

Payment FAQs

Q. Who do I call for help?

A. Call CCC Technical Support at 800-637-8511.

Q. How do I contact Clearent?

A. Contact Clearent Customer Support in one of the following ways:

- 855-214-5817 Press 1 for Support. Press 2 for Sales.
- customersupport@clearent.com

Q. Who can configure payment devices for my Shop?

A. Any CCC ONE® Repair Workflow user with the Security permission “Profiles – Edit repair facility profiles” can configure payment devices for your Shop.

Q. How do I set up and configure my payment device?

A. Use the following steps to configure a payment device:

1. Log into cccone.com
2. Open the Settings screen
3. Click or tap on the Payment Devices tile
4. Click or tap on the Add (+) button
5. Enter a unique name for the device along with the device’s API key
 - a. Where can I find my API key? Clearent will email the key when they ship the device to you.
6. Click Register

Q. When can I start processing credit card payments?

A. At least one payment type must be configured on the payment device to process credit card payments. Use the following steps to configure a payment type:

1. On the same Payment Devices setup screen, click the Configure button at the top right of the Payment Types section
2. Select the Payment Types that you want to use for processing credit card payments
3. Click OK

Q. Can I have more than one payment device configured for a single location?

A. Yes. You can configure as many payment devices as needed.

Q. How do I test that my payment device is working?

A. Use the following steps to initiate a health check on your payment device:

1. Log into cccone.com
 2. Open the Settings screen
 3. Click or tap on the Payment Devices tile
 4. Select the payment device to test
 5. Click or tap the Test Connection button
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