Onboarding Payment Gateway

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Payment Gateway is a Zedmed integration with Tyro eCommerce that allows practices to request credit card information from patients when they make an appointment. The card can be requested by sending an SMS or when the patient uses OLA. Tyro provides Zedmed with a secure token so that card to be used for future attendances, appointment deposits and did-not-attends. Tyro eCommerce handles all payments and payment transfers.

Payment Gateway is a free feature available in Zedmed v37.7.4 and later. SMS credit card requests require ZedSMS at the standard SMS rate. The patient is charged a 1.85% payment fee. The fee is added to the bill and paid by the patient.

To learn more, see the Payment Gateway Office guides and Admin guides.

Step 1 - Submit a request form

Customers can use this online form to start the onboarding process.

Step 2 - Submit a bank account owner information form

Zedmed's Customer Success specialist will contact you about your request, then send an online form to collect the information required to start your onboarding. This form will request information about the practice and each participating practitioner. Some of the information will be for the Tyro eCommerce configuration and will be shared with Tyro.

Step 3 - Submit a Tyro eCommerce registration form

Using the information in Step 2, Zedmed will arrange for Tyro to send the practice and each practitioner (bank account owner) a link to an eCommerce registration form. Please see our guide on how to complete that form.

Once this form has been completed and submitted, Tyro will send two emails to each account owner.

- Email 1: the requester's approval confirmation and Merchant ID (MID).
- Email 2: instructions to log into Tyro Commerce and create an API password.

Step 3 - Call with Zedmed to configure Payment Gateway

Your Customer Success Specialist will arrange a call, where the following tasks will be performed:

a. Log in to the practice eCommerce account and create an API password.
b. Add an API key to your Zedmed Server (requires remote access to your Zedmed server).
c. Add the practice eCommerce credentials to the practice bank account in Zedmed.
d. Show the PM how to repeat steps **a** and **c** for each bank account holder in the practice.

Step 4 - Set up Zedmed for Payment Gateway

Your Customer Success Specialist will send a Welcome Email explaining how to configure the Appointment Types and Bank Accounts in Zedmed.

We can help with these settings if required:

a. Prepare practice staff for the Payment Gateway workflows.
b. Create an API password for each bank account owners eCommerce account. Create a Tyro API password.
c. Link that API password to the respective bank account in Zedmed. Update bank accounts.
d. Select the payment options used by each practitioner. Select payment options.

This last step makes the Payment Gateway live for the practice.