

# Welcome to Blackbaud MobilePay™

Thank you for your Blackbaud MobilePay order. Enclosed please find your Blackbaud MobilePay card reader(s).

As a reminder, you need to have a Blackbaud Merchant Services™ (BBMS) account to use Blackbaud MobilePay. If you haven't created a BBMS account, please contact Payment Services Support for assistance (see below). There is no charge to set up a new BBMS account.

Once you have your BBMS account created, follow the steps below to get started. In addition, you can find detailed information on how to set up and use Blackbaud MobilePay in the Help documentation on our website.

You can also take advantage of the help resources linked below according to which Blackbaud solution you are using Blackbaud MobilePay with:

- [Blackbaud Luminate Online®](#)
- [Blackbaud TeamRaiser®](#)
- Raiser's Edge®

For more information and troubleshooting tips, please review the Blackbaud MobilePay FAQ on the following pages. To get started:

- Download the free Blackbaud MobilePay App. You'll find it in the Apple® App Store® or Google Play™ store.
- Log in to the app with your username, password, and a device name (such as Jane's iPhone®).

We are happy to help you with the setup process or answer any questions you have about BBMS. Payment Services Support representatives are available Monday-Thursday, 8:30 a.m. to 8:00 p.m. ET, and Friday, 9:00 a.m. to 8:00 p.m. ET, via:

- [Live chat](#)
- **Phone:** 800.468.8996 (Press 1, #, 6 when prompted)

For additional information, attend one of our webinars:

- [Taking Payments with Blackbaud MobilePay](#)
- [Streamlining Your Payment Processing](#)
- [Navigating the Blackbaud Merchant Services Web Portal](#)

Thank you for your business!

Sincerely,  
Blackbaud Payment Services Team



# Blackbaud MobilePay Frequently Asked Questions

## Why don't cards scan correctly and why doesn't my card reader fit on the mobile phone or tablet?

The **Blackbaud MobilePay** card reader needs to be completely plugged in. When it is, you should see "device detected" or "charging swiper" on the **Swipe or Enter Card** screen. If you do not, remove the case of your mobile phone or tablet as it may obstruct the card reader.

If that is not possible or if your mobile phone or tablet has an inset audio jack that prevents a successful connection to the card reader, use a 3.5mm four-conductor extension cord to connect the card reader to the mobile device. You must plug the cord into the card reader before you plug it into the mobile phone or tablet. If you're using an iPhone® 7 or higher, plug the **Blackbaud MobilePay** reader into the Lightning® adapter that came with your phone.

## How do I link my phone or tablet to Blackbaud Merchant Services?

After you install **Blackbaud MobilePay** on your Apple® or Android™ mobile phone or tablet, you must link the app to your **Blackbaud Merchant Services account**.

1. From the app on your mobile phone or tablet, enter your username and password for **Blackbaud MobilePay**. This username and password is the same used to access the **Blackbaud Merchant Services** Web Portal.
2. Create a device name (such as Jane's iPhone®), then click Login. You will be ready to take payments.

You should also add your **Blackbaud MobilePay** users to the **Blackbaud Merchant Services** Web Portal.

1. From the **Roles** section under Account Management, add a **Mobile devices** role specifically for those at your organization (such as event staff and volunteers) who use **Blackbaud MobilePay**.
2. From the **Users** section under Account Management, add **Blackbaud MobilePay** users and assign them the **Mobile devices** role. To log in to **Blackbaud MobilePay**, each person needs a unique username and password as set up in the **Blackbaud Merchant Services** Web Portal. They will then be prompted to enter a **Device name** the first time they log in to the app. New device requests are immediately given temporary access and can use all of the app's features with the exception of refunding. If their access has not been approved after 30 minutes, they will be logged out of the app automatically and unable to use **Blackbaud MobilePay** until they have been granted access.
3. Any user with the **Manage mobile devices** role can approve, deny, or suspend access to **Blackbaud MobilePay** from within the **Blackbaud Merchant Services** Web Portal or the **Blackbaud MobilePay** app itself.

Note: It is important to create multiple users rather than a single administrator login. This will prevent users from accidentally being locked out if someone enters the administrator credentials incorrectly three times.

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## Why do transactions process slowly at times?

Transaction processing requires a stable Internet connection. Please be sure to check cellular and Wi-Fi connectivity before your event. Make sure Wi-Fi is turned on in **Device Settings** if it is available. If not, ensure your cellular signal is strong in the event area. We also strongly recommend running a few test transactions beforehand if you are at a new location.

