



Welcome to the **Fiskaltrust Portal**. In this tutorial, you are going to learn how to cancel a subscription to a defected or stolen DISH POS.

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## The fiskaltrust Portal

The Portal is the primary tool for fiskaltrust's partners to manage customers, create and update Middleware configurations, and roll-out and maintain products.

Did you already know how to...

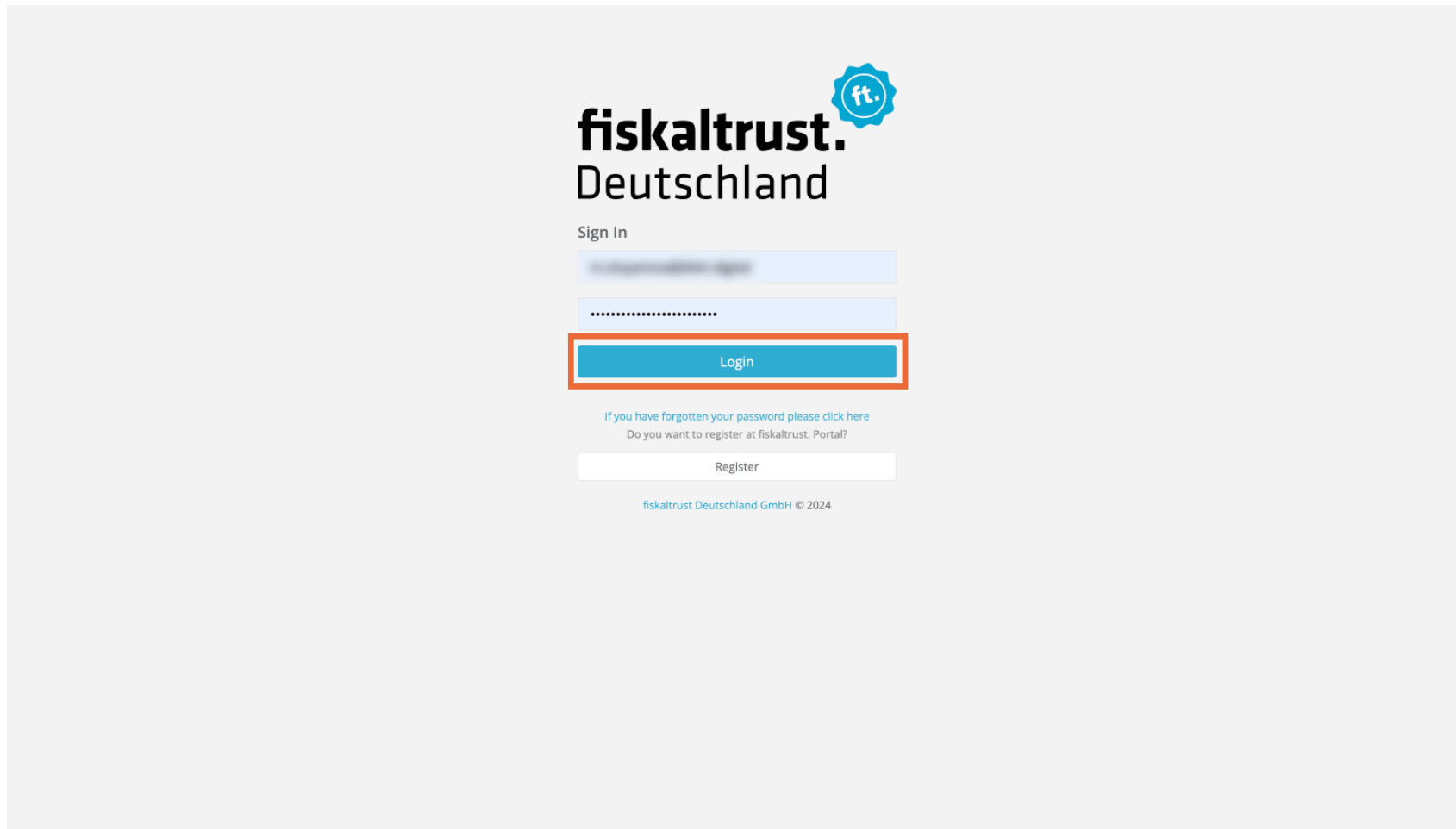
### Lift your POS to the cloud with the CloudCashbox

Our CloudCashbox (previously called SignatureCloud) is the cloud-hosted, SaaS version of the Middleware. It provides the exact same interface and functionality as the on-premise version, but is fully operated by fiskaltrust, drastically reducing the operational effort. Like the on-premise variant, it includes fiscalization, the digital receipt, and the upcoming payment gateway - and can seamlessly be integrated with other add-on products like automatic accounting interfaces.

