

Quick Guide - Required changes in Stripe for SCA

- Modify your Failed Payments Settings
- Upgrade your API connection to Hostaway
- Update your Hostaway Stripe connection with Stripe's Publishable API key



Modify your Failed Payments Settings

In Settings > Billing > Subscriptions and Emails

Set **Retry Schedule** to use Smart Retries within 1 week to avoid losing payments

Manage failed payments

Configure the steps you'd like to take when charging a customer's payment method fails.

Retry schedule

Use Smart Retries ⓘ

Retry up to 4 times within 1 week ⇅

Use custom retry schedule

Activate **Customer Emails** to send emails when card payments fail. The email can be customized with the client's logo and brand style.

Customer emails

Send emails when card payments fail ⓘ

Activate **Manage Payments that require 3D Secure**. Specific reminder days settings are up to client.

Manage payments that require 3D Secure

Configure how you'd like to handle 3D Secure, an authentication step required for some European cardholders. [Learn more →](#)

Customer emails

Send a Stripe-hosted link for cardholders to authenticate when required ⓘ

Send reminders if 3D Secure isn't completed...

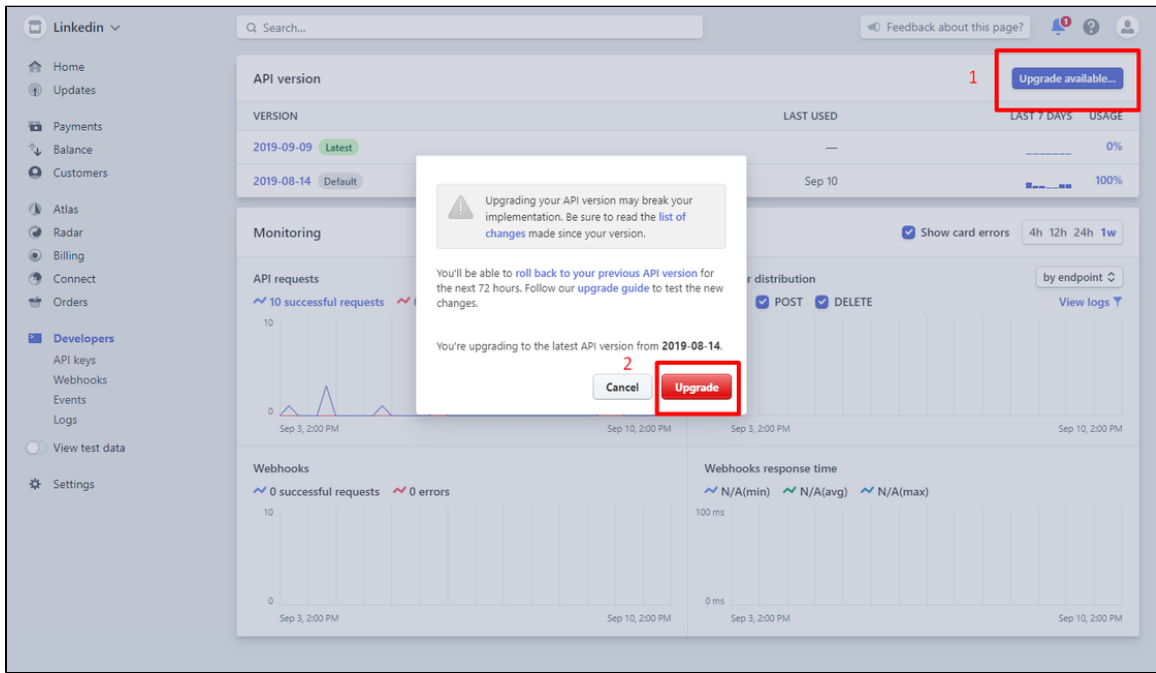
3 days after payment was initiated ⇅ ×

5 days after payment was initiated ⇅ ×

7 days after payment was initiated ⇅ ×

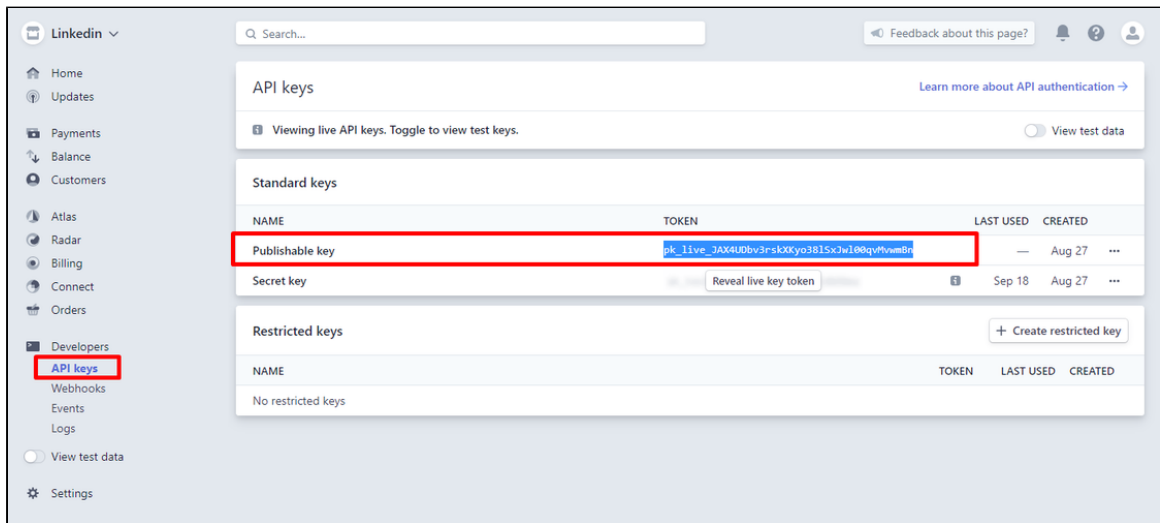
Upgrade your API connection to Hostaway

From Developers > API Keys. Click on Upgrade Available > Upgrade. We have tested the upgrades to make sure you can safely do so.



Update your Hostaway Stripe connection with Stripe's Publishable API key

- In Stripe go to Developers > API Keys. Copy the Publishable key



- Go to your Hostaway Dashboard > Settings > Connectivity and click on Edit.

