

The upcoming release of Helper 7.6 contains a change to the way credit cards are processed through Helper. Your transactions will no longer be processed through the Helper server; they will now be processed directly to US Data Capture via First Data Corporation's Global Gateway Network. Not only will this provide better security and reliability, but also meets all current PCI DSS compliance mandates as set by the Card Issuing Associations.

Due to these changes, upon upgrading to Helper 7.6 you will not be able process credit cards via the previous method. You must follow the instructions below to use Expedite! credit card processing in Helper 7.6.

How to set up Helper v7.6 for credit card processing:

1. Before Helper 7.6 is released, you will be receiving an e-mail from a company called First Data. This data will contain a Store Name, Store Number, and User ID. You will be receiving one of these e-mails for every separate merchant account set up on your system. Once you receive this e-mail, you will need to call First Data at 888-477-3611 to verify your merchant information. Upon verification, First Data will assign you a temporary password that you'll need in conjunction with the information contained in the above e-mail when Helper 7.6 is released.
2. Once Helper 7.6 has been released, call US Data Capture at 888-486-9393 and let them know that you intend to upgrade. At this point, US Data Capture will send the request to First Data to migrate your merchant account to the new system. It can take up to 24 hours from the time of your call until you are fully set up in the new system. You can continue processing credit cards in the previous version of Helper during this time but once the change-over has been fully completed, it will no longer allow you to process cards in the previous version. When this happens, you should upgrade to Helper 7.6. If you would prefer, you can upgrade to 7.6 prior to the change-over, but be aware that you will not be able to process credit cards until the change-over is complete.
3. Once the change-over has been completed and you've upgraded to Helper 7.6, you will need to do some basic set-up in Helper. Proceed to the following website:
<https://www.linkpointcentral.com>
4. Use your assigned Store Name, Store Number, User ID and temporary password to log into the website. Once you're logged in, ignore everything in the middle of the page and just go to the tab at the top that says "Support," and then click on "Download Center."

www.helper.com

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5. This will take you to a page that says “Store PEM file” with a link to “Download now.” Click on the download link. Enter your Tax ID and click the “Download” button.
6. A box should pop up asking you if you want to save or open the file. Choose to save the file, making note of where you’re saving it, and click OK.
7. Open Helper and go to Setup > Libraries > Therapists. Choose the first therapist you’re setting up and click Edit.
8. Click on the Credit Card Info tab at the top of the therapist’s Facesheet. Enter the store number you were assigned in the e-mail and then click the Import button. Browse to the location of the PEM file that you downloaded and click “Open.” It should now say “Certificate is Assigned.” Click Save to close the Therapist Facesheet.
9. Repeat steps 2-7 for each therapist that has a separate merchant account. If you have multiple therapists that are all using the same merchant number for credit card processing, highlight the next therapist you want to set up and click edit. Go to the Credit Card info tab as before, but this time, click on the link at the top that says “...copy this information from another therapist.” When you click on the link, it will take you back to your therapist list. Highlight the therapist you set up previously and click OK. This second therapist is now set up to process credit cards. Click save and repeat this process for any additional therapists you want to set up.
10. Once you’re done setting up your therapists, you’re ready to process credit cards.

Please note that neither US Data Capture nor First Data can help with anything relating to your Helper software. Please direct all Helper-related setup problems to our technical support department at 781-937-0080.

www.helper.com

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