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After the client has informed you of a damaged POS, you can easily solve the problem by **logging in** the fiskaltrust.Portal.





Once you are inside the fiscaltrust homepage, you can click on the right on **PosOperator**.

The screenshot displays the fiscaltrust application interface. On the left is a dark navigation sidebar with the following menu items: Overview, User info, Company info, **PosOperator** (highlighted with an orange border), PosDealer, Rollout Management, Tools, PosSystems, Metrics, Configuration, Digital Receipt (Preview), Shop, Help, and Sign out. The main content area features a search bar at the top and two panels: 'Master data of user' and 'Master data of company'. The 'Master data of user' panel shows a user profile icon, a telephone icon, and details for an employee of company 'DISH Digital Solutions GmbH Test Cafe', including localization information like language (en-US) and time zone (UTC+01:00). The 'Master data of company' panel shows a building icon and details for 'DISH Digital Solutions GmbH', including an address in Düsseldorf and contact information. Below these panels is a 'List of PosOperators' section with a search bar and a download icon. The footer contains the company name 'fiscaltrust Deutschland GmbH' and the version number '1.162.2425.70406+196c6a1d10, © 2024'.

A drop-down menu will open and you'll then have to click on **Overview**.

The screenshot displays the Fiskaltrust web application interface. On the left, a dark sidebar contains a navigation menu with the following items: Overview, User info, Company info, PosOperator, Overview (highlighted with an orange border), Invitation, PosDealer, Rollout Management, Tools, PosSystems, Metrics, Configuration, Digital Receipt (with a 'Preview' badge), Shop, and Help. The main content area is divided into two columns. The left column, titled 'Master data of user', shows a user profile with a person icon, a telephone icon, and details including 'Employee of company' (DISH Digital Solutions GmbH Test Cafe) and 'Localization' (Language: en-US, Time Zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna, Offset: 1, Now: 1/26/2024 12:25:09 PM UTC => 1/26/2024 1:25 PM Local, Decimal: 12.42 UTC total hours). The right column, titled 'Master data of company', shows a building icon and details for 'DISH Digital Solutions GmbH', including an E-Mail address, an Address (Metro-Straße 1, 40235 Düsseldorf), and a Telephone number. Below these panels is a section titled 'List of PosOperators' with a search bar and a download icon. The footer contains the text 'fiskaltrust Deutschland GmbH, Moosweg 3, 51377 Leverkusen, support@fiskaltrust.de' and the version number '1.162.2425.70406+196c6a1d10, © 2024'.



You can now **search** for the company with the damaged POS and select it.

Search knowledge base ... EN

We recently released a new version of the Middleware (1.3.53)! Please have a look into our release notes for more details [↗](#)

**fiskaltrust.**

DISH Digital Solutions ...

- Overview
- User Info
- Company info
- PosOperator**
  - Overview
  - Invitation
- PosDealer
- Rollout Management
- Tools
- PosSystems
- Metrics
- Configuration
- Digital Receipt Preview
- Shop
- Help
- Sign out

## PosOperator / Overview

List of PosOperators  
Active PosDealer accounts have a corresponding symbol in the "Status" column.

Q Search table

Name	E-Mail	Assignment since	Email of primary contact	Mobile telephone	Roles	Status	Changed since	Authorizations	Invitation from	
Berliner	berliner@test2.com	1/22/2024, 4:32:04 PM	berliner@test.com				1/22/2024, 5:02:39 PM		posdealer	
EEC Ebest Electronic Cash Gastro Kassensystem e.e.K		5/11/2023, 12:50:25 PM					5/11/2023, 1:02:29 PM		posdealer	
Test Freeman		2/16/2023, 3:57:08 PM					2/16/2023, 3:58:44 PM		posdealer	
Test-company	Info@test-company.com	8/31/2023, 1:28:58 PM					8/31/2023, 1:56:33 PM		posdealer	
Peter Hanneke		5/30/2023, 4:30:57 PM					5/30/2023, 4:45:49 PM		posdealer	
Hotel Stadt Kiel GmbH		11/9/2023, 4:24:38 PM					11/9/2023, 4:27:45 PM		posdealer	

[Export as CSV](#) First page < 1/1 > Last page



After you have clicked on its name, you are going to be inside its environment.

