Commonwealth Bank

App Marketplace
## User Guide

In this guide

From your terminal

Getting started

1. Pull down the terminal menu and tap on the **Launcher** icon (9 dots)

2. Tap on the **App Marketplace** icon

3. Tap on **Go To Sign In**

4. Enter your **Username** and **Password** and tap **Log-in**

NOTE: You would have received an email that contained your Username and instructions to setup your Password for the App Marketplace.

5. If you have forgotten your password, tap on **Forgot Password** and follow the prompts to have an email sent to your email address with instructions on how to reset your password

6. Once you have logged in, you will see the Dashboard for the App Marketplace, where you can view information about the apps you have installed on your terminal(s) as well as manage your App Marketplace account
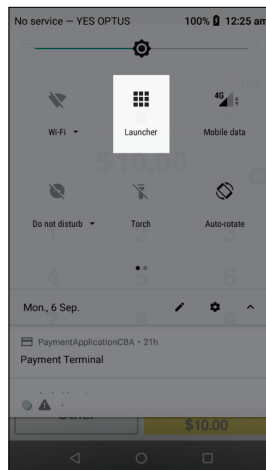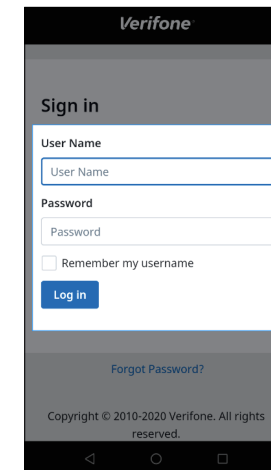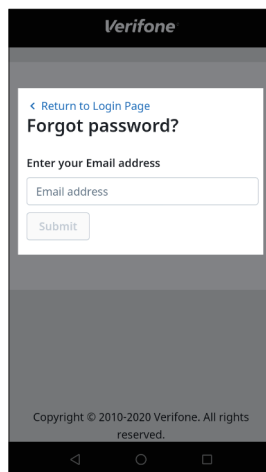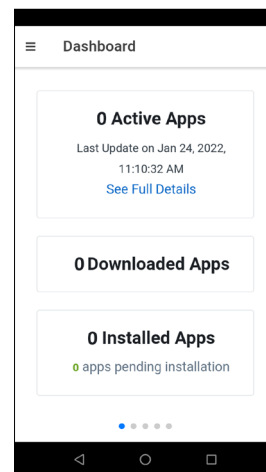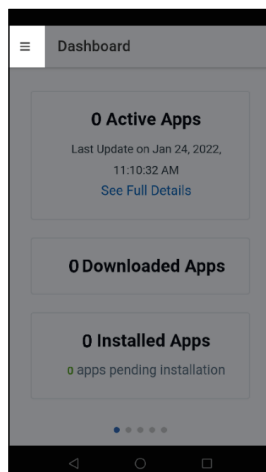

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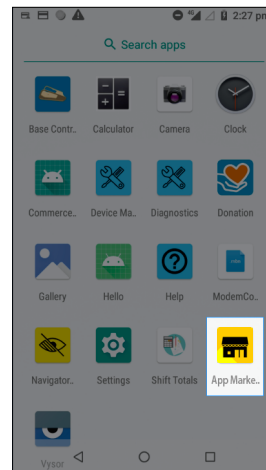
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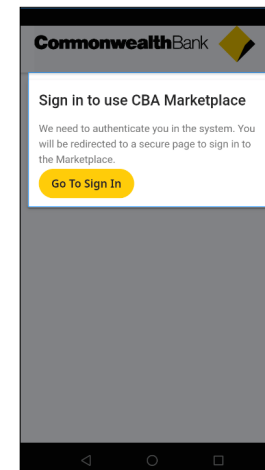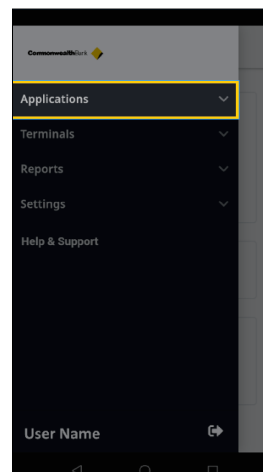

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Install an app

1. From the Dashboard tap on the hamburger menu

2. Tap on **Applications**

3. Tap on **App Catalog**

4. Tap on the icon of the app you want to install

5. Tap on **Install App on Terminals**

6. Select the terminals to install the app on and click **Continue**

7. Tick the checkbox to agree to the Terms and Conditions and Privacy Policy of the app and click **Install App**

8. The app is now installed, click **Finish** to return to the Dashboard
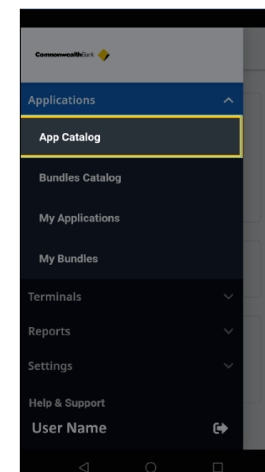
NOTE: Your terminal will need to sync with your App Marketplace account before the app will be available to use. Please refer to page 20 for more information.
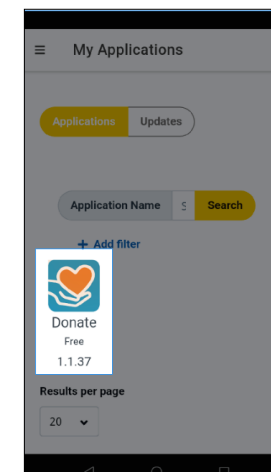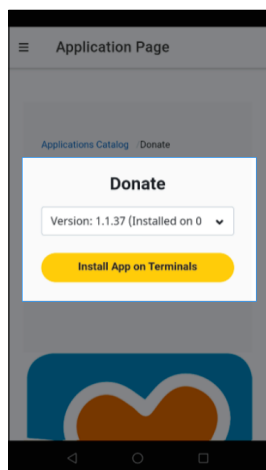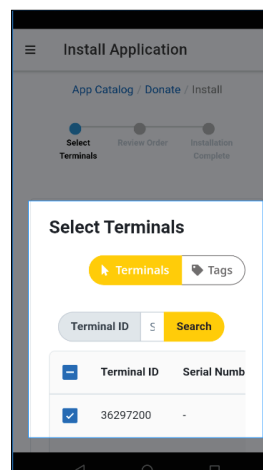

