Tyro create refunder account

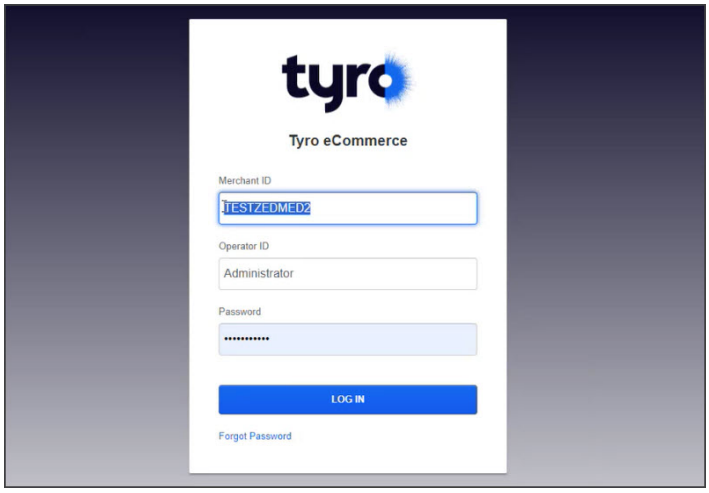
Last Modified on 10/09/2024 1:49 pm AEST

If an ePayment is taken using the Payment Gateway (Online Appointments) the refund must be processed both in the Tyro eCommerce account and in Zedmed. A Refunder account is needed for the office staff to log into the eCommerce account of the entity that received the payment.

To create a refunder account:

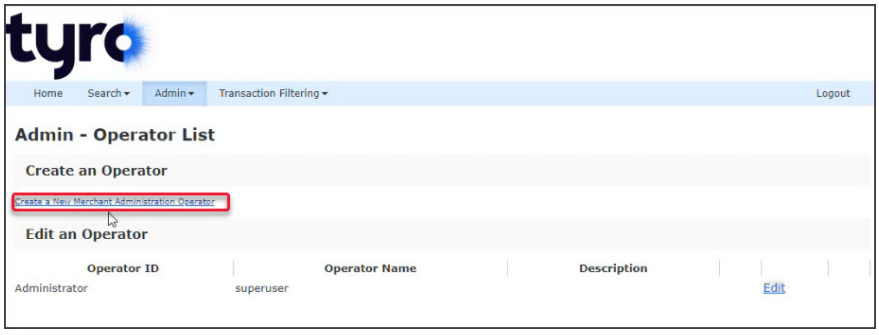
1. Log into the Tyo Gateway as Administrator.

   This should be provided with your Tryo account when you are setup as a merchant.



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

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

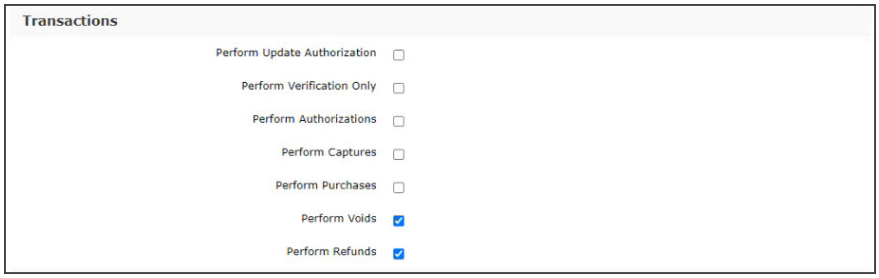


   The **Operator Details** screen will open.

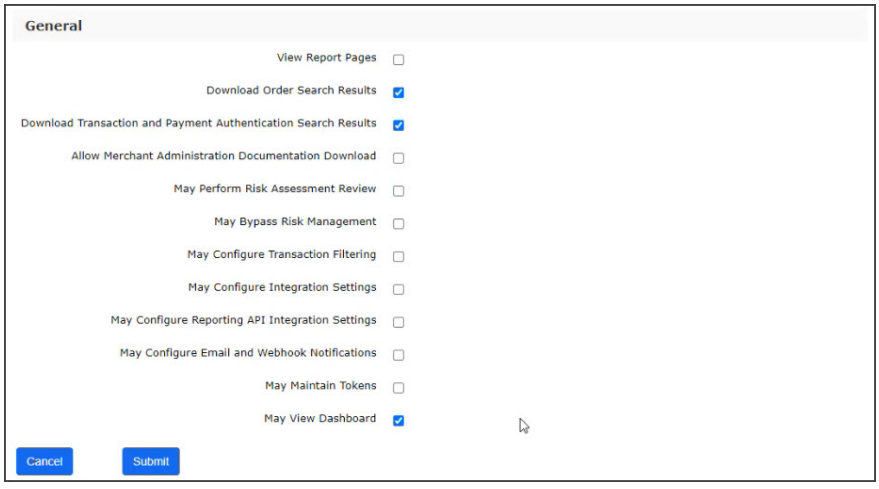
4. Fill in the **Operator Details**.

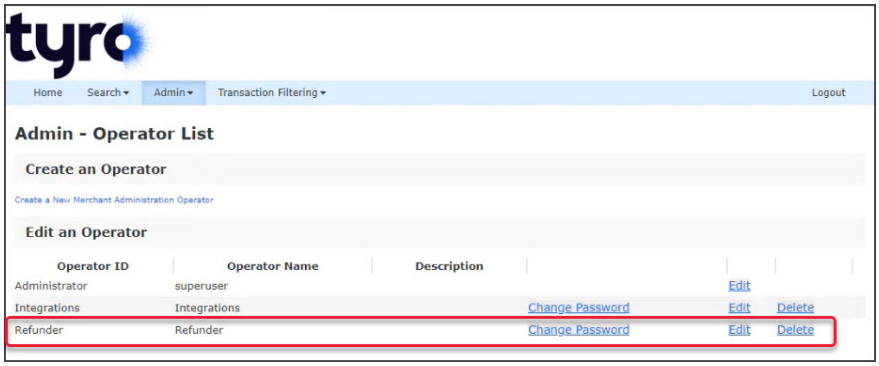
- **Operator ID** - enter a logical name. E.g Refunder.
- **Operator Name** - you can use the same word used for the ID. E.g Refunder.
- Enter and confirm the password.

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.