



Payway Administrator User's Guide

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Revision History

Revision	Date	Initials	Comments
524	7/10/2019	DRF	Initial Revision.
525	1/6/2020	MC	Minor bug fixes

Related Documentation

Payway® User's Guide

Payway® File Processing User's Guide

Payway® Point-to-Point Encryption(P2PE) User's Guide

Introduction

The Payway® Administrators User's Guide is designed to help you manage security and permissions for users of the Payway® payment manager at your company. The tool enables administrators to create users, assign permissions and reset passwords.

Security administration for Payway® is similar to network security administration. Users of the Payway® payment manager are assigned login names and passwords that identify them as authorized representatives for your company on the Payway® system. Specific privileges can be assigned to users to define resources and functions.

All users, regardless of whether they are a Company Administrator or Regular User, are created by Payway® with two-factor authentication. Once a new user is created, the



Company Administrator generates an on-screen random activation code, which triggers a system-generated email to the new user with a temporary password. The new user will need to contact the current Company Administrator, who should provide the value in a secure manner. The user is required to enter both the temporary password and activation code to be authenticated to the Payway® payment manager or payment administrator tool. The new user is then prompted to create a permanent password. Once the permanent password is created, the user is required to log on with the new credentials.

A. Setup

1) Company Administrators

Only a Company Administrator has the ability to log on to the Payway® Administrator tool. Please supply Payway® customer support with the appropriate individual(s) who are responsible for managing access for your company. Payway® will create the initial Company Administrator(s) and supply those users with a temporary password. Once your Company Administrator(s) have access, they will have the ability to create additional Company Administrators if desired.

2) Background Service Users

Background Service Users are certified partners that connect to Payway® and process transactions on your behalf. The security credentials for these third-party providers are managed by Payway®'s support team. Payway® creates logon(s) and password(s), and provides the information directly to our certified partners. Service accounts are not visible to Company Administrators from the Payway Administrator tool.

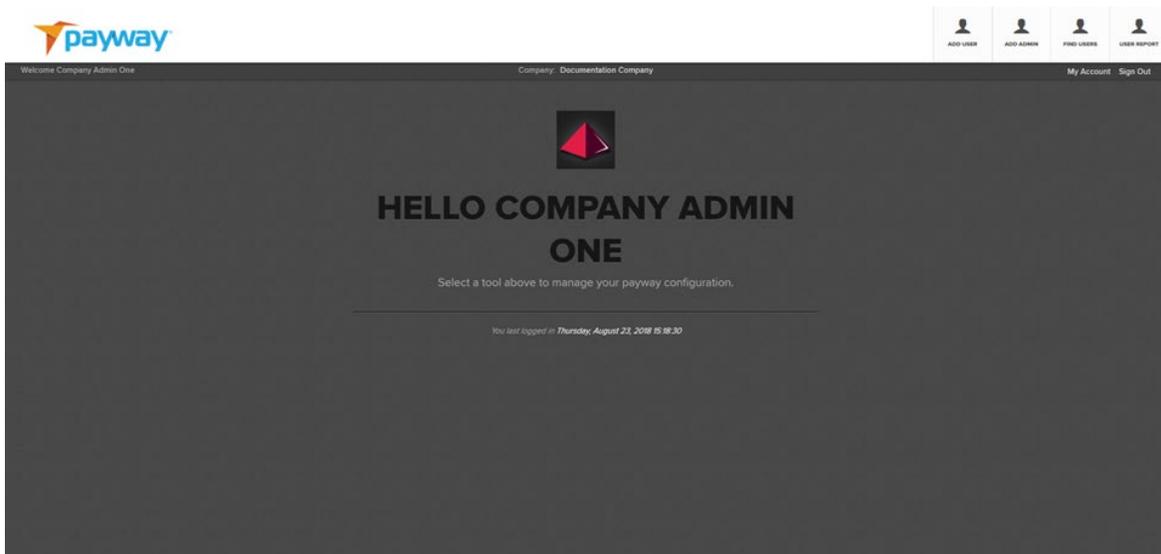
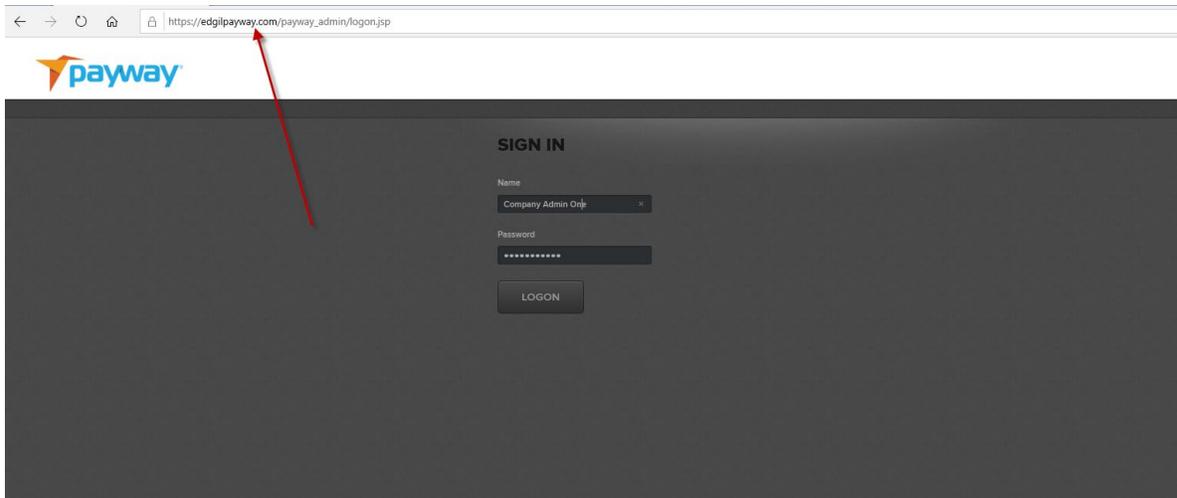
3) Regular Users

Only Company Administrators can create Regular Users. Permissions for Regular Users are set by the Company Administrators. Regular Users can be granted access to multiple divisions and have distinct permissions.