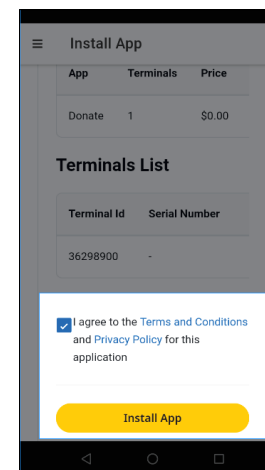**1**
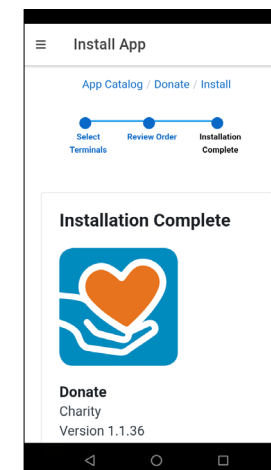

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Install a bundle

App bundles make it easy for you to install one or multiple apps suitable for your needs in one go.

To install a bundle:

1. From the Dashboard tap on the hamburger menu

2. Tap on **Applications**

3. Tap on **Bundles Catalog**

4. Tap on the icon of the bundle you are interested in to view further information

5. Tap on **Select Terminals and Install**

6. Select the terminals to install the app on and click **Continue**

7. Tick the checkbox to agree to the Terms and Conditions and Privacy Policy of the applications in the bundle and click **Install Bundle**

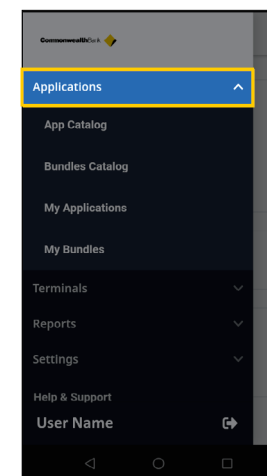8. The bundle is now installed, click **Finish** to return to the Dashboard

NOTE: Your terminal will need to sync with your App Marketplace account before the bundle will be available to use. Please refer to page 20 for more information.
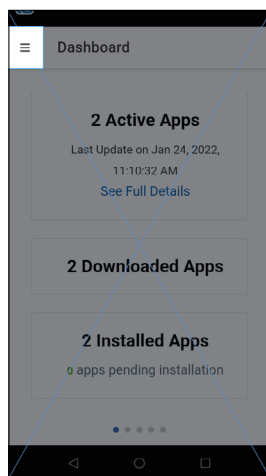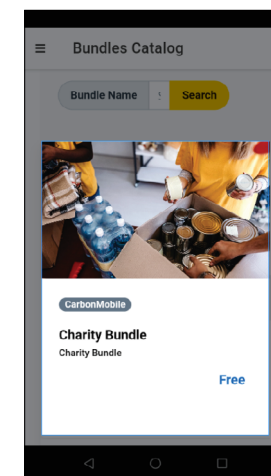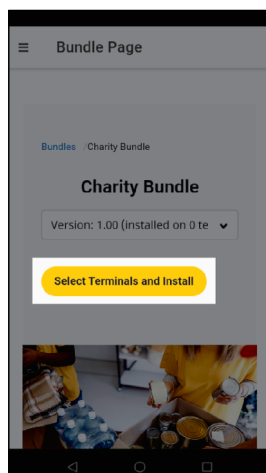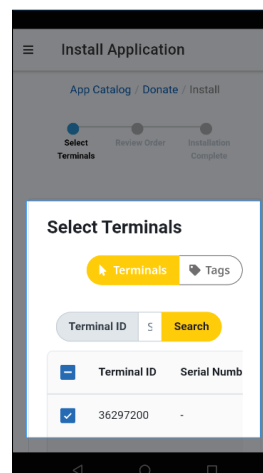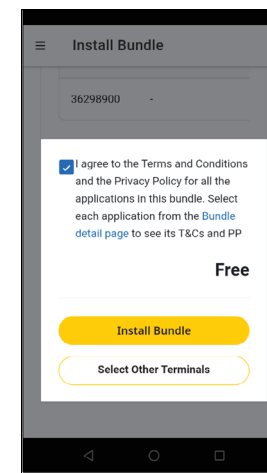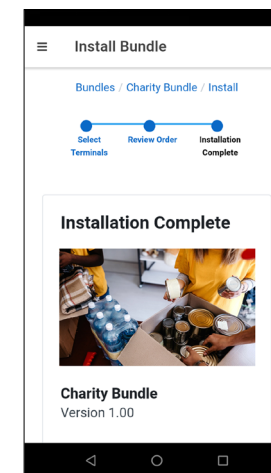
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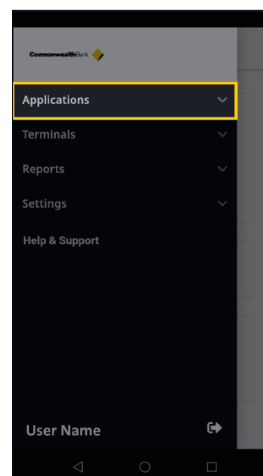
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Upgrade an app

An indicator will appear on the app card when a new version of the app is available.

