



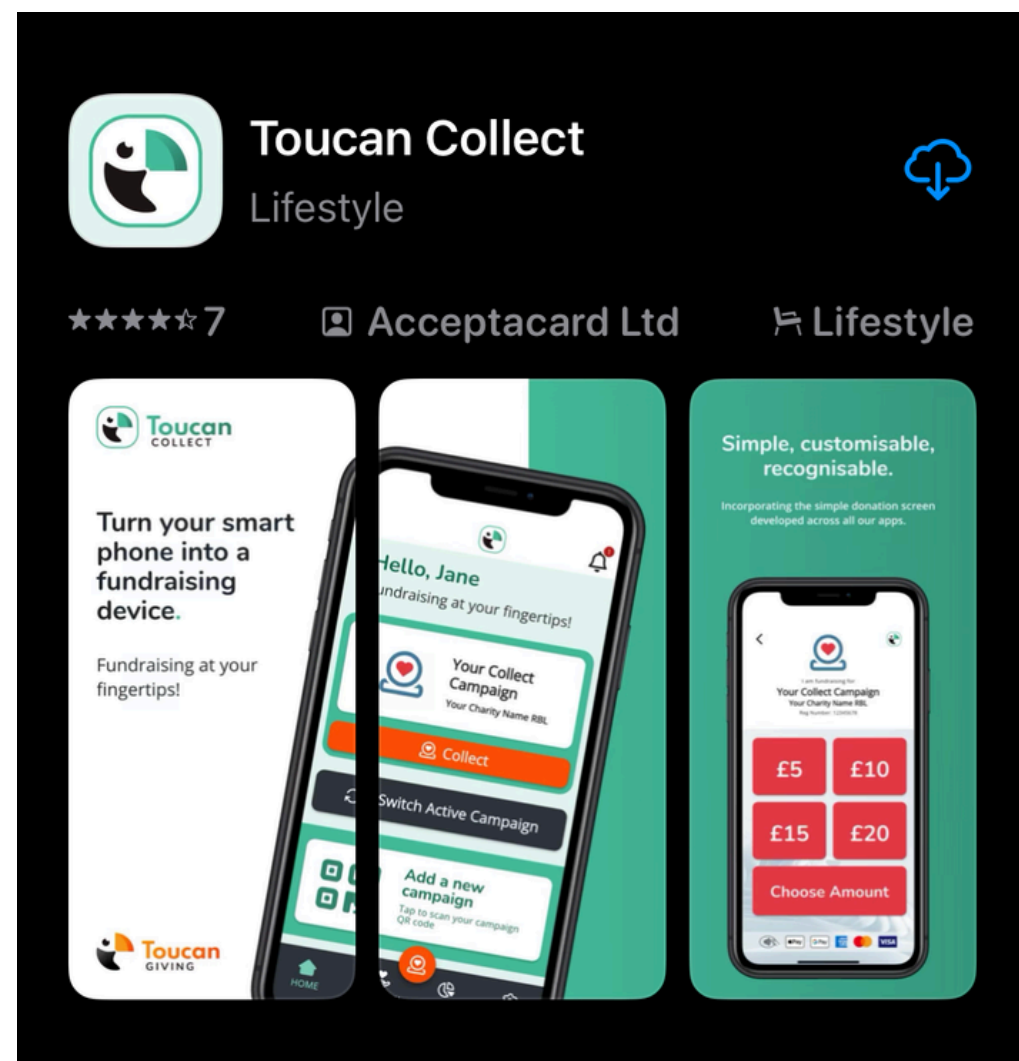
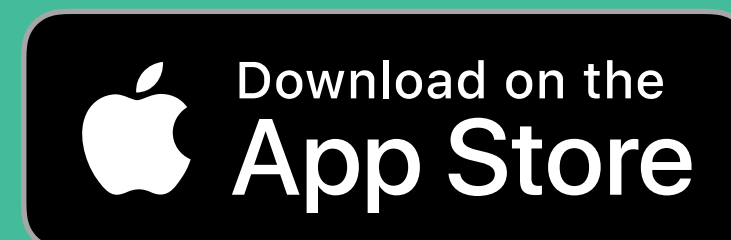
Toucan Collect User Guide

How to get set up on the Toucan Collect app



1 Download The App

Download the Toucan Collect app
from the **iOS** or **Android app store**.



2 Create a Toucan Collect Account

If you're new to Toucan Collect, simply fill in your profile details on the screen and choose a password to get started.

*If you have already registered for Toucan Collect through our portal, you can **skip** this step and move directly to **step 5: Joining a Campaign**.*

Simply log in using the same email address and password.

The image displays three sequential smartphone screens from the Toucan Collect app, illustrating the account creation process. An orange arrow points from the bottom of the first screen to the second screen.

Screen 1: Let's Start Collecting
This screen shows the login interface. It includes a 'Log In' section with fields for 'Email address' and 'Password', a 'LOG IN' button, and a 'Forgot Password' link. At the bottom, there is a link that says 'Don't have an account, Sign up'.

Screen 2: Welcome Aboard Toucaneer
This screen shows the sign-up interface. It includes a 'Sign Up for a Fundraiser Account' section with fields for 'First Name', 'Last Name', 'Email address', and 'Mobile' (with a dropdown for '+44'). Below these fields is a 'Password' section with a 'Password' field and a toggle for visibility.

Screen 3: Password Creation
This screen shows the password creation interface. It includes a 'Password' section with fields for 'Password' and 'Confirm Password', both with toggle for visibility. Below these fields is a note: 'Please ensure your password contains a minimum of 12 characters and has a mixture of uppercase / lowercase letters, numbers and symbols.' There are three checkboxes for terms and conditions, all of which are checked: 'I agree to Toucan Giving's Terms and Conditions.', 'I consent to my personal data being processed in accordance with PAYA Group's Privacy Policy.', and 'I agree to the PAYA Group's Data Processing Agreement.' At the bottom is a 'SIGN UP' button.

3 Verify your email address

We'll send a verification **email** to your **inbox** with a **link** to confirm your email address.

