



## **PayaCharity Plus Quick Start User Guide**



# The PayaCharity Plus

The PayaCharity Plus is a card payment machine with a specially designed Charity App for taking quick card donations.

The screen can be swiped to select the desired donation amount and then the donor can choose to pay by Contactless, Chip & Pin or Magstripe.

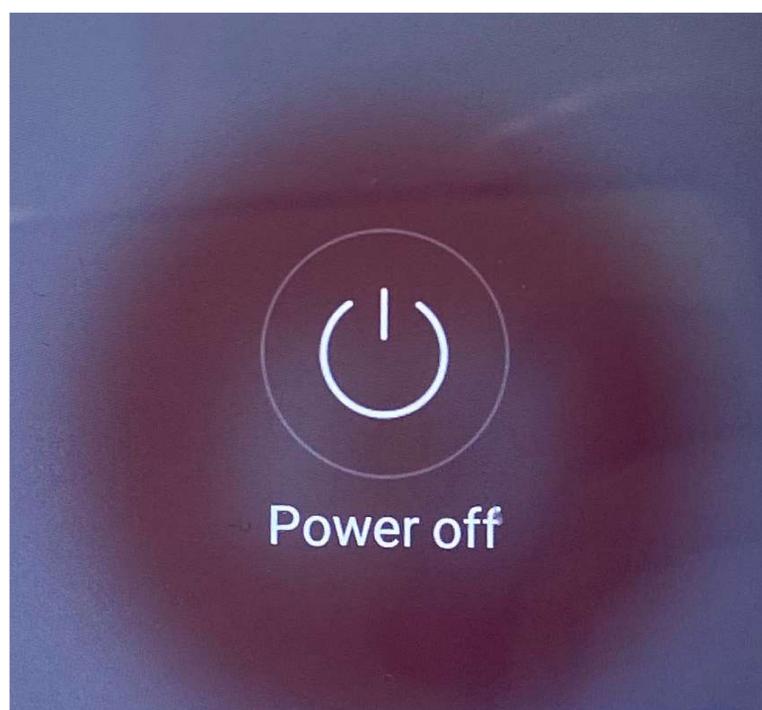
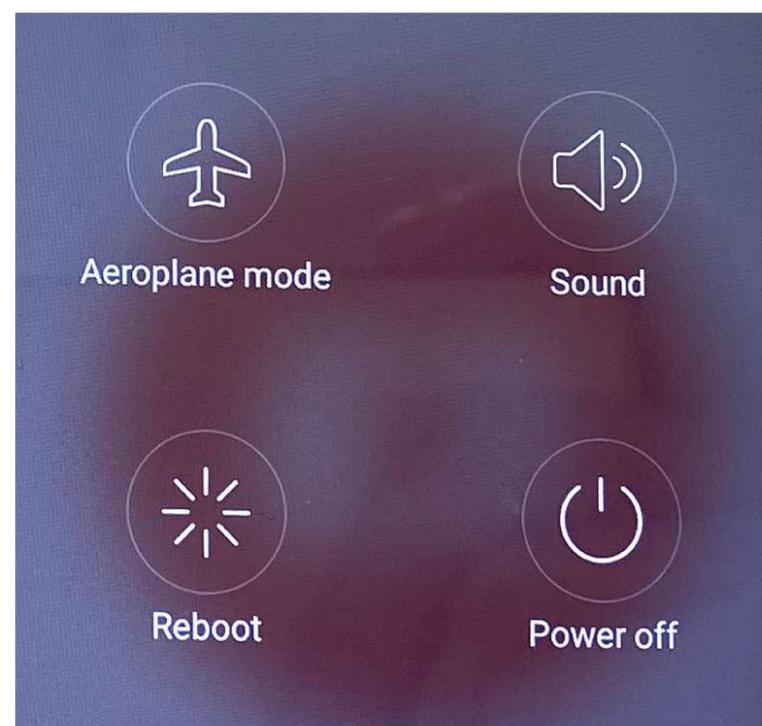


# Turning Your Device On/Off

The power button is located on the side of the device. Hold the button down to turn the device on.

To turn it off, hold down the power button to display 4 options.

Press 'power off' and then 'power off' again to confirm.



# User Credentials

You will be provided with a 7 digit reference number which you will need to log in and use the device.

## Logging In

When you turn the device on you will be presented with the PayaCharity login screen.

Login to the device using the reference number you have been given.

If you are not automatically given the PayaCharity log in screen, select the 'PayaCharity' option under 'Payments'.



