tyl

How to Register & Download Tyl by NatWest Payment Plugins Guide

Version 1.1 | October 2024

Tyl by NatWest offers you a quick and easy way to add our payment page and its payment capabilities to your website using on of our available payment plugins.

We accept the customer's card data and handle the redirection to their bank for 3D Secure authentication – so you don't have to. As the page is fully hosted by us, the burden of compliance with the Data Security Standard of the Payment Card Industry (PCI-DSS) is significantly reduced.

This guide shows you how to access and download our payment plugins from our Technical partner's website (Autify Digital)

Tyl by NatWest: WooCommerce Plugin Integration Guide

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1.   Getting support

Both Tyl and Autify share the support in order to better serve our customers, we have chosen this approach because each team has a broader understanding of how their platform works and in turn are much better equipped to support you with any queries or support you have.

1.1   Autify Digital (Tyl by NatWest Technical Partner)

Autify's dedicated support team can support you and/or your developer with any matters relating to accessing, downloading, integrating, testing, investigation and troubleshooting of the Tyl by NatWest payment plugin.

If you require support or are experiencing any problems with accessing or downloading the plugins please contact Autify on:

https://www.autify.co.uk/product-category/tyl-by-natwest

tylbynatwest@autify.co.uk

1.2   Tyl by NatWest Merchant Support

Tyl handles your merchant account, payment processing and funds settlement therefore, any queries or support required surrounding those topics would have to be directed to the Tyl by NatWest teams.

https://www.tylbynatwest.com/help-and-support

online@support.natwest-tyl.com

+44 (0) 345 901 0001

Live Chat[1]

[1] Open Monday to Saturday 8am to midnight and Sunday 9am to 5pm (bank holidays may vary)

If you've read the documentation and can't find the answer to your question or if you are unsure who to contact regarding the nature of your query, get in touch with Tyl by NatWest and they'll be happy to help you.

2. Getting started

In this guide, we will go through the steps you need to take in order to access and download your Tyl by NatWest payment plugin.

Download Tyl by NatWest Payment Plugins

Tyl by NatWest payment plugins are FREE and can be downloaded from our technical website [Autify Digital](#).

If the above link doesn't work, please copy and paste the below link into your browser;

https://www.autify.co.uk/product-category/tyl-by-natwest

3. Downloading your plugin

Please follow the below steps to download your Tyl by NatWest payment plugin.

Step 1 - Access the URL link provided to you in the '<u>Getting Started</u>' section of this user guide.
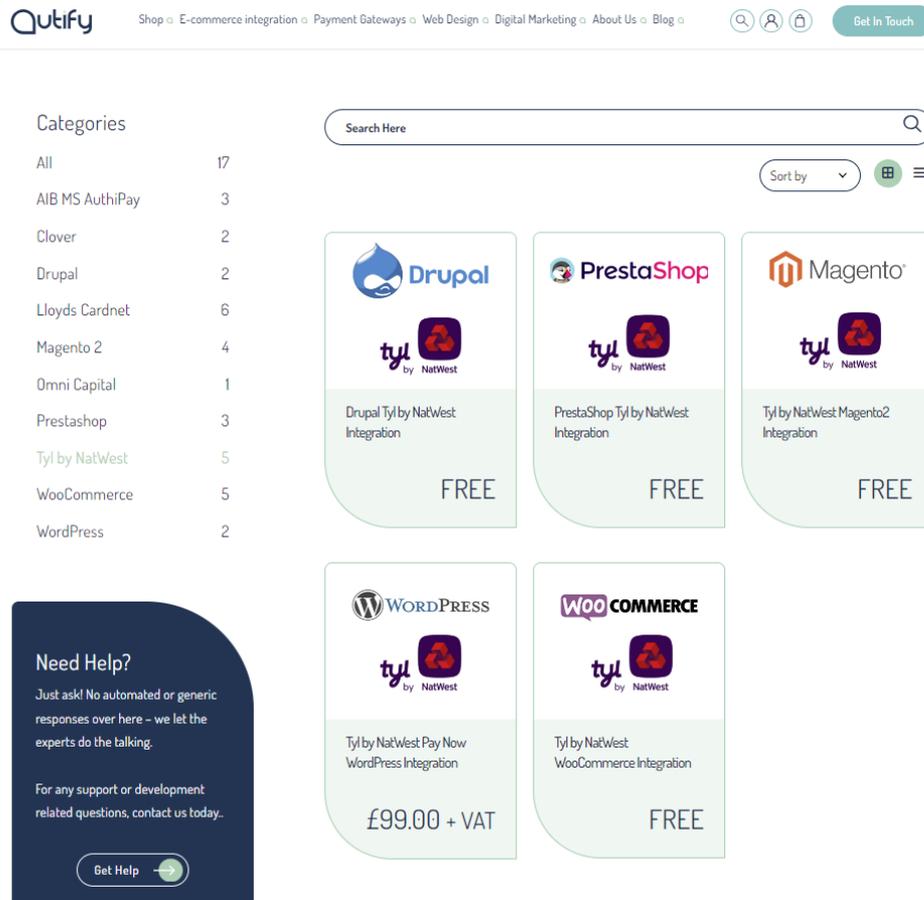
Step 2 – Select "***View Product***" for the Tyl by NatWest payment plugin that's compatible with your website as seen in the example screenshot below.

