

global payments Virtual Terminal Portico



# global payments Virtual Terminal Portico User Guide

[Home](#) » [Global Payments](#) » global payments Virtual Terminal Portico User Guide 

## Contents

- [1 global payments Virtual Terminal Portico](#)
- [2 Introduction](#)
- [3 General Tips](#)
- [4 Process a credit card void](#)
- [5 PayPlan transactions](#)
- [6 Schedules](#)
- [7 Upload batch file](#)
- [8 Permissions by role](#)
- [9 Documents / Resources](#)
  - [9.1 References](#)

**global**payments

global payments Virtual Terminal Portico



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## Introduction

The Virtual Terminal – Portico is a “virtual terminal” that processes credit cards over a secure internet connection. Virtual Terminal – Portico records the card information and dollar amount, then transmits this information to the host for further processing. The host then contacts the credit card issuer, receives authorization, and displays the issuer’s authorization response. Additionally, the Virtual Terminal – Portico provides easy-to-use reporting. Virtual Terminal – Portico offers some great benefits:

- Secure online transactions
- Auto close (batch settlement)
- Level 2 B2B (use of business and corporate credit cards)
- Simple navigation
- Easy setup
- Versatile reporting
- Credit
- Batch upload
- Recurring / subscription billing (via PayPlan)

Virtual Terminal – Portico can be used to process the following transactions:

**Table 1-1 Transactions Types**

Transaction Types	Transactions	Notes
Credit Card	<ul style="list-style-type: none"> <li>• MOTO (manual only)</li> <li>• Authorization</li> <li>• Return</li> <li>• Account verify</li> <li>• Tip adjustment</li> <li>• Void</li> </ul>	These transactions can be manually entered

## General Tips

The following tips will help ensure you continue to process smoothly with Global Payments Portico VT:

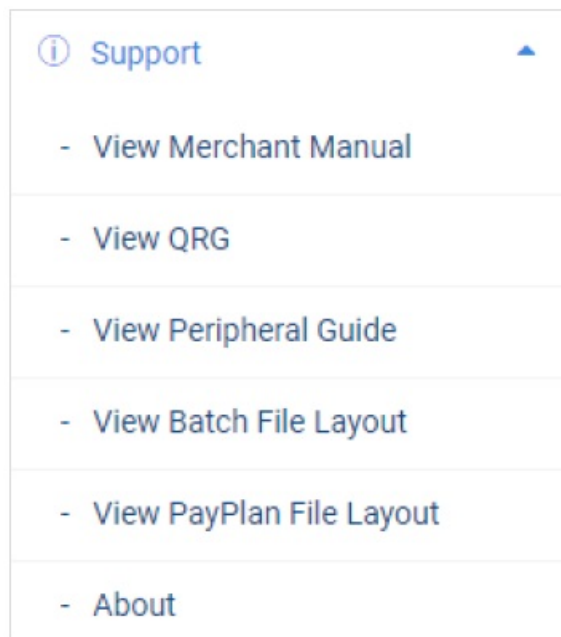
1. This quickstart guide contains information on the features and functions available on the solution, as well as basic troubleshooting techniques. Keep this guide handy.
2. Our support team is available 24 hours a day, 7 days a week, to ensure there is always someone ready to help!

## Support

### Self-help resources

Before reaching out to our support team, you can:

- Access various documentation directly from the Portico Virtual Terminal menu > Support section. It should have most of the information you are looking for..



### Contact support team

If you are still stuck and must talk to someone, please don't hesitate to contact our support team. We'd be happy to help!

- Phone: +1 (888)-682-3309
- Hours: 24/7

## Login

1. Navigate to <https://terminal.globalpay.com/vt/auth/login>
2. Type your username and password in the corresponding fields.
3. Click Sign In.

