

# Going live guide

## Guide

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Document revised on 27-Nov-2008.

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# 1 Introduction

This document explains the procedure you should follow to switch your SecureTrading account from test mode to live mode.

## 1.1 SecureTrading terminology

**SecureTrading  
secure server  
Merchant web  
server  
Test mode**

The secure server that is accessed when the merchant's customers submit orders.

The server that contains the merchant's web site. This server does not need to be a secure server.

In test mode, transactions are passed to the SecureTrading Test Bank, and not to the merchant's acquiring bank. The SecureTrading Test Bank is a "dummy" bank set up to behave like the real banking networks, so although the correct responses are generated, no funds are transferred. You will not be charged for any transactions made while you are in test mode.

**Live mode**

In live mode, transactions will be sent to a real bank for authorisation. Any authorised transactions will be charged for appropriately and will be settled unless otherwise instructed.

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## 2 Going live

### 2.1 Tell us your merchant account number

We need to program your **internet merchant account number** into our system before we can switch your SecureTrading account to live mode. Your acquiring bank should give you this number after opening your internet merchant account – contact your bank if you don't know what this number is.

Please let us know your internet merchant account number as soon as you have it. Our support team will let you know when the number is in place on our system (this process can take up to 72 hours to complete). You can send your request to switch to live mode at any time after you receive this notification.

### 2.2 Complete your testing

Before you ask for your account to be switched to live mode, you **must** complete all testing, and be sure that your merchant web site is working to your satisfaction. In particular, the web site owner (one of those who signed the merchant application forms, and is on SecureTrading's records) should be fully satisfied the web site is complete and working. Remember that once your account is switched to live mode:

- Transactions will be subject to a charge.
- The test credit card details given in the ST Payment Pages setup guide and the various shopping cart guides can no longer be used.

### 2.3 Request to go live

Once you are ready to switch your account to live mode, send an email requesting to do so to:

`support@securetrading.com`

**Note: for security reasons, telephone requests will not be processed.**

The request to switch to live mode **must** come from the web site owner and **must** quote the full site reference that you were given in your SecureTrading "Welcome" email.

We will notify you by email when your SecureTrading account has been switched to live mode.

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### 3 Switching back to test mode

You can ask us to switch your SecureTrading account back to test mode at any time.

The request to switch to test mode **must** come from the web site owner and **must** quote the full site reference that you were given in your SecureTrading “Welcome” email.

We will notify you by email when your SecureTrading account has been switched back to test mode.

**Be careful:** If you return to test mode, any transactions you or you customers make will **not** be authorised by a real bank, and will **not** be settled. However, your ecommerce system will receive the “transaction authorised” response from SecureTrading for almost any set of card details that are used (see the TESTING section of the ST Payment Pages setup guide for more details). This **may** mean that if any of your customers try to place an order while your account is in test mode, they will receive an incorrect confirmation that the order has been placed.

## 4 Checklist

- Get your internet merchant account number from your bank.
- Inform SecureTrading of your internet merchant account number, and wait for confirmation that the number has been entered into the SecureTrading system.
- Completed **all** testing of your web site.
- Send a request to switch your account to live mode to [support@securetrading.com](mailto:support@securetrading.com). The request **must** come from the web site owner.

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## 5 Further information

This section contains contact information relevant to SecureTrading Payment Pages

### 5.1 Support

SecureTrading provides support for its software and the operation of its payment service. If you require technical support, first ensure that you have read and understood all relevant documentation.

If the problem persists, please email [support@securetrading.com](mailto:support@securetrading.com), quoting your SecureTrading sitereference and concisely stating the nature of your problem.

Note: Before sending any information to SecureTrading, care should be taken to remove any sensitive information, such as the credit card number.

SecureTrading additional contact details:

Phone: 01248 672 050

Fax: 01248 672 099

### 5.2 Further reading

For further information please refer to the following documents:

In the ST Payment Pages documents (<http://www.securetrading.com/payment-pages.html>) section of the SecureTrading website:

- SecureTrading Payment Pages setup guide