



1 Overview

This guide walks you through connecting a **WooCommerce** website to your TacticalPay **Authorize.net** gateway using the official WooCommerce Authorize.Net extension — install it, connect your credentials, set your checkout options, and run a test before going live.

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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`.
- **A WooCommerce.com account** with the Authorize.net extension, and **WordPress admin access** to your site.
- **HTTPS on your checkout page** — the gateway won't appear at checkout without it.

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

WooCommerce's documentation warns that transactions won't process at all if your Authorize.net account is 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 Install the Extension

- 1 **Download it.** Sign in to your WooCommerce.com account and download the official Authorize.net extension ZIP file.
- 2 **Upload it.** In WordPress, go to **Plugins > Add New Plugin > Upload Plugin**, select the ZIP file, and choose **Install Now**.
- 3 **Activate it.** Select **Activate Plugin**, then go to **WooCommerce > Settings > Payments** and confirm **WooCommerce Authorize.Net** appears in the payment-method list.

5 Connect to Authorize.net

- 1 **Open the settings.** Go to **WooCommerce > Settings > Payments** and select **WooCommerce Authorize.Net**.
- 2 **Choose Production.** Set **Environment** to **Production** for your live TacticalPay gateway.
- 3 **Enter your credentials.** Paste the **API Login ID** and **Transaction Key** from your TacticalPay credentials email into their matching fields. Leave **Signature Key** blank unless you're setting up webhooks.
- 4 **Enable and save.** Enable the credit-card gateway, select **Save Changes**, then reopen the settings to confirm everything saved.



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Configure Payment Options

These are good starting points — adjust to fit how you sell.

SETTING	RECOMMENDED STARTING POINT
Title	<i>Credit Card</i> — what customers see at checkout.
Description	<i>Pay securely using your credit or debit card.</i>
Card Verification (CSC)	On — requires the card security code at checkout.
Transaction Type	Charge authorizes and captures automatically. Authorization holds the funds until you capture — useful for special orders you'll confirm later.
Payment Form Type	Lightbox or Inline . The two carry different PCI questionnaire scopes (SAQ A vs. SAQ A-EP) — see the note below.
Tokenization	Turn on only if you need saved cards, subscriptions, or pre-orders.
Detailed Decline Messages	Optional — review how the messages read to customers before enabling.
Debug Mode	Off during normal operation. Turn it on only while troubleshooting.

Important — not legal or compliance advice: your checkout setup affects your PCI-DSS scope. This reflects our general understanding only, and requirements change over time. Confirm your specific situation with your PCI QSA or attorney before acting.

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Test the Connection

- 1 Use a separate test account.** To test without live funds, sign up for a free Authorize.net **Sandbox** account at `developer.authorize.net`, switch **Environment** to the Sandbox/Test option, and enter the Sandbox credentials. Don't put your live gateway into test mode.
- 2 Place a test order.** Add a low-cost product to the cart and check out with one of Authorize.net's test card numbers.
- 3 Verify both systems.** Confirm WooCommerce creates the order and shows a transaction ID, and that the same transaction appears in Authorize.net with the right amount and status.
- 4 Test order actions (optional).** Try a void before the batch settles and a refund after it settles, and confirm the status updates in both WooCommerce and Authorize.net.
- 5 Switch to live.** Set **Environment** back to **Production**, re-enter your production credentials, and save.

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Troubleshooting

ISSUE	WHAT TO CHECK
Authentication error	Re-enter the API Login ID and Transaction Key. Confirm both match the Environment you selected (Production or Sandbox).
Gateway missing at checkout	Confirm the extension is active, the gateway is enabled, your store currency is supported, and checkout runs on HTTPS.
Orders decline	Review the WooCommerce order notes and the Authorize.net transaction response, including AVS, CVV, and fraud-filter settings.
Order stays on hold	Transaction Type may be set to Authorization . Capture the payment from the order, or switch to Charge for automatic capture.
Refund or void unavailable	VOIDS work only before settlement; after that, use a refund. Partial voids aren't supported.
No saved-card option	Turn on Tokenization and confirm Customer Information Manager is available on your account.

Need help? More guides are at tacticalpay.com/knowledge-base/payments. For questions on your WooCommerce 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.