### Password Requirements

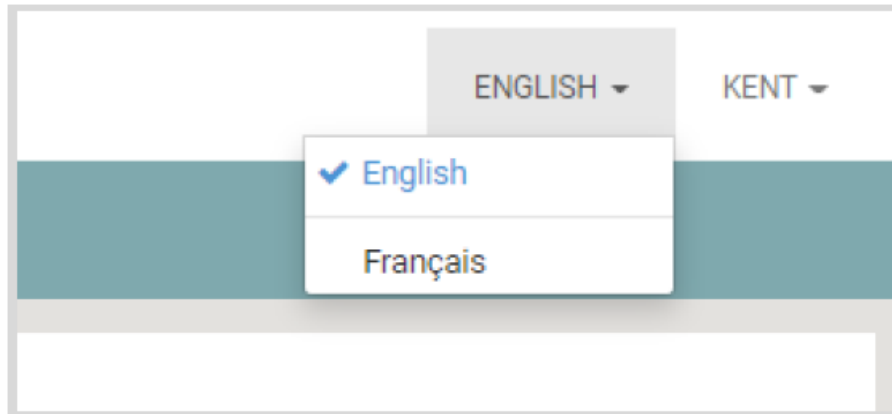
To comply with industry standards, the Virtual Terminal–Portico requires a strong password that complies with all of the following guidelines:

- Is between eight (8) and 16 characters

- Contains at least one number
- Contains at least one letter
- Contains at least one special character (@ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ☺)
- Has not been recently used (not one of the last 10 passwords used)

### Language toggle

Virtual Terminal – Portico supports both English and French. To toggle between languages, use the dropdown menu at the upper right-hand corner of the screen.



### Process a credit card sale

- Use the MOTO (Mail Order Telephone Order) sale to process a mail/phone order.

1. To process a sale, click Transactions > Sale on the main menu, then click MOTO (selected by default).
2. Enter an amount in the Charge Amount field, located in the checkout section on the left window of the screen.
3. Optionally, you can also enter additional charges in the remaining Checkout fields (if applicable).
4. To process an authorization for a sale that should not include tax, check Tax Exempt (if applicable).
5. Enter the transaction information in the remaining fields on the Card Payment section of the screen. The fields displayed may vary depending on the merchant setup. Required fields are marked with an asterisk (\*).
6. Optional: To process an authorization for the same card and amount, check Allow Duplicate. Without this indication, the current transaction will be rejected.

7. **Optional:** To process an authorization for a sale that should not include tax, check Tax Exempt (if available).
8. Click Process. A Transaction Results screen is displayed, which looks similar to the one on the next page. It includes the issuer authorization response (for example, Approved), a Transaction ID, the current total amount displayed, and other information.

### Process a credit card return

Use a return to refund money to the customer's credit card for returned items from a previously closed batch.


**NOTE:** The original transaction must be located before it can be returned. See Find Transactions (Transaction Detail Listing) for more information on locating transactions.

1. To process a return, click Return on the main menu, then select the Credit tab on the Return Transaction screen.
2. Enter card data and type the transaction information in the remaining fields. The fields displayed may vary depending on the merchant setup.
3. To process a return for the same card and amount, check Allow Duplicate. Without this indication, the current transaction would be rejected.
4. Click Process. Step Result: The transaction result page displays the issuer authorization response (for example, Approved).

Alternatively, you can also process a return from the transaction details page accessed by the Find Transactions (Transaction Detail Listing) report. To use this method, follow these steps:

1. Click Reports > Find Transactions from the main menu.
2. Enter the Transaction ID (if known) or the date range of the transaction, then click the Search button.
3. Locate the transaction for which you want to do a return and click the Transaction Number link.




4. Click the Return transaction icon  on the transaction results screen. Step Result: The return prompt is displayed.
5. The total amount of the transaction will appear in the return prompt by default. You can do a return for either the full amount or for less than the full amount (for example, a partial return). If the return is a partial return, enter the amount in the Return Amount field.
6. Click Process. Step Result: A confirmation page is displayed.
7. Click Yes. Step Result: The transaction result page displays the issuer authorization response (for example, Approved).

### Process a credit card void

Use void to cancel a credit card transaction stored in an open batch. Voiding a transaction removes it from the batch and updates the settlement amount to \$0.00. The void icon will not appear if the transaction is in a closed batch. In Virtual Terminal – Portico, this can be done either on the transaction results screen that appears immediately upon processing a credit card transaction or via the Find Transactions report.