Payments

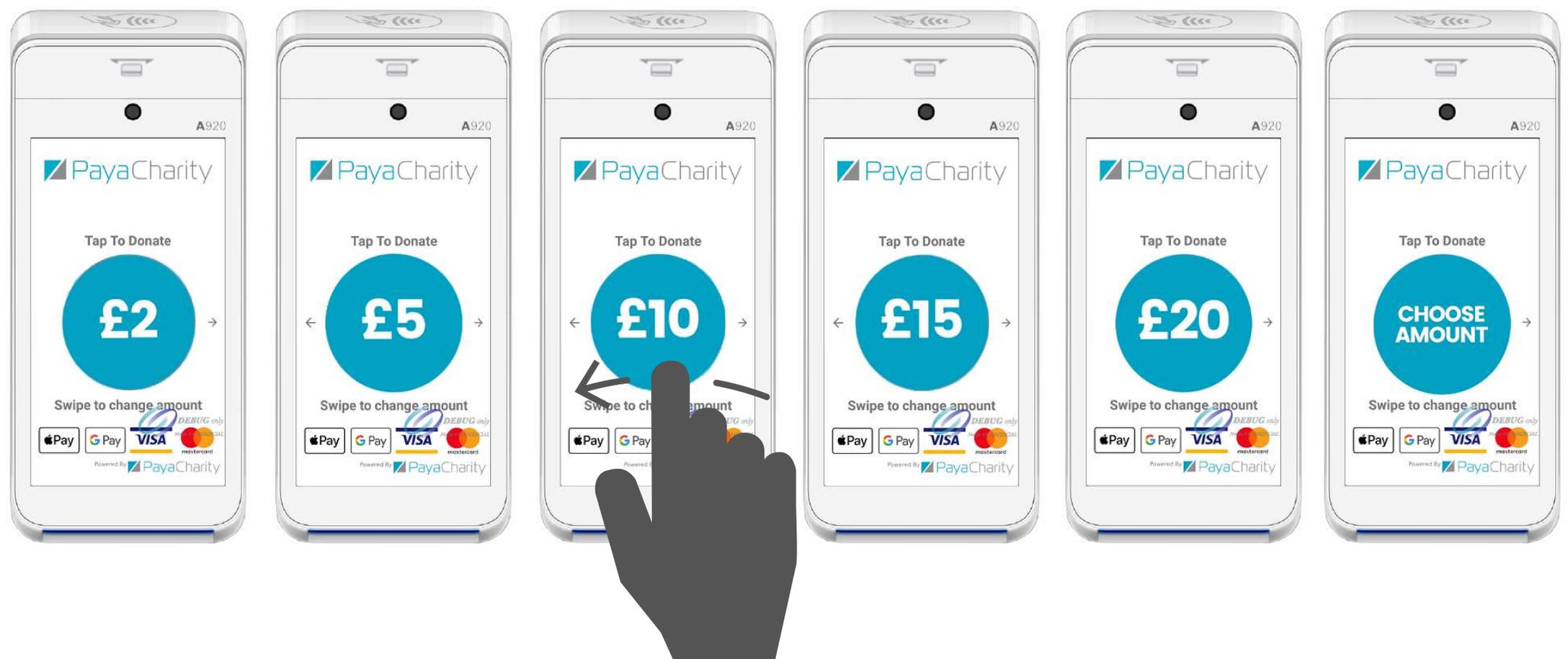


PayaCharity

# Accepting Donations

The PayaCharity Plus can be preconfigured with up to 5 fixed donations, eg. £2, £5, £10, £15 and £20 with the additional option of choosing another amount.

The screen can be swiped to select the desired donation amount and then choose to pay by Contactless, Chip & Pin or Magstripe.



# Choosing Donation Amounts

To choose another donation amount, select 'Choose Amount' from the screen. You can then manually enter the desired donation amount.

Donations can be made in both pounds and pence, eg. £2.50.

**Tap To Donate**



**£2.50**

**RESET**

## Contactless Donations

To accept a contactless donation, simply ask the donor to tap their card against the contactless symbol at the top of the device.



## Chip & Pin Donations

To accept Chip & Pin donations, simply ask the donor to insert their card into the Chip & Pin reader at the bottom of the device.

## Magstripe Donations

To accept Magstripe donations, simply ask the donor to swipe their card through the Magstripe reader at the top of the device, above the camera.

# Accepting Larger Amounts

If a donor would like to give more than the contactless limit of £45, they simply enter their desired amount in the 'Choose Amount' screen.

**CHOOSE  
AMOUNT**

The PayaCharity Plus will automatically register it as a chip and pin payment and the donor will be prompted to insert their card.

