

User Permissions Required to Refund or Void an ePayment

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Several User Permissions control the ability to **void or refund credit cards**. These permissions are defaulted to No (unchecked) for new User IDs.



User Permissions play a crucial role in protecting your data by controlling who can access, modify, or perform specific actions in your system. Review [Protect Your Account - User Permission Guidelines](#) for more information.

To adjust a User's permissions, go to the Gear icon > **Settings** > **Users & Permissions** > **User IDs** (click on a UserID) > **User Permissions** (left menu) to set the permissions. **Note: If a User is logged in when changes are made to their permissions, they'll have to log out and back in for the changes to take effect.**

Permissions Related to Refund or Void an ePayment

Category	User Permissions	Enables access to
Families	Void on Card	Void credit card payments processed through an ePayment gateway.
	Refund on Card	Refund credit card payments processed through an ePayment gateway.
	Post Refund	Ability to post a refund.



See [Permissions for Jackrabbit Users](#) for more information.
