PCI – Processing a Payment

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1.

Login to the Fusion portal
https://inovation.fusiontelecom.co/login/

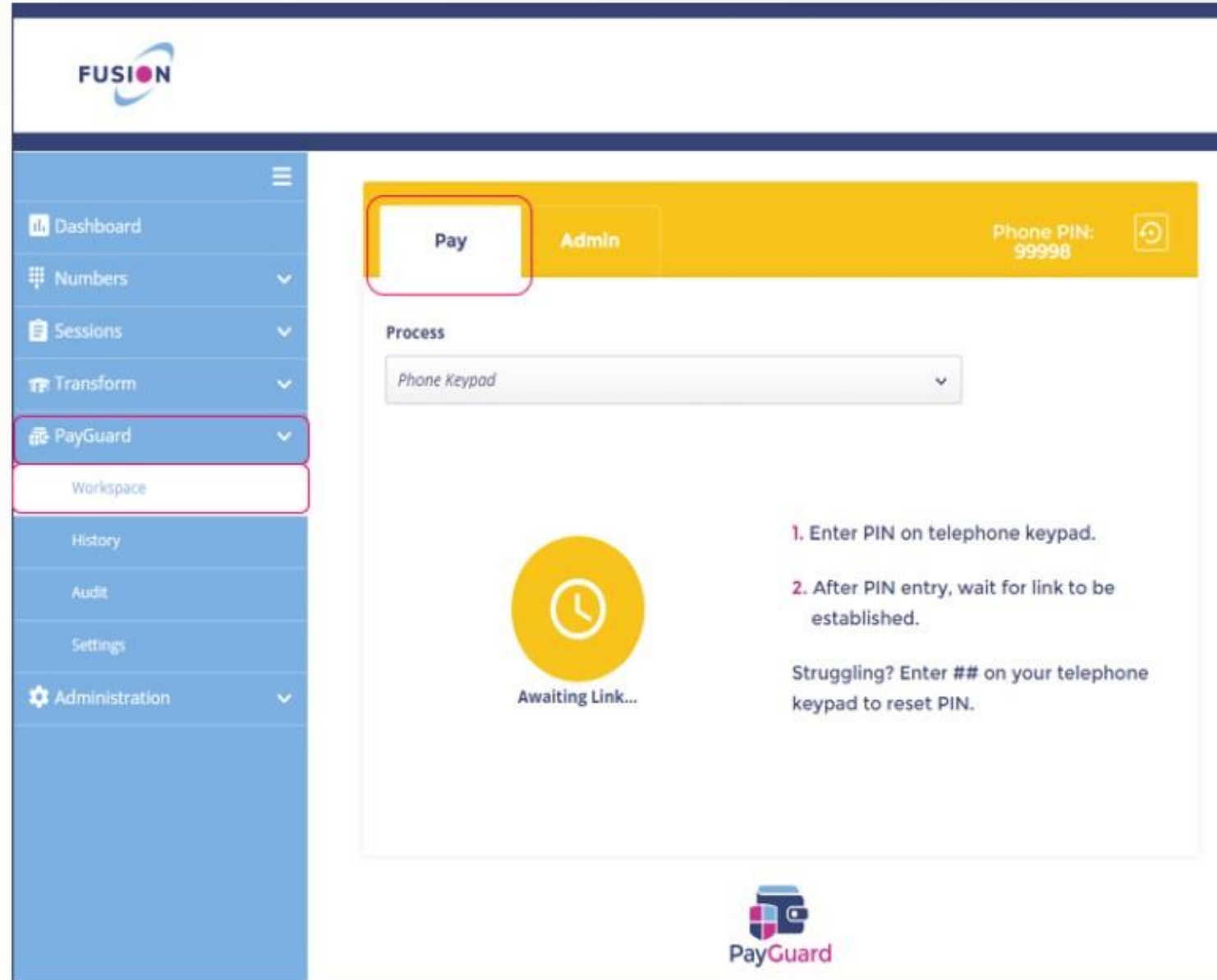🔒 inovation.fusiontelecom.co/login/#/

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'