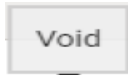
#### **Void from the Transaction Results Screen**




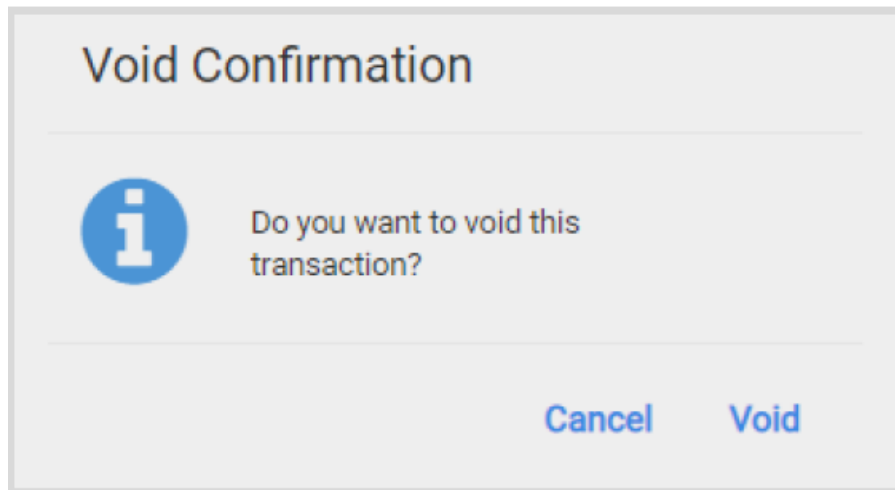
1. To perform a void from the transaction results screen, click the Void  icon.
2. Click Void on the Void Confirmation prompt. Step Result: The transaction results screen appears, displaying the issuer authorization response. A successful void displays Canceled.

### Void from the find transactions report

1. When the transaction to be voided is located on the Find Transactions report, click on the Transaction Number link. This will display the transaction results screen for the selected transaction.



2. Click the Void  icon from the transaction results screen.
3. Click Void on the confirmation prompt. The transaction result page displays the issuer authorization response. A successful void displays Canceled.



### PayPlan transactions

PayPlan is the recurring/subscription billing component of the Virtual Terminal – Portico. It allows users to setup customers, save their credit cards for future use, and to set up recurring billing schedules. PayPlan is enabled by default. Please note that PayPlan does not allow quotation marks in any text field.

CUSTOMER	PAYMENT METHOD	SCHEDULE	FAILED SCHEDULE DETAIL	PAYPLAN UPLOAD	FIRST NAME	LASTNAME	COMPANY	PRIMARY EMAIL	CUSTOMER STATUS
					Fred	Brown			Active
					Kim	Brown			Active
					Sally	Green			Active
					John	Green			Active
					Jane	Smith			Active
					Joe	Smith			Active

### Customers


## Add a customer

Use add the Customer to register a new PayPlan recurring payment customer.

Merchants within the Healthcare MCCs may only enter a maximum of eight digits in the Customer ID field.

1. To add a PayPlan customer, click PayPlan > Customer on the main menu.



2. Click on the  icon
3. Key in the desired Customer ID, name, address, and contact information into the fields. Required fields are marked with an asterisk (\*)."
4. Click Save. You will be redirected to the View Customer screen for your new Customer.

## Find a customer


Use Find Customer to locate an existing PayPlan recurring payment customer. You can export the search results in many file formats.

1. To find a PayPlan customer, click PayPlan > Customer on the main menu.

2. Type the Customer ID or click  .

3. Fill in the fields you would like to search by.

4. Click Search. A search results list is displayed with customer records matching the search criteria and provides a link to View Transaction History.


5. To export the list, click  the icon in the top right-hand corner and select the file format for the export (CSV, PDF).