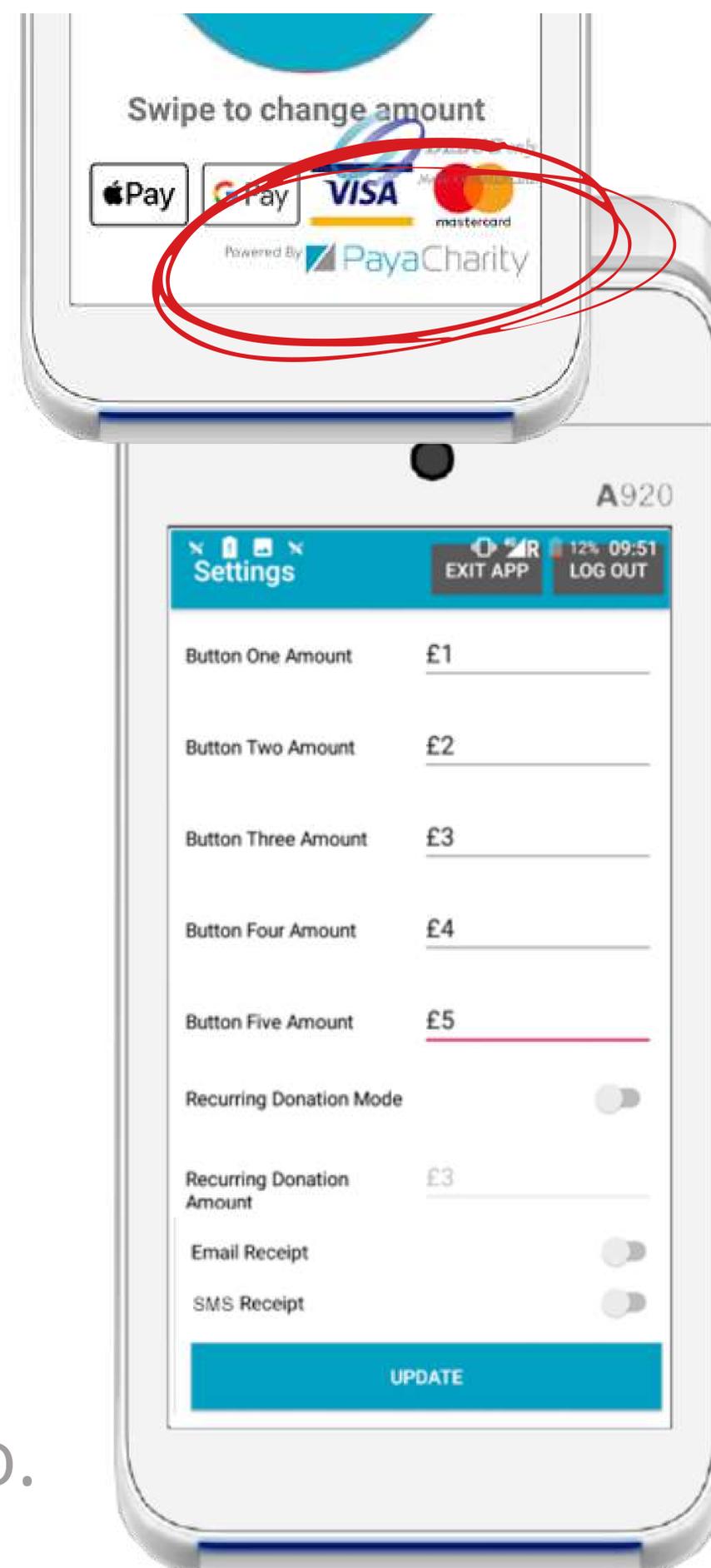


# Changing Donation Amounts

To change the set donation amounts, double tap the 'Powered By PayaCharity' logo at the bottom of the screen.

This will open the Settings where you can set button amounts.

Button One cannot be set below £1. To remove a donation amount from the screen, simply set it to zero.

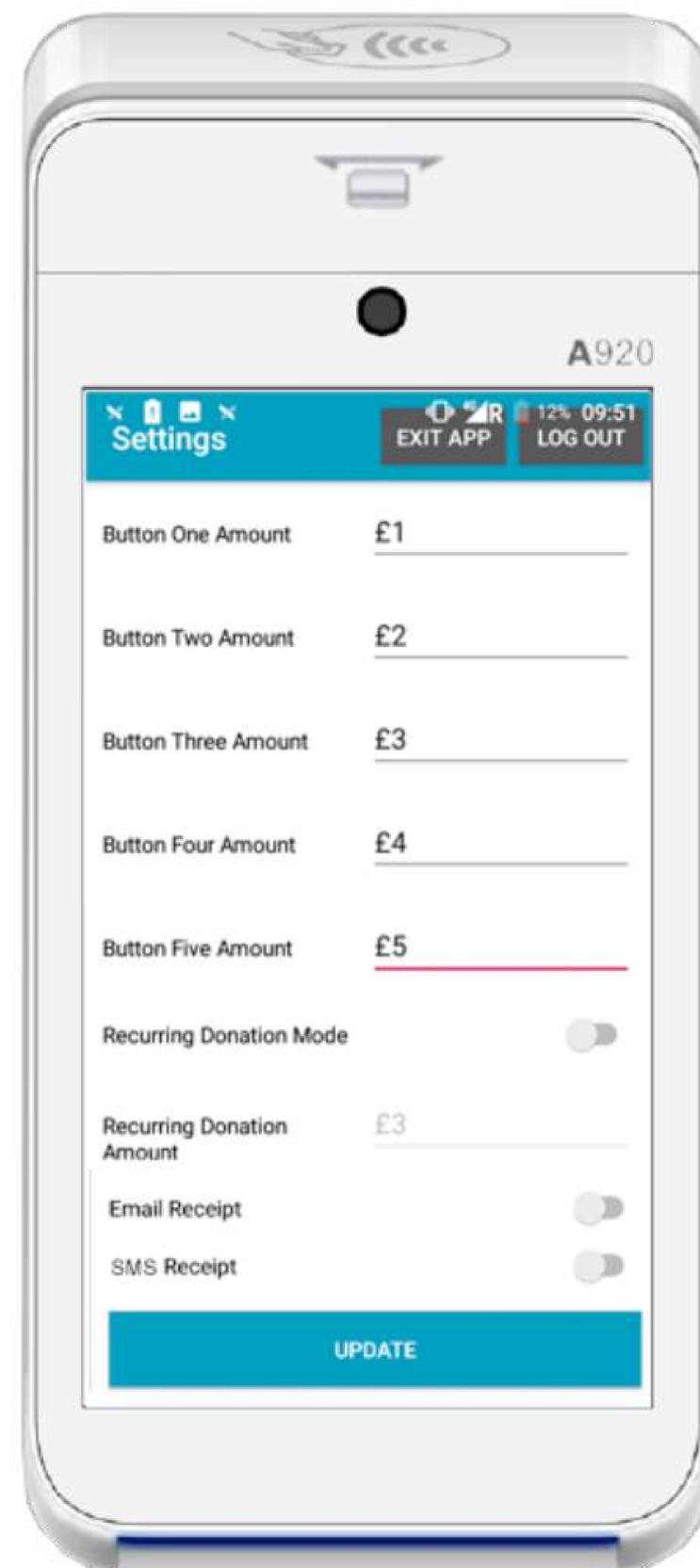


# Recurring Donation Mode

If you would like to accept a fixed recurring donation amount, you can turn on Recurring Donation Mode and enter your desired collection amount.

