



# YOUR GUIDE TO TAP TO PAY ON iPHONE

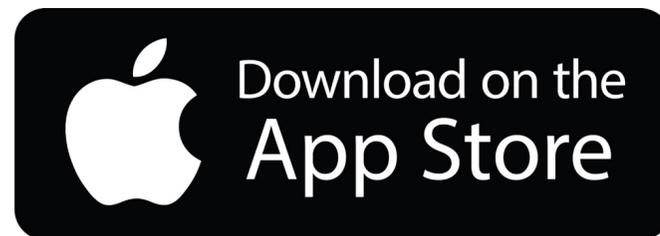
# WHAT IS TAP TO PAY ON IPHONE

With Tap to Pay on iPhone and the tapeeno app, you can accept all types of in-person, contactless payments right on your iPhone — from physical debit and credit cards to Apple Pay and other digital wallets — no extra readers or hardware needed.

It's easy, secure, and private.

Tap to Pay on iPhone is available when you download the tapeeno app available on the App Store.

Compatible with iPhone XS or latest iOS.



No monthly hire or PCI fees for Tap to Pay on iPhone. Transaction fees and limits apply for tapeeno only. Some contactless cards not accepted. Users may be charged for data usage by their network operator. Available on iPhone XS or later with iOS 16.4 or later. Subject to tapeeno eligibility criteria and terms and conditions.

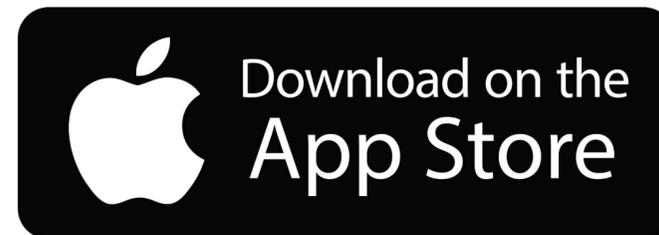


# HOW DOES IT WORK



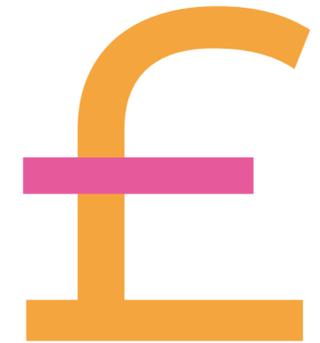
## STEP 1

Apply for tapeeno using our simple onboarding application.



## STEP 2

Download the tapeeno app from the App Store, log in and start accepting contactless payments on your iPhone.



## STEP 3

Funds from your transactions will appear in your bank account within the hour.



# HOW TO START ACCEPTING CONTACTLESS PAYMENTS

Once approved and login details have been received and the tapeeno app has been installed successfully on your iPhone, you will see the app icon on your screen. Tapping on it will open the app and initiate a security check.

You will then see a login screen where you will need to enter your login credentials created during the onboarding process.

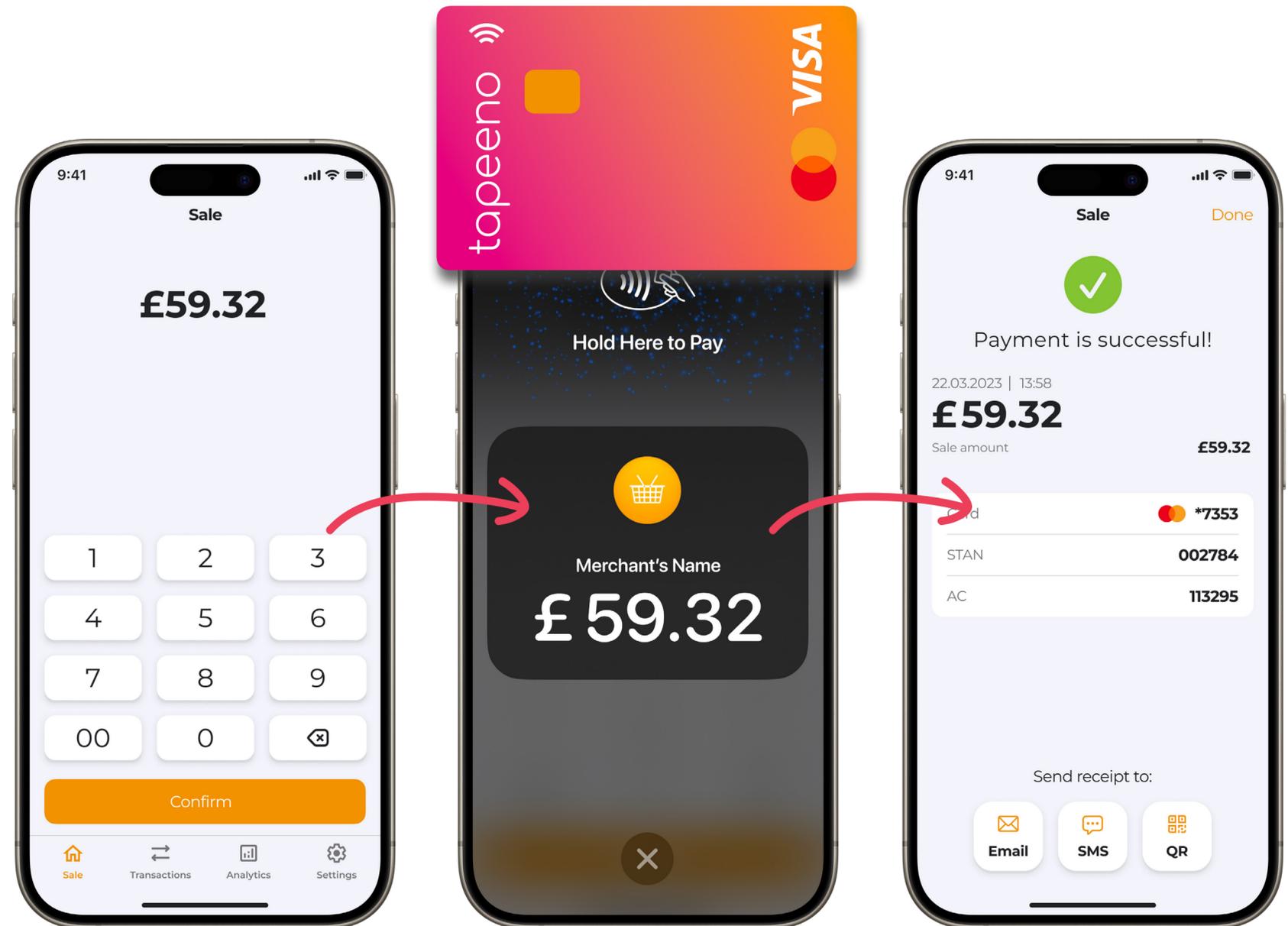
Make sure you test a transaction with a contactless card or digital wallet before starting to accept payments.



# HOW TO SET UP TAP TO PAY ON iPHONE WITH TAPEENO

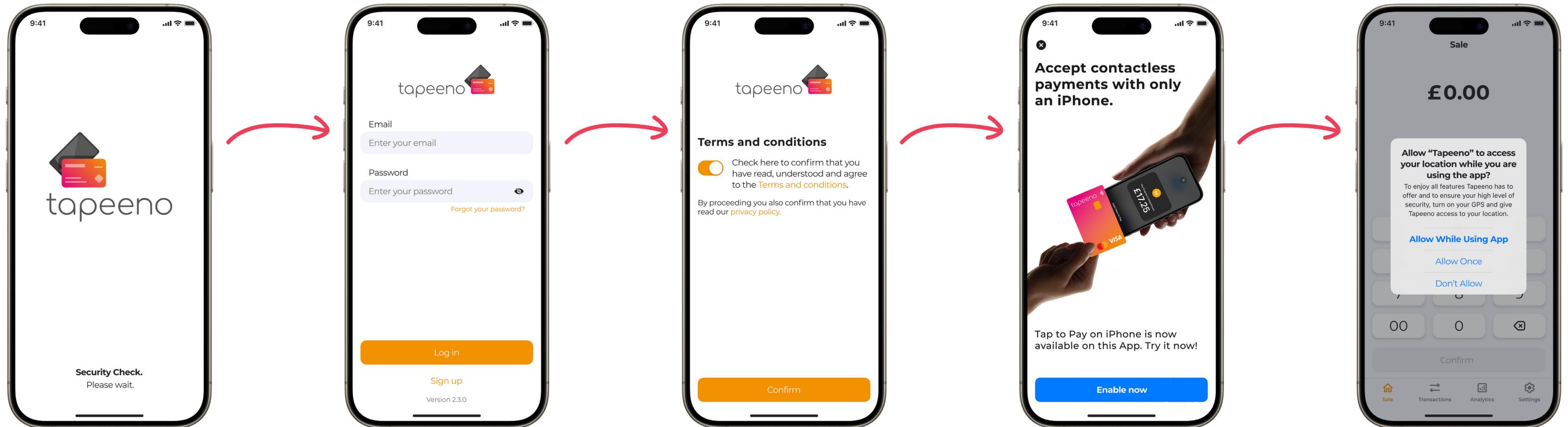
1. Set up your free tapeeno account at [tapeeno.com/apply](https://tapeeno.com/apply)
2. Download the tapeeno app from the App Store
3. Open the app and key in the amount you want to charge your customer
4. Your customer holds their contactless card horizontally or device to the top of your iPhone, over the contactless symbol
5. When you see the Done tick, the card read is complete and the transaction is being processed
6. Check funds are received to your account\*

\*Most transactions will be paid within the hour.



# THE PROCESS

As part of the process, you may be asked to grant permission for location, calls and IMEI.



