# 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:
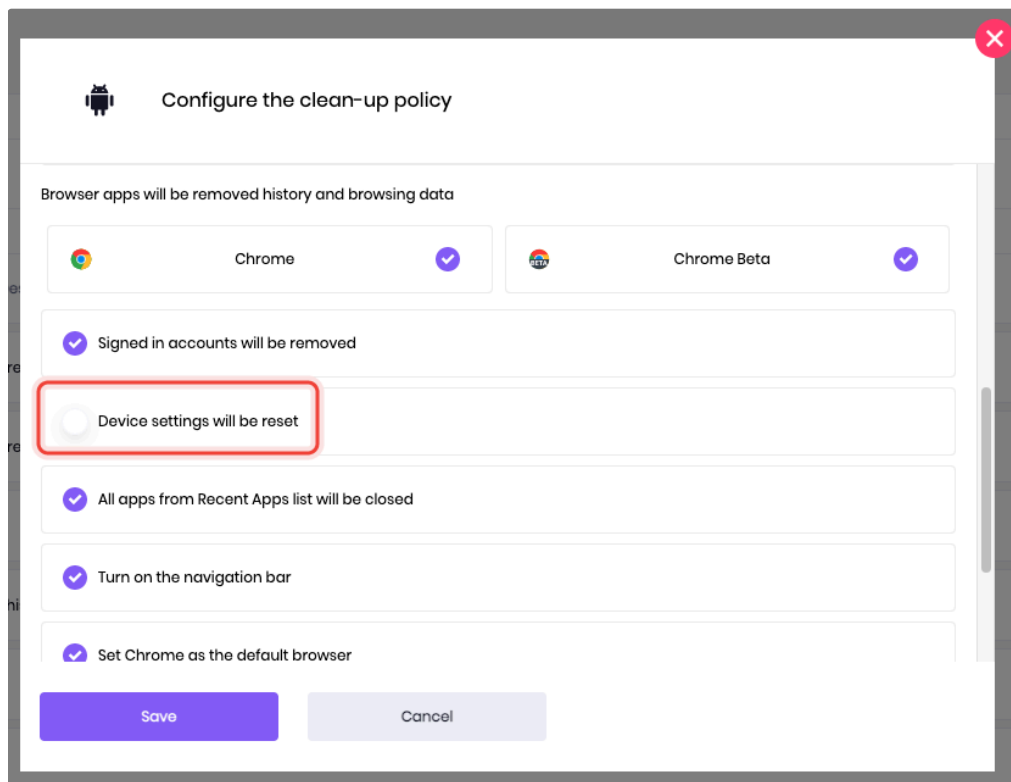

Setup process

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 → 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.*
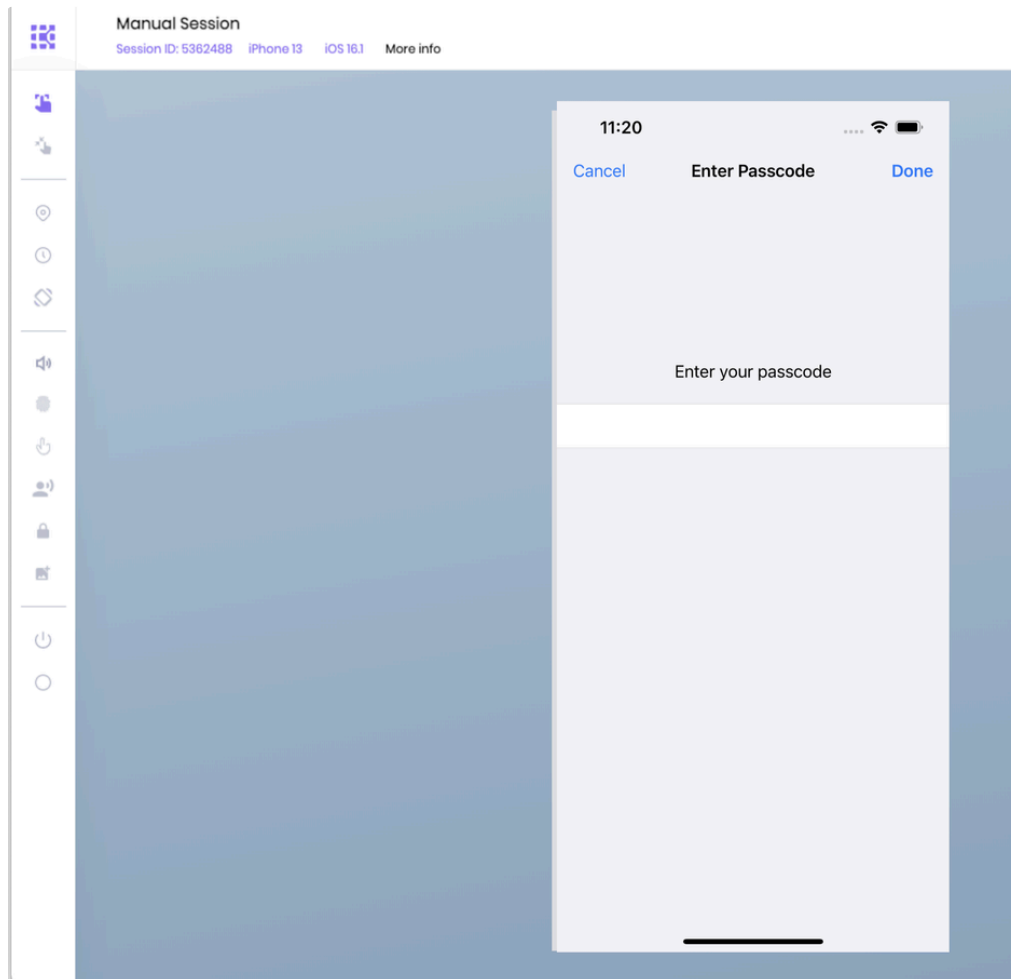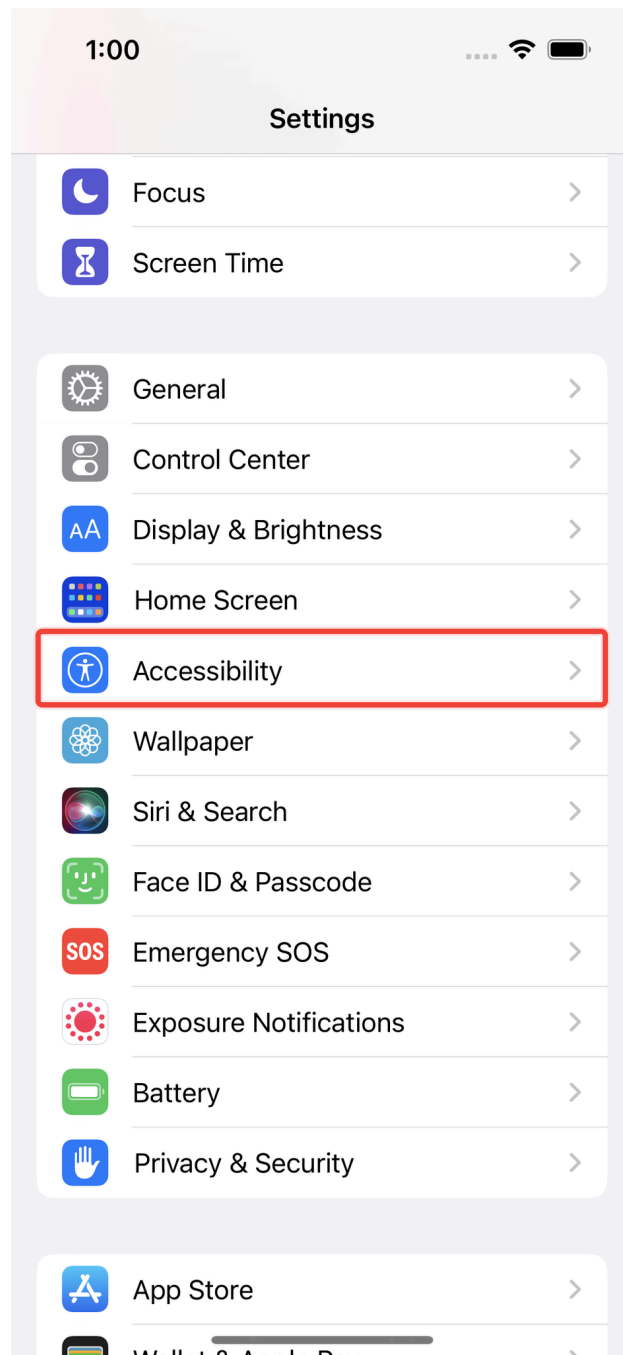

