

Mobile Pay Dashboard Administrator Guide

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About Mobile Pay Dashboard

NCR Voyix employees use Mobile Pay Dashboard to integrate Mobile Pay clients with the NCR Voyix payment gateway, hereafter referred to as the payment gateway. The functions in this guide allow you to map the sites within a company using Mobile Pay to the same company in the payment gateway so that Mobile Pay transactions process to the correct locations. You can also use this tool to customize Mobile Pay sites to more closely align with company branding, such as displaying the company logo, adding special messages, and more. Use this guide to understand the different areas of the tool and what you can do in each area.

- Mobile Pay integration with the payment gateway is host to host. This means you are not sending any payment detail down to the site. Payment detail goes directly from the payment gateway host to the Mobile Pay host.
- You create generic Mobile Pay tenders in Aloha Configuration Center for use when applying payment to the check. Refer to the [Mobile Pay Implementation Guide - HKS1474](#) for instructions.

To access Mobile Pay Dashboard, visit <https://NCRPay.com/Dash> and log in with the credentials provided to you in an email by a Mobile Pay administrator. If you need to request credentials, contact support@AlohaEnterprise.com.

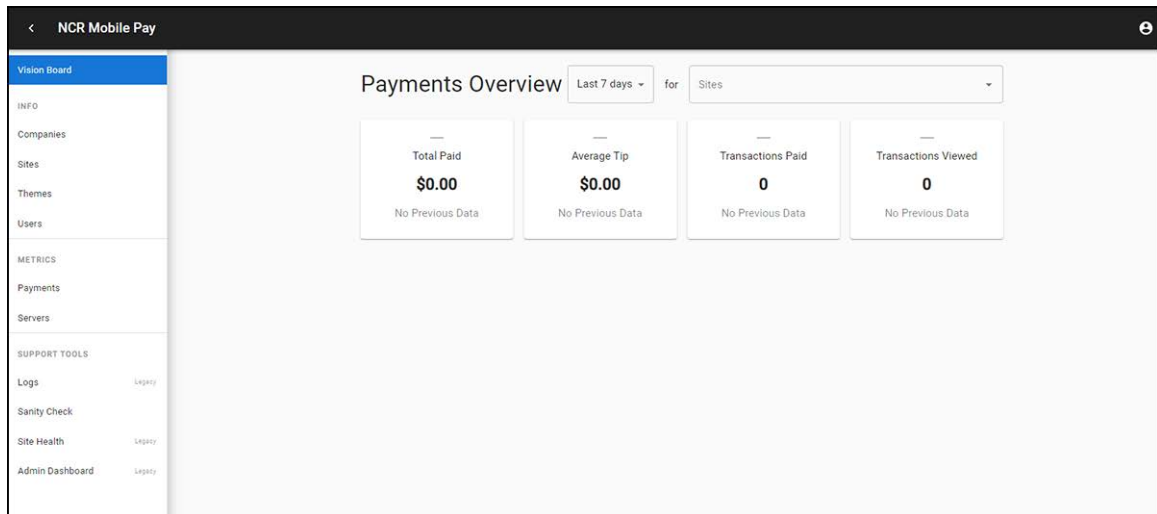


Figure 1 Dashboard Main Screen

The tabs in the left pane provide access to analytics, payments information, site health, Mobile Pay branding, and more.

Dashboard

The Dashboard provides an overview of the payments made for the selected duration and for the selected sites. To view the payments, select the number of days from the drop-down list and then select the sites for which you wish to view the payments.

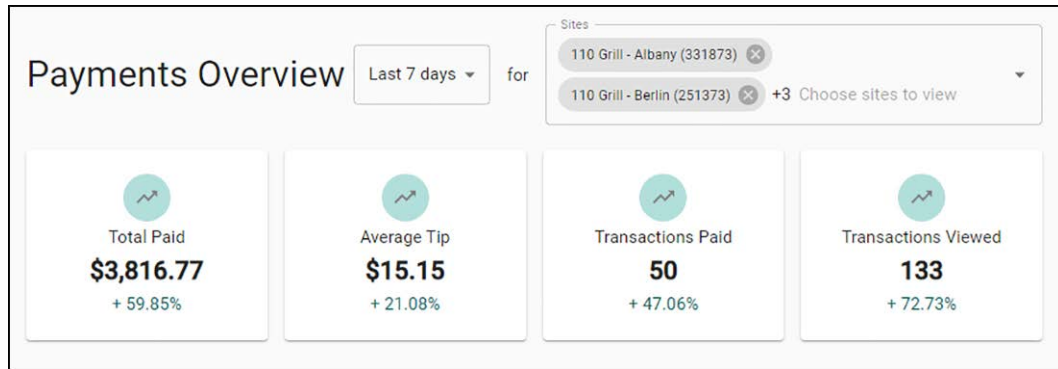


Figure 2 Payments Overview

Companies

Use Companies to create the Mobile Pay company code that links the Mobile Pay environment to the payment gateway company ID. The Companies function is only available to users designated as a Super User (see “Users” on page 10). Once you create the company in Mobile Pay Dashboard, a user with appropriate access can edit and view the company.

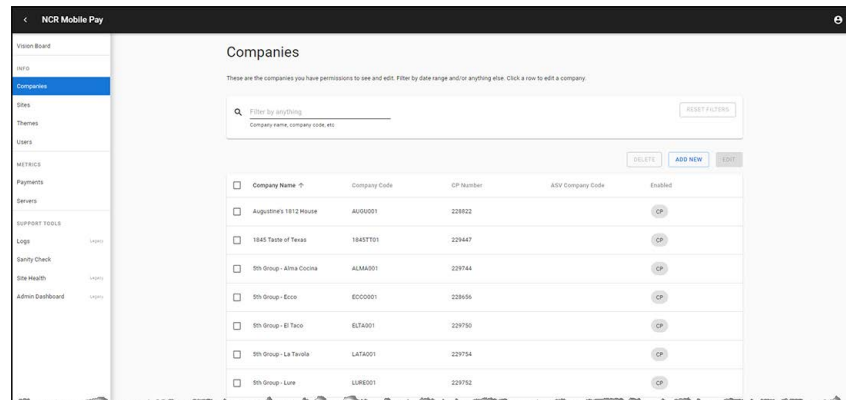


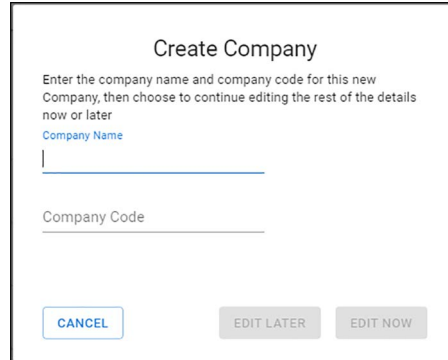
Figure 3 Companies

How to obtain the public key?

