Nochex Payment Module

Woocommerce

A step by step guide to integrating Nochex with your website

All the information you need to be up and running with your account

Version 3.3
Updated September 2022

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Introduction to Nochex

About Nochex

Nochex is a UK based, independently-owned provider of secure online payment solutions. Established in 1999, the company's payment system is now installed on thousands of websites and integrated into a significant number of software packages.

Nochex' account holders can accept e-money online payments without the need for an expensive internet merchant bank account or payment gateway. By replacing two costly services with an all-in-one e-Money account, backed up by friendly and responsive customer services, Nochex' customers can put all their efforts into building their online businesses.

The Nochex system allows account holders to accept the following credit and debit cards:

Setting up Nochex as a Payment Option

- With the Nochex payments module installed you can not only accept credit card payments but also Nochex members can pay using their Nochex account.

- Customers don't even need a Nochex account to make payments through Nochex making it quick and easy for customers to make payments.

- Nochex uses anti-fraud protection like 3D Secure – the leading "Internet Authentication Protocol" designed by Visa and MasterCard, to ensure your customers can make payments in confidence.

- Emails are sent directly from Nochex giving payment confirmation both to the customer and the seller.

The installation instructions below explain how to setup Nochex as a payment option in Woocommerce.
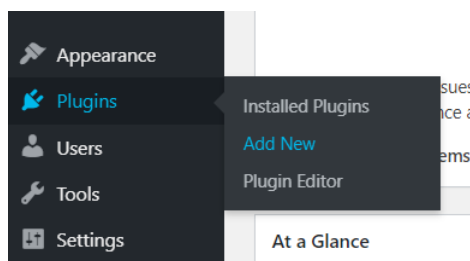
WordPress Installation Instructions

IMPORTANT - Customers are always recommended to back up their code before making any significant changes, such as the ones detailed in this document.
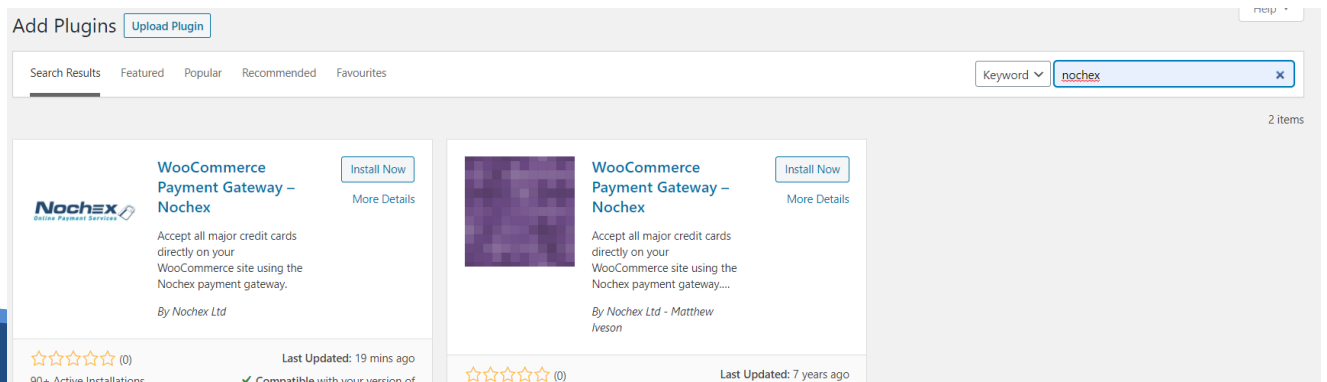
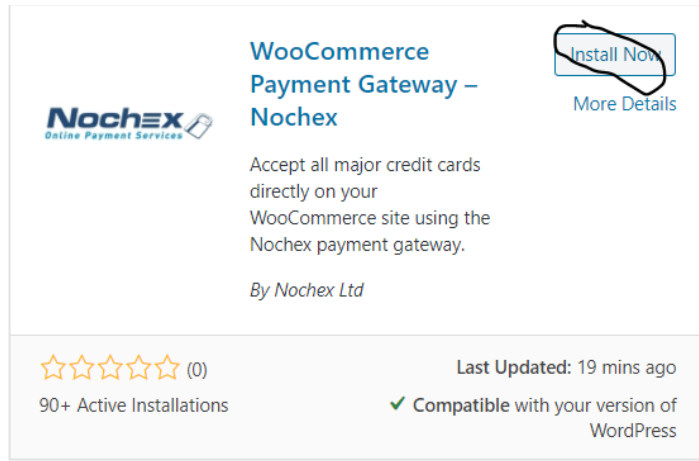1. Login to your WordPress admin area of your website;
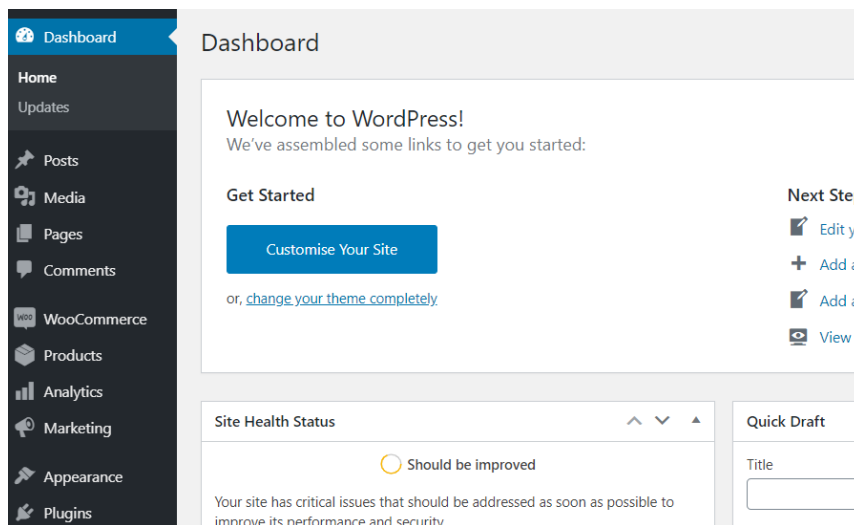
2. Go to Plugins > Add New

