



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 one 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)

National Westminster Bank Plc. Registered in England and Wales No. 929027. Registered Office: 250 Bishopsgate, London, EC2M 4AA. National Westminster Bank Plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. National Westminster Bank Plc is entered on the Financial Services Register and its Register number is 121878. The Financial Services Register can be accessed at www.fca.org.uk/register. Its registered VAT number is GB 243852752. 'NatWest Tyl' is a trading name of National Westminster Bank plc.

Tyl by NatWest: WooCommerce Plugin Integration Guide

Contents

Contents

1. Getting support	3
1.1 Autify Digital (Tyl by NatWest Technical Partner)	3
1.2 Tyl by NatWest Merchant Support.....	3
2. Getting started	4
3. Downloading your plugin	5

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 Chat¹

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.

National Westminster Bank Plc. Registered in England and Wales No. 929027. Registered Office: 250 Bishopsgate, London, EC2M 4AA. National Westminster Bank Plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. National Westminster Bank Plc is entered on the Financial Services Register and its Register number is 121878. The Financial Services Register can be accessed at www.fca.org.uk/register. Its registered VAT number is GB 243852752. 'Tyl by NatWest' is a trading name of National Westminster Bank plc.

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](#).

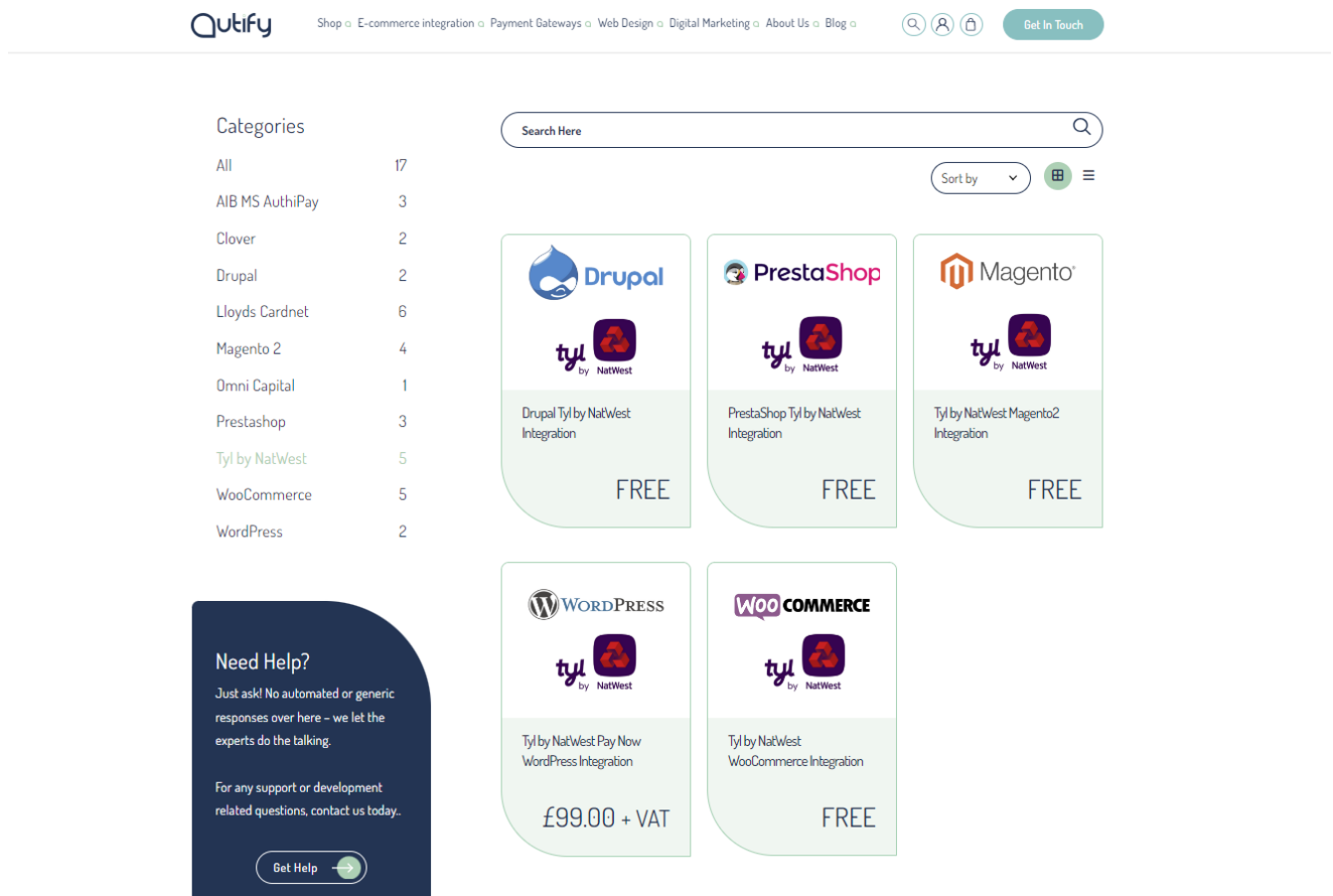
If the above link doesn't work, please copy and paste the below link into your browser;