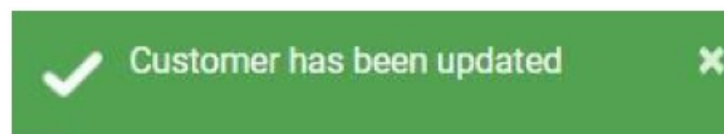
6. To see details about the customer, click the Customer ID.

The View Customer page displays the information for the new customer and provides options to View Payment History, Edit a Customer, Add Payment Method, and Add Schedule.

## Edit a Customer

Use Edit Customer to modify the information of an existing PayPlan recurring payment customer. The option to edit a customer is found on the View Customer page. To access that page, follow the following steps to Find a Customer

1. To edit a PayPlan customer, click the Edit  icon from the View Customer page.
2. Type any updates to the name, address, and contact information into the fields.
3. Click Save. Step Result: A result message is displayed.




4. The View Customer page displays the updated information for the customer.

## Delete a customer

Use the delete option to delete a customer in PayPlan.

The option to delete a customer is reached from the View Customer page. To get to that page, follow the steps to Find a Customer.

1. To delete a PayPlan customer, click the trash can icon  from the View Customer Page.



2. Click Delete. A Delete Confirmation message asks if you are sure you want to delete the customer. This cannot be undone.
3. Click Yes. A status message is displayed. If the customer has active schedules, you will be informed that deleting the customer will also delete all their payment methods and schedules.

## Payment methods

Add a payment method

Use Payment Method or View Customer to associate a new payment method to an existing PayPlan customer. To add a payment method, you need to have the Customer ID number. If you don't know the Customer ID, use Find a Customer.

You can add a new payment method from the View Customer page as a part of the find process.

1. To add a payment method to a PayPlan customer, click PayPlan > Payment Method on the main menu.
2. Type the Customer ID.
3. Click the Customer ID that you want to add a Payment Method to.
4. Click Add Payment Method.
5. To select a payment type, click Credit Card

## Find a payment method

Use Payment Method to locate an existing PayPlan customer's payment method. You can print the search results, export them, or save them in several file formats.

1. To find a PayPlan customer's payment method, click PayPlan > Payment Method on the main menu.
2. Type the Customer ID or other search criteria, such as the card type, the first six digits of a card number, expiration information, or schedule attachment.


3. Click Search. Result: A search results list is displayed with payment method records matching the search criteria.
4. To view payment schedules that use a payment method, click View under to view linked schedules. The View Linked Schedules page is displayed
5. To export the list, click the Export icon in the top right-hand corner and select the file format for the export (CSV, PDF). As window displays with file type selected.
6. Type a name for the file.
7. Select a location.
8. Click Save.

## Schedules

### Add a scheduled payment

Use schedules to create a new payment schedule for an existing PayPlan customer.

**NOTE:** Merchants with Healthcare MCCs (see Appendix B for Healthcare MCCs) may only enter a max of eight digits in the Schedule ID and Invoice Number fields.

1. To add a scheduled payment to a PayPlan customer, click PayPlan > Customer on the main menu.
2. Type the Customer ID. Click Search.
3. Click on the Customer ID, then click Add Schedule.
4. Type a new Schedule ID (it must be a unique, maximum 30-character limit number) and Schedule Name.
5. Select a Schedule Status (default is Active).
6. Select a payment method account to use for the schedule.
7. To add a new payment method, click the  icon.
8. Type the payment information, frequency, reprocess attempt number, and notification options. Required fields are marked with an asterisk (\*).
9. When the frequency is selected, payment timing and duration options are displayed.
10. The start date must be the current date or later. If the end date option is used, the end date must be greater than the last processing date.
11. Schedules now include optional fields for Invoice Number and Description. The values in these fields are sent in the transaction request on the Next Date Billed.
12. Click Save. A result message is displayed (for example, Schedule successfully added).

### Schedule Frequency definitions

The frequency is how often to bill the customer. After a schedule processes successfully with an approved transaction, the value in this field is used in logic to determine the date of the next transaction.

