Create Tyro refunder account

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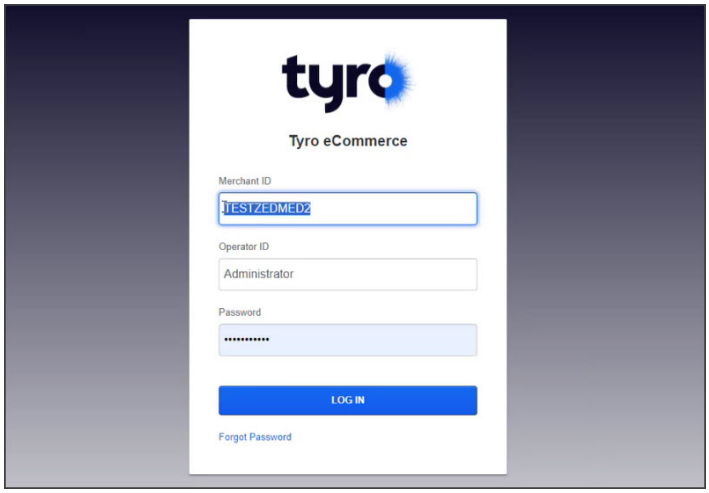
If an ePayment is taken using the Payment Gateway (Online Appointments), the refund must be processed in both the Tyro eCommerce account and Zedmed. Office staff need a refunder account to log in to the eCommerce account of the entity that received the payment.

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.

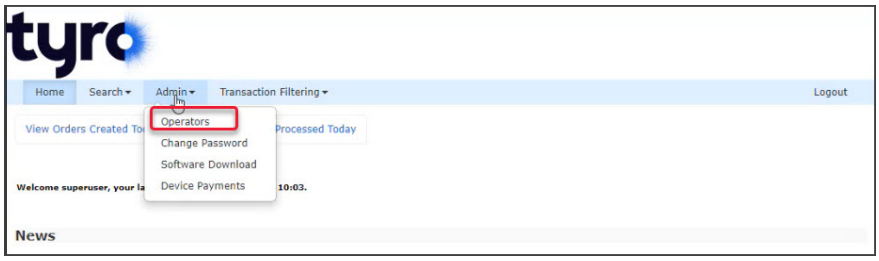
To create a refunder account:

1. Log in to the Tyro Gateway as Administrator.

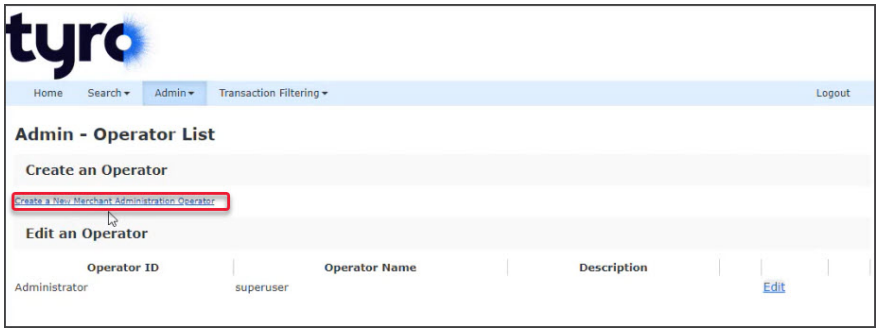
   Your Tryo account includes the credentials you need when you set up as a merchant.



2. Select **Admin** > **Operators**.

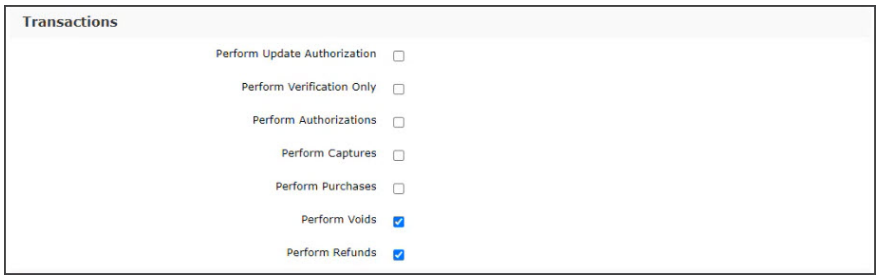


3. Select **Create a New Merchant Administration Operator.**

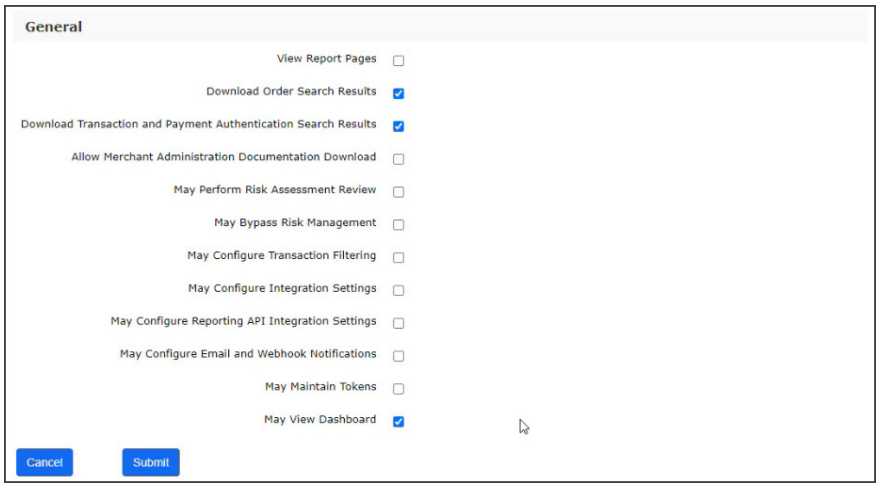


The **Operator Details** screen will open.

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

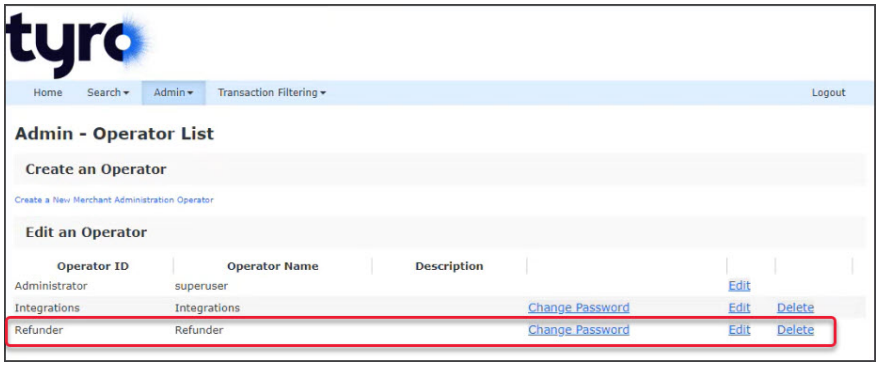


6. Add the following **General** functions:
   - May Configure Reporting API Integration Settings.
   - May View Dashboard.



7. Select **Submit**.

   You will see a **Tyro Refunder** account.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Refunder
Change Password
Edit
Delete