

# Albert payments.

**For customers who are blind  
or have vision loss.**

We have introduced enhancements to our Albert terminal, which includes easier activation of the Accessible Mode. This feature enables customers to securely make payments using text-to-speech prompts, an optional headphone jack and a virtual keypad.

Instructions have been provided below that explain how your customer can make a payment using the accessible mode.



# Non-Tipping

1	Tap the Payment app.
2	Confirm if the customer is familiar with the PIN entry gestures. If not briefly explain how to select each number – these instructions are provided below.
3	Activate the accessible mode by using any one of these methods: a. You or your customer may use two fingers to swipe the screen starting from the bottom upwards. b. Your customer can plug headphones into the headphone jack which is located on the closest edge of the Albert device, facing you on the right. c. You can press the Merchant Context Menu button which is located on the top right corner at the back of the device, then select Accessibility Mode.
4	Select the PIN entry only option.
5	Enter the amount in the Payment screen and tap OK.
6	The Card Present screen will appear and a text-to-speech will read out the total purchase amount.
7	Swipe, tap or insert the customer card.
8	If the customer is required to select their account, ask the customer what account type they wish to select for the payment.
9	Tap the selection the customer requires. The text-to-speech will confirm what has been selected.
10	The PIN entry screen will appear if required and a text-to-speech will read out the total payment amount to your customer again.
11	Ask the customer to enter their PIN using the virtual keypad. To protect their privacy, you won't be able to see the keypad. Instructions on how to enter a PIN into the virtual keypad are provided below.

# Tipping

1	Tap the Payment app, enter the amount in the Payment screen and tap OK.
2	Confirm if the customer is familiar with the PIN entry gestures. If not, briefly explain how to select each number – these instructions are provided below.
3	Ask the customer if they wish to tip, and if so, enter the amount or percentage they wish to provide.
4	Activate the accessible mode by using any one of these methods: a. You or your customer may use two fingers to swipe the screen starting from the bottom upwards. b. Your customer can to plug headphones into the headphone jack which is located on the closest edge of the Albert device, facing you on the right. c. Tap the eye icon on the Card Present screen
5	Select the Complete Transaction option.
6	A text-to-speech will provide the customer with an option to swipe left on the terminal for a summary of the gestures, or to proceed with the transaction swipe right.
7	A text-to-speech will read out the purchase amount, tip and total.
8	Swipe, tap or insert the customer card.
9	If the customer is required to select their account a screen will be shown to confirm which account is required.
10	To select the required account you or your customer can swipe left or right until the text-to-speech reads the options. To make the selection you or your customer will need to double tap on the screen to select the account. The text-to-speech prompt will confirm what account has been selected.
11	The PIN entry screen will appear if required and a voice prompt will read out the total payment amount to your customer again.
12	Ask the customer to enter their PIN using the virtual keypad. To protect their privacy, you won't be able to see the keypad. Instructions on how to enter a PIN into the virtual keypad are provided below.

# Entering a PIN

Albert's Accessibility Mode uses a virtual keypad that recognises gestures as unique numbers.

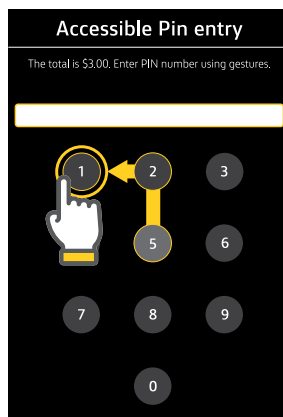
Swiping up, down, left and right with one finger will move the virtual cursor across the numbers on the keypad so the customer can enter their PIN.

The virtual cursor sits at the middle of the keypad, at **number 5**. Each number requires a specific gesture, followed by a **double tap** with a single finger.

The below demonstrates the insertion of a 4 digit PIN using the numbers **1,0,9** and **3**.

## Step 1

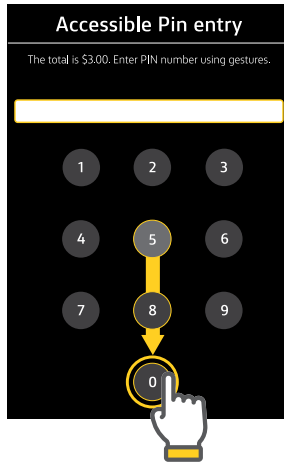
Starting at number 5, swipe up and then swipe left. Double tap with a single finger.



**Note:** Diagonal swipes are not supported or allowed

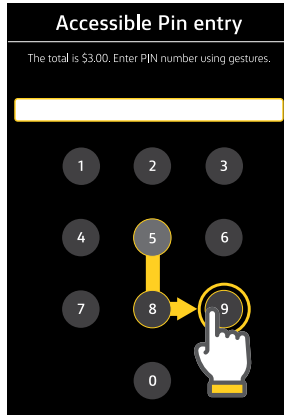
## Step 2

Starting at number 5, Swipe down twice. Double tap with a single finger.



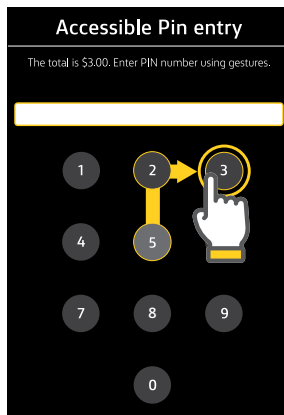
## Step 3

Starting at number 5, swipe down and then swipe right. Double tap with a single finger.

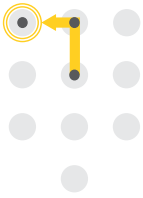


## Step 4

Starting at number 5, Swipe up and then swipe right. Double tap with a single finger.

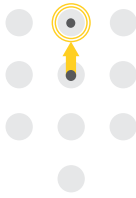


# Enter your PIN using the following swipe motions.



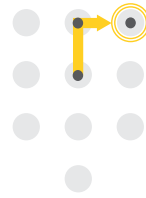
## One

Swipe up and then swipe left. Double tap with a single finger.



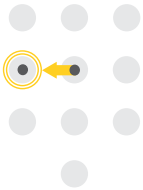
## Two

Swipe up. Double tap with a single finger.



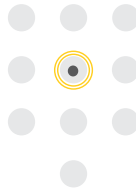
## Three

Swipe up and then swipe right. Double tap with a single finger.



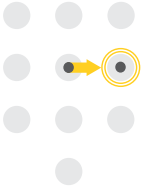
## Four

Swipe left. Double tap with a single finger.



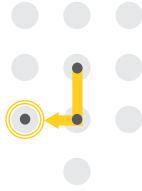
## Five

Double tap with a single finger.



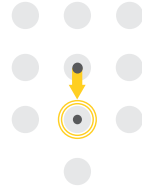
**Six**

Swipe right.  
Double tap with a  
single finger.



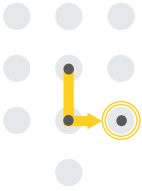
**Seven**

Swipe down and then  
swipe left. Double tap  
with a single finger.



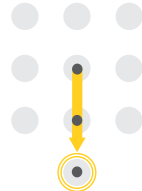
**Eight**

Swipe down.  
Double tap with  
a single finger.



**Nine**

Swipe down and  
then swipe right.  
Double tap with a  
single finger.



**Zero**

Swipe down twice.  
Double tap with a  
single finger.

- **Submit PIN:** Press and hold the screen with two fingers until transaction starts processing.
- **Cancel Purchase:** Press and hold the screen with three fingers.
- **Restart PIN entry:** Tap once with three fingers.

**Note:** Diagonal swipes are not supported or allowed.

# We're here to help



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