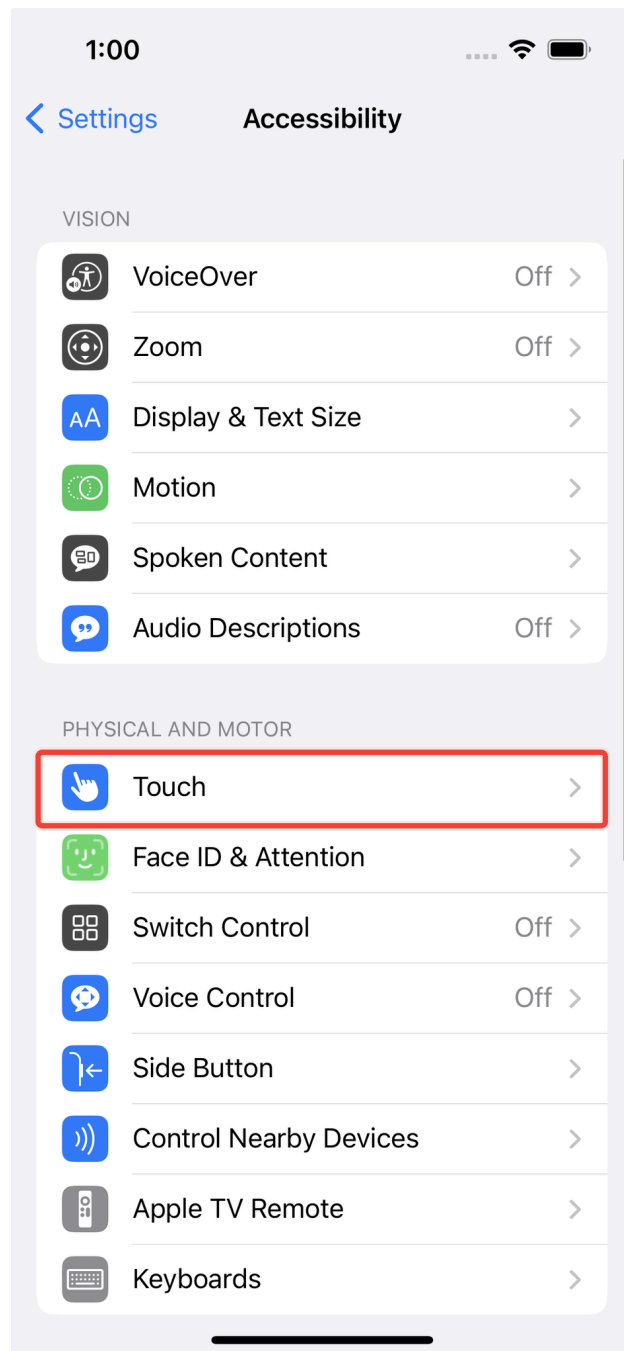Exit the Manual Session. Unplug the device from the Cambrionix Hub.
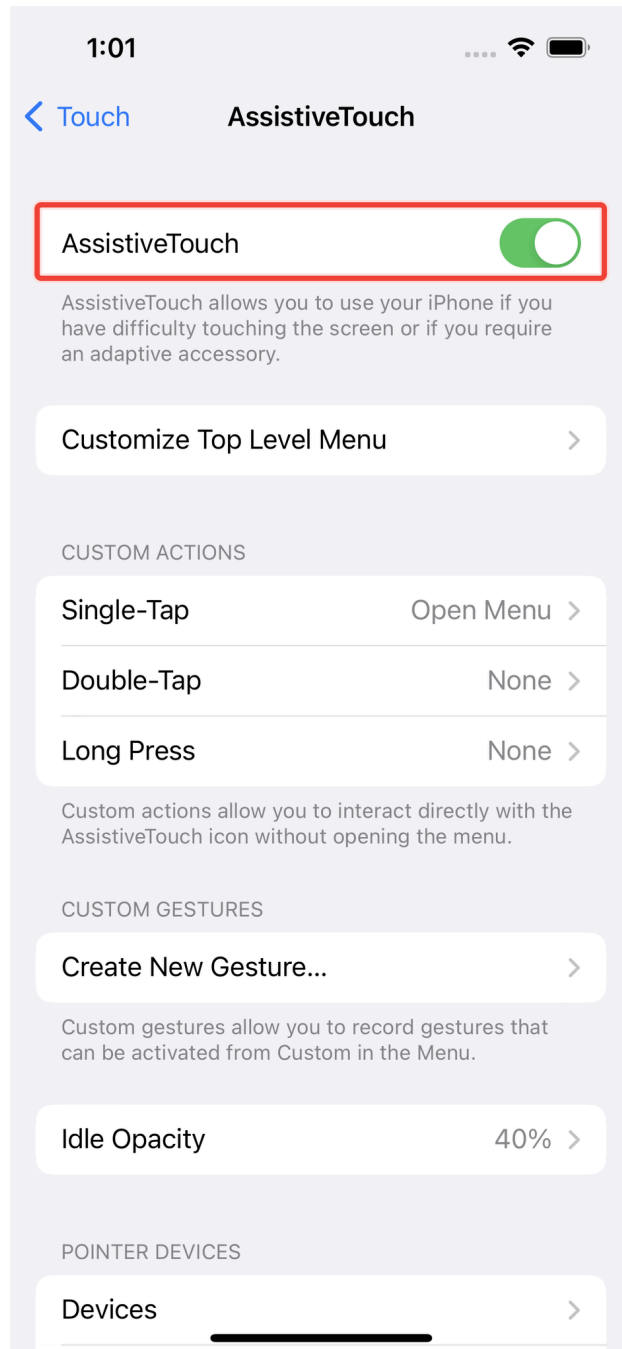
Tap **Settings**.
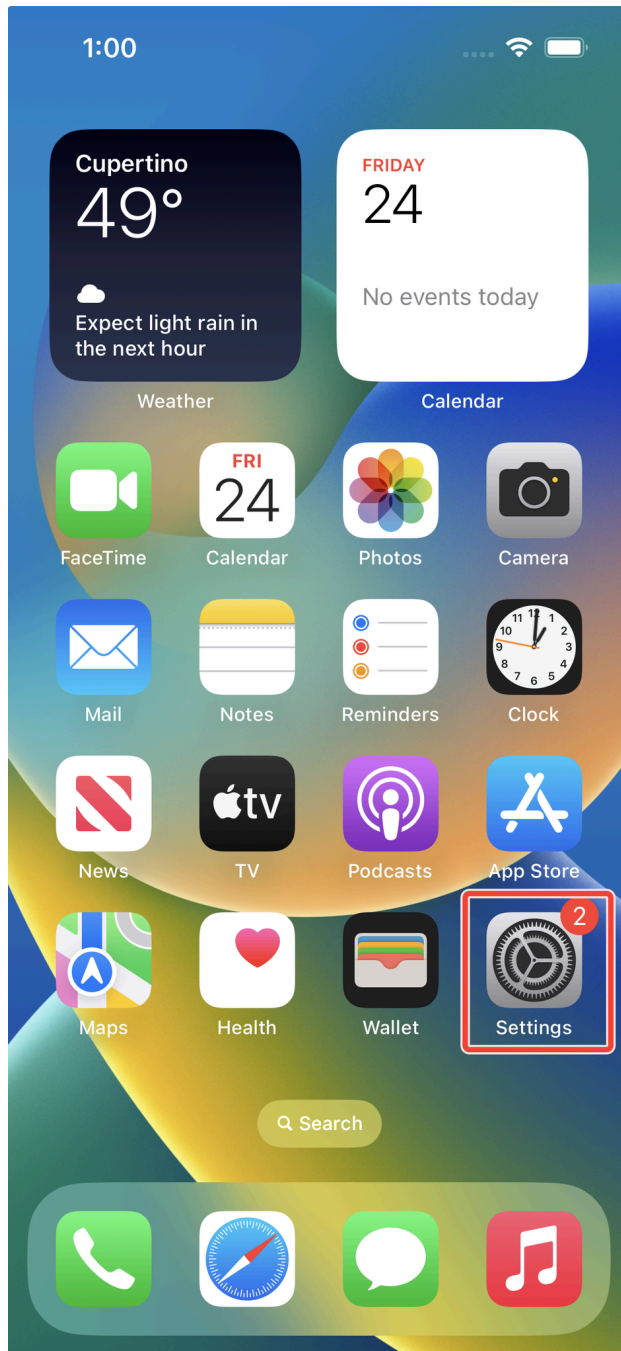
Tap **Accessibility**.