**Table 9-2 Definitions**


Frequency	Billing period
Weekly	Will bill once per week Next transaction date is +7 days Bills 52 times per year
Bi-Weekly	Will bill every two weeks Next transaction date is +14 days Bills 26 times per year
Semi-Monthly	Will bill twice a month, on the First and 15th, or the 15th and Last Day Bills 24 times per year
Monthly	Bills once per month on the date specified in Next Bill Date Bills 12 times per year
Bi-Monthly	Bills once every two months on the date specified in Next Bill Date Bills six times per year
Quarterly	Bills once per quarter (once every three months) on the date specified in Next Bill Date Bills four times per year
Semi-Annually	Bills twice per year, on the anniversary of the start date and +6 months Bills two times per year
Annually	Bills once per year, on the anniversary of the start date

### Process a stored payment, one-time charge

You can use a card on file of an existing PayPlan customer to process a one-time charge. This is done from the View Customer page (use Find a Customer to get to the View Customer page). Partial approvals for one-time charges are not supported.

You have the option to make an immediate (Charge Now) or a Detailed Charge.

### Charge Now


1. To make an immediate charge, click Charged Now Amount  icon.
2. Type the amount to be charged in the Charge Now Amount field and click Process. The transaction result page displays the issuer authorization response (for example, Approved).

## Charge Now

PAYMENT TYPE	Credit Card
ACCOUNT NUMBER	MC *5454
EXP DATE	12/21
CHARGE NOW AMOUNT *	<input style="width: 80%;" type="text" value="18.99"/>

Cancel
Process

### Detailed Charge

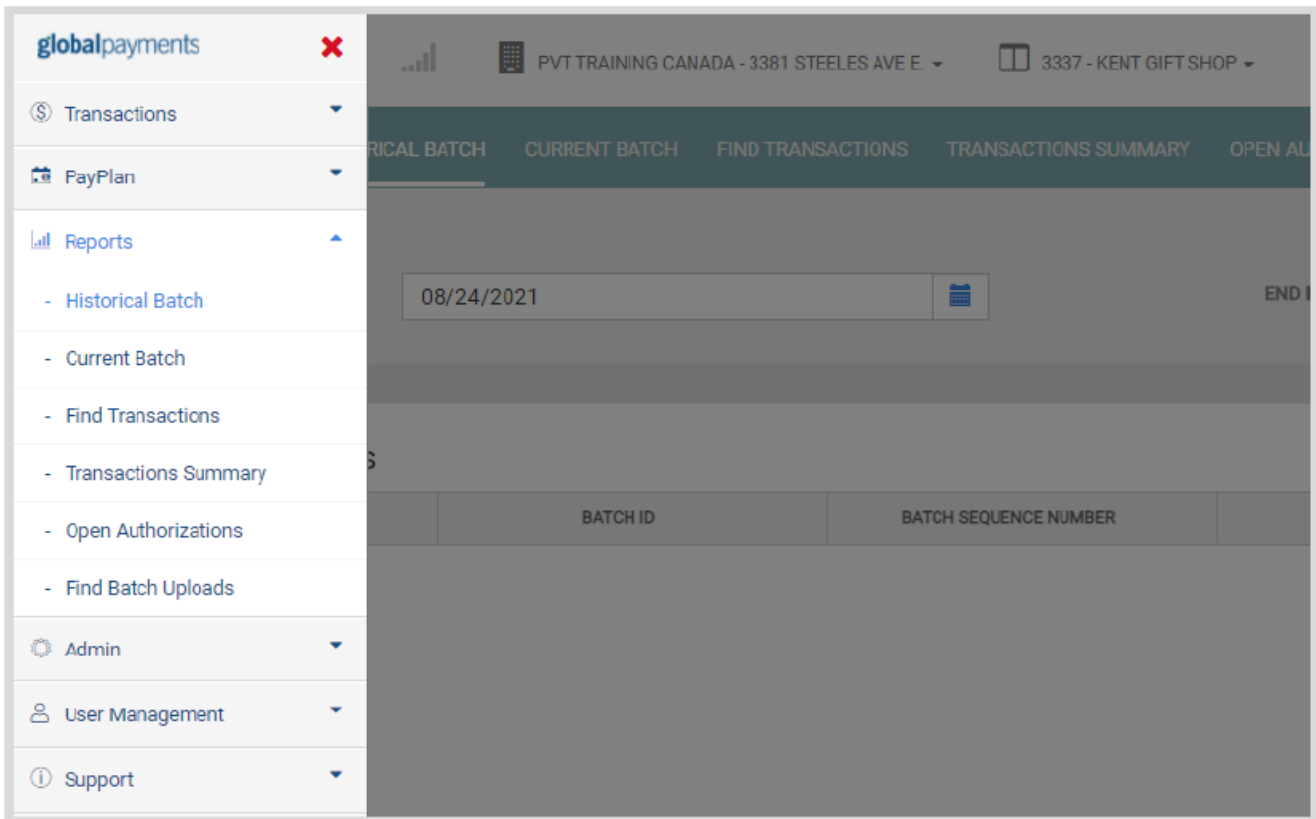
1. To make a detailed charge, click the Detailed Charge  icon.
2. The One Time Payment page displays.
3. Type the amount in the subtotal field.
4. Optionally, type the invoice number and a description. Credit card-stored payments also have the option to enter a tax amount and PO Number.
5. Click Process. The transaction result page displays the issuer authorization response (for example, Approved).