## PLEASE NOTE:

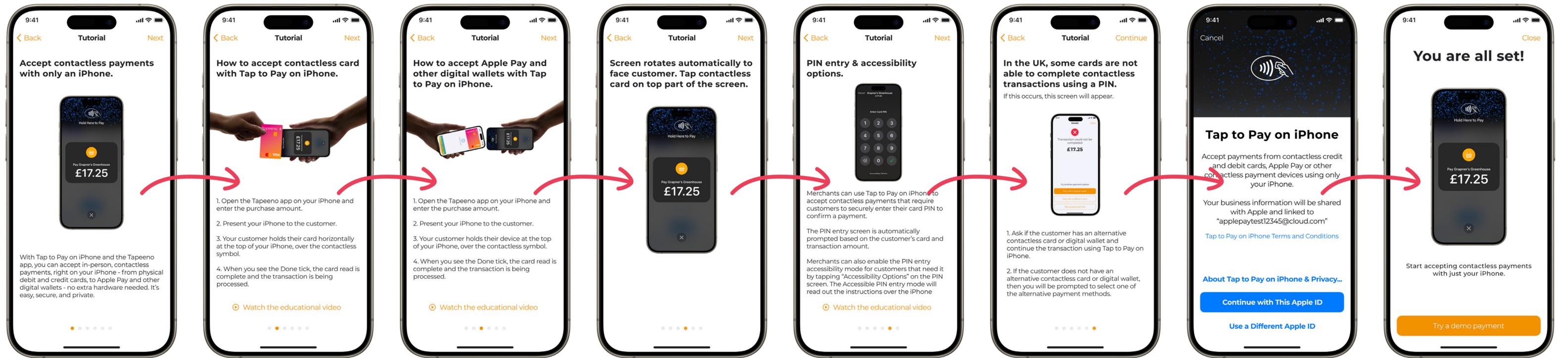
Our security checks flag when another application has access to the camera. This must be turned off to avoid notification.

Also, developer mode within your phone settings must be turned off.



# SETTING YOUR ACCOUNT UP

You will need to have your location services switched on whilst using tapeeno and Tap to Pay on iPhone.



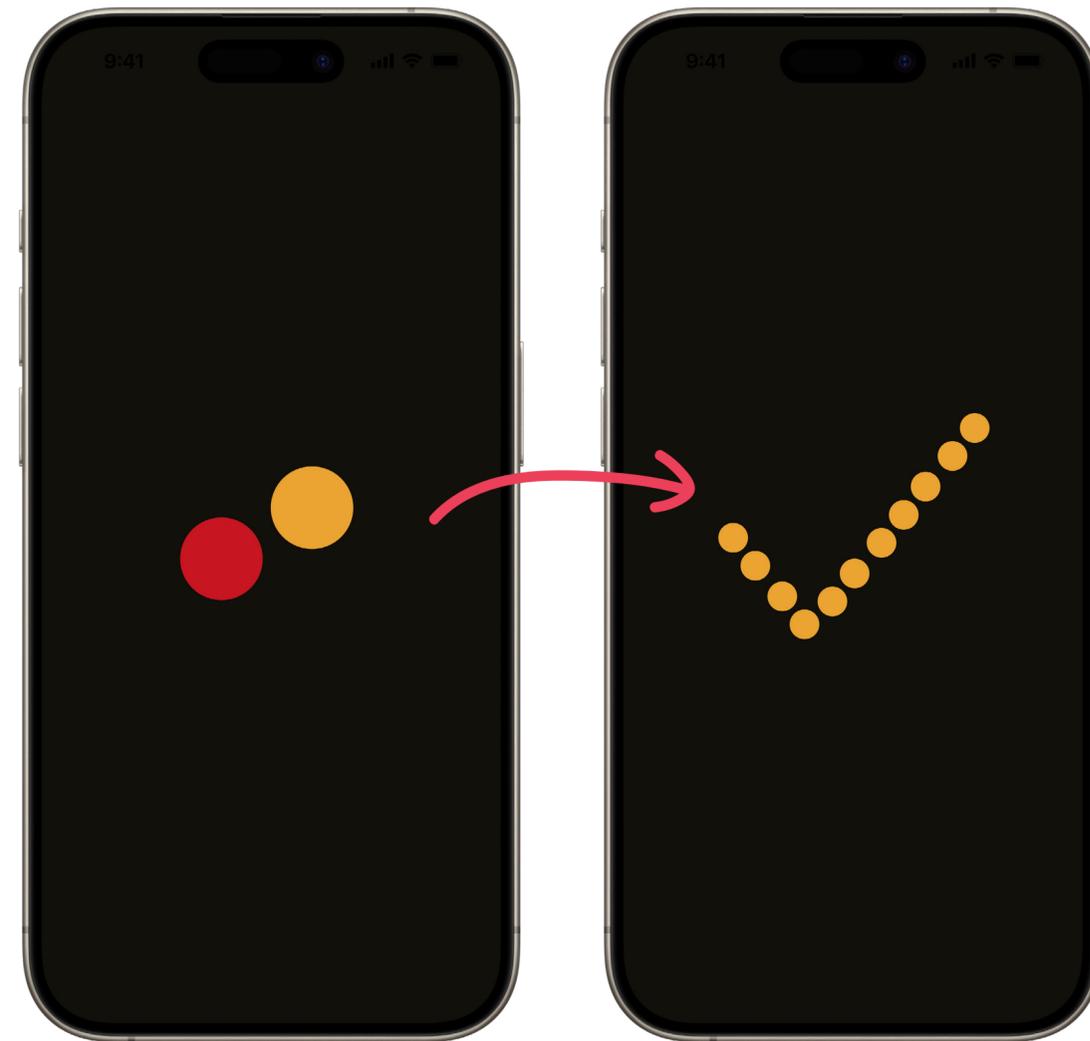
You will be given an option to test a transaction, don't worry, this is just a demo and no value will be debited from your card.



# HOW TO KNOW IF A TRANSACTION HAS BEEN SUCCESSFUL



For VISA, you will see an animation of the VISA symbol, followed by a tick.



For Mastercard, you will see an animation of the Mastercard logo, followed by a tick.



# DASHBOARD

## TAP TO PAY ON IPHONE

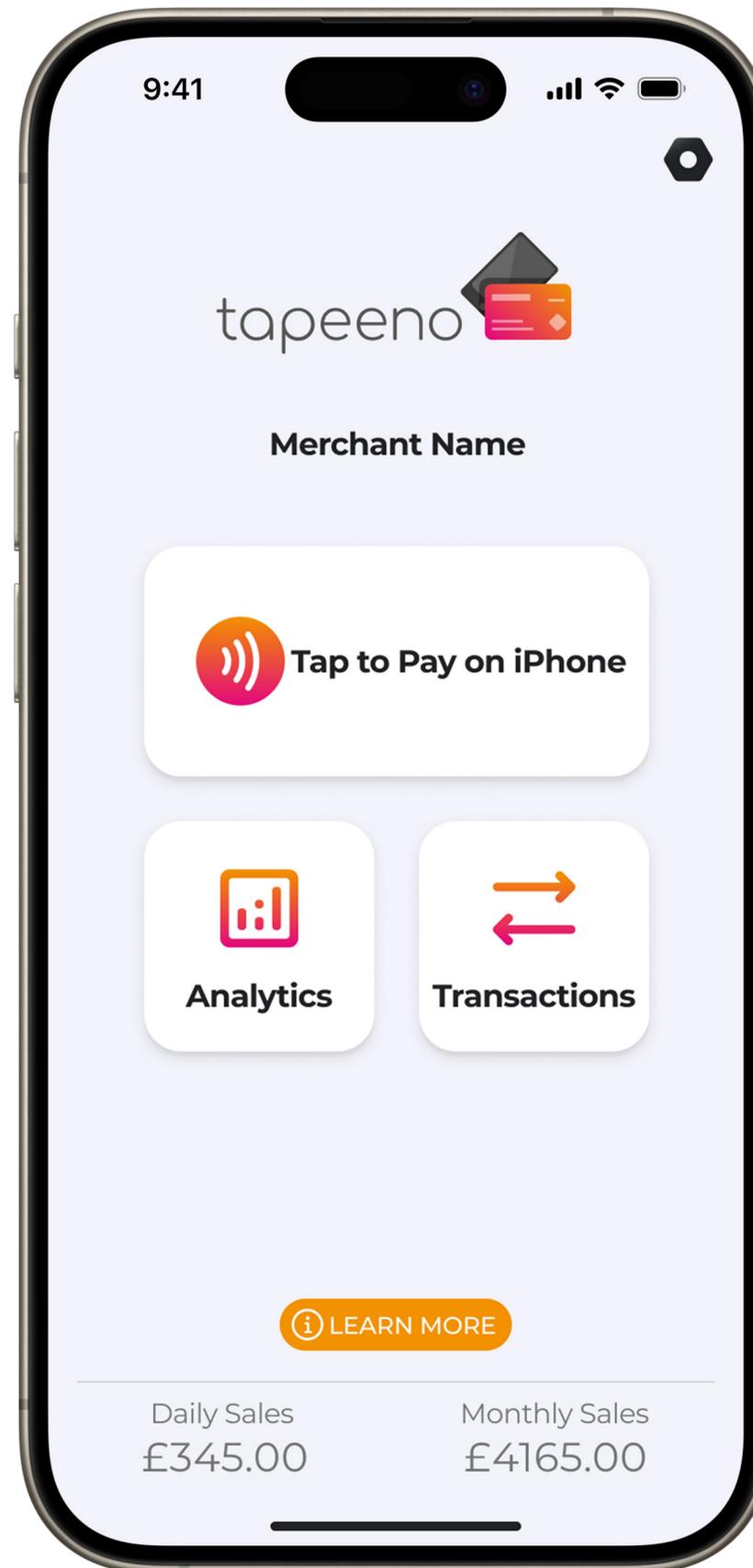
Enter the value, tap, and you're done.