Whether or not a client is already using Aloha Online Ordering for online payments impacts the steps required to create a new company here in Mobile Pay Dashboard. The payment gateway only allows for the entry of one public key, required for the two applications to communicate with each other. These keys must match exactly, for successful communication.

How to create a new company

1. Click **Companies** in the left pane to display the Companies screen. Click **ADD NEW** to display the Create Company screen.



The screenshot shows a 'Create Company' form. At the top, it says 'Create Company'. Below that, it says 'Enter the company name and company code for this new Company, then choose to continue editing the rest of the details now or later'. There are two input fields: 'Company Name' and 'Company Code'. At the bottom, there are three buttons: 'CANCEL', 'EDIT LATER', and 'EDIT NOW'.

Figure 5 Create Company

2. Enter the company name and the company code. In company code you create, enter a **unique random seven-digit alphanumeric number,** for example, "AUGU001." A Company Code is required to generate the public and private key.
3. Enter the **number** assigned to this same company in payment gateway (Connected Payments - ServerEPS) in 'CP Company Number.' This number is required before you can create a new company in Mobile Pay Dashboard.
4. Click **Edit Later** or **Edit Now**.
Clicking the **Edit Later** option creates a new record in the **Companies** screen (to be edited later). Clicking the Edit Now option opens up the Edit Companies screen.
5. Bypass the **entry** of the 'TokenProvidedPublicKey,' as this is not required to create the company; however, you must use the **Edit** function to enter it before Mobile Pay can communicate with the payment gateway.
6. Select the **user** who will manage the new company from the 'Operator' drop-down list.
7. Click **Create**.

How to edit a company, add the public and private key, and map the tenders created for the payment gateway with Mobile Pay:

1. In the Companies screen, select the check box for the company you want to edit and click **EDIT**.

NCR Payment Gateway

Take payments securely and easily. (formally "Connected Payments")

On

CP Company #
292

Public Key
<RSAKeyValue>
<Modulus>y7shNDWM5bN2a/AldwUfpB6GD1sLl
sbwIlez27qIfkJFbWtZWfOscRFxowvd9HV0oapJ
PqM89VNX9kiXfz0xqNEVIBRgxcJb+8JU018Cua
O2dXK7g6CCjkQ+452eQuWiqUfPTVXksVdgyIaz
V473Gh8ftTveXACzWpzz2BLpOnblX3Qcm2YqK
PioA6nAKdeqEOCHuvba+c/UKikpd75bL4TtaSnI
GAn1RzdYV5p01Kocm2S6Fkb5KimGR3zvPC8x
gtRuBjkHfs1+05k/XmWXzdN3W2DbS+SyeLwgc
LApqzqo172in6Fbi7WKpKqPLgfl8ahMGdeChLU

Tender settings
Rename how the following tenders are named in reporting. Leaving a field blank will not rename that tender.

Generic Credit	Visa	Mastercard
CP	CP	CP
MPAmex	Discover	JCB
CP	CP	CP

Created by Cole.schwartz@ncr.com

DELETE CANCEL SAVE

Figure 6 Update Company Screen

2. Copy the **public key** into 'Public Key.'

If the client is already using Aloha Online Ordering:

- a. Access **WebAdmin** in Aloha Online Ordering.
 - b. Select **Configuration > Payment Providers**.
 - c. Locate and copy the **key** (see Figure 4).
3. Return to **Companies** and paste the **public key** here in 'Public Key.'
- OR -

If the client is not using Aloha Online Ordering:

- a. Open the **email** received from the Mobile Pay team in response to your request for a public and private key.
 - b. Copy the **public key** included in the response.
4. Return to **Companies** and paste the **public key** here in 'Public Key.'
 5. Under 'Tender Settings,' type the **exact name** of each "Generic" tender created in Aloha Configuration Center (CFC) for use when using Mobile Pay to accept a card of that type. Do this

for each card brand appearing on the screen. For example, if you created a tender in CFC named CP, type CP in the text box below MPAmex. It is important these names match exactly.



Note

Generic tenders are not required for EDC sites that use the in-store credit card tenders.

6. Click **Save**.
7. Click **Back to List** to exit and return to the Company Management screen.

Sites

Use the Sites function to create and edit new store sites to assign to Mobile Pay companies.

How to create a new site?

1. Click **Sites** in the left pane to display the Sites screen.
2. Click **ADD NEW SITE** to display the Create Site screen.

The screenshot shows a 'Create Site' form. At the top, it says 'Create Site'. Below that, it says 'Enter the site name and site ID for this new Site, then choose to continue editing the rest of the details now or later'. There are two input fields: 'Site Name' and 'Site ID'. At the bottom, there are three buttons: 'CANCEL', 'EDIT LATER', and 'EDIT NOW'.

Figure 7 Create Site

3. Enter the **Site Name** and **Site ID**. Site ID is the **CMC ID** assigned to the site you are adding.
4. Click **Edit Later** or **Edit Now**.
Clicking the Edit Later option creates a new record in the Users screen (to be edited later).
Clicking the Edit Now option opens up the Edit User screen.
5. Type the **name** to appear for the restaurant on receipts and in reports.
6. Click **Create**.

How to make a new site appear in analytic reports?

1. In the Sites screen, select the check box for the site you want to edit and click **EDIT**.

The screenshot shows the 'Edit 110 Grill - Albany' page. At the top right are 'CANCEL' and 'SAVE' buttons. Below the title is a note: 'No changes are saved until you press the SAVE button.' The page is divided into sections: 'Basic Site Info' with a sub-note 'Edit basic site information.' It contains two rows: 'Site Name' with the value '110 Grill - Albany' and a note 'The site name helps you find a site in the dashboard'; and 'Site ID' with the value '331873' and a note 'This value cannot be changed'. The 'Active' section has a toggle switch set to 'Active' (On) with a note 'Inactive sites are hidden by default.'. The 'Aloha Stored Value' section has a toggle switch set to 'Off' with a note 'Enable ASV to be able to take gift cards'.