Step 3 – Enter your website's domain into the '***Domain***' field;

   For example: "*https://mywesbite.co.uk*"

🛈 Make sure you include the '*https://*' before your domain as per the example above.

Step 4 – If you require '*Professional Installation*'[1] make sure to 'tick' the checkbox provided. **Alternatively leave this 'unticked' to proceed with self-installation.**

Step 5 – Click on '*Add to Cart*'
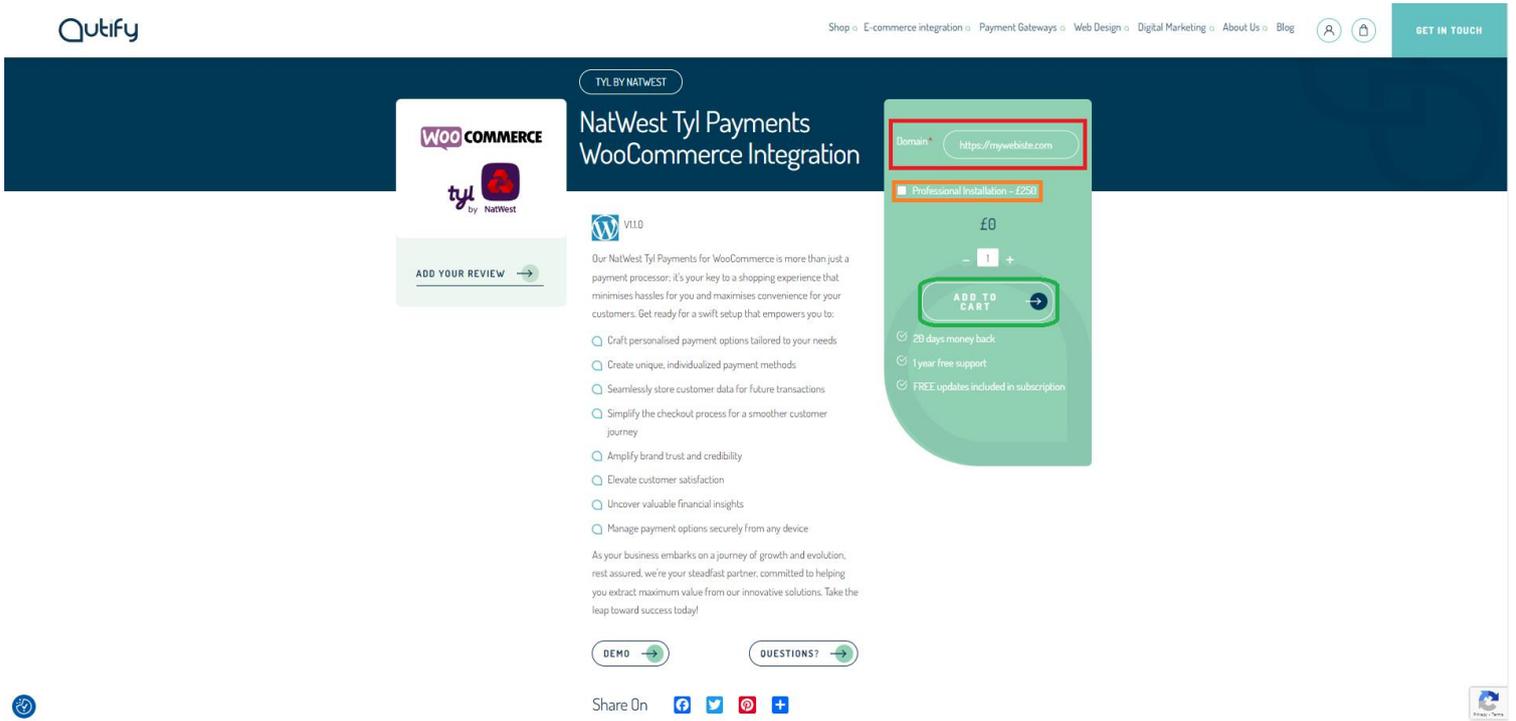
[1] '*Professional Installation*' - This service is provided by Autify Digital who are Tyl by NatWest's technology partner. The installation fee of £150 is paid directly to Autify Digital. This service means that Autify Digital will carry out the installation on your behalf and ensure that you have the required support until your website is ready to take payments.