3. Next, search for the Nochex module;

4. Next press the Install button on the Woocommerce Payment Gateway – Nochex module with the Nochex Logo and most recently updated
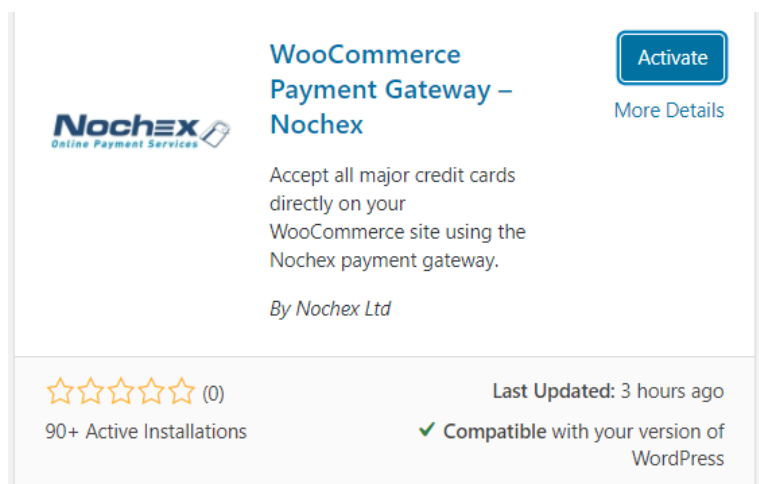
5. Once installed, the button will change to a blue activate button;
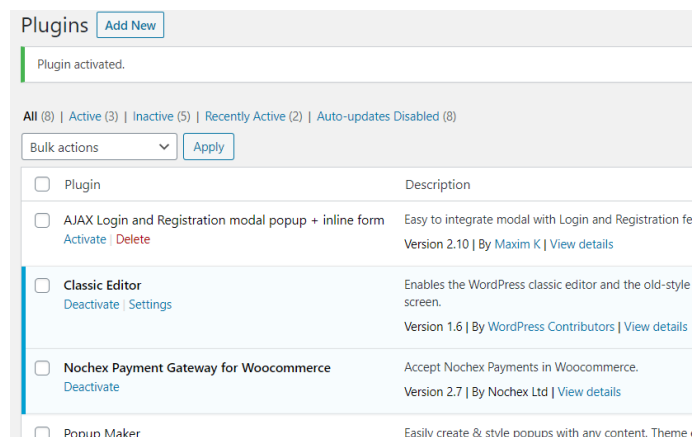
Once activated, you will be redirected to your list of plugins;