Figure 8 Update Sites

2. Type a **new name** to change the name of the site in Mobile Pay, if desired.
3. Click the **Active** toggle button to designate the site is to appear in the appear in the analytic reports that are emailed daily/weekly. Clearing Active does not prevent Mobile Pay working at the site.
4. Toggle the ASV button to "On" to enable the site to accept gift cards. Select the **ASV company** you created previously from the **ASV Company** drop-down list.
5. Do not activate the **NCR Secure Payment** toggle bar (cleared by default) to process payments using EDC.
Click the **NCR Payment Gateway** toggle button to process payments using the payment gateway (Connected Payments). Select the CP company from the **CP Company** drop-down list and specify the **CP Store Number**.
6. (Optional) Click the **Enable tips** toggle button to enable or disable tips. By default, tips are disabled.
7. Type the **three tip percentages** to appear in Mobile Pay when closing a check. By default, the PERCENT option is selected and the default tip percentage values are set to 18, 20, and 22.
You can select DOLLARS if you wish the tips to calculate and appear as dollar amounts.

8. Click **Save**.
9. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

Themes

There is a document on Seismic that explains how to brand your Mobile Pay site. Please ask your NCR Voyix representative for the latest version of the “MobilePay Branded UI - How To” document.

Themes allow companies/owners to brand Mobile Pay with their colors and logos so that aligns with their brand image.

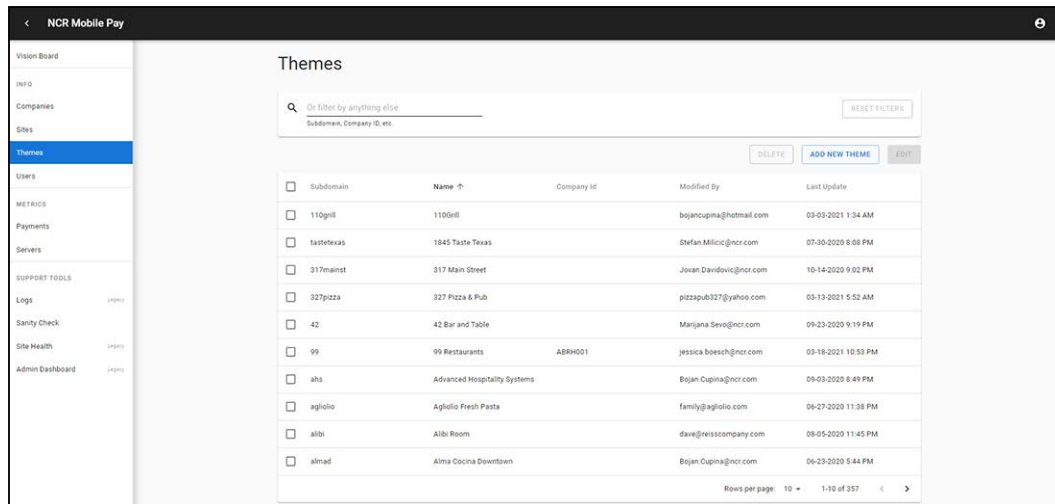


Figure 9 Themes

How to create a theme?

1. Click **Themes** in the left pane to display the Themes screen.
2. In the Themes screen, click **ADD NEW THEME**. The **Create Theme** screen appears.

The 'Create Theme' form is a simple interface with a title 'Create Theme' and a subtitle 'Enter the theme name and subdomain for this new theme, then choose to continue editing the rest of the details now or later'. It has two input fields: 'Theme Name' and 'Sub Domain'. At the bottom, there are three buttons: 'CANCEL', 'EDIT LATER', and 'EDIT NOW'.

Figure 10 Create Theme

3. Type a **theme name** to identify the subdomain in 'Name.' For example, for ac.ncrpay.com, you would type the name Aloha Cafe.

4. Type **subdomain portion of the URL** in 'Sub Domain.' For example, in ac.ncrpay.com, ac is the sub-domain, so you would type ac in 'Sub Domain.' If you would like to change the sub-domain name, you need to create a new theme. Ensure to delete the previously existing theme.
5. Click **Edit Later** or **Edit Now**.
Clicking the Edit Later option creates a new record in the Users screen (to be edited later).
Clicking the Edit Now option opens up the Edit User screen.
6. Click **Edit Now** to edit the theme. The theme editor appears.
7. Click **Browse** and select the Logo.
8. Enter a **Welcome Message** and a **Thank you Message**.
9. Select the desired hex color for **Divider Color** and **Button Background Color**.
10. Select the desired **button font color**.

The screenshot shows the 'Edit Theme' form with the following details:

- Name:** Test 01
- Alpha Online Company ID:** AAAAA###
- Divider Color:** #34C759 (with a green color swatch)
- Logo:** NCR (with 'Choose File', 'Remove', and 'Delete' buttons)
- Welcome:** (with 'Choose File', 'Remove', and 'Delete' buttons)
- Welcome Message:** SIMPLE & SAFE PAYMENT FROM YOUR PHONE
- Thank You:** (with 'Choose File', 'Remove', and 'Delete' buttons)
- Thank You Message:** THANK YOU FOR YOUR BUSINESS
- BUTTON THEME:**
 - Button Background Color:** #62BB46
 - Button Font Color:** LIGHT (selected) / DARK
 - Button Example:** View Check
- Buttons:** DELETE (red), APPLY (grey)

Figure 11 Edit Themes

11. Click **Apply** when you are satisfied with your branded Mobile Pay site.

Users

Users function allows the creation and editing of the different types of users, providing them access to the Mobile Pay Dashboard based on their specific needs. You also use this function to unlock users being denied access due to Mobile Pay safety mechanisms in place.

User Types

Operator — Allows access to the Operator and Theme tabs in the Mobile Pay Dashboard only. This user type is reserved for restaurant owners and managers.

Administrator — Allows access to and configuration of all areas and tabs in Mobile Pay Dashboard except Company Management, which is reserved for Super Users. Administrators create other Administrators and Operators, but cannot create Super Users. This user type is reserved for NCR Voyix internal employees.

Super User — Allows access to all areas and tabs, same as the Administrator user, but is the only user type with access to Company Management. Super Users can create other administrators and super users. Super User is only available as a selector on the Update User screen shown in Figure 13. First create an Administrator user and then edit the user to elevate them to a Super User.

How to create a new user?

1. Click **Users** in the left pane to display the Users screen. Select **ADD NEW USER** to display the Create User screen.