4) Access

The URL to access the Payway® administrator tool is

https://paywayws.com/payway_admin/logon.jsp

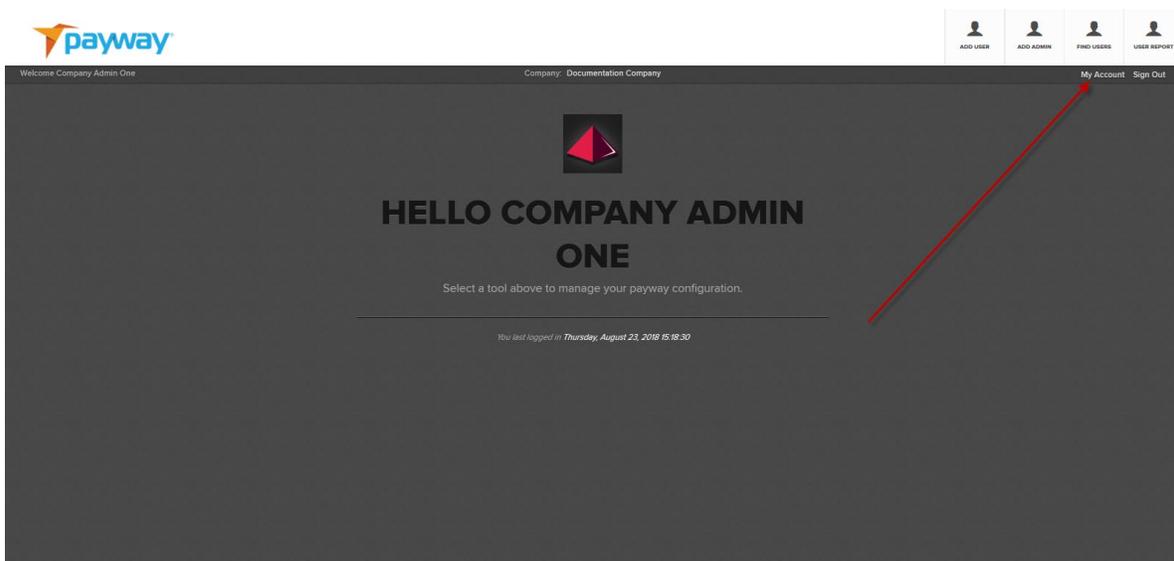


B. Company Administrators

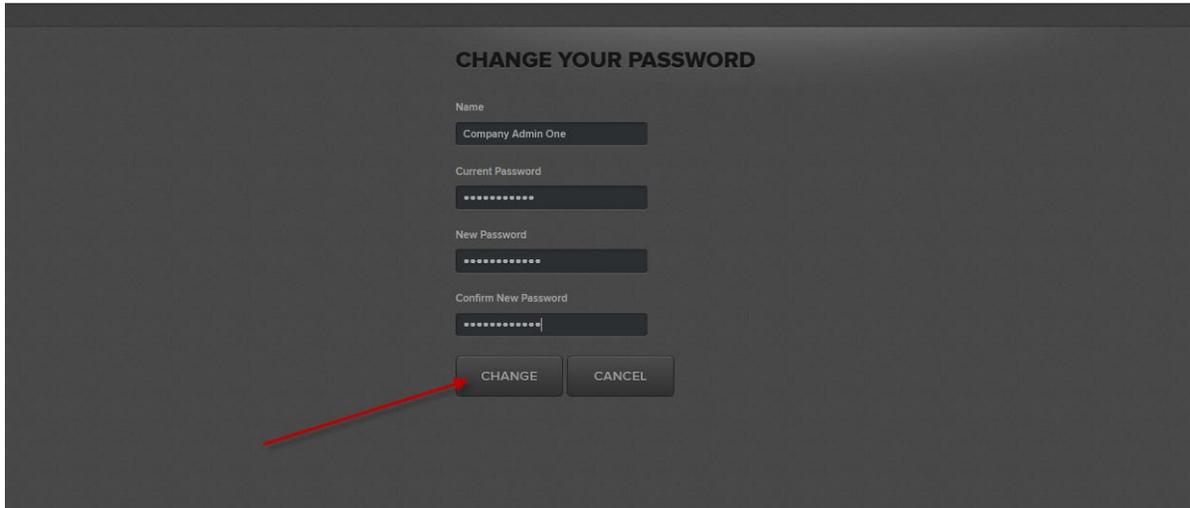
By default, Company Administrators have all privileges and rights to all divisions and sources on Payway®. Company Administrators can perform all payment functions through the Payway® payment manager and are subject to no restrictions.

1) Managing a Current Company Administrator Password

A Company Administrator can manage their password by selecting the “My Account” link.



Enter the existing password and new password, then confirm the new password and select “CHANGE.”



CHANGE YOUR PASSWORD

Name
Company Admin One

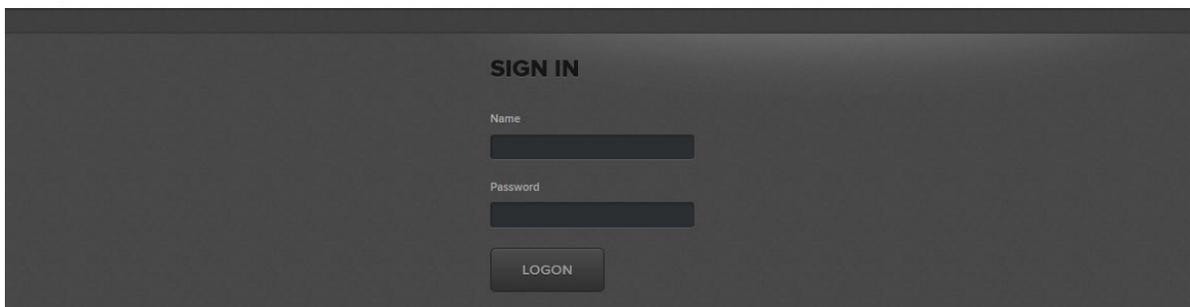
Current Password

New Password

Confirm New Password

CHANGE CANCEL

Once accepted, the screen will clear and redirect to the main logon page of the Payway® Administrator tool and prompt you to log on with the new credentials.



SIGN IN

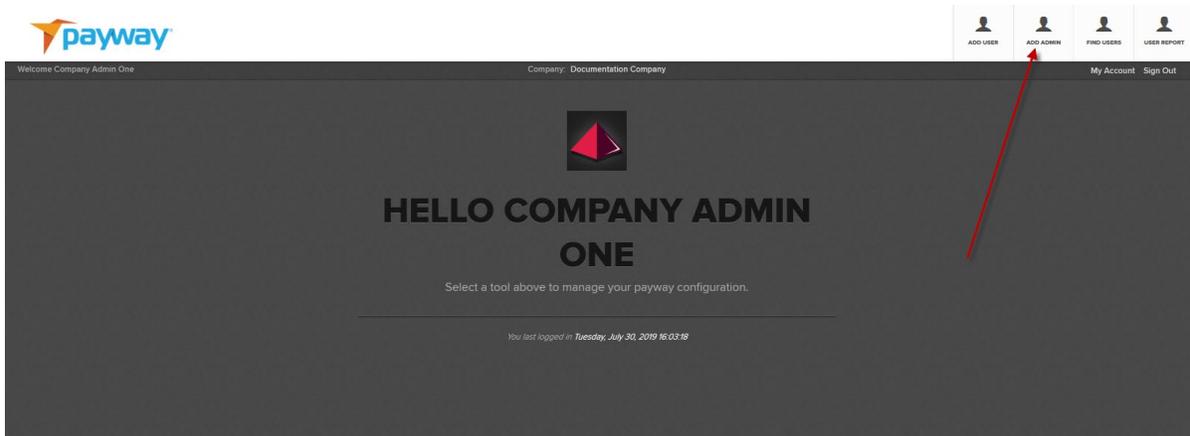
Name
[Empty]

Password
[Empty]

LOGON

2) Creating a New Company Administrator

To create a new Company Administrator, select the “ADD ADMIN” button on the toolbar.



Enter all applicable information.

