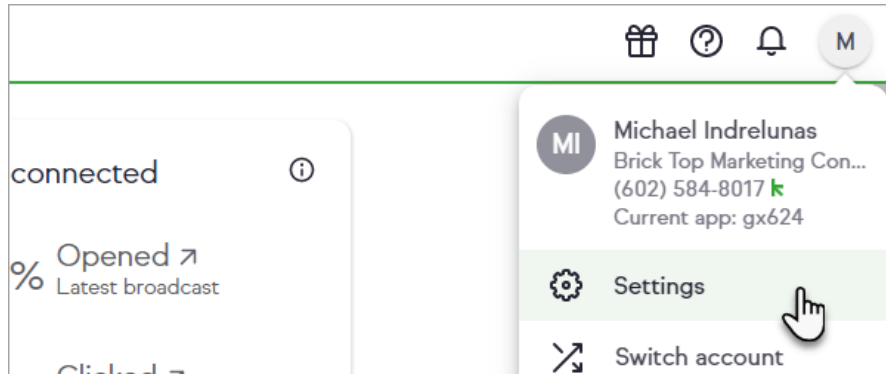


# Eway Merchant Account

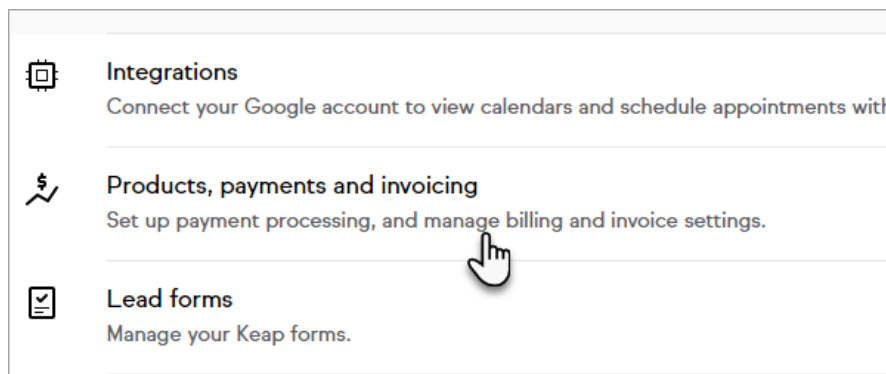
This article applies to:

## Set Up Eway

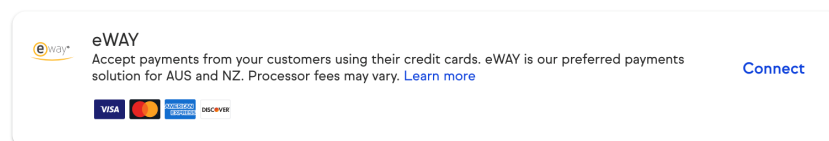
1. Navigate to the **Settings** option in the drop-down at the top right of the page



2. Click on the **Products, payments and invoicing** section.



3. Click the **Connect** button on the Eway card.



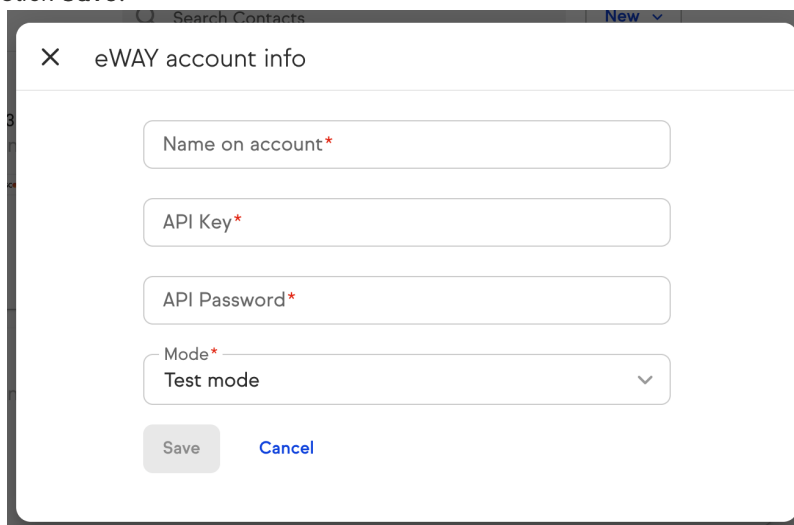
4. Fill in the Eway Account Information.

Some of this information, such as the [API Key and API Password](#), must be obtained from Eway (contact [Eway Support](#) to request assistance.)

- **Name on account:** The name should be short and descriptive. It is used to identify this merchant account in various lists throughout Keap (e.g. Eway A.)
- **API Key:** The API Key is used for authentication in Eway's Rapid API solution.
- **API Password:** The API Password is used for authentication in Eway's Rapid API solution.

- **Test Mode:** Set this to Test Mode when you are testing the integration. Come back and set it to Live Mode before you begin processing orders through this account.

