

# Blackbaud MobilePay™



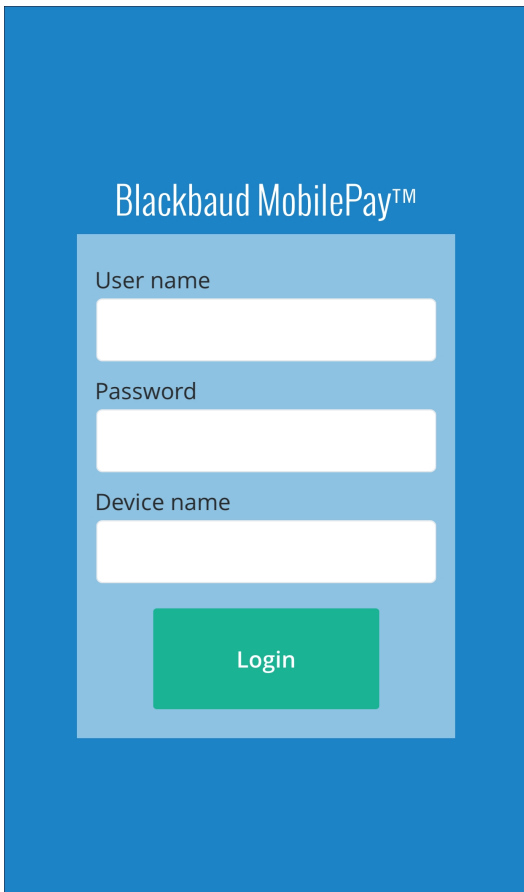
With the version 3.8 update, **Blackbaud MobilePay** now provides enhanced functionality. With this release, we now support versions 3.7 and 3.8 of **Blackbaud MobilePay**. This update requires iOS version 11 (no "jailbreak") or higher or Android 4.4 or higher (no "rooting").

Before you begin work with the updated app, review these features and enhancements.

## Activating New Devices

We have streamlined the way new devices are activated so you can start processing transactions from the **MobilePay** application right away. With this change, users can install the application and begin processing transactions immediately.

When users install the application, they enter the credentials created in the **Blackbaud Merchant Services** Web Portal and choose a unique name for their device.



Blackbaud MobilePay™

User name

Password

Device name

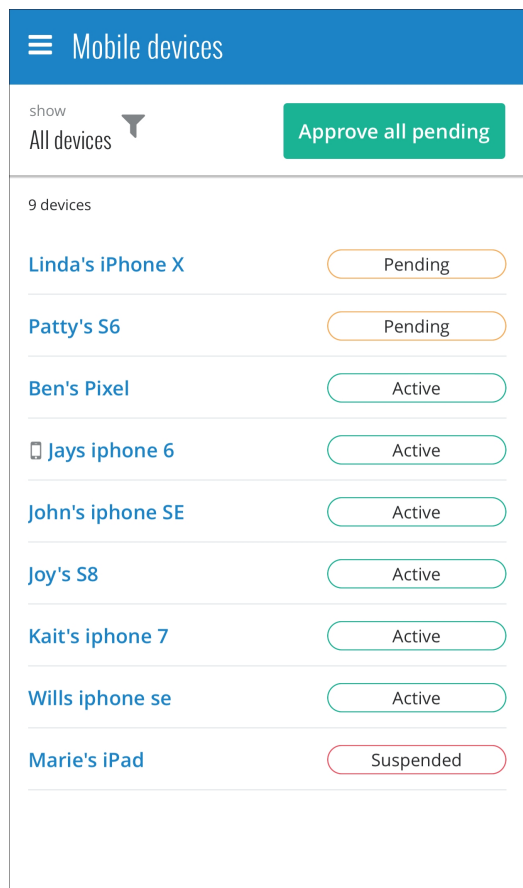
Login

After this step, users have up to 30 minutes to process transactions while they wait for their device to be approved. During this time, users cannot process refunds, however.

**Note:** Users with rights to manage devices are automatically approved for full MobilePay use when they log in from a new device, and not subjected to the 30-minute limit.

Users with rights to manage devices can review pending devices from the application or from the **Blackbaud Merchant Services** Web Portal.

In **MobilePay**, you can see a list of all devices under **Mobile devices**.

