



# Conferma Pay App

July, 2021

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## What is the Conferma Pay App?

Conferma Pay's free mobile app streamlines hotel payments and removes the challenges associated with physical cards. It displays a digital image of the virtual card number (VCN) and reservations details on the day of check-in. The traveler would just show the screen to reception staff at check-in or resend the payment authorization from the app if required.

The app also allows the traveler to upload the hotel invoice.

## Which devices does Conferma Pay App support?

The Conferma Pay App supports Android version 8.0.0 – Oreo – API26 and above, iOS devices version 12.1 and above, including iPads and iPhones.

Windows, Blackberry, and any other mobile devices with operating systems outside of Android and iOS are not supported.

### Note:

Rooted or jailbroken devices are restricted from accessing the Conferma Pay App. Some Android device manufacturers sell their devices in a pre-rooted or semi-rooted state, and these devices will not be able to use the Conferma Pay App

## Which languages are supported by the Conferma Pay App?

The Conferma Pay App currently supports English, Spanish, French and Japanese. This is determined by your device.

## Registering for the App

You can register for the Conferma Pay App using the Conferma Pay registration portal. To access the portal, you can:

- Click the link in your invite email, you may have received, at time of booking.
- Navigate to <https://app.confermapay.com/>
- Download the Conferma Pay App from your App Store (Apple or Google Play). Tap the **Register** link on the app **Sign In** screen will direct you to the registration portal. (as per the link above)

Link to Conferma Guide : <https://help.conferma.com/hc/en-us/articles/209328009-Conferma-Pay-Quick-Guide-How-to-register-your-account-and-sign-in>

You will need to fill in your:

- Email address: ensure this is the email address where you received your invite link **This should be your corporate email address**
- Forename
- Surname
- Password: ensure that your chosen password contains at least 8 characters and at least one of the following: upper case letter, lower case letter, number, special character.
- Confirm Password: This needs to match exactly the password you entered in the **Password** field.

When you have successfully entered your details and clicked **Register**, you will receive a verification email to your mail box.

### **Warning**

The link in your email is only valid for two hours. If the link expires, you will need to begin the registration process again.

When you click the link you will be asked to enter the password you chose earlier. You will also need to choose a security question and answer to be used if you forget your password and need to set a new one.

There are four standard security questions that you can choose from:

1. What is your mother's maiden name?
2. What was your childhood nickname?
3. In what city or town was your first job?
4. In what city does your nearest sibling live?

If you prefer, you can also set your own question.

### **Tip**

Choose a security question that would be difficult for others to guess the answer to, but ensure it is something that you will remember when you need it.

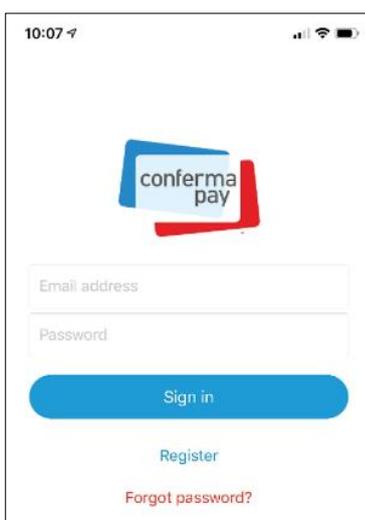
When you have completed the form, click **Complete Registration**

Next, you can download the Conferma Pay App from your App Store, if you haven't done so already, and log in.

## Logging in to the App

When you open the Conferma Pay App, you will see the log in screen.

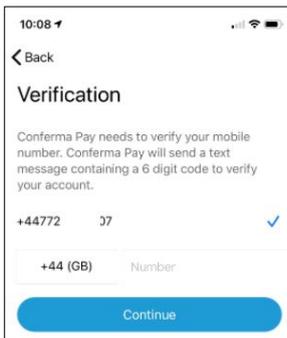
Enter the email address you registered with, and the password you chose at registration. Click **Sign in**.



If you are logging in for the first time, or the terms and conditions have been updated since you last logged in, you will need to accept the terms and conditions before you can proceed.

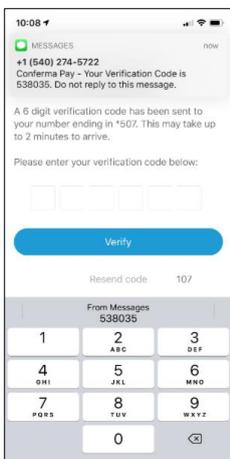


You will be asked to provide your mobile number for verification the first time that you sign in.



Click **Continue** and a verification code will be sent via SMS to the mobile number that you provided. The verification code may take up to two minutes to be received, and you will not be able to request a new code until at least two minutes have passed.

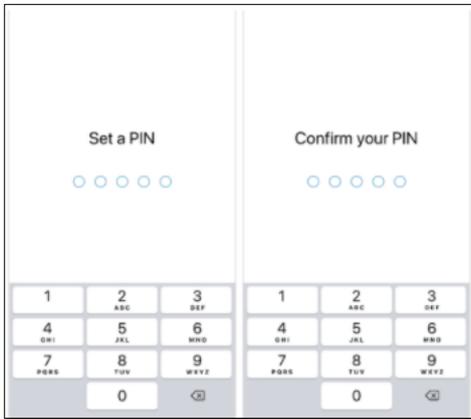
Enter the code into the verification screen. If you enter the code incorrectly, you will be able to re-enter it without needing a new code.