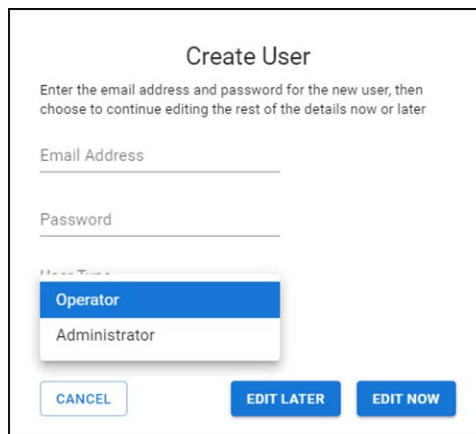


Figure 12 User Management

2. Enter a **user email** and **password** to assign to the user.
3. Select a **User Type**. Refer to [User Types](#).
4. Select **Edit Later** or **Edit Now**.

Selecting the Edit Later option creates a new record in the Users screen (to be edited later).

Selecting the Edit Now option opens up the Edit User screen.

5. Click **Edit Now** to edit the user. The **Edit User** appears.
6. Click **SAVE** to create the new user.



Note

You must first create, and then edit a user, to elevate them to a Super User.

How to edit an existing user?

Once you create a user, you can edit the record to change the user type, disable the user, change their password, and more.

1. On the Users screen, type the **email address** of the user or select a user from the Users home page (see Figure 14), and click **Edit** to the right of the screen.

Figure 13 Edit User

2. Select a **different user type** to assign to the user, to change the existing privileges for the selected user. For example, to elevate an Administrator to a Super User, select Super User from the User Type drop-down list.
3. To enable or disable a user, click the **Active** toggle button.
4. To lock or unlock a user, click the **Locked** toggle button.
5. Type a **new password**, if you want to change the existing password for the user; otherwise, leave it **blank** to retain the current password.
6. In the User Type area, change the **user type** to assign to the user.
7. In the Sites area, click **ADD SITE** and select the sites to assign to the user.

8. In the Theme Mapping area, click **ADD THEME** to map the user to the theme.
9. Select or clear **Email Subscriptions** to designate whether the user should receive the stats (analytics emails, site updates or theme updates) emails.



Note

Administrators receive them daily and Operators receive them weekly.

10. Click **SAVE** to save any changes.

How to unlock a user who is unable to log in due to Mobile Pay safety mechanisms?

There are two ways an account is locked: 1) If the user enters their password incorrectly six times in a row, and 2) when the user does not log in for 30 days.

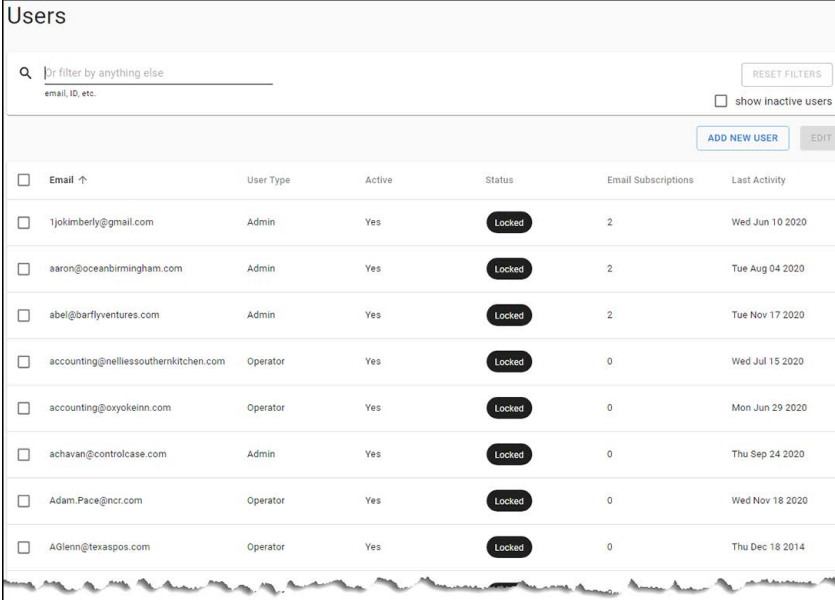
1. Type the **email address** of the user in the search field.
2. From the results, select the **user** and click **EDIT** to the right of the screen.
3. In the Basic User Info area, click the **Locked** toggle button to unlock the user.
4. Click **SAVE**.
5. In the left pane, click **Users** to return to the Users home screen.

-OR-

Click **Admin Dashboard** to return to the Mobile Pay Dashboard home screen.

How to view all existing users?

1. On the Mobile Pay Dashboard home screen, go to User Management area and click **View All Users**. The **Users** main screen appears.



The screenshot shows the 'Users' main screen. At the top, there is a search bar with the placeholder text 'Or filter by anything else' and 'email, ID, etc.'. To the right of the search bar are buttons for 'RESET FILTERS' and a checkbox for 'show inactive users'. Below the search bar are two buttons: 'ADD NEW USER' and 'EDIT'. The main content is a table with the following columns: 'Email' (with an upward arrow), 'User Type', 'Active', 'Status', 'Email Subscriptions', and 'Last Activity'. The table contains ten rows of user data, all of whom are 'Admin' or 'Operator' and have a 'Locked' status.

<input type="checkbox"/> Email ↑	User Type	Active	Status	Email Subscriptions	Last Activity
<input type="checkbox"/> tjokimberly@gmail.com	Admin	Yes	Locked	2	Wed Jun 10 2020
<input type="checkbox"/> aaron@oceanbirmingham.com	Admin	Yes	Locked	2	Tue Aug 04 2020
<input type="checkbox"/> abel@barflyventures.com	Admin	Yes	Locked	2	Tue Nov 17 2020
<input type="checkbox"/> accounting@nellessouthernkitchen.com	Operator	Yes	Locked	0	Wed Jul 15 2020
<input type="checkbox"/> accounting@oxyokeinn.com	Operator	Yes	Locked	0	Mon Jun 29 2020
<input type="checkbox"/> achavan@controlcase.com	Admin	Yes	Locked	0	Thu Sep 24 2020
<input type="checkbox"/> Adam.Pace@ncr.com	Operator	Yes	Locked	0	Wed Nov 18 2020
<input type="checkbox"/> AGlenn@texaspos.com	Operator	Yes	Locked	0	Thu Dec 18 2014

Figure 14 Users Main Screen

2. Select the **number of entries** (5, 10, 25, 50, 100 or All) to appear on the screen from the 'Rows per page:' drop-down list.
3. Type a **partial email address** to search for an existing user.
4. Select 'show inactive users' check box to view inactive users.
5. Use the **Previous page** and **Next page** arrows at the bottom of the screen to more easily navigate the list.
6. In the left pane, click **Users** to return to the Users home screen.