## ANALYTICS

This menu gives you a daily, weekly, or monthly overview of your transactions. It's a handy reporting tool for tracking your processing history.

## TRANSACTIONS

This menu gives you a running summary of all your transactions, it will show you the status of the transaction, e.g., successful sales, refunds, declines, and voids.

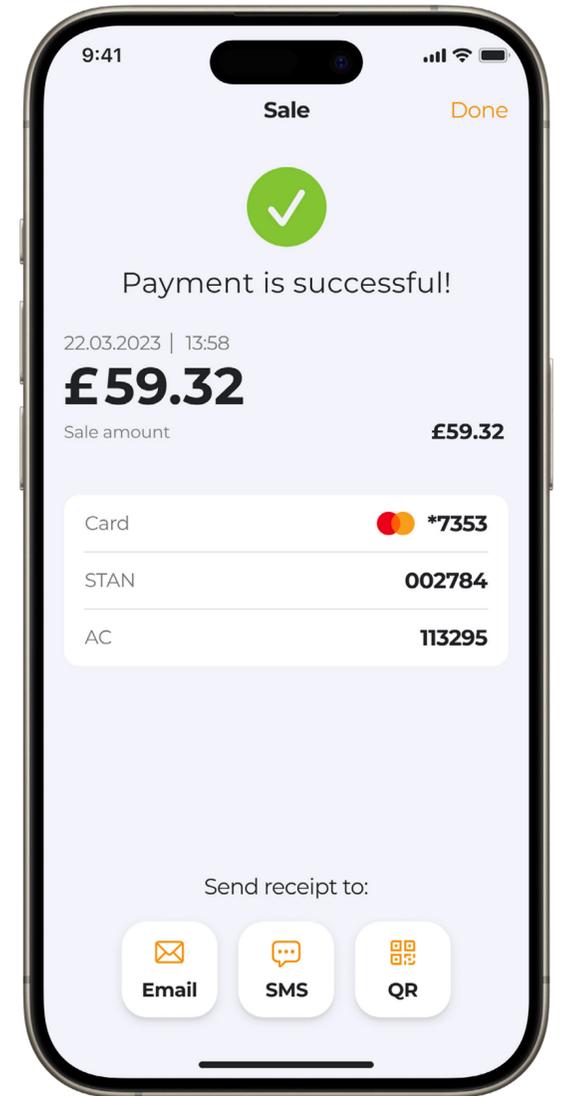
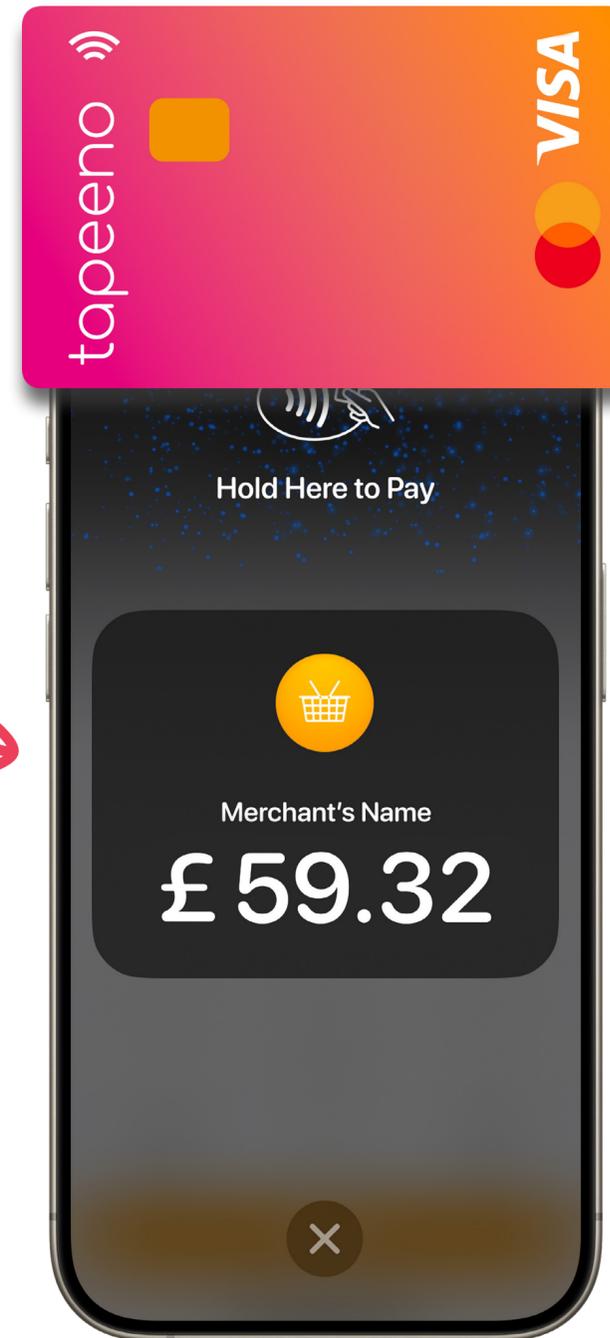
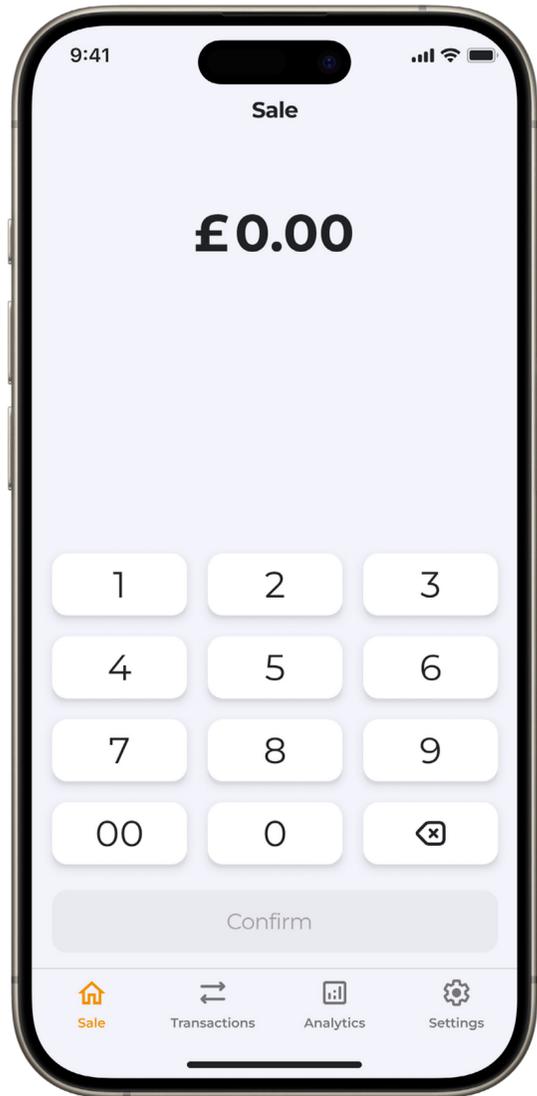


## PLEASE NOTE:

Your iPhone will need to be connected to the internet to take payments.