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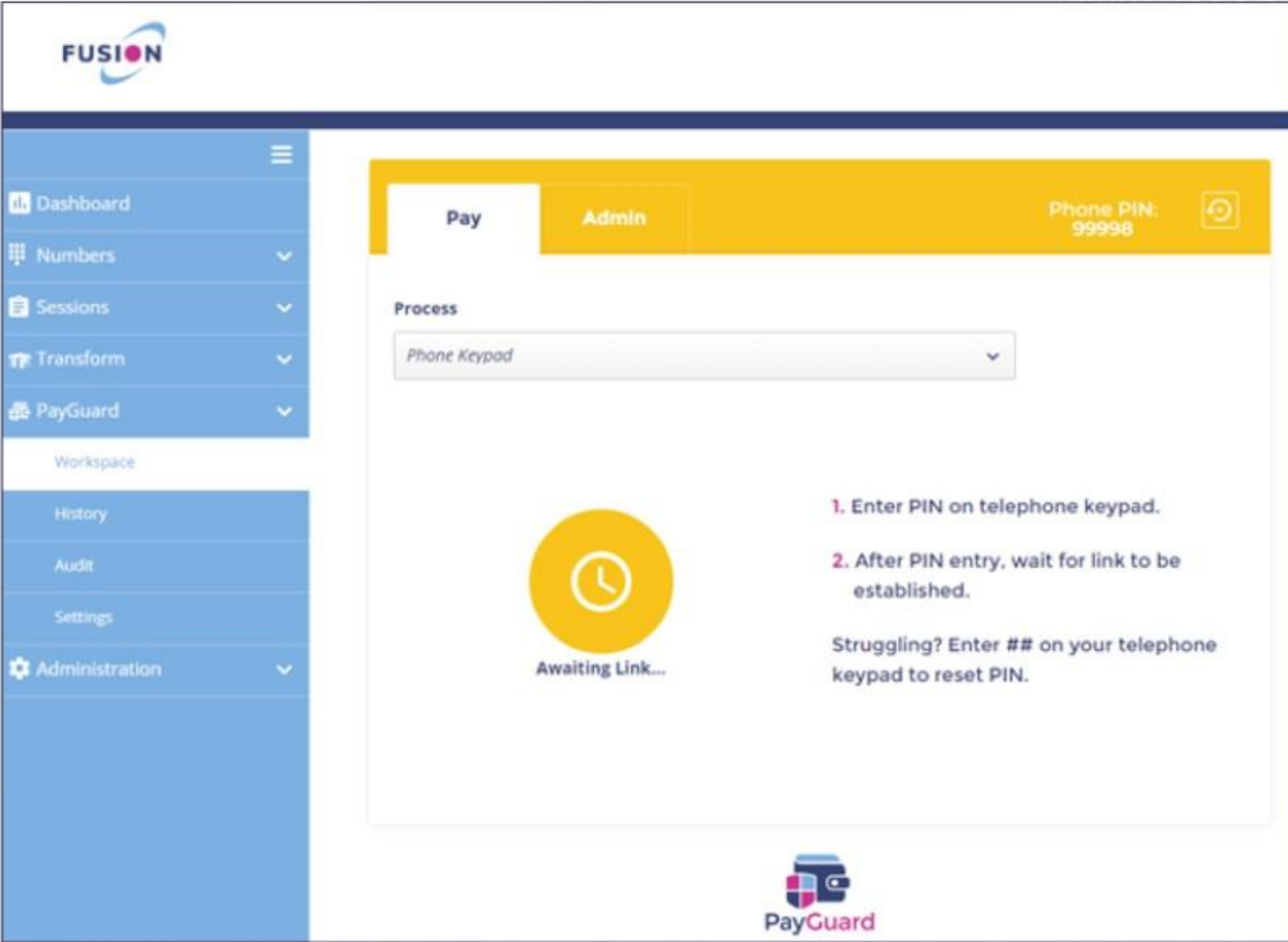**2.**
Select '6', followed by 'Workspace', and then 'Pay'

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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)

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

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5.

