

Welcome to the My Payter Portal.

The My Payter Portal will give you an overview of your contactless donation devices. You will be able to view signal, view last connect time and whether the devices are currently turned on and connected to the My Payter system.

Registration:

In order to gain access to the My Payter Portal a request needs sending to onlinesupport@libertypay.co.uk

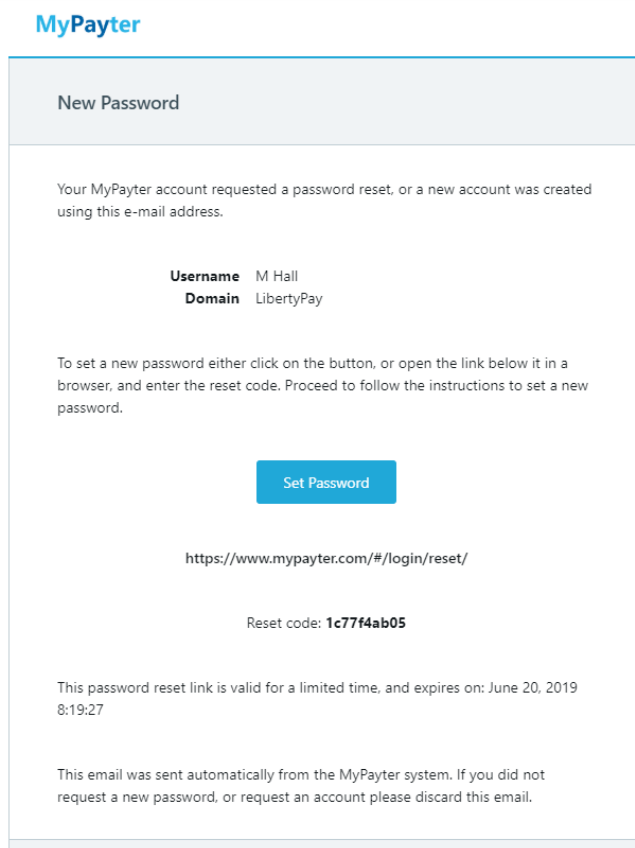
Within this email please confirm the following:

- Charity/Organisation Name:
- Full Name of person who needs access:
- Email Address of person who needs access:

The support team will then create the access and each of the requested users will receive an email from noreply@mypater.com with a link to create their password.

Note: - this email can go into junk so please ask users to check their junk and spam filters.

The email which comes through from noreply@mypayter.com will look like this:



The user will be able to see their username, the domain name e.g. ABC charity and will need to click 'Set Password'.

When the user has clicked set password a new webpage will open where the user needs to set their password.

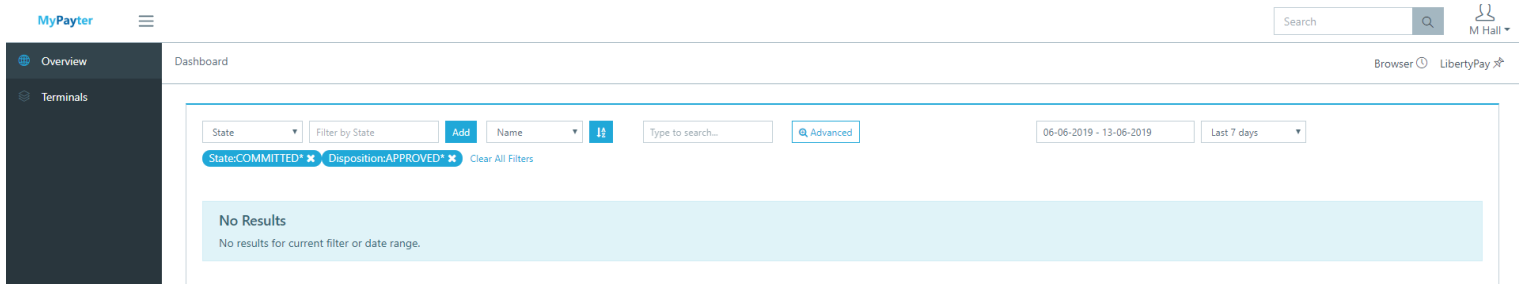


Once the user has set their password, they will then be able to log into the My Payter Portal.

Note: - these links do expire so please make sure users log into the portal promptly.

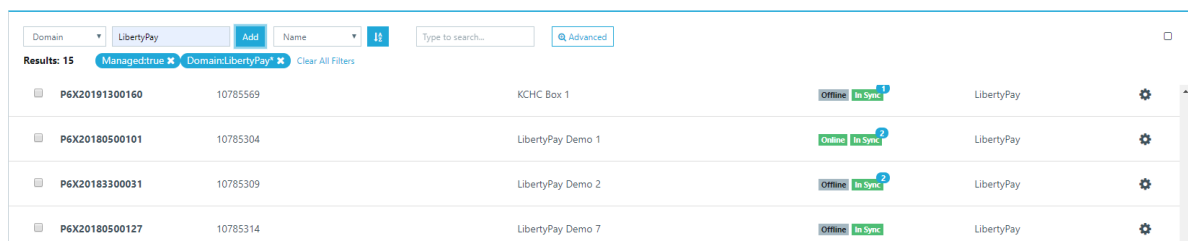
Logging In:

Once logged into the portal the user will see the following screen:



On the left-hand side, you will see 'Overview' followed by 'Terminals'.

Click on 'Terminals' – this will display the list of devices available within your domain.