**Caution**

The verification code will only be valid for 15 minutes. After this time, you will need to request a new code by tapping the Resend code link

When you have successfully entered the verification code, you will be prompted to set a five-digit PIN. You will need to enter the PIN twice for it to save.



If your device supports biometrics such as fingerprint or facial recognition, you can set these up as an alternative to using your PIN. If you have these enabled on your device, after setting up your PIN you will be prompted to accept biometrics as an authentication method for the Conferma Pay App. You will still need to set your PIN as a back-up for if the fingerprint or facial recognition fails.

**Note**

You will be able to log in using your biometric or PIN for 90 days from your last log in to the Conferma Pay App. After 90 days, or after an app update, you will need to complete the full log in process, including receiving an SMS verification code.

## Conferma Pay App Travelers fact sheet

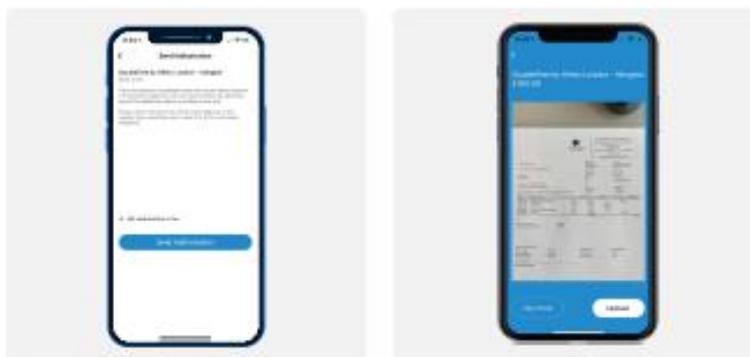
Fact sheet is available for travelers for the App, this is provided by Conferma as will give you an overview of what the app will look like.



If your travel is booked through one of our integrated partners using a virtual card, your hotel and flight bookings show in-app.

Your travellers will receive a notification once a trip is booked by your Travel Management Company.

The booking details along with the full virtual card number, CVV and expiry date can be seen from the day prior to arrival until the day of departure and can be shown to front desk staff if required.



You can even resend a copy of the confirmation to the property if needed.

The traveller can upload images of hotel invoices and receipts in-app and submit them to Conferma Pay Snap for automatic reconciliation, which matches that information with booking data.

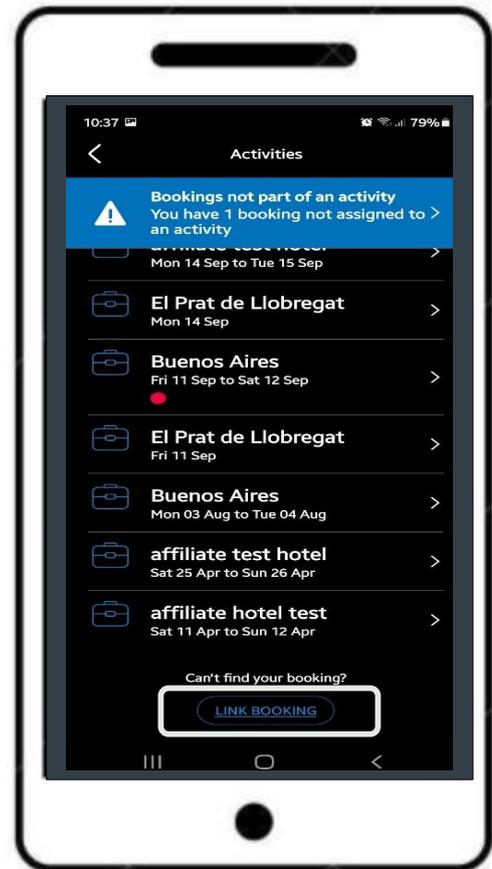
Once registered on the App, and future hotel / air bookings you complete will be available for you in the App to view. This will support you specifically for hotels should you need to resend communication or display the card details to the hotel upon check in.

Should you have a booking to add to the App that was complete before your registration, you can manually add this booking to the App.

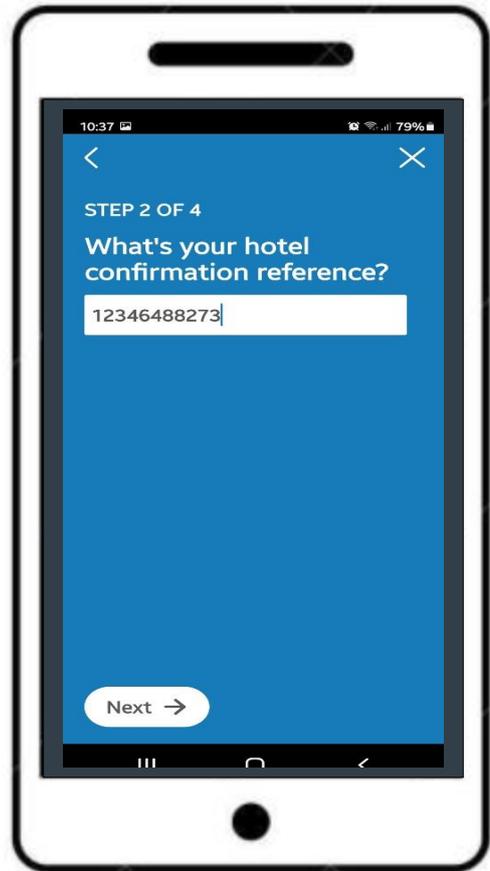
## How to manually add my booking to the App?

