

Welcome to Mulipay — let's get you set up!

Start here and learn the basics to manage your payments confidently.

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Overview of your Mulipay Dashboard

Your Mulipay dashboard is where you manage payers, create payments and track activity — all from one place.

Top-right Profile Menu
Access your personal profile, settings, notifications and log out option.

The dashboard is for **ABC Company Pty Ltd** (Mer. ID: 98612345789). The top navigation bar includes the Mulipay logo, a user profile for **Jovanni Basileco** (Merchant Superadmin), and notification and help icons.

Dashboard Overview:

- Total Income:** Amount Settled in Merchant Accounts: **\$0.00 AUD**. Status: No data.
- User Overview:** Monitor the number of active users. **1 Payers**.

Navigation Menu (Left):

- Dashboard** (Selected)
- Profile**
- Payers**
- Team**
- Settings**
- PAYMENTS**
 - Payment Methods
 - Checkout Forms
 - Payment Plans
 - Payment Schedules
 - Transactions
- REPORTS**
 - Disputes
 - Reports
 - Activity Logs

Callout Boxes (Left):

- Dashboard:** Get real-time overview of your payments, income and more.
- Payers:** Add and manage payers.
- Settings:** Configure transaction limits, fees and more.
- Checkout Forms:** Create and manage checkout pages for one-off payments.
- Payment Schedules:** View and manage upcoming and past payment schedules.
- Disputes:** Review disputes and respond when action is needed.
- Activity Log:** Track account activity.

Callout Boxes (Right):

- Profile:** View your business profile and settlement and billing accounts.
- Team:** Add and manage team members.
- Payment Methods:** List of payment options available to your payers.
- Payment Plans:** Set up recurring payments.
- Transactions:** Monitor transaction activity and required actions.
- Reports:** Export transaction data.

Transaction Table:

	Cleared	Settled	Rejected	Disputed	Late Rejected	Adjusted
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0

Bottom Section: No data.

How to add a payer

1 Go to **Payers** from the left-hand sidebar navigation.

2 Click **Add Payer**.

3 Enter the required payer details.

4 Click **Save**. The payer will appear in your payer list.

Note: Payment schedules can only be created after the payer has been added.

How to set up payments

Creating a payment link (checkout page)

Generate a secure, one-time payment link with all details pre-filled. Each link is unique and directs your customer to a Mulipay-hosted checkout to complete the payment.

1 Go to **Checkout Forms** from the left-hand sidebar navigation.

2 Click **Create**.

3 Enter the **payment amount and transaction details**.

4 Search and select a payer from your payer list or enter the payer details manually.

5 (Optional) Add any additional information if required.

6 Click **Save**. The checkout page will appear in your Checkout Forms list.

7 Locate your newly created checkout page in the **Checkout Forms** list. Click the **View Form** button beside the form to preview what your customer will see, then copy the payment link from the browser URL to share.

8 (Optional) Click the **QR Code** button to download a scannable QR code for the checkout page.

The interface shows a sidebar with navigation options: Dashboard, Profile, Payers, Team, Settings, PAYMENTS (Payment Methods, Checkout Forms, Payment Plans, Payment Schedules, Transactions), and REPORTS (Disputes, Reports, Activity Logs). The main area displays a table of Checkout Forms with columns: Date Created, Payer, Requested Amount, Description, Expiry Date, Status, and Action. A modal for creating a new form is open, with sections for Payment Details, Search Payer, and Extra Details.

How to set up payments

Setting up recurring payments (payment plan)

Automate payment collection. Recurring payments can be scheduled weekly, fortnightly, monthly or more.

1 Go to **Payment Plans** from the left-hand sidebar navigation.

2 Click **Create**.

3 Enter the **payment details** and **select the payer** from your payer list.
Note: You'll need to add the payer first before creating a payment schedule.

4 Select the **payment plan type**:

- **Count and Requested Amount** – Enter the number of payments and amount per payment; total is calculated.
- **Count and Total Amount** – Enter the number of payments and the total amount; each payment is calculated.
- **Requested Amount and Total Amount** – Enter the amount per payment and total amount; number of payments is calculated.
- **Flexible Schedules** – Enter the payment dates and amounts for each instalment. Add additional schedules as needed.

5 (Optional) Allow the payer to modify certain details. If not, skip.

6 Click **Save**. The new plan will appear in your Payment Plan list.

7 Locate your newly created payment plan in the Payment Plan list.
 Click the **View Form** button beside the form to preview what your customer will see, then copy the payment link from the browser URL to share.

