

CommBank

Albert

Accessibility

Version 2.0

Updated







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Accessibility

Albert has the capability to be accessible to the 350 000 Australians who are blind or have low vision by the use of text to speech technology.

Albert provides a way for people who are blind or have low vision to complete PIN entry within the Albert payment app.

It is important to note that Albert will only be accessible to people who are blind or have low vision when the payment app is loaded.

Learn about the Albert's enhanced Accessibility solution, allowing for people who are blind or have low vision successful PIN entry within the Albert Payment App.

1	In built narration Use the voice prompts to learn, navigate, and step through the solution
2	Secure The solution is just as secure as standard pin entry

We're here to help

If you need help using Albert, call **1800 230 177**, 24 hours a day, 7 days a week.



1. Accessible Mode

We've designed Albert to be easy to navigate and use.

We also want to make the process for people who are blind or have low vision as easy as possible. This guide will explain the accessibility solution usage.

In this section:

- Getting to know the accessibility solution
- Ensuring your customers familiar

Learn how to use the solution

Home screen

Payment app: The accessibility solution explained here only applies to the CBA Payment App. Launch the Payment App from the Albert home screen.



Merchant Context Menu

Enter **Accessible Mode** from the merchant context menu.

Accessible Mode

From this screen, press the slider to turn Accessible Mode On

You can:

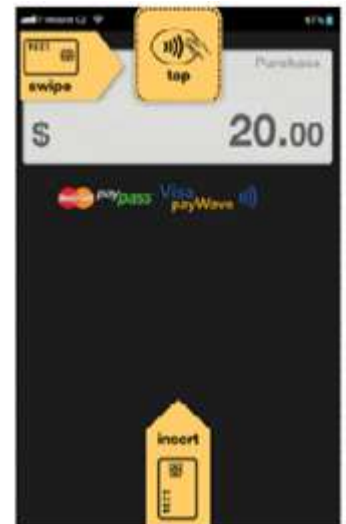
- Toggle Accessible Mode ON or OFF
- Launch the Tutorial App
- Adjust the volume played by Albert
- View a quick summary of gestures
- Start or stop the voice guide narration
- Return back to the previous screen



Card Presentation Screen

The standard card prompt screen will show. As the merchant, you are expected to insert, swipe, or tap the card if required.

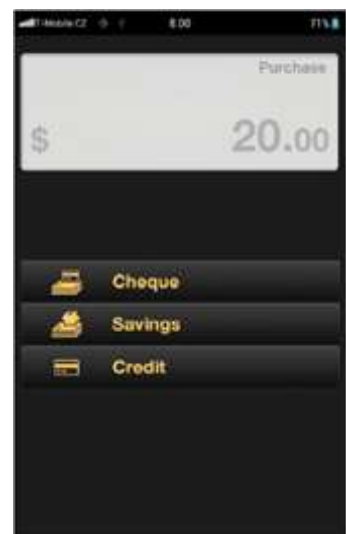
- Text to speech will prompt the customer to insert, swipe, or tap card



Account Type Screen

The standard account type selection screen will display. As the merchant, you are expected to select the correct account type if required.

- Text to speech will prompt the customer to select Cheque, Savings, or Credit
- Once selected, text to speech will notify the customer of the selection



Pin Entry Screen

When on this screen, the voice prompts will instruct the customer to enter their pin, based on the instructions below.

An asterisk will display in the box for each successfully entered digit.

Pressing the Merchant Context Menu Button on this screen has no effect.



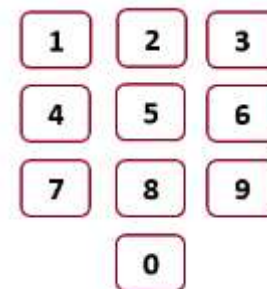
Entering a PIN

It's best to leverage the training app to learn about the Accessible PIN entry modes.

There will be no UI on the screen, to prevent anyone from seeing what is entered.

Every time you start entering a digit, the virtual cursor begins on '5'.

Swiping up, down, left, right, or diagonally moves the virtual cursor. A 2 finger tap, or a double tap confirms the input.



For example, from 5,

Swipe left + confirm = 4

Swipe down, swipe down + confirm = 0

Swipe up, Swipe right + confirm = 3

Confirming a PIN

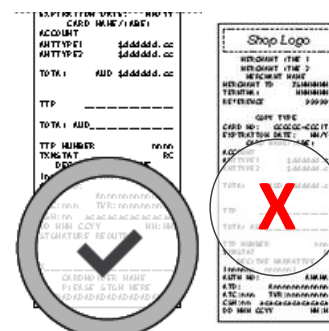
Long press anywhere on the screen with 2 fingers to submit the PIN

Important – Customers will get 3 chances to enter a PIN correctly before their account is locked

Confirmation

Upon confirmation the standard receipt screen will be shown.

A voice prompt tells the user to hand the terminal back to the merchant, both upon a successful or declined transaction.



Cancelling Purchase Longpress with 3 fingers to cancel, and return to the previous screen

What if my customers are uncomfortable using the Accessibility solution?

Tap and Pay (NFC) Using the NFC reader on Albert, your customers are able to pay for purchases using 'Tap and Pay', for purchases less than \$100.



Click Clack For purchases over \$100, Tap & Pay (NFC) is not allowed.

An alternative if the merchant is uncomfortable using Tap and PIN, or Chip and PIN as a payment method is to use the Click Clack machine, provided with the terminal when it was installed.



Need help?

We're here to assist — whenever you need us.

Help with Albert,
App bank and
CBA Apps

1800 230 177

Commonwealth Bank Business Service Centre
24 hours a day, 7 days a week

Help with third party
apps

1. On Albert, tap the App bank app, or visit piappbank.com.au.
 2. Select **Apps**, then search the relevant app name. Click into the app to see **App Details** and expand **Support** to see the contact details for the responsible developer.
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