SecureCall
Reference Guide

BroadSource

Log in to SecureCall

Launch your Google Chrome or Microsoft Edge browser.
In the address bar, type the following URL: https://client.securecall.cloud/

1. Press Enter to navigate to the webpage.
2. Once the page loads, you will be presented with the SecureCall Payment Application

Login into the SecureCall application with the credentials provided to you by your administrator. For your organisation this is a unique SecureCall username/password which you enter in the top two fields.

When this window opens, you are logged in successfully.

Log in to your telephone

The SecureCall application runs in conjunction with a telephone. That telephone in your organisation is your Unified Communications service supplied by your Service Provider.

Your SecureCall account will have been created with an association to your Unified Communications phone number. Please log in to your telephone service using ONLY that number or you will be unable to secure a call with your SecureCall account. If in doubt, confirm with your administrator.

Making or taking a call

Calls must be '**active**' to be secured. That is, you will need to be talking to a customer before attempting to secure the call to take a payment. Use your telephone to create a call to a customer or make yourself available and receive a call.

Prepare for payment: Secure the call

Open the browser window where you have the SecureCall application running. Click on ***Press to Secure*** button. If you have accidentally closed that window, simply go back to the URL and login again. Note here that you must only have a single session of SecureCall running to limit confusion.

Your active call will be secured. If you have difficulties with securing a call, please refer to the troubleshooting materials that will be available to your administrator.

Prepare for payment: Enter details

Once the call is secured, a payment transaction entry panel will appear.   In this panel there are two sections – you are the Merchant, and the person on the phone call is the Customer.

You will be entering details in the Merchant section by typing them in. The Customer will be entering their card details using their phone keypad. The Customer's entries are masked so you can see numbers are being entered, but not all the numbers themselves. Customers will need to complete their entry of numbers in each field by ending that entry with a #.

If at any point a mistake is made in entry, at the side of that card entry field is a reset button you can press to completely clear the field.

At the bottom of the window is the **Submit Payment** button. This will remain greyed out until all fields are completed and correct. The following describes the expected information to be entered in each field:

Payment Action:

To only pay once, select **Pay**.
To pay once and store the card details as a 'token', select **Pay and Tokenise**.
To only store the card details, select **Tokenise.**

Amount:

This is the amount to pay, in dollars and cents. The caption below the field will tell you the minimum and maximum amounts allowed. There is no need to add a $ sign.

Payment Reference:

This is a unique reference for this payment, which will be used by your finance department to perform reconciliation and can be used as a receipt number if required for the customer. The caption below the field will tell you how many characters you can enter.

Token Reference:

If you are tokenising the card, this is a unique reference for this tokenisation, which will be used by your payment systems to identify this card.

Name on card:

The name on card is to be used by your customer for this payment. Ask the customer to provide it. For some banks this must be an exact match.

Card:

This is the card number, which is entered by the customer on their keypad and ending with a #. Please ensure that they do not read out this number to you.

Expiry:

This is the expiry date of the card, which is entered by the customer on their keypad, in the format DDYY and ending with a #. This must be a date in the future (i.e., beyond the current month). Please ensure that they do not read out this number to you.

CVV:

This is the security code on the card, which is entered by the customer on their keypad, ending with a #. This must be either 3 or 4 digits (depending on the card).   Please ensure that they do not read out this number to you.
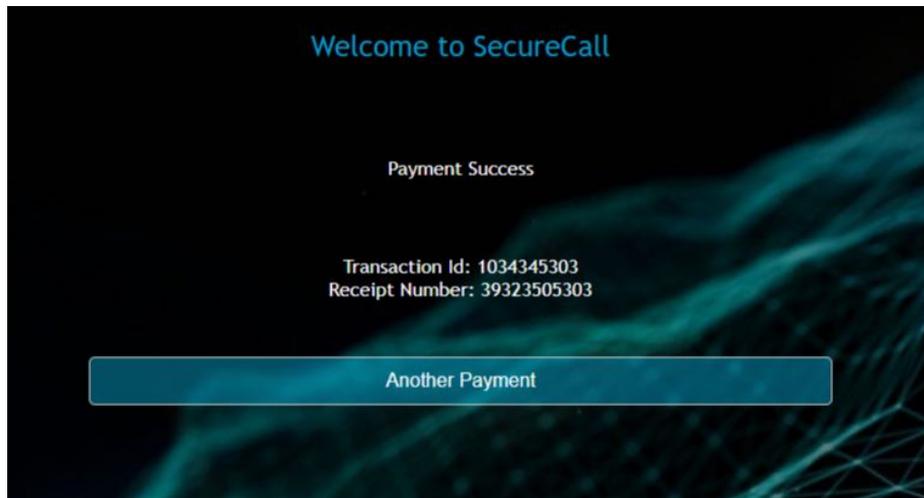
Make the Payment

Once you have all the details entered, the blue ***Submit Payment*** button will change from opaque to solid.
Clicking it will submit the payment.

Once the payment is successful, you will receive a confirmation message with the transaction Id and receipt number. Successful transactions look like this:

At this point either you or the customer can choose to make another payment by selecting the button at the bottom of that window or complete your call. A hang up will take you back to the Secure Call window.