Hello Test Evans

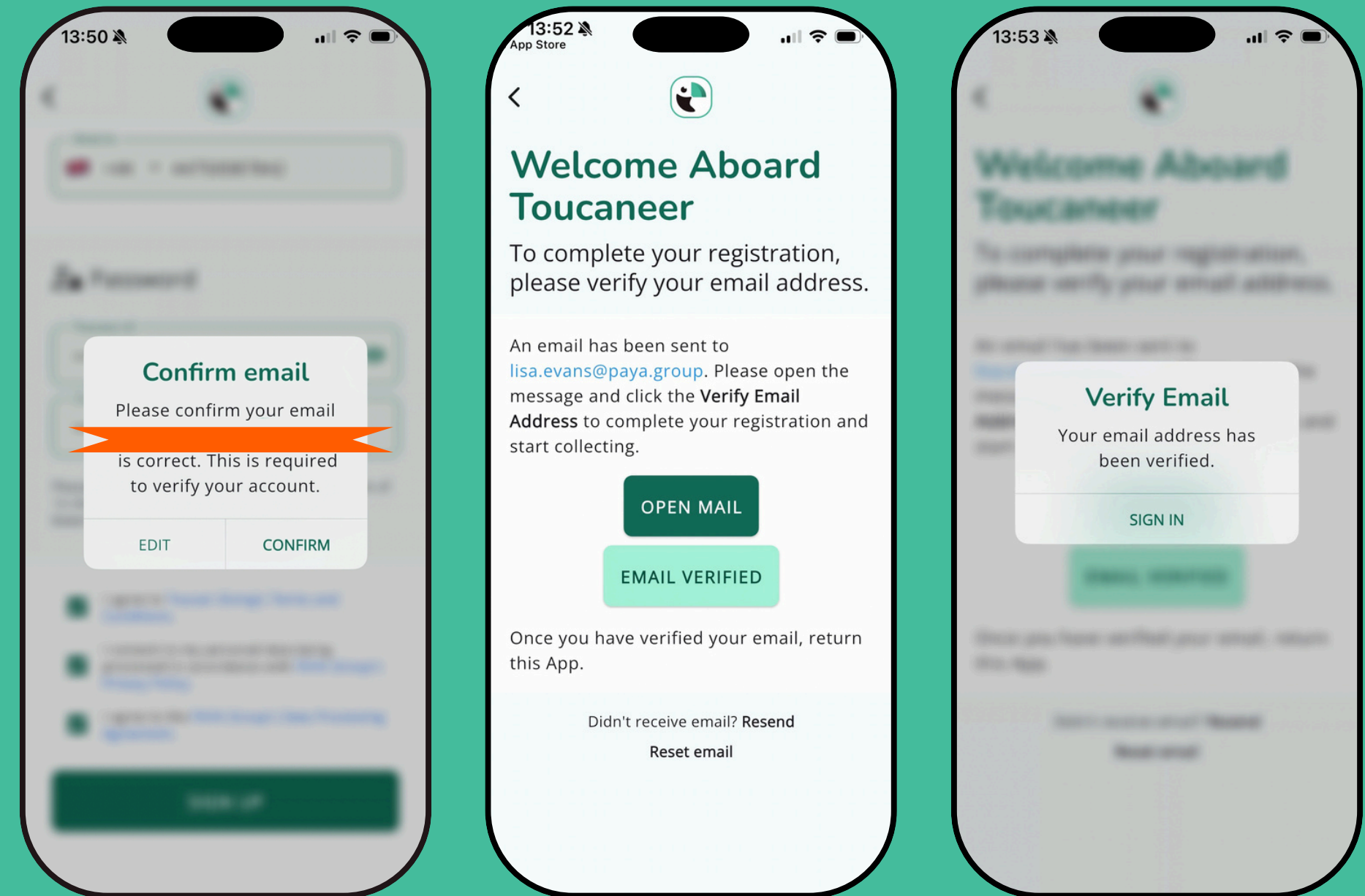
Toucaneer, we have sent this message to your registered email address to confirm that it is valid.

Please click the button below to verify your Toucan Collect email address.

Verify Email Address

Warm regards,
The Toucan Giving Team

If your mailbox is linked to your device you can quickly access your email by clicking the **Open Mail** button in the Toucan Collect app, if not, please open your browser or relevant email app to verify.

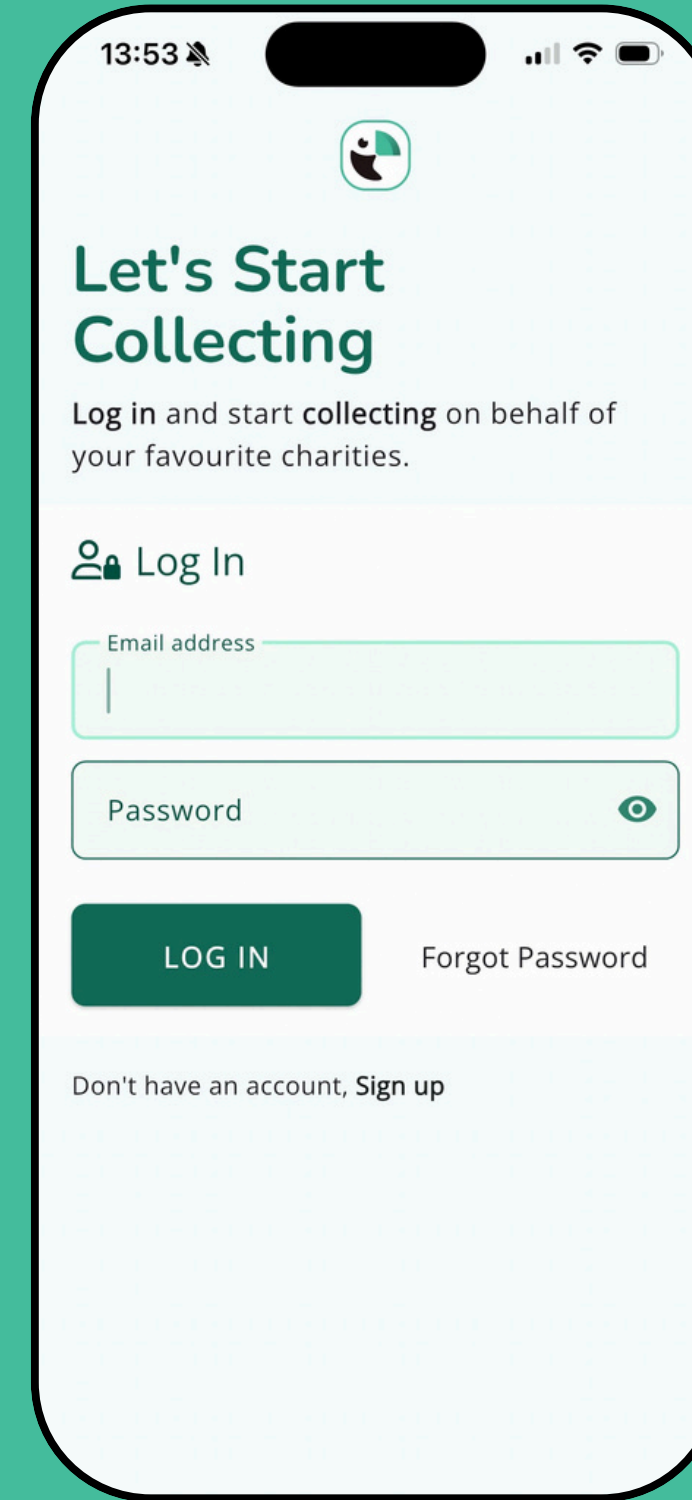


4 Logging In

Once your email has been verified, you will be prompted to sign in using your credentials.