Note: Layout of the App will differ depending on the version supported by your device.

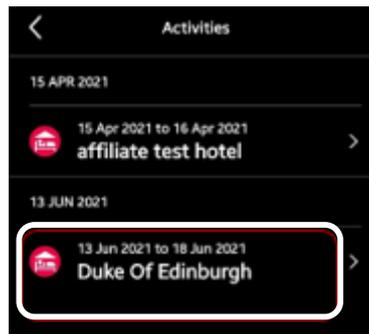
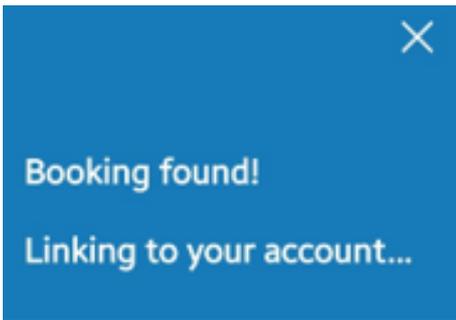
Once logged in to the App, from the main screen click 'Your activity', then click 'Link Booking'



You will then have 4 steps to complete, as follows:



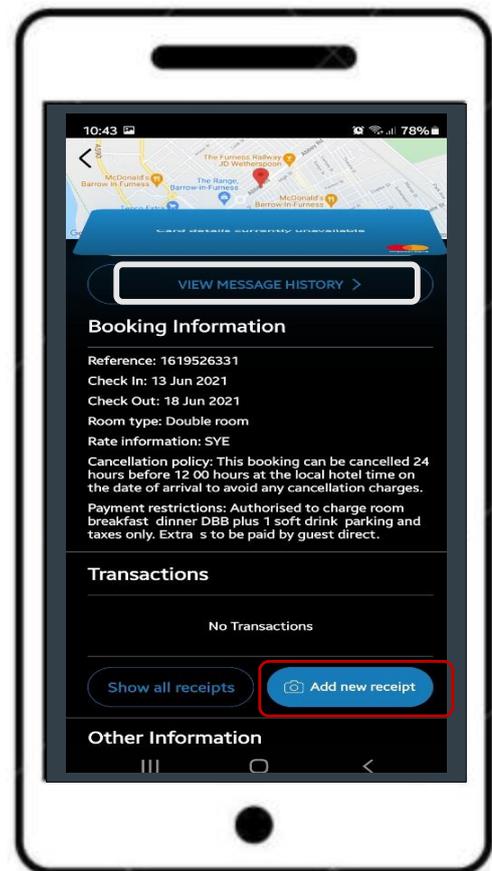
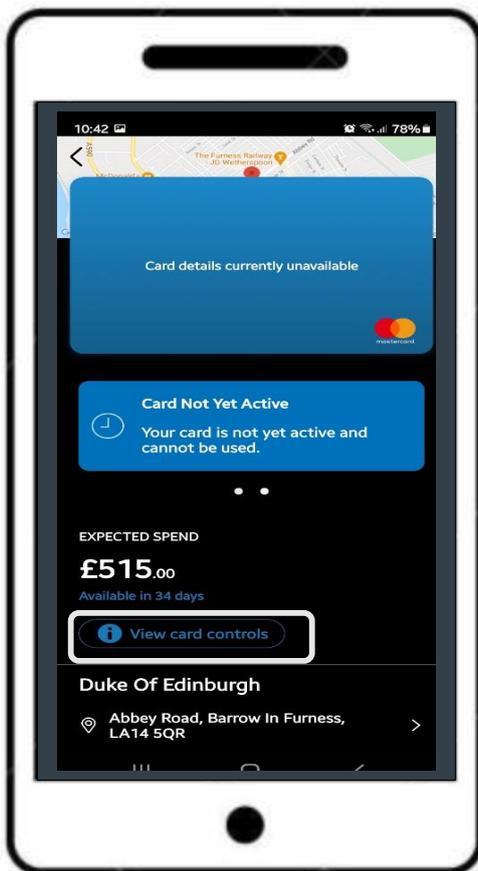
Once your booking is found you will receive the following message in the App, and your booking will then show in your activities



## Booking View

Card details will show as active on day of check in. 'View card controls' will show the date the card is active from and to, along with the billing address.

'View message history' will show when the original communication was sent to the hotel. You can also in the App at the end of your stay take a photo of the bill and upload.



Scrolling down to other information you will have access to your local CWT team details should you require support.