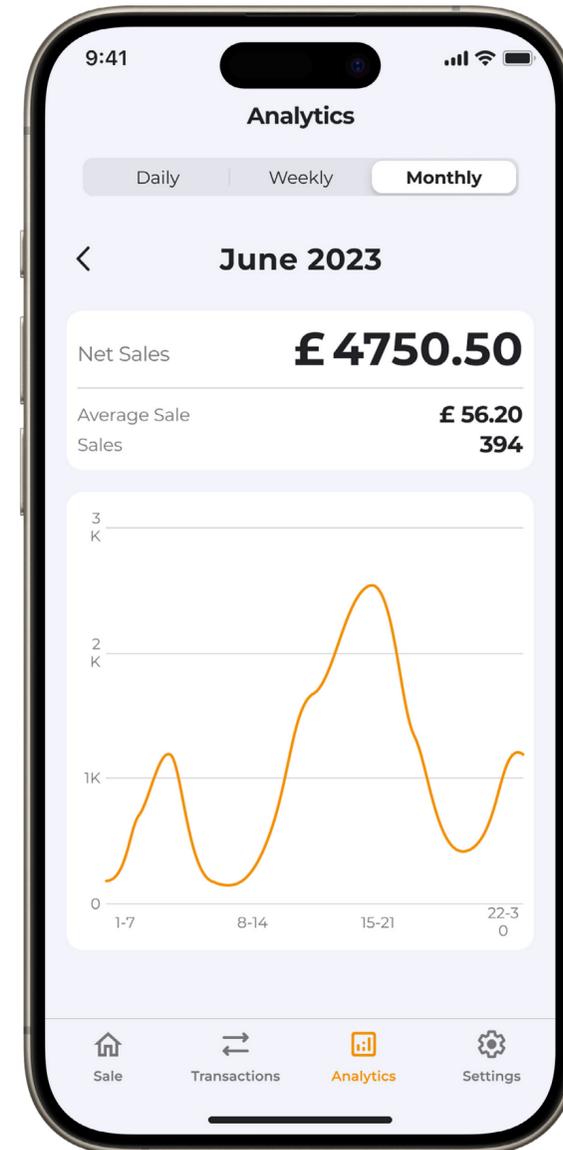
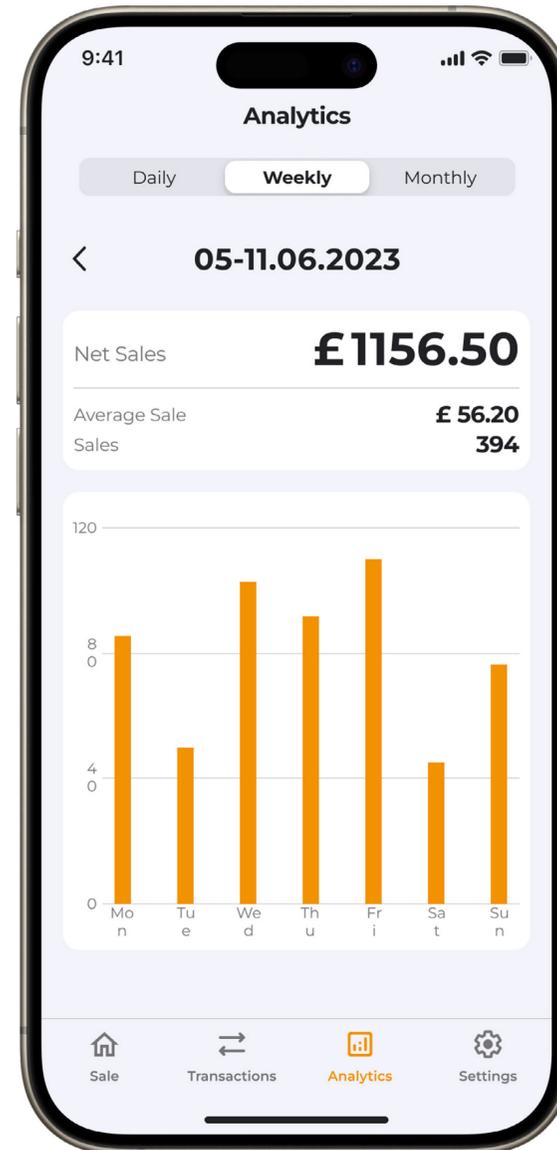
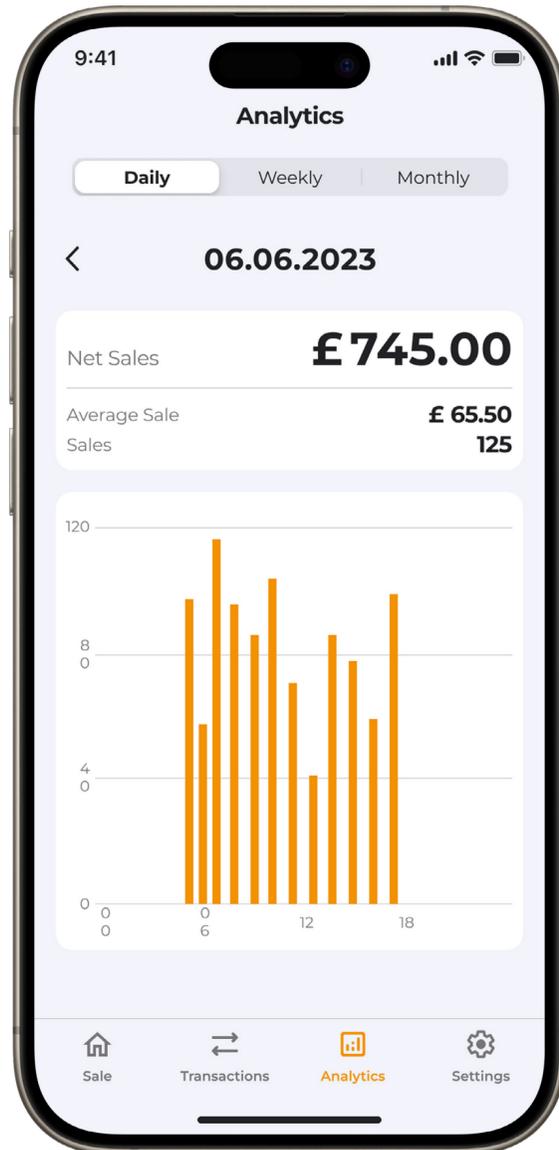
# SALE

Send a receipt by email or SMS.



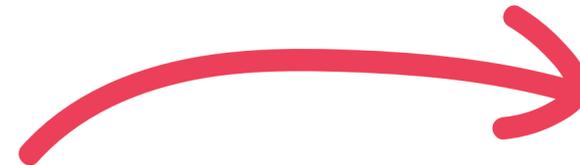
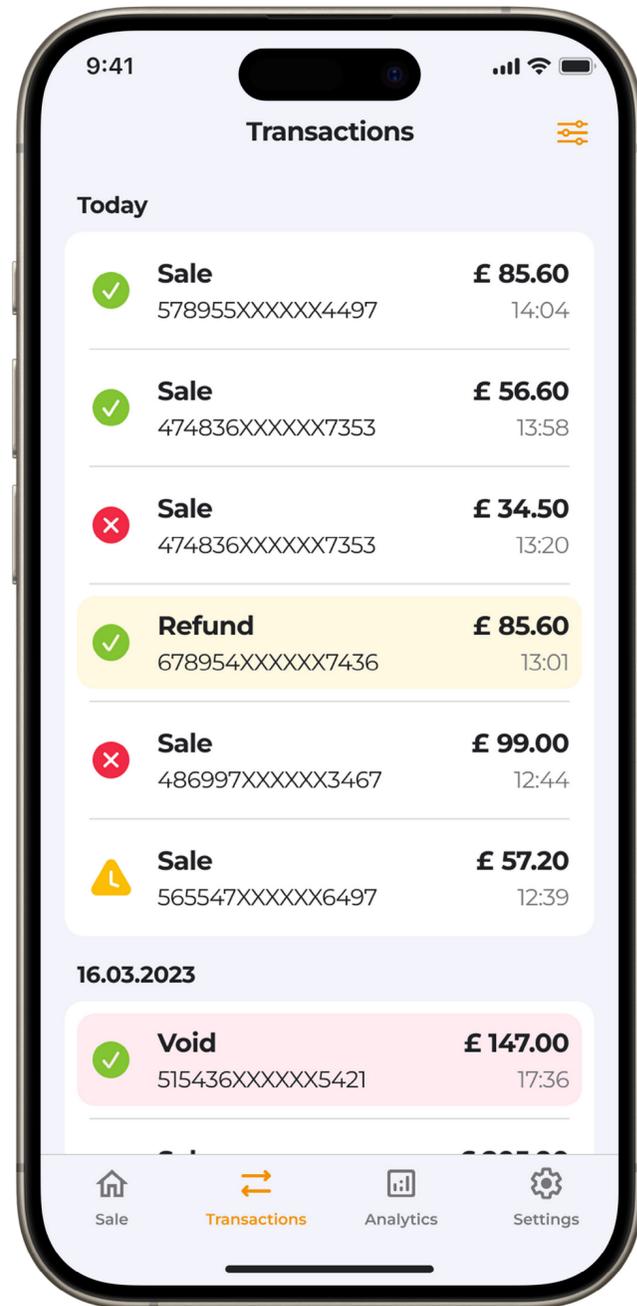
# ANALYTICS

This menu gives you a daily, weekly, or monthly overview of your transactions.  
It's a handy reporting tool for tracking your processing history.



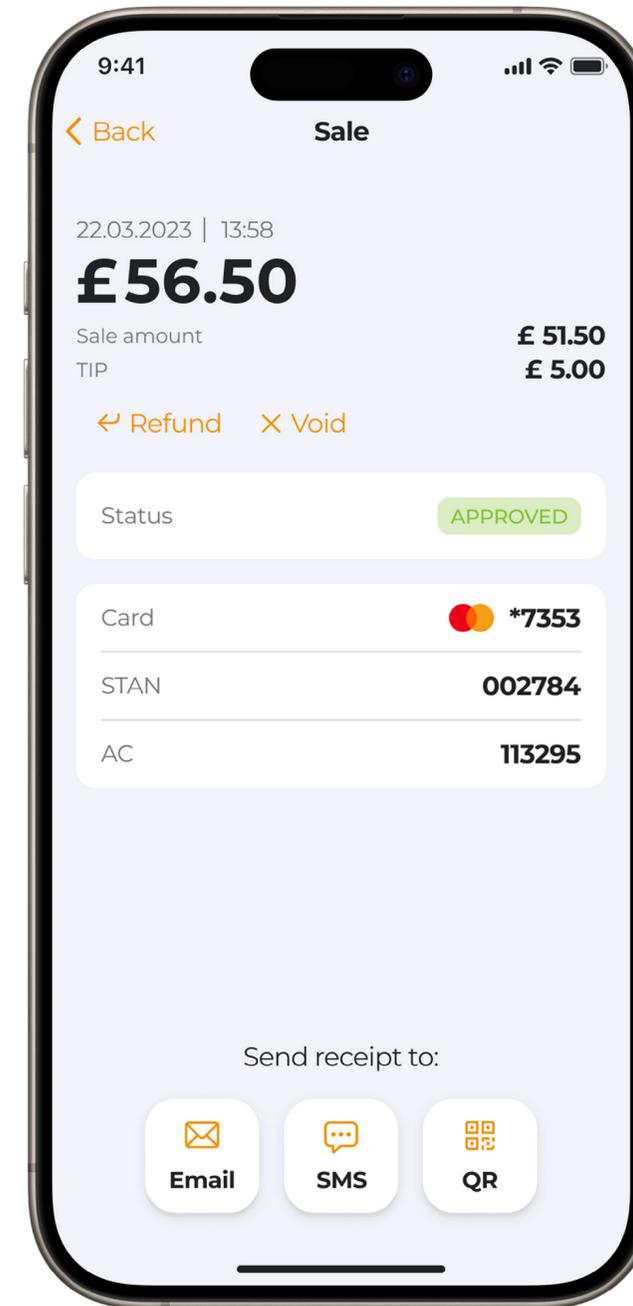
# TRANSACTIONS

The history of all processed transactions.