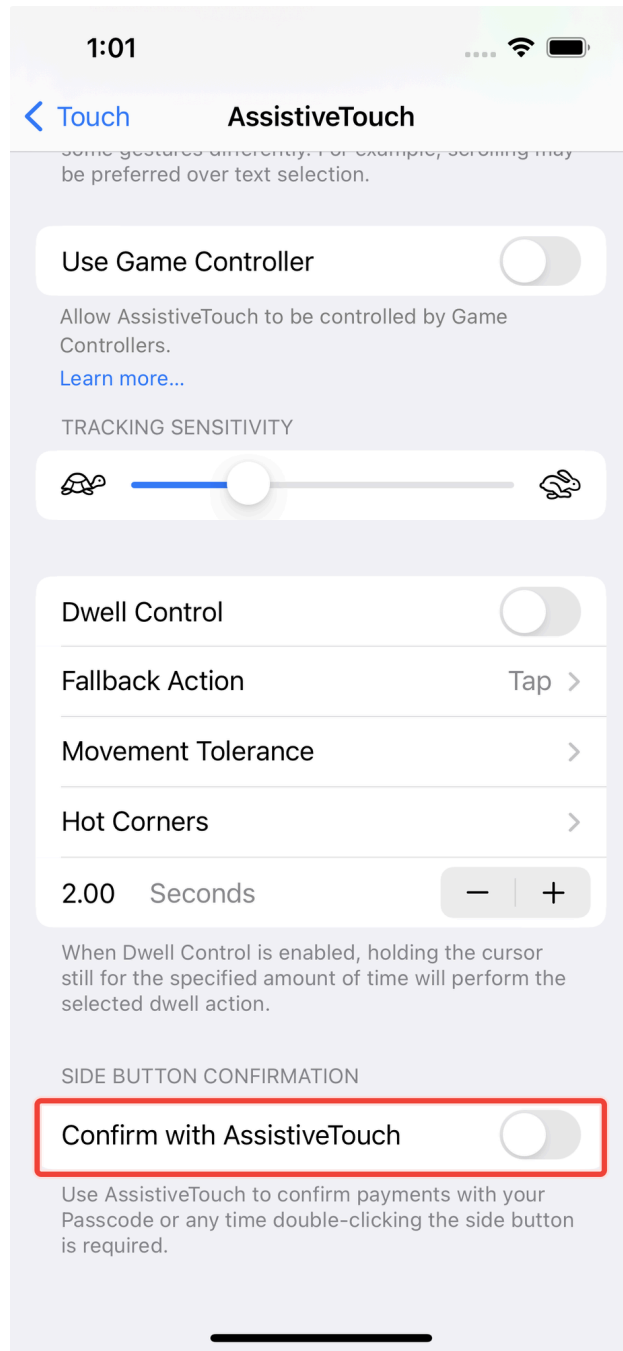Under **PHYSICAL AND MOTOR**, tap **Touch**.
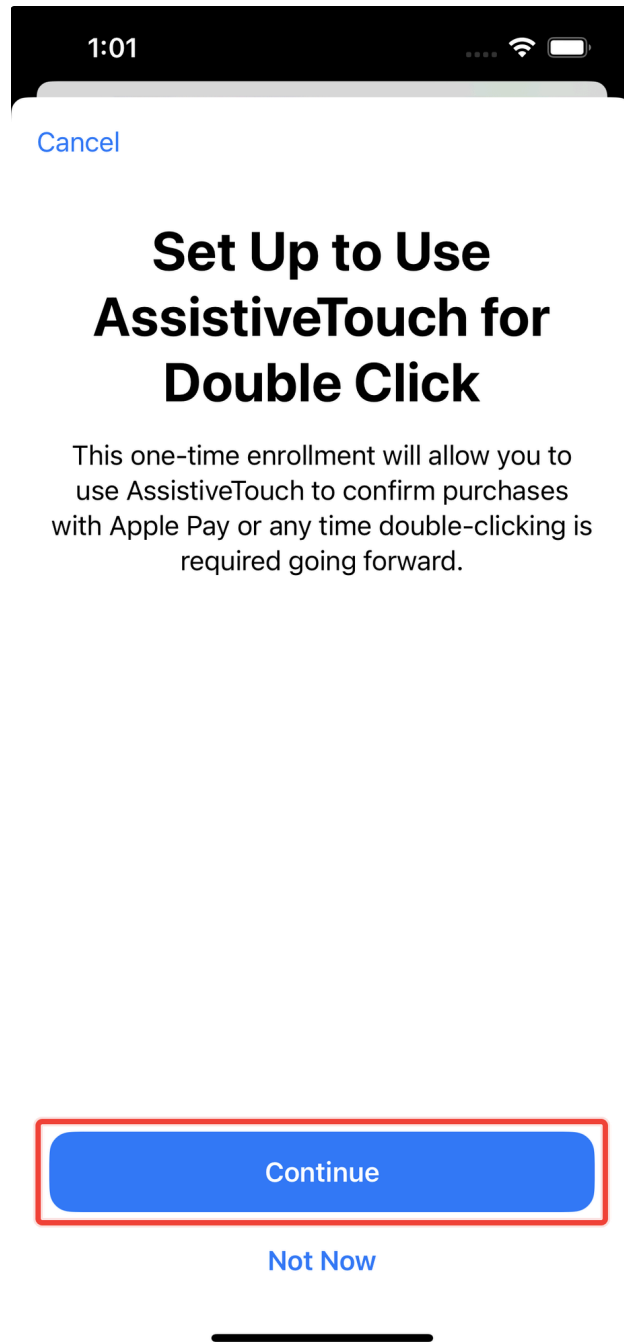
Tap **AssistiveTouch**.

