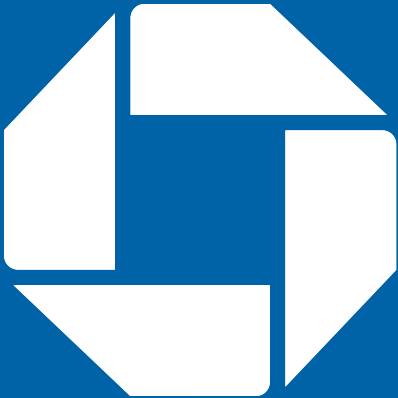


Chase Mobile Checkout – PLUSSM Mobile Application Quick Start Guide

Grow your business — whenever and wherever you want!



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For Guides and Helpful Information:
chasepaymentech.ca/welcome

Call Merchant Support 24/7:
1.800.507.0782

Getting Started

In order to use Chase Mobile Checkout – PLUS, you will need to first set up an account with Chase Paymentech. To speak with a Sales Representative, please call [1.877.552.5533](tel:1.877.552.5533).

Once your account has been created, you will need to [validate your email address](#) by clicking on the link within the welcome email.

You will be asked to set the following to protect your account:

- **Password**
Your password will be used anytime you sign in to the Merchant Portal or Chase Mobile Checkout – PLUS Mobile App.
- **Verification Preference (two-factor authentication)**
When signing in from a new device or web browser, you will be asked to enter a temporary verification code. The verification code will be sent to your email address or mobile number based on your preference selection.

Download the App



The Chase Mobile Checkout – PLUS Mobile App is available for iOS and can be downloaded from the App Store by searching for [Chase Mobile Checkout – PLUS](#).

Once the Chase Mobile Checkout – PLUS Mobile App has been downloaded to your device, you will need to sign in to your account before you can use it.

Signing In

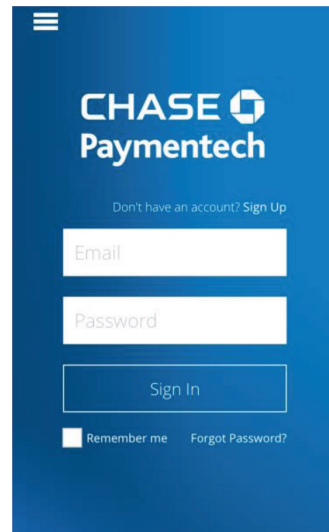
Your Chase Mobile Checkout – PLUS account is secured using your registered email address and password.

When signing into the Chase Mobile Checkout – PLUS Mobile App or Merchant Portal, you may also be required to enter a (two-factor authentication) code sent to your email address or mobile phone number.

To sign in to the app:

1. Launch the [Chase Mobile Checkout – PLUS App](#) on your device.
2. Enter your [Email Address](#) and [Password](#) and click the [Sign In](#) button.

When the [Remember me](#) check box is selected, your email address is pre-populated the next time you sign in from the same device.



► Note:

Forgot your password?

You can reset your password yourself on the Chase Mobile Checkout – PLUS Mobile App or call Merchant Support at 1.800.507.0782.

Setting your PIN

If this is your first time signing in, you will be prompted to set your 4 to 6 digit Authorization PIN.

Your Authorization PIN is used as an additional security check if your password was incorrectly entered multiple times during sign in.

Activating Your Card Reader

Once you have set up your account and received your card reader, you must activate it in order to accept Debit & Credit transactions.

You will need to pair your card reader using Bluetooth on your mobile device. Once successfully paired, you can activate your card reader using the Chase Mobile Checkout – PLUS Mobile App.

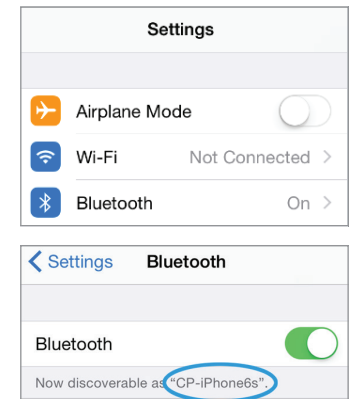
Ensure your card reader is charged for at least 15 minutes before continuing.

Pairing Your Card Reader with Your Mobile Device

The pairing process requires that you enable Bluetooth on your iOS device (iPhone, iPod or iPad).

Access the Bluetooth Menu:

1. Open the settings menu on your iOS device and navigate to Bluetooth Settings. Ensure Bluetooth is turned on.
2. Your phone will be discoverable. The name of your phone will be displayed in the Bluetooth Menu as shown to the right.



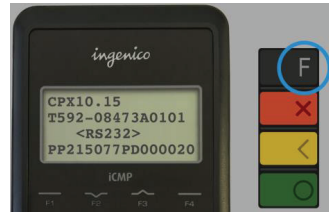
Turn on your Card Reader:

3. Press and hold the power button on the side of your card reader. If the card reader is already on, holding down the power button will reboot it.



Access the Functions Menu:

- When you see the screen shown to the right, open the Functions menu by pressing **F** within **2 seconds**.

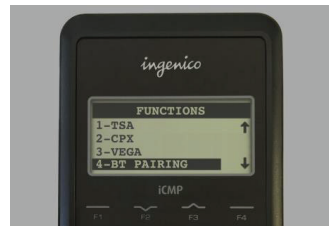


If the Functions menu is not displayed, you can reboot the terminal by holding the power button, and try again.