🛈 We have detailed step-by-step installation and configuration user guides available, these are included in the download files irrespective of whether you pay for this additional service or not.

Step 6 – Click on '*View Basket*'
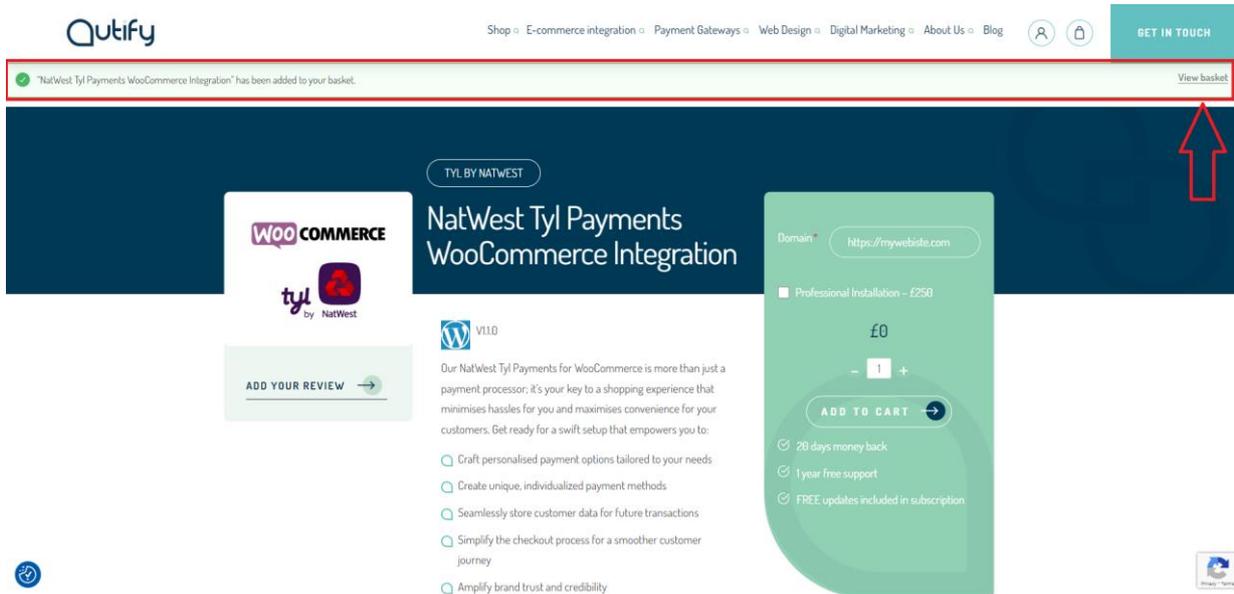
Step 7 – Review your basket and once you are happy click on '*Proceed to Checkout*'

