

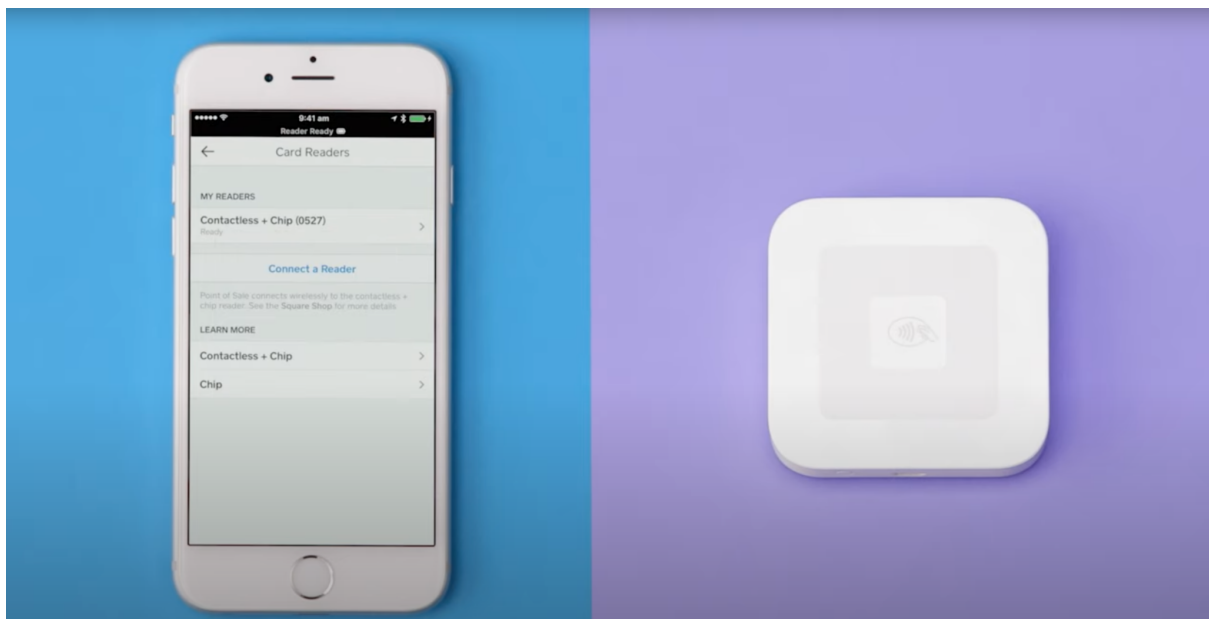
How to Collect Payments with a Square Reader

In this guide

You will learn how to take payments with the square reader using a device code connecting to the SU Australia account.

