



1 Overview

This guide walks you through connecting your **Shopify** store to your TacticalPay **Authorize.net** gateway so online card payments process through your TacticalPay merchant account. Authorize.net installs as a payment app right from Shopify's Payments settings.

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2 What You'll Need

- **Your TacticalPay credentials email** — it has your **API Login ID** and **Transaction Key**.
- **Your Merchant Interface login** at `login.authorize.net`.
- **Admin access to your Shopify store** — enough to change payment settings.
- **A supported store country** — Shopify offers Authorize.net only in certain countries, including the US.

Keep your Transaction Key as-is. TacticalPay emails you your **API Login ID** and **Transaction Key**. Authorize.net lets you generate a new key, but a new key replaces the old one — and anything still using the old key (your website, shopping cart, or other connected software) stops processing once it expires, either immediately or within 24 hours. If you think your key has been exposed, contact us first so we can coordinate the change.

3 Confirm Your Gateway Is Live

Shopify can't connect to an Authorize.net account that's in test mode, so check this first.

- 1 Sign in at `login.authorize.net`.
- 2 In the left navigation, select **Account**, then **Account and API Settings**.
- 3 Under **Security Settings**, open **Transaction Processing Mode** (formerly called Test Mode) and confirm it's set to process **live** transactions.

4 Connect Shopify

- 1 **Open Payments.** In your Shopify admin, go to **Settings > Payments**.
- 2 **Open the provider list.** If Shopify Payments is active, select **Manage > Manage payment methods > Deactivate Shopify Payments**, then **See all other providers**. Otherwise, select **See all other providers** (or **Choose a provider**).
- 3 **Install Authorize.net.** Under **Payment providers**, choose **Authorize.net**, then select **Install**.
- 4 **Connect your account.** Select **Connect to Authorize.net**, enter the **API Login ID** and **Transaction Key** from your TacticalPay credentials email, then select **Activate**.
- 5 **Save.** Select **Save** and confirm Authorize.net now shows as your active card-payment provider.
- 6 **Review checkout settings.** Check your store currency, accepted card brands, payment capture method, and the payment description your customers see at checkout.

Tip: deactivating Shopify Payments switches off your current card processor, so do steps 2–5 in one sitting — ideally during a slow stretch — to keep checkout from going without a card option.



5 Test the Connection

- 1 Choose how to test.** To test without live funds, sign up for a free Authorize.net **Sandbox** account at developer.authorize.net. In Shopify, go to **Settings > Payments**, edit **Authorize.net**, check **Use test mode**, and enter the Sandbox credentials. Don't switch your live gateway into test mode.
- 2 Place a test order.** Add a product to the cart and check out with one of Authorize.net's test card numbers.
- 3 Verify both systems.** Confirm Shopify creates the order with a successful payment, and that the transaction appears in your Sandbox account.
- 4 Switch to live.** Uncheck **Use test mode**, re-enter the **production** API Login ID and Transaction Key from your TacticalPay email, and select **Save**. Then run one small live order and cancel or refund it from the Shopify order.

6 Operating Notes

- **Refund from Shopify, not the gateway.** Start refunds from the Shopify order so Shopify and Authorize.net stay in sync.
- **Matching orders to transactions.** The **Shopify Payment ID** is the main reference. In Authorize.net, you'll find it in the transaction's **Description** field.

Important — not legal or compliance advice: connecting a gateway doesn't by itself settle your PCI-DSS obligations, and what's required depends on how your store collects card data. This reflects our general understanding only. Confirm your specific situation with your PCI QSA or attorney before acting.

7 Troubleshooting

ISSUE	WHAT TO CHECK
Authorize.net isn't listed	Confirm your store country supports Authorize.net and that you're viewing all third-party providers.
Connection fails	Re-enter the API Login ID and Transaction Key exactly as emailed, and confirm Transaction Processing Mode is set to live.
Payment is declined	Review the Shopify order timeline and the Authorize.net transaction response, including AVS, CVV, and fraud-filter results.
Refund shows a required-field error	An error like <i>Bill To Last Name is required</i> means fields on your Authorize.net hosted payment form are set to required. Set them to not required, then retry.

Need help? More guides are at tacticalpay.com/knowledge-base/payments. For questions on your Shopify connection, email Support@TacticalPay.com or open a support ticket at tacticalpay.com/support — our in-house, Texas-based team will get back to you.