

# Installing and Using Blackbaud MobilePay

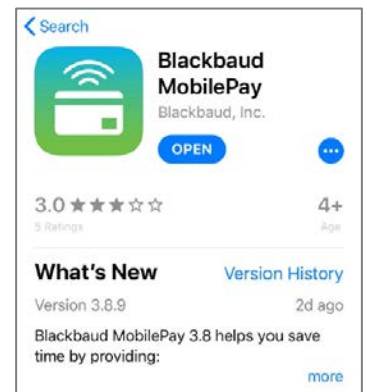
## Instructions for Staff and Volunteers

Blackbaud MobilePay allows you to take payments on an iPhone®, iPad®, or Android® phone or tablet. This safe, secure, and easy to use mobile processing solution includes a free app and a card reader.

### Blackbaud MobilePay Set Up

1. Download the Blackbaud MobilePay app from the Apple® App Store® or Google Play™ store.
2. Insert the Blackbaud MobilePay card reader into the headset jack of your mobile phone or tablet (or use the Lightning® adapter for iPhone 7 and higher).

3. To confirm you have a good cellular or Wi-Fi connection, open your Internet browser and enter the form URL provided by your nonprofit contact.

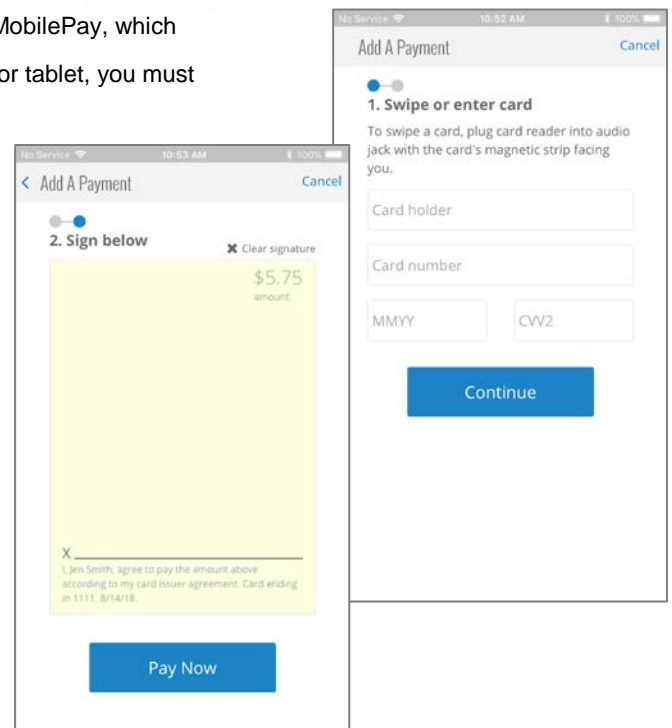


4. Complete the form fields. Under payment method, select Blackbaud MobilePay, which launches the Blackbaud MobilePay app. If you have an Apple phone or tablet, you must first click **Open MobilePay** when prompted.

5. When the Swipe or Enter Card screen appears, swipe the constituent's credit card using the Blackbaud MobilePay card reader and tap **Continue**.

6. When the Signature screen appears, hand the constituent the mobile device to sign for the transaction. Select **Pay Now** to complete the transaction. Once the transaction is complete, you will be redirected to a Thank You page.

7. To issue a refund, coordinate with your contact at the nonprofit.



## Troubleshooting Tips

- **Device Type:** It is recommended that you use a device with a larger screen size, such as an iPad or tablet. While you can use your mobile phone, the smaller screen size may be less than optimal.
- **Swiping the Credit Card:** If you are using an Apple device and the card swiper is unable to read the credit card data when the card is swiped (with the magnetic stripe facing the thick side of the reader), confirm the device microphone is enabled for the Blackbaud MobilePay app (under Settings>Privacy>Microphone). If it is, turn the volume all the way up (If you're using an Android phone or tablet, turn the volume all the way up and then down one or two notches).
- **Connecting the Blackbaud MobilePay Reader to Your iPhone:** Since newer iPhones no longer have an audio jack, you will need to **first connect a Lightning adapter** to your phone and then plug the Blackbaud MobilePay card reader into the other end of the adapter.
- **Browser Error Messages:** You must use the default browser for your mobile phone or tablet. For an Apple device, the default browser is Safari. The Android default browser depends on the device and version. To confirm which browser your Android phone or tablet is using, go to Settings>Apps and then tap the "Gear" icon.

## System Requirements

Operating system for mobile phone or tablet:

- Android 5.0 and higher, no "rooting"
- Two most recent iOS versions, no "jailbreak"

Not all mobile phones and tablets are compatible with Blackbaud MobilePay. However, 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 XT 1585 (Verizon)
- Nexus 7 (Second Generation)
- Samsung Galaxy Note 8
- Samsung Galaxy S7 (Verizon)
- Samsung Galaxy S7 Edge (AT&T)
- Samsung Galaxy S8
- Samsung Galaxy Tab