**Dex/Virtual Terminal Retirement FAQ**

**What is Dex?**

Dex is our enhanced Merchant portal used to manage their organization, locations, users, transactions, order details, funding, disputes, and gain insights about their business all from a single place. CSG Forte's Dex platform continues to evolve into a one-stop shop for all customer needs.

**What does "Retirement" mean in this instance?**

Retirement means that CSG Forte is discontinuing the use of Virtual Terminal.

**Are all merchants moving to Dex from Virtual Terminal?**

Yes, new merchants are being on-boarded directly to Dex, and existing merchants will be transitioned from Virtual Terminal to Dex.

**Will we still have Virtual Terminal access?**

Dex will provide a more comprehensive and user-friendly interface therefore Virtual Terminal access will not be necessary. You will still have access to Virtual Terminal for (30) days after receiving your Dex invite. After (30) days your Virtual Terminal user account will no longer be available. Please be sure to accept the invite within eight (8) Calendar days.

**Are all current Virtual Terminal features available in Dex?**

We are consistently enhancing Dex to offer not only the current Virtual Terminal features but new and enhanced features.

**Will Dex training be available?**

We currently offer Dex training and will continue to do so well beyond this transition process. We commit to providing you with the necessary training to be successful in utilizing this platform.

Please access our resource information below:

* [Dex Webinar Registration](https://www.forte.net/support/events/)
* <https://support.forte.net/support/solutions/11000005269>

**How do I set up additional Users?**

Merchant Admins may set up additional users, please refer to the user menu options to discuss roles

Merchant Admins are the organization’s owner who has maximum permissions and can manage a user’s roles and invite new users to the organization [Dex User Roles](https://dexdocs.forte.net/merchant/Default.htm#admin/understanding_roles.htm)

**Is it possible to link multiple merchant accounts?**

Merchant Locations also known as (Merchant IDs) that share the same tax ID are currently linked together. This means that you will have access to all of your locations if you have multiple merchant accounts with different tax ID(s) Please contact our support teams, at [partnersupport@forte.net](mailto:partnersupport@forte.net) to learn more about our enterprise setup.

**I did not receive my Dex invitation.**

Please be sure to check your spam or junk folders. Your Dex invitation will come from [dex@forte.net](mailto:dex@forte.net).

**Dex Terminology:**

* A Location is a transaction processing endpoint where merchants/partners initiate and capture transactions. In legacy systems, Locations were known as MIDs (Merchant IDs).
* An organization is the legal entity that owns and maintains Merchant Organizations and Locations and, in some cases, other Partner Organizations. The permissions granted to Partner users in Dex depend on the partner type and agreed-upon contract.
* An Enterprise Organization is a grouping of Merchant Organizations with different Tax ID numbers.