

Getting started

As a cardholder, you need to authenticate online e-commerce transactions using biometrics, securely and conveniently, via the Elavon Biometric Authenticator app.

This guide walks you through the process to download, install and enrol in the mobile app.

Note that verification steps have been added in compliance with the requirements specified by the second Payment Services Directive (PSD2).

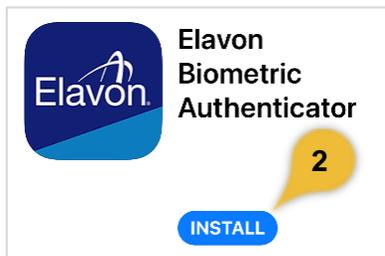
Tip! For additional information, refer to the *Elavon Biometric Authenticator App* user guide.

Download and installation

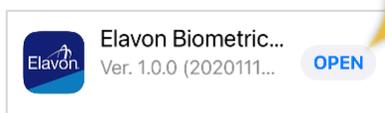
To download and install the mobile app:

1. Search for the **Elavon Biometric Authenticator App** in your mobile device's app store

Tip! The mobile app is supported on iOS and Android devices.

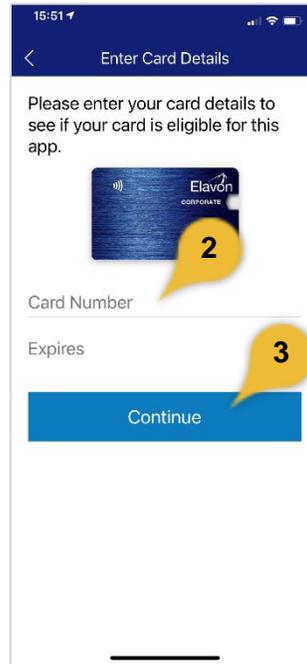


2. Select the **mobile app** and tap the **install icon**



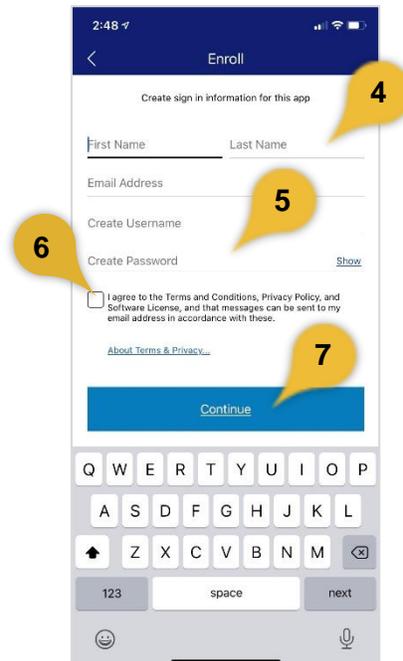
3. Open the mobile app after the download and install is completed

Enrolment process



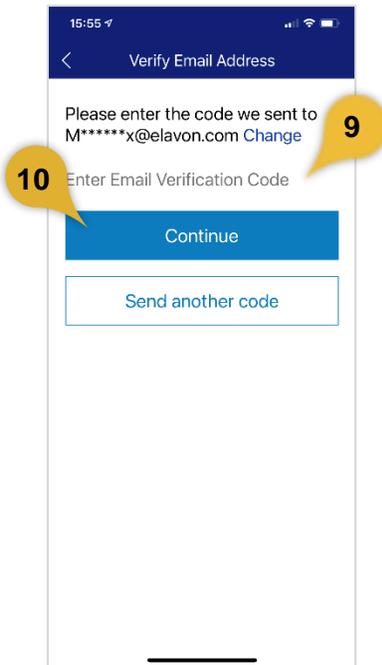
Once you launch the app:

1. Tap **Let's get started**
2. Enter the 16-digit **card number** and **expiration date**
3. Tap **Continue**

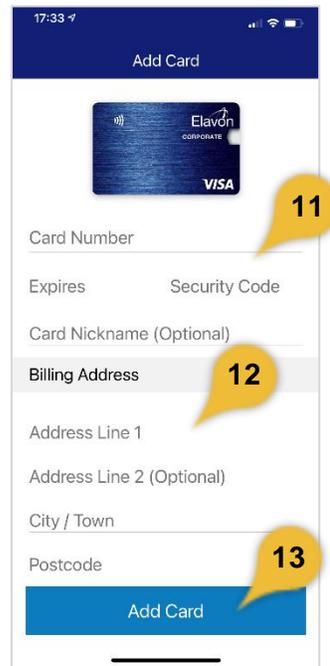


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4. Enter your **first name, last name,** and **email address**
5. Enter a unique **username** and **password**
6. Select the **checkbox** to accept the Terms and Conditions
7. Tap **Continue**. A verification one-time passcode (OTP) is sent to the email you specified

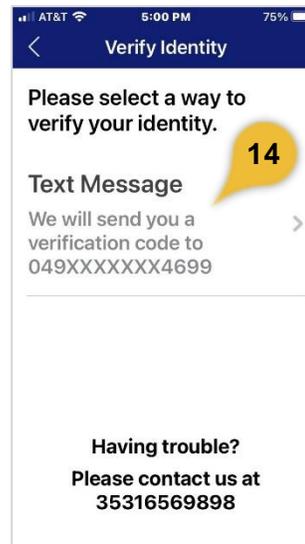


8. Locate and copy the **OTP** from the verification email
9. Return to the mobile app and enter the **OTP** into the enter code field
10. Tap **Continue**



11. Enter the 3-digit security code (CVV2)
12. Enter the billing address associated with the card
13. Tap **Add Card**.

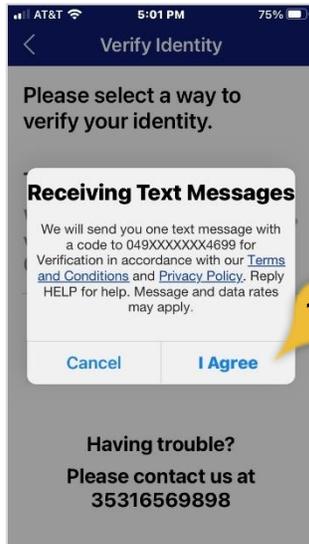
Verification process



14. Select **Text message** to receive the OTP via SMS text message

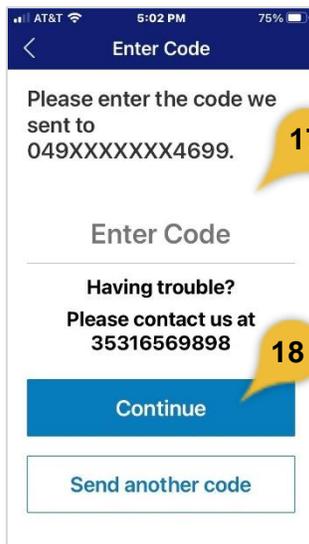
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Tip! If the SMS text is not received, select Send another code from the mobile app screen. Contact the customer service number on the back of your card should you need to check the registered number.



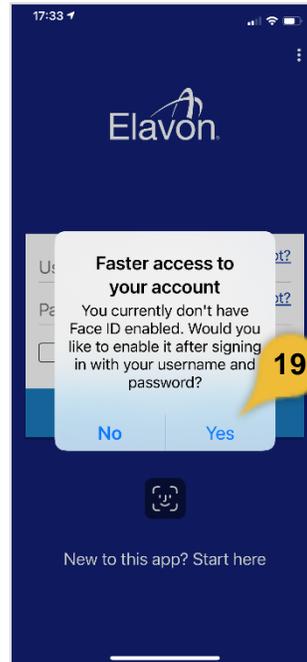
15. Review the message and select **I Agree**. An OTP SMS text message is sent to your mobile number

16. Locate the SMS text message and copy the **OTP**



17. Return to the mobile app and enter the **OTP** in the verification code field

18. Tap **Continue**



19. Tap **Yes** to enable biometric sign-in

Tip! You must enable biometric sign-in to verify transactions.



20. Tap **Allow** to enable push notifications so you are aware when a transaction needs to be verified

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CAT ID: 19361612