Turn on **AssistiveTouch**.

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

Tap **Continue.**

Cancel

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.
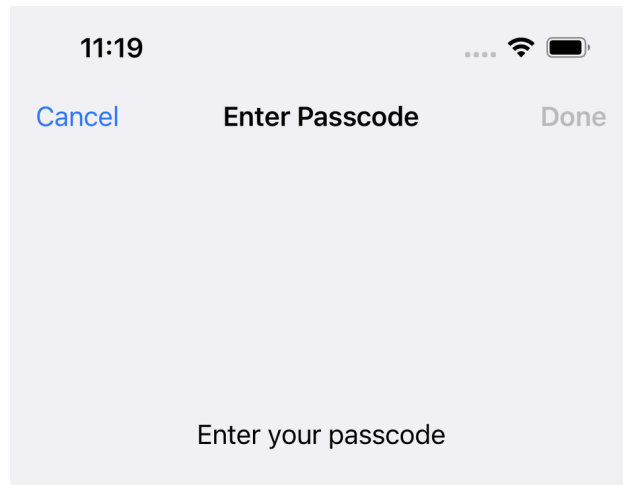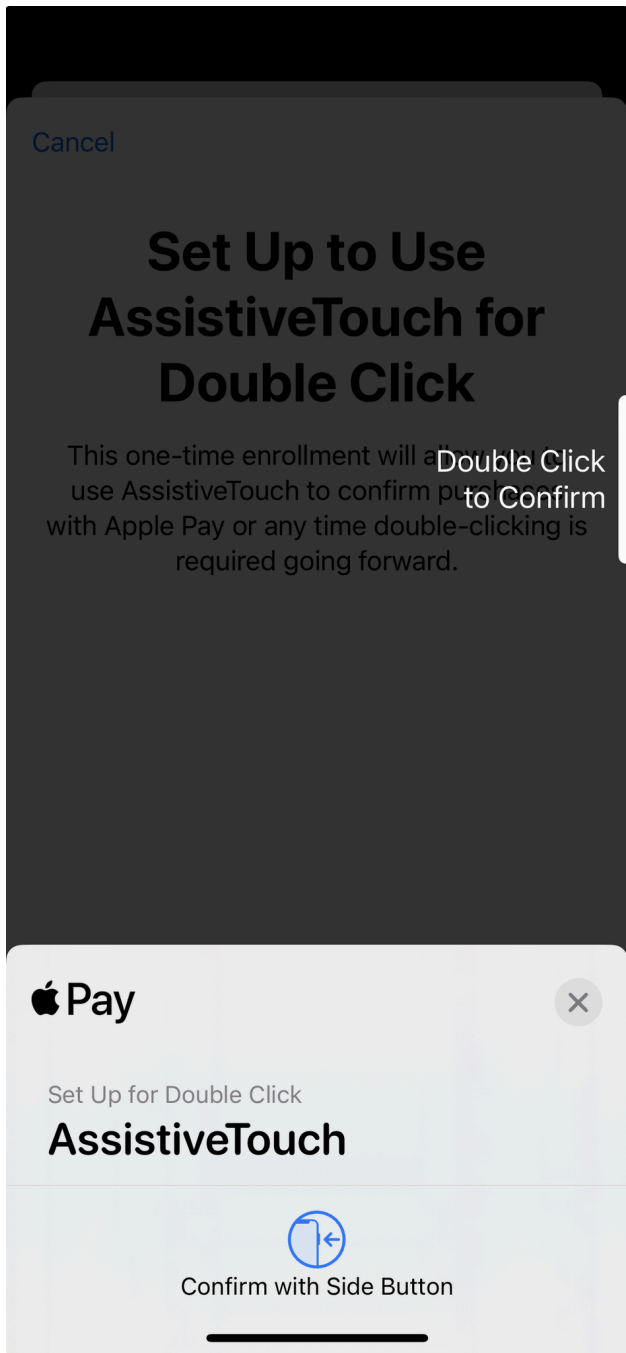
Continue