-OR-

Click **Admin Dashboard** to return to the Mobile Pay Dashboard home screen.

Sanity Check

Use the Sanity Check tool to check the health status of the POS terminal for a site.

To check the status:

1. On the Dashboard Administrator home page, click **Sanity Check**.
2. Enter the **Site ID (Site Name)** for which you want to run the sanity check. The sanity check readings are displayed as shown in the following screen:

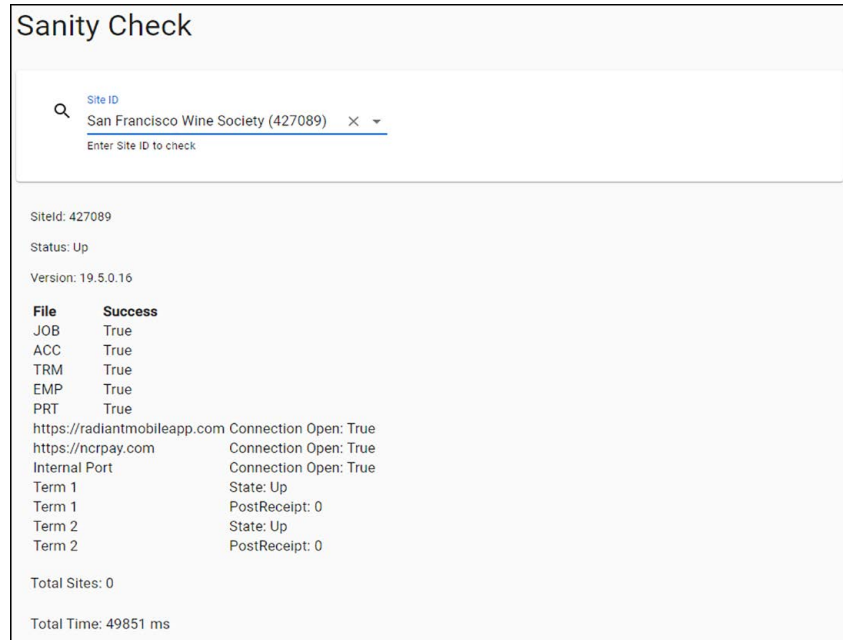


Figure 15 Sanity Check

Sanity Check Readings

Access <https://ncrpay.com/Dash/Site/SanityCheck>.

<https://www.ncrpay.com/dash/V2/sanity-check> in the Mobile Pay Dashboard and set the following sanity check readings:

File	Mutated	Success	
JOB	False	Must be True	Is the Jobcode configured?
ACC	False	Must be True	Is the Access Level configured?
TRM	False	Must be True	Is the Terminal Interface configured? UP: MP running, communication OK. Reachable: MP not running, communication OK (dotNET issue or re-register MP via MP.FOHAdmBatch.bat file). Unreachable: MP either running or not (can be both) and communication is not OK (Offline in CMC or Online in CMC, but issue with HOST file. This is a POS issue).

File	Mutated	Success	
EMP	False	Must be True	Is the Employee Interface configured?
PRT	False	Must be True	Is the Printer configured?



Note

If your system times out during the sanity check, check the `CommandCenter.config` file for the presence of the ATG proxy. If the ATG proxy is found, delete it.

Operator Mapping

Use Operator Mapping to determine the sites to which an Operator has access. An Operator only has access to the sites mapped to them on this screen.

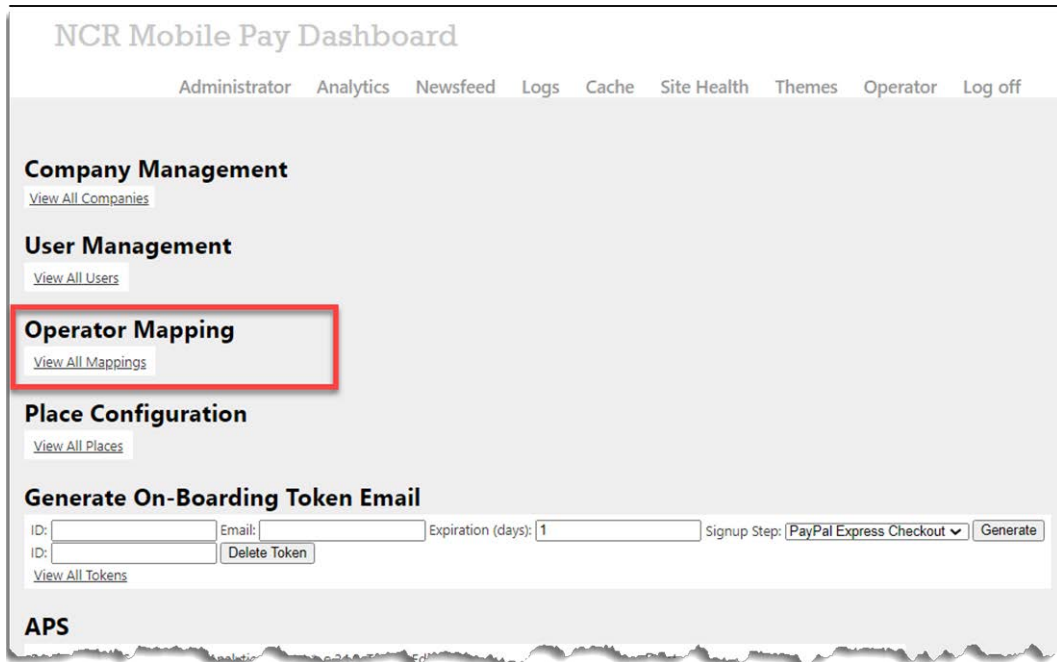


Figure 16 Operator Mapping

How to define the sites to which an Operator has access?

1. On the Mobile Pay Dashboard home screen, click **View All Mappings** in the Operator Mapping area.
2. Enter the **email address** of the Operator in the **Search** field.
3. Type the **HASP key number** assigned to the key in place at a site you are adding to the Operator in 'Place ID.'
4. Click **Create**.