Name	Description
Logon Name	Company Administrator’s email address for uniqueness
Dept/Notes	Optional information
Time Zone	Time zone where the administrator is located, so that transaction time stamps reflect the administrator’s time zone
First Name	First name of the administrator
Last Name	Last name of the administrator
Phone	Phone number of the administrator
Email	Email address of the administrator

Welcome Company Admin One Company: Documentation Company [My Account](#) [Sign Out](#)

ADD COMPANY ADMINISTRATOR

Complete the fields below to add an administrator. (*) Required

Login Name *

Company Admin Three

Dept / Notes Time Zone *

Customer Service America/New_York

First Name Last Name Phone

Wile Coyote

Email *

supergenius@wb.com

Once complete, select “ADD.”

Welcome Company Admin One Company: Documentation Company [My Account](#) [Sign Out](#)

NEW COMPANY ADMIN ADDED

A temporary password has been sent to the user.
Provide the user with the ACTIVATION CODE below.
The user can not login without this activation code.

Name	Value
Name	Company Admin Three
Email	supergenius@wb.com
Phone	
Time Zone	America/New_York
ACTIVATION CODE	19212116

Record the random activation code for the new administrator.

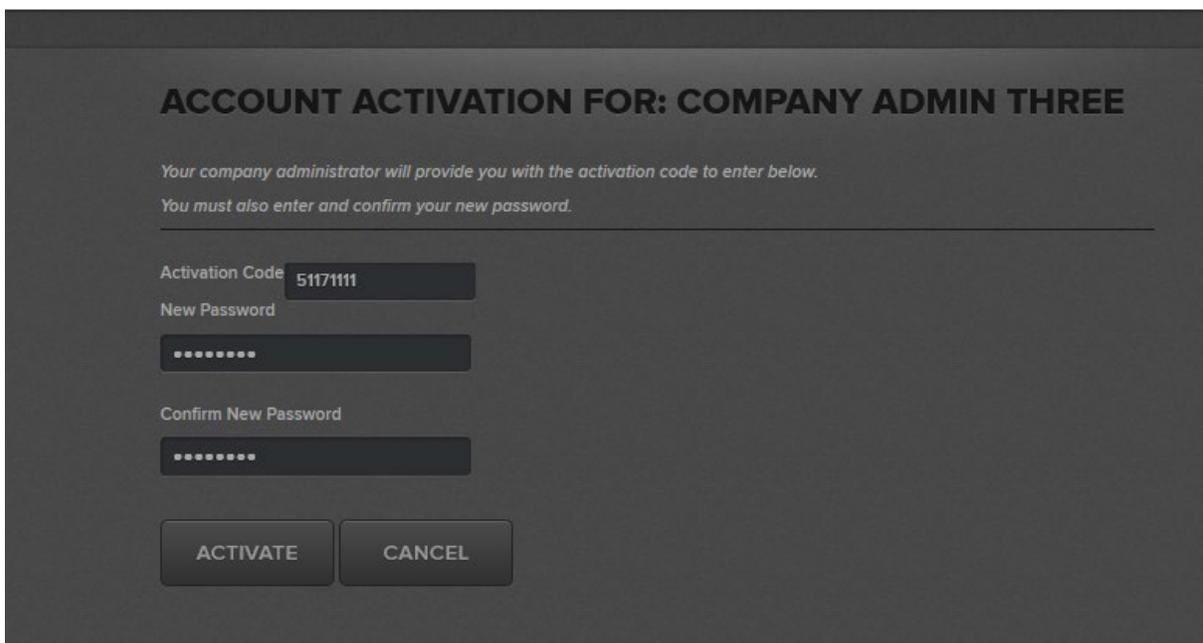
3) Activating a Company Administrator

The new Company Administrator can activate their account by logging on to the Payway® administrator tool or the Payway® payment manager.

Enter the username and temporary password that was provided by Payway® via email.

Enter the Activation Code into the next screen, along with a permanent password. Then select “ACTIVATE.”

The screen will redirect to the logon page of the Payway® administrator tool. The new Company Admin can now logon with the permanent credentials.



ACCOUNT ACTIVATION FOR: COMPANY ADMIN THREE

Your company administrator will provide you with the activation code to enter below.

You must also enter and confirm your new password.

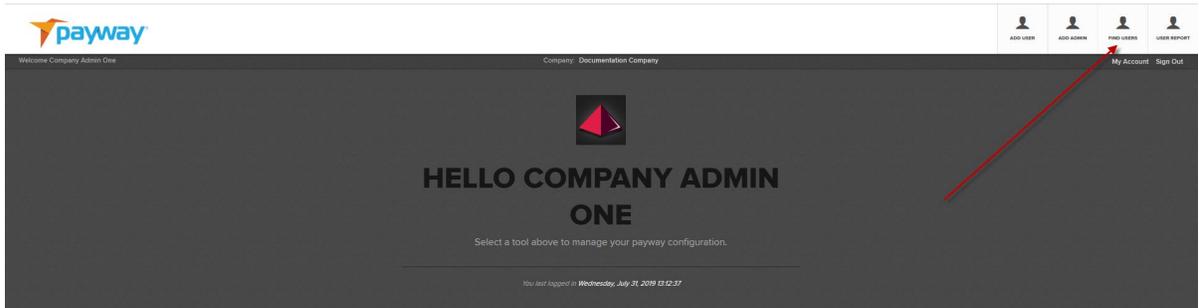
Activation Code

New Password

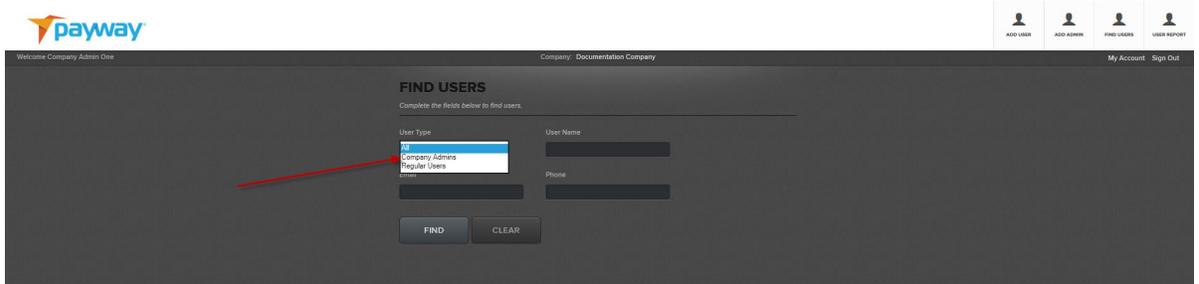
Confirm New Password

4) Changing a Company Admin Password on Payway®

From the tool bar select “FIND USERS.”