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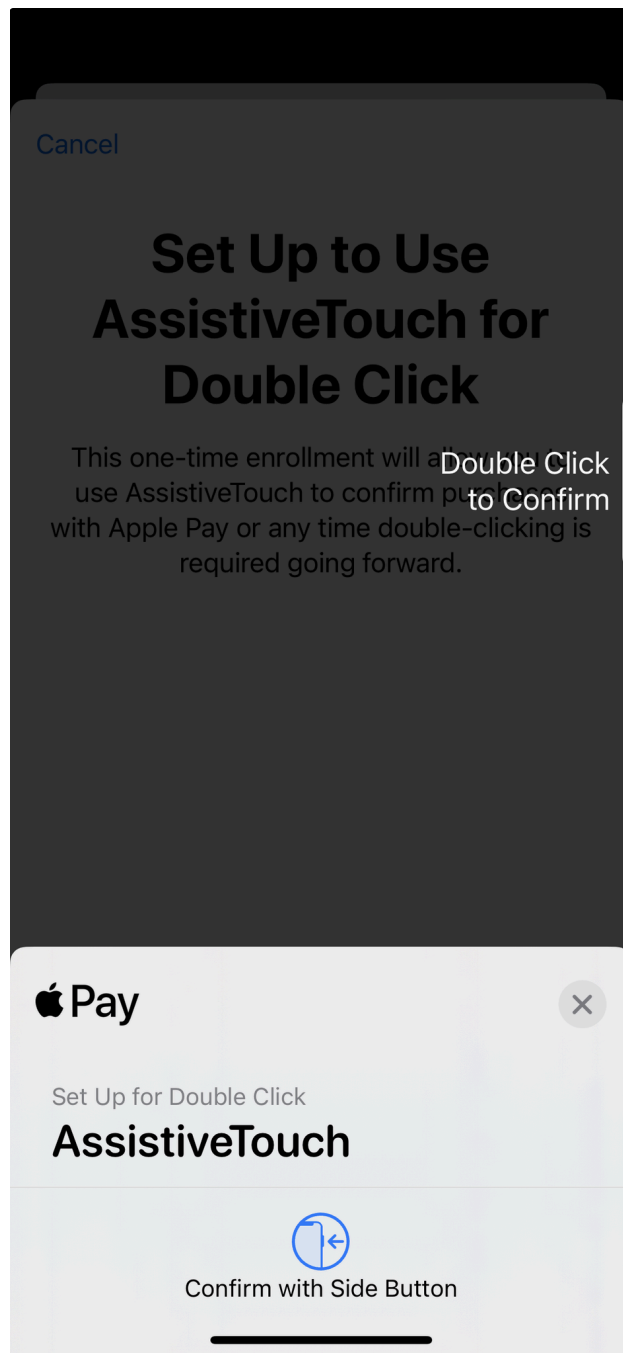
Input the passcode. Tap the black space and enter the passcode using your keyboard. Due to Apple security measures, you will not see the passcode as you enter it. After inputting the whole passcode, press the backspace or delete key on your keyboard once, then input the last digit of the passcode. Tap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

11:19

Cancel   **Enter Passcode**   Done

Enter your passcode

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

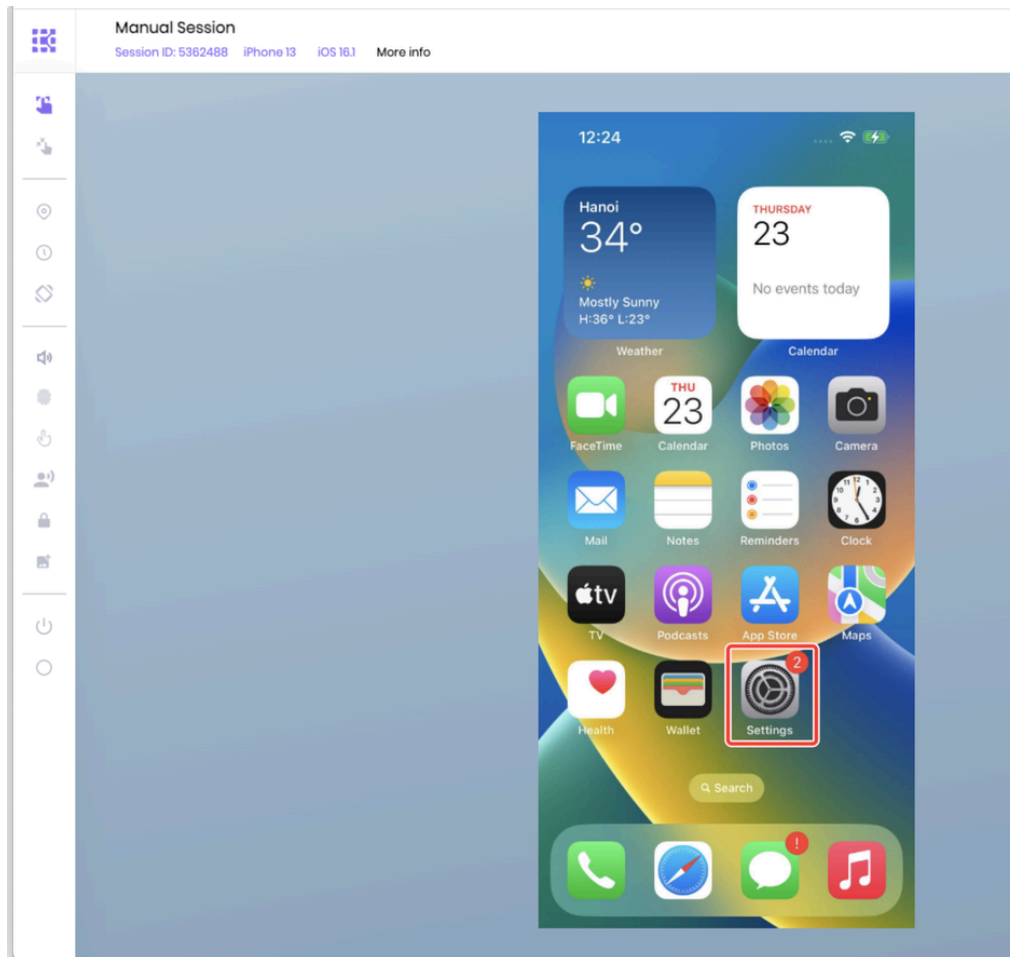Verify that **Confirm with AssistiveTouch** button is on.
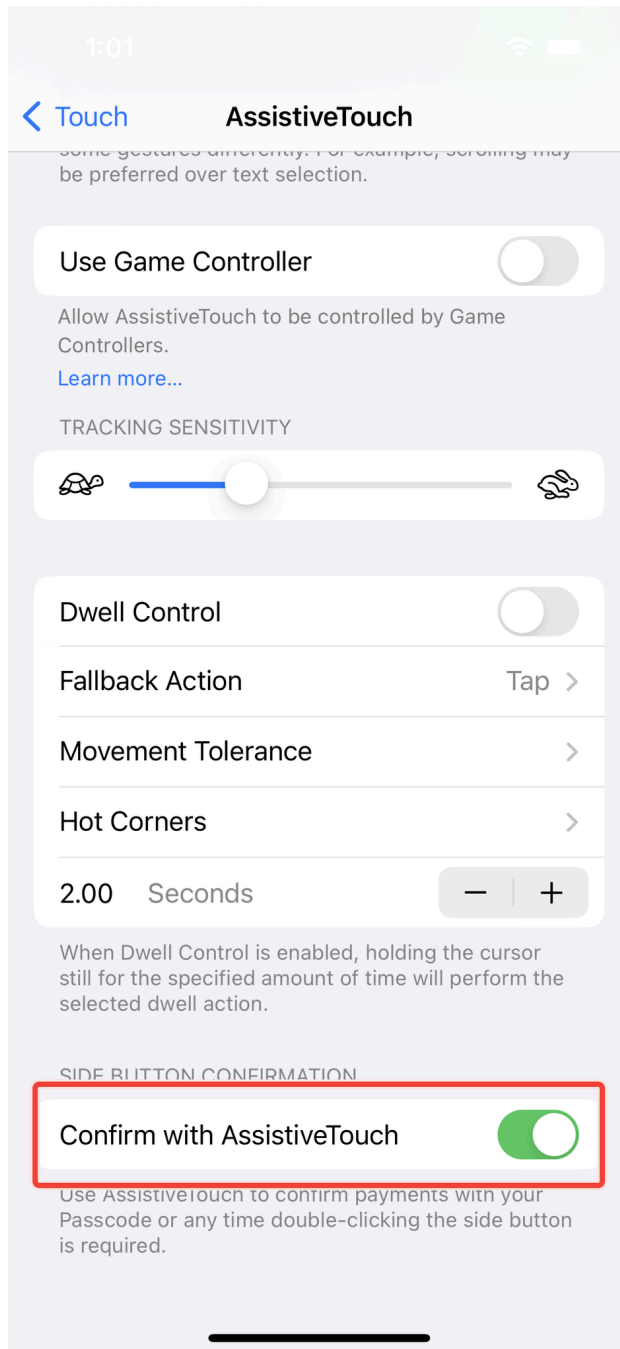
Plug the device into the Cambrionix Hub. Start a Manual Session on the device.