How to add or remove the sites to which an Operator has access?

1. Enter the **email** of the Operator to edit in the second 'Operator Email' option (see Figure 16) and click **Edit** to open the Operator Map screen.

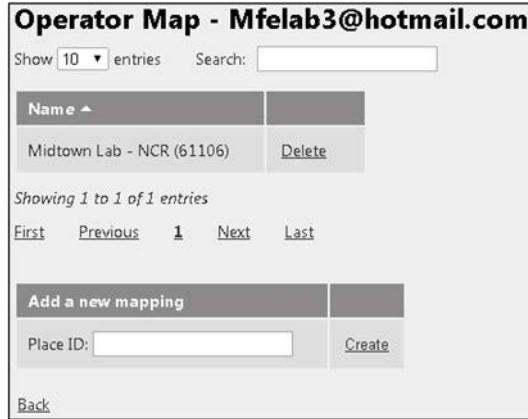


Figure 17 Edit Operator Mapping

This screen shows the full list of sites assigned to the Operator; however, you can add or delete more sites on this screen.

2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **partial site name** to search for an existing site already assigned to the Operator.
4. Use the **First, Previous, page number, Next, and Last** options to more easily navigate the list.
5. To remove a site, locate and select the **site** in the list and click **Delete** to the right of the site name.
6. To add a new site, under the 'Add a new mapping' group bar, enter the **HASP key number** assigned to the HASP key in place at the site and click **Create**.
7. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

Generate On-Boarding Token Email

Use Generate On-Boarding Token Email to generate and send out the email to start the PayPal on-boarding process. This is not used at this time.

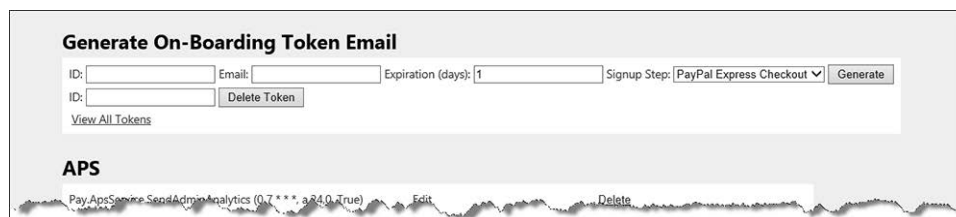


Figure 18 Generate On-Boarding Token Email

How to delete all tokens for a site?

1. Type the **HASP key number** for the site for which to delete the tokens in the second 'ID' option on the screen.
2. Click **Delete Token**. This deletes all tokens for the site ID that is entered. This basically marks any links for the site as inactive.

How to view all tokens?

1. Click **View All Tokens** in the bottom left corner of the Generate On-Boarding Token Email area of the screen (see Figure 18).
2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **partial HASP key number** to search for an existing site.
4. Click **Toggle Delete** to mark the token as inactive.
5. Click **Resend** to resend the email to the Recipient.
6. Click **View Link** to display the link in a popup on the screen.
7. Use the **First, Previous, page number, Next,** and **Last** options to more easily navigate the list.
8. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

PHC



Caution

Do not change this section.

This area controls mail jobs that are sent out daily or weekly. The options at the bottom of the section are for creating new jobs. This section is mainly for explanation purposes and should not be changed.

APS		
Pay.ApsService.SendAdminAnalytics (0 7 * * *, a.24.0, True)	Edit	Delete
Pay.ApsService.SendAdminAnalytics (0 15 * * *, s.11.0, False)	Edit	Delete
Pay.ApsService.SendAdminAnalytics (0 7 * * *, s.24.0, True)	Edit	Delete
Pay.ApsService.SendOperatorAnalytics (0 7 * * 1. o.168.0, True)	Edit	Delete
Pay.ApsService.SendAdminAnalytics (0 19 * * *, s.15.-1, False)	Edit	Delete
Pay.ApsService.SendInactiveAnalytics (0 7 * * 1. s.168.0, True)	Edit	Delete
Pay.ApsService.SendAdminAnalytics (0 7 * * *, s.24.744, False)	Edit	Delete
Pay.ApsService.SendAdminAnalytics (0 7 * * *, s.24.72, False)	Edit	Delete
Class: <input type="text"/>	Run Spec: <input type="text"/>	Doc: <input type="text"/> <input type="button" value="Create"/>

Figure 19 APS

How to create new jobs?

1. Enter the **type of job** to run in 'Class.' Currently there are three kinds of jobs:
Pay.ApsService.SendAdminAnalytics sends out the email report for "NCR Mobile Pay Admin Analytics." This contains stats for all sites marked as active.

Pay.ApsService.SendOperatorAnalytics sends out the Operator email that is composed of the sites currently mapped to that user.

Pay.ApsService.SendInactiveAnalytics sends an email that contains the list and stats of sites set as inactive but have check view or payments.

2. Enter the **correct values** (0 7 * * *, a,24,0, True) in 'Run Spec' for the parameters described below.

Minute of Hour (Green) indicates the minute of the hour to send the email. For example, to send an email at 7:10, set this to 10.

Hour of the Day (Turquoise) indicates the hour of the day to send the email. The email is sent out based on the 24-hour day value.

Day of the Month (Pink) indicates the day of the month. So first of each month would be a 1.

Month of the Year (Red) indicates the month of the year.

Day of the Week (Dark Yellow) indicates the day of the week with Sunday starting as 0.

An asterisk for a parameter indicates a filter is not applied. So, 0 7 * * * means send the email every day at 7:00.

3. Enter the **correct values** (0 7 * * *, a,24,0, True) in 'Doc' for the parameters described below.

User Type (Green) designates the User Type to which to send the email. In this case, it is sent out to only administrators.

Hour range for Data (Turquoise) designates the number of hours back to collect the data. For example, collect the last 24 hours of data. To collect the data for the last week change the number to 168.

Hour offset (Pink) designates the number of hours to shift time window from the "Hour range for Data". Positive number shifts the window back in time. Example. (0 7 * * *, a,24,-6, True) collects the last 24 hours of data starting at 1:00 am.

4. Click **Save**.

How to edit an existing job?