## Donation Receipts

You also have the option to offer both Email Receipts and SMS Receipts to your donors. These can be turned on and off at any time.



# Successful Transactions

When a donation has been successful you will see the green tick symbol.



If a donation is declined you will see the red cross symbol.



## Battery

The battery on your PayaCharity Plus should last all day. The battery indicator is shown at the top of the screen when a payment is made.

You can use an external battery to help save the device power.

## Recharge Device Every Night

To recharge, look for the micro USB port on the side of the device. Plug into the mains power as normal. The device will normally charge within 3 - 4 hours.

## Weak Or No Signal

If you are fundraising in a location with weak or no signal, don't worry. You can still accept donations. These will still be stored 'offline' and can be uploaded at the end of the day.

### **IMPORTANT!**

'Offline' donations will be stored on the device but need to be manually uploaded by the fundraiser at the end of each fundraising day.

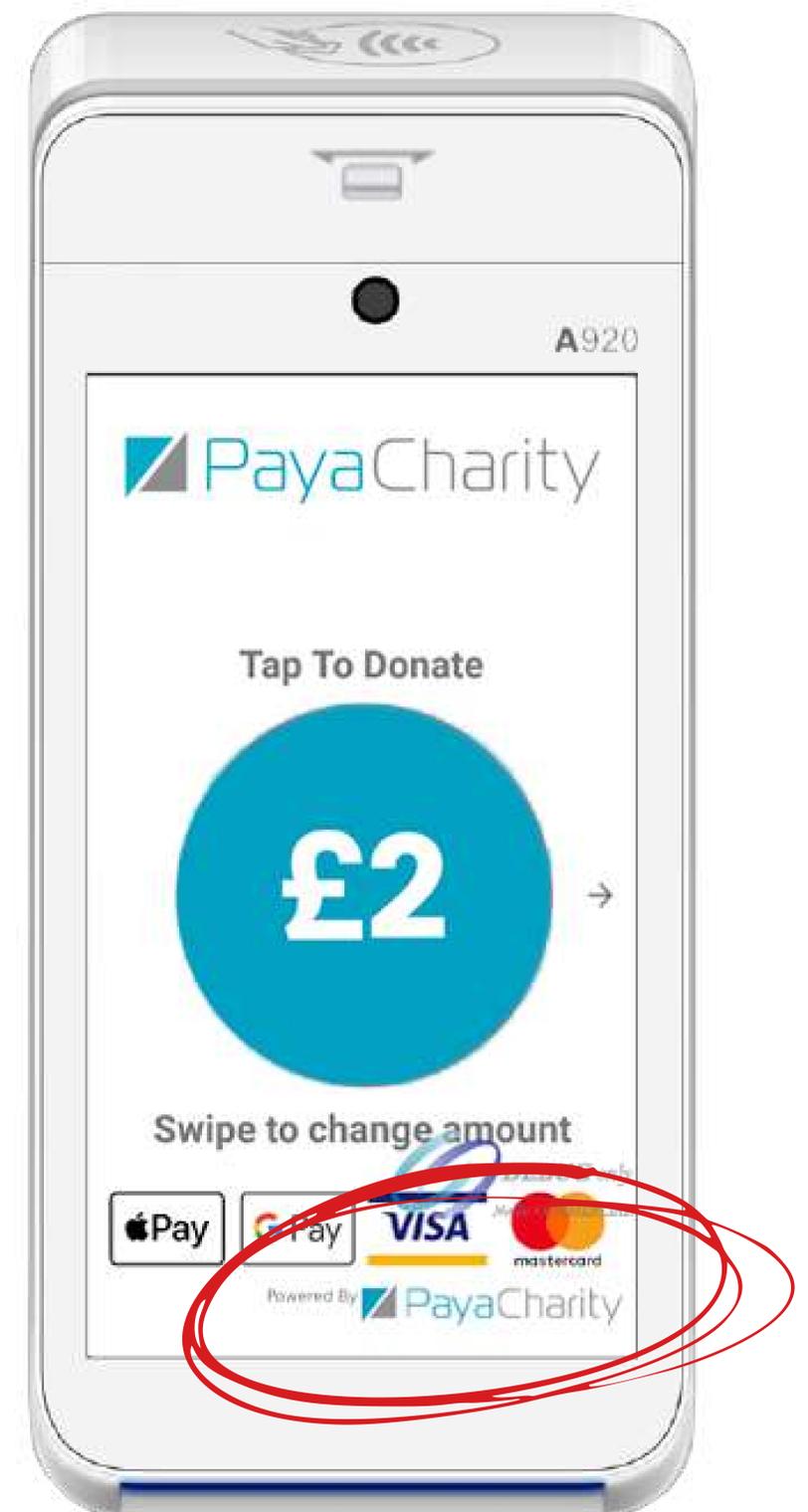
Please see 'Uploading Stored Transactions' on page 13 for instructions.