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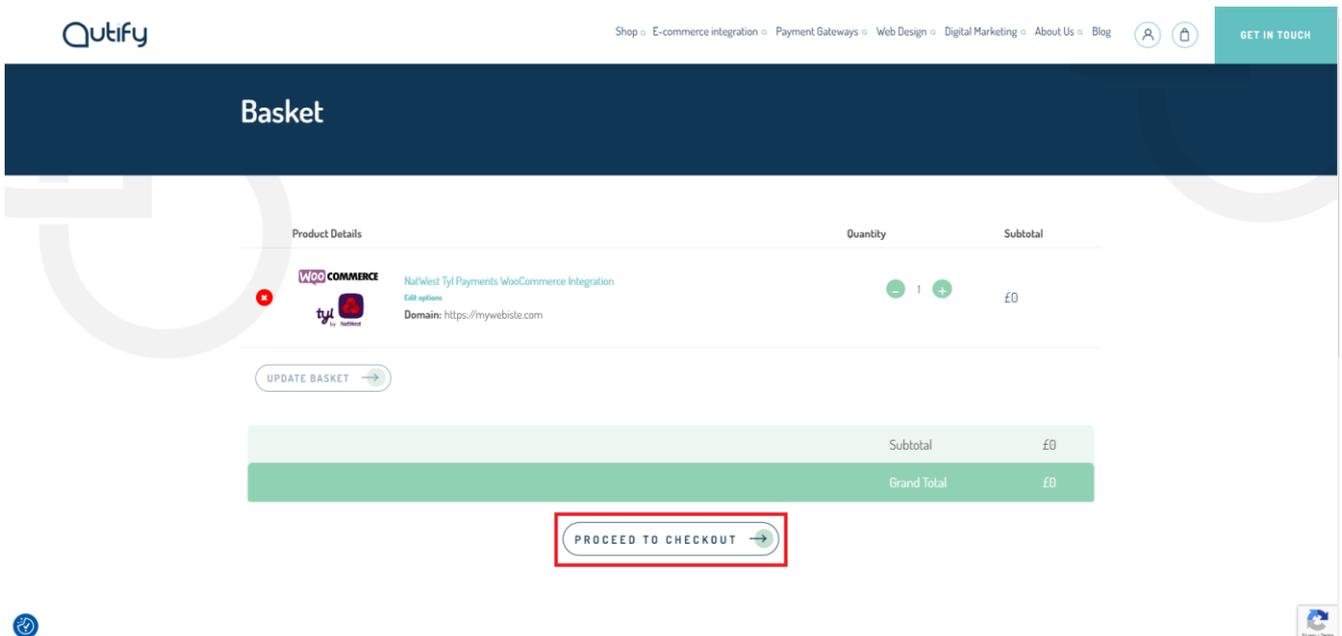
Step 8 – Complete the '*Checkout*' form presented to you on the next step and click on '*Place Order*'

ⓘ We recommend using the same details used when you registered for your Tyl by NatWest merchant account so ensure we can easily match the record.

Step 9 – You will receive a verification email from Autify Digital, copy your '*Verification Code*' from the email received.

ⓘ Make sure you check your junk/spam folders if you haven't received this.

