

How to Guide: using Zettle to take contactless donations

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/contactless or by emailing contactless@cafod.org.uk. **Do this before downloading the Zettle app.**
2. Once your request has been processed, you will receive an activation email from hello@zettle.com. Open this and click **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.
4. **That's it!** Make a note of your password for future reference.

Downloading the Zettle App

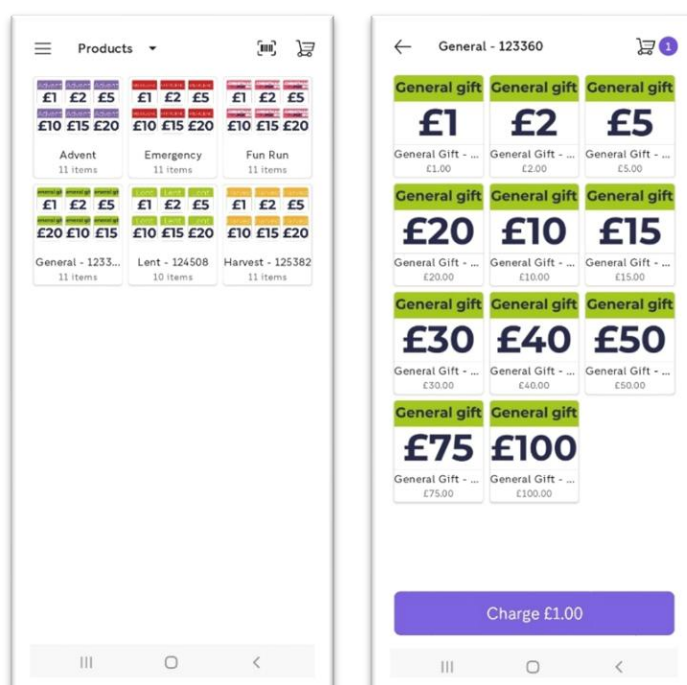
1. Download and install "Zettle Go" from your mobile phone's App store.
2. Open the app and press **Log in**. Enter your email and password details from earlier.



N.B. The Zettle app shouldn't ask you for any information other than your email address and password. If you are being asked to fill in any personal details, go back and make sure that you have selected 'Log in' and not 'Sign up'.

Taking donations

1. On the Zettle app click the **menu button**: ≡ and select **Sell** to reach the 'Products' page. Your screen should look like this →
2. To take donations you will need a **mobile signal** (3G/4G) and your phone's **location** switched on.
3. Use the buttons on the screen to **pick the appeal** (e.g. 'General') **and the donation amount** the supporter has requested.



Supporters can also set their own donation amount. Just click on the **trolley icon** in the top-right corner, select **Amount**, key in the number and click the **tick button** to confirm.

4. Check the supporter is happy with the amount on the screen and click **Charge**.

Your screen should look like this →

5. To take the donation using your smartphone select **Tap to Pay**.

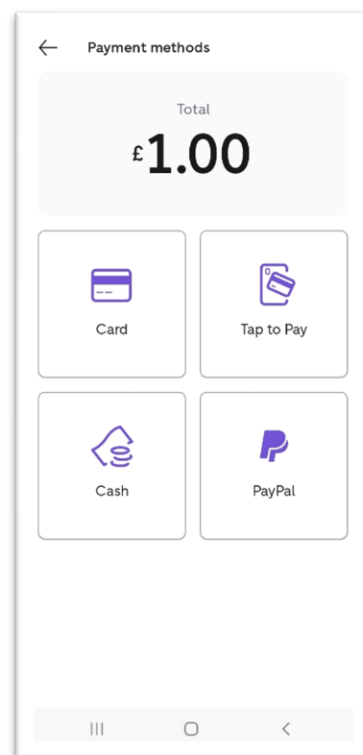
N.B. The 'Card' option is only for those using a separate card reader device. Please ignore the 'Cash' and 'Paypal' options.

6. If you have an **Apple phone**, the supporter will need to tap their card against your screen.

If you have an **Android phone**, the supporter will need to tap their card against the back of your phone.

(This is just to do with where the antenna is placed within different phones.)

7. Confirmation of the payment will appear on the screen. If the supporter would like a receipt, they can receive one by text or email.



We are **unable to collect Gift Aid** on contactless donations.

If you have any questions, email us at contactless@cafod.org.uk