<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 '[Getting Started](#)' 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.

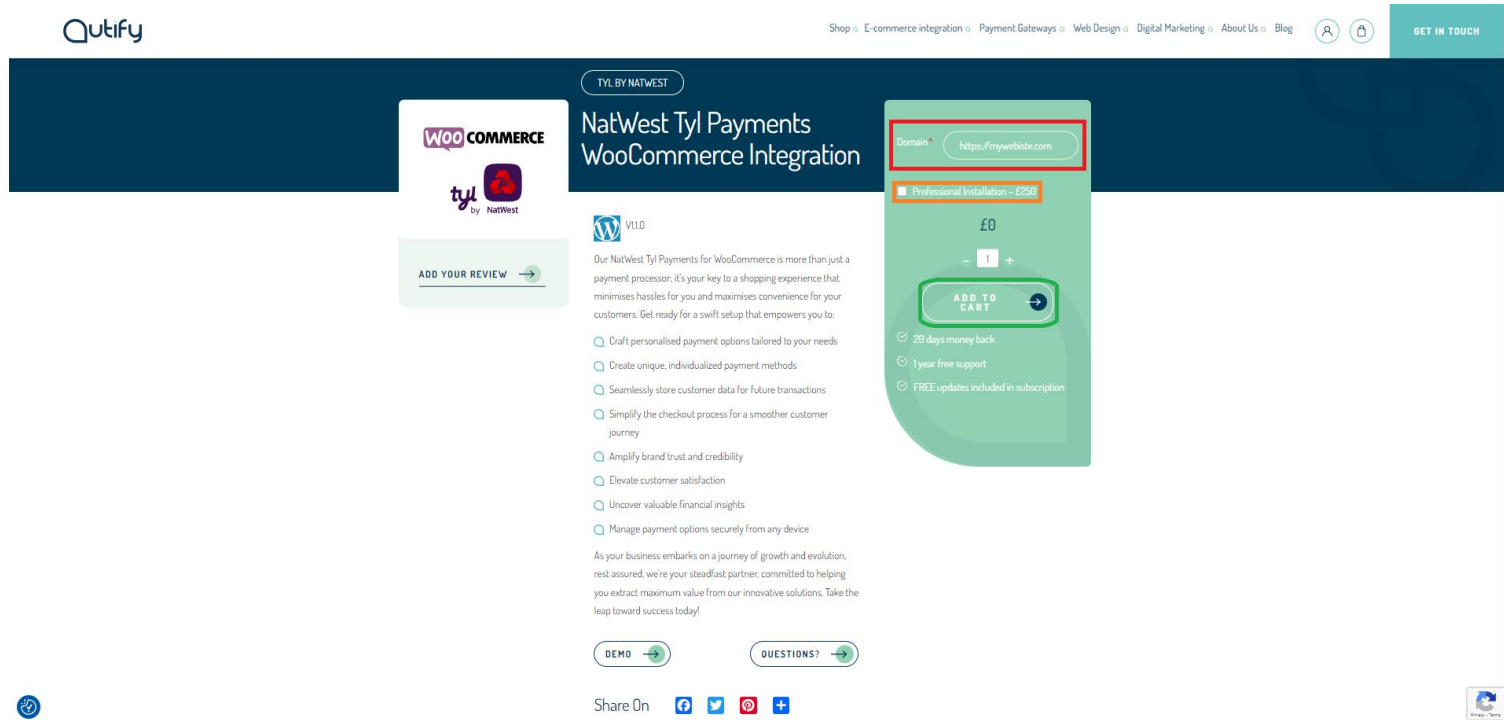
Step 3 – Enter your website’s domain into the ‘**Domain**’ field;