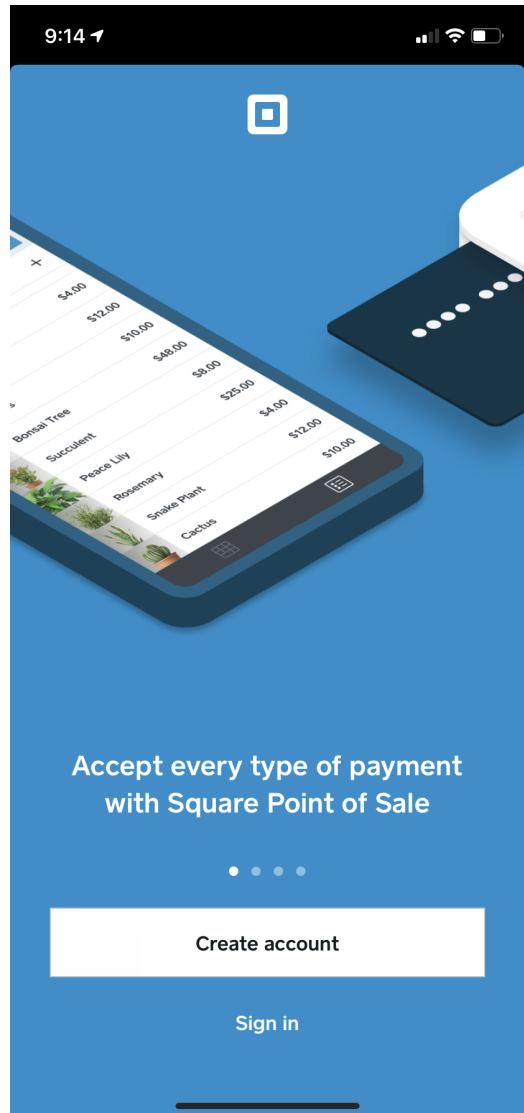
Required Items

- A Square Reader
- A Mobile Phone or Tablet
- Reliable Internet Connection

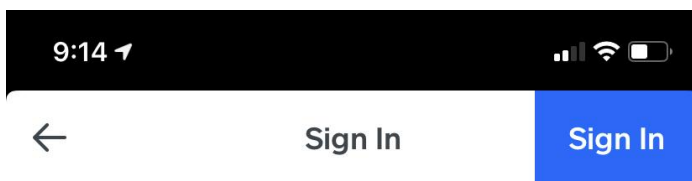


[For Information on How to Pair your Reader Please Watch this Video](#)

1. Log in with the Square App using the Sign-in Button



2. Then Use the Device code Option



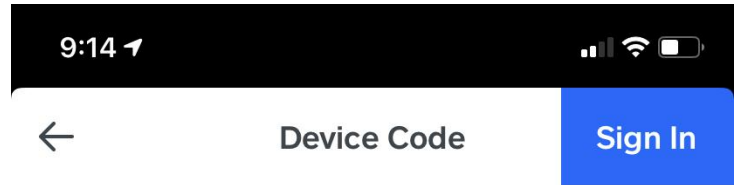
Email address

Password

[Forgot Password?](#)

[Use a Device Code](#)

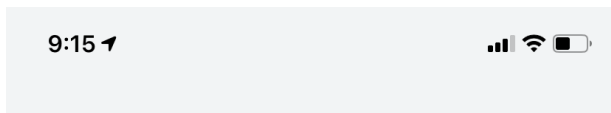
3. Enter your provided Device code for your Service/Camp/LCC/Mission



Device Codes allow you to sign in to Point of Sale without sharing your account email and password. Each location requires at least one Device Code for sales to be tracked as that location.

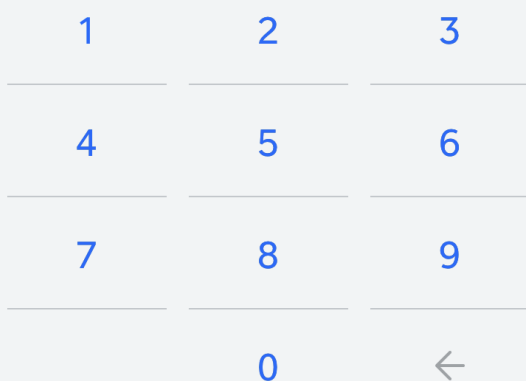
Manage each location's devices on
Square Dashboard under:
Account & Settings > Business > Devices

[Learn more about Device Codes](#)