Step 10 – Select '*Click*'

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Step 11 – Enter your '*Verification Code*' in the box provided and select
'*Verify Code*'.
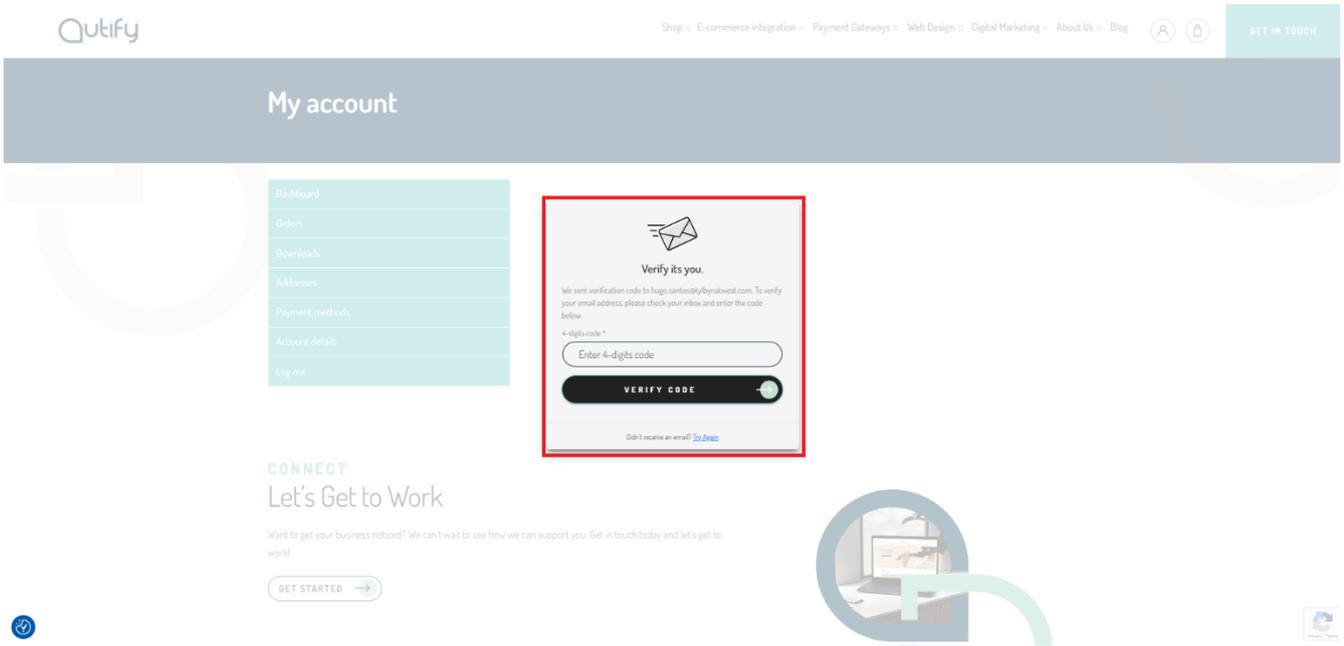
Step 12 – Once you have successfully verified your account click on '*Downloads*'

