



# **Albert Accessibility Merchant Guide:**

## Turning on Accessible Mode - Transcript

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

PIN Entry only, PIN Entry and Account Selection and Complete Transaction. Advise the customer of these options and select their preference.

If they only want to enter their PIN, select PIN Entry Only.

If the customer also wants to select their account, tap PIN Entry and Account Selection.

If Accessible Mode is enabled at the Card Presentation screen and the customer would like to hear the total, tap Complete Transaction.

Please note that when turning on Accessible Mode from the Merchant Context Menu, the accessibility options will appear, but once you select the preferred option, you need to hit the back arrow to proceed to payment.

Once an option is selected, enter the 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 the customer.

Provide Albert to the customer, ask them to swipe, tap or insert their card. You may need to guide the customer to do this.

If the customer has opted for PIN Entry Only, read out the account or application type options and tap the customer's selection. Text-to-speech will say which has been selected.



If the customer has opted to select their account or application type themselves, an account selection screen will appear. The customer can choose their account by swiping right or left. At each swipe, text to speech will say the account or application type. The customer 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. Ask the customer to enter their PIN using gestures.

Every time a customer starts to enter a digit of their PIN, a virtual cursor begins on 5 in the middle of the virtual keypad.

If selecting 5, the customer double taps with a single finger. To select a digit other than five, they use a single finger to move the virtual cursor around the keypad and select and submit their PIN.

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

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

For 0, the customer swipes down twice with a single finger and double taps the screen to submit 0.

For every successful entered digit, a dot will display in the box. Text-to-speech will also advise the first digit was entered, the second digit was entered and so on.

To submit the PIN, long press anywhere on the screen with two fingers.



If the customer enters a wrong number, they can tap on the screen with three fingers to restart the PIN entry from the beginning.

Where a PIN is entered and submitted incorrectly, customers will have three chances to enter the right 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 that the transaction has been approved, and will confirm the transaction amount and the account or application used. It will then advise the customer to remove their card if it was inserted into the chip card reader.

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

If customers are uncomfortable using Accessible Mode, they can use Tap & Pay for purchases under \$100. Please advise the customer that the terminal will not read out the transaction total. If they require the total to be read out, Accessible Mode will need to be turned on and Complete Transaction selected, then swipe right.

For more information go to [commbank.com.au/merchantsupport](https://commbank.com.au/merchantsupport).