

Fed Mobile Pay Quick Start Guide & Essential Tips

What You Can Do with the App

- ✓ Enter and process payments through available forms
 - ✓ Accept credit cards, debit cards, Apple Pay, and Google Pay
 - ✓ Issue refunds and void transactions
 - ✓ View your transaction history
 - ✓ View all transactions for your location
 - ✓ Reset your password
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Setup Requirements

Internet Connection (Required)

- Both your iPhone/iPad AND card reader must be connected via:
 - WiFi, OR
 - Cellular hotspot (if supported by your agency's device/plan)
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Card Reader: Essential Tips

Daily Operations

- **Blank screen?** → Card reader has no power
- **Keep reader plugged in overnight** → Ensures automatic updates

Changing WiFi Networks

 **CRITICAL:** Always restart the card reader after switching WiFi networks

How to Restart:

1. Hold the **Start Button**
2. Tap **Restart** on the card reader screen

If you skip this step, you'll see a "Reader Offline" error when processing payments.

Help & Troubleshooting

What do you need help with?	Who should you contact?
• Card Reader Setup • Connecting Card Reader to WiFi • Card Reader Troubleshooting	Verifone 1 800-837-4377 or https://my.verifone/s/ and select Technical Support
• App Access Issues (password reset, incorrect email address, etc.) • Payment Research • General App Troubleshooting • Account Locked	Customer Support Monday through Friday 8am to 7pm 1 800-624-1373 mobile.customersupport@clev.frb.org
• Requesting to Add/Remove User Access • Incorrect Username	Contact your agency's security contact