Every time you log into Toucan Collect in the future, you will be asked to complete a 2MFA process to ensure app security.

You will receive a code by text message or email, depending on your preference, containing a 6 digit code to input into the fields shown on screen.



13:53



Let's Start Collecting

Log in and start collecting on behalf of your favourite charities.

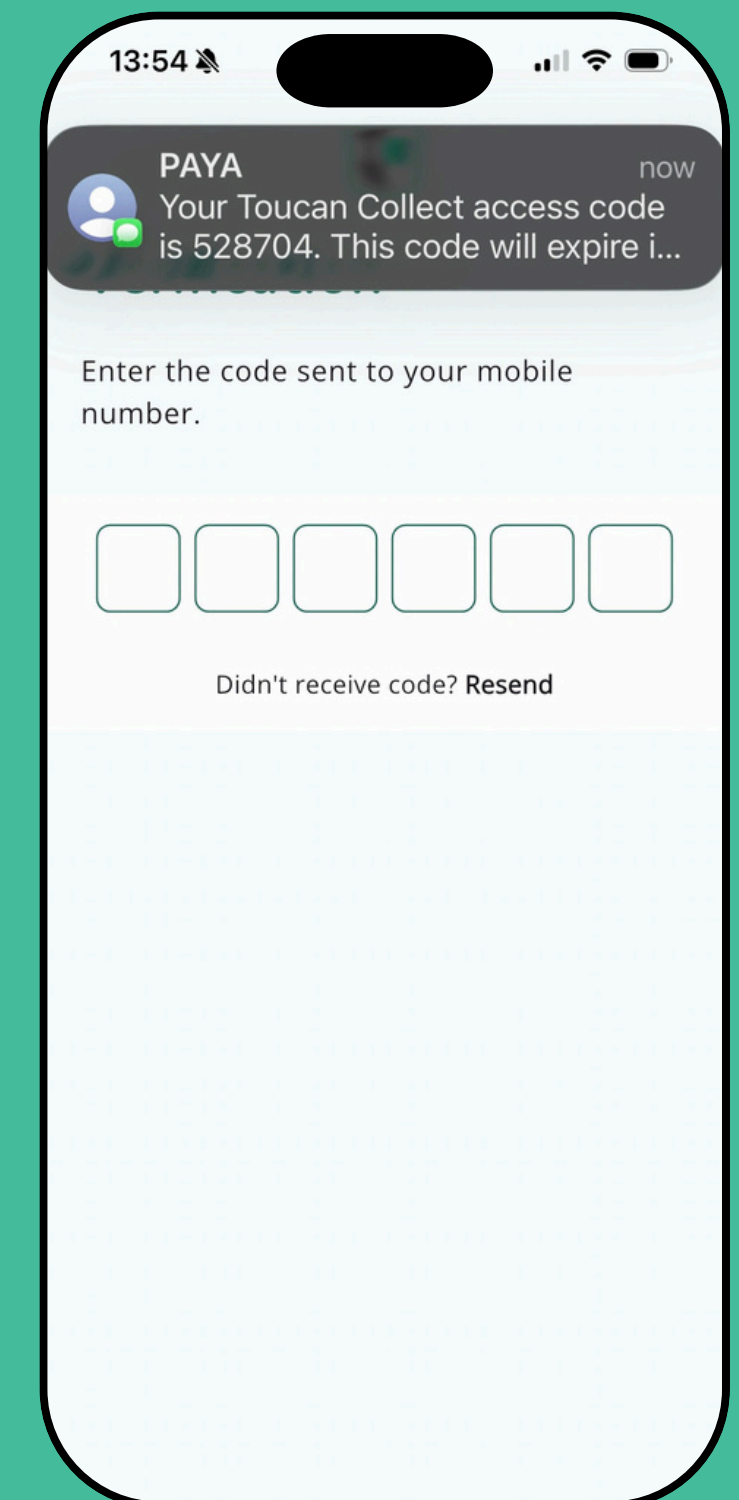
 Log In

Email address

Password 

[LOG IN](#) [Forgot Password](#)

Don't have an account, [Sign up](#)



13:54

 **PAYA** now

Your Toucan Collect access code is 528704. This code will expire i...

Enter the code sent to your mobile number.

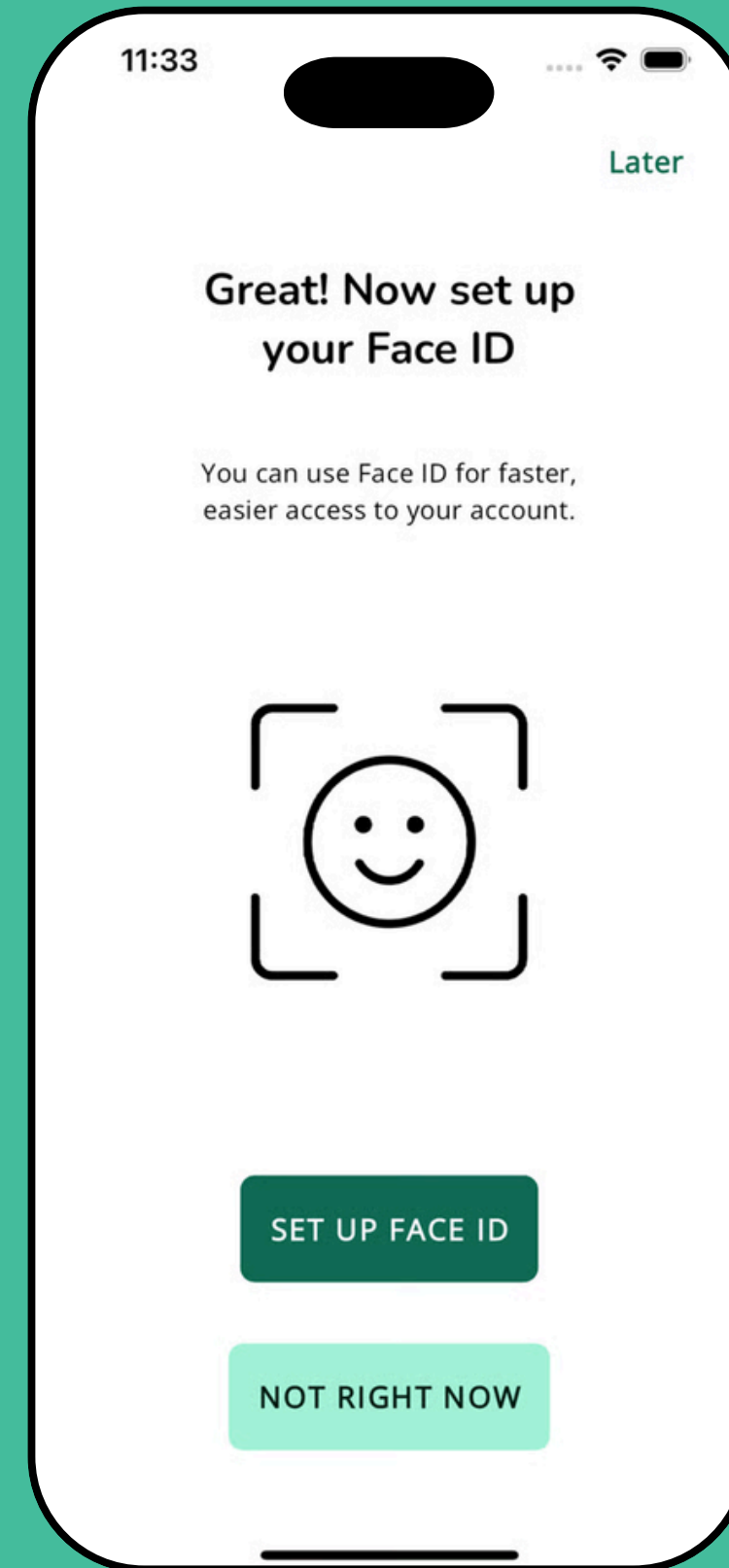
[Didn't receive code? Resend](#)