#### Card on File One Time Payment

<p><b>Customer Info</b></p> <p>CUSTOMER ID: fredbrown          STATUS: Active          NAME: Fred Brown          TITLE: Supervisor          ADDRESS: Montreal CAN          LANGUAGE: Français</p>	<p><b>Payment Method Info</b></p> <p>CARD NUMBER: MC *5454      EXP DATE: 12 / 2021      NAME ON CARD: Fred Brown</p> <p><b>Billing Address</b></p> <p>ADDRESS 1:      ADDRESS 2:      CITY: Montreal</p> <p>STATE / PROVINCE:      ZIP / POSTAL CODE:</p> <hr/> <p>SUBTOTAL * <input style="width: 80%;" type="text" value="\$0.00"/>      TAX AMOUNT <input style="width: 80%;" type="text" value="\$0.00"/>      TOTAL AMOUNT \$0.00</p> <p><input type="checkbox"/> TAX EXEMPT</p> <p>INVOICE NUMBER(S) <input style="width: 80%;" type="text" value="Add Invoice Number"/>      PO NUMBER <input style="width: 80%;" type="text"/></p> <p>DESCRIPTION <input style="width: 90%;" type="text"/></p> <p style="text-align: right;"> <span>Cancel</span>      <input type="checkbox"/> ALLOW DUPLICATE      <span style="background-color: #007bff; color: white; padding: 2px 10px; border-radius: 4px;">Process</span> </p>
---	---

### Reports

Use the reports to see summary and detailed information about current and past batches. You can print the reports, export them, or save them in a number of file formats. Reports can take up to two minutes to generate and print. Do not click Print again or try to close the print dialogue, as this can cause errors.




### Find transactions (transaction detail listing)

Use the find transactions details report to locate transaction records. Depending on the type of information that you have, you may either key the Transaction Number or narrow your search criteria based on the numerous fields available.

1. Click Reports > Find Transactions
2. Enter the Transaction Number OR a Start Date and End Date.
  - If a Transaction Number is entered, the Start and End Dates will become greyed out and will not be a criteria in the search.
  - The Start and End dates will default to the current date. Change the date criteria to refine the search to a broader timeframe or earlier date range.

3. To hide these additional options, click the Hide More Options link.
4. After entering the desired search criteria, click the Search button.
5. A listing of transactions meeting the search criteria is displayed. To view the transaction results of a specific transaction, click on a Transaction Number link located in the leftmost column of the transaction listing.

### Print

To print a report, click the Print  button.