Enter the required fields:
- Amount
- Date
- Reference

6.

Select the practice site from the 'Method' drop down , then select 'Confirm'

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7.
Enter in
the client's name
and address
details that
the card is
registered to

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8.

Ask the client to enter their card details on their device

Examples:

· *"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 2026 would be 0126)"*

· *"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

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

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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)

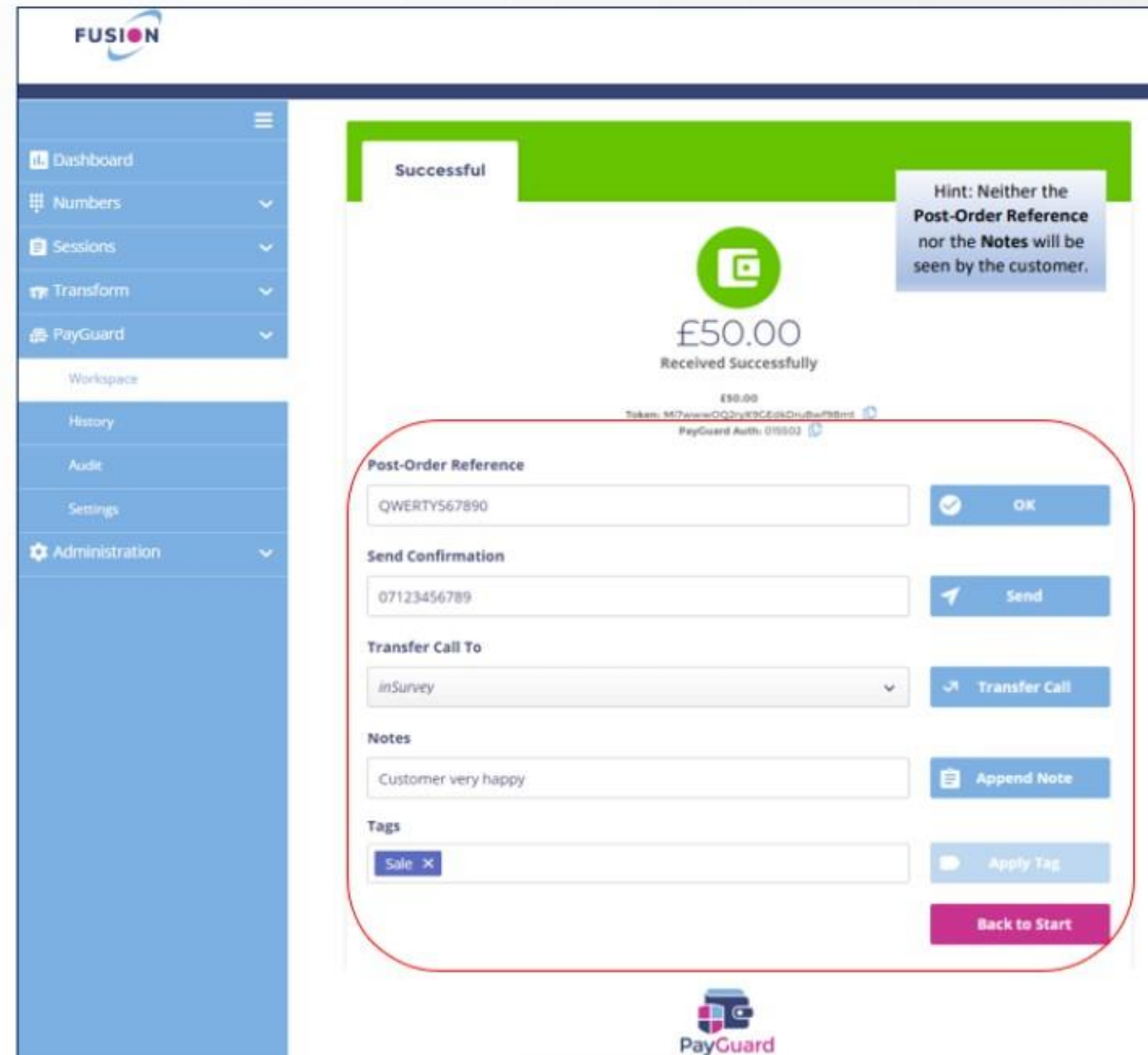Click 'Submit' to complete the payment

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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 6