5 Logging In

When you log in for the first time, you'll be asked if you'd like to set up Biometric authentication for quicker access to your account, this could be via Face ID or Finger print scanning dependant on your device.

Users will also need to enable **Location Services** in the app. This is required by Apple and Android to provide compliant payment services.

When prompted, please select “**Allow While Using App**” for Location Services.

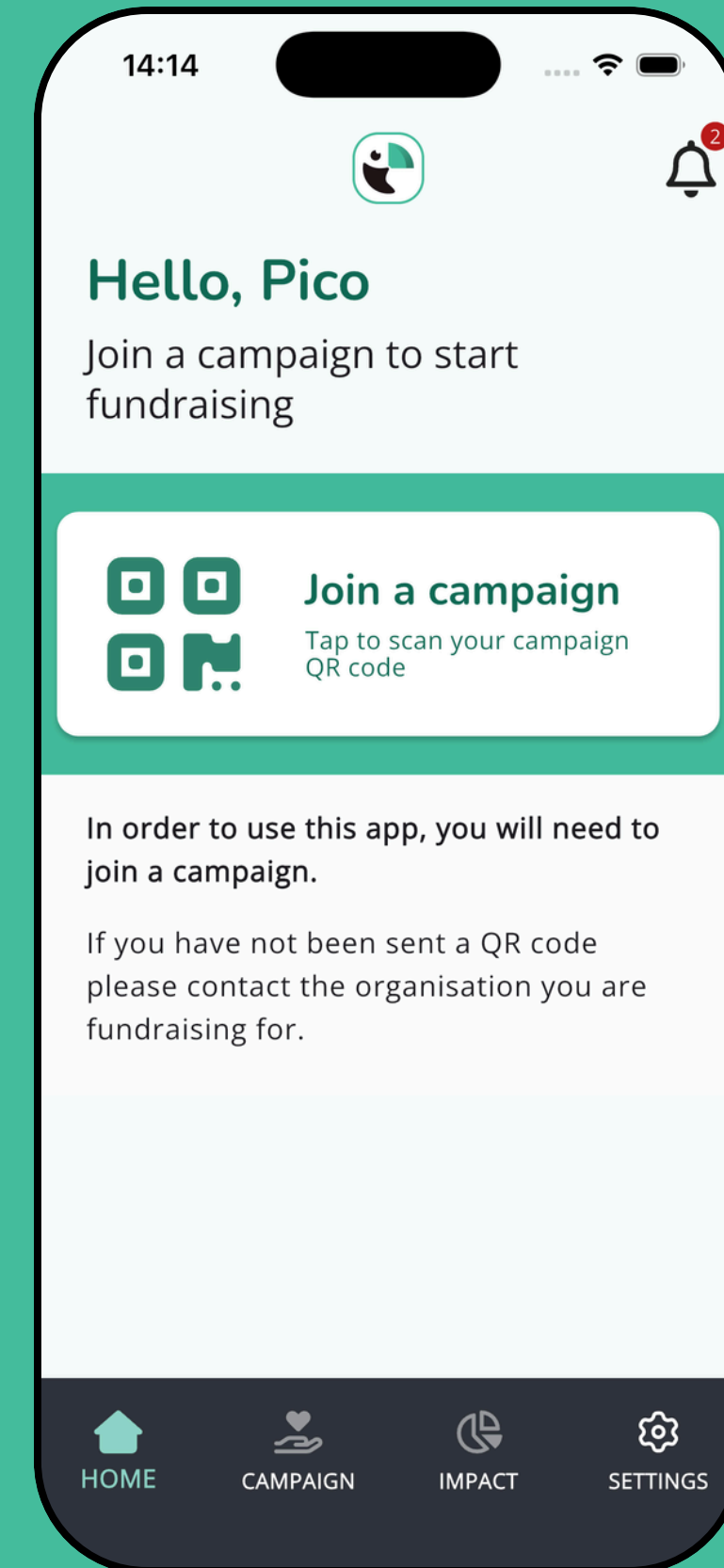


6 Joining a Campaign

When you log into the Toucan Collect app for the first time, you'll be presented with the home screen.

Simply tap **Join a Campaign** to get started.

Please select **Allow** if you are prompted to give the app permission to access your camera.

