

Accessing PaymentNet Help

You can access the PaymentNet® online help system from any screen within PaymentNet.

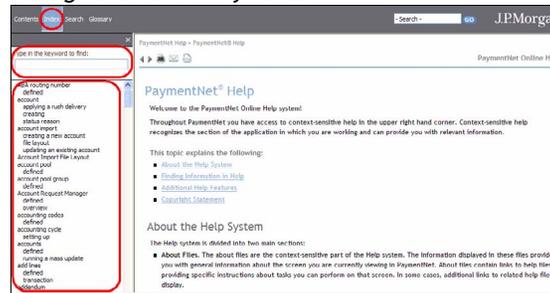
1. Log on to PaymentNet.
2. To access online help, do one of the following:
 - Select **Help > Help For This Page** to access context-sensitive help for the screen you are on.



- Select **Help > Help Index** to access the online help welcome screen.



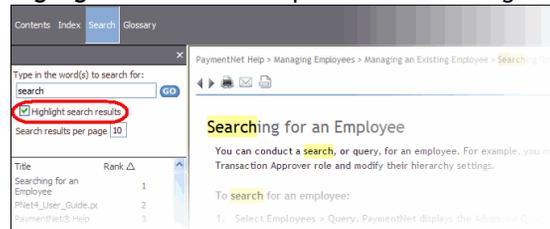
- **Index:** Click **Index** and locate the topic in which you are interested by entering a keyword or by scrolling through the list of keywords.



- **Search:** Click **Search** and enter keywords by which you want to search, then click **GO**. You can also search directly from the top of each screen.



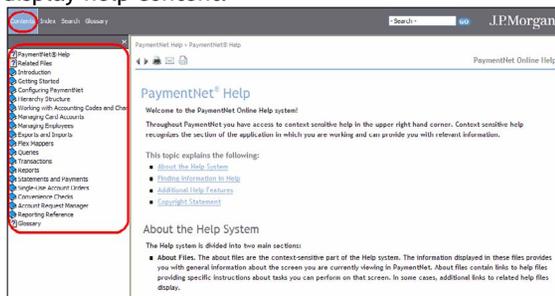
By default, search results are highlighted. If you do not want the search results highlighted, clear the **Highlight search results** option before clicking **GO**.



Locating Content in Help

There are three primary ways by which you can locate content in the PaymentNet online help system:

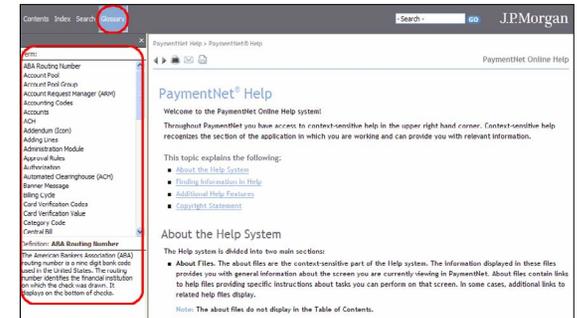
- **Contents:** The table of contents is the default search option that displays when you open PaymentNet help. Main help topics are listed on the left side of the screen. Click the topic in which you are interested to display help content.



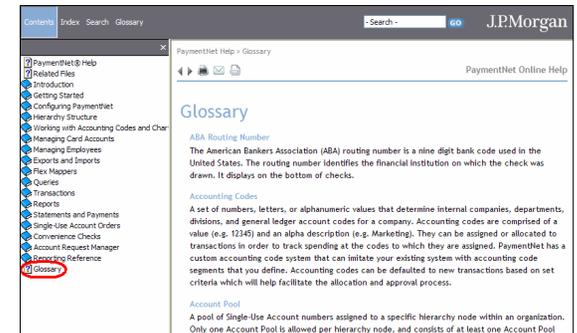
Using the Glossary

The glossary can help you understand terminology used in PaymentNet and is available from two locations in help:

- **Glossary:** Click **Glossary** and then select the glossary term from the list to view the definition.



- **Table of Contents:** Click **Contents** and then click the **Glossary** topic. The glossary help topic lists all terms and definitions.



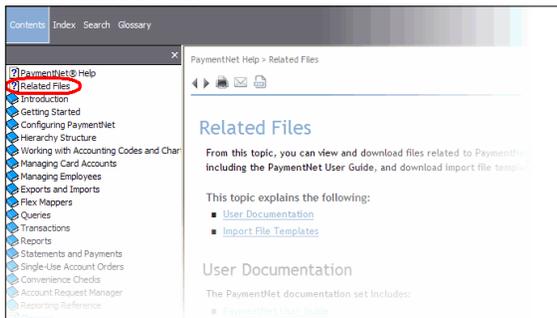
Obtaining Related Files

The PaymentNet online help system contains additional files and documents you can view or download directly from within help. Related files include:

- **User Documentation:** The following user documentation is available in PDF format:
 - User Guide
 - Logging On Quick Reference Card
 - Program Administrator Quick Reference Card
 - Cardholder Quick Reference Card
- **Import File Templates:** The following Microsoft® Excel® import file templates are available:
 - Accounts
 - Chart of Accounts
 - Employee
 - Hierarchy
 - Merchant Category Code
 - Merchant
 - Transaction Defaults

To access related files:

1. Click **Contents**.
2. Click **Related Files**.



Printing a Help Topic

You can print a help topic within online help.

1. Click the **Print Topic** icon (🖨️) located at the top of the topic you want to print.
2. In the **Print** window, click **Print**.

Emailing a Help Topic

Each help topic within online help can be saved as a PDF file and emailed as an attachment.

1. Click the **Print Topic** icon (🖨️) located at the top of the topic you want to save as a PDF file.
2. In the **Select Printer** section of the **Print** window, select a PDF distiller option (e.g., Adobe PDF, PDFCreator, etc.).
3. Click **Print**.
4. Enter a name and specify a location for the PDF file.
5. Click **Save**.
6. Attach the saved PDF to an email message.

Providing Feedback for Online Help

We want to make PaymentNet online help as accurate and useful as possible. If you notice topics where help content can be improved, let us know!

1. Click the **Provide Feedback** icon (✉️) located at the top of the topic for which you want to provide feedback.
2. Complete the questions that display in the email form. Please be as detailed as possible.
3. Click **Send**.