Follow the below steps to upgrade an app:

1. From the Dashboard tap on the hamburger menu

2. Tap on **Applications**

3. Tap on **My Applications**

4. Tap on the app you want to upgrade to a new version

5. Tap on the down arrow to display a list of available versions

6. Select the version of the app you want to install

7. Select the terminals to install the app on and click **Continue**

8. Tick the checkbox to agree to the Terms and Conditions and Privacy Policy of the app and click **Install App**

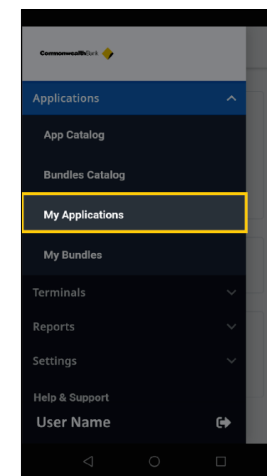9. The app is now installed, click Finish to return to the Dashboard

NOTE: Your terminal will need to sync with your App Marketplace account before the app will be available to use. Please refer to page 20 for more information.
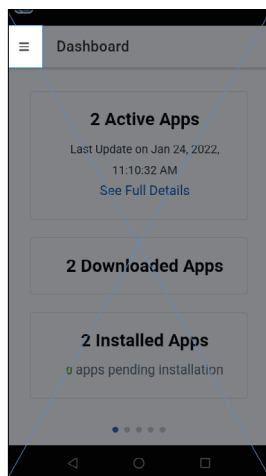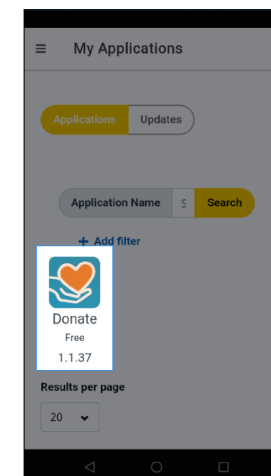

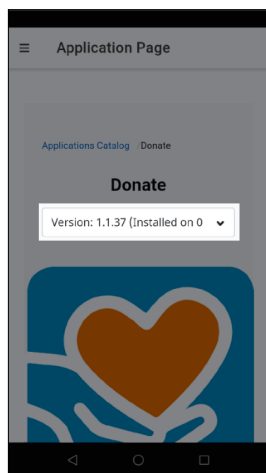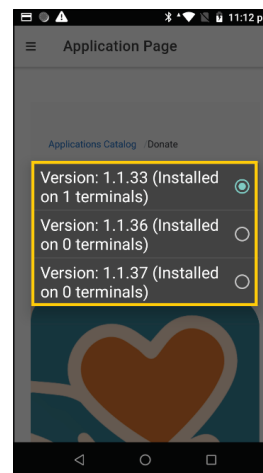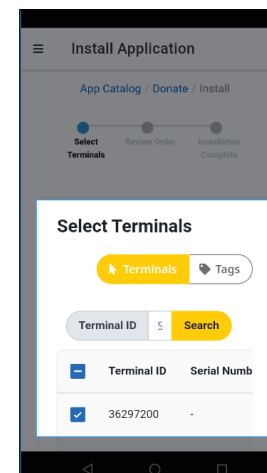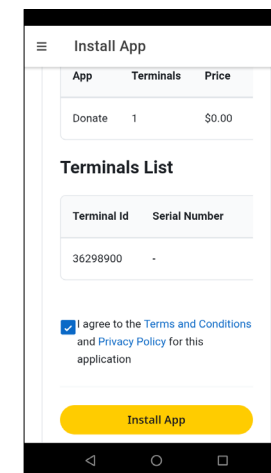**1**
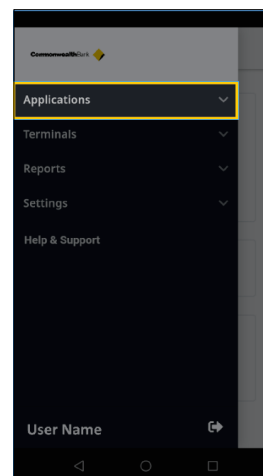
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Uninstall an app

1. From the Dashboard tap on the hamburger menu

2. Tap on **Applications**

3. Tap on **My Applications**

4. Tap on the app you would like to uninstall

5. Scroll down to the Terminals section and select the terminals to uninstall the app from and tap **Uninstall from Selected Terminals**

6. Tap **Uninstall App**

7. The app is now uninstalled, click **Finish** to return to the Dashboard
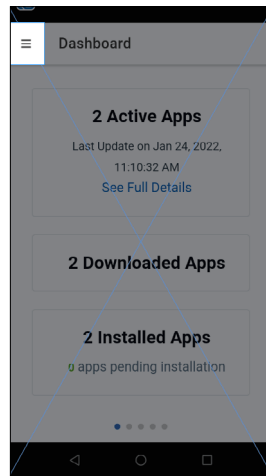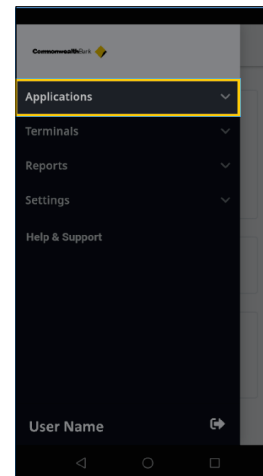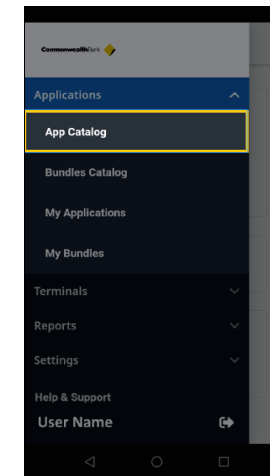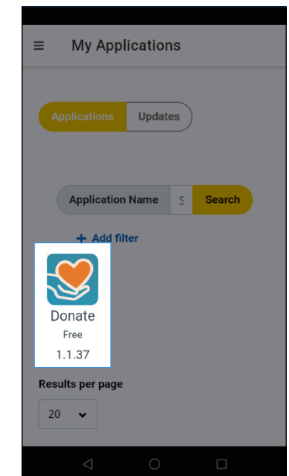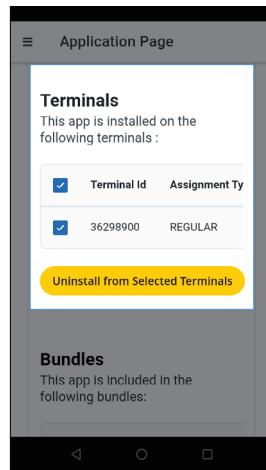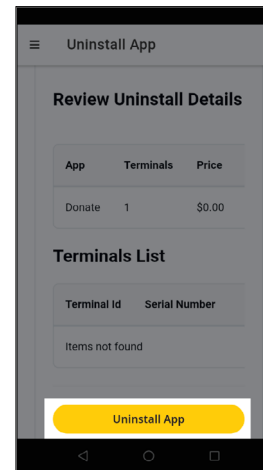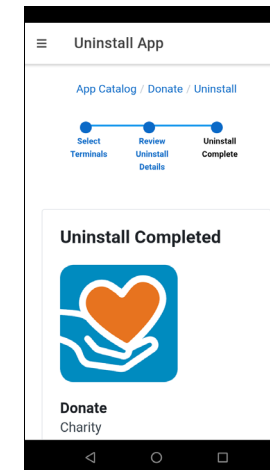
NOTE: Your terminal will need to sync with your App Marketplace account before the app will be available to use. Please refer to page 20 for more information.