# Uploading Stored Transactions

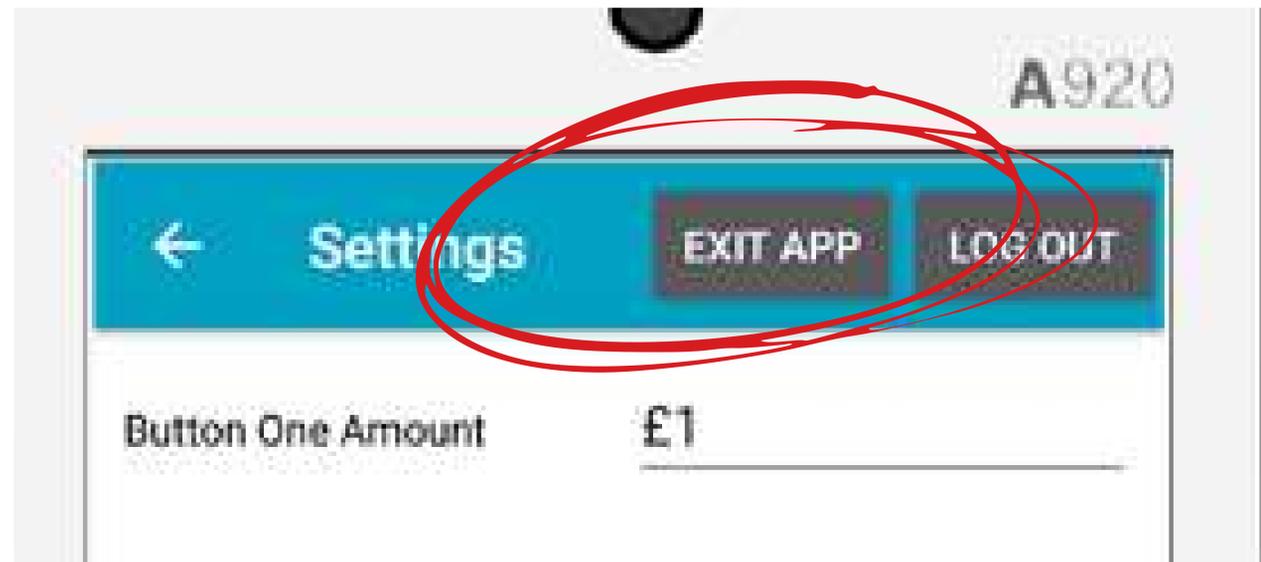
To upload stored transactions you will need to access the Admin Menu on the PayaCharity Plus.

Make sure to find a location with a strong mobile signal before you upload.

You will need to exit the Charity App by going into the settings. To do this, double-tap on the 'Powered by PayaCharity' logo at the bottom of the screen.

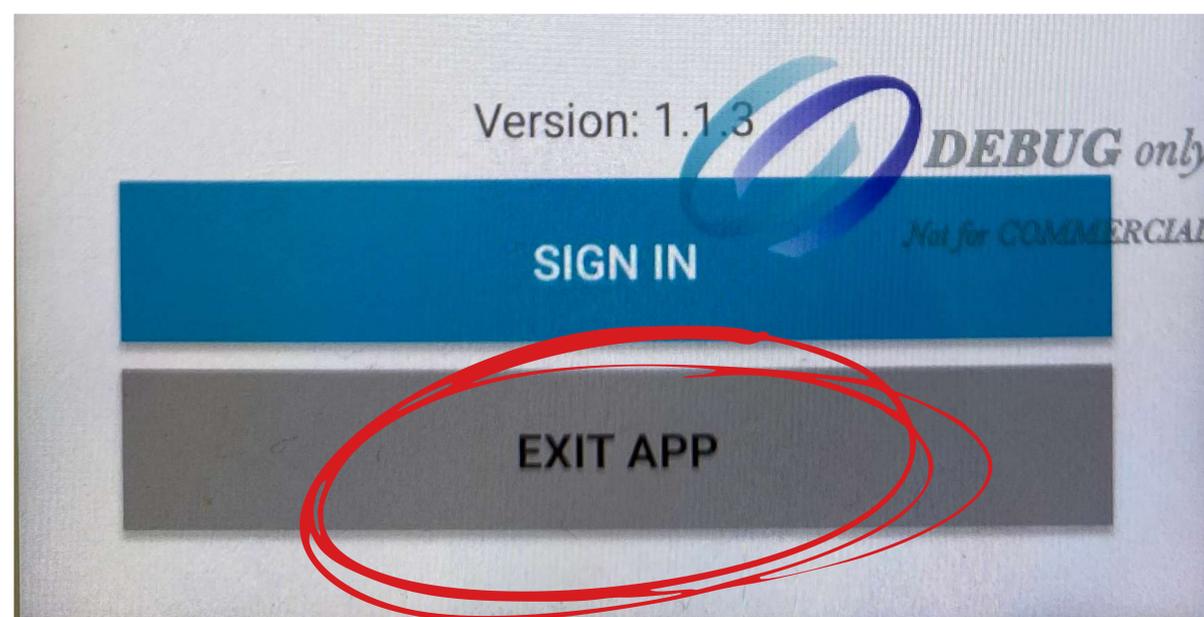


Click the 'Exit App' button at the top of the screen.

