synchrony

Easy Access How-To Guide

Business Center **Easy Access** technology allows you to complete common tasks, including processing an application, processing a sale and more—all without logging in to Business Center.

Simply register your in-store devices, such as desktop computers, laptops, and tablets.

This guide shows you how to register, edit, and delete devices as well as how to use the Easy Access technology.

How to Register In-store Devices

1. If you are either the Location Administrator or Dealer Manager role, log in to **Business Center** on the device you wish to register.

2. Select **Manage Devices** then **Add a Device**.

   The following information is required to register a device:

   A. Device Name

   This name must be unique for your location.

   B. Device Type

   - Desktop
     (Note: Desktop computers cannot use Digital Acknowledgement)
   - Laptop
   - Mobile (Tablet)
   - Mobile (Phone)

   C. Current Device or Another Device

   - Unless you were part of an earlier program, you will select **Add This Device**.

   D. Tasks Permitted on This Device

   - Determine which functions you would like to be available with pre-login on the device you're registering.

When complete, select **Save Device**.

If successful, **Device Successfully Saved** will display along with a review of the information for this device.

All fields are required.

Device Name

> Letters and numbers only

The name will identify the device in the device list, so it must not match any other devices.

Device Type

> Choose a Device Type ⌄

USER REGISTERING THIS DEVICE

Are you adding the device you're using now or a different device?

○ **Add This Device:** Allows you to immediately add and bind the current device logged into Business Center.

○ **Add Another Device:** Allows you to initiate the binding of another device. You will get a passcode to enter on the other device to complete the binding.

TASKS PERMITTED ON THIS DEVICE

✔ New Application

✔ New Transaction

    ✔ Purchase

    ✔ Refund

    ✔ Authorization Only

✔ Account Lookup

Bookmark Your Device's Easy Access URL

IMPORTANT: Easy Access uses browser cookies to properly function. In the event you or your organization commonly deletes cookies, make sure to bookmark the **Device URL** listed at the bottom of the screen. The URL shown on this page is for example purposes only.

Each device will have its own unique URL. Using this custom URL will allow the device to use Easy Access in the event cookies are deleted.

This is your permanent Business Center URL for this device *only*. **You should bookmark the URL on each device you register.**

Bookmark the URL below on TESTING01 for permanent, secure access. other device.

Device URL

https://qbusinesscenter.synchronybusiness.com/portal/login?deviceUniqueId=BC_ZcZ7i4LvGk51720211247597193076

Copy URL to Clipboard

If your browser settings prevent the Copy URL button from working, highlight and copy the

The URL shown above is for example purposes only.

How to Edit a Registered Device

1. If you are either the Location Administrator or Dealer Manager role, log in to **Business Center**.

2. Select **Manage Devices**.

3. Locate the device you wish to edit under the **Current Device List** and select **Edit** under **Actions**.

4. Edit any of the following fields:
   - Device Name
   - Device Type
   - Tasks Permitted on the Device (Permissions)

5. When complete, select **Save Device**.

How to Delete a Registered Device

1. If you are either the Location Administrator or Dealer Manager role, log in to **Business Center**.

2. Select **Manage Devices**.

3. Locate the device you wish to edit under the **Current Device List** and select **Delete** under **Actions**.

4. Confirm this is the device you'd like to delete and select **Delete Device**.

NOTE: A deleted device will immediately be unable to use Easy Access.

Add a Device

Current Device List

Device Name & Associated User	▲ Device URL	Type	Status	Locked?	Actions
ZAKSIR ACM.USER	View URL	Laptop	Registered	Unlocked	Edit | Delete

How to Use Your Registered Device for Easy Access

When you're ready to use your registered device, select your bookmarked URL, which will open the login page.

The Business Center login page will now feature the ability to **Complete a Task Without Signing In**. Simply select a task to begin using Easy Access.
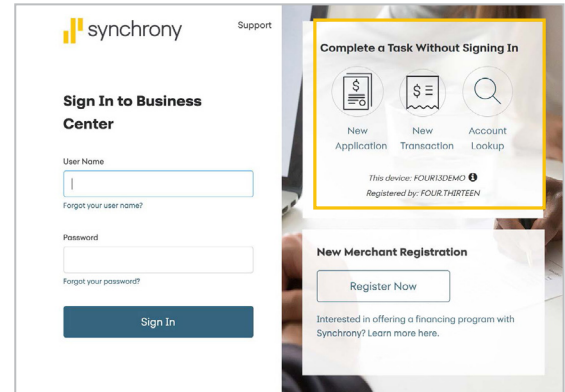
How to Use a Mobile Device for Digital Acknowledgement

Registered Mobile (i.e. tablet or phone) devices can use Digital Acknowledgement. This allows you to skip the **Print & Sign** section of the application process. Instead, you will hand the device to the customer and have them acknowledge terms.

1. After the applicant information has been entered, select **Record Customer Acknowledgement Using This Device**.

2. Hand the applicant a paper copy of the Terms & Conditions and then select **Continue**.

3. After the customer reviews the terms and conditions on paper or in the PDF linked above the acknowledgement, they may select **Accept and Submit** at the bottom of the page to submit the application to Synchrony.

4. They then will return the device to you.

NOTE: You must still provide paper terms to the applicant. Digital Acknowledgement just eliminates the need to sign a paper application.

EASY ACCESS
Frequently Asked Questions

Q: What are the benefits of using Easy Access technology?

A: Use your devices anywhere in the store without being tied to a desktop computer. This could help provide a more seamless sales experience for customers.

Associates can perform preauthorized Business Center tasks without full Business Center access for greater data security.

Customers don't need to wait for a Location Administrator or a manager to process their credit application, process their sale, or look up account information.

Q: Can I add new devices to my registered devices list and delete older ones?

A: Yes, refer to page 3 of this guide for steps on adding, editing, or deleting in-store devices.

Q: My device has cookies deleted periodically. How do I prevent issues with Easy Access functions?

A: Be sure to bookmark the custom Business Center URL provided when you register a device. This URL will bypass the cookie requirement and actually regenerate the cookie. You will need to bookmark the URL on each registered device.

Q: I've lost or deleted my custom Business Center URL. Do I need to re-register?

A: No, your Location Administrator can provide the URL to you from Business Center. To find the URL, log in to **Business Center** and select **Manage Devices**. Locate the device and select **View URL** to be able to copy the custom URL. Make sure to bookmark the URL on the device to ensure it is stored for future use.

Q: What is Digital Acknowledgement?

A: Digital Acknowledgement allows you to skip the **Print & Sign** part of the application process by handing a registered mobile device to the customer and having them acknowledge terms electronically. Registered desktop computers cannot use Digital Acknowledgement. Refer to page 4 of this guide.

Q: If a customer applies for credit on a registered in-store device, will I still need to provide a paper copy of the terms and conditions?

A: Yes, you will always need to provide a paper copy of the terms and conditions to customers applying for credit, even when using a digital application. This ensures customers have the financing facts.

QUESTIONS

Contact Merchant Services: (800) 333-1082