The screenshot displays the Fiskaltrust web application interface. On the left is a dark sidebar with the 'fiskaltrust.' logo and a menu where 'Test-company' is highlighted with an orange border. The main content area is divided into two panels: 'Master data of user' and 'Master data of company'. The user panel shows a profile icon, a telephone icon, and details for an employee of the company. The company panel shows a building icon, contact information (E-Mail, Address, Telephone), and call/E-mail buttons. The footer contains the company name and address, and a version number.

**fiskaltrust.**

Test-company

Overview

User info

Company info

PosOperator

Tools

Metrics

Configuration

Digital Receipt **Preview**

Shop

Help

Sign out

Search knowledge base ...

EN

Back to your account

**Master data of user**

**Telephone**

**Employee of company**  
DISH Digital Solutions GmbH Test Cafe'

**Localization**  
Language: en-US  
Language: en  
Time Zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna  
Offset: 1  
Now: 1/26/2024 12:25:46 PM UTC => 1/26/2024 1:25 PM Local  
Decimal: 12.43 UTC total hours

**Master data of company**

**Test-company**

**E-Mail**  
Info@test-company.com

**Address**  
Woodway 1  
12345 Mordor

**Telephone**

Call E-Mail

fiskaltrust Deutschland GmbH, Moosweg 3, 51377 Leverkusen, support@fiskaltrust.de

1.162.2425.70406+196c6a1d10, © 2024



The next step is to click on **Configuration**.

The screenshot displays the Fiskaltrust user interface. On the left is a dark sidebar with the 'fiskaltrust.' logo and a list of menu items: 'Test-company', 'Overview', 'User info', 'Company info', 'PosOperator', 'Tools', 'Metrics', 'Configuration' (highlighted with an orange box), 'Digital Receipt Preview', 'Shop', 'Help', and 'Sign out'. The main content area is light gray and contains two panels: 'Master data of user' and 'Master data of company'. The 'Master data of user' panel shows a user profile with fields for Telephone, Employee of company (DISH Digital Solutions GmbH Test Cafe), and Localization (Language: en-US, Time Zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna, Offset: 1, Now: 1/26/2024 12:25:46 PM UTC => 1/26/2024 1:25 PM Local, Decimal: 12.43 UTC total hours). The 'Master data of company' panel shows company details for 'Test-company', including E-Mail (Info@test-company.com), Address (Woodway 1, 12345 Mordor), and Telephone. At the top of the main area, there is a search bar for the knowledge base, language settings (EN), a notification icon with '0', and a 'Back to your account' button. The footer contains the company name 'fiskaltrust Deutschland GmbH', address 'Moosweg 3, 51377 Leverkusen, support@fiskaltrust.de', and version information '1.162.2425.70406+196c6a1d10, © 2024'.



A drop-down menu is going to appear and you'll have to click on **CashBox**.

The screenshot displays the Fiskaltrust web application interface. On the left, a dark sidebar contains a navigation menu. The 'Configuration' section is expanded, and the 'CashBox' option is highlighted with an orange border. The main content area is divided into two columns. The left column, titled 'Master data of user', shows a user profile with a blurred name, a telephone icon, and details for an employee of the company 'DISH Digital Solutions GmbH Test Cafe'. The right column, titled 'Master data of company', shows company details for 'Test-company', including an email address (Info@test-company.com), an address (Woodway 1, 12345 Mordor), and a telephone icon. At the bottom of the main content area, there is an RSS feed section titled 'RSS Feed News from Germany' with 10 feeds. The first feed is titled 'Entdecken Sie die PosCreator Academy!' and includes a timestamp and a short paragraph of text. The footer of the page contains the company name 'fiskaltrust Deutschland GmbH', address, email, and version information.