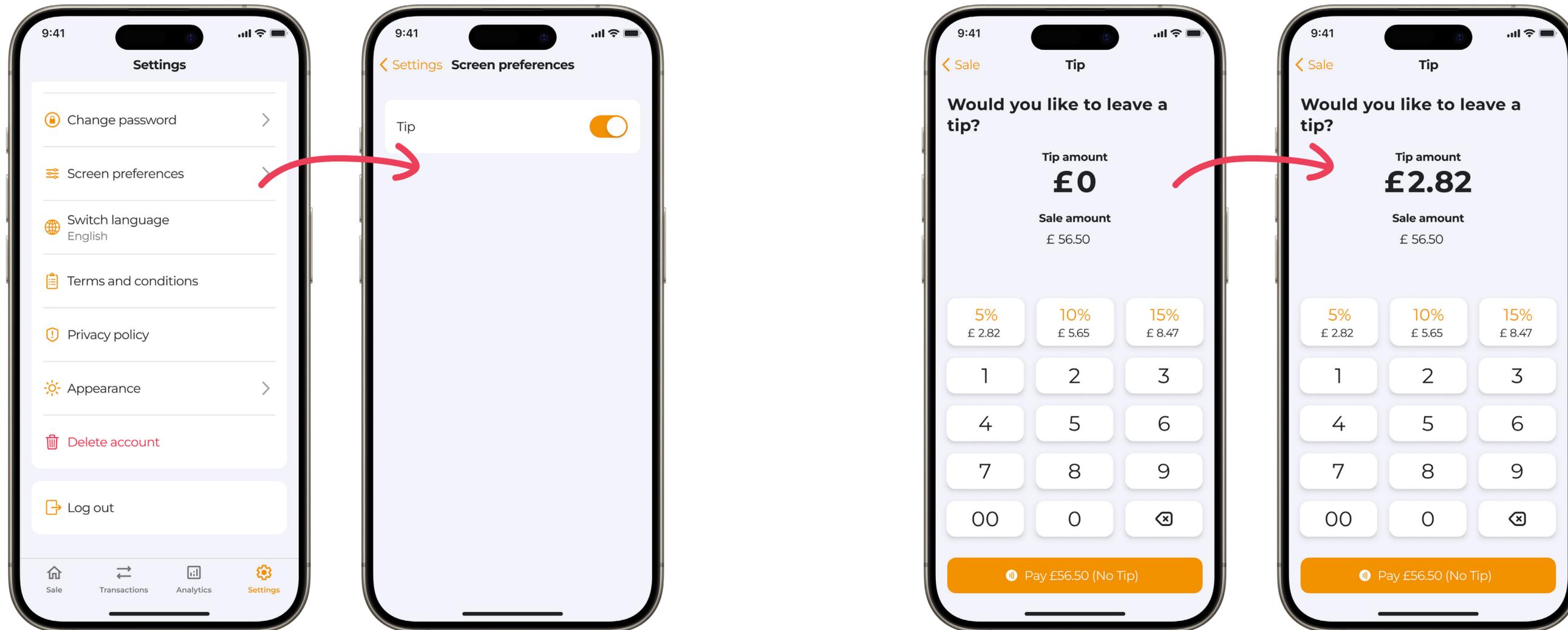
**FILTER BY DATE,  
TYPE OR STATUS**

Click a transaction  
to check the details  
or issue a refund.



# GRATUITY SCREEN

You can activate or deactivate this option in settings, under screen preferences.



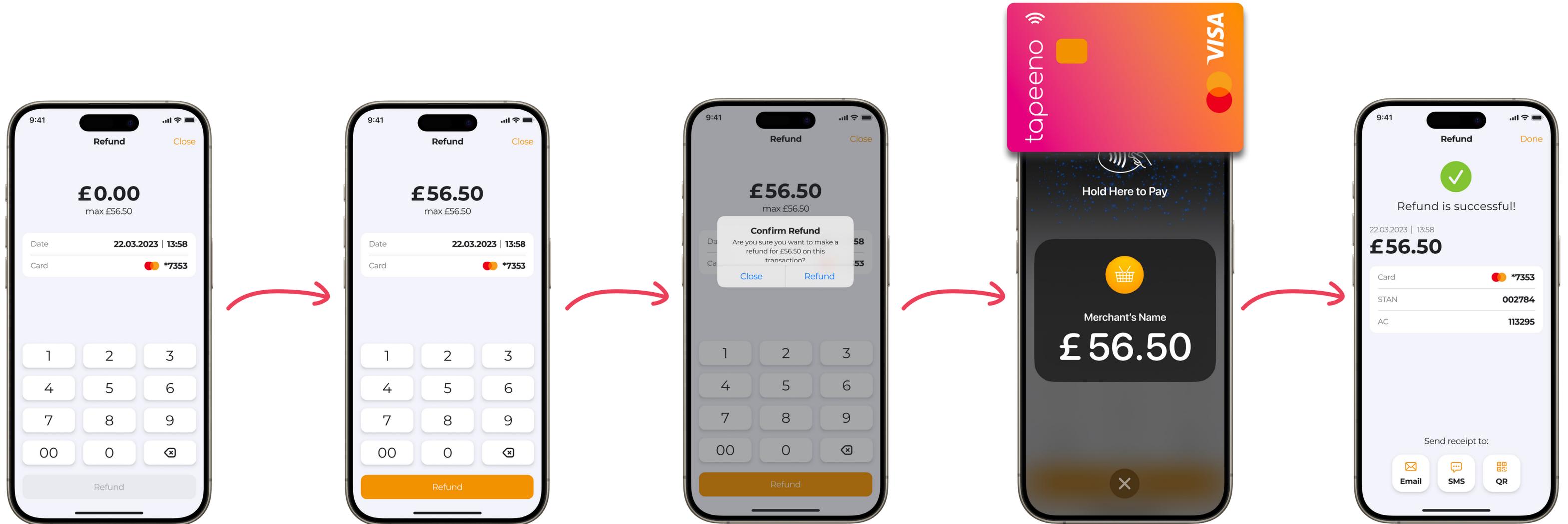
## OPTIONAL GRATUITY SCREEN

Leave a 5/10/15% tip, or a custom amount.