**NOTE:** When printing this report, some data may be truncated. However, all data is displayed.

## Export

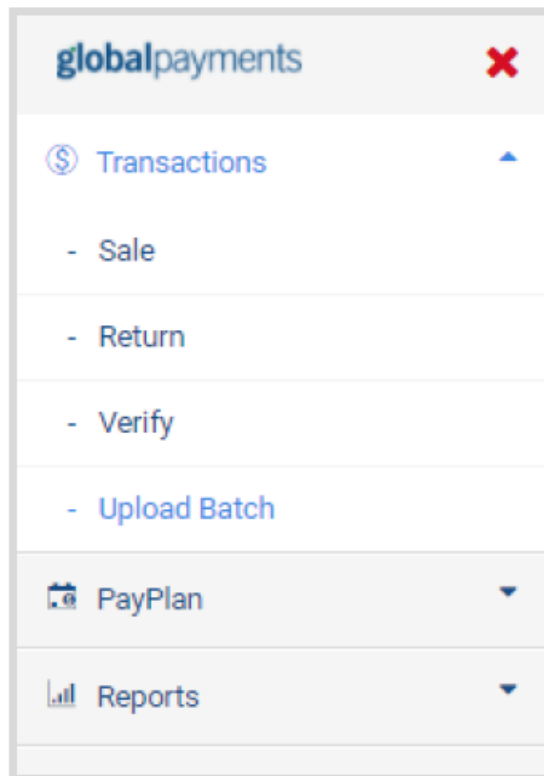
The Global Payments Virtual Terminal — Portico supports report exports in the following formats:

- PDF
- CSV

## Upload batch file

This function is used to upload a file of transactions. Follow these steps to “upload batch”:

1. Navigate to Transactions > Upload Batch.
2. Fill in the upload name.
3. Click Delimiter Type.
4. Click Upload File or Drag & Drop File to be processed.
5. Click Upload.



**NOTE:** Click the View Batch File Layout link in the upper right corner to open the details of how the file has to be formatted to properly upload.


A screenshot of the "Upload Batch" form in the Global Payments application. The form is titled "Upload Batch" and has a "View Batch File Layout" link in the upper right corner. The form contains the following fields and controls: "UPLOAD NAME" (text input), "DELIMITER TYPE" (dropdown menu with "Comma" selected), "SELECT A FILE\*" (text input with "Upload File" and "OR Drag & Drop File Here" buttons), "Clear All" (text link), and "Upload" (blue button).

## Close a batch

If your account does not have the Auto-Close function turned on, you can use Close a batch to close the current open batch. We recommend you to close your batch at least once per day.

### Open Batch Details

---



Batch ID	661397
Batch Sequence Number	29
Active Transaction Count	2
Active Transaction Amount	\$898.87

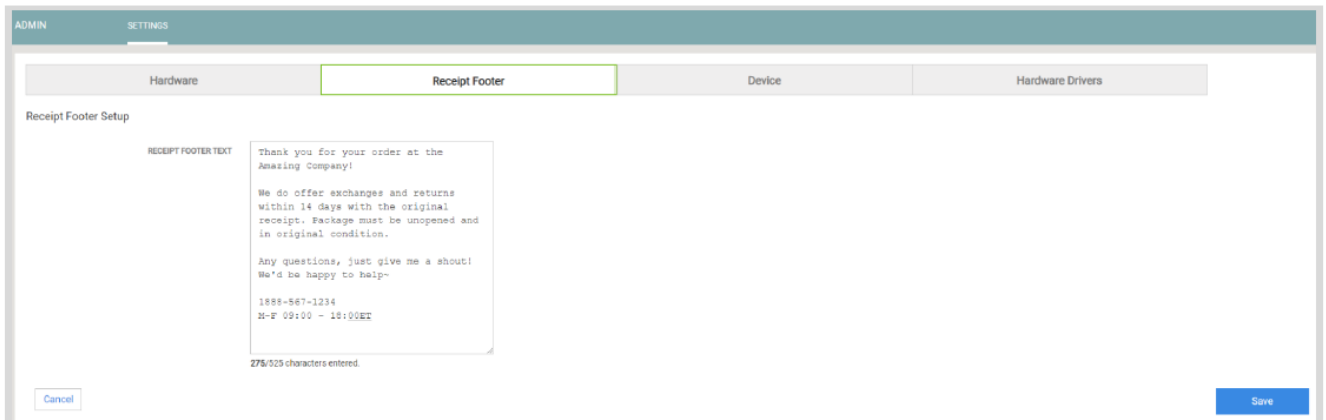
Are you sure you want to close this batch?