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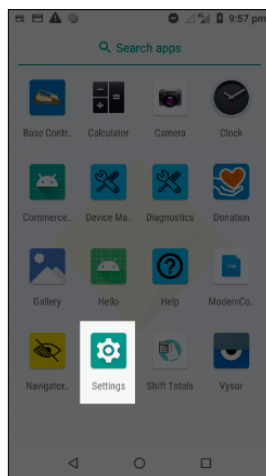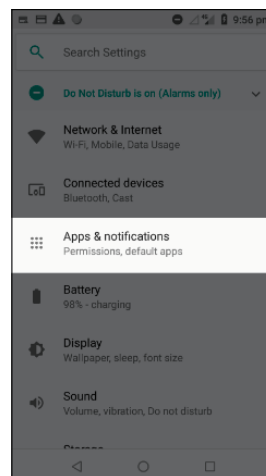

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Kiosk mode

You can set an app as your default app so that on completion of the transaction it returns to the app home screen.
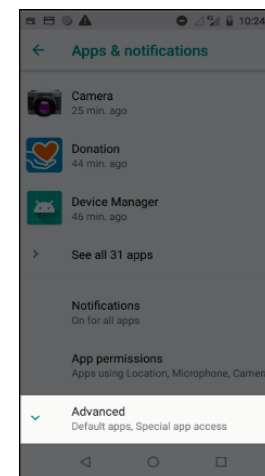
To set as default:

1. Navigate to the **Launcher** menu and tap on the **Settings** icon

2. Tap on **Apps & notifications**

3. Tap on **Advanced**

4. Tap on **Default apps**

5. Tap on **Home app**

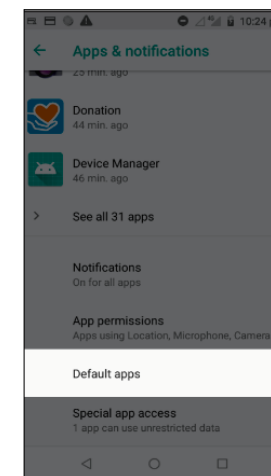6. Select from the list the app you want to set as your default app
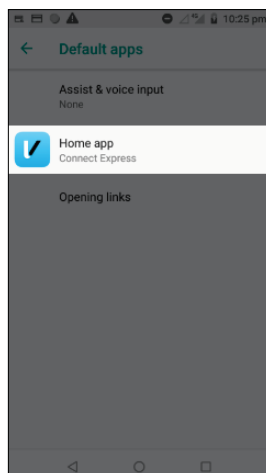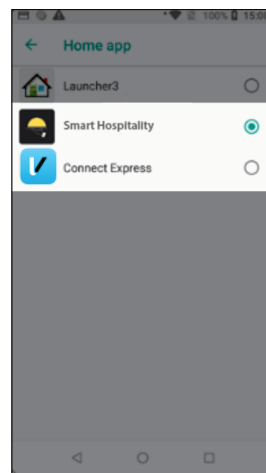
To return to the home screen tap the **Payment screen key**

NOTE: To revert back to using the standard terminal payment screen as the default, repeat steps 1 to 5 and then select **Connect Express**
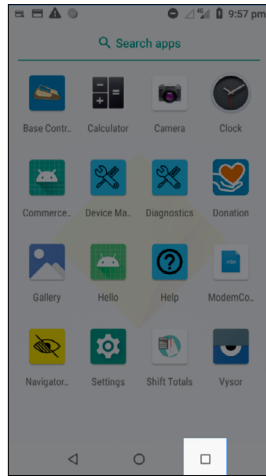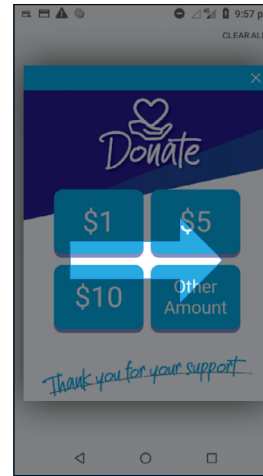

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Force closure of an app

1. Tap on the **Recent items** icon

2. Swipe right on the unresponsive app you want to close
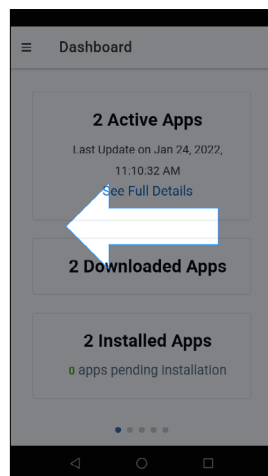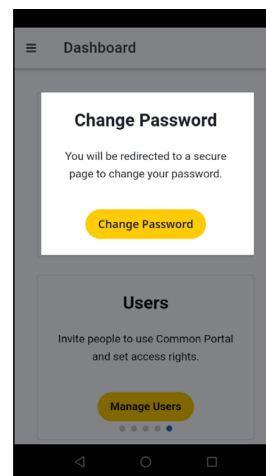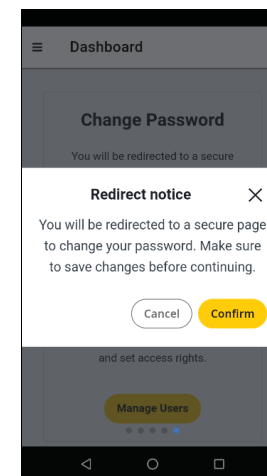
Change your password