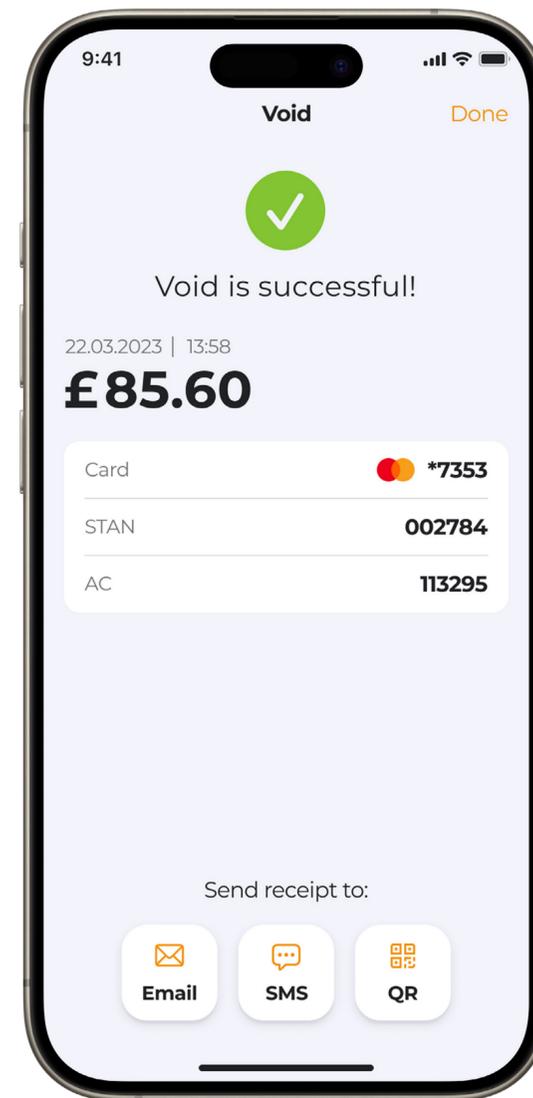
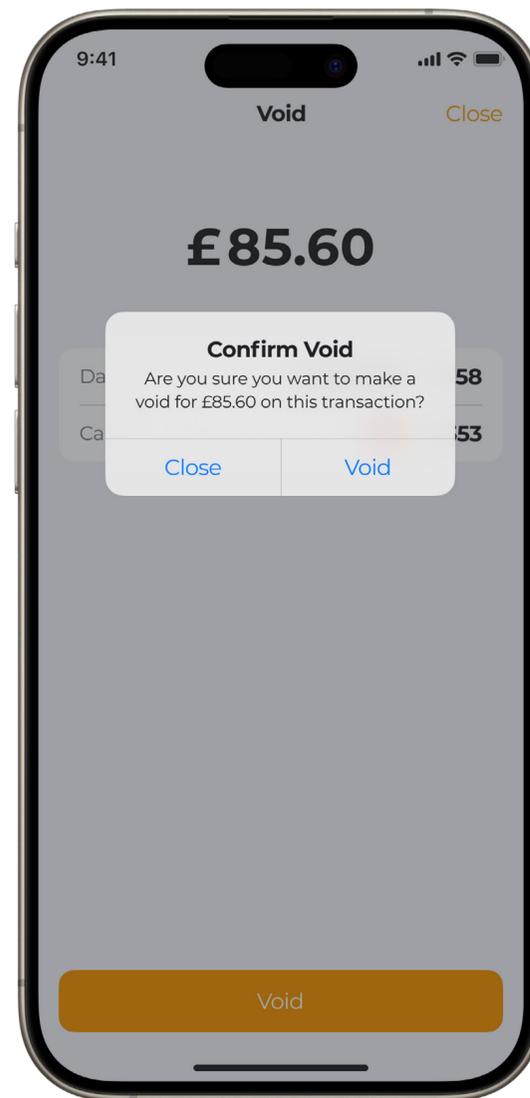
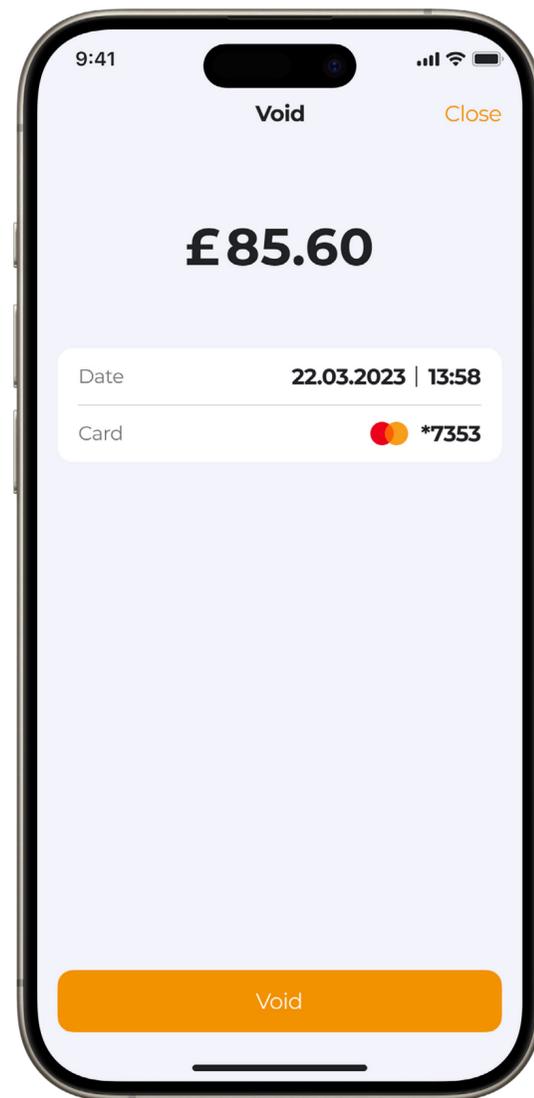
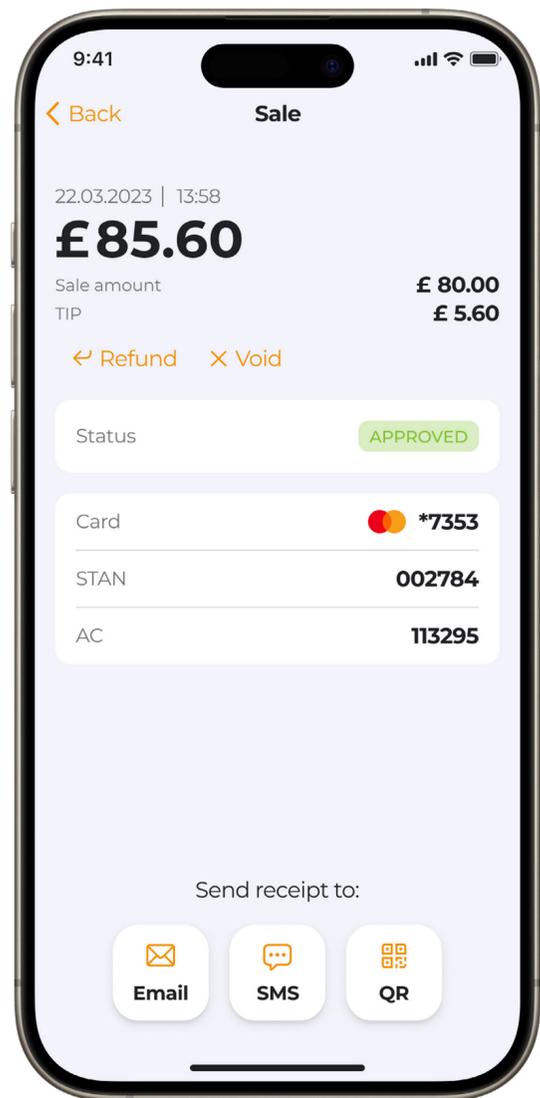
# REFUND

If the original sale has been approved, you have the option to refund it by selecting the transaction and choosing the refund option.



# VOID

Must be carried out the same business day.



# SETTINGS

## MERCHANT DETAILS

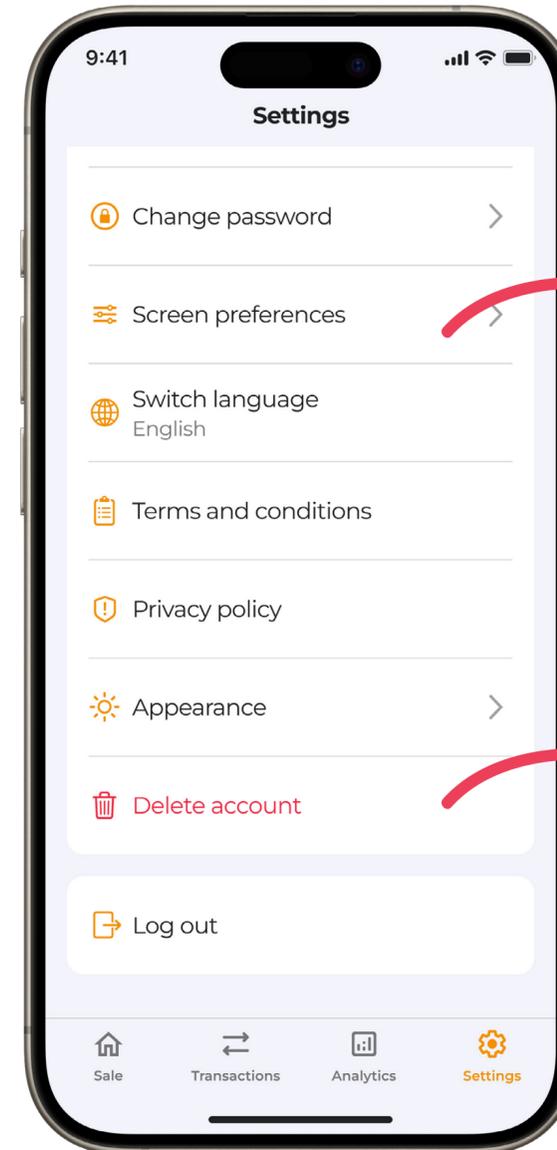
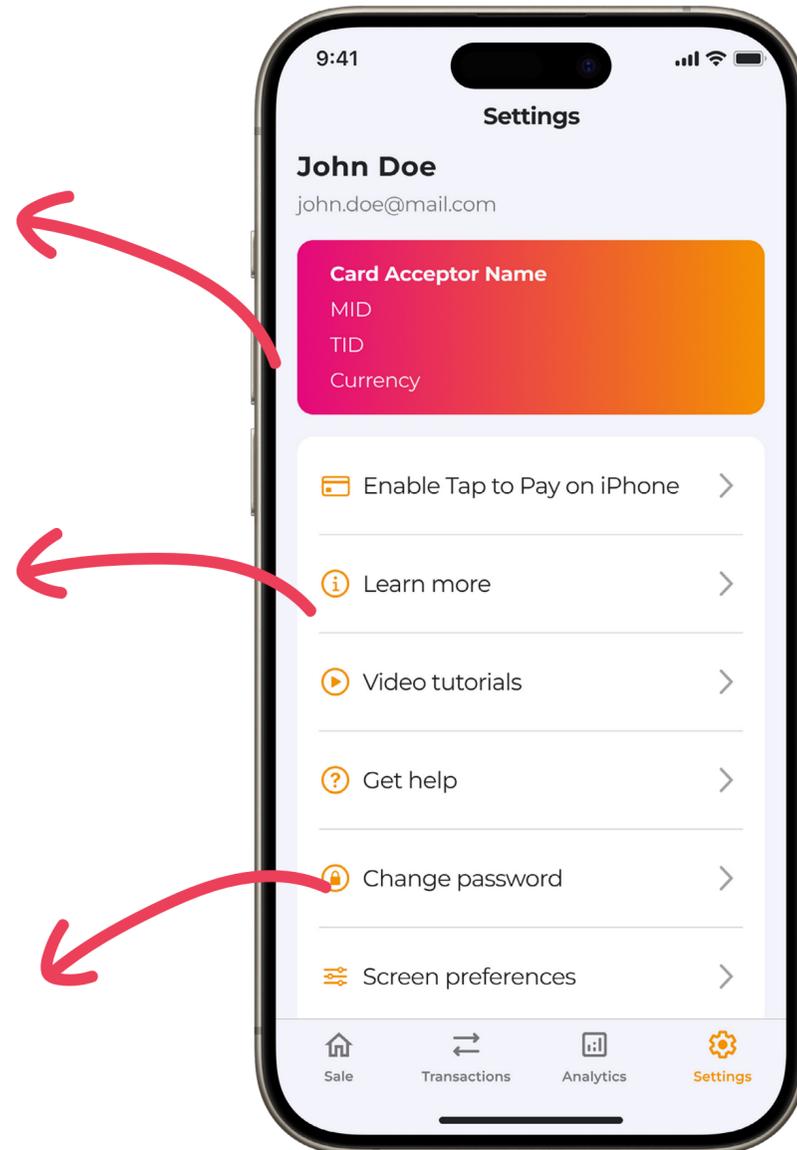
Name of the app user, merchant email, merchant name, Merchant ID, Terminal ID and terminal currency.

## LEARN MORE

Access educational pages for you to use.

## CHANGE PASSWORD

Change your password directly from the app.



## SCREEN PREFERENCES

Show/hide the optional screens for gratuity (tip) and order reference info.

## DELETE ACCOUNT

Close your account with us.



