

How to Guide: Zettle Contactless Payment Device

(Time to read: Approx. 3 mins)

Activating your Zettle account

1. The first thing you need to do is sign up for a Zettle account by filling out the form on the CAFOD contactless webpage cafod.org.uk/fundraise/parish-fundraising/contactless-device-faqs or by emailing contactless@cafod.org.uk. **Do this before downloading the Zettle app.**
2. Once your request for a Zettle account has been processed, you will receive an activation email from hello@zettle.com. Open this and click on 'Activate your Zettle account'.
3. You will be asked to enter the email address that you used to sign up to Zettle and to create a password.

(If, at any point, Zettle asks you for any information other than your email address and a password, STOP. Go back to your activation email and complete steps 1-3.)

4. That's it! Make a note of your password, you will need it to log in to the Zettle app on your phone.

Downloading the Zettle App

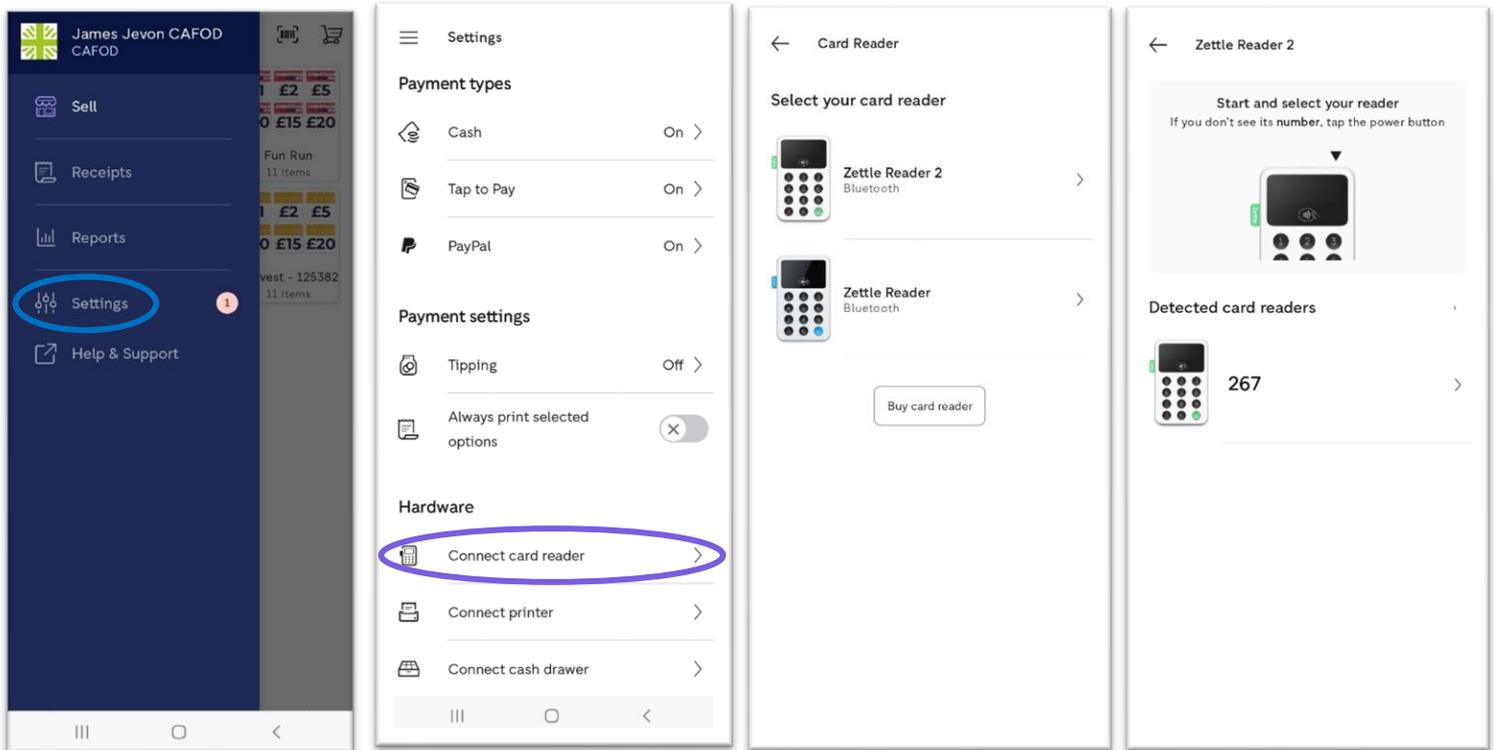


1. Download and install "Zettle Go" from your mobile phone's App store.
2. Once the app has been downloaded, open and press 'Log in'. Enter your email and password details from activating your account.
3. Once you're logged in, there are now **two ways to collect payments:**
 - **NEW: Most Android phones and iPhones can now accept donations on their own** using a facility called 'Tap to Pay', without the need for a separate card reader.