See section **Verify AssistiveTouch confirmation in Manual Session** to continue.
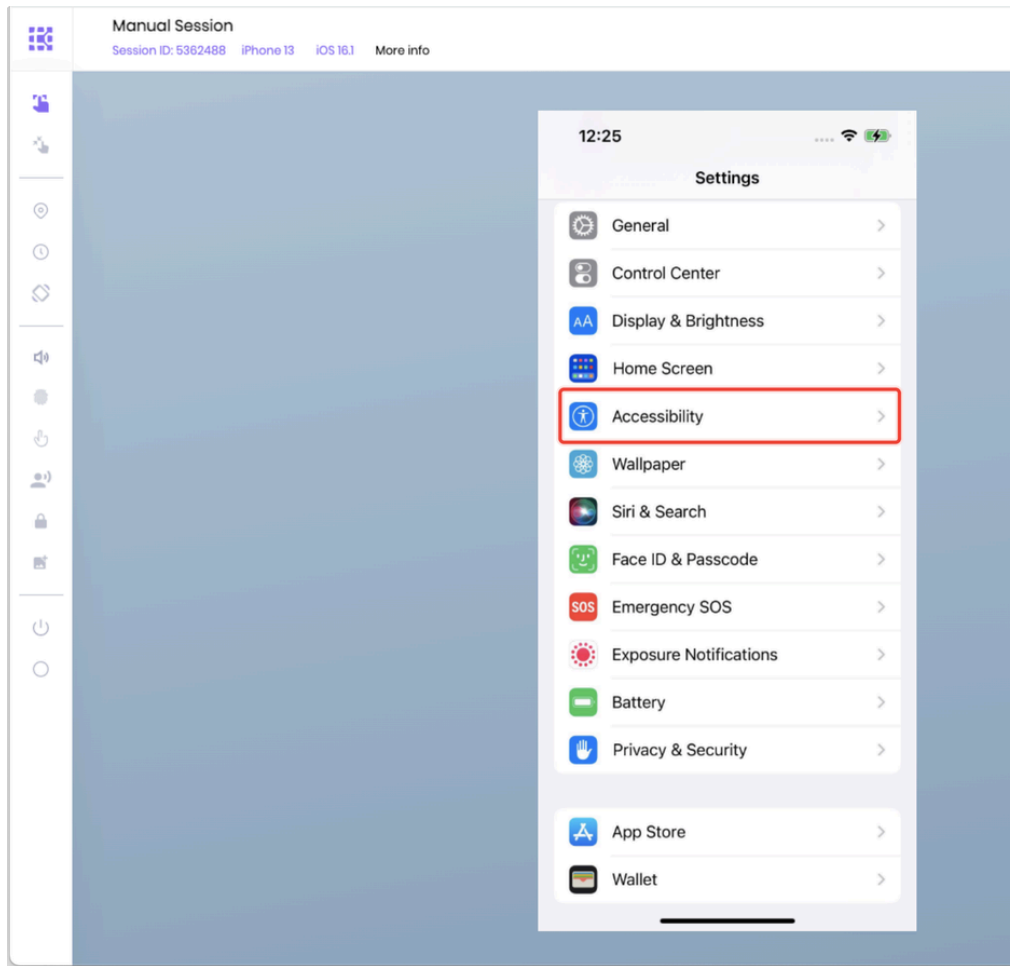
In a Manual Session