Navigate to Bluetooth Pairing:

- In the Functions menu, navigate to option **4 – BT Pairing** by pressing **4** on the card reader.

You can use the **F2** and **F3** buttons to navigate up and down in the menu.



Access the Pair Device Menu:

- In the BT Pairing menu, select option **2 – Pair Device (iOS)** by pressing **2** on the card reader.



► Note:

To turn off your card reader, hold **#** and [**<**] at the same time.

Search for your iOS device:

- In the Available Devices menu, select option **0 – Search Devices** by pressing **0** on the card reader. The card reader will begin to search for your iOS device.



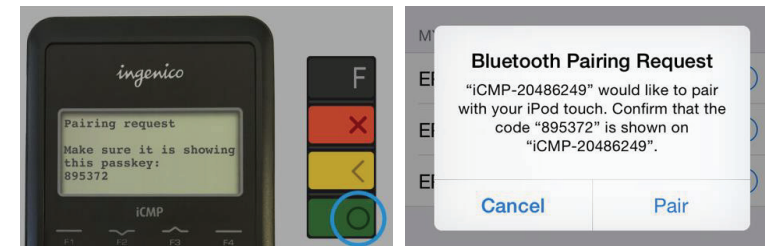
Confirm Pairing Between Devices:

Your iOS device will be displayed on the card reader. The card reader may discover multiple devices. Use the **F2** and **F3** keys to navigate the menu to find your iOS device.



- Select your iOS device on the card reader.

The following screens will be displayed on your Card Reader and iOS device.



You must confirm the pairing request on both the card reader and iOS devices.


► Note:

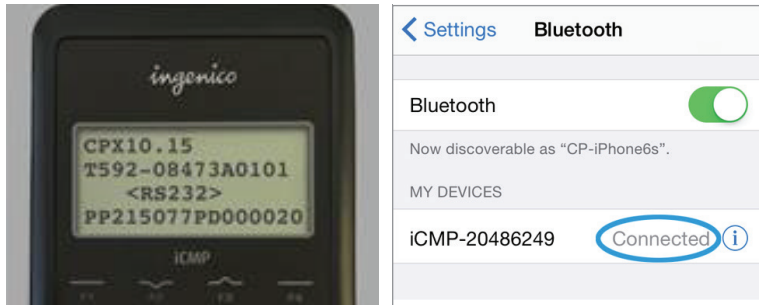
For your card reader to find your iOS device, ensure the Bluetooth settings on your iOS device is open and Bluetooth is turned on.

9. Press OK on the Card Reader
10. Press Pair on the Mobile Device

Verify Bluetooth Connection:

If the Bluetooth pairing request was successful, on your iOS device you will see Connected besides the card reader name in the Bluetooth settings menu.

11. On the card reader press [] to exit the Bluetooth pairing menu and return to the default information screen.



▶ Note:

If the pairing process is unsuccessful, you can try again by searching for the device from the card reader. See [Search for Your iOS Device](#).

Activate Your Card Reader

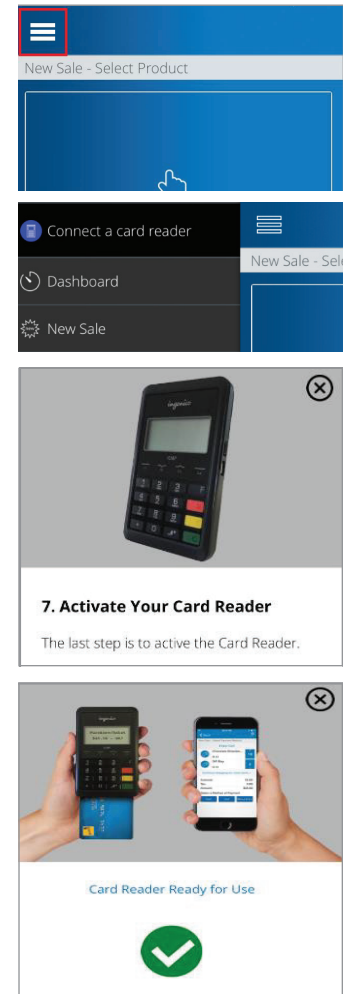
Now that you have paired with your card reader, launch the Chase Mobile Checkout – PLUS Mobile App and log in using your username and password.

The app may automatically detect your card reader and activate it. Otherwise, follow the instructions below.

Viewing the Card Reader Status:

1. To view card reader status, open the application menu. You can do this by swiping the application from the left edge of the screen to the right or by pressing the menu icon.
2. Press [Connect a card reader](#) to launch the card reader Pairing Wizard.
3. If you have already paired with the card reader, you can skip the pairing steps. Press [Start/Next](#) until you reach the last page and select [Scan for Card Reader](#).
4. The card reader will begin to activate. You will see a screen similar to the picture shown to the right.
5. The activation process may take a few minutes. Once it is completed, you will see a confirmation screen. The card reader status will display [Ready for Use](#).
6. The card reader will display a welcome screen when activation is complete.

You are now ready to accept Debit & Credit payments!



Notes:

Notes:

The Information You Need, When You Need it.

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