

Onboarding Payment Gateway

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Payment Gateway is a Zedmed integration with Tyro eCommerce that allows practices to request payment card information from patients for ongoing attendances, appointment deposits, and did-not-attends. The card can be requested via **SMS** or when the patient uses **OLA**.

Tyro eCommerce manages the payments and transfers to providers' accounts. Zedmed does not store credit card information - it uses a secure token provided by Tyro.

Payment Gateway is a free feature and requires 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 an Expression of Interest

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

Step 2 - Submit a Tyro eCommerce registration form

Using the information in Step 1, 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 owner's 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.