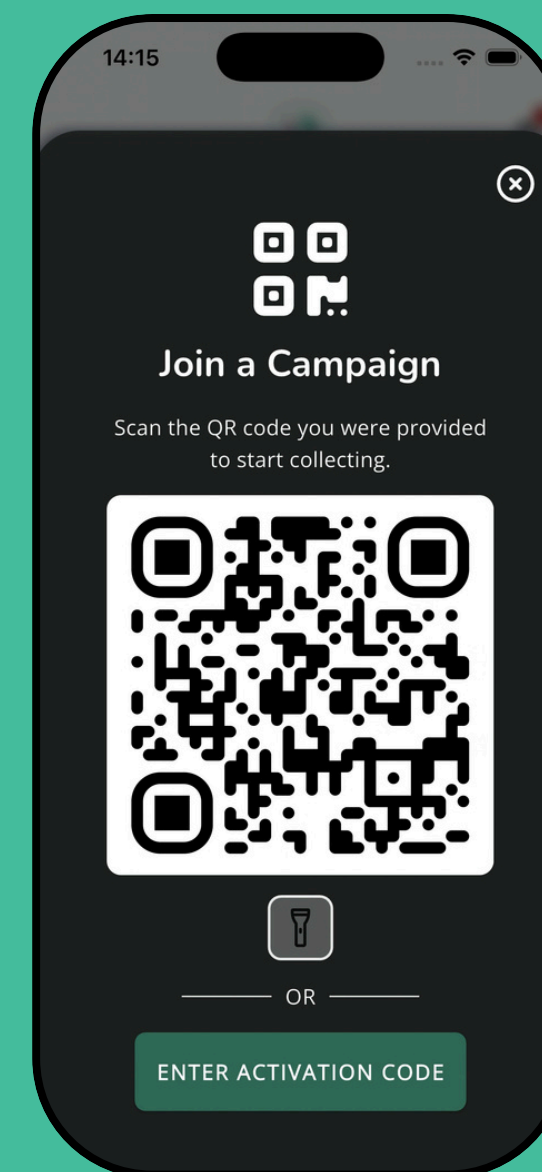
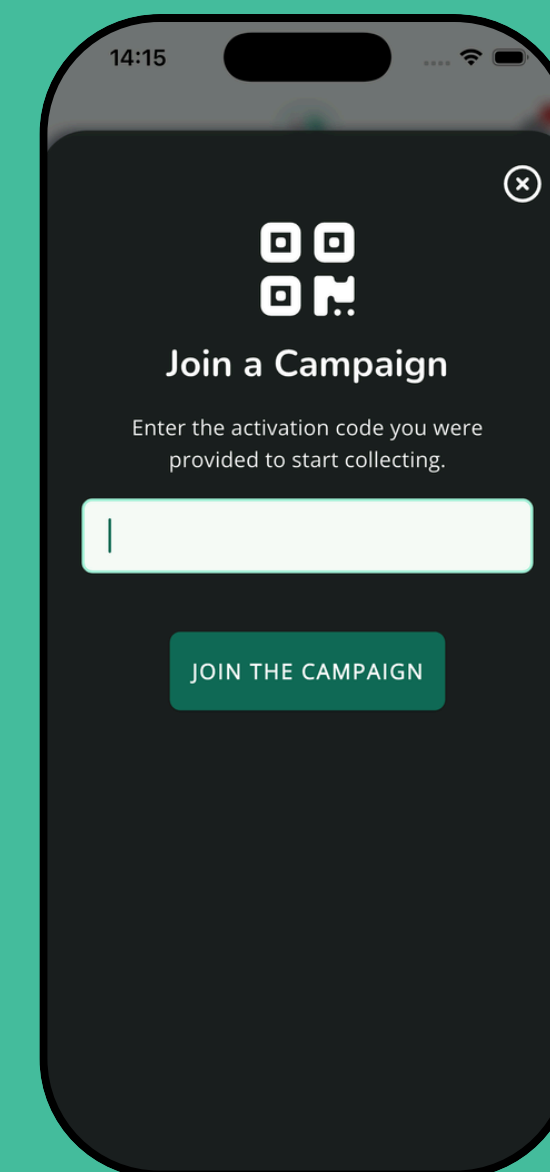


7 Scan The QR Code

Scan the campaign QR code provided by your organisation.

If you're unable to scan the QR code, tap Enter QR Code and enter the code manually. **If you haven't received a campaign QR code**, please contact your organisation directly to request one.

After scanning or entering the code, confirm that the correct organisation and campaign are displayed, then tap Join the Campaign.

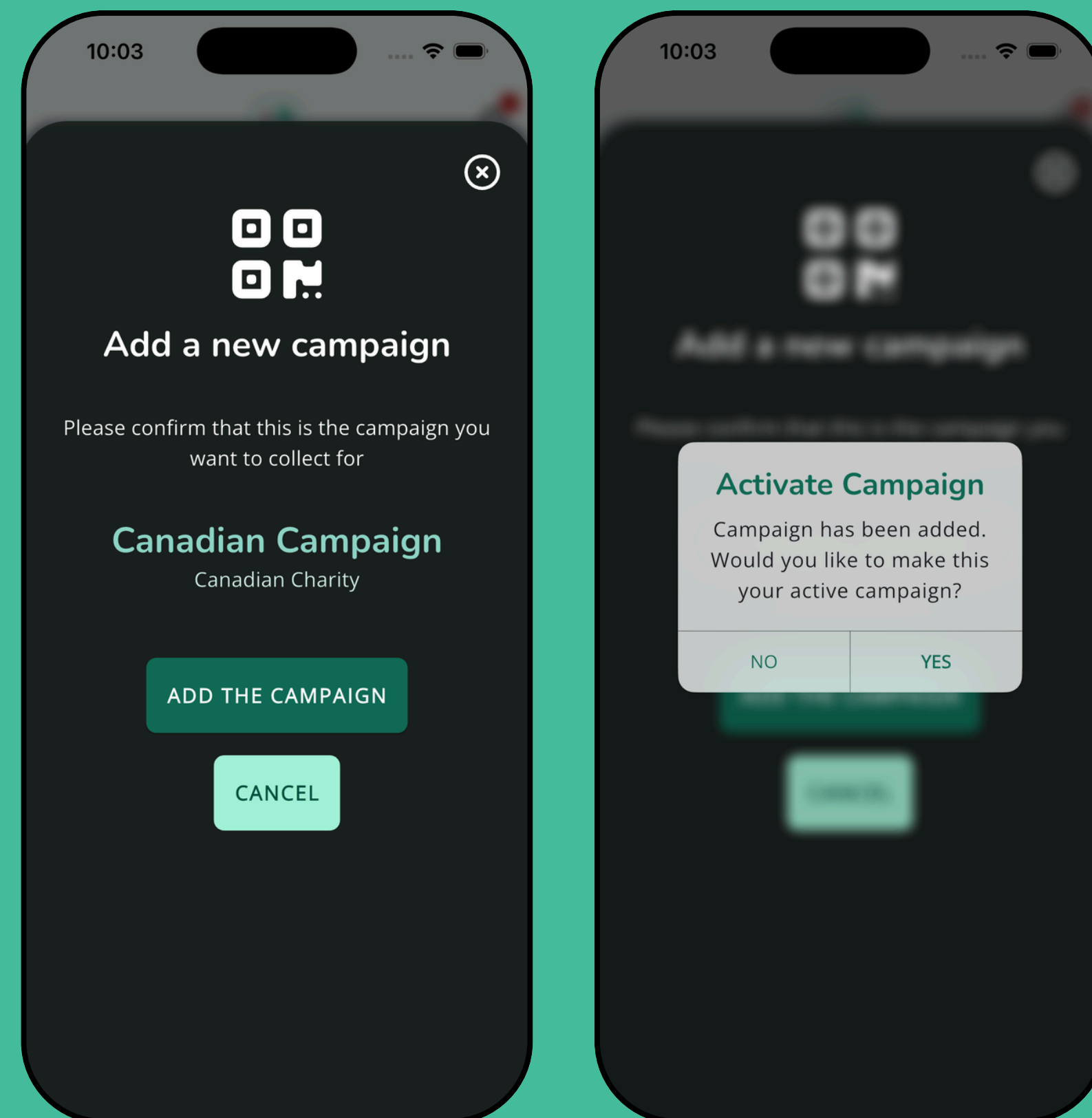


8 Add the Campaign

After scanning or entering the QR code, you'll see the charity's campaign name.