How to download payout report

1 Go to **Reports** from the left-hand sidebar navigation.

2 Click **Payouts**.

3 Search using a keyword and/or select a date range. The failed payments for that period will appear in the list.

4 Locate the payout in the list and click to open the details.

5 Click the **Download** button, then choose your file format (PDF, CSV, QIF or PFX). The file will save to your computer.

6 You can also send a copy to your email by clicking the **Send** button.

Note: The report will be sent to the merchant's registered contact email address, not the currently logged-in team member.

Date	Merchant	Reference	No. of Transactions	Amount	Status	Action
10 Feb 2026 11:57 AM	ABC Company Pty Ltd	AB123456CDEFGR	4	\$100.00 AUD	Success	[Details] [Download]
10 Feb 2026 10:13 AM	ABC Company Pty Ltd	CD788910OYWERR	3	\$45.00 AUD	Success	[Details] [Download]
10 Feb 2026 07:41 AM	ABC Company Pty Ltd	EF221154NXNXHF	2	\$65.00 AUD	Success	[Details] [Download]

Overview	
Date	05 Feb 2026 06:27 PM
Merchant Reference	MPM0CDZFEDWF2
Company Name	ExtraOrDonayre Inc
Address	281 Kling Turnpike Suite 691, AR 37663, AU
Settlement	
Reference	PY26020STATIY7
BSB Number	032045
Account No.	10001000
Total Amount	\$4,054.00 AUD

How to download failed payment report

1 Go to **Reports** from the left-hand sidebar navigation.

2 Click **Failed Payments**.

3 Search using a keyword and / or select a date range. The failed payments for that period will appear in the list.

4 Locate the payout in the list and click to open the details.

5 Click the **Download** button, then choose your file format (PDF, CSV, QIF or PFX). The file will save to your computer.

The interface shows the following data:

Date	No. of Transactions	Total Amount	Action
12 Feb 2026	1	\$1000.00 AUD	[Eye Icon]

The 'Failed Payment Details' view shows:

Transaction Date	Transaction Reference	Reason	Action
10 Feb 2026 11:00:01 AM	26021008K2CNTB1	Rejected	[Eye Icon]

Buttons: Download PDF, Download CSV, Download, Send, Maximize View.

How to edit your profile as a team member

The screenshot shows the 'Edit Profile' page in the Mulipay interface. The page is divided into several sections: 'Basic Info', 'Personal Info', and 'Account Info'. A sidebar on the left contains navigation options like 'Dashboard', 'Profile', 'Payers', 'Team', 'Settings', 'PAYMENTS', and 'REPORTS'. The 'Team' option is highlighted. In the top right corner, the user's name 'Jovanni Basileco' and role 'Merchant Superadmin' are displayed. A dropdown menu is open, showing 'Profile', 'Settings', and 'Sign out'. The 'Profile' option is selected. The 'Edit Profile' form includes fields for 'Username', 'Email', 'Mobile Number', 'First Name', 'Middle Name', 'Last Name', 'Suffix Name', 'Date of Birth', 'Status', and 'Roles'. The 'Save' button is highlighted in blue. Five numbered callouts provide instructions: 1. Click your account name in the top-right corner. 2. Select Profile. 3. Update your details (First name, Last name, etc.). 4. Upload your profile photo by clicking Upload New. 5. Click Save.

1 Click your **account name** in the top-right corner.

2 Select **Profile**.

3 Update your details (First name, Last name, etc.).

4 Upload your profile photo by clicking **Upload New**.

5 Click **Save**.

How to invite a team member

1 Go to **Team** from the left-hand sidebar navigation.

2 Click **Add Team Member**.

3 Enter First Name, Last Name, Email, Mobile Number and select a Role.

4 Click **Send Invitation**. An invitation will be sent to the team member via email.

Note: The team member invitation expires after 14 days.

Name	Username	Mobile	Role	Status
Gwyn Ortega gwyn.ortega@mulipay.com	gwyn-ortega-2	281234569	Merchant Superadmin	Active
Jovanni Baslisco jovanni.baslisco@mulipay.com	jovanni-baslisco	281234567	Merchant Superadmin	Active
Lara Del Socorro lara.delsocorro@mulipay.com	lara-del-socorro-2	281234568	Merchant Superadmin	Active

Displaying 3 items

Invite Team

Please provide the team member's information you want to invite. We'll email them to give access to Mulipay dashboard.

First Name: Last Name:

Email: Mobile Number: 61

Roles:

Profile Picture (Optional)
Drag & Drop or [Choose File](#) to upload

Questions? Visit our [Help Centre](#).

As always, if you have any questions or concerns while getting set up, message us at support@mulipay.com!