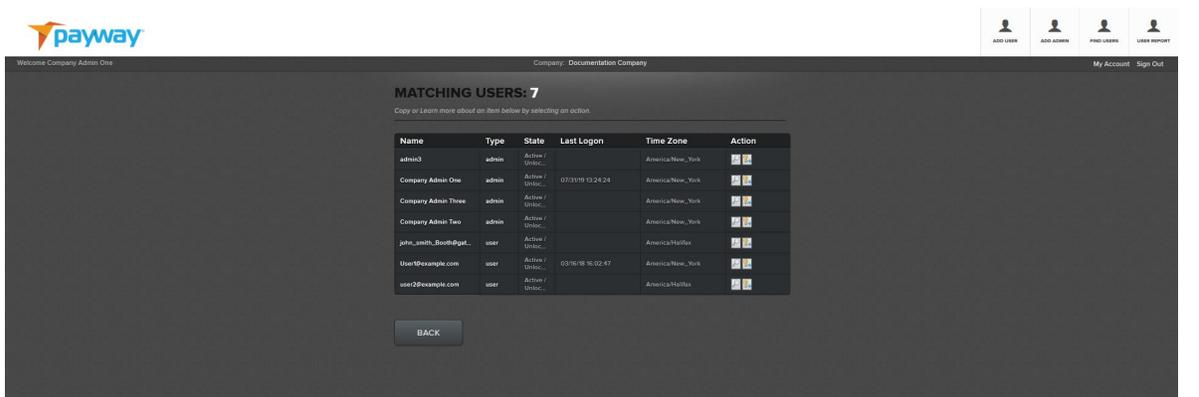


Select Company Admins from the drop-down list.



Select “FIND.”

Choose which user to change the password and select the key icon. 



Select "CHANGE IT."

Company: Documentation Company

CHANGE PASSWORD CONFIRMATION

Confirm that you want to change the user's password or Cancel

A temporary password is sent to the Company Administrator. Record the activation code. The company administrator will need this token to activate the new password when they either logon to the Payway® Payment Manager or Payway® Administrator tool.

Company: Documentation Company

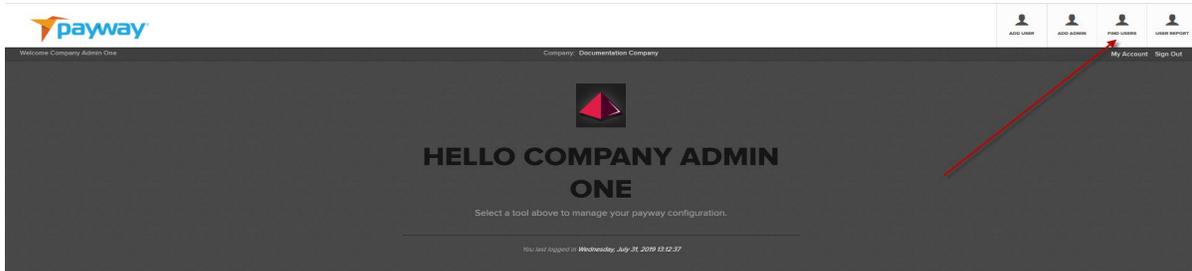
PASSWORD CHANGED

*A temporary password has been sent to the user.
Provide the user with the ACTIVATION CODE below.
The user can not logon without this activation code.*

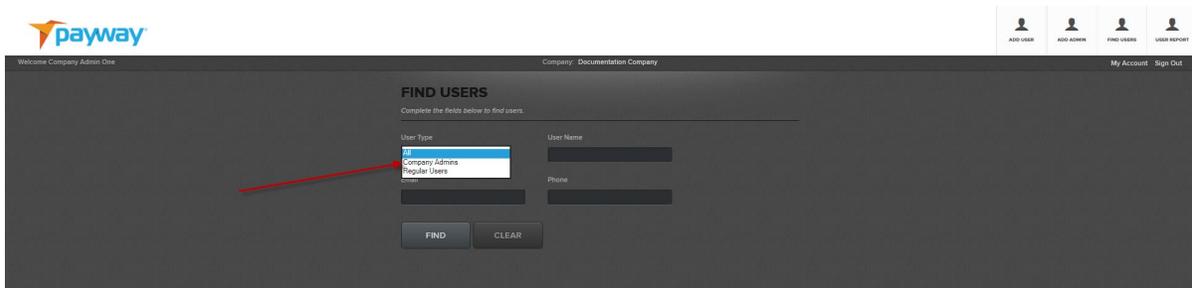
Name	Value
Name	Company Admin One
Email	support@paywaycomplete.com
Phone	800-457-9932
Time Zone	America/New_York
ACTIVATION CODE	11112819

5) Deactivating a Company Administrator on Payway®

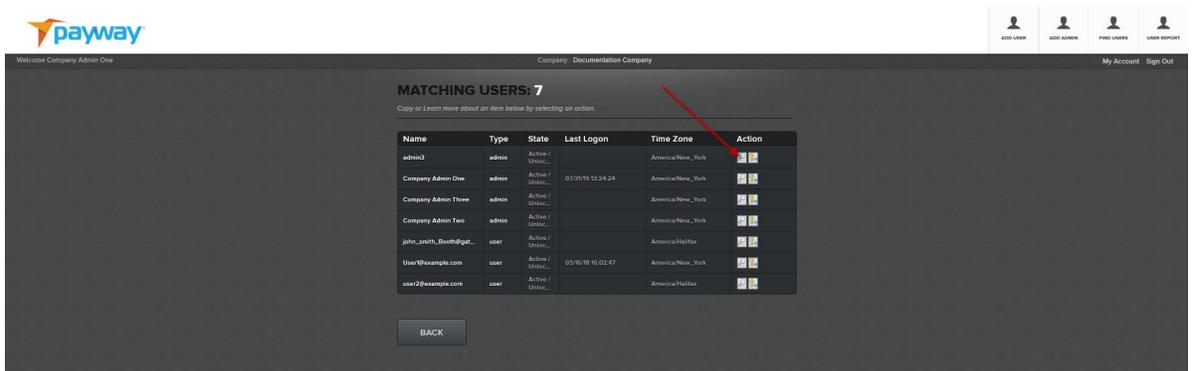
From the tool bar select “FIND USERS.”



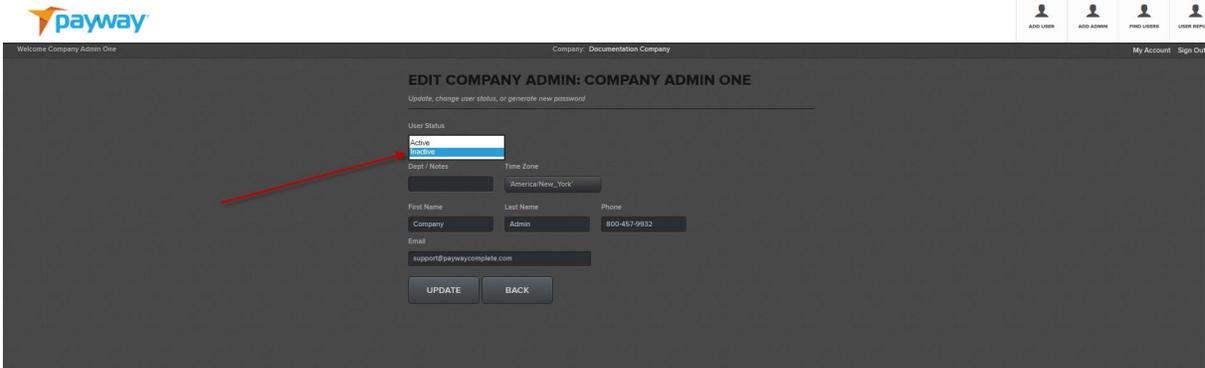
Select Company Admins from the list.