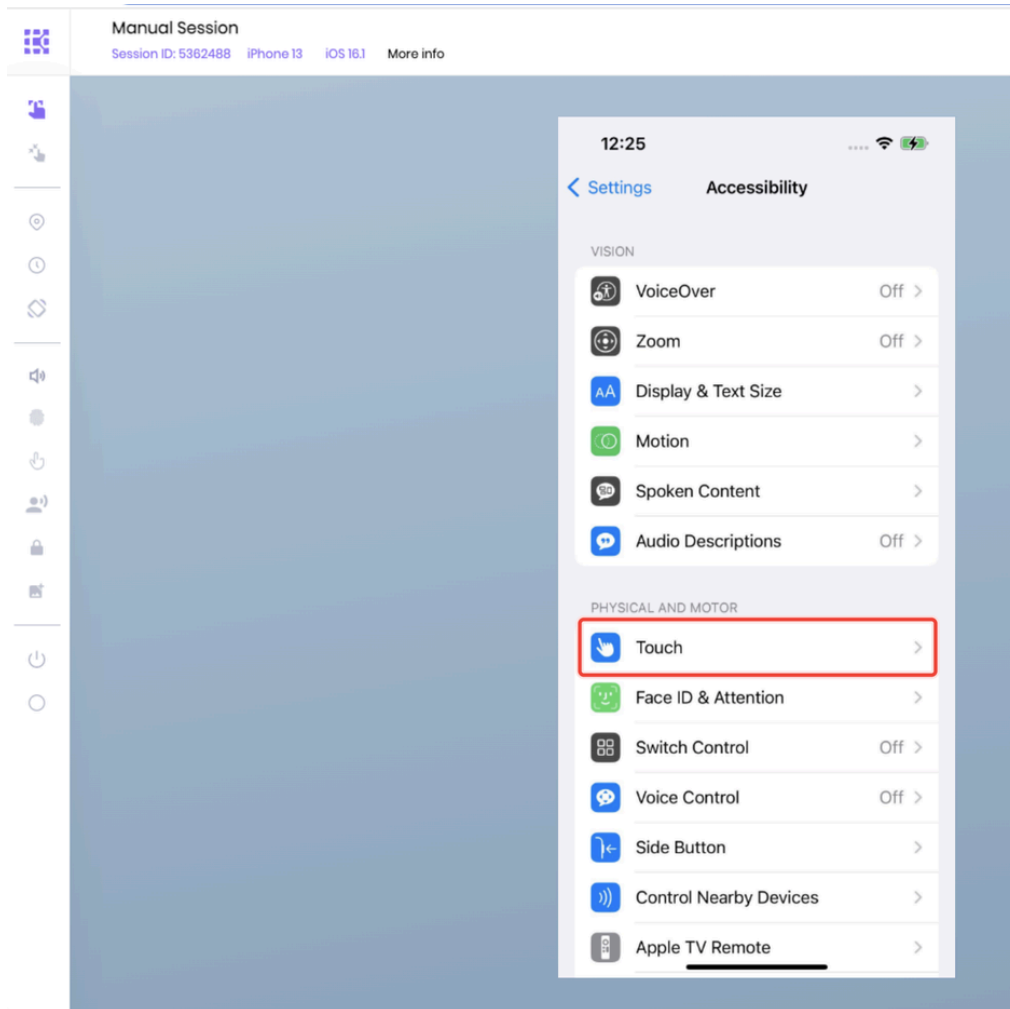
Start a Manual Session on the iOS device.
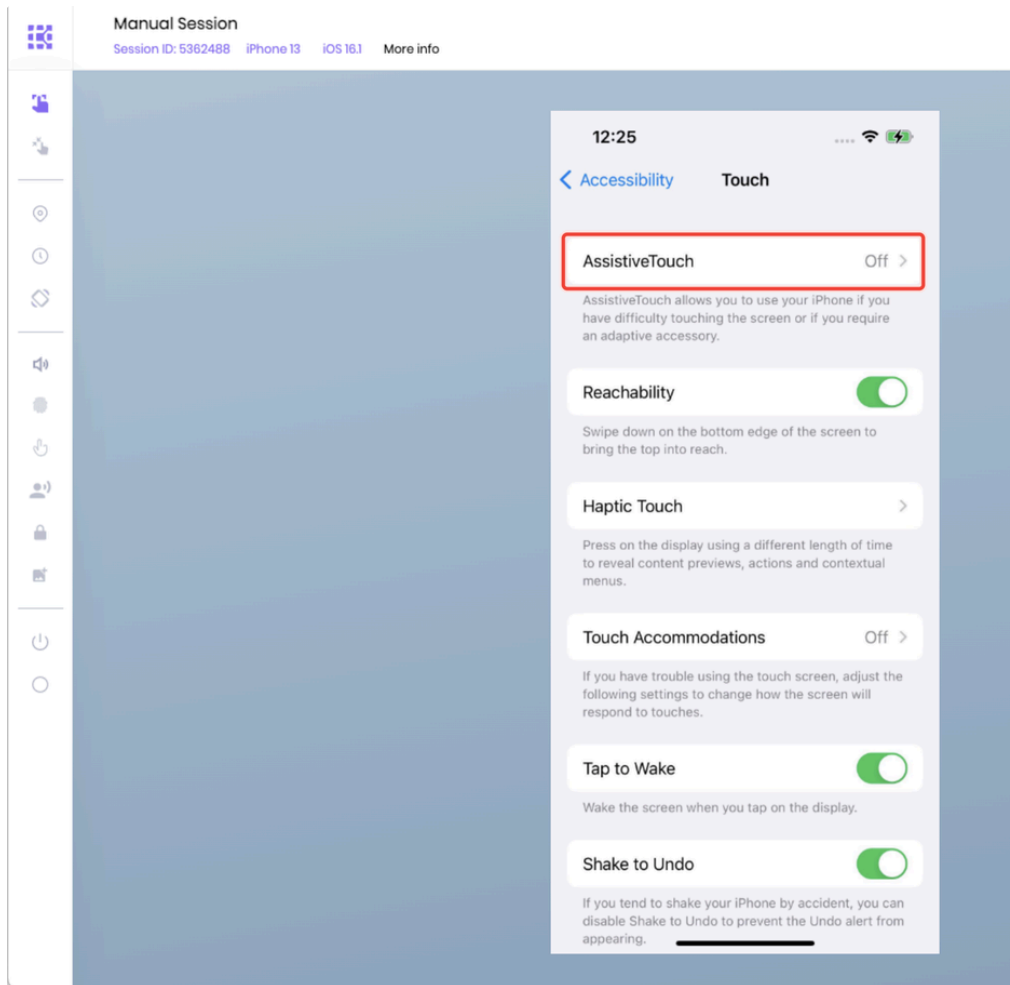
Tap **Settings**.