1. From the Dashboard screen, swipe left until you get to the Change Password/ Users screen

2. Tap on **Change Password**

3. Tap on **Confirm**

4. Enter and confirm your **New password** and tap **Update**

5. You will be prompted to enter your **Current password** and tap **Update** to complete the change
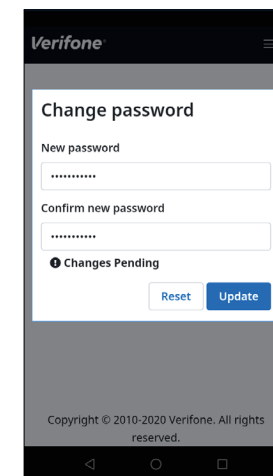
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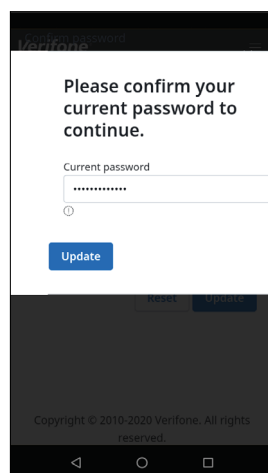
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User management

1. From the Dashboard screen, swipe left until you get to the Change Password/ Users screen

2. Tap on **Manage Users**

3. You will be shown a list of current users or can tap **Add new user** to update

4. Enter the details of the new user and tap **Save**

NOTE: The new user will receive an email that contains their Username and instructions to setup their Password for the App Marketplace.
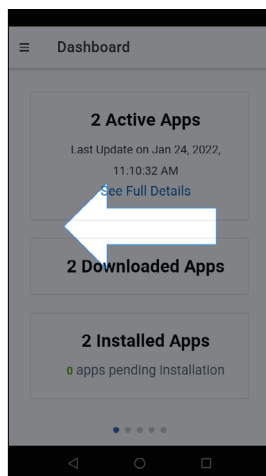
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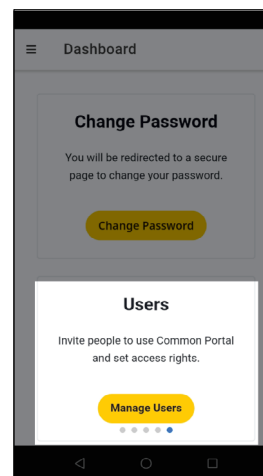
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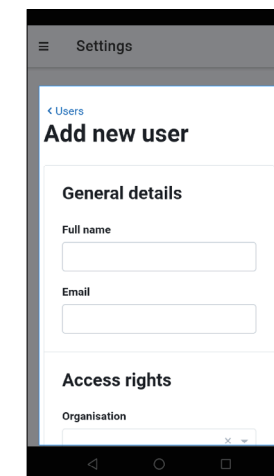
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From the web portal

Getting started

In your web browser, navigate to the App Marketplace using the following URL: **appmarketplace.commbank.com.au**

1. Click on **Sign In**
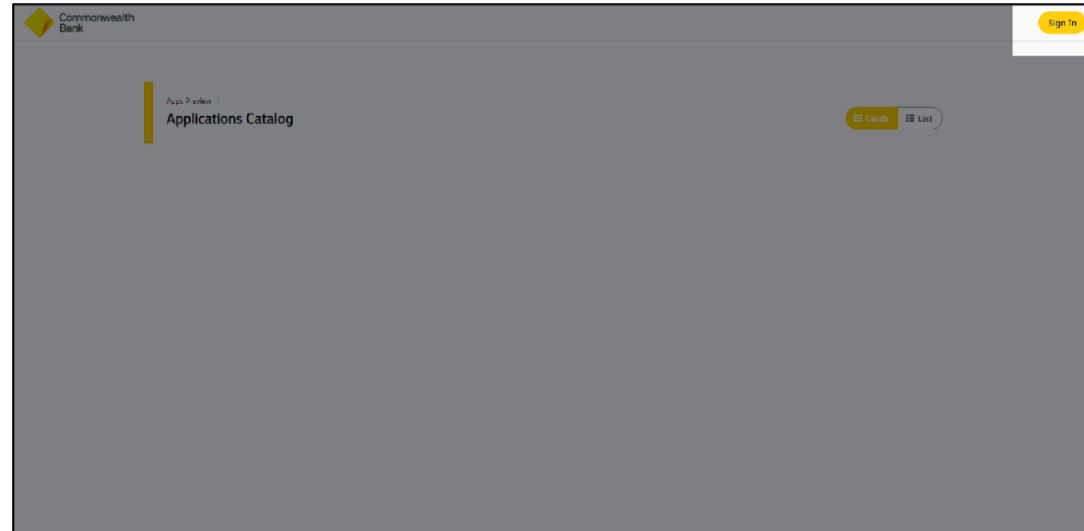
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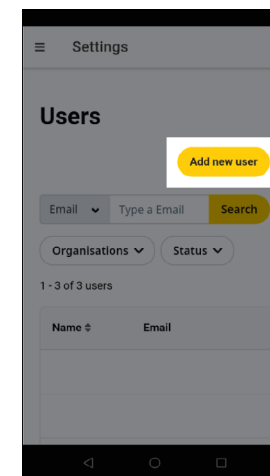2. Enter your App Marketplace Developer Portal **User Name** and **Password** and click **Log in**