Select the magnifying glass icon. 



Choose “Inactive” from the drop-down list and select “UPDATE.” The Company Administrator has been de-activated.

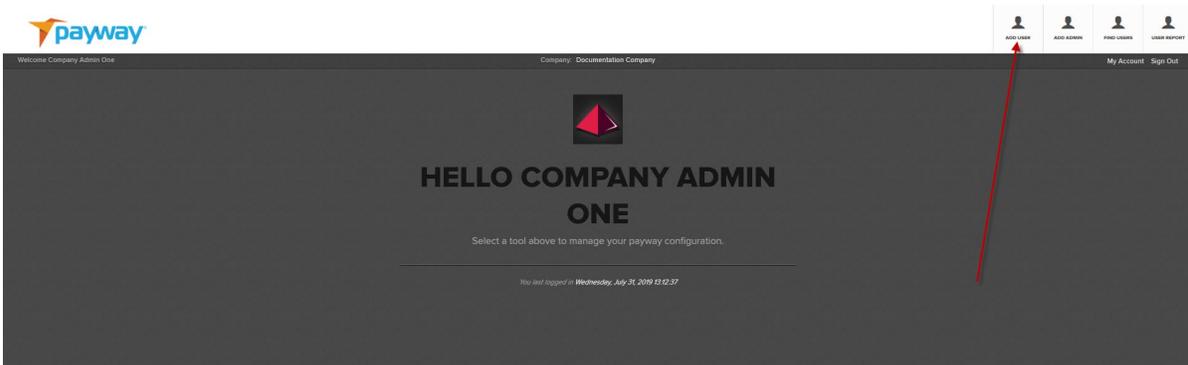


C. Regular Users

There is no limit as to how many Regular Users can be assigned to a company. However, user logons must be unique. Payway® recommends that the logon name convention be the user’s email address.

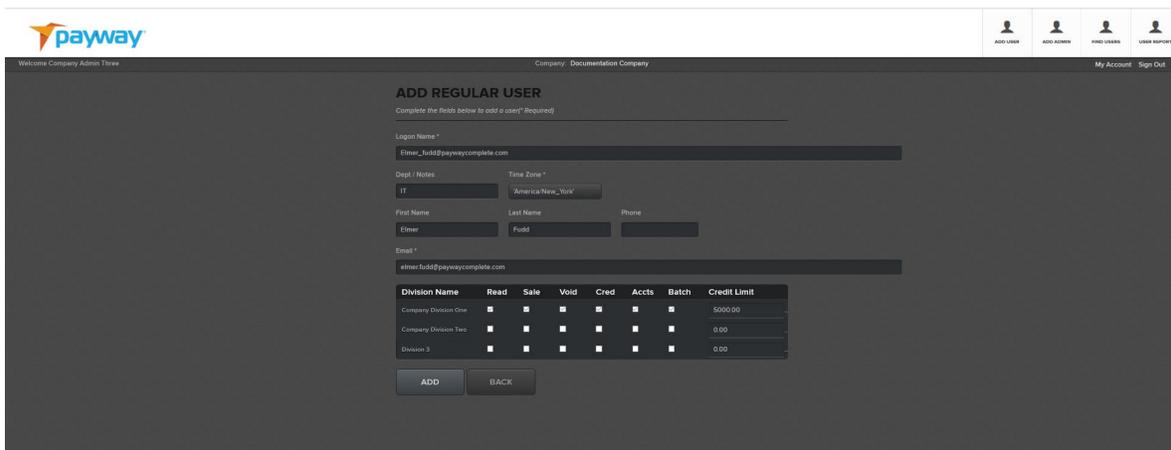
1) Creating a Company User on Payway®

To create a new Company User, select the “ADD USER” button on the toolbar.



Name	Description
Logon Name	Typically, user's email address for uniqueness
Dept/Notes	Optional information
Time Zone	Time zone where the user is located, so that transaction time reflects the user's time zone
First Name	First name of the user
Last Name	Last name of the user
Phone	Phone number of the user
Email	Email address of the user

Select the permissions you want to assign to this User and the credit limit amount.



ADD REGULAR USER
Complete the fields below to add a user* (Required)

Logon Name *
Elmer_fudd@paywaycomplete.com

Dept / Notes Time Zone *
IT America/New_York

First Name Last Name Phone
Elmer Fudd

Email *
elmer.fudd@paywaycomplete.com

Division Name	Read	Sale	Void	Cred	Accts	Batch	Credit Limit
Company Division One	<input checked="" type="checkbox"/>	5000.00					
Company Division Two	<input checked="" type="checkbox"/>	0.00					
Division 3	<input checked="" type="checkbox"/>	0.00					

ADD BACK

Permissions	Description
Read	Find a transaction or account and run reports
Sale	Perform a sale
Void	Perform a void
Cred	Perform a credit
Accts	Perform an account creation (token)
Batch	Upload a batch of transactions for processing
Credit Limit	Maximum amount a user can credit per

	transaction when the Credit permission is granted
--	---

Once complete, select the “ADD” button on the bottom of the screen. A popup window will appear with the activation code for the new user and an email will be sent to the user with a temporary password.

Company: Documentation Company

NEW USER ADDED

*A temporary password has been sent to the user.
Provide the user with the ACTIVATION CODE below.
The user can not logon without this activation code.*

Name	Value
Name	Elmer_fudd@paywaycomplete.com
Email	elmer.fudd@paywaycomplete.com
Phone	
Time Zone	America/New_York
ACTIVATION CODE	13152111

