

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 but SMS credit card requests require ZedSMS at the standard SMS rate. The patient is charged a 1.85% payment fee. To learn more about fees and how they work, see the [Payment Gateway FAQ](#).

Step 1 - Submit a Zedmed Application form

Zedmed [uses this online form](#) to collect the information required by Tyro to start the onboarding process.

Step 2 - Submit a Tyro eCommerce registration form

Using the information from Step 1, Zedmed will arrange for Tyro to send the practice (and, if applicable, each practitioner who is a 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 - Create your API passwords

Once you have received the two Tyro emails for the practice bank account, follow the instructions in email 2 to create an API password. Once completed, please let your Zedmed Onboarder know, and they will arrange a time to call you and enable Payment Gateway on your server.

Step 4 - Call with Zedmed

Zedmed will arrange a call, where the following tasks will be performed:

- a. Add the practice eCommerce credentials to the practice bank account in Zedmed.
- b. Show the PM how to repeat steps a and c for each bank account holder in the practice.
- c. Provide an overview of Payment Gateway and how to prepare the practice.

Step 5 - Prepare practice workflows for Payment Gateway

Zedmed will send a Welcome Email containing links to the Payment Gateway documentation.

Here is a link to all the [Payment Gateway documentation](#).

We do suggest reading the [Payment Gateway FAQ](#).