For example: “*https://mywesbite.co.uk*”

i 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.

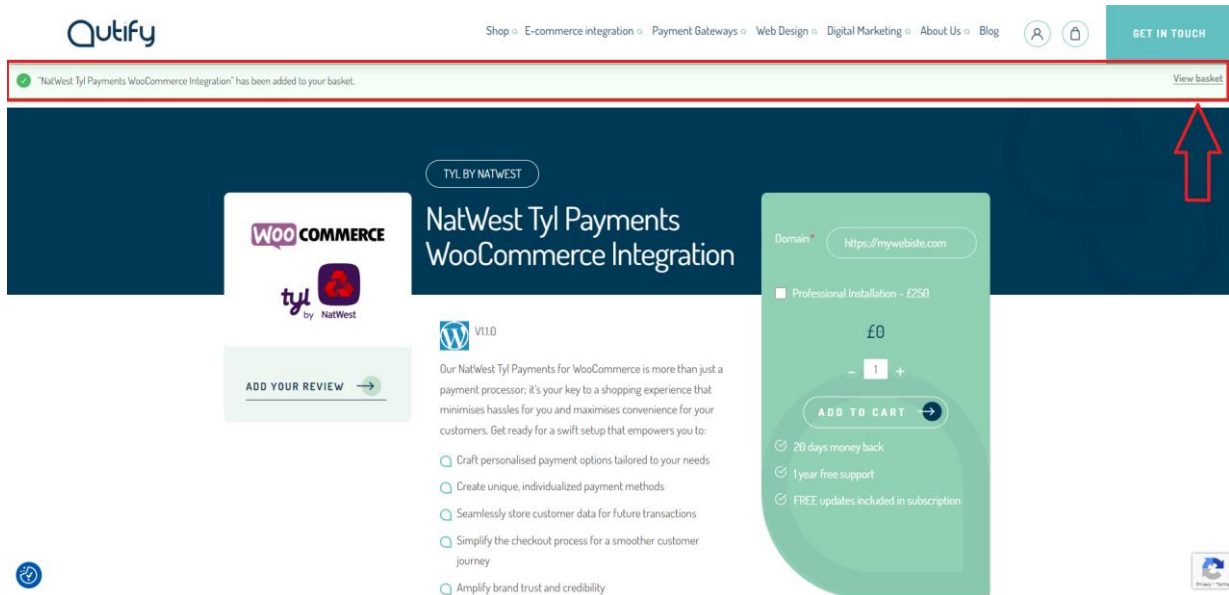
Step 5 – Click on ‘*Add to Cart*’



