

Blackbaud MobilePay Card Readers | Getting Started

Step 1: Download app

- Open your Apple App Store® OR Google Play™ store and search “Blackbaud MobilePay.” You will need to download the Blackbaud MobilePay app on each device that you plan to use during your event.
- At your event, you will need access to WIFI, a secured hotspot, or a data plan to use this app.

Step 2: Log in at least 3-5 business days before your event

- Your username and password can be found on the inside lid of the card reader box. If you are unable to locate your username and password, contact chaptergiving@alphaphifoundation.org or 847.475.4532.
- When entering the device name, **you must include your chapter’s name** (ex. Alpha-MarthasCell, Alpha-ClaraiPad, Beta-FrancesiPhone). If your device name does not include your chapter’s name, it will not be approved.

Step 3: Receive confirmation that your device has been approved

- Anytime you set up MobilePay on a new device (smartphone or tablet), Foundation staff must approve the device name before you can begin collecting donations.
- To repeat, if your device name does not include your chapter name, it will not be approved.
- An unapproved device can collect donations for 30 minutes. After 30 minutes, the device will be locked, and you will not be able to accept donation payments.

Step 4: Test the app at least 2-3 business day before your event

- Test the MobilePay card reader and app with the members responsible for processing donations.
 - Plug the card reader into the headphone port of your device.
 - Enable the app to access your headphone/microphone port. Your device will prompt you to do this. This allows the app to connect to the card reader.
 - Process a small test gift of no less than \$2 to ensure the app is set up correctly.
 - Insert an email address to receive the auto-generated donation receipt.
- At this time, you can set up any default donation amounts and receipt details so that your check-in/check-out process is as easy as possible.

Step 5: Accept donations at your event

- Remember, all funds processed with Blackbaud MobilePay are donations. The funds collected with MobilePay are donated directly to Alpha Phi Foundation.
- Alpha Phi Foundation is recognized by the IRS as a 501(c)(3) charitable organization, which means that all gifts to the Foundation are tax-exempt to the fullest extent allowed by law.
- Always double check the gift amount you are processing before submitting the gift. There is no refund feature in the app. If a refund is requested, email chaptergiving@alphaphifoundation.org.
- Best practice is to require donors to enter in an email address. This enables an auto-generated receipt will be sent to their email. Always ask the donor to double check the email address you have typed to ensure there are no typos and to ensure they receive their receipt.

Alpha Phi Foundation is available to assist and/or troubleshoot Monday through Friday, 9AM-5PM CT. If you have any questions, contact chaptergiving@alphaphifoundation.org or call 847.475.4532.