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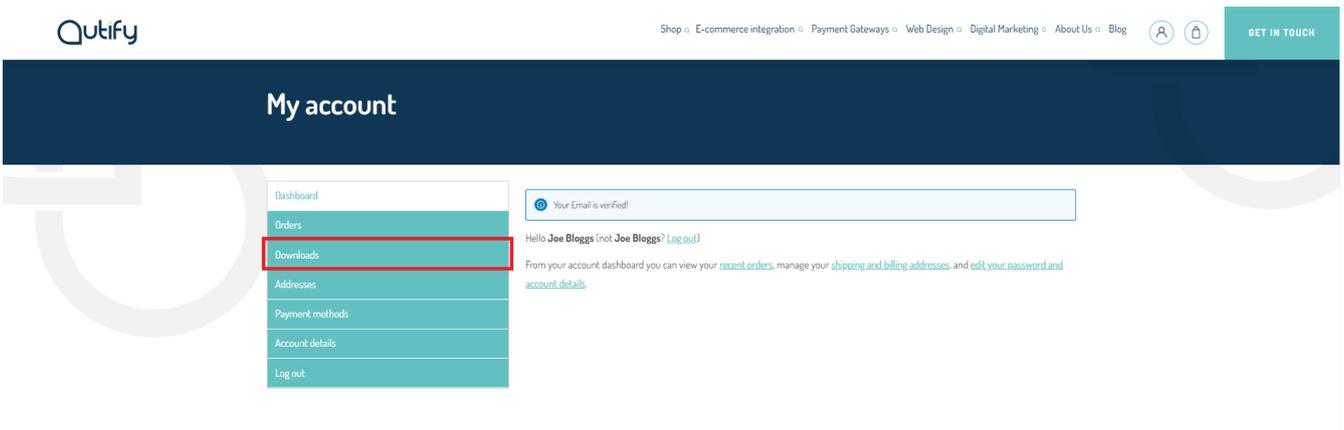
Step 13 – In the '*Downloads*' section click on Download button for your payment plugin as seen below:
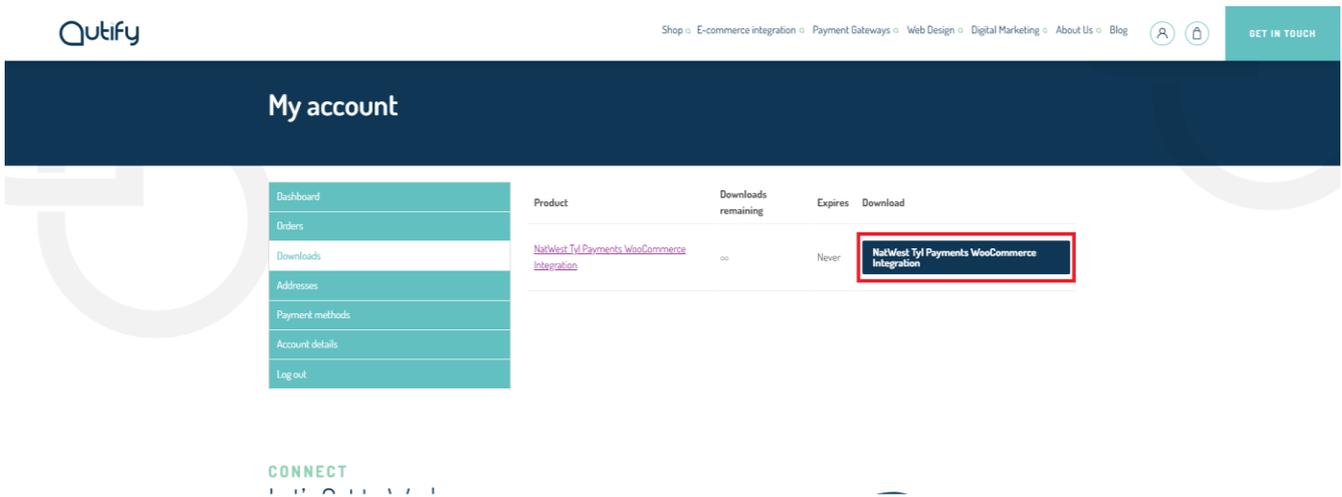

Step 14 – You have successfully downloaded your Tyl by NatWest payment plugin file(s).

Step 15 - You can provide the file to your website administrator/developer for installation to commence.