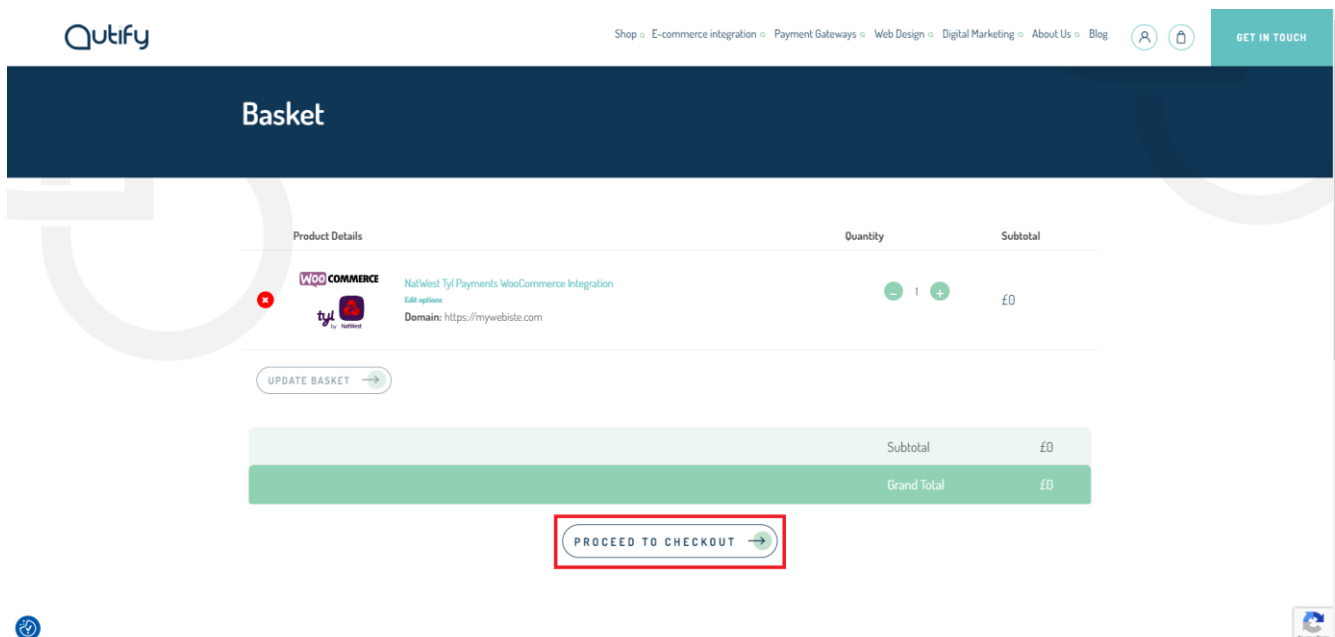
¹ ‘*Professional Installation*’ – This service is provided by Autify Digital who are Tyl by NatWest’s technology partner. The installation fee of £150 is paid directly to Autify Digital. This service means that Autify Digital will carry out the installation on your behalf and ensure that you have the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

i 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’



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

i 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.

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

Step 10 – Select **‘Click’**

The screenshot shows the Autify checkout page. At the top, there's a navigation bar with links: Shop, E-commerce integration, Payment Gateways, Web Design, Digital Marketing, About Us, and Blog. A 'GET IN TOUCH' button is on the right. Below the navigation bar, a message says 'Thank you. Your order has been received.' A table displays order details: ORDER NUMBER: 3482, DATE: 12 February 2024, EMAIL: joe.bloggs@email.com, and TOTAL: £0. A red box highlights a message: 'We have send the email please varyify your email to download the product' with a 'CLICK' button and a right arrow. Below this, the 'Order details' section shows a table with one item: 'NatWest Tyl Payments WooCommerce Integration • 1' with a domain of 'https://mywebsite.com' and a total of £0.00. The subtotal and total are also £0.00 and £0 respectively. The 'Billing address' section shows the address for Joe Bloggs at My Shop, 10 High Street, London, EH2 9HT, with a phone number 07123456789.

