Hi

tyl by NatWest

Welcome to Tyl

Well, this is exciting.

First impressions say a lot, so we hope we won't disappoint.

Thanks for choosing Tyl by NatWest. Let's dive straight into getting your Ingenico device set up, so you can start taking payments.

1

Activate your card machine using the setup codes we emailed to you.

2

Keep hold of your 'supervisor' and 'technician' codes, you'll need these later.

3

Use the Ingenico Quick Start Guide (which you'll find in the box) to set up your card machine.

4

Explore your card machine. Simply use this guide or watch our online videos at:

youtube.com/tylbynatwest

5

That's it.
Select "payment" to start taking payments.

6

On your portal, log in to your portal, bookmark it and reset your password.

End of day 1

Go to the your portal to see your trading data.

Click here

for instructions about PCI (card security) compliance.

What does it do?

Taking payments

Simply tap a payment card on the top of your device to take a contactless payment, or insert if Chip & PIN is required.

Cancellations

Easily cancel the last payment using your supervisor passcode.

Connectivity settings

Press the button with the black dot to go to the Technician menu, then select *Control panel > Terminal settings > Comm* to change how you connect.

Refunds

Refund payments directly onto a card using your supervisor passcode.

Printing receipts

Manually print receipts for end of day reconciliation by selecting 'End of Day' from the main menu, followed by your supervisor code. Please visit your portal where you can see your past transactions.

Need more help?

You'll find step-by-step guidance on how to use your card machine within the user guide.

Set up profiles for your employees

Create individual employee profiles to manage permissions.
For example, we recommend you restrict permissions to process refunds.

Introducing your portal

This is the really clever bit...

1. Track your sales and payments.
2. See your smart business insights.
3. View and download your invoices.

All for no extra cost.

Log in at:

tylbynatwest.com

(use the email and password you set up when you joined us)

Tyl Giveback

Helping good causes with every tap

At Tyl, giving back to the community is part of who we are and what we do. That's why we regularly donate a portion of our revenue to charities and community projects up and down the UK via our Giveback Community Fund. It's been part of what we do since the very beginning, and is an important part of what makes Tyl tick.

As a Tyl customer, you'll be invited to choose which of our six charities should receive the most support. Every three months, we'll tally the votes and work with Pennies (our donation partner) to get the cash where it needs to go.

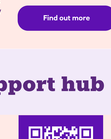
Pennies!

*Pennies is a registered charity in England and Wales (charity no. 1122489)

Chargebacks

In an ideal world, every interaction with customers would be perfect. But for some businesses, a chargeback request following a customer dispute can be one of those rare moments where things get a bit... sticky.

To help you navigate chargebacks, this guide explains what they are, how they work, and how you can protect your business against chargeback fraud.



Find out more

Help and support hub

Need a bit of help getting set up or troubleshooting some problems, our comprehensive FAQs and videos can help:

tylbynatwest.com/help-and-support

Check out our tutorials on YouTube

youtube.com/tylbynatwest

Want to chat?

To start an online chat with us head to:

tylbynatwest.com/help-and-support

or call on

0345 901 0001
Mon—Sat: 8am—12am
Sunday: 9am—5pm

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Tomorrow begins today