 - or**
 - **you can use a Zettle card reader** with any smartphone. Order your card reader on the CAFOD contactless webpage: cafod.org.uk/fundraise/parish-fundraising/contactless-device-faqs

Setting up your card reader

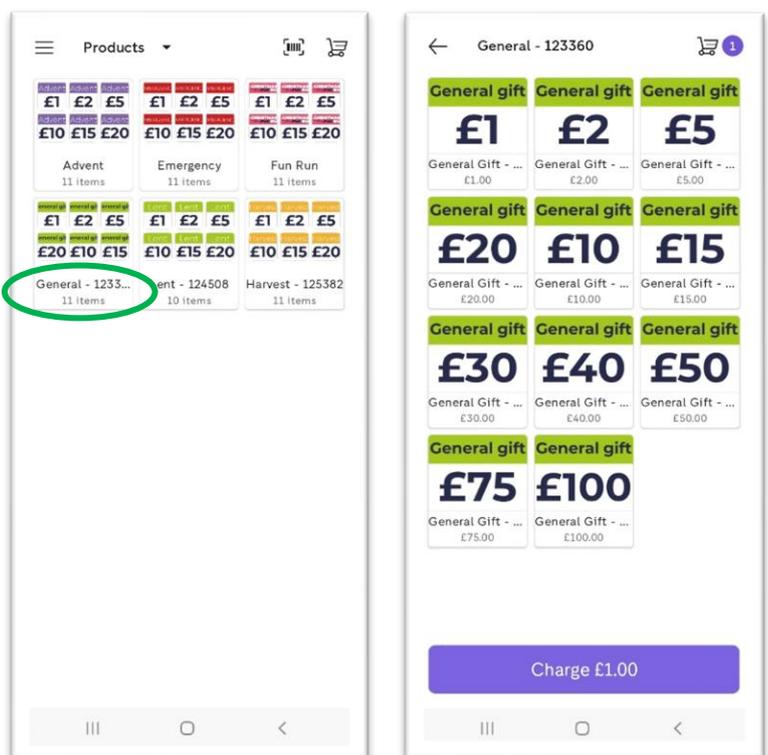
1. This section is **only for volunteers operating a Zettle card reader**. If you are going to be taking donations **using just your phone, you can skip along** now to the next section.
2. If you are going to be collecting donations using a Zettle card reader, you will need to charge your device before use. Use the charging cable provided (Zettle does not provide plugs). Full charge will take a few hours.
3. Once charged, turn on your device by holding down the button on the top of the device for a few seconds. Make sure that your phone's **Bluetooth is switched on** and open the Zettle app on your phone.

- On the Zettle app, click the menu button: ≡ / [Settings](#) / [Connect Card Reader](#).
- Select 'Zettle reader 2' and your device should appear on your screen alongside its unique 3-digit name (the last 3-digits of the serial number on the back of the device).
- Select the device and a 6-digit number should appear on your screen. Check that it matches the number on your card reader screen and click the green button on your card reader to confirm.
- Your card reader is now connected to your phone and you are ready to start taking donations!