Step 16 - Installation: Installation and configuration of the plugin is covered in our Installation guide which is located within the downloaded *.zip* file as seen below.
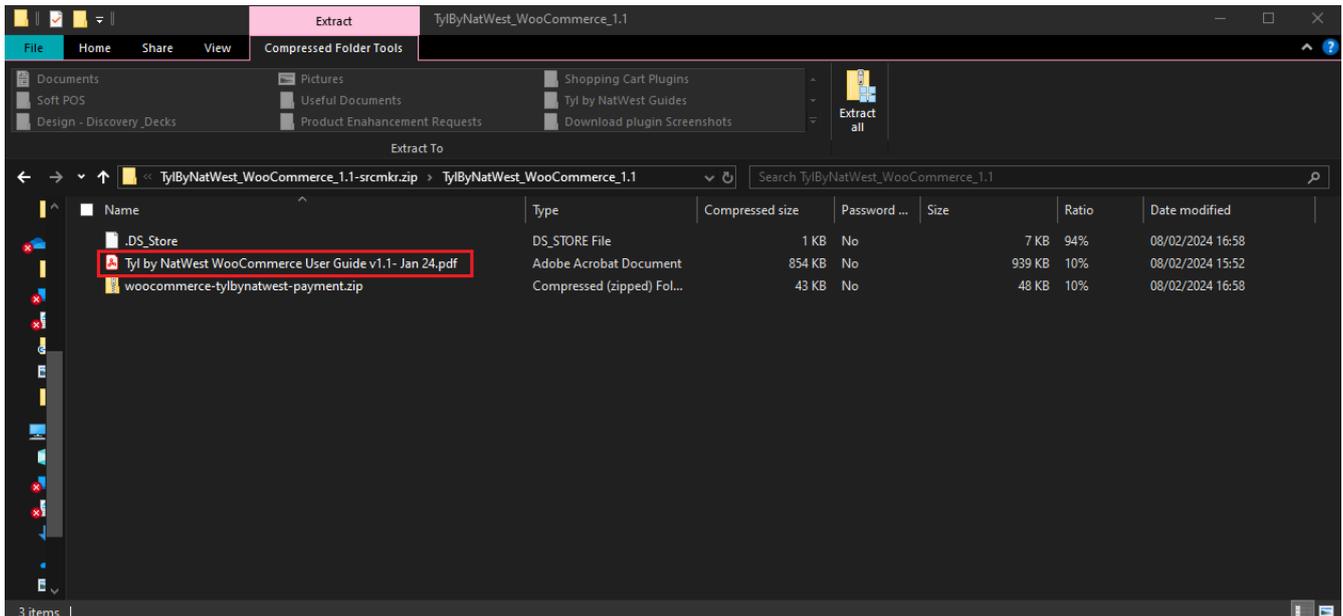
Step 17 – **Self-Installation**: For self-installation make sure you extract these files into a local folder in your computer and make a note of their location.
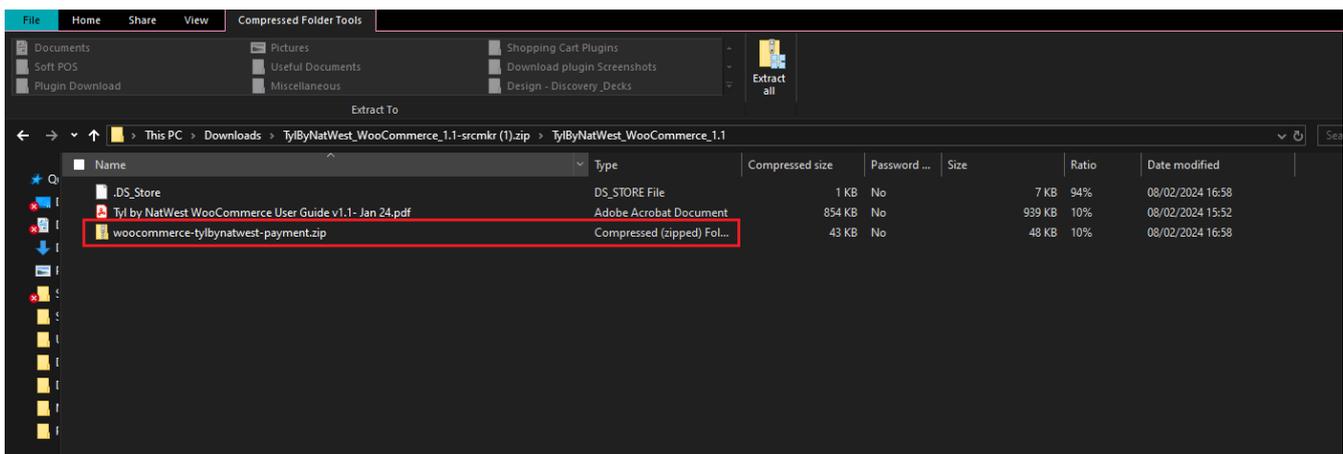
🛈 You do not need to 'unzip' the plugin file itself (highlighted above).

Step 18 – For installation instructions, please follow the user guide provided in the file as shown is **Step 17**.