## Why can't I log into Blackbaud MobilePay?

Typically, users cannot log in if the Internet connection is poor or their credentials are incorrect. Please review the following on site before your event to minimize connectivity issues.

- Test performance of cellular and Wi-Fi connections
- Log in to the app on each phone or tablet that will be used with the username and password.
- If a **Blackbaud MobilePay** user is locked out or encounters an error with the username and password, the **Blackbaud Merchant Services** administrator may unlock their account from the **Blackbaud Merchant Services** Web Portal by going to the **Users** section under **Account Management** and selecting **Unlock** (if available).

## Can I change the default amounts?

**Blackbaud MobilePay** allows you to set up to four default amounts. To change them, open the app and select **Settings** on the menu icon in the upper-left corner. Once in **Settings**, type in the new amounts in the **Payment defaults** fields.

## Is the email address required?

The email address is optional. However, you will need to enter it if you want to send an email acknowledgment

of the transaction to the constituent. We recommend capturing the email address.

## Is there an option to waive the signature for amounts of \$25 and under?

The cardholder's signature is required at this time for security and compliance purposes.

## Why doesn't the "state" drop-down list populate a list of states?

Select "US" in the **Country** field to display states in the **State** field. For organizations processing transactions in Canadian dollars, a list of provinces will display in the **State** field.

## Why do I receive the error "Transaction processing failed" when trying to submit a payment?

Check your network. The transaction was not received by **Blackbaud Merchant Services**. You will need to re-enter the entire transaction to process the payment.

## What operating systems and mobile phones and tablets work with Blackbaud MobilePay?

**Blackbaud MobilePay** works with Android 4.4 and higher (no "rooting") and the two most recent iOS versions (no "jailbreak"). While not all mobile phones and tablets are compatible, most Apple® devices are compatible as are these Android devices:

- LG G Pad F 8.0
- ASUS Memo Pad 7
- Ellipsis 7 QMV7B (Verizon)
- Motorola DROID Turbo 2 XT1585 (Verizon)
- Nexus 7 (Second Generation)

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- Samsung Galaxy Note 8
- Samsung Galaxy S7 (Verizon)
- Samsung Galaxy S7 Edge (AT&T)
- Samsung Galaxy S8
- Samsung Galaxy Tab E

## What if I'm at my event and need immediate Blackbaud MobilePay assistance?

Payment Services Support representatives are available to assist you Monday-Thursday, 8:30 a.m. to 8:00 p.m. ET, and Friday, 9:00 a.m. to 8:00 p.m. ET, via:

- [Live chat](#)
- **Phone:** 800.468.8996 (Press 1, #, 6 when prompted)

Outside of these hours, you can contact Payment Services Support for urgent after-hours issues by dialing 800.468.8996.

- Press # to access the mission-critical menu.
- Press 6 for Payment Services Support.

## How can I take screenshots of the mobile phone or tablet screen if needed for Support assistance?

**Android:** Press the **Volume Down** and **Power** keys at the same time. The screen will flash, you'll hear a sound, and you'll see a framed image appear and fade into the notification bar. The "Saving Screenshot" notification will appear.

**iOS:** On your iPhone® or iPad®, press and hold the menu button. While the menu button is held down, press the power/lock button. You can also hold the lock button and press the menu button or try to press the two buttons simultaneously.

## How do I know if I'm using the latest version of the Blackbaud MobilePay app?

Start by going to the Apple® App Store® or Google Play™ store and searching for **Blackbaud MobilePay**. In the app description, you will find the version number. Then open the **Blackbaud MobilePay** application on your mobile phone or tablet. Click the three lines in the upper left and select **Settings**. You will see the app version prominently displayed. If the version on your mobile phone or tablet matches what you see in the Apple App Store or Google Play, you have the most current version. *Please note that Blackbaud provides support for the two most recent versions of the **Blackbaud MobilePay** app: Version 3.8 and Version 3.7. To take advantage of the device management features highlighted in this document, you must be using Version 3.8.*

## What information do I need to have available when I call Support?

Before contacting Support, confirm that you have the most current version of the **Blackbaud MobilePay** app. If you don't, download the latest version from the Apple App Store or Google Play. Please also have the following ready:

- Your **Blackbaud Merchant Services** user ID
- Make and model of your mobile phone or tablet
- Exact wording of any error messages
- Description of the steps that produced the error, including whether it involved other devices and/or usernames

Our Support team will also need to know whether you have administrative rights in **Blackbaud Merchant Services**.

