Bypass double-click side button to confirm payment on iOS devices

On an iOS device, users are required to physically double-click the side button to confirm the payment. The double-click is a security feature from iOS and can only be bypassed using AssistiveTouch. To use Apple Pay through Kobiton, follow these instructions to setup and use AssistiveTouch.

Requirements

- Access to the physical device to double-click the side button during setup of AssistiveTouch. (If the device is hosted by Kobiton, submit a support ticket to assist in the setup process.)
- A passcode set on the device. There are two options:
 - A passcode can be set **and must be removed** during the manual session. If the passcode is not removed before ending the session, the device **will not be able to come back online** without physical touch and a request to the team managing the devices to unlock the device.
 - Setup Kobiton passcode support for the devices. For Private devices, discuss passcode requirements with your Customer Success Manager who will work with support to setup passcodes. For Local devices hosted at the customer location, submit a support ticket to request passcode setup documentation for your deployment type (Legacy Kobiton or PIN code mode 1 for Kobiton 4+)
- [Optional] Use a Cleanup Policy for the devices to be tested that does not reset the device settings to prevent AssistiveTouch from turning off for the next session. Otherwise, the tester will need to turn on AssistiveTouch for each session that it is needed:

| | ı <u>₩</u> ı | Configure the clea | an-up policy | | ¢ |
|------|----------------|---------------------------|-----------------|-------------|---|
| E | Browser apps w | ill be removed history an | d browsing data | | |
| 0: | ٥ | Chrome | < <p>✓</p> | Chrome Beta | 0 |
| re | Signed i | n accounts will be remov | ved | | |
| re (| Device s | settings will be reset | | | |
| | All apps | from Recent Apps list wil | l be closed | | |
| hi | 🕑 Turn on 1 | the navigation bar | | | |
| | 📀 Set Chro | ome as the default brows | ser | | |
| | So | ive | Cancel | | |

Setup process

You can perform the setup process physically on the device or through a Kobiton Manual Session.

On the device

After the device has been set up with passcode management, start a Manual Session on the device. The system generates a random passcode and sets it on the device in the background. Navigate to **Settings** \rightarrow **Face ID & Passcode**. If you see the below screen asking for a passcode, then passcode is enabled on the device. *Note: If it has been previously confirmed that the device has a passcode, skip this step.*



Exit the Manual Session. Unplug the device from the Cambrionix Hub.

Tap Settings.



Tap Accessibility.



Under PHYSICAL AND MOTOR, tap Touch.



Tap AssistiveTouch.

| 1:01 | , ? |
|--|--------------------------|
| Accessibility Touch | |
| | |
| AssistiveTouch | Off > |
| AssistiveTouch allows you to use your iPhon have difficulty touching the screen or if you an adaptive accessory. | e if you require |
| Reachability | |
| Swipe down on the bottom edge of the scre bring the top into reach. | en to |
| Haptic Touch | > |
| Press on the display using a different length to reveal content previews, actions and cont menus. | of time textual |
| Touch Accommodations | Off > |
| If you have trouble using the touch screen, a following settings to change how the screen respond to touches. | adjust the will |
| Tap to Wake | |
| Wake the screen when you tap on the displa | ıy. |
| Shake to Undo | |
| If you tend to shake your iPhone by acciden disable Shake to Undo to prevent the Undo appearing. | t, you can alert from |
| Vibration | |

Turn on AssistiveTouch.

| 1:01 | ຈ 🛙 |) |
|---|---|---|
| Touch As | sistiveTouch | |
| AssistiveTouch | | 5 |
| AssistiveTouch allows have difficulty touchi an adaptive accessor | s you to use your iPhone if you ng the screen or if you require ry. | |
| Customize Top L | evel Menu | > |
| CUSTOM ACTIONS | | |
| Single-Tap | Open Menu | > |
| Double-Tap | None | > |
| Long Press | None | > |
| Custom actions allow AssistiveTouch icon v CUSTOM GESTURES | you to interact directly with th vithout opening the menu. | e |
| Create New Gest | ture | > |
| Custom gestures allow you to record gestures that can be activated from Custom in the Menu. | | |
| Idle Opacity | 40% | > |
| POINTER DEVICES | | |
| Devices | | > |