Log in

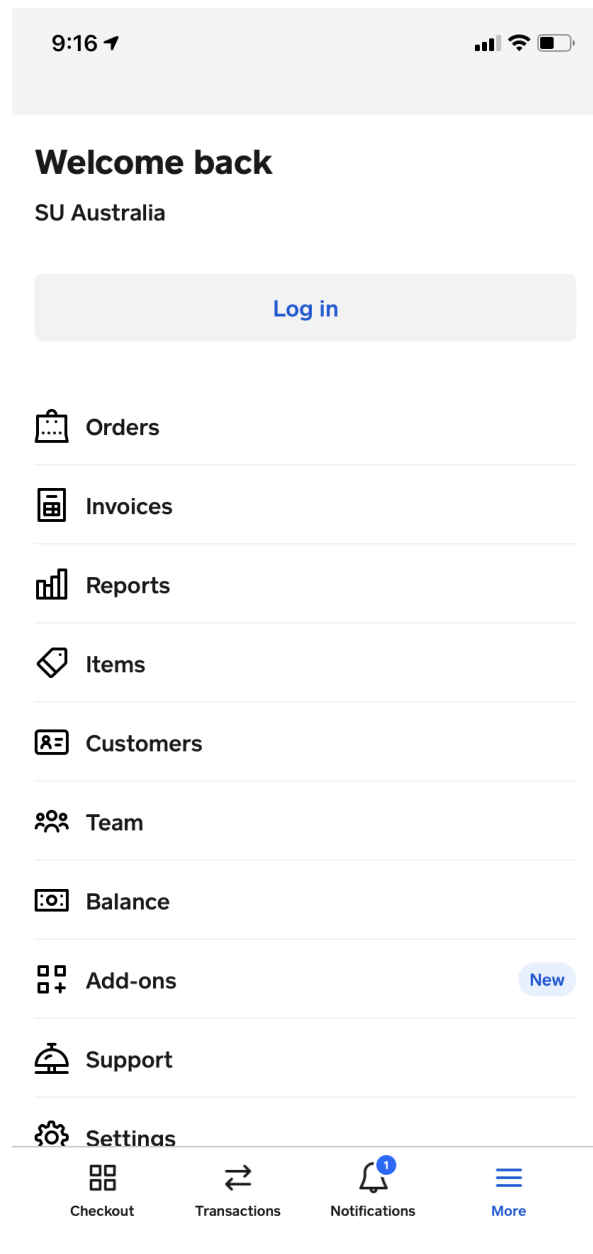
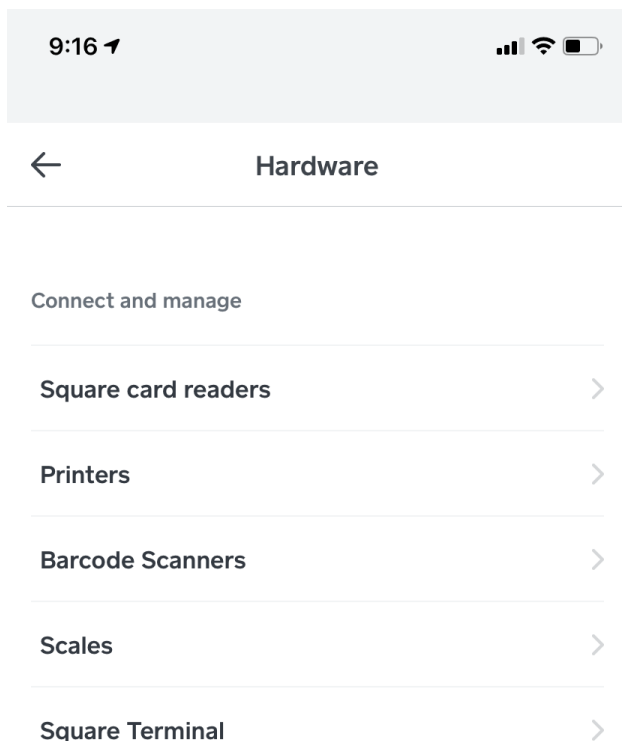
Enter passcode



4. You will then be asked for the SU Australia Access code, this will change from time to time So make sure you are reading a current version of this guide for an up to date code:

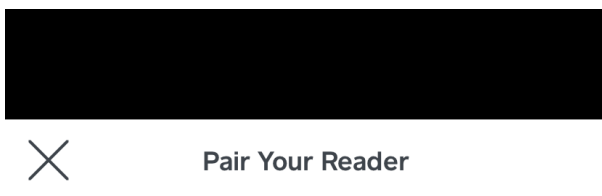
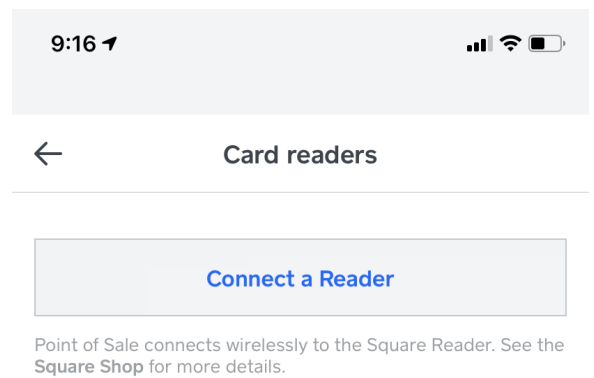
“The Code is 4006 or 4306”