Please check that it's the correct campaign, then tap **Add the Campaign** to continue.

When the confirmation message is presented, select Yes to activate the campaign.





9 Start Collecting Donations

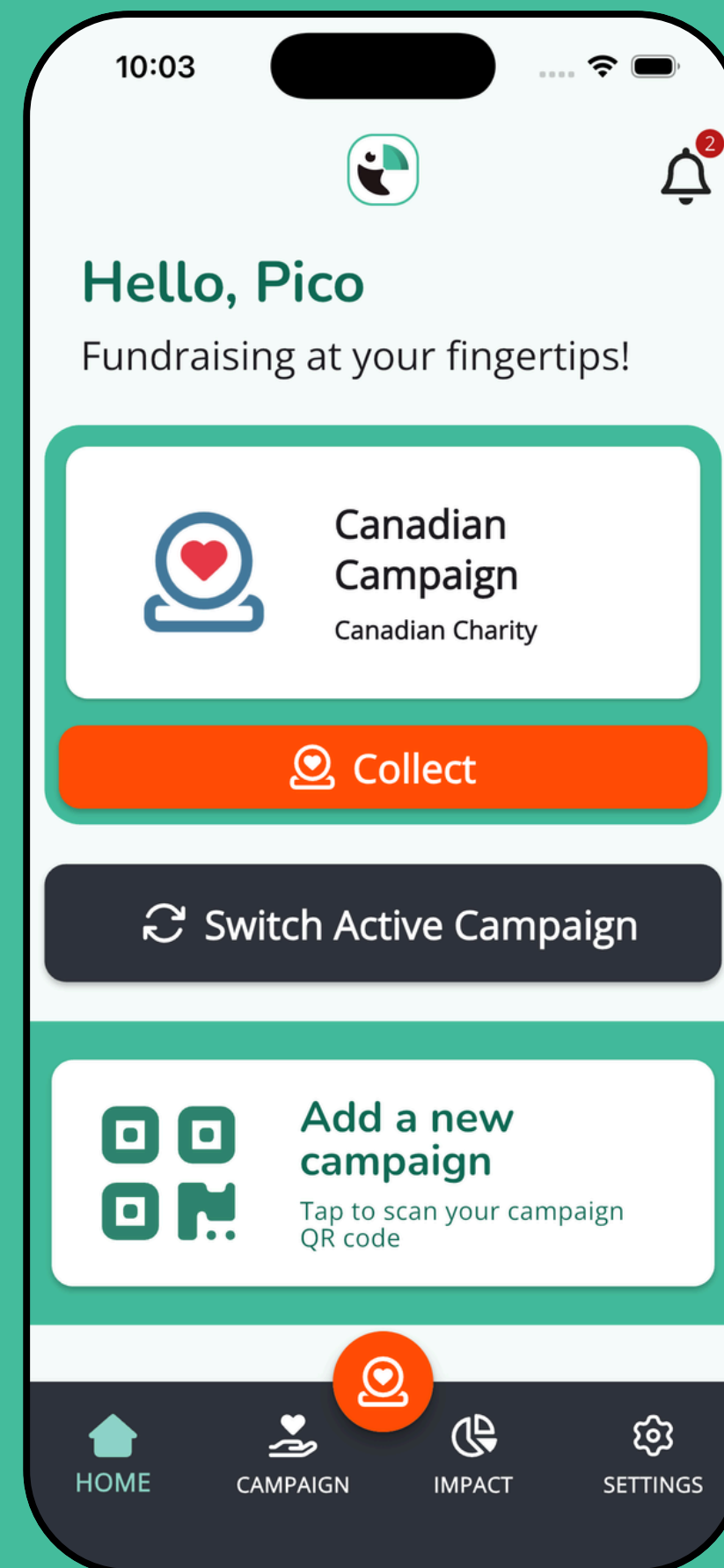
Once activated, you can immediately start collecting donations for the charity!



10 Start Collecting Donations

Your active campaign is now visible on your home screen.

To start taking donations simply tap **Collect**.