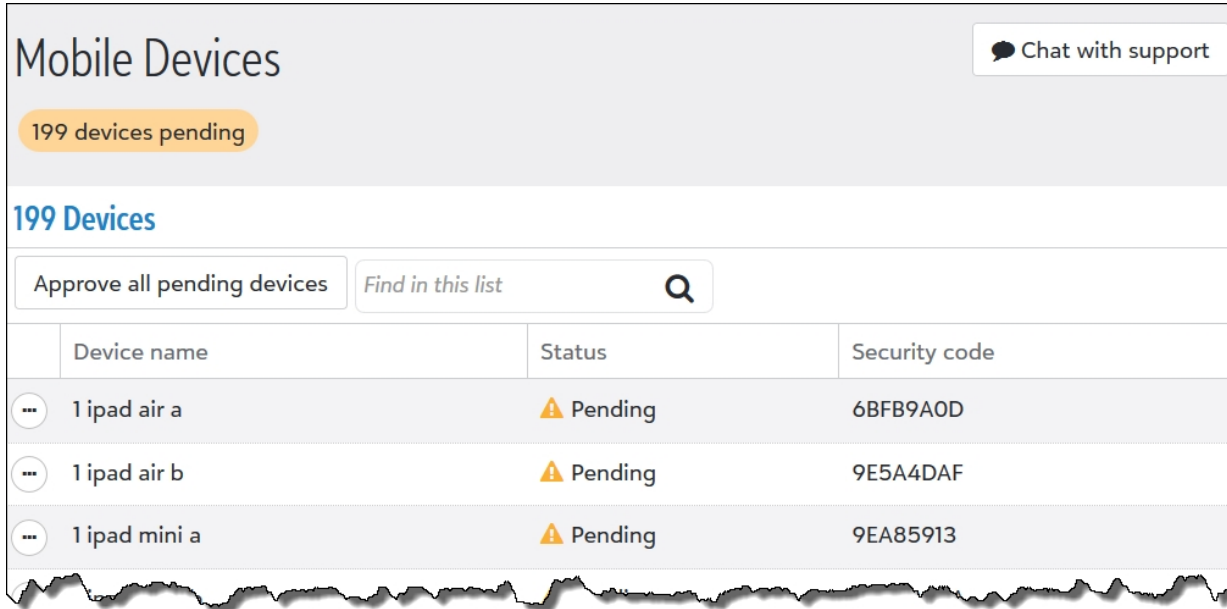


**Note:** Your own device is identified with a mobile icon. You cannot change the status of your own device from the mobile app.

On this screen, you can approve or deny access to pending devices, and suspend or reinstate approved devices. Suspending a device can be helpful if it has been misplaced or is out of use temporarily. The same information is available in the **Blackbaud Merchant Services** Web Portal on the **Mobile devices** page under *Account Management*.

# Manage Mobile Devices

You can now manage access for **Blackbaud MobilePay** from the **Blackbaud Merchant Services** Web Portal. Under *Account Management*, you can access the new **Mobile Devices** page.



Mobile Devices

199 devices pending

199 Devices

Approve all pending devices Find in this list

	Device name	Status	Security code
...	1 ipad air a	⚠ Pending	6BFB9A0D
...	1 ipad air b	⚠ Pending	9E5A4DAF
...	1 ipad mini a	⚠ Pending	9EA85913

On this page, you can see all devices and their status.

- **Pending:** Pending devices appear first on the list. You can approve or deny access to individual pending devices, or select **Approve all pending devices** to approve in bulk.
- **Active:** You can suspend an active device if it is lost, stolen, or not in use. For a device you want to suspend, select **Edit** from the menu (⋮) and then select the "Suspend device access" checkbox in the Edit device screen.
- **Suspended:** Once an active device has been suspended, you can reactivate the suspended device by selecting **Edit** from the menu (⋮). In the Edit device screen, make sure the "Suspend device access" checkbox is not selected and save.
- **Denied:** These devices have been denied approval. You can activate denied devices if they were denied by mistake. If a device is misplaced or out of use temporarily, we recommend that you suspend it rather than deny it.

## Use Multiple BBMS Accounts on the Same Device

You can now switch between multiple **Blackbaud Merchant Services** accounts from the same device using **Blackbaud MobilePay**. For example, this can be useful if you use different **Blackbaud Merchant Services** accounts for different currencies. With this change, you no longer have to enter a security code to access a different **Blackbaud Merchant Services** account.

To switch to a different **Blackbaud Merchant Services** account, log out of **Blackbaud MobilePay** and log back in with the other account you want to use.