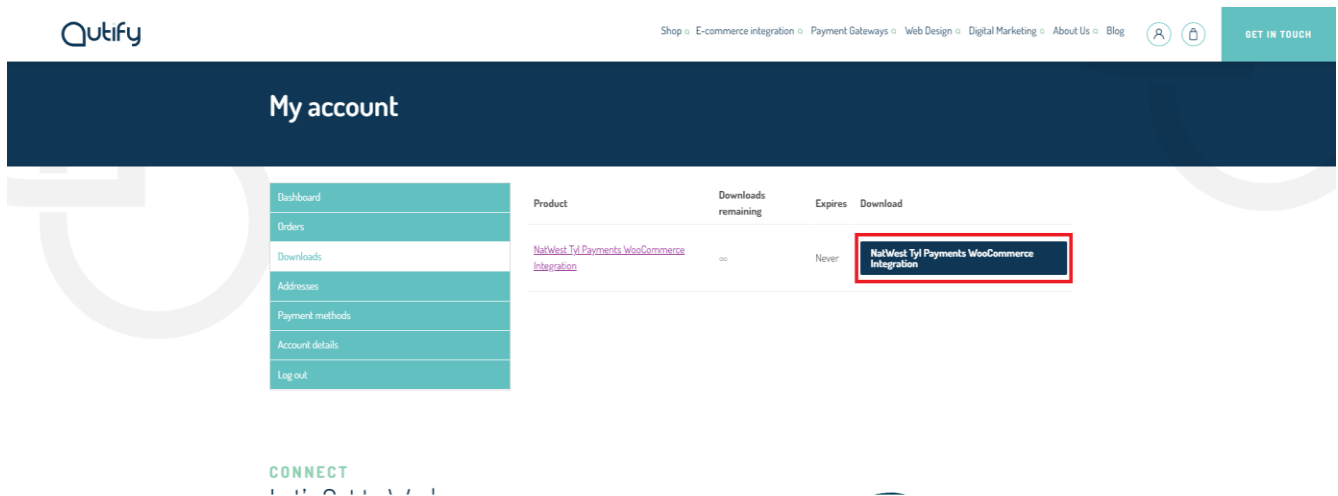
Step 11 – Enter your '**Verification Code**' in the box provided and select '**Verify Code**'.

The screenshot shows the 'My account' page on the Qutify website. The page has a dark blue header with the Qutify logo and navigation links. A sidebar on the left lists account options: Dashboard, Orders, Downloads, Addresses, Payment methods, Account details, and Log out. The main content area features a 'Verify its you.' section with a red box highlighting the verification form. The form includes a message: 'We sent verification code to higgs.santonstyt@natwest.com. To verify your email address, please check your inbox and enter the code below.' It has a text input field for the '4-digits code', a 'VERIFY CODE' button, and a link for 'Didn't receive an email? [Try again](#)'. Below the verification form is a 'CONNECT Let's Get to Work' section with a 'GET STARTED' button.

Step 12 – Once you have successfully verified your account click on '**Downloads**'

The screenshot shows the 'My account' page after successful verification. The sidebar on the left now has the 'Downloads' link highlighted with a red box. The main content area displays a confirmation message: 'Your Email is verified!' followed by 'Hello Joe Bloggs (not Joe Bloggs? [Log out](#))'. Below this, it states: 'From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#)'.