5. Once you have logged in go to settings to connect your reader, this is found at the bottom of the more menu

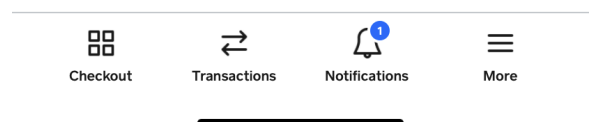


6. Go to the Hardware section and manage the square card readers

7. Click Connect a Reader then follow the prompts



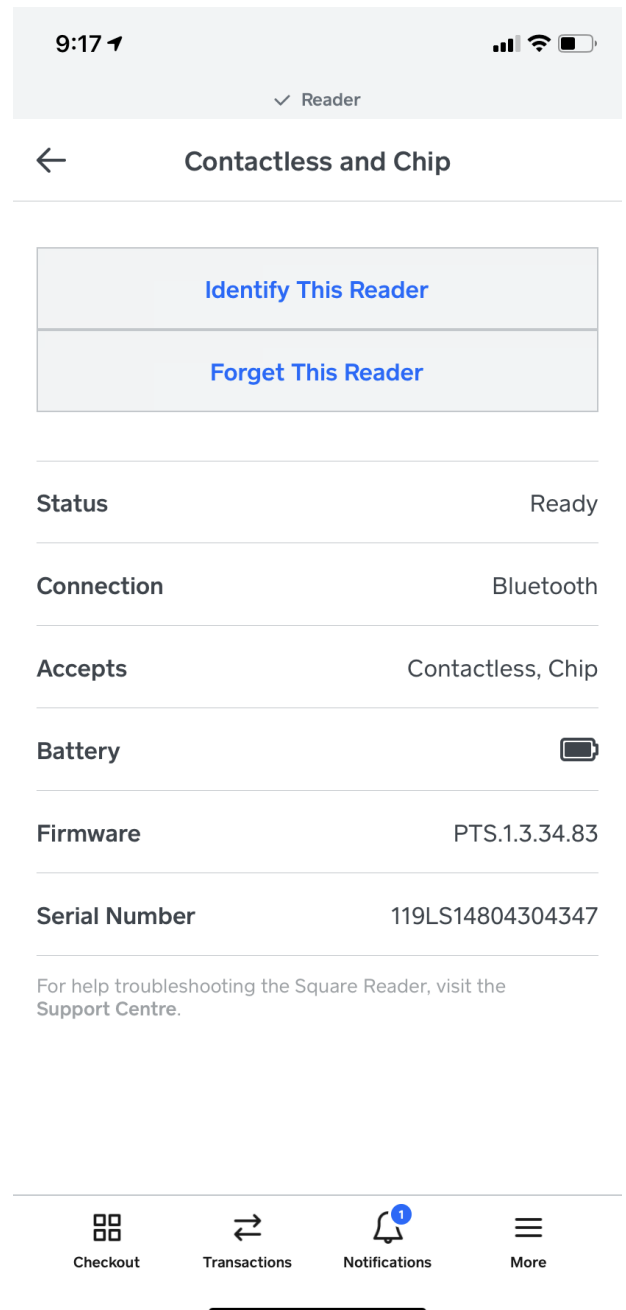
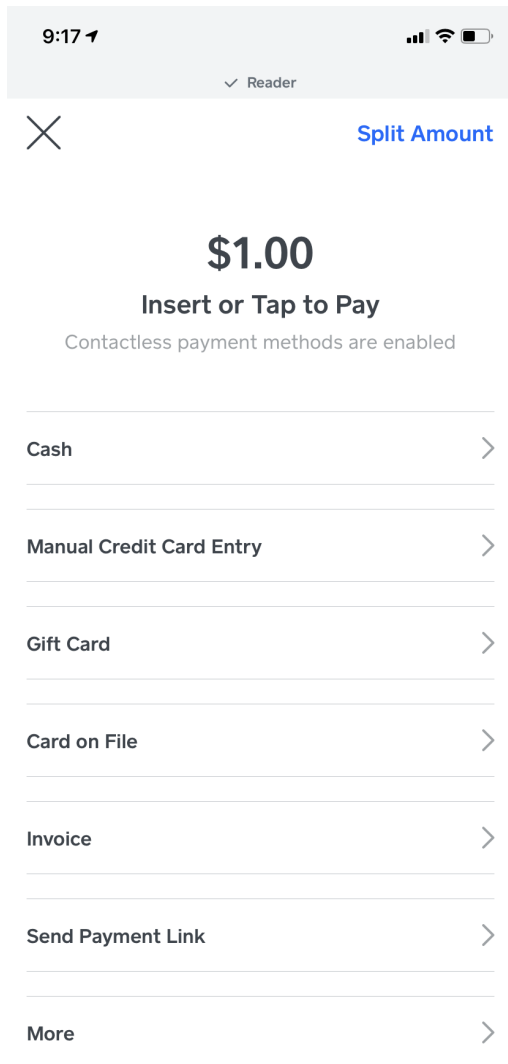
Press and hold the button on your reader until the lights flash orange. Then release the button and place the reader next to this device to pair.