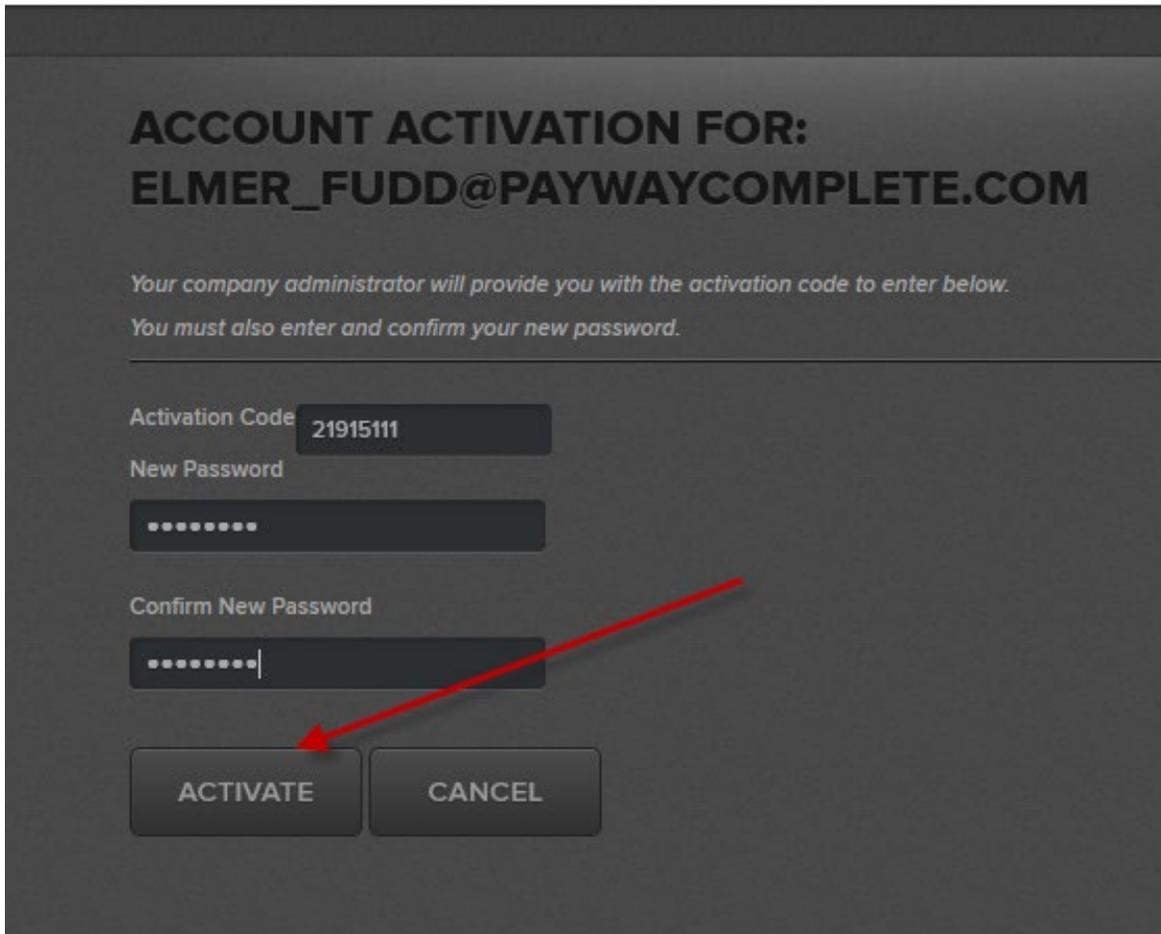
BACK

2) Activating the Regular User on Payway®

The Payway® payment manager can be accessed by <https://paywayws.com/payway/logon.jsp>

Prior to logging on for the first time, the Company Administrator should provide the User the activation code that was generated during setup. The Company Administrator should take the necessary precautions to provide this code in a secure manner.

The Regular User logs on using the username and temporary password that was emailed to them by Payway®. Upon entering the username and temporary password, the Regular User will be prompted to enter the activation code and change the password. The Regular User must change the password at this time and Select “ACTIVATE.”



**ACCOUNT ACTIVATION FOR:
ELMER_FUDD@PAYWAYCOMPLETE.COM**

*Your company administrator will provide you with the activation code to enter below.
You must also enter and confirm your new password.*

Activation Code

New Password

Confirm New Password

The Screen will redirect to the Payway® logon screen.

D. Permissions and Privileges on Payway®

1) Permissions and Privileges Examples

If the Regular User is assigned to multiple divisions, the User will be prompted to select which division to perform operations within when logging on.

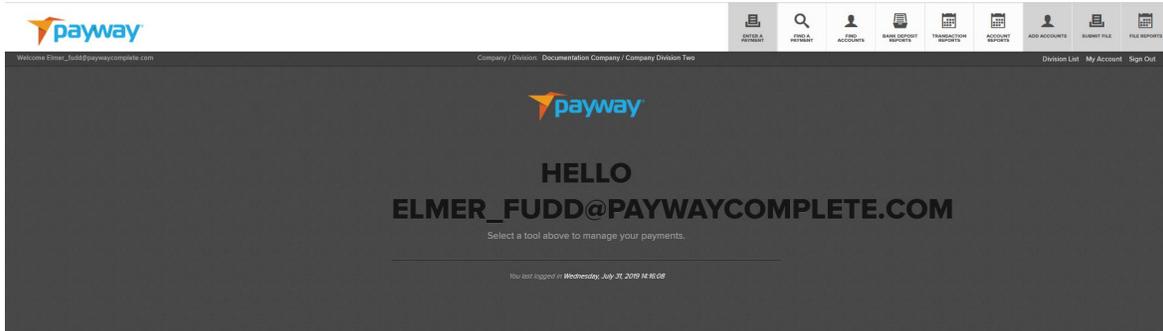


Depending on the permissions granted by the Company Administrator, features and certain functions may or may not be available. In the example below, all features are available on the Payway® payment manager.

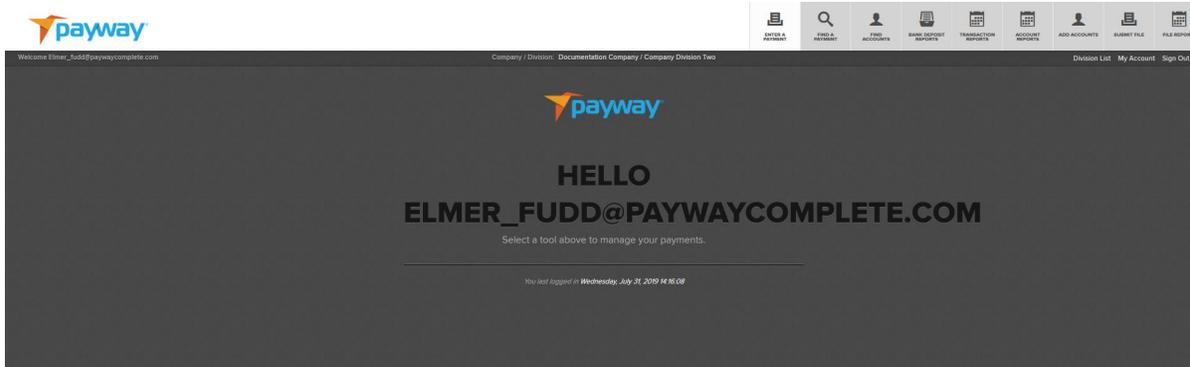




If only Read permission is granted, any transactional processing from any screen is disabled and the user's menu is displayed as shown below.



If only Sale permission is granted, a User can only enter a transaction. Read, Credit, Void, Accts and Upload permissions are disabled. See below for a sample of the Sale only screen.



The VOID Button does not appear on the detail screen.