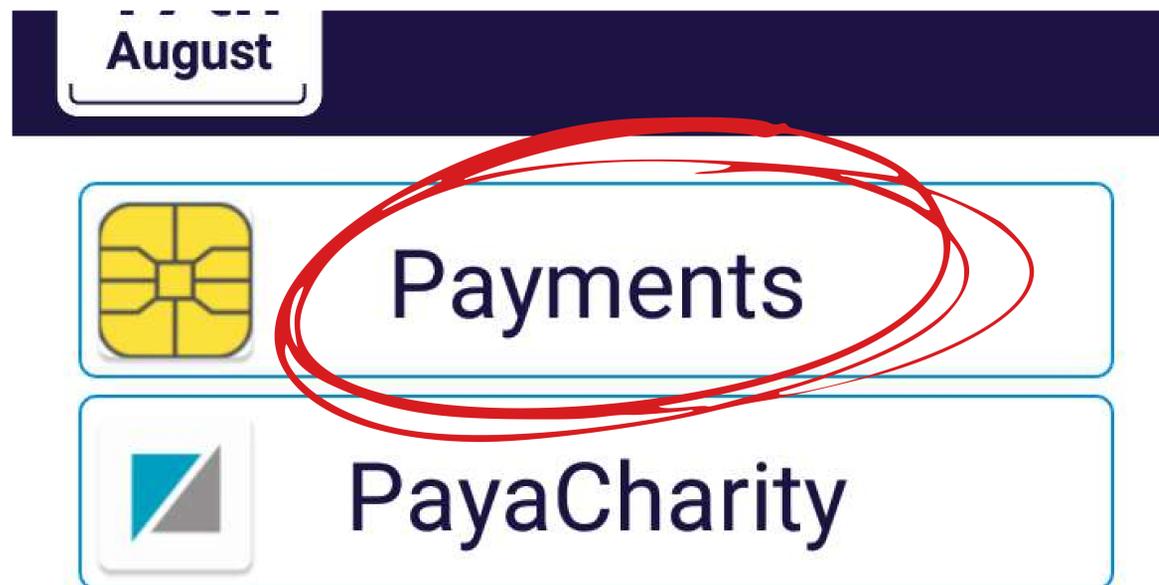


This will take you back to the Login Screen.

Click 'Exit App' again until you see the Menu screen.

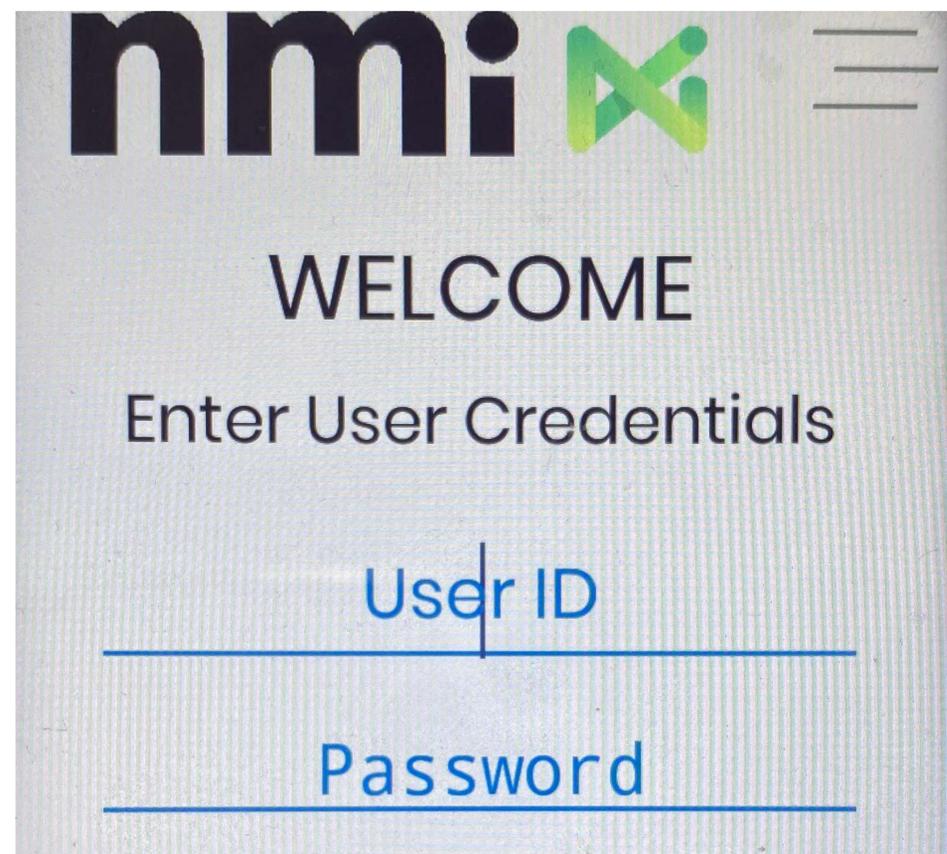


Click the 'Payments' button.



You will be taken to the Menu login screen.

