**Logging on to the iPad:**

* To log onto your iPad, hold it vertically and locate the unlock button along the top.
* Press it until the iPad turns on.
* Slide your fingertip to the right to unlock the screen.
* Enter your passcode: \*\*\*\*
* Slide your fingertip to the left to browse your content. Generally, all event-related apps will be located on the second screen.

**mobilepay – Use MobilePay for a Payment of a registered ATTENDEE OR A CHARITABLE gift**

* Select the MobilePay™ app.
* Your username should already be entered. Key in your password: **Password**
* Always ensure that the device for swiping credit cards is plugged into the audio jack on your iPad.
* After you log in, you should arrive at a payment screen resembling a large keypad.
* Enter the payment amount, using the decimal point to separate dollars and cents.
* Select enter payment once you’ve keyed in the correct amount.
* You will then be prompted to swipe a credit card. Always do so with the card’s magnetic strip facing downward and toward you.
* Show the attendee the amount to be charged. Click continue.
* Have the attendee sign their name on the screen.
* The attendee will be prompted to add an email address if they would like to be emailed acknowledgement of the amount. This step is NOT required.
* Once payment is entered, you will get a message stating the payment was approved.
* If at any time, you experience an error, you can escape the transaction by selecting cancel in the top right-hand corner.
* To log out of the app, select the 3 lines icon along the top left-hand corner of the toolbar. Select log out and this will return you to the original login screen.
* To exit the app entirely, double-click your iPad’s home button near the bottom of the device. Simply swipe the MobilePay™ app up and away.

**RE Mobile event management – Use to register and process payment of a walk in attendee**

* Select the RE Mobile Event Management app.
* Your username should already be entered. Key in your password: **Password**
* Always ensure that the device for swiping credit cards is plugged into the audio jack on your iPad.
* Along the top of your screen, a gray search bar should appear. Below it, the events will be listed and available for browsing.
* Click the event title to open the event.
  + They are listed in date order.
* Use the search on the right-hand side to add the attendee’s name.
  + You can use partial names to search, but it will not search nicknames.
* To register an attendee, use the + icon to add 1 new attendee for each applicable event.
* All event fees will be totaled below.
* At the bottom of the screen, you can select from 3 different methods of payment. Click credit cards.
  + Other forms of payment do not need to be entered into the RE app.
* You will then be prompted to swipe a credit card. Always do so with the card’s magnetic strip facing downward and toward you.
* Show the attendee the amount to be charged. Click continue.
* Have the attendee sign their name on the screen that will appear after their card has been swiped.
* If, at any time, you experience an error, you can navigate back to the main menu by selecting events in the top left-hand corner.
* To exit the app entirely, select log out and this will return you to the original login screen.
* To exit the app entirely, double-click your iPad’s home button near the bottom of the device. Simply swipe the RE Mobile Event Management app up and away.

**iPad Troubleshooting**

* **You are prompted to add a password for iCloud**
  + **Click cancel. Signing into iCloud is not needed**
* **You try to sign into MobilePay or RE Mobile Event Management and get an ‘invalid’ error**
  + **Open settings and ensure the wifi is connected (on campus - AnselmWZONESecure)**
  + **Open safari (web browser) which may prompt registration on the wifi network, let download complete**
  + **Close any open apps**
  + **Sign into MobilePay or RE Mobile Event Management**
* **Card swipe is not reading a credit card**
  + **Swipe motion must be a consistent speed**
  + **Cards used frequently can be worn and may take additional tries**
  + **Card swipes are interchangeable. Pop it off and use one from another iPad**
* **Battery runs low quickly**
  + **Open settings and disable Bluetooth. It will help.**
  + **Fully charge iPad before event. Will need to charge frequently.**