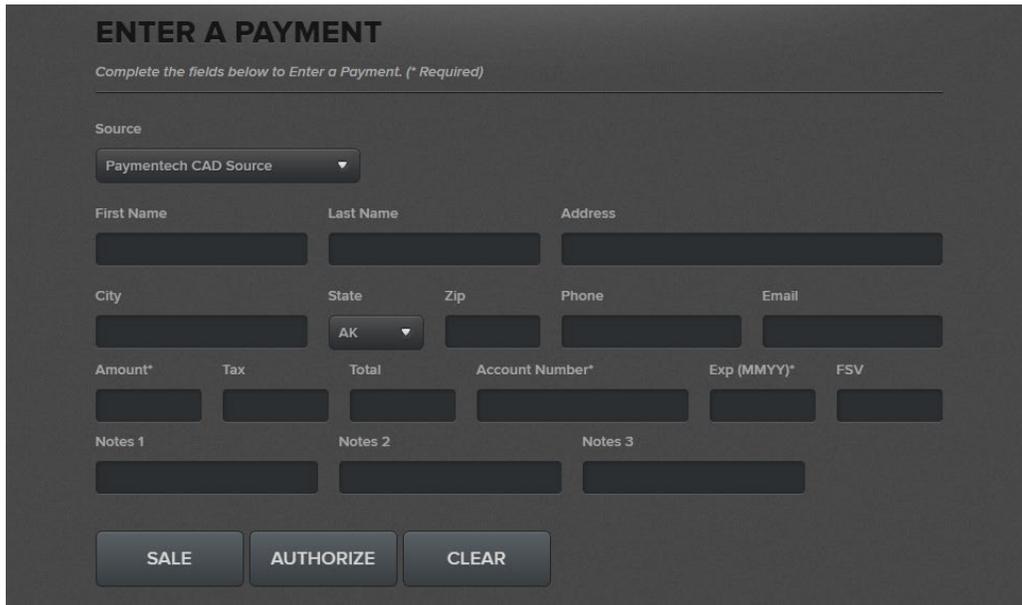
Company / Division: Documentation Company / Company Division One

TRANSACTION DETAILS

Name	Value
Transaction ID	202017101115051113101
Creation Time	10/11/17 15:05:11
Source	Source One
Type	Sale
State	Pending
Result	Success
Total Amount	1.57
Tax	0.00
Auth Code	tst585
Account Holder	
Account Type	Visa
Token	010000343
Last Four	1881
Expiration	12/21
Email	
Phone	
Notes 1	
Notes 2	
Notes 3	

[COPY](#) [BACK](#)

The CREDIT button does not appear on the ENTER A PAYMENT screen.



ENTER A PAYMENT
Complete the fields below to Enter a Payment. (Required)*

Source
Paymentech CAD Source

First Name Last Name Address

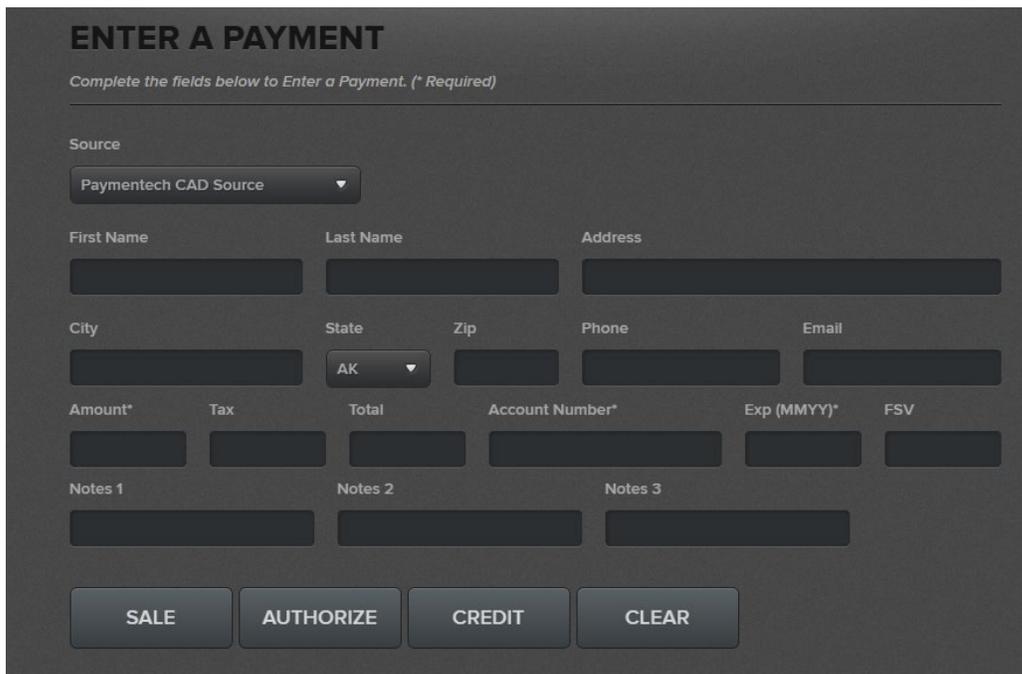
City State Zip Phone Email
AK

Amount* Tax Total Account Number* Exp (MMYY)* FSV

Notes 1 Notes 2 Notes 3

SALE AUTHORIZE CLEAR

Read, Sale, and Credit permission granted, with Void permission disabled. The CREDIT button now appears on the Enter A Payment Screen



ENTER A PAYMENT
Complete the fields below to Enter a Payment. (Required)*

Source
Paymentech CAD Source

First Name Last Name Address

City State Zip Phone Email
AK

Amount* Tax Total Account Number* Exp (MMYY)* FSV

Notes 1 Notes 2 Notes 3

SALE AUTHORIZE CREDIT CLEAR

The VOID button does not appear in the Detail Screen.

Company / Division: Documentation Company / Company Division One

TRANSACTION DETAILS

Name	Value
Transaction ID	2020171011150511113101
Creation Time	10/11/17 15:05:11
Source	Source One
Type	Sale
State	Pending
Result	Success
Total Amount	1.57
Tax	0.00
Auth Code	tst585
Account Holder	
Account Type	Visa
Token	010000343
Last Four	1881
Expiration	12/21
Email	
Phone	
Notes 1	
Notes 2	
Notes 3	

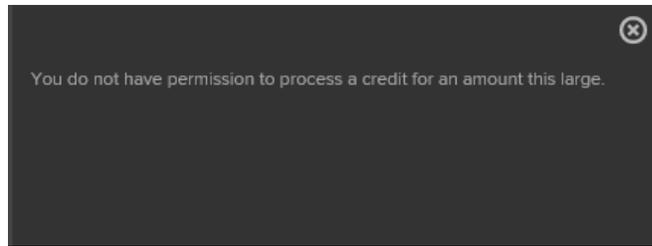
COPY BACK

Credit Limits

The credit limit is the threshold amount, in dollars per transaction, that can be assigned to a specific user by division.

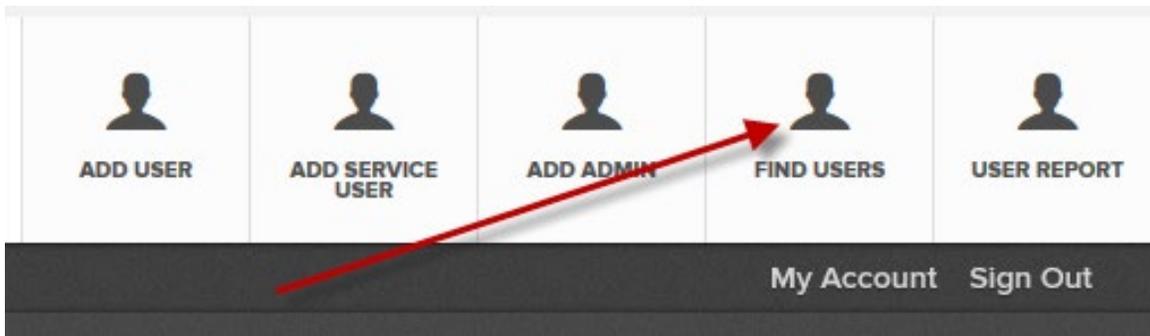
If a Regular User is granted credit privileges, the Company Administrator must assign a credit limit, which is the maximum amount the Regular User is able to credit per transaction for that division.