Scroll down the screen. Under SIDE BUTTON CONFIRMATION, turn on Confirm with AssistiveTouch.

| 1:01 | | ···· ? ■ |
|---|--|-----------------------------------|
| Touch | AssistiveTouch | |
| be preferred ov | ver text selection. | e, seroning may |
| Use Game C | Controller | |
| Allow Assistive Controllers. Learn more | Fouch to be controlled | by Game |
| TRACKING SEN | ISITIVITY | |
| | 0 | S. |
| | | |
| Dwell Contro | ol | |
| Fallback Act | ion | Tap > |
| Movement T | Tolerance | > |
| Hot Corners | ; | > |
| 2.00 Seco | onds | - + |
| When Dwell Co still for the spec selected dwell | ntrol is enabled, holdir cified amount of time v action. | ig the cursor vill perform the |
| SIDE BUTTON (| CONFIRMATION | |
| Confirm with | n AssistiveTouch | |
| Use AssistiveTo Passcode or an is required. | buch to confirm payme by time double-clicking | nts with your the side button |

Tap Continue.



Cancel

1:01

Set Up to Use AssistiveTouch for Double Click

This one-time enrollment will allow you to use AssistiveTouch to confirm purchases with Apple Pay or any time double-clicking is required going forward.

Continue

Not Now

The screen message asks you to double-click the side button. While holding the physical device, double-click the physical side button on the device.



Input the passcode. Tap the black space and enter the passcode using your keyboard. Due to Apple security measures, you will not see the passcode as you enter it. After inputting the whole passcode, press the backspace or delete key on your keyboard once, then input the last digit of the passcode. Tap the Done button when it is enabled. For Private devices, contact the Kobiton Support, if needed, to retrieve the passcode set on the device.

Cancel





Holding the device, double-click the physical side button on the device again to confirm.

Cancel

Set Up to Use AssistiveTouch for Double Click

This one-time enrollment will a Double Click use AssistiveTouch to confirm puto Confirm with Apple Pay or any time double-clicking is required going forward.



Verify that Confirm with AssistiveTouch button is on.

| Touch | AssistiveTouc | h | |
|--|--|---------------------------------|---------------|
| be preferred o | over text selection. | | 9 may |
| Use Game | Controller | (| |
| Allow Assistive Controllers. Learn more | Touch to be controlle | d by Game | |
| TRACKING SE | NSITIVITY | | |
| æ – | 0 | | S. |
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| Dwell Contr | rol | (| |
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| Movement | Tolerance | | > |
| Hot Corner | S | | > |
| 2.00 Sec | onds | - | + |
| When Dwell Co still for the spe selected dwell | ontrol is enabled, hold ecified amount of time l action. | ding the curs e will perform | sor m the |
| SIDE BUITTON | CONFIRMATION | | |
| Confirm wit | th AssistiveTouch | | O |
| Use Assistivei Passcode or a is required. | ouch to contirm payn ny time double-clickir | nents with yang the side b | our outton |

Plug the device into the Cambrionix Hub. Start a Manual Session on the device.

See section Verify AssistiveTouch confirmation in Manual Session to continue.

In a Manual Session

Start a Manual Session on the iOS device.

Tap Settings.



Tap Accessibility.

| Session ID: 5362488 iPhone 13 iOS 16.1 More info | | |
|--|-------------------------|----|
| | 10:05 | - |
| | 12:25 | 90 |
| | Settings | |
| | General | > |
| | Control Center | > |
| | AA Display & Brightness | > |
| | Home Screen | > |
| | (f) Accessibility | > |
| | | > |
| | Siri & Search | > |
| | Face ID & Passcode | > |
| | sos Emergency SOS | > |
| | Exposure Notifications | > |
| | Battery | > |
| | Privacy & Security | > |
| | | |
| | App Store | > |
| | Mallet | 5 |

Under PHYSICAL AND MOTOR, tap Touch.