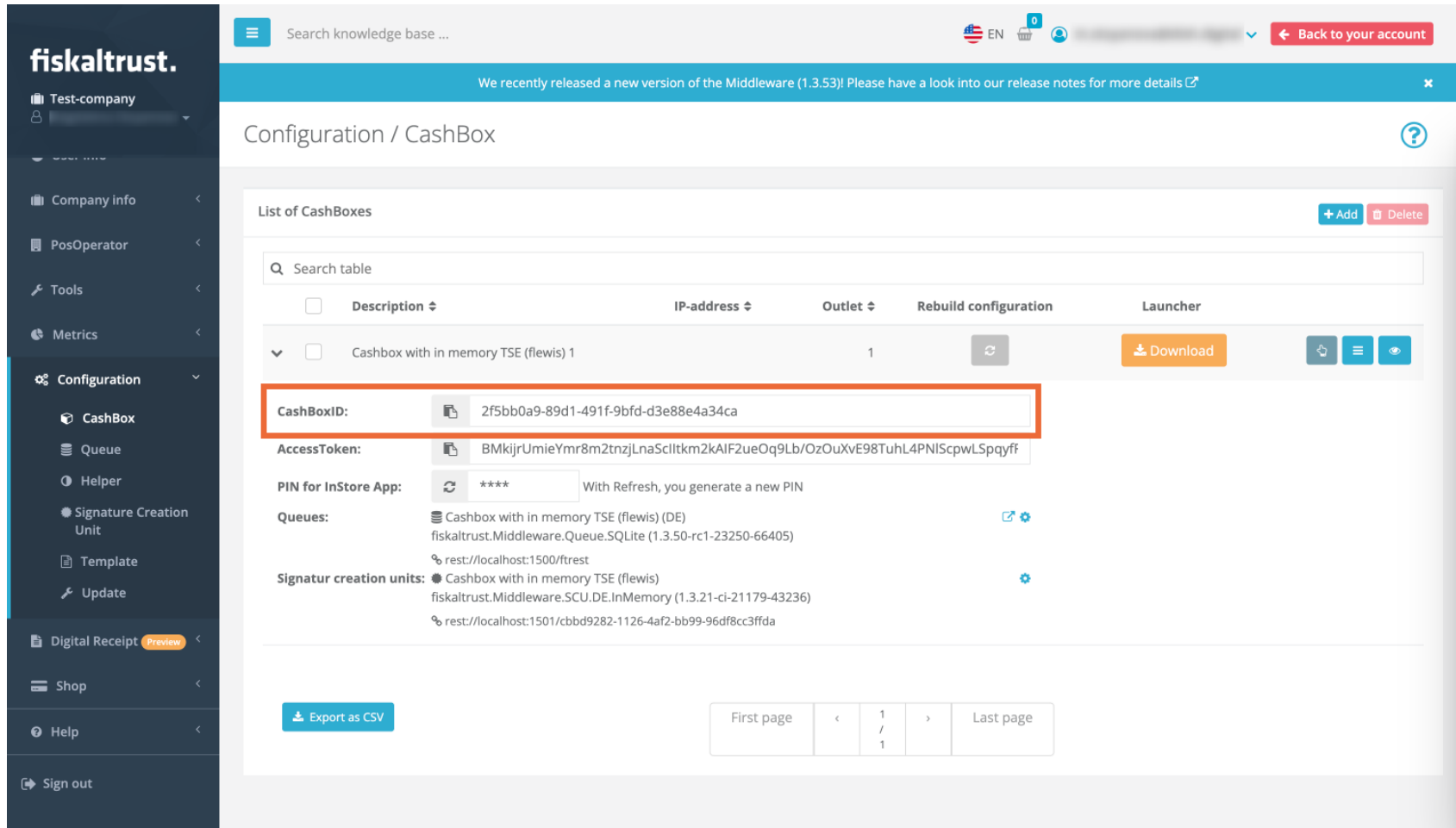




A display of all the POS devices used in that establishment is going to appear. You can click on the one that has the defect.

