

PCI – Processing Payment

Login to the Fusion portal

<https://innovation.fusiontelecom.co/login/>:

To login, use your email address and password provided.

We recommend logging in at the start of the day so that the portal is ready for when you need it



Hint

To change your password select the settings cog in the top right of the screen and select 'Profile'

Scroll to the bottom of the page and select 'Change Password'



2.

Select Payguard > Workspace > Pay

The screenshot shows the Fusion PayGuard interface. At the top left is the 'FUSION' logo. A blue sidebar on the left contains a menu with items: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The 'PayGuard' and 'Workspace' items are highlighted with red boxes, and a red arrow points from the 'PayGuard' item to the 'Pay' tab in the main content area. The main content area has a yellow header with 'Pay' and 'Admin' tabs, and 'Phone PIN: 99998' with a refresh icon. Below the header is a 'Process' section with a 'Phone Keypad' dropdown menu. The main content area displays a large yellow clock icon with the text 'Awaiting Link...' and a list of instructions: '1. Enter PIN on telephone keypad.' and '2. After PIN entry, wait for link to be established.' Below the instructions is the text 'Struggling? Enter ## on your telephone keypad to reset PIN.' and the PayGuard logo at the bottom right.

FUSION

Dashboard
Numbers
Sessions
Transform
PayGuard

Workspace
History
Audit
Settings
Administration

Pay **Admin** Phone PIN: 99998

Process
Phone Keypad

Awaiting Link...

1. Enter PIN on telephone keypad.
2. After PIN entry, wait for link to be established.

Struggling? Enter ## on your telephone keypad to reset PIN.

PayGuard

3.

When ready to activate a payment link, enter the phone pin into your handset (your pin will always stay the same)

The screen will change to blue (as shown on the next slide)



4.
The screen will change to blue to indicate the payment link has been initiated



FUSION

Dashboard
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Pay **Admin**

Process
Phone Keypad **Linked**

Amount	Date	Reference	Reoccur
£	25/07/2022	Reference	No

+ Add Payment

Method
Choose an Option

5.

Enter the required fields:

- Amount
- Date
- Reference



FUSION

Dashboard

Numbers

Sessions

Transform

PayGuard

Workspace

History

Audit

Settings

Administration

Pay Admin

Process

Phone Keypad Linked

Amount	Date	Reference	Reoccur
£100.00	25/07/2022	PAYMENT	No

Total for today: £100.00
Total of all payments: £100.00

Method: Training Gateway Confirm

PayGuard

6.

Select the practice site from the 'Method' drop down

>

Confirm



7.
Enter in the clients name and address details that the card is registered to



FUSION

Dashboard
Numbers
Sessions
Transform
PayGuard

Workspace
History
Audit
Settings
Administration

Pay | **Admin**

Process
Phone Keypad ✓ Linked

Amount	Date	Reference	Reoccur
£100.00	25/07/2022	PAYMENT	No

Total for today: £100.00
Total of all payments: £100.00

Method
Training Gateway

Name
Example

Address
Address the card is registered to

City | Region/State | Postal Code | GB (Great Britain)

8.

Ask the client to enter their card details on their device

Example:

'Please enter your long card number followed by the hash key

'Please enter the expiry date as a four digit number followed by the hash key
(January 2022 would be 0122)

'Please enter the three digit security code shown on the back of the card, followed by the hash key'

9.

Once complete, the card details will show on your computer screen along with the 'Confirm' button

Click confirm to proceed

Phone Keypad ✓ Linked

Amount	Date	Reference	Reoccur
£100.00	25/07/2022	PAYMENT	No

Total for today: £100.00
Total of all payments: £100.00

Method: Training Gateway

Name: Example

Address: Address the card is registered to

City: Region/State: Postal Code: GB (Great Britain)

Card
4242 - XXXX - XXXX - 4242 16 digits 12/25 XXX

'Press ** to clear last field or *** to clear all fields'

Confirm

PayGuard

*'Press ** to clear last field or *** to clear all fields'*

****PLEASE NOTE****

If the card details have been incorrectly entered, you can press the star key (*) twice on your own telephone to clear the last field or three times to clear all fields

10.

The final confirmation screen will show to allow you to review the payment details.

If you need to make any changes select the 'Edit Payment' button which will take you back to the previous screen (keeping the card and address details saved)

Click 'Submit' to complete the payment



FUSION

- Dashboard
- Numbers
- Sessions
- Transform
- PayGuard
- Workspace
- History
- Audit
- Settings
- Administration

Confirm Payment

Amount	Date	Reference
£100.00	Now	PAYMENT

Total for today: £100.00
Total of all payments: £100.00

Method
Training Gateway

Name

Address
Cambridge House, Westbury on Trym , BS9 3QG

Card Number	Expiry Date	Security Code
4242 - 42XX - XXXX - 4242	12/25	XXX

Submit

PayGuard

11.

If the payment is successful this screen will show.

You can send the customer a confirmation by email or SMS as well as notes and references



12.

Click 'Back to Start' to return to the home page



****PLEASE NOTE****

The email confirmation is not a receipt, this is just a confirmation that the payment has been processed via PayGuard

You will be redirected to the payment page, ready to proceed with another payment



When you hang up the call, the screen will end the payment link and change it back to its idle state



If the payment is declined, the system will confirm the reason

Click 'Back' to return to the previous screen to amend where necessary

The screenshot shows the FUSION PayGuard interface. On the left is a blue sidebar menu with options: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The main content area has a red header with the word "Declined". Below this is a "Reason for Decline" section with a red border containing the text "Number is invalid. Card type is invalid: cc num". Underneath is a "Transfer Call To" section with a dropdown menu showing "Choose an Option" and a "Transfer Call" button. At the bottom of this section are "Back" and "Back to Start" buttons. The PayGuard logo is visible in the bottom right corner.



Issues or questions? Contact us!

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Option 1 – Support

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