

# eWay Payment Gateway

## Why use eWAY?

Take the pain out of online payments. eWAY is your easy to use, frictionless, payment gateway. Get an unbeatable pricing solution to suit your situation and needs.

## Sign-up for an Account

To help with account sign-ups, and reduce the need to provide iOrder specific information and evidence, please use the account sign-up link below: <https://my.eway.io/imagatec.html>

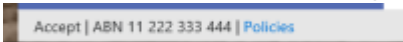
## iOrder Required Information

For iOrder Online Ordering to be able to process online payments from your customers, using the eWay Payment Gateway, the following information will need to be emailed through to Imagatec Helpdesk Support at [help@imagatec.com.au](mailto:help@imagatec.com.au)

- eWay Rapid API Key = ""
- eWay Rapid API Password = ""
- eWay Public API = ""

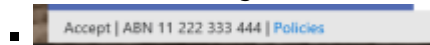
## eWay Compliance

While Imagatec iOrder has passed eWay compliance, the following information may be requested by eWAY for eWay account approval:

- Delivery Policy
  - This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
  - If you have not documented your Delivery Policy, Imagatec iOrder includes a standardised Delivery Policy
  - The Delivery Policy is available via the "Policies" link at the bottom-left of your customised iOrder Online Ordering website:
    - 
- Refund Policy
  - This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
  - If you have not documented your Refund Policy, Imagatec iOrder includes a standardised

## Refund Policy

- The Refund Policy is available via the “Policies” link at the bottom-left of your customised iOrder Online Ordering website:



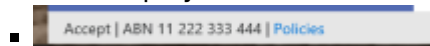
- Privacy Policy

- This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
- If you have not documented your Privacy Policy, Imagatec iOrder includes a standardised Privacy Policy
- The Privacy Policy is available via the “Policies” link at the bottom-left of your customised iOrder Online Ordering website:



- ABN displayed on your website

- This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
- The ABN is displayed at the bottom-left of your customised iOrder Online Ordering website:



- Checkout page

- iOrder includes a customer order summary page that provides full details of the customer's order and store.
- It also provides the customer with the option of going back to the menu and a link to “checkout” and select the payment type

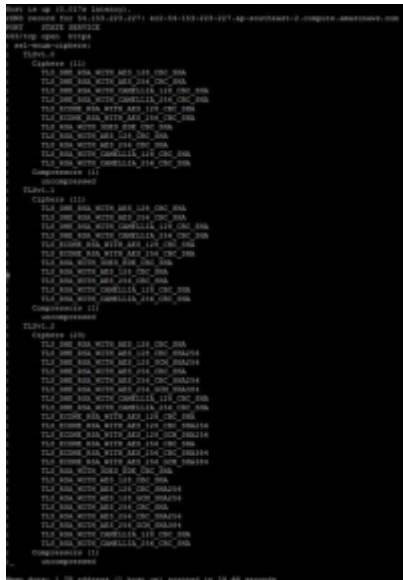


- Payment page must be SSL encrypted (HTTPS protocol)

- iOrder Online Ordering is only accessible to online customers via the HTTPS protocol. If an online customer tries to access iOrder via the HTTP protocol, they will be immediately and automatically redirected to use the HTTPS protocol.

- The website/shopping cart is TLS 1.2 compatible.

- iOrder Online Ordering is protected by an SSL security certificate that complies with TLS 1.2



- The website must include a telephone number, an email address or a web form. ( any telephone numbers must include international dialing prefix )
  - This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
  - iOrder Online Ordering will display your contact phone number to the online customer during order review and order confirmation
- The website must include an address. Either a physical address or a PO Box. ( any address must include Australia as the country of domicile)
  - This must be provided to Imagatec Helpdesk PRIOR to signing up for an eWay account, so that it is visible to online customers once iOrder customised for you
  - iOrder Online Ordering will display the physical address of your business premise to the online customer during order review and order confirmation
- Domain registration
  - If you would like to use your own personalised domain name for online ordering (ie. onlineorders.companyname.com.au), you will need to organise this PRIOR to signing up for an eWay account
  - As the domain name is owned by the company/business, or a director/owner of the company/business, domain registration needs to be completed by the company/business, or a director/owner of the company/business.
  - It is VERY important that when the domain is registered, it includes details of the company/business, or the director/owner of the company/business as eWay will need to be able to confirm the domain is secure and belongs to you before approval can be granted to use the eWay Payment Gateway. ie. To reduce delays and/or eWay account application failure, ensure the ABN, company/business and registrar name used for the domain registration match the ABN, company/business and name and used in the eWay account application

Please contact Imagatec Helpdesk if you need clarification or support with providing eWAY any compliance information required.

The Rapid API Password is not your eWay Account password, it is the API password used ONLY for processing payments via eWay Payment Gateway.

## Contacting eWay

You can contact eWay by:

- calling on 1800 10 65 65 (8am–8pm) AEST/AEDT, Monday to Friday;
- submitting an enquiry at <https://www.eway.com.au/contact-us/send-enquiry/>

From:  
<https://wiki.imagatec.com.au/> - **Imagatec Wiki**

Permanent link:  
[https://wiki.imagatec.com.au/doku.php?id=customer\\_portal:iorder:onlinepayments:eway](https://wiki.imagatec.com.au/doku.php?id=customer_portal:iorder:onlinepayments:eway)

Last update: **2025/07/14 14:48**