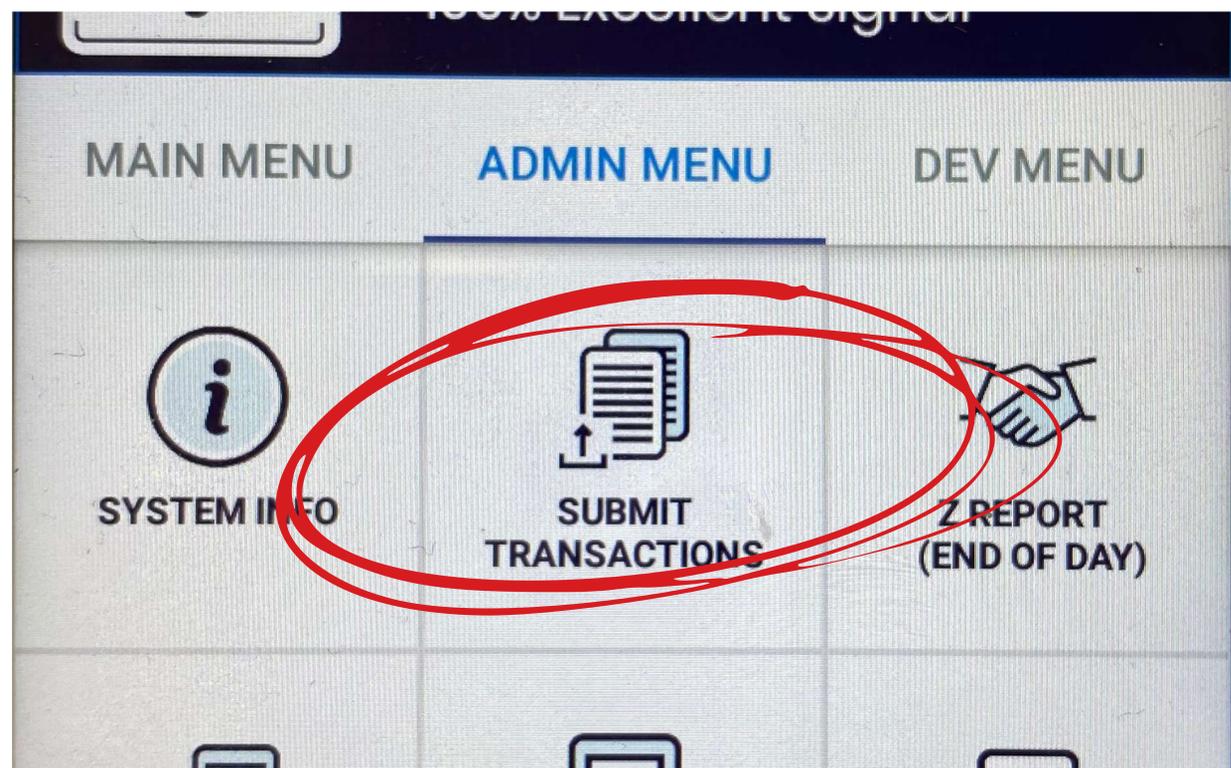
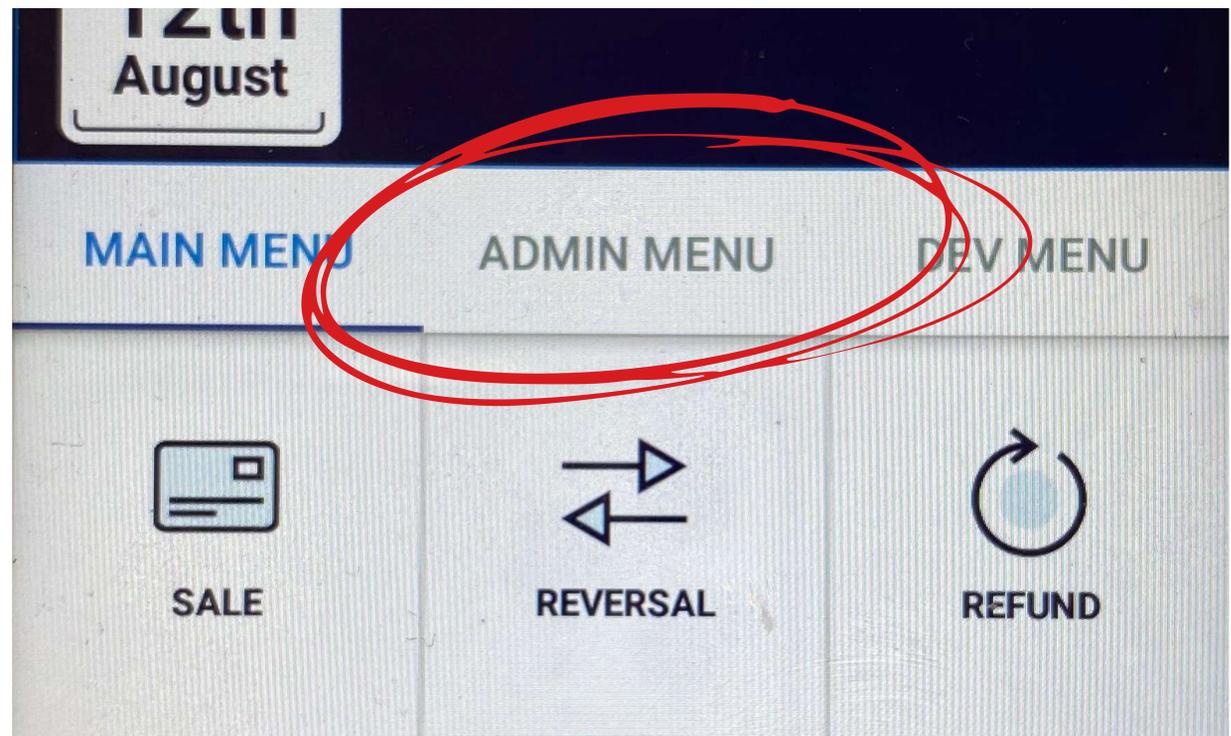
To log in to the Menu you will need to use the User ID and Password provided in the PayaCharity Merchant Portal.