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You will be redirected to the payment page, ready to proceed with another payment
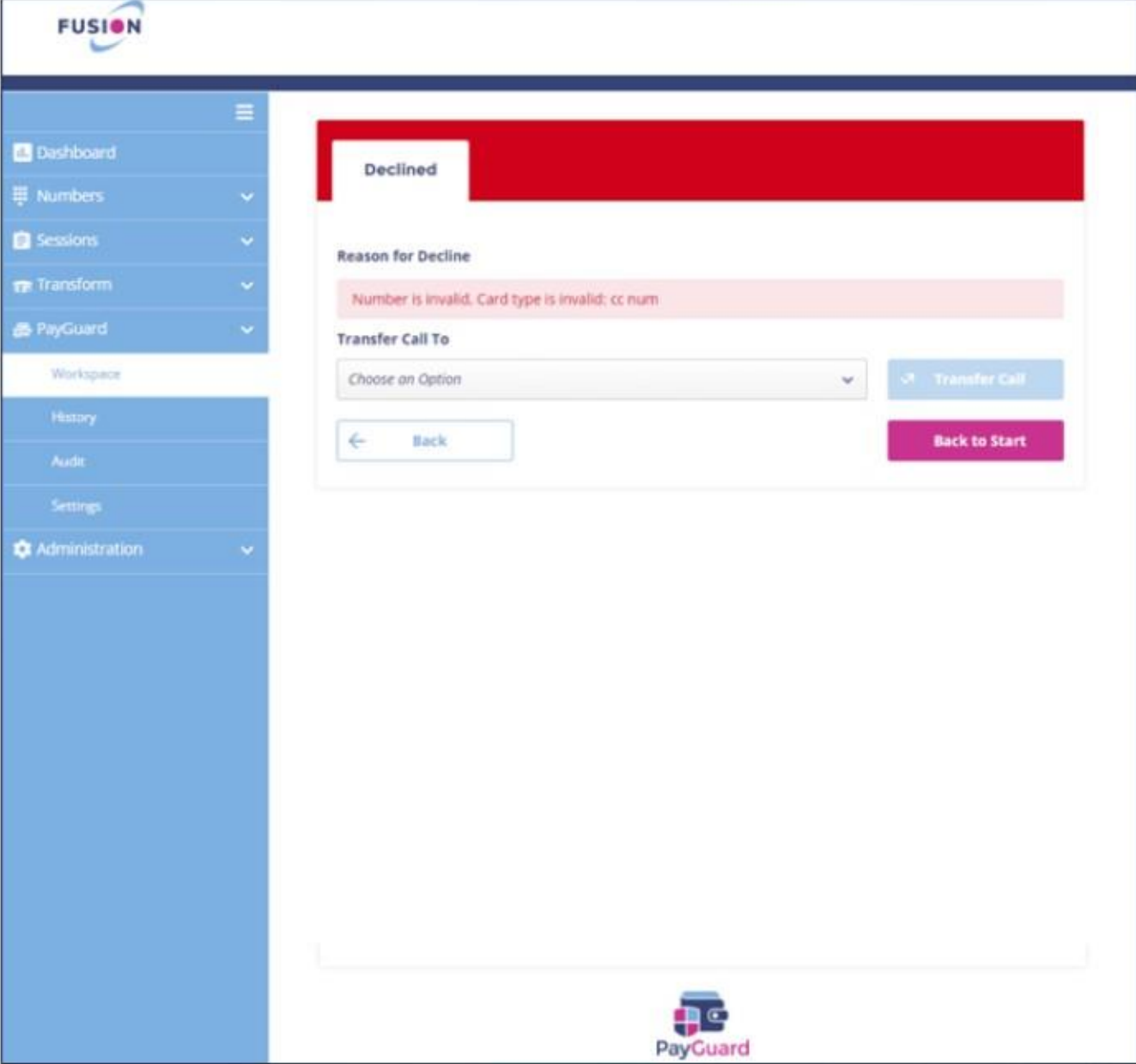
When you hang up the call, the screen will end the payment link and change it back to its idle state