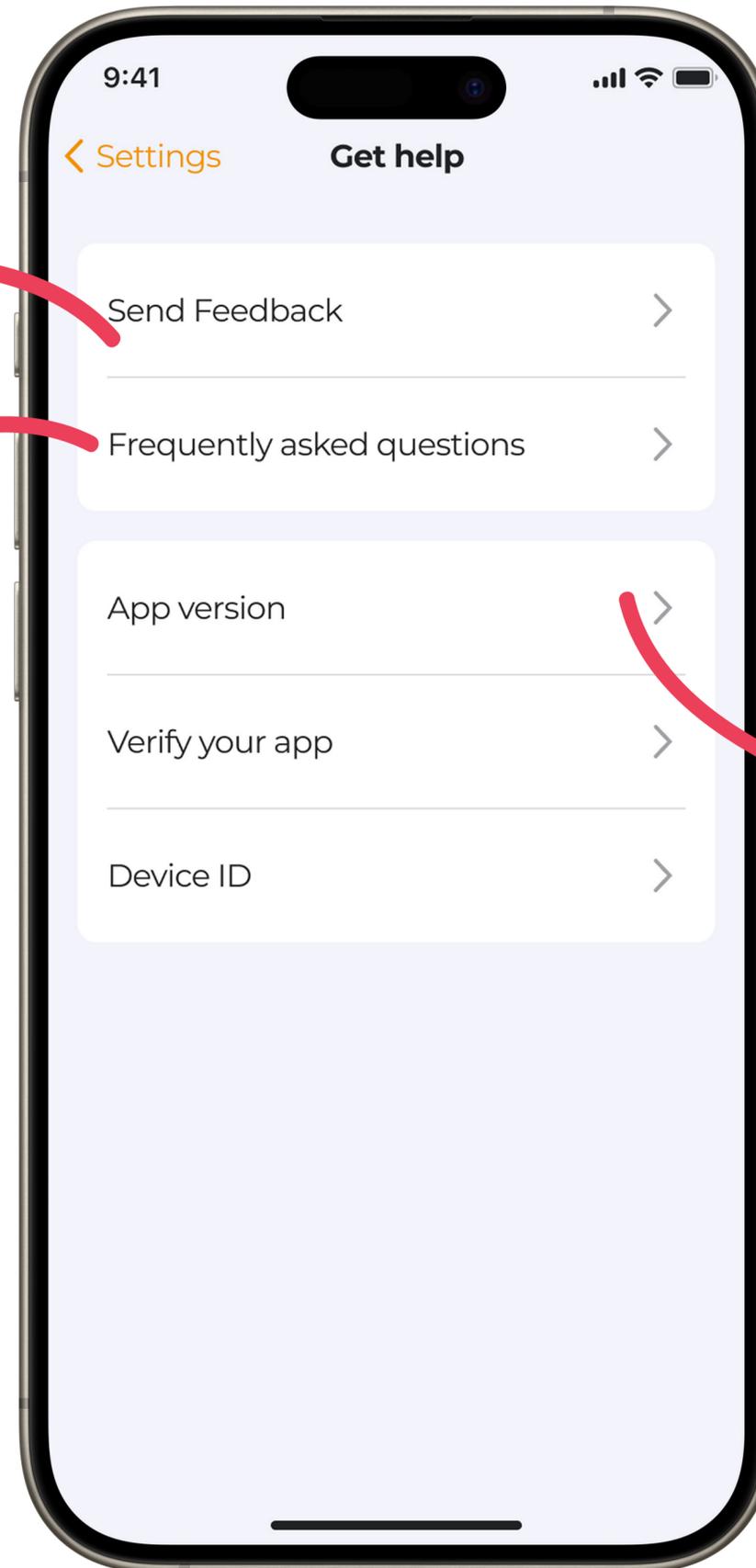
# SETTINGS

## SEND FEEDBACK

Get help via email or phone.

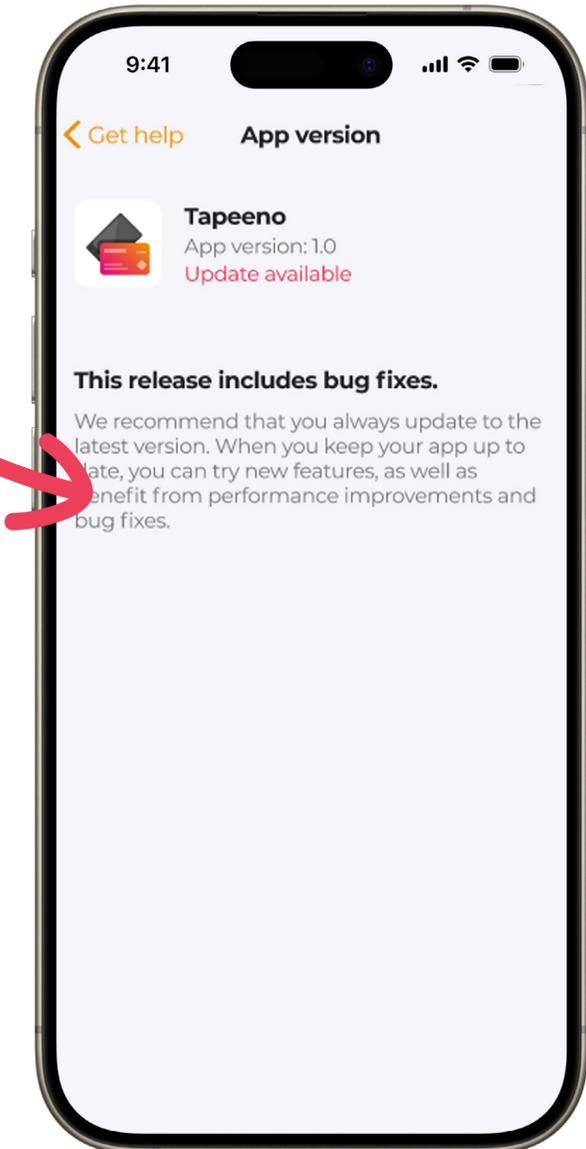
## FREQUENTLY ASKED QUESTIONS

Find answers here.



