

# Create Tyro refunder account

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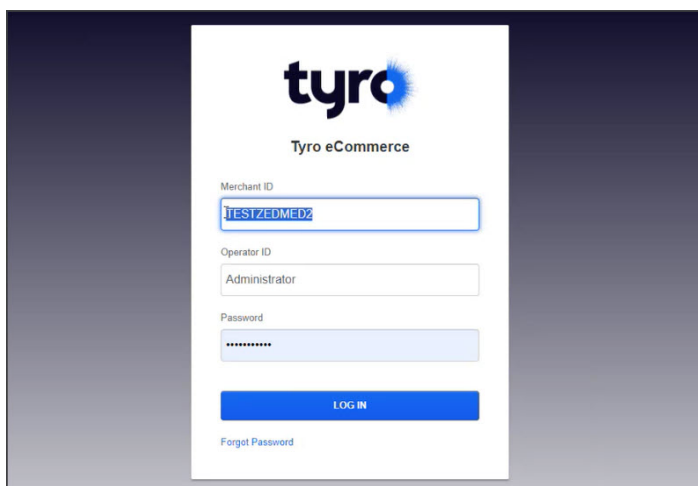
If an ePayment is taken using the Payment Gateway (Online Appointments), the refund must be processed in both the Tyro eCommerce account and Zedmed. The office staff needs a refunder account to log into the eCommerce account of the entity that received the payment.

**Important:** A refunder account is only needed for customers using Zedmed 38.2.2 and older. This guide is only for customers still performing manual refunds. Zedmed v38.6.2 and later Zedmed automatically process refunds.

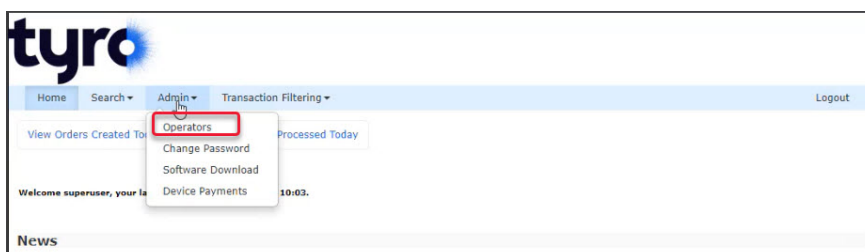
To create a refunder account:

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 login 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**

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**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>	