



Albert Accessibility Customer Guide:

Turning on Accessible Mode - Transcript

There are three accessibility options in Accessible Mode for you to choose from. These will appear as soon as Accessible Mode is turned on.

PIN entry only, PIN entry and Account Selection and Complete Transaction. The merchant will read these out to you.

If you only want to enter your PIN, tell the merchant to select PIN entry only.

If you want to also select your account, ask the merchant to select PIN Entry and Account Selection.

If you enable Accessible Mode at the Card Presentation screen and would like to hear the total, ask the merchant to select Complete Transaction.

Once an option is selected, the merchant will enter an amount in the Purchase Screen and tap OK.

The Card Presentation Screen will appear and text-to-speech will read out the total purchase amount to you.

The merchant will then ask you to swipe, tap or insert your card. If you need assistance, they can guide you to do this.

If you have opted for PIN Entry Only, the merchant will read out the account or application type options and tap the selection you require. Text to speech will say which has been selected.

If you have opted to select your account or application type yourself, an account selection screen will appear. You can choose your account by swiping right or left. At each swipe, text to speech will say the account or application type. You can then select by double tapping on the screen.



A PIN entry screen will then appear if required. It has a virtual keypad. Text to speech will read out the total payment amount. The merchant will ask you to enter your PIN using gestures.

Every time you start to enter a digit of your PIN, a virtual cursor begins on 5 in the middle of the virtual keypad. Starting anywhere within the Albert screen, you can use one finger to move the virtual cursor around the keypad and then tap the screen to select and submit your PIN number. This is how ...

If selecting 5, simply double tap the screen with a single finger. The 5 is located in the middle of the keypad, so there is no need to swipe first.

For 2, you swipe up, then double tap the screen to submit the number 2. For 4, swipe left, then double tap to submit. For 6, swipe right, then double tap to submit. For 8, swipe down, then double tap to submit.

For 1, you swipe up then and swipe left, then double tap the screen to submit the number 1. For 3, swipe up and then swipe right, then double tap to submit. For 7, swipe down and then swipe left, then double tap to submit. For 9, swipe down and then swipe right, then double tap to submit.

For 0, swipe down twice with a single finger and then double tap the screen to submit 0.

For every successfully entered digit, a dot will display in the box. Text to speech will advise when each digit is entered.

Once you have entered your PIN, to submit, long press anywhere on the screen with two fingers.

If you enter a wrong number, tap the screen with three fingers to restart PIN entry from the beginning.

Where a PIN is entered and submitted incorrectly, you will have three chances to enter the correct PIN.



For more information on how to use the Accessible Mode on Albert, you can also refer to the tutorial available on the terminal. The tutorial can be accessed from the purchase screen by either swiping down with two fingers from the top of the Albert screen or pressing the Merchant Context Menu button located in the back top right hand corner of Albert and selecting Accessible mode.

If the transaction has been approved, text to speech will advise you that the transaction has been approved, and will confirm the transaction amount and the account or application used. It will then advise you to remove your card if it was inserted into the chip card reader.

If the transaction has been declined, text to speech will advise you that the transaction has been declined. It will then advise you to remove your card if it was inserted into the chip card reader.

If you are uncomfortable using Accessible Mode, you can use Tap & Pay for purchases under \$100. Please note that the terminal will not read out the transaction total. If you require the total to be read out, ask the merchant to turn on Accessible Mode, select Complete Transaction and swipe right.

For more information go to commbank.com.au/merchantsupport.