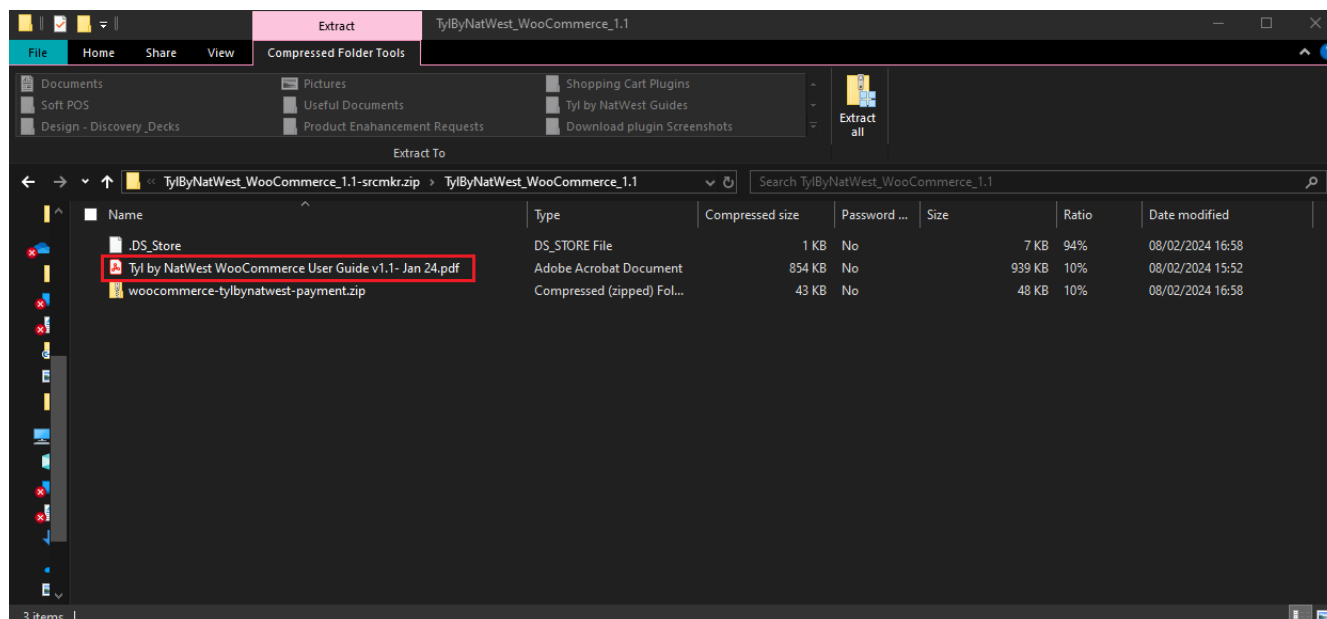
Step 13 – In the ‘Downloads’ section click on Download button for your payment plugin as seen below:



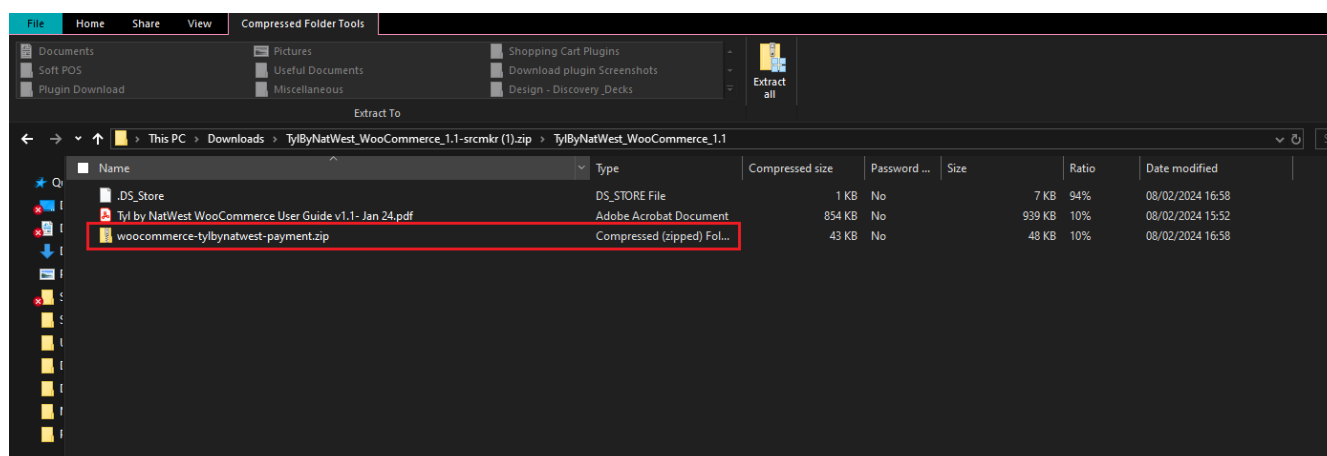
Step 14 – You have successfully downloaded your Tyl by NatWest payment plugin file(s).

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.



i 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**.