   NOTE: You would have received an email that contained your Username and instructions to setup your Password for the App Marketplace.
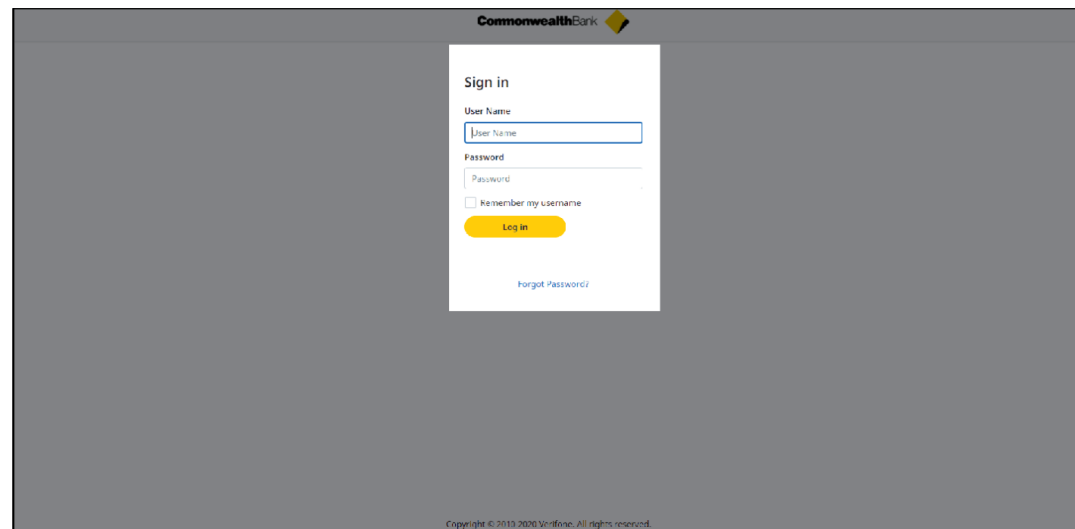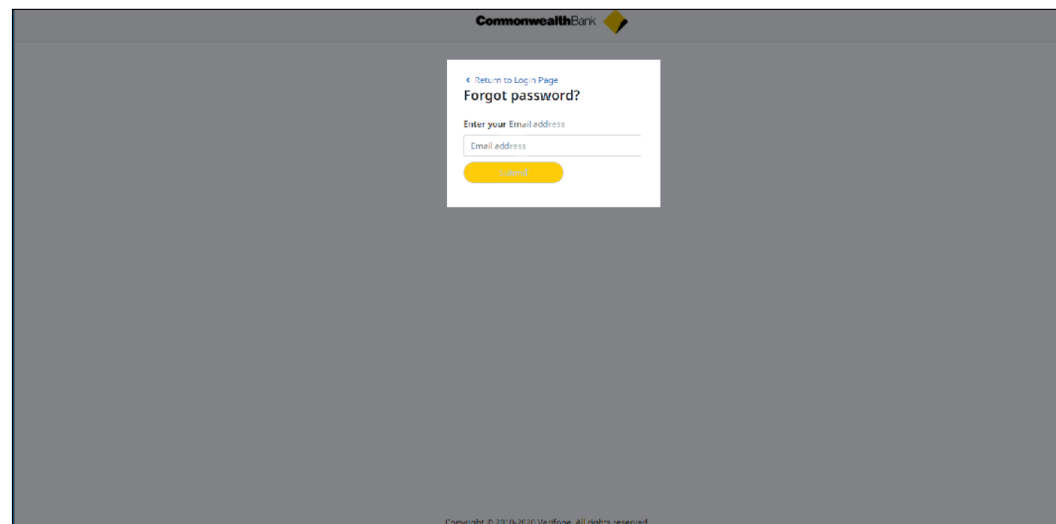

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Getting started

3. If you have forgotten your password, tap on **Forgot Password** and follow the prompts to have an email sent to your email address with instructions on how to reset your password

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4. Once you have logged in, you will see the Dashboard for the App Marketplace, where you can view information about the apps you have installed on your terminal(s) as well as manage your App Marketplace account
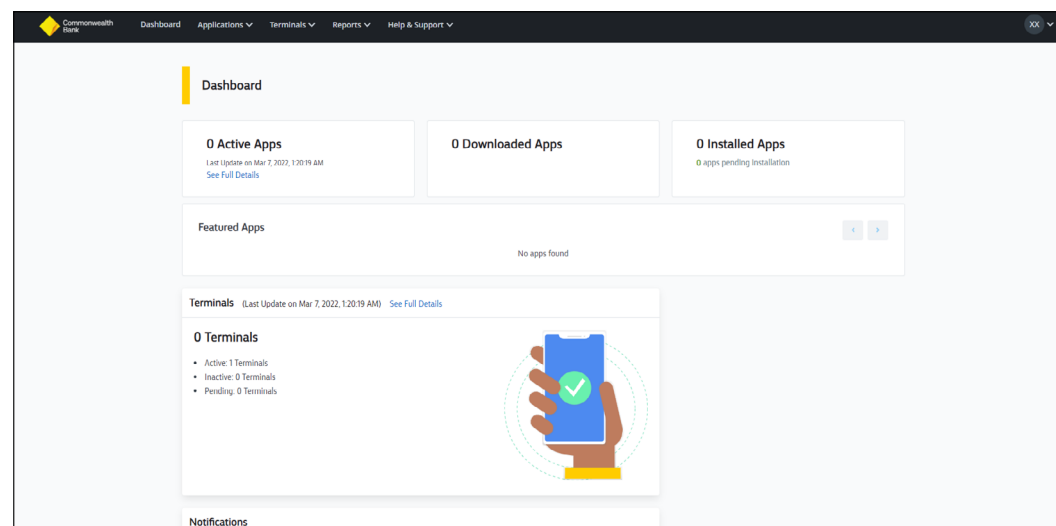
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Install an app

1. Navigate to the **Applications Catalog**

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2. Click on the app you want to install