8. Once the reader is setup you will be ready to take payments

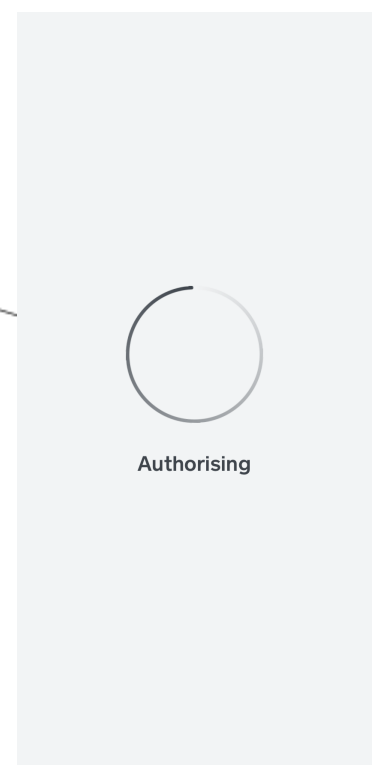
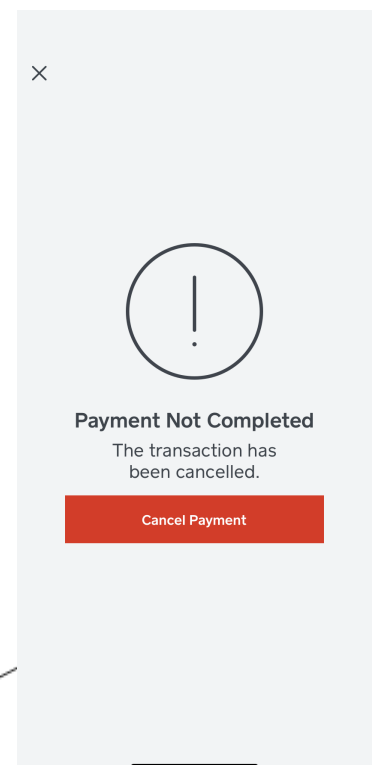
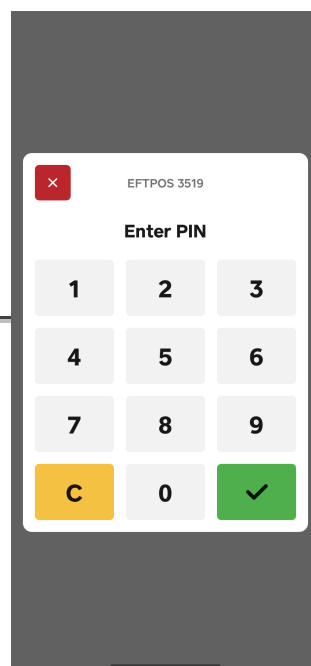
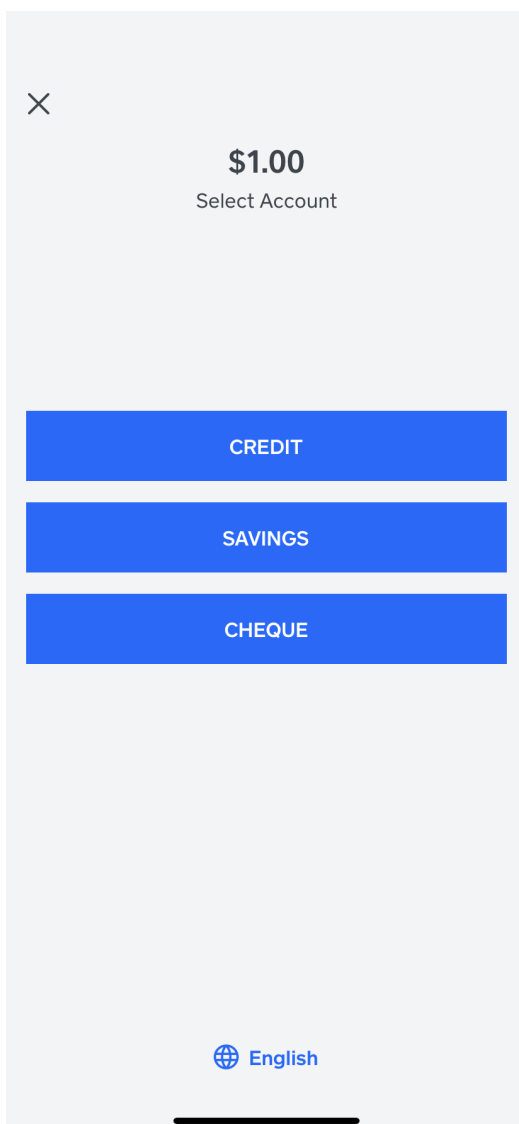
***Note we also recommend that at the end of the session you forget the reader to make sure it doesn't stay connected to your device**