5. Click **Save**.



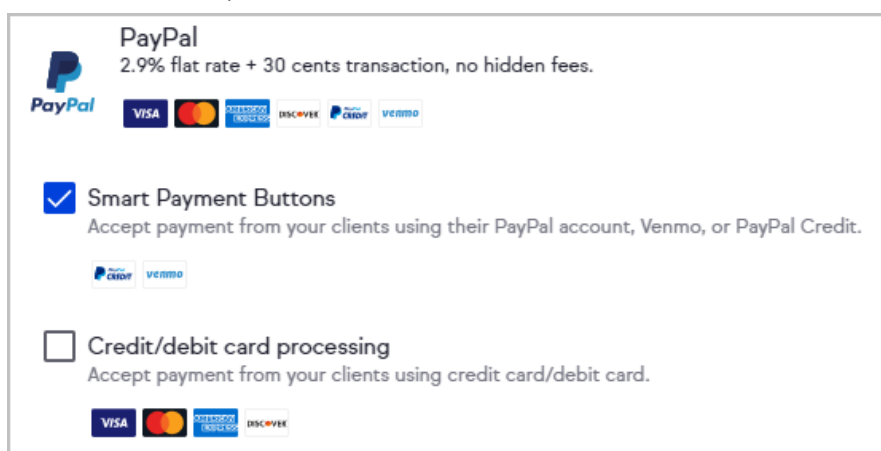
The screenshot shows a modal window titled "eWAY account info" with a close button (X) in the top left. The form contains four input fields: "Name on account\*", "API Key\*", "API Password\*", and "Mode\*" (a dropdown menu currently set to "Test mode"). At the bottom, there are two buttons: "Save" and "Cancel".

6. Once Connected, Eway will be your default payment processor. If you have more than one processor connected, you can choose your default processor.

## Accept Eway and PayPal

You are able to accept credit card payments through Eway while also giving your customers the option to use PayPal as an alternative payment method which enables you to accept Venmo and PayPal Credit payments.

1. Connect both your Eway and [PayPal](#) accounts.
2. Set Eway as your default credit card processor.
3. Check the **Use PayPal Smart Payment buttons** box (and the **Subscriptions and Pay Plan payments**, if desired).
4. Do **not** check the **Credit/debit card processing** box or set PayPal as your default credit card processor.



The screenshot shows the PayPal integration settings. At the top, it says "PayPal 2.9% flat rate + 30 cents transaction, no hidden fees." Below this are logos for VISA, Mastercard, American Express, DISCOVER, and PayPal Credit. There are two main options: "Smart Payment Buttons" which is checked with a blue box, and "Credit/debit card processing" which is unchecked. The "Smart Payment Buttons" option includes a sub-note: "Accept payment from your clients using their PayPal account, Venmo, or PayPal Credit." and logos for PayPal Credit and Venmo. The "Credit/debit card processing" option includes a sub-note: "Accept payment from your clients using credit card/debit card." and logos for VISA, Mastercard, American Express, and DISCOVER.

5. Click the **Save changes** button

## Manage Account

The **Manage Account** button will direct you to your Eway dashboard. Login with your Eway credentials to access this page.

## Disconnect Eway

1. Navigate to E-Commerce Settings.
2. Select **Merchant Accounts**.
3. Click **Disconnect account** on the Eway card.
4. Confirm that you would like to disconnect your Eway account.

## FAQs

### What is Eway's pricing?

For detailed pricing information by country, please see <https://www.eway.com.au/online-payments/#pricing> and select the relevant country at the page's bottom-left corner.

### How does Eway work with Keap?

With Eway, you can start accepting credit and debit card payments in minutes. You can either create a new Eway account or connect an existing Eway account if you already have one.

### What payment types are supported?

Eway supports Mastercard, Visa, and American Express. To find out which specific payment methods available in your country, please see Eway's [Payment Options page](#) and select your country at the page's bottom-left corner.

### Can I use Eway and PayPal together?

Yes, you can use Eway to accept credit card payments and choose to use PayPal Smart Payment buttons to accept payments from your customers using their credit card, Venmo, or PayPal Credit.

### What currency will my customers be charged in?

You can set your application's currency settings at the top of the Products, payments, and invoices page.

### When do I get paid?

Once you've made your first charges with Eway, your first payout will be initiated and should post within 1-3 days business.

### I accidentally revoked access to Keap on Eway. How can I continue to receive payments?

Disconnect your Eway account from Keap and reconnect to continue receiving payments. Make sure to have Eway selected as your default payment processor to continue accepting payments through Eway.

### Who do I contact for support?

If you have questions about connecting to Eway, processing transactions through Keap, please [contact Keap Support](#) for assistance.

For questions related to payouts, declined charges, or merchant processing, please refer to Eway support at <https://www.eway.com.au/contact-us/>.

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