



Telappliant® cardassure™

## User Guide

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# 1 Login

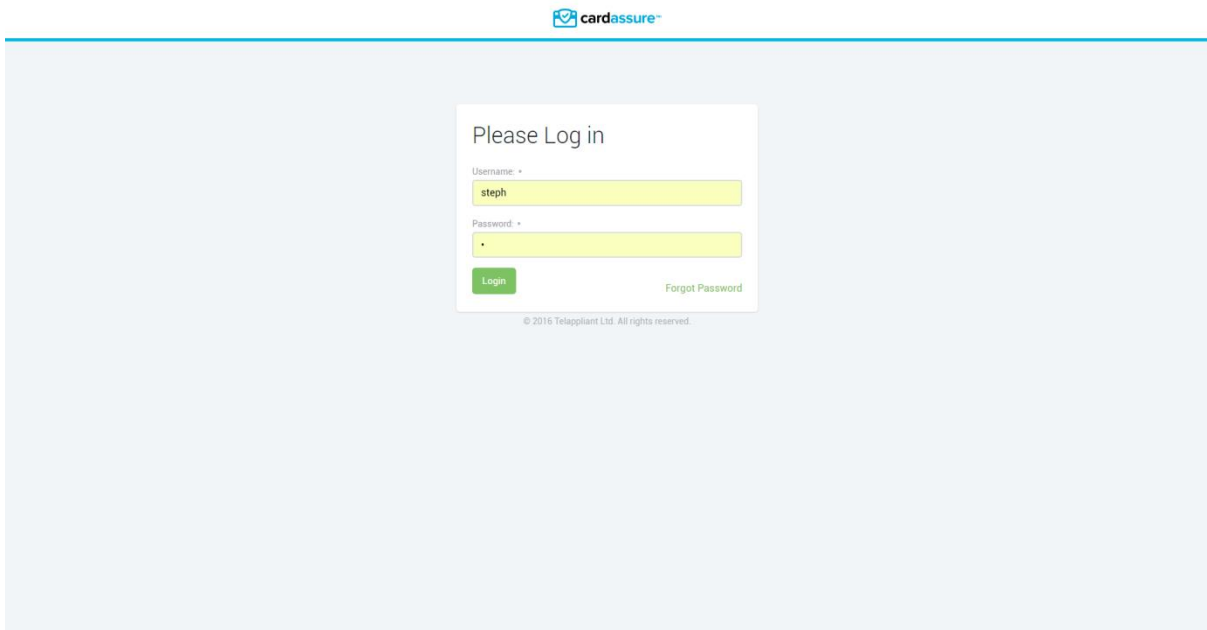
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## 1.1 Log in to cardassure

In your web browser navigate to the cardassure Login page:

<http://www.cardassure.co.uk>

and enter your username and password.



## 1.2 User account activation after registration

When you create an account an email is sent to the newly created account that contains instructions on how to activate the account. This account remains disabled until activated.

The email contains a link to cardassure, click this link to verify and enable the account, including setting a password

## 1.3 Forgot password

If you forgot your password then you are able to reset it by clicking on the *Forgot Password* link on the *Login* page.

This will ask you for an email address, if the email address exists in cardassure then an email with instructions on resetting the password will be sent to the email.

The password cannot be changed by a System or Admin user, only by the user itself.