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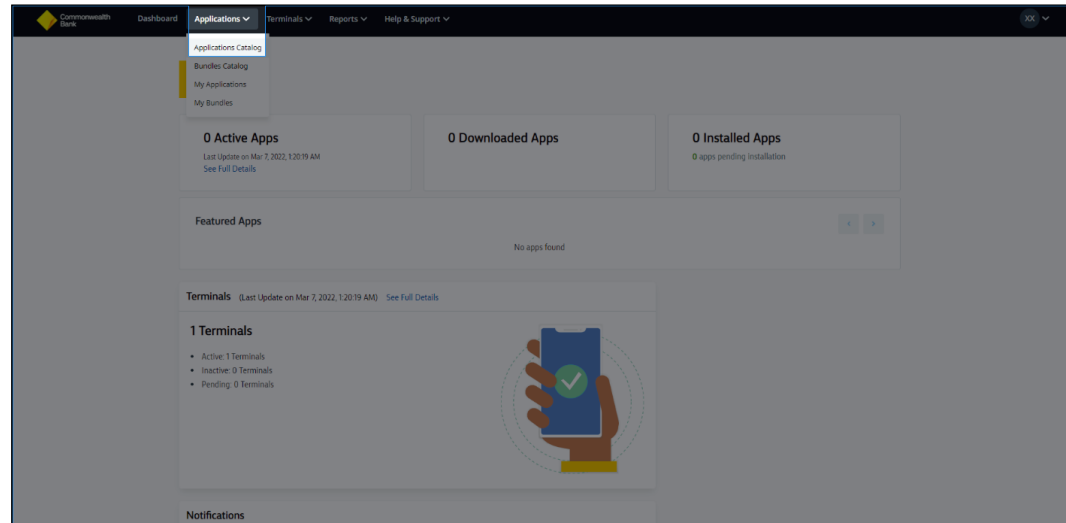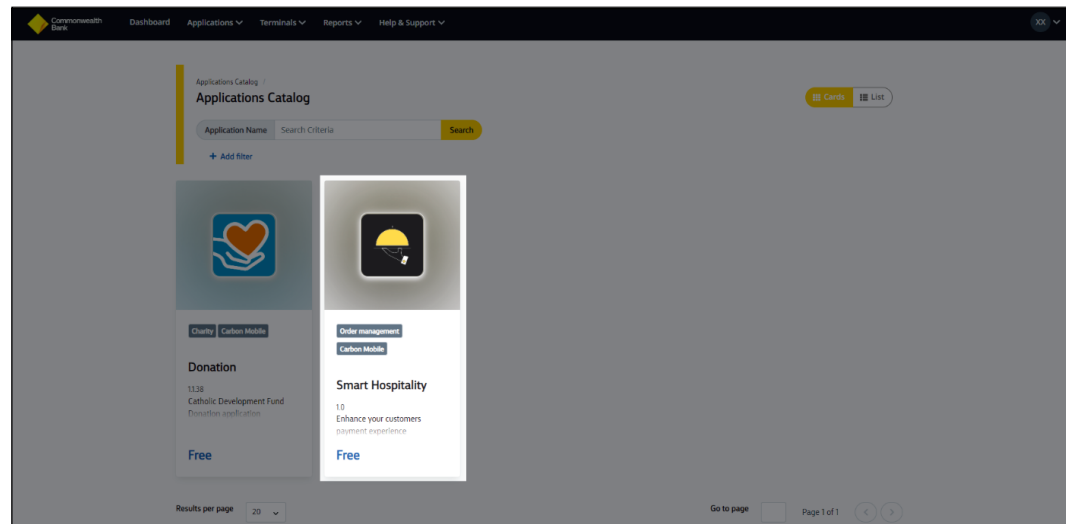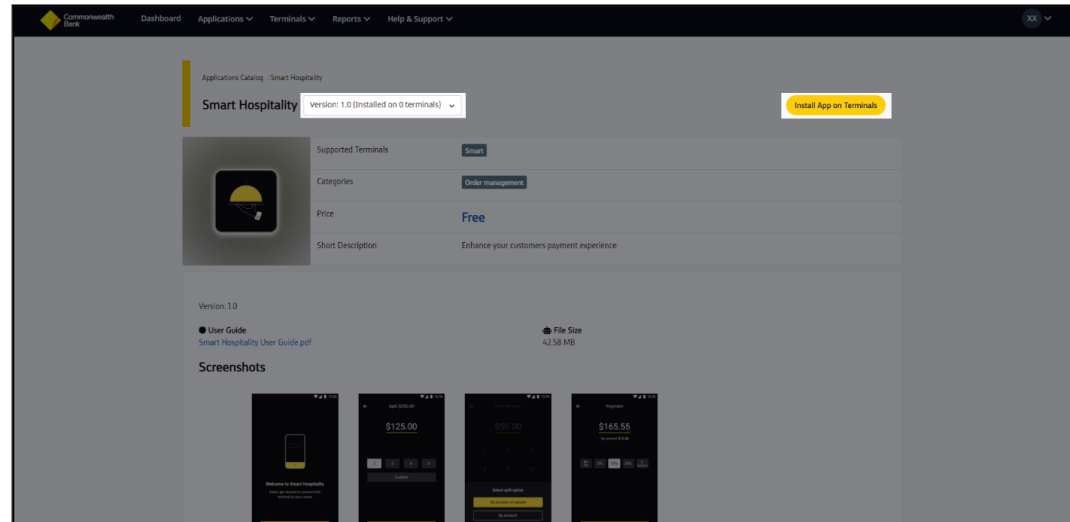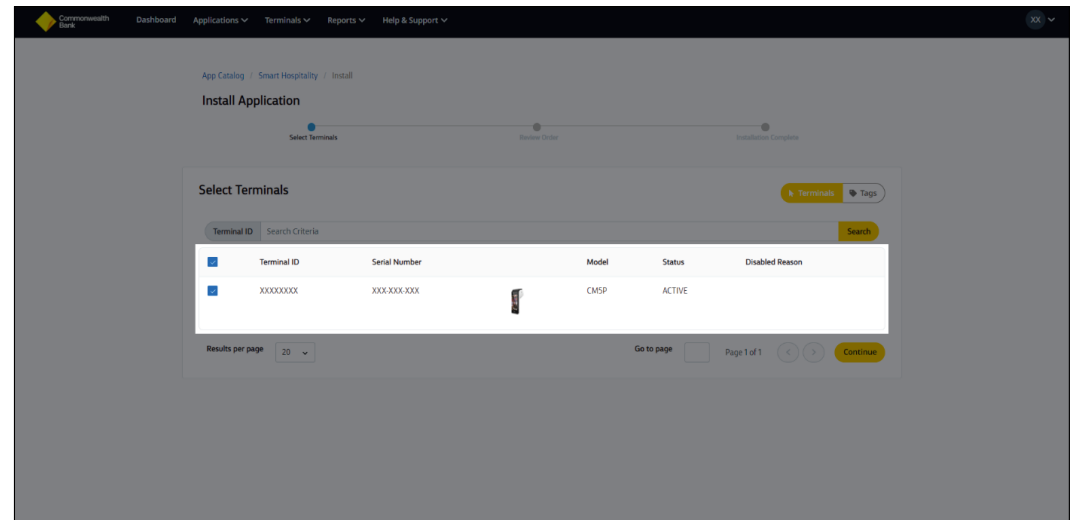# Install an app

3.   Click on **Install App on Terminals**

     NOTE: Select the latest version of the app for the latest features and enhancements.