The screenshot shows the 'Configuration / CashBox' page in the Fiskaltrust application. The page title is 'Configuration / CashBox'. Below the title is a 'List of CashBoxes' section with a search bar and '+ Add' and 'Delete' buttons. The table below has the following columns: Description, IP-address, Outlet, Rebuild configuration, and Launcher. The first row is highlighted with a red box and contains the following data: Description: 'Cashbox with in memory TSE (flewis) 1', IP-address: (empty), Outlet: '1', Rebuild configuration: (refresh icon), Launcher: 'Download' button and three small icons (share, menu, eye). At the bottom of the table, there is an 'Export as CSV' button and a pagination control showing 'First page', '<', '1 / 1', '>', and 'Last page'.

 Rename the CashBoxID with: **y\_existing-name\_stolen(defect)**.



The screenshot shows the Fiskaltrust configuration interface. On the left is a dark sidebar with the 'fiskaltrust.' logo and a menu including 'Test-company', 'Company Info', 'PosOperator', 'Tools', 'Metrics', 'Configuration', 'CashBox', 'Queue', 'Helper', 'Signature Creation Unit', 'Template', 'Update', 'Digital Receipt', 'Shop', 'Help', and 'Sign out'. The main content area is titled 'Configuration / CashBox' and contains a 'List of CashBoxes' table. The table has columns for 'Description', 'IP-address', 'Outlet', 'Rebuild configuration', and 'Launcher'. One entry is visible: 'Cashbox with in memory TSE (flewis) 1'. Below the table, the configuration details for this CashBox are shown, including 'CashBoxID' (2f5bb0a9-89d1-491f-9bfd-d3e88e4a34ca), 'AccessToken', 'PIN for InStore App', 'Queues', and 'Signatur creation units'. The 'CashBoxID' field is highlighted with a red box. At the bottom, there is an 'Export as CSV' button and a pagination control showing 'First page', '<', '1 / 1', '>', and 'Last page'.



Rename also the Queue by clicking on the settings icon, with **y\_existing-name\_stolen(defect)** in the Description field.

The screenshot shows the Fiskaltrust Configuration / CashBox interface. The left sidebar contains navigation options: Test-company, Company info, PosOperator, Tools, Metrics, Configuration (selected), CashBox, Queue, Helper, Signature Creation Unit, Template, Update, Digital Receipt (Preview), Shop, Help, and Sign out. The main content area displays a table of CashBoxes and a configuration form below it.

Description	IP-address	Outlet	Rebuild configuration	Launcher
Cashbox with in memory TSE (flewis) 1		1		

Configuration details for the selected CashBox:

- CashBoxID:** 2f5bb0a9-89d1-491f-9bfd-d3e88e4a34ca
- AccessToken:** BMkijrUmieYmr8m2tnzjLnaScIltkm2kAIF2ueOq9Lb/OzOuXvE98TuhL4PNIScpwLSpqyff
- PIN for InStore App:** \*\*\*\* (With Refresh, you generate a new PIN)
- Queues:** Cashbox with in memory TSE (flewis) (DE) fiskaltrust.Middleware.Queue.SQLite (1.3.50-rc1-23250-66405)
- Signatur creation units:** Cashbox with in memory TSE (flewis) fiskaltrust.Middleware.SCU.DE.InMemory (1.3.21-ci-21179-43236)



?

The screenshot shows the Fiskaltrust configuration interface. On the left is a dark sidebar with a navigation menu including: Test-company, Company Info, PosOperator, Tools, Metrics, Configuration (selected), CashBox (selected), Queue, Helper, Signature Creation Unit, Template, Update, Digital Receipt (Preview), Shop, Help, and Sign out. The main content area is titled "Configuration / CashBox" and features a search bar and a "Back to your account" button. A blue banner at the top of the main area reads: "We recently released a new version of the Middleware (1.3.53)! Please have a look into our release notes for more details". Below this is a table titled "List of CashBoxes" with columns: Description, IP-address, Outlet, Rebuild configuration, and Launcher. One entry is visible: "Cashbox with in memory TSE (flewis) 1" with an outlet of "1". Below the table are fields for "CashBoxID", "AccessToken", "PIN for InStore App", "Queues", and "Signatur creation units". At the bottom, there is an "Export as CSV" button and a pagination control showing "First page", "1 / 1", and "Last page".



Scan to go to the interactive player