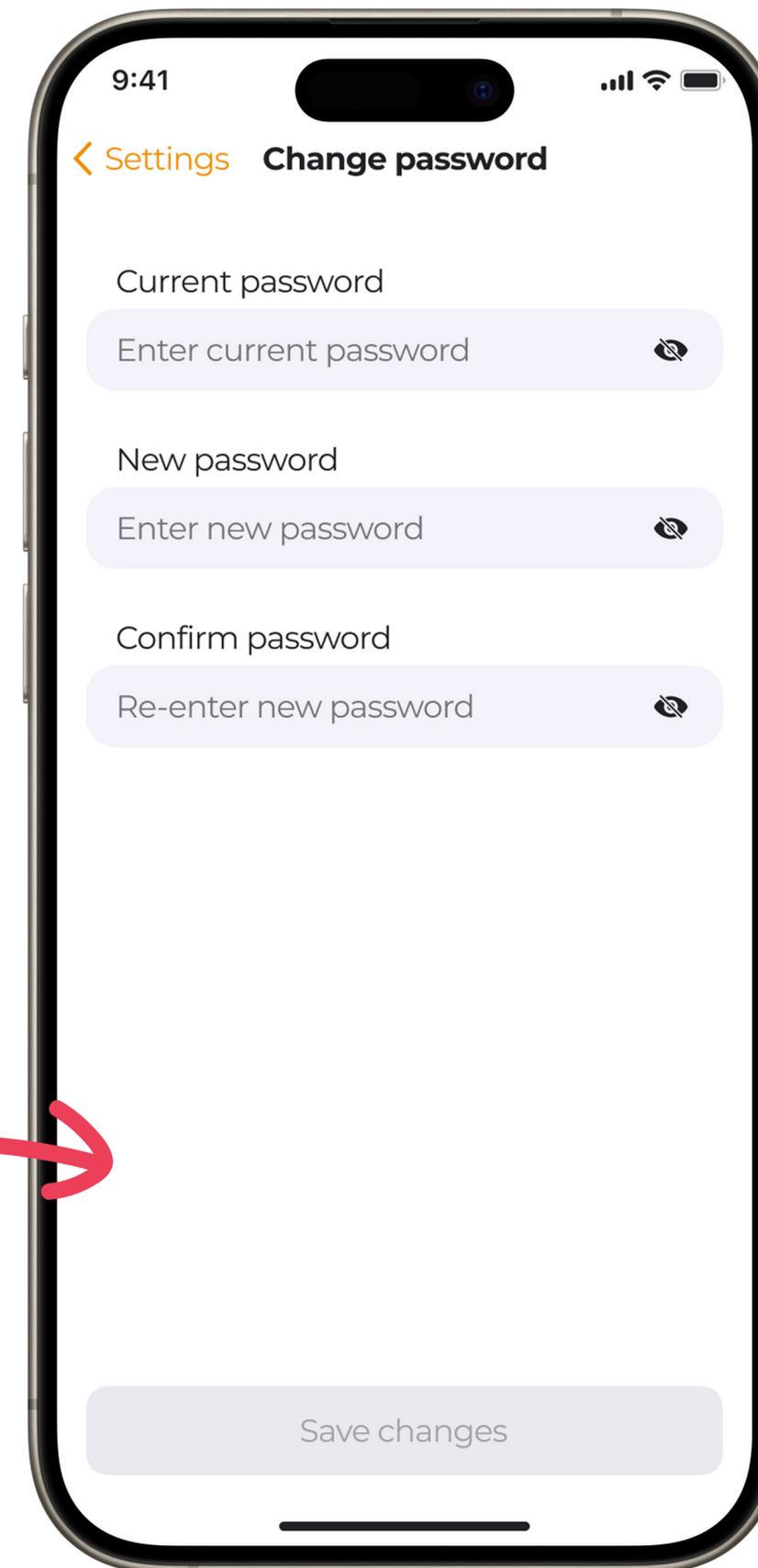
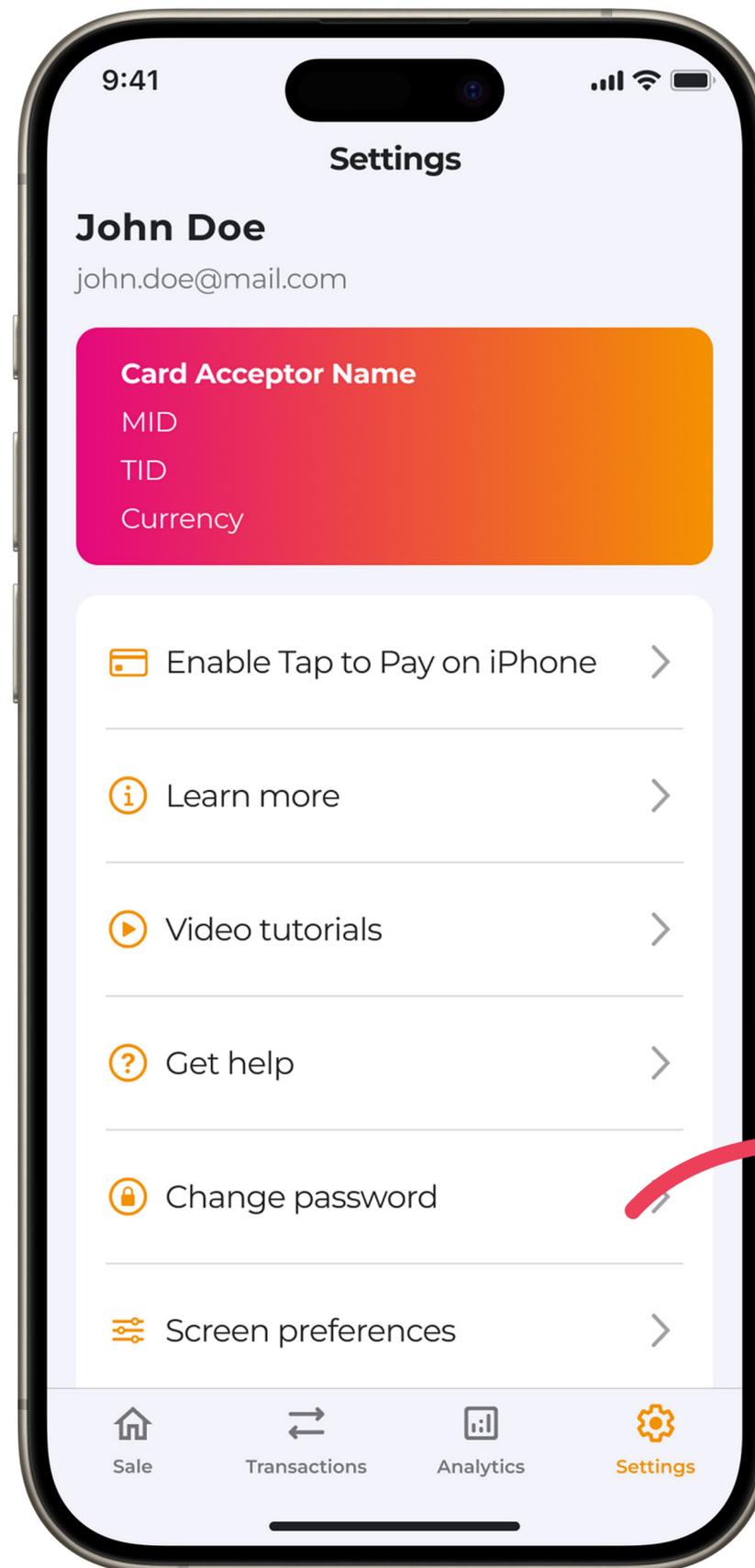
## APP VERSION

Check your app is up-to-date, healthy and secure.



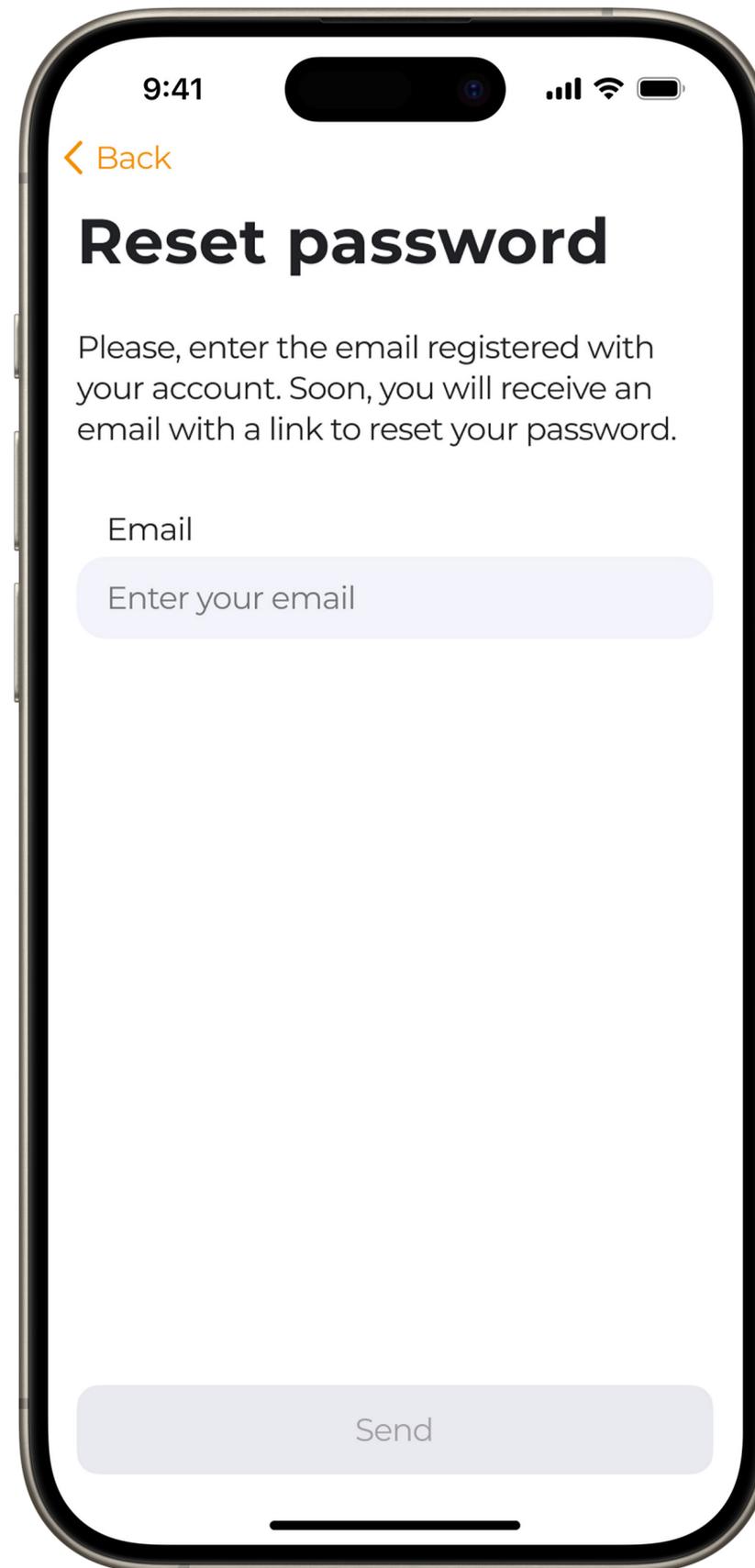
# HOW TO CHANGE YOUR PASSWORD

If you want to change your password, you can do this from the app itself.



# HOW TO RESET YOUR PASSWORD

You will receive a link in your email to reset your password.

A smartphone screen displaying a 'Reset password' form. The screen shows the time 9:41, signal strength, Wi-Fi, and battery icons at the top. Below the status bar is a 'Back' link with a left-pointing chevron. The main heading is 'Reset password'. Below this is a paragraph of instructions: 'Please, enter the email registered with your account. Soon, you will receive an email with a link to reset your password.' There is a text input field labeled 'Email' with the placeholder text 'Enter your email'. At the bottom of the form is a 'Send' button.

9:41

< Back

## Reset password

Please, enter the email registered with your account. Soon, you will receive an email with a link to reset your password.

Email

Send



# FAQ

## IS TAP TO PAY ON iPhone SECURE?

When using Tap to Pay on iPhone, all photo, video, screenshot and screen-recording features are paused on the merchant's iPhone — so customers have peace of mind knowing their card number or PIN information won't be recorded. Apps in the background are also momentarily blocked to prevent the tracking of digits while a customer enters their PIN information on the merchant's iPhone.

## WHICH PAYMENT METHODS CAN I ACCEPT WITH TAP TO PAY ON iPhone?

With Tap to Pay on iPhone, you can accept any form of contactless payment, including Apple Pay on iPhone and Apple Watch, other digital wallet and payment services, and contactless debit and credit cards.

## WHICH DEVICES WORK WITH TAP TO PAY ON iPhone?

To use Tap to Pay on iPhone you must have an iPhone XS or above and be running the latest iOS.





# GET IN TOUCH

[TAPEENO.COM](https://tapeeno.com)

[SUPPORT@TAPEENO.COM](mailto:SUPPORT@TAPEENO.COM)

[SALES@TAPEENO.COM](mailto:SALES@TAPEENO.COM)

0330 555 00 55

Further information, including Error Codes can be found on the FAQ section of [tapeeno.com](https://tapeeno.com)