1. Click **Edit** next to the job to change.

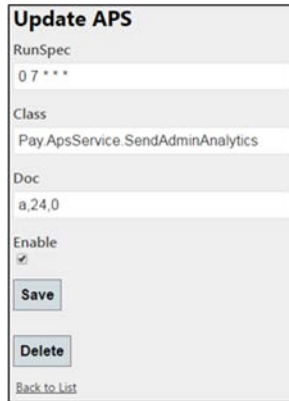


Figure 20 Update APS

2. Select **Enable** to allow the sending of the job form.
3. Click **Delete** to remove the job completely.
4. Click **Save** to save your changes.
5. Click **Back to List** to exit and return to the list of jobs.

Place Address

This section is no longer used but works as expected for an address table.

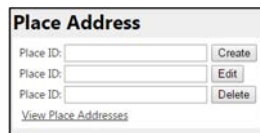


Figure 21 Place Address

Client Versions

This section is no longer used. This was a table used for managing supported versions of native mobile Apps on multiple platforms.

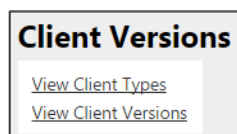


Figure 22 Client Versions

Subscriptions

Subscriptions are email alerts a user receives based on actions performed in Mobile Pay Dashboard. Use the Subscription area to manage the subscriptions of Administrators.

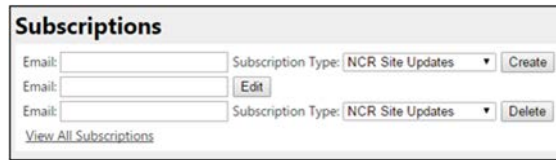


Figure 23 Subscriptions

How to create a subscription?

1. Type the **email address** of the Administrator user to begin receiving the subscription updates.
2. Select the type of subscription to create from the 'Subscription Type' drop-down list. Your choices are:
NCR Site Updates sends an email update any time you create or change settings for a site.
Theme Updates sends an email update any time a theme is create/updated.



Note

PayPal options are not supported at this time.

3. Click **Create**.

How to edit or add a subscription?

1. Enter the **email** address of the user for which to edit or add a subscription in the second 'Email' option (see Figure 23) and click **Edit** to the right to open the Subscription Map screen.

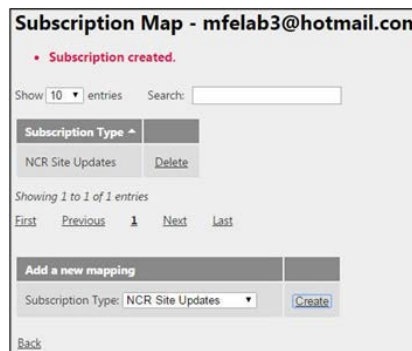


Figure 24 Edit Subscriptions

2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **partial subscription type name** to search for a subscription already assigned to the user.

4. Use the **First**, **Previous**, **page number**, **Next**, and **Last** options to more easily navigate the list.
5. To remove a subscription, locate and select the **subscription** under the 'Subscription Type' group bar and click **Delete** to the right.
6. To add a new subscription, under the 'Add a new mapping' group bar, select **another type of update** from the 'Subscription Type' drop-down list and click **Create**.
7. Click **Back** to exit and return to the list of subscriptions.

How to view all subscriptions?

1. Click **View All Subscriptions** in the bottom left corner of the Subscriptions area of the screen (see Figure 23).
2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **partial email address for the user** to search for an existing subscription.
4. Use the **First**, **Previous**, **page number**, **Next**, and **Last** options to more easily navigate the list.
5. Select a **user** in the list and click **View User Subscriptions** to see all subscriptions currently assigned to the user.
6. Select a **specific subscription type** for a user and click **Delete** to remove the subscription from the user.
7. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

Theme Mapping

Use Theme Mapping to allow an Operator to access and make changes to the themes assigned to them.



Figure 25 Themes Mapping

How to create a theme mapping?

1. On the Mobile Pay Dashboard home screen, click **View All Theme Mappings** in the Theme Mapping area.

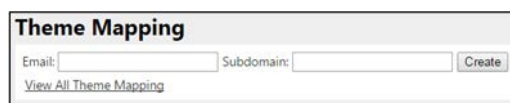


Figure 26 Themes Mapping

2. Type the **email address** of the Operator.

3. Type the **subdomain** to which the Operator requires access. For example, type ac for an Operator who needs access to the previously created subdomain for Aloha Cafe (ac.ncrpay.com)
4. Click **Create**.

How to view all theme mapping?

1. Click **View All Theme Mapping** in the bottom left corner of the Theme Mapping (see Figure 25).
2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **text string** to use for searching for an existing theme mapping.
4. Use the **First, Previous, page number, Next, and Last** options to more easily navigate the list.
5. Select a **user** in the list and click **Delete** to delete the theme mapping for the user.
6. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

Swarm

Swarm is the Theme Pool manager. On a normal basis this does not need to be touched. When functioning correctly, this works automatically. Themes are hosted on the web server so that they are serviced quickly; however, this becomes an issue when the servers are load balanced. A user can update a theme on one server and the theme appear correctly for that server, but the other servers do not have the update yet. This is where Swarm comes in. Once you save the changes to a Theme, that web server triggers a mechanism that tells all servers to update their themes. This ensure all web servers use the updated files for serving to the users.



Figure 27 Swarm

How to view all Swarm Hosts?

This is a screen for managing the active hosts (web servers) and for triggering a manual swarm update. This list view is similar to the others.

Unregister — Removes a server from the swarm. The server re-registers the next time IIS restarts.

Broadcast Theme Update — Triggers the mechanism that tells all servers to update their themes.

Check Messages

Use Check Messages as an aid for troubleshooting support cases. This section accepts a code and displays the message info appearing in the various parts of Mobile Pay.

Messages in Cache: This section is what messages are kept in the Couchbase Cache. Couchbase is the Mobile Pay quick data access repository this is a fast roundtrip then the SQL servers. This section shows the different bits of information stored in the cache.

Messages in Database: This is the long term storage for Mobile Pay. This shows the messages that are recorded for the check. It contains a little more detail about the message and the check.

Error Codes

Use Error Codes to edit the error code name or message returned by Mobile Pay site agent during the pay process.

