

# FIS Merchant Solutions



# kineticpay™

## Mobile Quick Reference Guide





# Table of Contents

Access the Kineticpay Portal.....	page1
Download the Application.....	page 2
Connect the Mobile Reader.....	page 3
Need Assistance.....	page 3
Conclusion.....	page 4



Step  
1

# Access the Kinetipay Portal

1. Navigate to the Kinetipay Portal from Internet Explorer on your mobile device.  
(Internet Explorer 8 or higher)
  - The portal address is <https://portal.kinetipay.com>
  - Next, log into the Kinetipay Portal
  - You will need to enter your Email Address and the Password created when you activated your account; these credentials can be found in your Kinetipay Welcome email.

Note: If you have not set up a password on your account, access the Kinetipay Welcome email to complete the activation or use the Forgot Password option on the Kinetipay Portal login page. If you have not received a Kinetipay Welcome email, please contact a support representative at [kinetipay.support@fisglobal.com](mailto:kinetipay.support@fisglobal.com).

2. Once you have entered credentials, select "login"
3. Once you are logged into the Kinetipay Portal, you can begin to customize your account.
  - The Help section, located in the Kinetipay Portal under your user name, provides step-by-step instructions on how to customize your account.
  - Recommended customization options include: Adding inventory, adding sales taxes, adding discounts, setting up additional users, setting up additional registers (if you will use more than one device to process transactions).

Step  
2

## Download the Application

1. Using the mobile device you will use for POS transactions, go to the app store website (Google Chrome or Internet Explorer 8 or higher)
  - For Apple iOS devices: <https://itunes.apple.com> or the App Store on your iOS device
  - For Android devices: <https://play.google.com> or the Google Play Store on your Android device.
2. From the app store, search for "Kineticpay Mobile" in the search field.
3. Download the application to your device, following standard download procedures.
4. Login into the application you just downloaded
  - You will be required to enter your Email Address and the Password used to access the Kineticpay Portal.
  - If you do not have login credentials, please email [kineticpay.support@fisglobal.com](mailto:kineticpay.support@fisglobal.com).
5. Select your Location
6. Select the default Register

Your Kineticpay application is now ready to start processing transactions!

## Connect the Mobile Reader

1. Take the Kineticpay Mobile card reader out of the case.
2. Plug the device into the audio headset jack.
  - For iOS devices, the audio jack is located at the bottom of the device
  - For Android devices, the audio jack is located at the top of the device
3. Open the Kineticpay application on your mobile device.
4. If using Android device:
  - a. Go to register settings > select the reader “G5X w/Roam Description”
  - b. Raise the device volume levels to max including ring, notifications, system, etc.
  - c. Sync register settings
5. Begin accepting payments!
  - The Help section, located in the Kineticpay Portal under your User Name, provides step-by-step instructions on how to run transactions.

## Need Assistance

### Helpful Step-by-Step Guides

The online Help section in the Kineticpay Portal will provide you detailed step-by-step instructions and walk you through the entire setup process.

These instructions can be accessed from the Kineticpay Portal. (See Step 1 of this QRG for information on how to access the Kineticpay Portal.)

With any new product setup, come questions. Find the answers you need for setting up product inventory, viewing reports, processing transactions and more. The search feature in the Kineticpay Portal allows you to easily find the information you need.

If you have any questions or need further assistance, please email [kineticpay.support@fisglobal.com](mailto:kineticpay.support@fisglobal.com).

# When it's easier for customers to pay, it's easier for you to sell.

Add Kineticpay POS and Kineticpay Gift to your solution suite for a comprehensive, innovative and flexible payment platform that will keep you ahead of the competition.



## Pay at the counter

Accept payment at traditional counter locations using Kineticpay POS.



## Pay with a gift card

Activate, distribute and accept gift cards wherever the gift exchange wants to happen with Kineticpay Gift.