Domain	Name	ID	Location	Status	Device Name
LibertyPay	KKC Box 1	10785569	P6X20191300160	Offline In Sync	LibertyPay
LibertyPay	LibertyPay Demo 1	10785304	P6X20180500101	Online In Sync	LibertyPay
LibertyPay	LibertyPay Demo 2	10785309	P6X20183300031	Online In Sync	LibertyPay
LibertyPay	LibertyPay Demo 7	10785314	P6X20180500127	Online In Sync	LibertyPay

If you click on one of the serial numbers visible in your list of available devices it will open up the specific details of that device.

Within this page you will be able to see various information about the device. The only things you need to monitor are:

Status – This shows whether the device is connected to our systems. If the status states 'online' it is connected to our system. If the status is 'offline' it is not connected to our system so you will need to check the GPRS strength or Broadband connectivity depending on the device's connectivity

Connected – This will show the last time and date the device was online and connected with our system

Disconnected – This will show the last time and date the device was disconnected from our system

Modem Operator – For GPRS connected devices the network operator will be displayed

Modem Signal – For GPRS connected devices the modem signal will be displayed

Note: - A signal strength of 10 or less is deemed low signal and the signal may not be strong enough for the device to upload any stored donations or perform any donation change downloads.

We recommend taking the device to a better place of signal and restarting it in that location to try and obtain stronger signal

Changing Donation Amounts:

To change the donation amount on a device you must first check the signal.

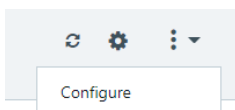
- If you have a Portable GPRS device then it must have at least 2/3 bars of solid signal on screen and sufficient battery in order to download
- If your device is a Static GPRS device then it must have at least 2/3 bars of solid signal on screen and is connected to mains power
- If your device is a Static LAN device then you must make sure the device has the internet cable connected and is connected to mains power
- If your device is integrated into a display, then this will either connect via GPRS or LAN, but both are mains powered so please check as per the above

Once you are comfortable the device is connected then please follow the steps below:

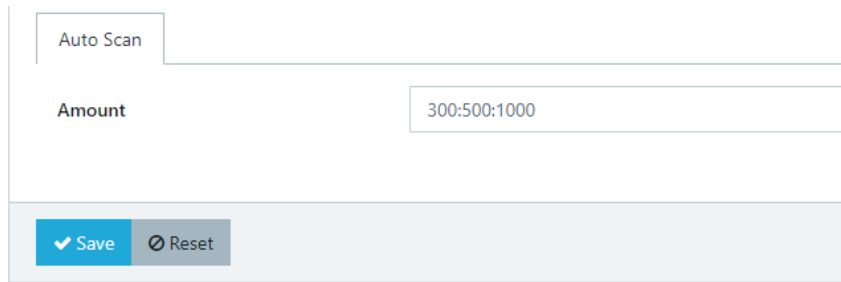
1. Log into the My Payter Portal
2. Click 'Terminals'
3. Select the device you wish to change from the drop down
4. On the right-hand side of the screen there is the following icon:



Click on this icon and press 'Configure'



- Halfway down the screen you will see a box called 'Auto Scan', below this you will see an entry section titled 'Amount'.



- This is where you can enter in the required donation amounts.

Donation amounts must be entered in the following formats:

£3.00 – enter as 300

£5.50 – enter as 550

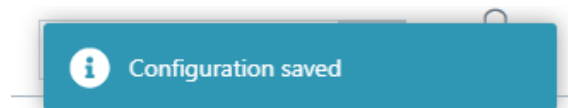
£15.00 – enter as 1500

£45.00 – enter as 4500

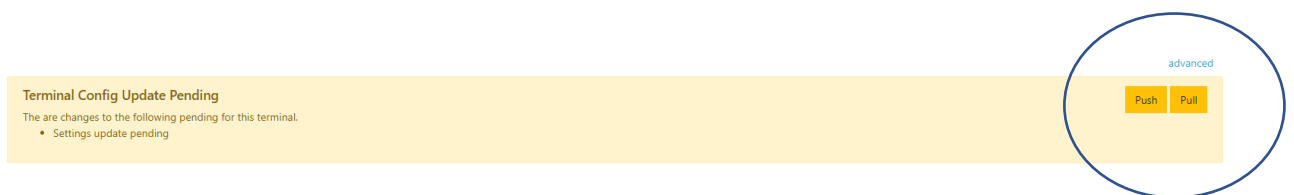
If you wish to set multiple donation amounts for example: £3, £5, £10 you would enter this in as:
300:500:1500

Each donation amount must be separated with a semi colon (:)

- Once you have entered in your required donation amounts click 'Save' a box at the top right hand side of the screen will pop up which states 'Configured saved'



- Now the device is ready to start the download. To initiate the download, press 'Push'



- If the device is turned on and has sufficient signal (where relevant) it will automatically start downloading. Downloads take 2-3 minutes and the device will restart a couple of times throughout the download. You will know when the download has finished as it will display your new amounts
- If the device was turned off when you changed the donation amounts, then all you need to do is power the device on in a place of good signal (where relevant) and the device will start the download. Again, you will know when its complete as the device will display your new amounts

Note: For devices connected via LAN donation amounts changes will download automatically providing the device is connected to power.

Things to Ignore:

Should you see any flags which state Firmware Update Available or New Defaults Available please ignore.

Firmware update available

Firmware update available (v2.12.0.emv)

New defaults available

New default settings available

You are not required to do anything here and the portal access is strictly for changing donation amounts only.

Should you have any difficulty changing donation amounts then please refer back to this guide or contact our Online Support Team for assistance.

E: onlinesupport@libertypay.co.uk

T: 01525 306800