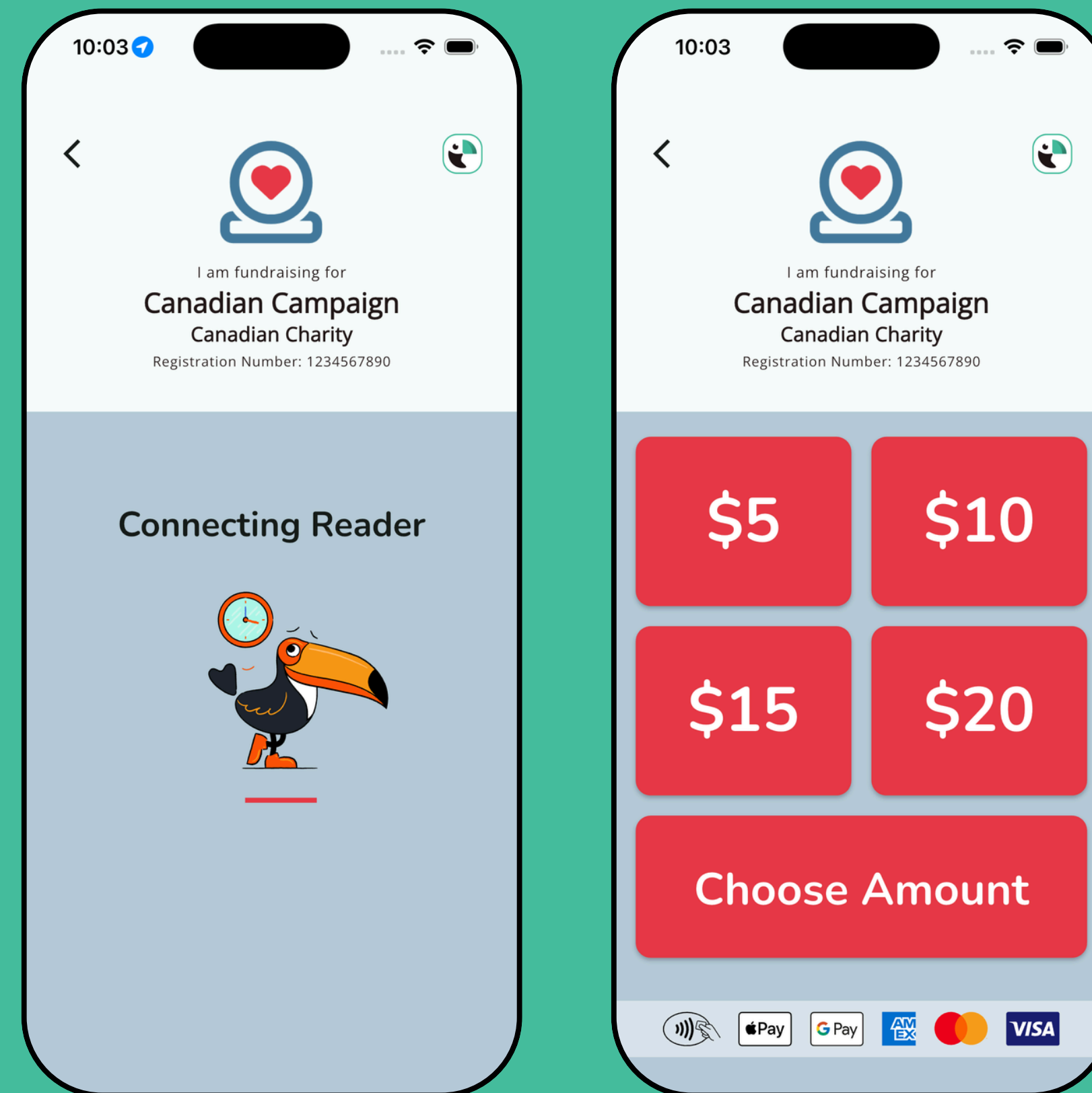
11 Selecting Amount

It may take a few seconds for the reader to connect on your device.

The device will require a 4G/5G signal or WiFi connection to operate.

Once connected, you will be presented with 4 donation amounts pre-selected by your charity, as well as a **Choose Amount** option.

Donations can be made with all card types or via a digital wallet.

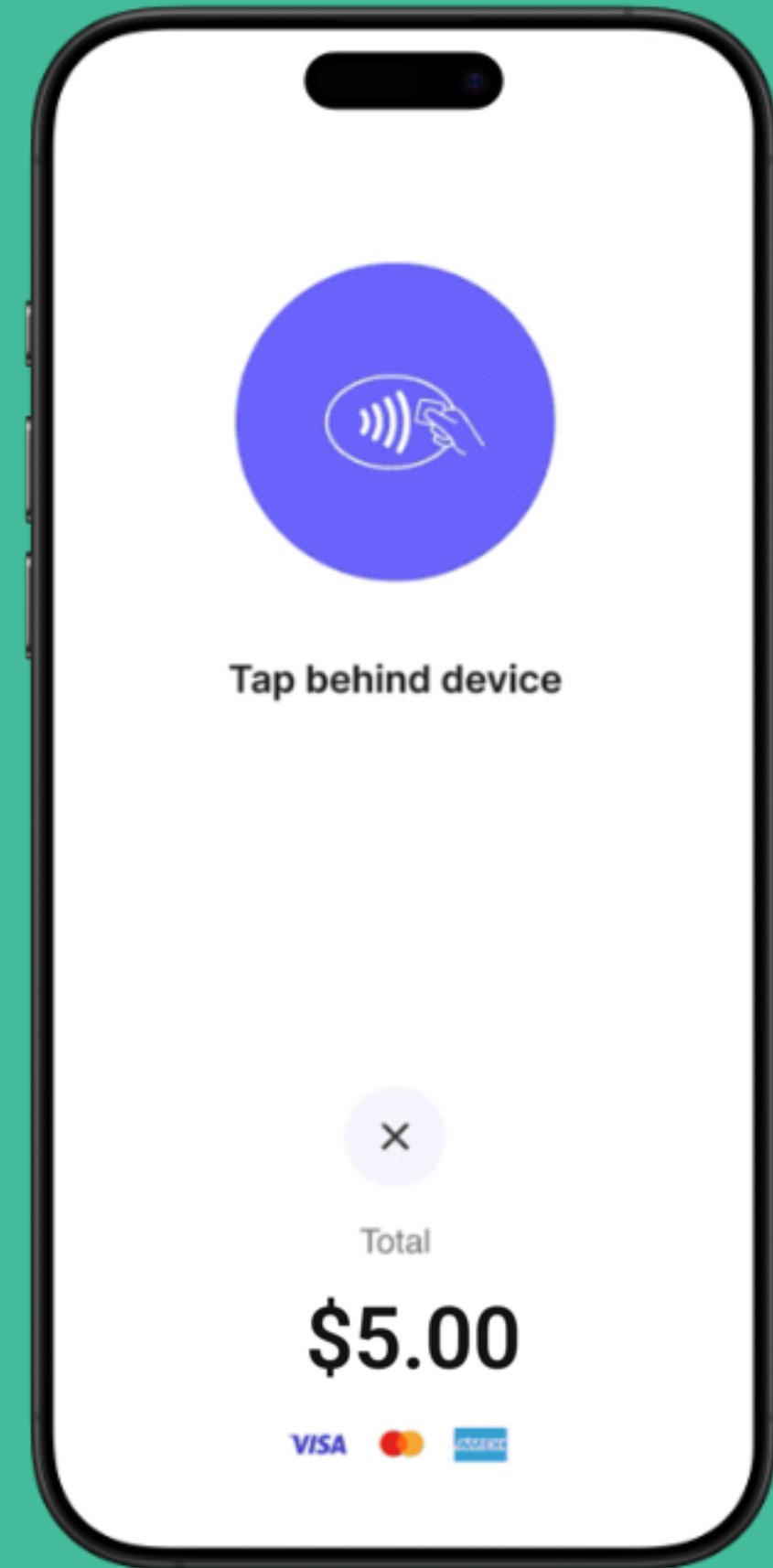


12 Start Collecting Donations

Once the amount is selected, you will be presented with the donation taking screen.

Depending on your device, the donor may need to **tap in front or behind the device** but you will be instructed on which is appropriate for your device on the screen.

Do not hand your phone over to the donor, the donation can be completed whilst the device is in your hand.

