Point of Sale

Quick Start Guide
Global Payments Register

Get started
Thank you for choosing Global Payments Register. The following items will help you get started quickly:

1. **Welcome email** – This email will contain your user credentials for accessing the software and system setup.

2. **Hardware** – Your touchscreen display and payment terminal are included. If you ordered optional hardware, they will arrive in a separate shipment.

3. **Getting Started –** There are two (2) important documents that you will need to get started. Please visit our help site to access the documents. Scan the **QR code** that came in the box or visit the following URL:
https://poshelp.globalpayments.com/topic/getting-started

   1. Register Setup Guide – This guide will provide step by step instructions on how to connect and configure your hardware.

   2. Quick Reference Guide – This guide will provide step by step instructions on common tasks like how to perform a sale, refund, settlement, and how to create items.

Welcome Email
Once your account has been created by Global Payments, you will receive a welcome email from POS-noreply@globalpay.com. This email will contain your **store name** and your **login credentials**.

- To login to the **app**, you will need the three (3) following credentials: **Account ID**, **Username**, and **Password**

- To login to the web-based **back office,** you will need the two (2) following credentials: **Email**, and **Password**

Please use the temporary password provided in your welcome email. Upon your first login, if prompted, select a new password. **NOTE:** Passwords are the same for both the app and the web-based back office.

Hardware setup
The following diagram illustrates how to connect your payment terminal to the touchscreen display and power them up.

Follow these steps to set up your hardware:

1. Connect the two ends of the power cord together.

2. Remove the cover on the merchant facing side of the stand.

3. Plug the round end of the power cord to the USB hub.

4. Plug the **power adapter** into a power outlet.

5. Register should turn on automatically. If not, tap the **power button** located on the bottom of the Register screen.
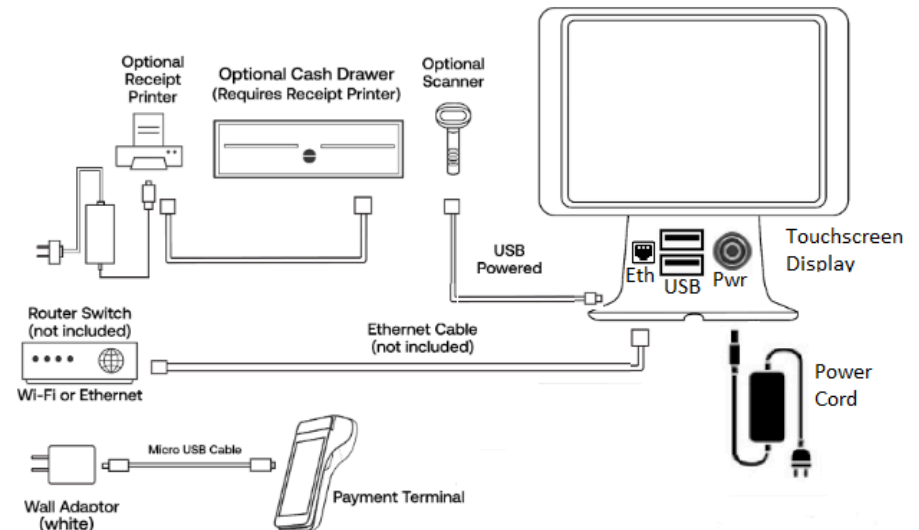
6. Once you have completed the setup of your hardware, complete the additional steps outlined in the Register Setup Guide to get ready to accept payments.

Back office
The Register Back Office comes with the management tools, reporting, and insights that help you run and grow your business through any web browser at POSportal.globalpaymentsinc.com

Support
Help site https://poshelp.globalpayments.com/
Contact us Monday through Friday 8:00am – 10:00pm ET | Weekends and Holidays 9:00am – 5:00pm ET at 1.888.682.3309 option 1