| K | Manual Session Session ID: 5362488 iPhone 13 iOS 16.1 More i | info |
|----|---|------------------------------|
| a. | | |
| 4 | | 12:25 🕈 🚺 |
| 0 | | Settings Accessibility |
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| Ø | | VoiceOver Off > |
| | | Zoom Off > |
| ¢. | | A Display & Text Size |
| • | | Motion > |
| 5 | | Spoken Content |
| A. | | Audio Descriptions Off > |
| | | |
| | | PHYSICAL AND MOTOR |
| U | | 🖢 Touch > |
| С | | Face ID & Attention |
| | | Switch Control Off > |
| | | Voice Control Off > |
| | | Side Button |
| | | Control Nearby Devices |
| | | |

Tap AssistiveTouch.



Turn on AssistiveTouch.



Scroll down the screen. Under SIDE BUTTON CONFIRMATION, turn on Confirm with AssistiveTouch.



Tap Continue.



The screen message asks you to double-click the side button. While holding the physical device, double-click the physical side button on the device.



Input the passcode. Tap the black space and enter the passcode using your keyboard. Due to Apple security measures, you will not see the passcode as you enter it. For Private devices, contact the Kobiton Support, if needed, to retrieve the passcode set on the device.



After inputting the whole passcode, press the **backspace** or **delete** key on your keyboard once, then input the last digit of the passcode. Tap the **Done** button when it is enabled:



Holding the device, double-click the physical side button on the device again to confirm.



Verify that Confirm with AssistiveTouch button is on.

| IK. | Manual Session Session ID: 5362488 iPhone 13 iOS 16.1 More info | |
|---------|---|--|
| 3 | | |
| 4 | | 0 |
| _ | < | Touch AssistiveTouch |
| 0 | | Use Game Controller |
| () | | Allow AssistiveTouch to be controlled by Game |
| \odot | | Learn more |
| 40 | | TRACKING SENSITIVITY |
| . | | # \$ |
| Ŀ | | |
| • 1) | | Dwell Control |
| | | Fallback Action Tap > |
| | | Movement Tolerance > |
| _ | | Hot Corners > |
| U) | | 2,00 Seconds - + |
| 0 | | When Dwell Control is enabled, holding the cursor still for the specified amount of time will perform the selected dwell action. |
| | | SIDE BUTTON CONFIRMATION |
| | | Confirm with AssistiveTouch |
| | | Use AssistiveTouch to confirm payments with Face ID or any time double-clicking the side button is required. |
| | | |

Verify AssistiveTouch confirmation in Manual Session

Log into an Apple ID account.

If the device has a full clean-up policy, navigate to Settings and turn on AssistiveTouch. Note: the Confirm with AssistiveTouch setup does not need to be performed again.



Open the Safari browser and go to the official Apple Pay demo link.

Tap the **Pay** button. Add a payment card if needed.



A pop-up appears to ask you to acknowledge that you want to use AssistiveTouch for Apple Pay. Tap OK to dismiss it.



Instead of requiring to double-click the side button, the prompt asks for confirmation using AssistiveTouch. Tap the **AssistiveTouch** icon on the screen.



Tap **Device**



Tap More



Тар **Рау**



Tap Confirm Pay



Tap the black space and enter the passcode using your keyboard. Contact the Kobiton Support, if needed, to retrieve the passcode set on the device.



After inputting the whole passcode, press the **backspace** or **delete** key on your keyboard once, then input the last digit of the passcode. Tap the **Done** button when it is enabled:



The payment is confirmed. The setup process is now complete.

Using AssistiveTouch confirmation

After the setup is complete, follow the below steps to test the Apple Pay feature in a Kobiton Manual Session:

Log into an Apple ID account.

Turn on AssistiveTouch if device cleanup policy cleaned it up.



When an application or website requires Apple Pay confirmation, tap the AssistiveTouch icon on the screen.



Tap **Device**



Tap More



Тар **Рау**



Tap Confirm Pay



Tap the black space and enter the passcode using your keyboard. Contact the Kobiton Support, if needed, to retrieve the passcode set on the device.



After inputting the whole passcode, press the **backspace** or **delete** key on your keyboard once, then input the last digit of the passcode. Tap the **Done** button when it is enabled:



The payment is confirmed.