6. Go to **WooCommerce > Settings**

7. Click the **Payments** tab, then **Nochex**
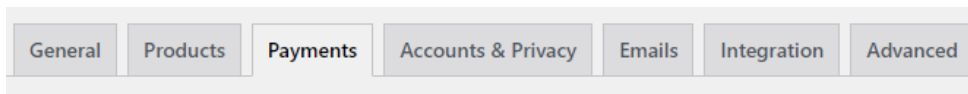
8. Fill in all the necessary details, ensure the **Enable Nochex** box is checked and that your Nochex email address / merchant ID has been entered correctly and click **Save Changes**
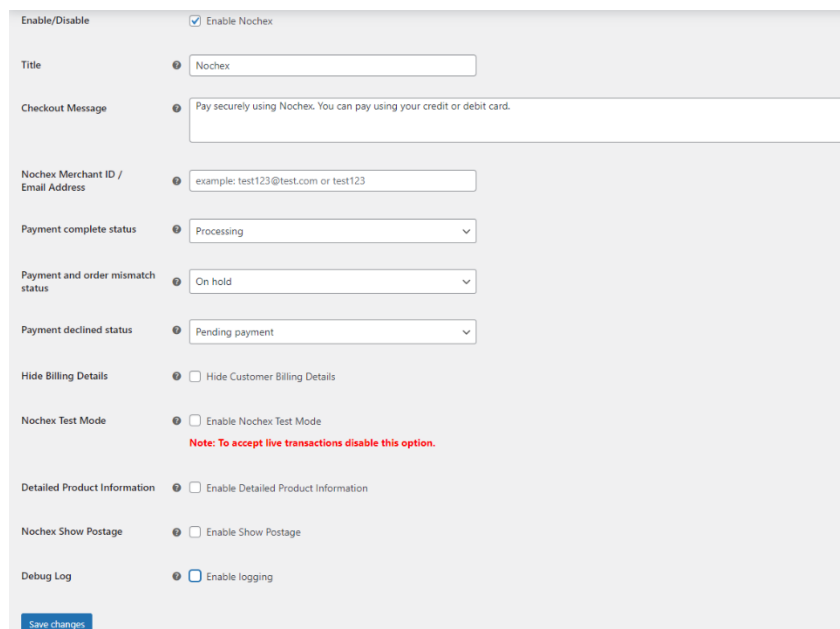
9. To test the Nochex plugin check the **Enable Nochex Test** Mode box and complete a test transaction. Always remember to uncheck the **Enable Nochex Test Mode** box when you want to start accepting live payments.

10. From the Nochex settings page you are also able to change status' assigned to an order using the "*Payment complete status*", "*Payment and order mismatch status*" and "*Payment declined status*" dropdown options.

Manual Installation Instructions

IMPORTANT - Customers are always recommended to back up their code before making any significant changes, such as the ones detailed in this document.

1. Firstly you **must** have the WooCommerce plugin installed into WordPress

2. Downloaded the latest module files, which can be found <u>here</u>.

   a. Go to the Nochex Github, and click on the 'Woocommerce-nochex-payment-gateway.zip' link
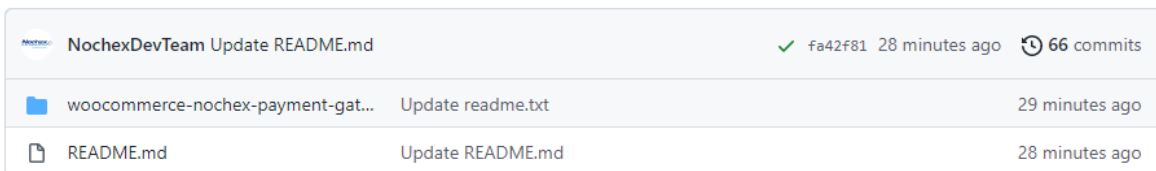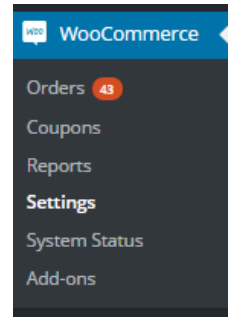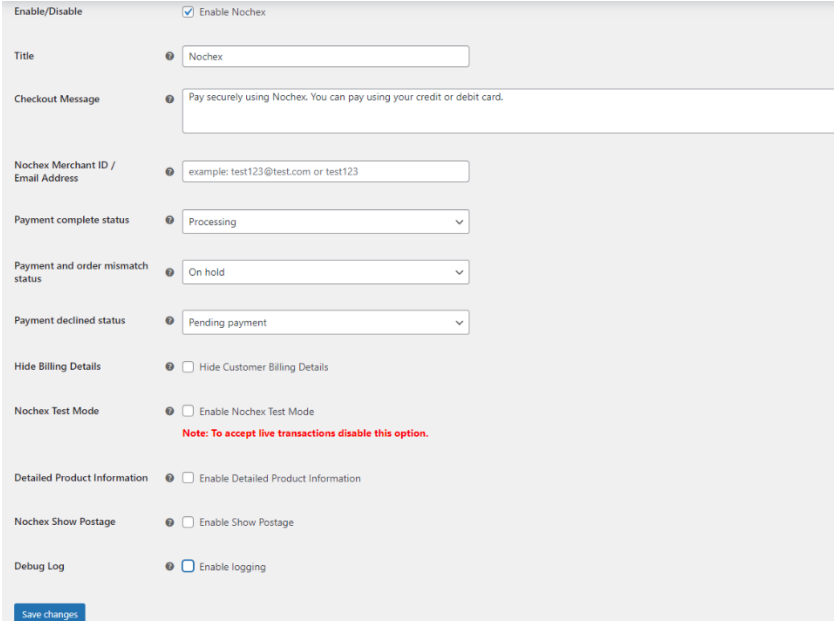
   b. Next, press the Download button to copy the module.

