ST.GEORGE ACCESSIBILITY MODE TRANSCRIPT

Hana: Hi there, and thanks for joining us for our video guide on how to pay using the EFTPOS Now terminal's accessibility mode. So, you can make your next transaction securely and confidently. And keep your PIN to yourself. Let's get started.

MVO: Imagine you've just finished a delicious meal in a café and are vision impaired.

You've asked for the bill. The waiter brings over an EFTPOS terminal with the flat screen.

Merchant: How was everything?
Customer: Delicious.
Merchant: Paying by card?
Customer: Yes.

MVO: The waiter types in the purchase amount on screen and selects Purchase.

The terminal will play an accessibility chime periodically at the Present Card screen, so you know the terminal has the accessibility features available. There is also a yellow eye icon on screen.

Customer: I'm going to use accessibility mode.
Merchant: Would you like me to activate it for you?
Customer: It's ok. I know how to do it.

MVO: You or the cashier can now activate accessibility mode in two ways.

STEP 1. HOW TO TURN ON ACCESSIBILITY MODE.
OPTION 1. DOUBLE TAP THE SCREEN.

Double tap with one finger anywhere on the Present Card screen.

OPTION 2. USE THE POWER BUTTON.

Press and hold down the power button on the upper left-hand side of the terminal just above the volume buttons. The power button doubles as the Accessibility button.

Once Accessibility mode is activated, your purchase total and the prompt to present the card will be vocalised.

If you want to change the volume of the voice prompts, use the volume buttons located on the middle-left side of the terminal. Or you can connect your headphones to the headphone jack on the top left of the terminal, just above the power button.

The terminal will prompt you to tap, insert or swipe your card, or digital wallet using a smart phone or watch.

To tap or use your digital wallet payments the card reader is above the screen at the top of the EFTPOS terminal.

STEP 2. SELECT YOUR ACCOUNT.

If you swipe or insert your card, you'll be prompted to select your account, each account option is vocalised.

When you hear the correct option, you can either double tap the screen or press the power button on the top left-hand side to select.

STEP 3. ENTERING YOUR PIN.

You may be prompted to enter your PIN.

The pin entry keypad will fill the whole screen. The screen itself is blank to help keep your PIN private.

The numbers on the screen are laid out in a similar way to a smartphone. To help you navigate the keypad tactile markers are positioned around the edge of the screen. These tactile markers feel like small bumps.

There are three of these tactile markers across the top and bottom and four of them running down each side of the EFTPOS terminal screen. The tactile markers across the top of the screen mark the position of the three keypad columns.

The four markers on the left and right sides of the screen let you know where the keypad rows are. Moving across from the first marker on the edge of screen going left to right are the numbers one, two and three. Evenly spaced.

From the second marker on the side of screen working left to right, you will find the numbers four, five and six.

From the third marker on the side of screen working left to right, you will find the numbers seven, eight, nine.

The fourth marker on the side of screen working left to right, you will find the cancel button, the number zero, and ok.

To select a number double tap the terminal screen, or press the power button.

The audio helper can also help you find each number to type your PIN. As you drag your finger across the screen and pass over each number the terminal will beep.

Starting at the top corner of the keypad, drag your finger across it. Count the number of beeps you hear. There is one beep for each number your finger passes over, to help you work out which number your finger is on, on the keypad.

To select that number, double tap the terminal screen or press the power button.

To find number five for example, you would start in the top left corner of the screen. Drag your finger down for two beeps, meaning two rows. Then two beeps to the right and you should be on number five. Double tap to select that number. Alternatively, you can follow the tactile bumps on the side. Go two down and then go two beeps across, and double tap.

You repeat this process for each number of your PIN. The terminal will announce where you are in the sequence of your PIN entry.

And so on. Your actual PIN number will not be announced and is not visible on the terminal.

Once you have entered your PIN, locate OK at the bottom right corner of the screen and double tap to enter.

Once the transaction has been processed, the terminal will let you know verbally and display on screen whether the transaction has been approved or declined.

If the transaction is declined or you enter an incorrect PIN, you can enter it again by repeating these steps. You have up to three attempts.

STEP 4. FINALISING YOUR TRANSACTION.

A voice prompt will let you know the payment has been completed and to remove your card if it's still inserted in the terminal.

STEP 5. SELECT YOUR PREFERRED RECEIPT OPTION.

Email or printed receipt.

Merchant: Here's your receipt, thanks for dropping in.
Customer: I'll be back for that sandwich, for sure.
Merchant: Fantastic, have a great day.

Hana: That is the end of the accessibility mode tutorial. We hope you found it helpful.

MVO: To find out more about access and inclusion please visit stgeorge.com.au/accessibility