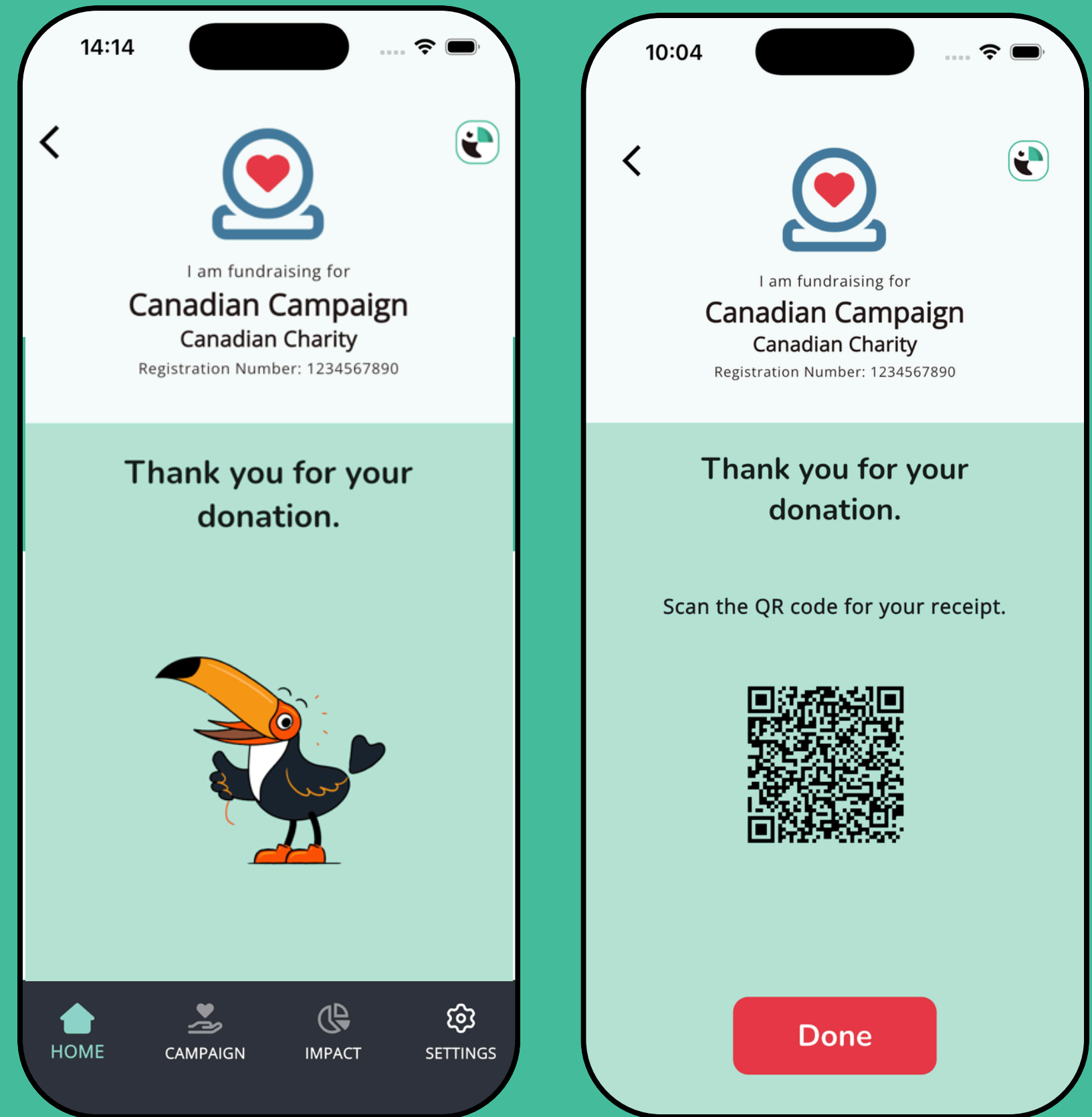


13 Transaction & Receipt

Once a donation has been **Approved**, the following screen will be displayed, including a 'Thank You for Your Donation' message.

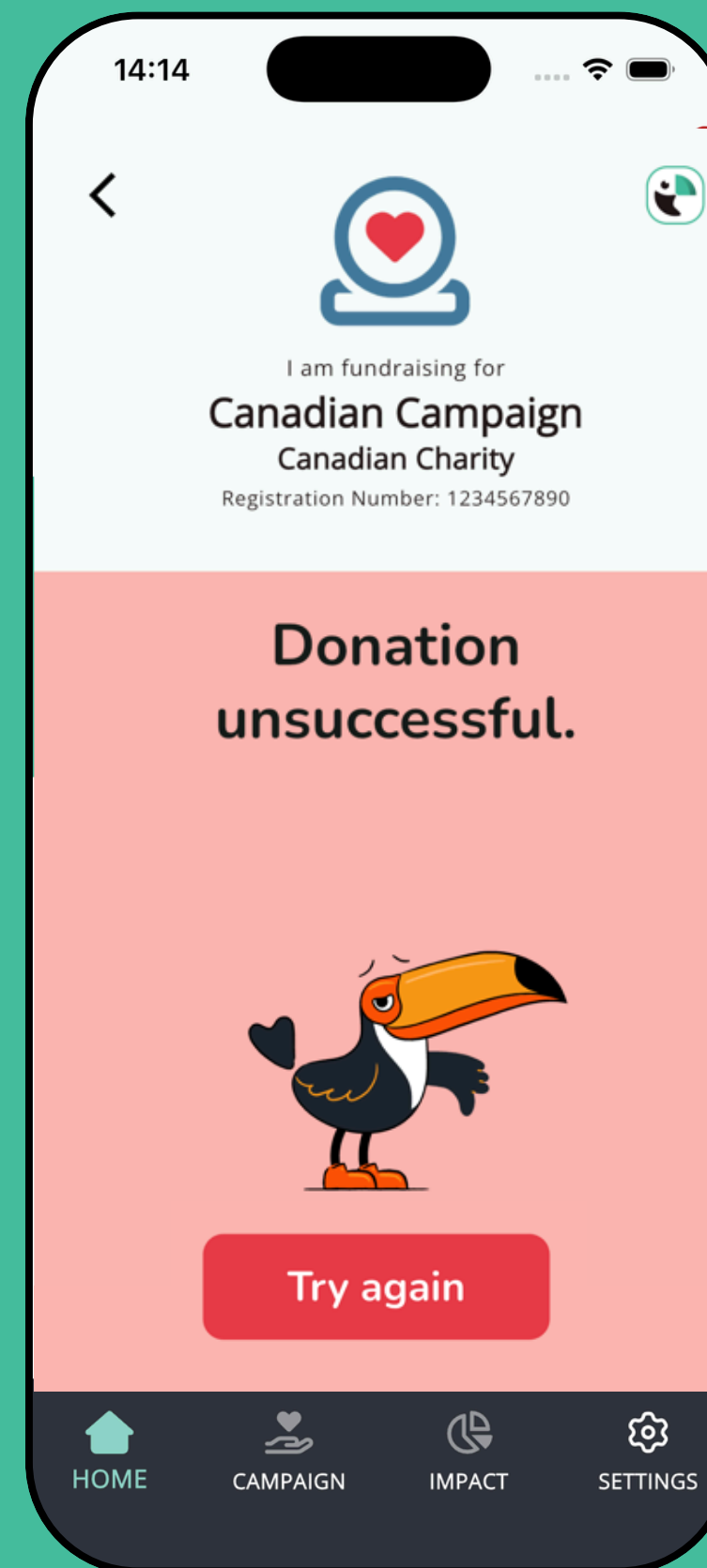
If the donor requires a digital receipt they can scan the code to open it on their personal device.

Once this is complete, press **Done** and you will be returned to the donation taking screen and you'll be set to take another donation.



14 Donation Declined

If a donation is **Declined**, ask the donor to try again using a different card or digital wallet, if available.





You are now Ready to go!

If you are having trouble accessing this service, please scan the QR code to view our FAQ's and Troubleshooting guide.

For all other questions, please contact the organisation that you are fundraising for.