If a Regular User tries to credit more than the limit, the Regular User will receive notification that the credit for that amount is not allowed.



2) Updating a Regular User Profile or De-Activating a Regular User on Payway®

To update a profile or de-activate a Regular User on Payway® select “FIND USERS” on the toolbar.



Search criteria can be refined by adding any combination of email, User Name and User Type. Note that the Entry Fields are wildcarded so that only a few characters may be required.

FIND USERS

Complete the fields below to find users.

User Type

Regular Users

User Name

User1

Email

Phone

FIND

CLEAR

Select the magnifying glass icon.

MATCHING USERS: 1

Copy or Learn more about an item below by selecting an action.

Name	Type	State	Last Logon	Time Zone	Action
User1@example.com	user	Active / Unlocked	10/18/17 14:54:39	America/New_York	

Choose which privileges or profile entries to change. To disable a Regular User, select “Inactive” from the drop-down list.

USER1@EXAMPLE.COM

Update User information and privileges

User Status
Active
Inactive

Dept / Notes: Credit
Time Zone: 'America/New_York'

First Name: User
Last Name: One
Phone: 800-457-9932

Email: dfabrizio@edgll.com

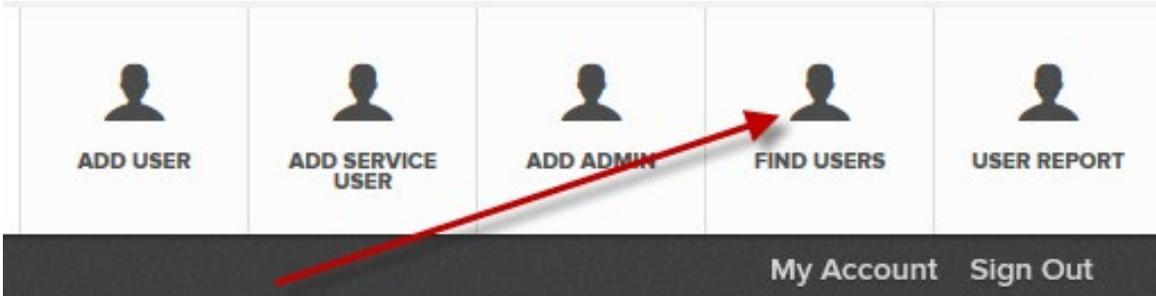
Division Name	Read	Sale	Void	Cred	Accts	Batch	Credit Limit
Company Division One	<input checked="" type="checkbox"/>	<input type="checkbox"/>	250.00				
Company Division Two	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5000.00				
Division 3	<input type="checkbox"/>	<input type="checkbox"/>	0.00				

UPDATE BACK

Select “UPDATE.”

3) Changing a Regular User Password

From the Tool Bar select “FIND USERS.”



Choose the Regular User on Payway® and once results are displayed, select the key icon.

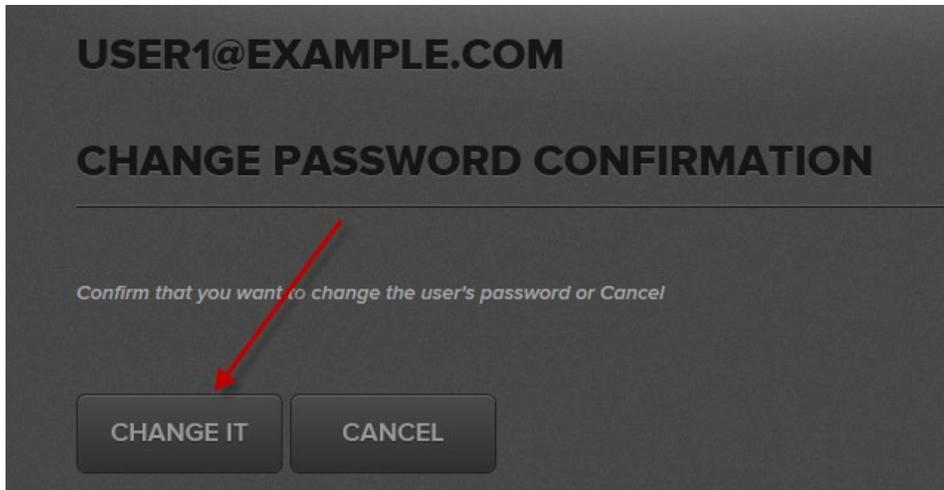
MATCHING USERS: 4

Copy or Learn more about an item below by selecting an action.

Name	Type	State	Last Logon	Time Zone	Action
admin3	admin	Active / Unlocked		America/New_York	
Company Admin One	admin	Active / Unlocked	10/13/17 17:20:50	America/New_York	
Company Admin Two	admin	Active / Unlocked		America/New_York	
User1@example.com	user	Active / Unlocked	10/18/17 14:54:39	America/New_York	

A red arrow points to the key icon in the 'Action' column of the 'Company Admin One' row.

Select “CHANGE IT.”

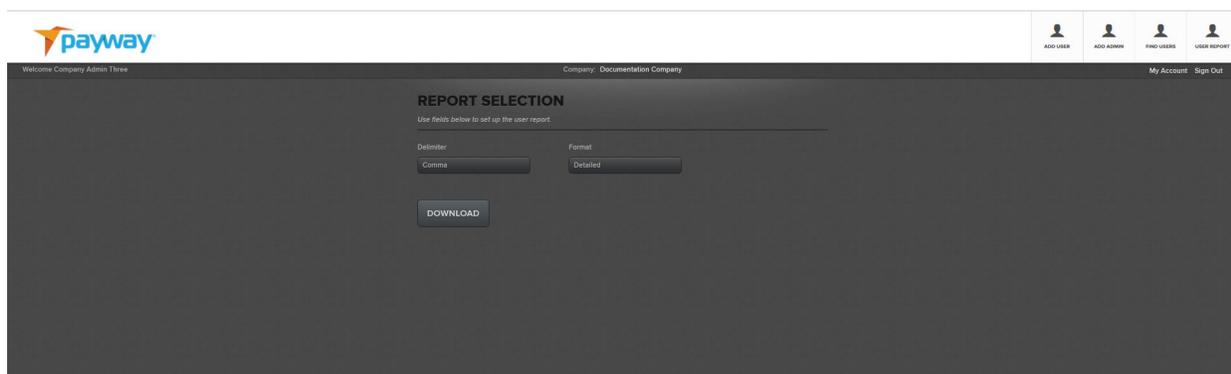


A temporary password is sent to the Company Administrator. Record the activation code. The Regular User needs this token to activate the new password when logging on to the Payway® payment manager.

E. User Reports

For auditing purposes, the Payway® administrator tool has the ability to download a report in comma, tab or pipe delimited format that details all users and assigned privileges for the company.

Select “USER REPORT” from the toolbar.



Only a detailed report can be selected. Choose the delimiter preference and select “DOWNLOAD.”