunds process](#). In Zedmed v38.6.2 and later, [Zedmed automatically process refunds](#).

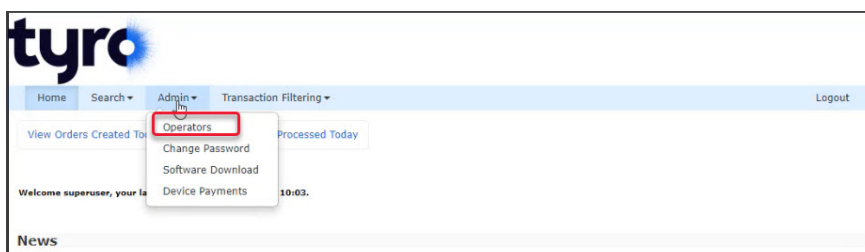
To create a refunder account:

1. Log into the Tyro Gateway as Administrator.

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

The image shows the Tyro eCommerce login page. It features the Tyro logo at the top, followed by the text "Tyro eCommerce". Below this are three input fields: "Merchant ID" with the value "TESTZEDMEDZ", "Operator ID" with the value "Administrator", and "Password" with masked characters. A blue "LOG IN" button is positioned below the password field. A link for "Forgot Password" is located at the bottom left of the form area.

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

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

- May Configure Reporting API Integration Settings.
- 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			Edit	
Integrations	Integrations	Change Password	Edit	Delete	
Refunder	Refunder	Change Password	Edit	Delete	