---

### Add or edit the receipt footer

The receipt footer is a message that is printed at the bottom of receipts.

1. To add or edit the receipt footer, click Admin > Settings from the main menu
2. Click the Receipt Footer tab.
3. Type the new message or modify the existing message in the text field. The receipt footer message may contain up to 525 characters.



The screenshot shows the 'ADMIN' settings page with the 'Receipt Footer' tab selected. The 'Receipt Footer Setup' section contains a text area with the following content:


```
RECEIPT FOOTER TEXT  
Thank you for your order at the  
Amazing Company!  
  
We do offer exchanges and returns  
within 14 days with the original  
receipt. Package must be unopened and  
in original condition.  
  
Any questions, just give me a shout!  
We'd be happy to help-  
  
1888-567-1234  
M-F 09:00 - 18:00ET  
  
275/525 characters entered.
```

Buttons for 'Cancel' and 'Save' are visible at the bottom of the form.

4. Click Save.

### Create New User

The merchant administrator can create new users and assign specific roles to them.

1. To create a new user, click User Management > Users from the main menu.
2. Click this icon to load the add user page 
3. Enter the user's information in the appropriate fields. The following are required:
  - Username (must be an email address)
  - First name
  - Last name

- Display Name

4. On the right side of the screen under Merchants and Roles search or scroll to select the merchant and Role Name to assign to the user you are creating.

Merchants and Roles \*

Showing 12 of 12 available roles Assign 0 selected role(s)

	MERCHANT NAME → <sub>1</sub>	MERCHANT NUMBER	ROLE NAME → <sub>2</sub>	ACTIONS
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	Global Payments VT	666611122019	MerchantClerkUser	
<input type="checkbox"/>	Global Payments VT	666611122019	MerchantMgrUser	
<input type="checkbox"/>	Global Payments VT	666611122019	MerchantReportingTxnUser	

1 - 12 of 12 items

5. Click this Icon to add the merchant and Role to the user

6. Assigned Merchant and Role will display in the box below

Showing 1 of 1 roles assigned Unassign 0 selected role(s)

	MERCHANT NAME → <sub>1</sub>	MERCHANT NUMBER	ROLE NAME → <sub>2</sub>	ACTIONS
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>	Global Payments VT	666611122019	MerchantAdmin	

1 - 1 of 1 items

7. Select Default Merchant and Default Device from the dropdown, this device is what will load by default when the user logs in.

Defaults

DEFAULT MERCHANT \*

DEFAULT DEVICE \*

8. Optional: Select Allow Manage Users to allow for the user to have access to User Management

9. Click Save.

## User Registration

---

An email has been sent to test@test.com so they can complete their setup.

---

OK

### Permissions by role

### Table Permission by Role Chart

Permitted Action	Clerk	Manager	Reporting User	Reporting/Trxn User	Admin
Sale	X	X			X
Return		X		X	X
Offline Sale	X	X			X
Account Verify	X	X			X
Void		X		X	X
Current Batch	X	X	X	X	X
Add to Batch	X	X			X
Adjustment	X	X			X
Authorization	X	X			X
Offline Authorization	X	X			X
Close Batch		X	X	X	X
Historical Batch		X	X	X	X
Find Transactions		X	X	X	X
Receipt Template		X			X
Device Name		X			X
PayPlan View	X	X	X	X	X
PlayPlan Modify	X	X		X	X
PayPlan Delete		X			X
PayPlan One-Time Charge	X	X		X	X

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## Documents / Resources

	<p><a href="#">global payments Virtual Terminal Portico [pdf] User Guide</a> Virtual Terminal Portico, Virtual, Terminal Portico, Portico</p>
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## References

- [Portico Virtual Terminal](#)
- [User Manual](#)



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