

Managing your Chase® Terminal

To begin accepting payments, we require you to set up your TETRA terminal password(s). Here is some information to get you started.

Password privileges

Before you begin, think about the password(s) you will need to provision for your manager and staff:

- Ideally, each member of your staff should have credentials for the terminal based on their level of responsibility
- As an added layer of security, only managers and supervisors can perform the following password protected transactions: Refund, Void, and Manually Keyed Card



Three levels of passwords

The Ingenico TETRA terminal supports three levels of passwords:

1. **Manager**
2. **Supervisor**
3. **Clerk**

The terminal has the ability to support 10 Supervisor and 10 Manager IDs

- Each ID can support a unique password
- The IDs and the passwords are configured manually on the terminal by accessing the **Security Menu**. To access the security menu, please call our 24/7 Merchant Support at **1.800.265.5158**.
- We recommend the creation of unique ID/Passcode for each of the 3 security levels

We're here to help!

Upon receipt of your terminal, please ensure your terminal is fully charged or plugged into outlet, then:

1. Call Chase Helpdesk at **1.800.265.5158** to set up your passwords.
2. The Chase Helpdesk agent will verify your credentials.
3. Follow the direction of the Helpdesk agent to establish your IDs and passwords.

Setting up your passwords

Action	Result
Press #6	The Security Menu appears and will prompt you to enter a 6 digit temporary password
<p>SECURITY</p> <p>YYYY/MM/DD XXXXXX Enter Password [123456] ENTER</p>	Key in the Dynamic Password and press [Enter]
<p>SECURITY</p> <p>1 – Supervisor/Manager 2 – Activity Log</p>	<p>Press [1] to configure passwords for Supervisor/Manager</p> <p>Press [2] to view Activity Log menu</p>
<p>ADMIN</p> <p>1 – Add User 2 – Delete User 3 – Unlock User 4 – User List</p>	Press [1] to Add new Supervisor/Manager user
<p>ADD USER</p> <p>1 – Supervisor 2 – Manager</p>	<p>Press [1] to Add new Supervisor user</p> <p>Press [2] to Add new Manager user.</p>
<p>ADD SUPERVISOR</p> <p>Enter Supervisor ID [1234567]</p> <p>Enter Supervisor Name [ABCDEFGHJ] [KB]</p> <p>Enter Password [123456+A] [KB]</p> <p>Re-Enter Password [123456+A] [KB]</p> <p>X < O</p>	<p>Enter the desired User Id, Name & Password</p> <p>*ID – Numeric (Max 7 characters)</p> <p>*Name – Alpha/Numeric (Max 10 characters)</p> <p>*Password – Must be 7 characters and must include a minimum of 1 number/alpha character.</p> <p>*Alpha characters can only be entered using the Keyboard.</p> <p>*Populate the Keyboard by pressing the [KB-Arrow] key located on the right side of the entry field/box.</p> <p>Press [X-Red] Key to Cancel and Exit the menu.</p> <p>Press [<-Yellow] Key to Correct/Back Space.</p> <p>Press [O-Green] Key to OK/Continue.</p>