3. Login to your WordPress admin area.

4. Go to **Plugins > Add New**

5. Click the **Upload Plugin**, then press the **Choose file** button and find your recently downloaded Nochex plugin. Select the file and click **Open**.

6. Click **Install Now**

7. After the plugin has been installed successfully, click **Activate Plugin**

8. Go to **WooCommerce > Settings**

9. Click the **Payments** tab, then **Nochex**
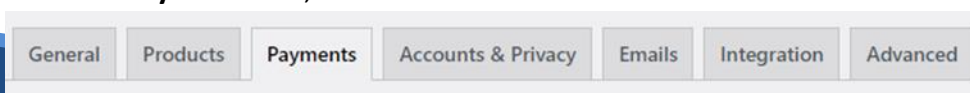
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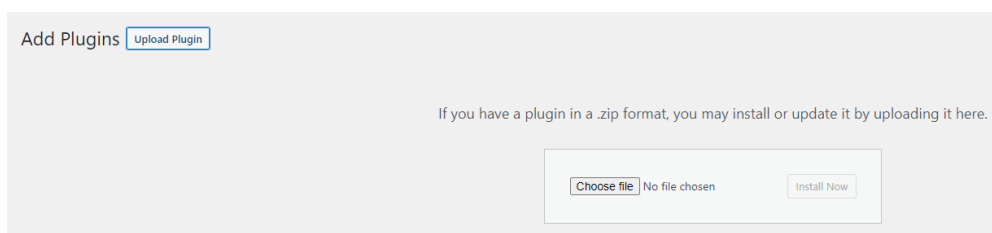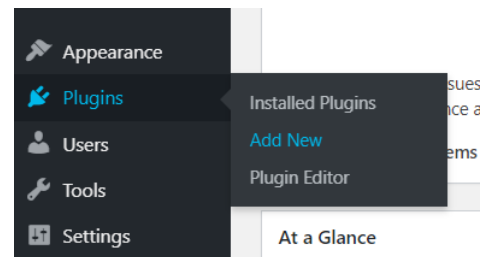
11. To test the Nochex plugin check the **Enable Nochex Test** Mode box and complete a test transaction. Always remember to uncheck the **Enable Nochex Test Mode** box when you want to start accepting live payments.

12. From the Nochex settings page you are also able to change status' assigned to an order using the "*Payment complete status*", "*Payment and order mismatch status*" and "*Payment declined status*" dropdown options.

Debugging and Troubleshooting

"Why is my Nochex payment page not showing?"
Please check the details you have entered in Step 10 of the Installation instructions to make sure all correct.

No orders shown in my shopping cart
1. Check your error logs to see if any errors have occurred in relation to our Nochex module, and go through the installation instructions to make sure your module has been setup correctly

2. If your module has been setup successfully,

   a. Login to your Nochex account and go to your transaction history to see what symbol is shown on your APC / Callback **NB: Only if you have made live transactions**

   b. Next raise a support ticket here detailing your APC status (Tick/Cross/Spinner), version of Woocommerce, so we can help resolve your issue.

"Nochex Module is not working, and has broken my website"
See if the Nochex module has been uploaded to your website files;

- Go to your website files and **public_html/wp_content/plugins/Woocommerce-nochex-payment-gateway**

- Try deleting the folder Woocommerce-nochex-payment-gateway and all of its contents then try the installation process again.

- If you have tried doing the above instructions, delete the Woocommerce-nochex-payment-gateway as mentioned above and raise a support ticket here with details of your issue, version of Woocommerce so we can help to resolve the issue.

Still experiencing problems?

Please open a support ticket with details of your issues, the version of your WooCommerce plugin so we can help to resolve your integration problems.