



Albert Accessibility Customer Guide:

Making a payment in Accessible Mode: Tipping enabled - Transcript

Using text-to-speech technology, Albert has an Accessible Mode for use by customers who are blind or have vision loss. Here is a guide to using the accessibility features on Albert where tipping is enabled.

Inform the merchant that you wish to use Accessible Mode.

The merchant will enter the amount in the Purchase Screen and tap OK.

They will then ask you if you wish to tip. If you do, they will enter the amount or percentage.

There are three ways that Accessible Mode can be turned on for you.

First, you can plug in headphones if you use them. Accessible Mode will immediately turn on when your headphones are inserted into the jack at the base of the terminal.

Second, you or the merchant can swipe up from the bottom of the screen with two fingers.

Third, the merchant can tap the eye icon for you on the Card Presentation screen.

There are three accessibility options to choose from. These will appear as soon as the Accessible Mode is turned on. For tipping terminals, the merchant will select Complete Transaction.

Here text to speech will give you a choice. For a summary of gestures you can swipe left. Or to proceed with the transaction you can swipe right.

Once you've swiped right, the text to speech reads out the purchase amount, tip and total.



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

The accessible account selection screen will then appear.

If you are happy for the merchant to select account or application type, the merchant will read out the options and make the selection you require. Or, you can do this by swiping right or left. Each swipe will see text to speech say the account or application type. You can select by double tapping.

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 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 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.

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 customer 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.