On the Menu, click the 'Admin Menu' button.

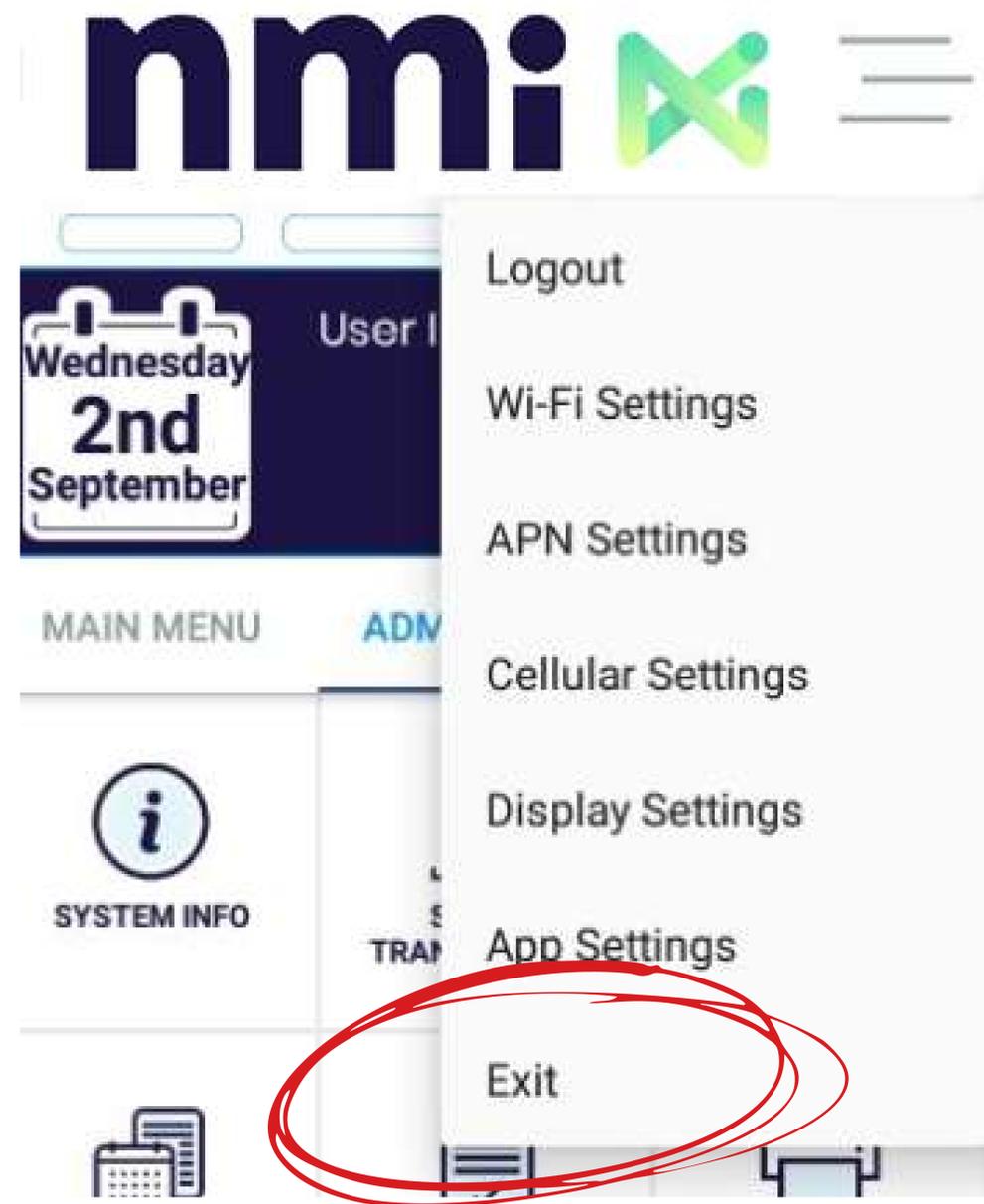
In the Admin Menu, there is a 'Submit Transactions' option.

Click this to upload your stored transactions.



# Navigating Back To The App

If you have exited the PayaCharity App to upload stored transactions or access the Admin Menu, you will need to navigate back to the App to continue accepting donations.



To do this, click on the burger menu in the top right corner and exit the Menu. Click on the PayaCharity button and log back in as seen on page 3.

# Troubleshooting

If you need any further assistance, please call our dedicated support number:

**0333 123 1243**

For more detailed instructions, including the full User Guide, please visit:

**[www.payacharity.com/resources](http://www.payacharity.com/resources)**



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