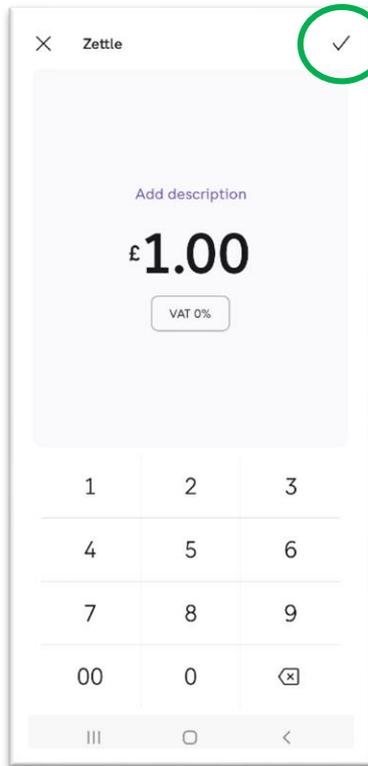
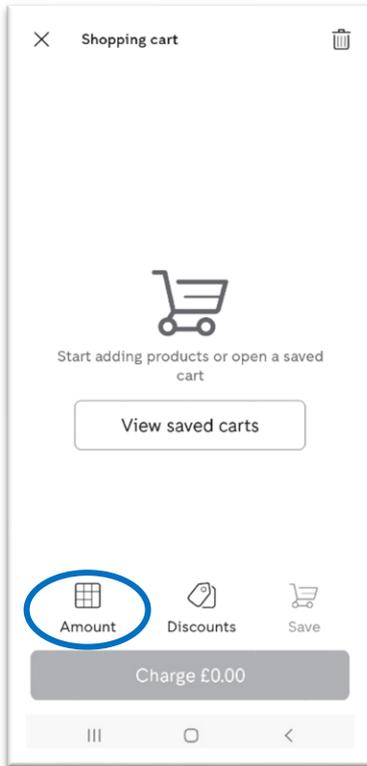


Taking donations

- Open the Zettle app on your phone. You should immediately be brought to the 'Products' page. If not, click the menu button: ≡ and select 'Sell'. Your screen should look like this →
- To take donations you will need a **mobile signal** (3G/4G) and your phone's **location** switched **on**.
- Pick an **appeal** (e.g. 'General') that you would like to raise money for, and the donation amount the supporter has requested, by selecting from the buttons on the screen.
- Once you have chosen the donation amount, select 'Charge'.



You can also **set your own donation amount** by clicking on the trolley icon in the top-right corner, selecting 'amount' and keying in the number. Click the **tick** button to confirm the amount and 'Charge' to collect the donation.



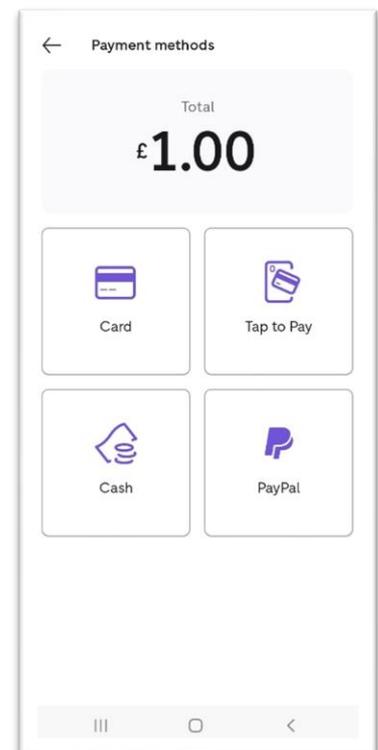
5. Once you've clicked 'Charge' your screen should look like this →

6. To take the donation using a card reader, select 'Card'. To take the donation using just your phone, select 'Tap to Pay'. **Please ignore the 'Cash' and 'Paypal' options.**

7. Check that the supporter is happy with the donation amount on the screen. If you are using the Zettle card reader, ask the supporter to **tap their bank card or their phone over the screen of the card reader**. If you are operating Tap to Pay on your phone, ask the supporter to **tap their bank card or their phone to the back of your phone (if you have an Android) or the front of your phone (if you have an iPhone)**.

Volunteers operating a card reader can also take chip and pin payments by inserting the card into the top of the device and inputting the PIN using the keypad.

8. Confirmation of the payment will appear on the screen. Legally, **we cannot currently offer receipts** for GDPR reasons. We are also **unable to collect Gift Aid** on contactless donations.



• If you have any queries at any point: please email contactless@cafod.org.uk