4.   Select the terminal(s) to install the app on and click **Continue**

Install an app

5. Tick the checkbox to agree to the Terms and Conditions and Privacy Policy of the app and click **Install app**
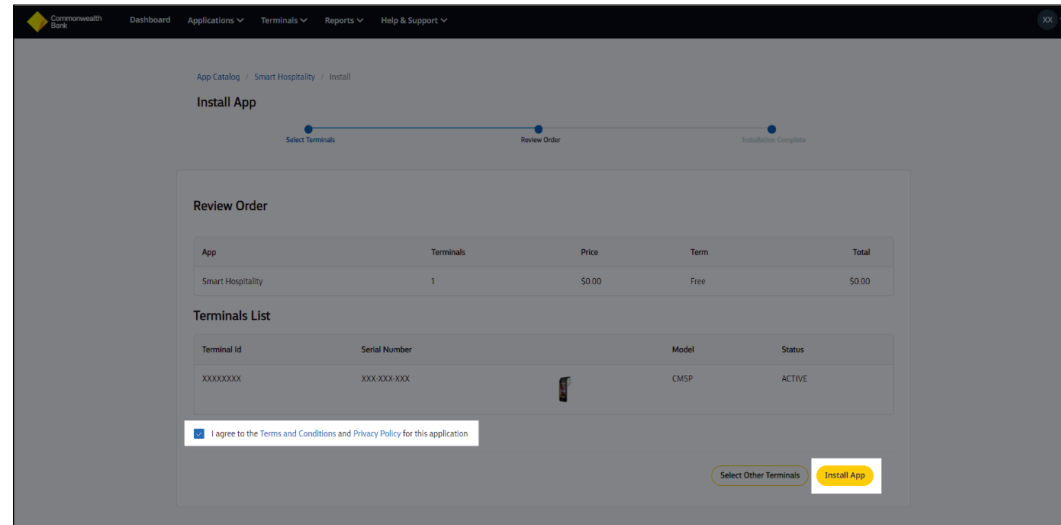
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6. The app is now installed, click **Finish** to return to the Dashboard

   NOTE: Your terminal will need to sync with your App Marketplace account before the app will be available to use. Please refer to page 20 for more information.

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Troubleshooting

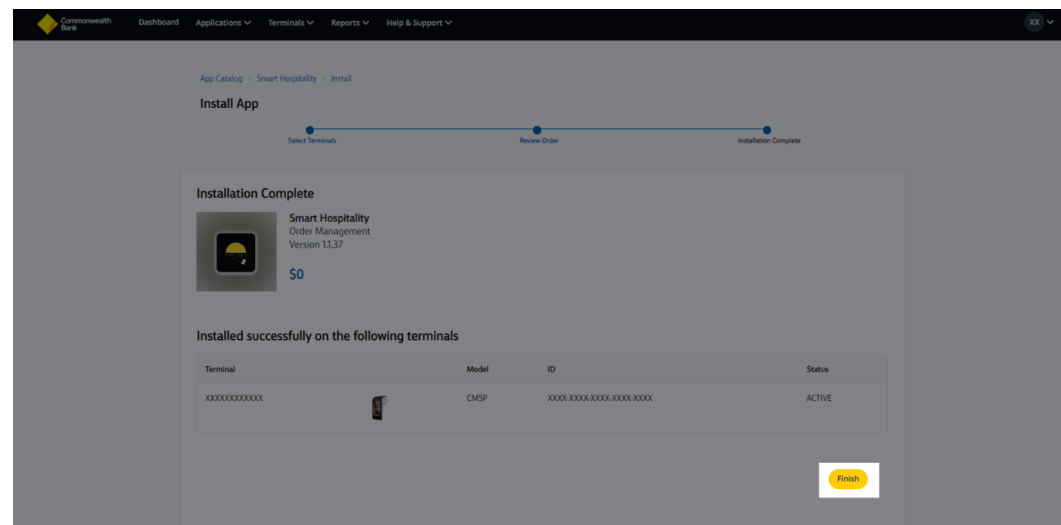# Sync your terminal with your App Marketplace account

Your terminal will need to sync with your App Marketplace account before an app will be available to use. This sync is known as the VHQ heartbeat and will occur every hour.
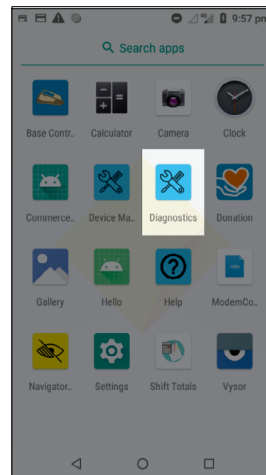
If you need to use the app immediately you can manual push the sync by following these steps:

1. Pull down the terminal menu and tap on the **Launcher** icon (9 dots)

2. Tap on the **Diagnostics** icon

3. Tap on **Summary**

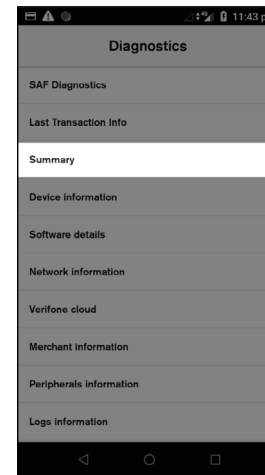4. To the right of VHQ heartbeat tap on **Request heartbeat**

A grey processing circle will appear and once the sync is complete it will display the green tick again.
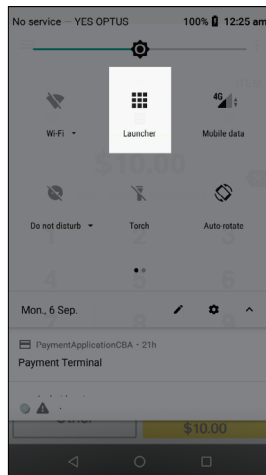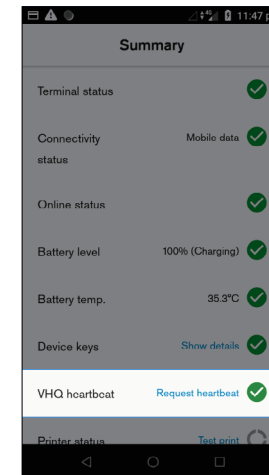

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Support

For support, please call the dedicated CommBank Merchant Helpdesk on 1800 230 177, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

• Terminal ID (located at the top of your merchant receipt)

• Trading name

• Trading address

• Trading phone number

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