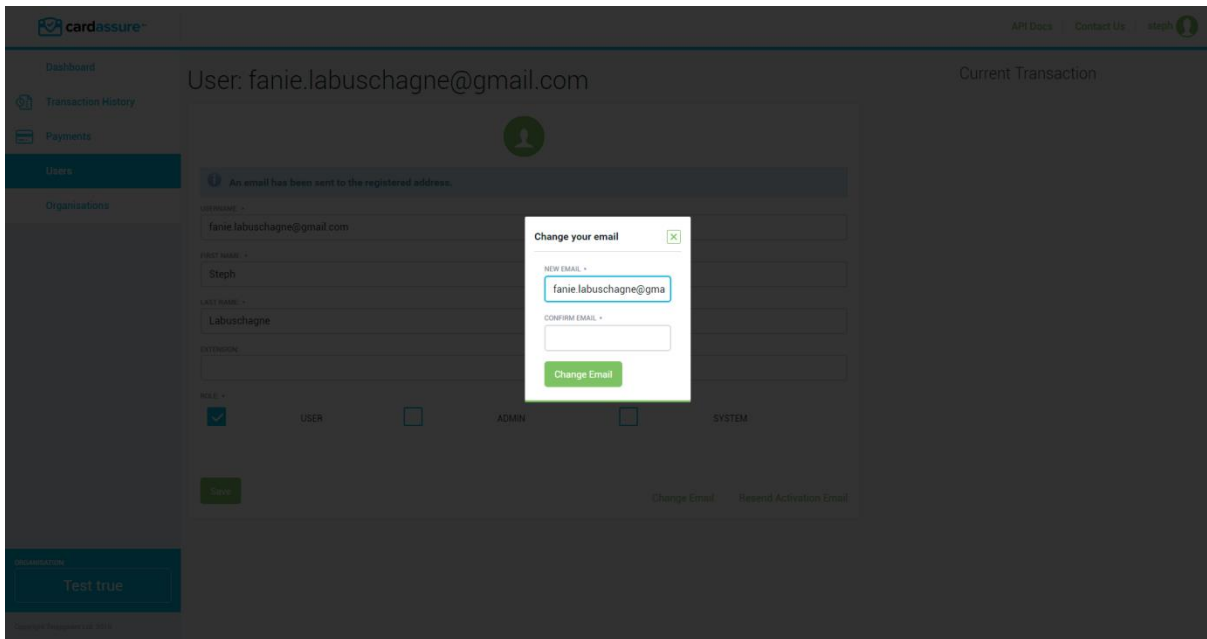
## 2 Users

### 2.1 Non-activated account – Change Email

You are able to change the email address of a non-activated account, in case the user entered an incorrect address.

Click on *Users – All Users – Edit* the particular user. Click on the *Change Email* button, this will open a popup which allows you to change the email address.

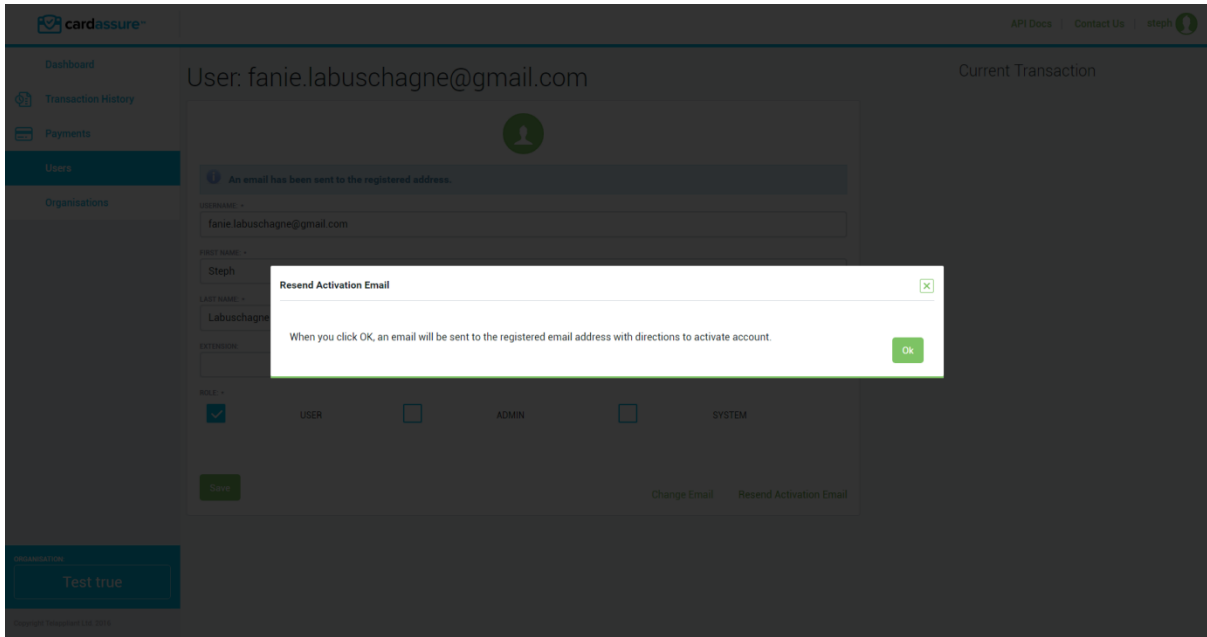
To resend the user's activation email click on the *Resend Activation Email* button, see [2.2 Non-activated account – Resend Activation Email](#)



### 2.2 Non-activated account – Resend Activation Email

You are able to resend the activation email of a non-activated account.