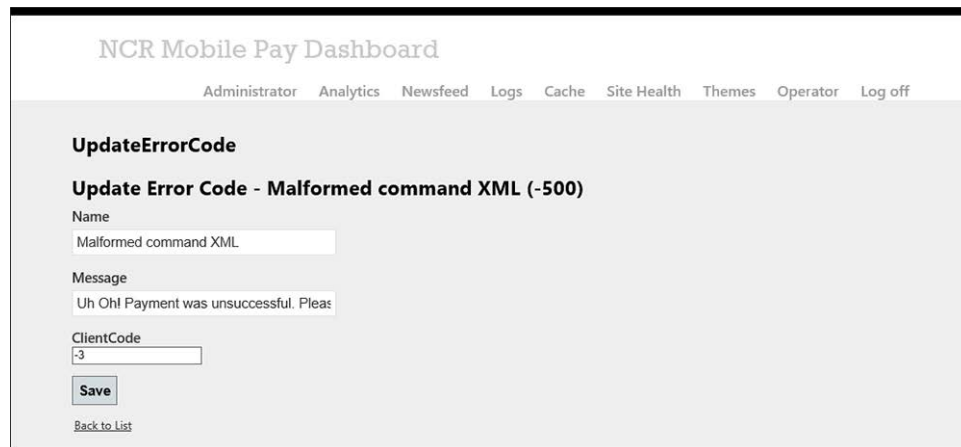


The screenshot shows a web form titled "Error Codes". It contains four input fields: "Error Code:", "Name:", "Message:", and "Client Code:". There are two "Error Code:" fields, with an "Edit" button between them. A "Create" button is located to the right of the "Client Code:" field. A "View All Error Codes" link is at the bottom left of the form.

Figure 28 Error Codes

How to edit an error code?

1. Type the **error code** to edit in the second 'Error Code' option (see Figure 28) and click **Edit** to the right.



The screenshot shows the "NCR Mobile Pay Dashboard" with a navigation menu including Administrator, Analytics, Newsfeed, Logs, Cache, Site Health, Themes, Operator, and Log off. The main content area is titled "UpdateErrorCode" and "Update Error Code - Malformed command XML (-500)". It contains fields for "Name" (Malformed command XML), "Message" (Uh Oh! Payment was unsuccessful. Pleas), and "ClientCode" (-3). There is a "Save" button and a "Back to List" link at the bottom.

Figure 29 Edit Error Codes

2. Change the **name** and/or **message** to appear to the user.
3. Make note of the **value** appearing in 'ClientCode' that determines where in the pay flow to send the user when the error occurs.

-1 — Sends the user back to the Tax and Total screen.

- 2 — Sends the user back to the Card entry screen.
- 3 — Sends the user back to the Check view screen.
- 4. Click **Save**.
- 5. Click **Back to List**.

How to view all error codes?

1. Click **View All Error Codes** in the bottom left corner of the Error Codes area (see Figure 28).

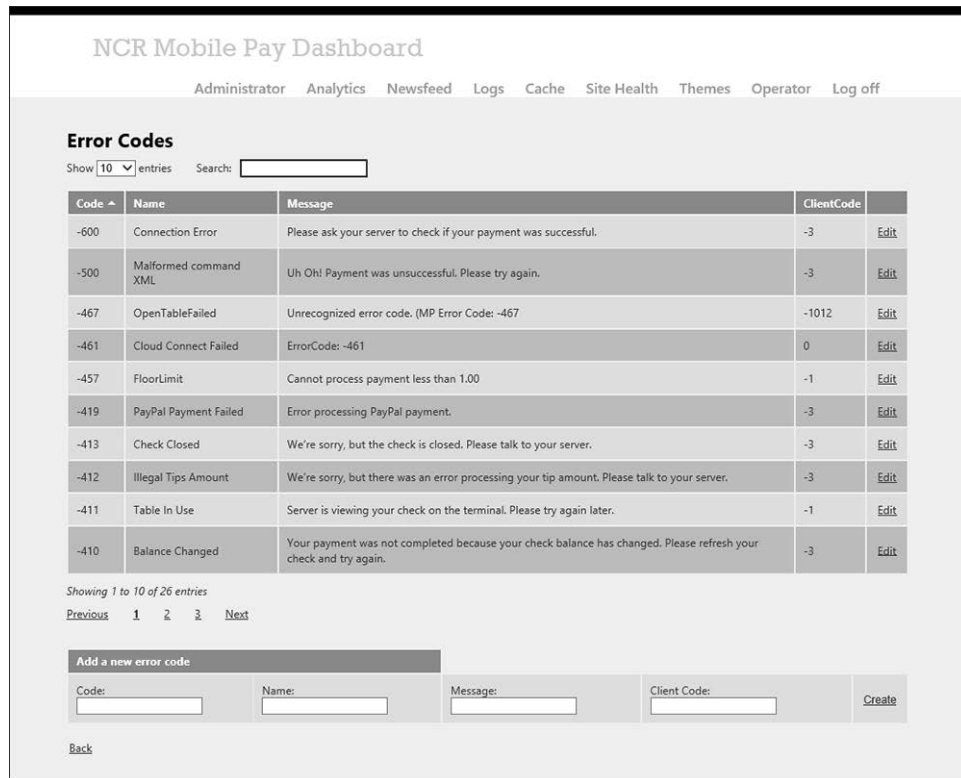
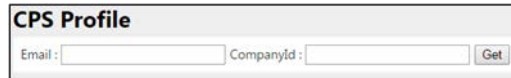


Figure 30 Error Codes

2. Select the **number of entries** (25, 50, 75, or 100) to appear on the screen from the 'Show' drop-down list.
3. Type a **text string** to use for searching for an existing error code.
4. Use the **First**, **Previous**, **page number**, and **Next** options to more easily navigate the list.
5. Click **Edit** to the right of an error code to make changes, such as change the message text, then refer to how to edit an error code.
6. Click **Back** to exit and return to the Mobile Pay Dashboard home screen.

CPS Profile

This section is not used.



The screenshot shows a form titled "CPS Profile". It contains two input fields: "Email:" and "CompanyId:". To the right of the "CompanyId:" field is a button labeled "Get".

Figure 31 CPS Profile

Audit Logs



Note

Operators do not have access to the Audit Logs screen. Only the Super Users (Super Admins) and Administrators can access the screen.

Any updates that an operator performs in the following screens are logged in the **Audit Logs** screen:

- Companies
- Sites
- Themes
- Users
- Payments
- Servers
- Sanity Check

The audit log report is generated with the following details for the specified date range:

Date Time — Date and time when the event occurred.

User — Email address of the operator who performed the event.

Event Type — Type of activity performed. For example, updated user details, user logged. in.

Event Area — Email address of the user account which was updated.

Details — Additional description about the event.

Mobile Pay Dashboard, Administrator Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:
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