

CreatePay One Quick Start Guide



**We are here to help on
0333 772 0090**

In the box

In the box you will find your:

- CreatePay One terminal
- Charging base
- Charging cable

Installation guide

Cable installation with charging base

Connect the power supply to the socket at the back of the charging base and plug the other end of the cable into an electrical socket, then switch on the power (if applicable).

Cable installation without charging base

Connect the power supply to the port with a lightning symbol. Connect the other end to the power socket.

Starting up your terminal

1. Press and hold down the power button on the left side of the terminal until the screen lights up.
2. The terminal will power on and initialise for use.



Connecting to WIFI

1. Clicking on the Castles payments app will take you to the main menu. After clicking the payments app, you will be taken to the payments screen. Click 'BACK' which is the arrow button at the top left hand of the screen and this will take you to the main menu.
2. Select 'MENU', then select 'WIFI SETTING'.
3. The terminal will display a list of available networks, select your network, enter the password using the touch screen keyboard; then click 'CONNECT'.
4. Once successfully connected, the terminal state will display as 'CONNECTED'.

Taking a payment

1. Select 'SALE' on the main home screen.
2. Enter payment amount and click 'OK'.
3. Instruct the customer to tap, insert or swipe their card.
4. Once payment has been processed, a merchant receipt will be printed.
5. You will then have the option to print a customer copy.

End of day reconciliation

The EOD reconciliation is an automatic daily process that reconciles your total payments and releases the daily funds to your business bank account between 10pm and midnight daily. To manually complete this:

1. From sales screen, click the back arrow and then Select 'Others' and Select 'Batch'.
2. Select 'Settle/end of day' and Enter the supervisor password - **0000, we recommend changing this for security purposes** - If asked, select all hosts if using AMEX.

Important



It is important your CreatePay One device is left on at all times to ensure your End of day reconciliation is completed and the daily funds hit your bank account.

Over the phone payments

1. Select 'SALE' on the main home screen.
2. Enter payment amount and click 'OK'.
3. Press "MANUAL".
4. The next screen will ask you to enter the customers card details.
5. Transaction is confirmed/authorised

Refunds

1. Select 'REFUND' on the main screen, you will be asked to enter your supervisor password - **0000 - we recommend changing this for security purposes.**
2. Check the amount and select 'CORRECT' and then ask customer to tap their card against the contactless reader or to insert their card and pin number.

***To change your supervisor password select 'MENU', 'SETTINGS' and then 'PASSWORD'.**



www.createpay.com/support

Scan the QR Code above for videos and guides on setting up your new CreatePay One device as well as all other functionality, remember we are here to help on 0333 772 0090