Click on *Users – All Users – Edit* the particular user. Click on the *Resend Activation Email* button, this will open a popup which allows you to send the activation email.



### 2.3 Activated account – Forgot Password

You are not permitted to change any user's password, only the user themselves is able to do this.

If a user did forget the password you can follow the Forgot Password process, this will simply email the user with instructions on resetting the password.

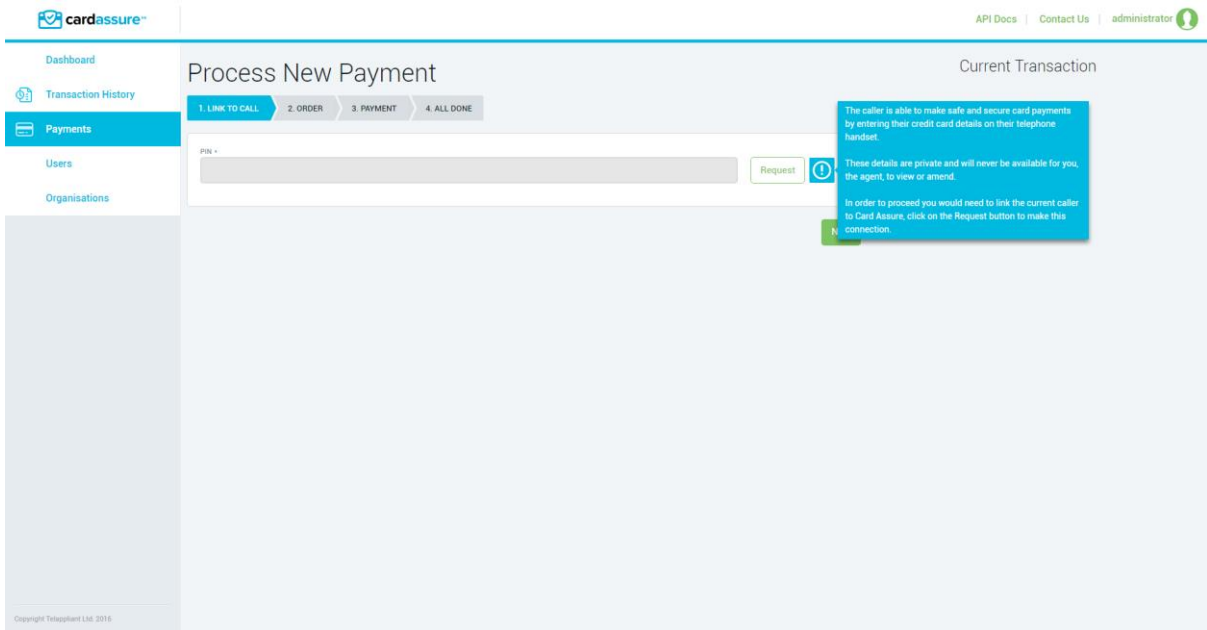
## 3 Payments

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### 3.1 Link to Call - Pin popup blank or empty

When an Agent tries to process a payment but clicking on the *Request* button results in the following:

1. No popup is displayed
2. Popup displays but the Pin is blank or empty



### 3.1.1 Refresh page

Refresh the page and try clicking on the *Request* button again.

Pin numbers are maintained and cleared periodically but in some cases you might experience a duplicate set of numbers, refreshing the page will often resolve this issue.

There is an automatic retry process in place that will retry 5 times.

## 4 Further Assistance

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For more help with your cardassure solution please contact your IT resource.

[www.cardassure.co.uk](http://www.cardassure.co.uk)

Telappliant Ltd  
Floor 8, 3 Harbour Exchange Square  
London, E14 9GE  
United Kingdom

0345 004 4040