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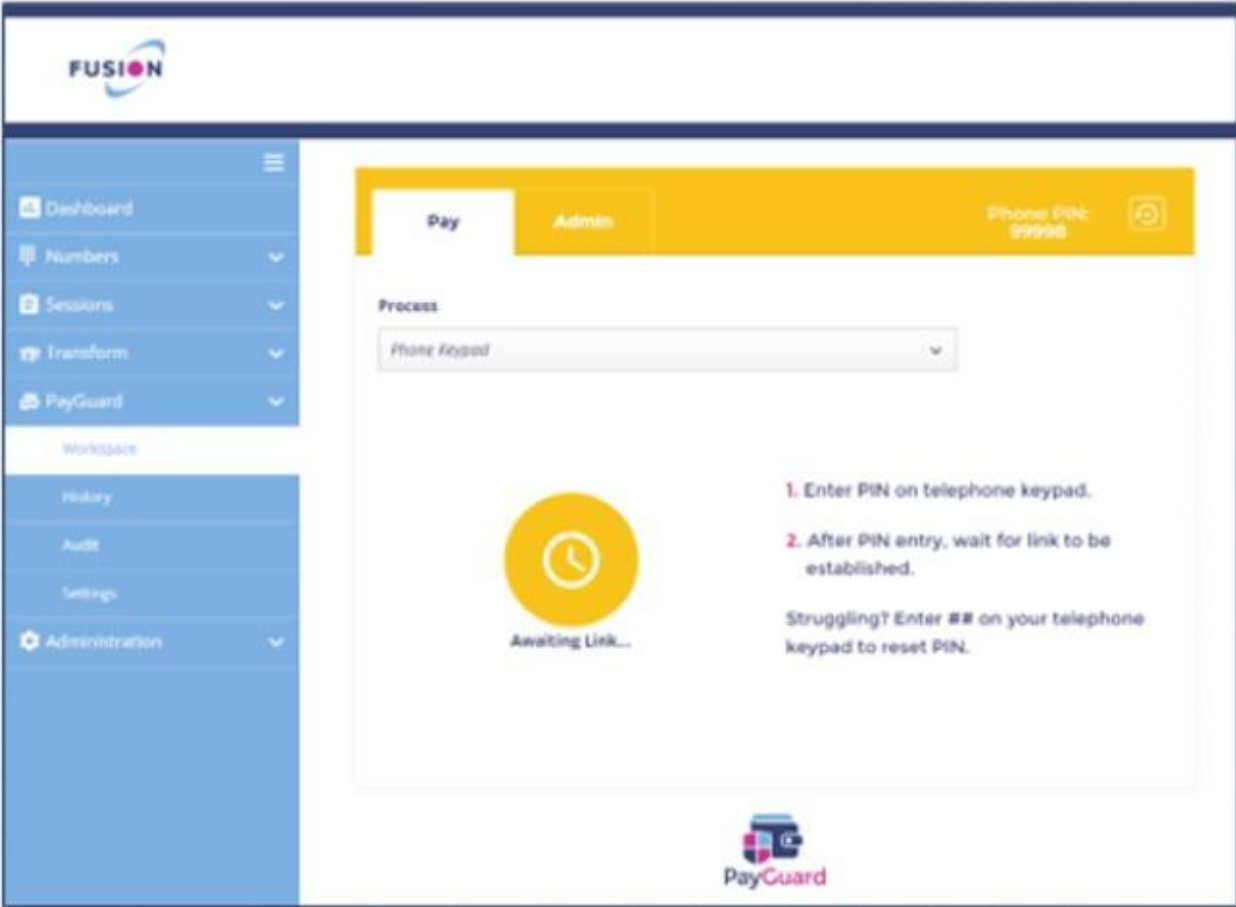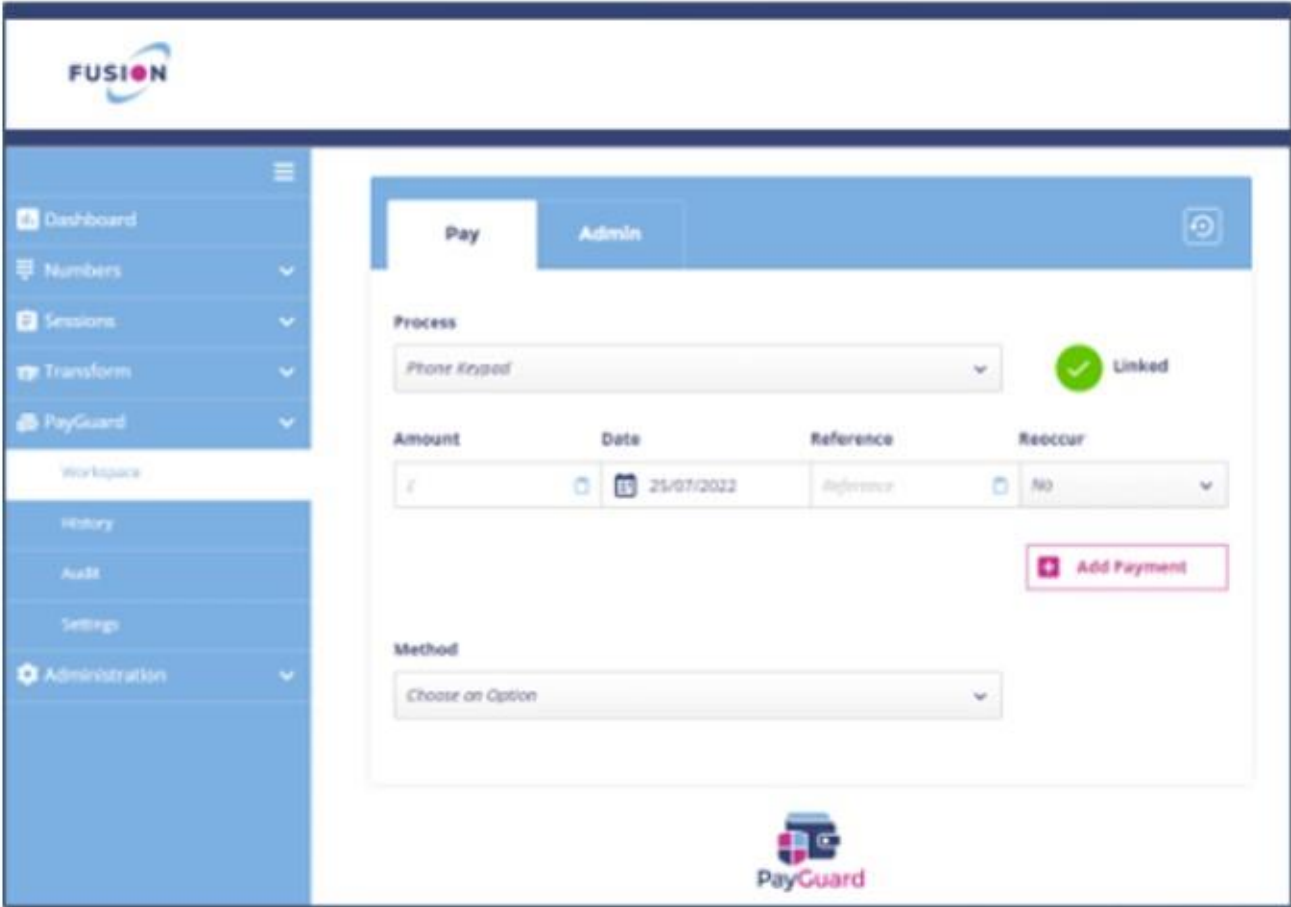
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If the payment is declined, the system will confirm the reason

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

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Issues or questions? Contact us!

In Hours Support or Service Requests:

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www.onecom.co.uk