9. Enter the amount on the checkout tab then use the reader to pay



10. Once this is complete you will get the following Screens asking the customer to choose their account and if they are using a chip a pin. (give the customer your phone to complete these steps) if a payment does not complete cancel it and try the process again it will usually be 3 things causing the issue.

1. **Damaged Card**
2. **Bad Internet coverage**
3. **Insufficient Funds**



11. Once complete you will go to the receipt page.

Send your customer a receipt via email or text message, then click new sale to return to the checkout page

[New Sale](#)

[Add Customer](#)

\$1.00

How would you like to receive your receipt?

Email

Text message

No receipt

Your contact information is only visible to Square sellers from whom you request a digital receipt.

[New Sale](#)

[Add Customer](#)

\$1.00

 English



Receipt sent

Resources

- [Getting Started with the Square Contactless and Chip Reader](#) - Youtube
- [How to Accept Payment on Mobile](#) - Square
- [Setup your Square Reader](#) - Square

Frequently Asked Questions (FAQs)

What is a device code and why do I need it for my Square Reader?

A device code is a unique identifier that associates your Square Reader with your Square account. Each device you use with the SU Australia Square system will need its own unique device code to process transactions securely.

How do I obtain a device code for my Square Reader?

Once you've set up your Square account, you can obtain a device code through MySU and it will be emailed to you via Square. This code will be used to link your Square Reader to your account.

Can I use the same device code for multiple Square Readers?

No. Each Square Reader requires its own unique device code. You can request multiple codes for your SU Australia account.

What types of transactions can I process with Square Reader in Australia?

Transactions with Square Reader (SU Australia) are intended only for the sale of goods and services for fundraising purposes. It's not suitable for personal or non-fundraising commercial transactions.

What kind of device do I need to use the Square App and Reader?

To use the Square App and Reader, you'll need a modern smartphone or tablet with the latest operating system updates installed. The Square App is compatible with both iOS and Android devices.

How do I ensure the security of transactions with my Square Reader?

Ensure you have the latest version of the Square App installed and follow all recommended security practices provided by Square such as showing the customer the amount before confirming payment and never letting anybody authorised take or login to the account.

What should I do if I lose my device or Square Reader?

If you lose your device or Square Reader, contact us to deactivate the device code.

How can I get support if I run into issues with my Square Reader or device code?

Square offers comprehensive support through its website, including a Help Center otherwise you can contact the SU Australia Support team for assistance.