Tap **Accessibility**.

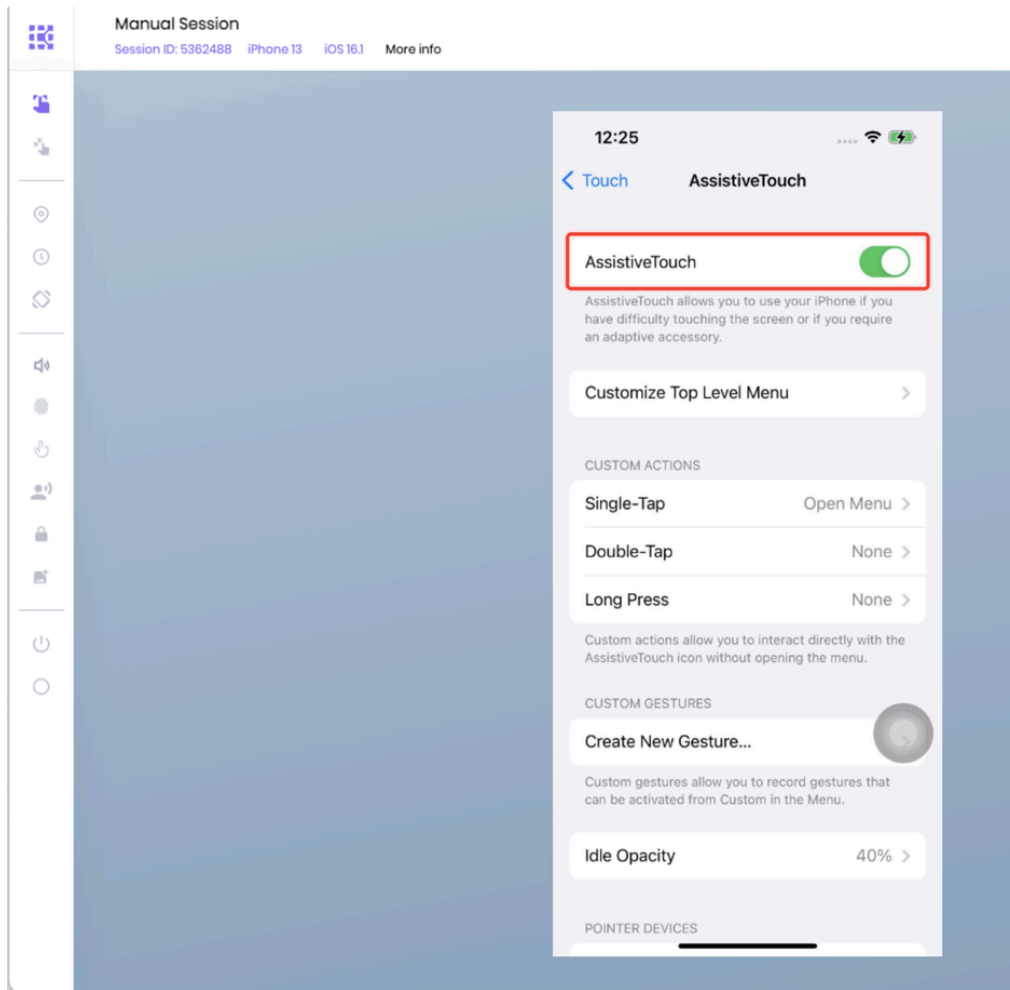Under **PHYSICAL AND MOTOR**, tap **Touch**.

Tap **AssistiveTouch**.

12:25

< Accessibility   **Touch**

AssistiveTouch   Off >

AssistiveTouch allows you to use your iPhone if you
have difficulty touching the screen or if you require
an adaptive accessory.

Reachability

Swipe down on the bottom edge of the screen to
bring the top into reach.

Haptic Touch   >

Press on the display using a different length of time
to reveal content previews, actions and contextual
menus.

Touch Accommodations   Off >

If you have trouble using the touch screen, adjust the
following settings to change how the screen will
respond to touches.

Tap to Wake

Wake the screen when you tap on the display.

Shake to Undo

If you tend to shake your iPhone by accident, you can
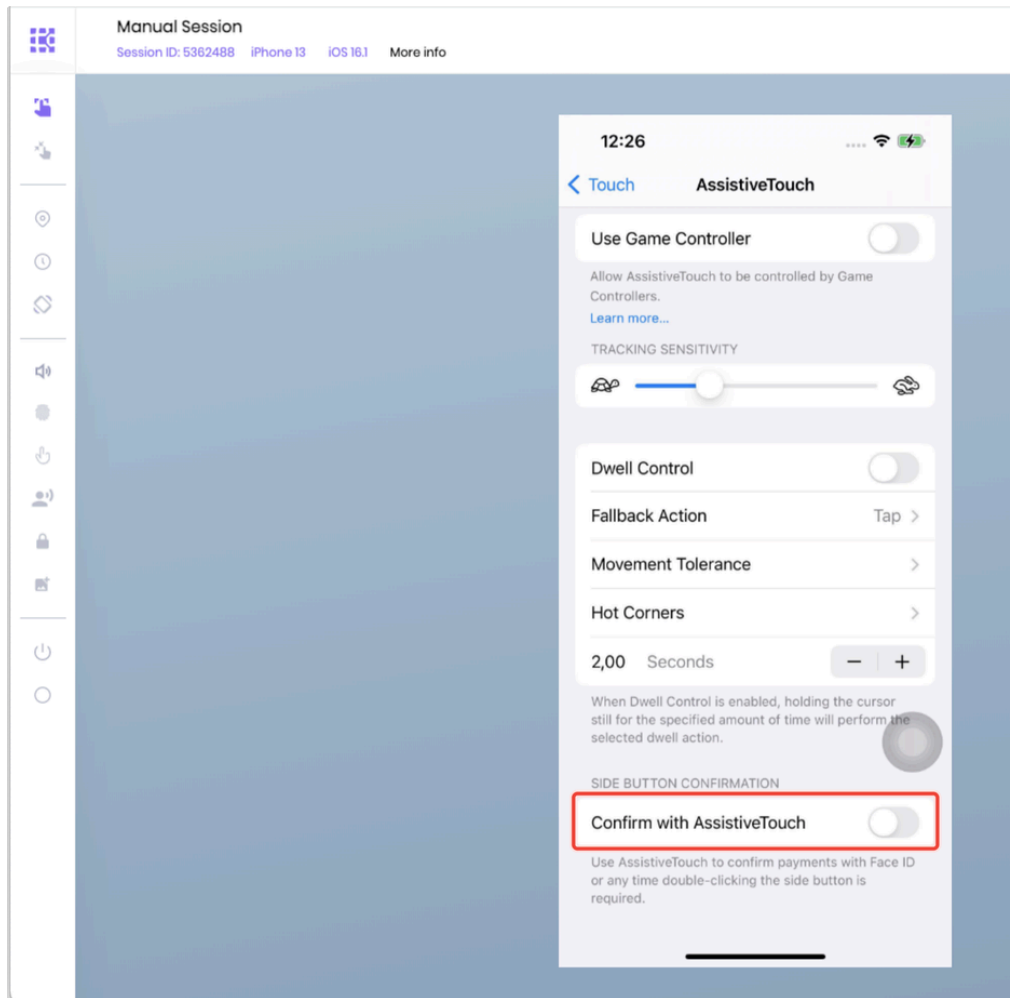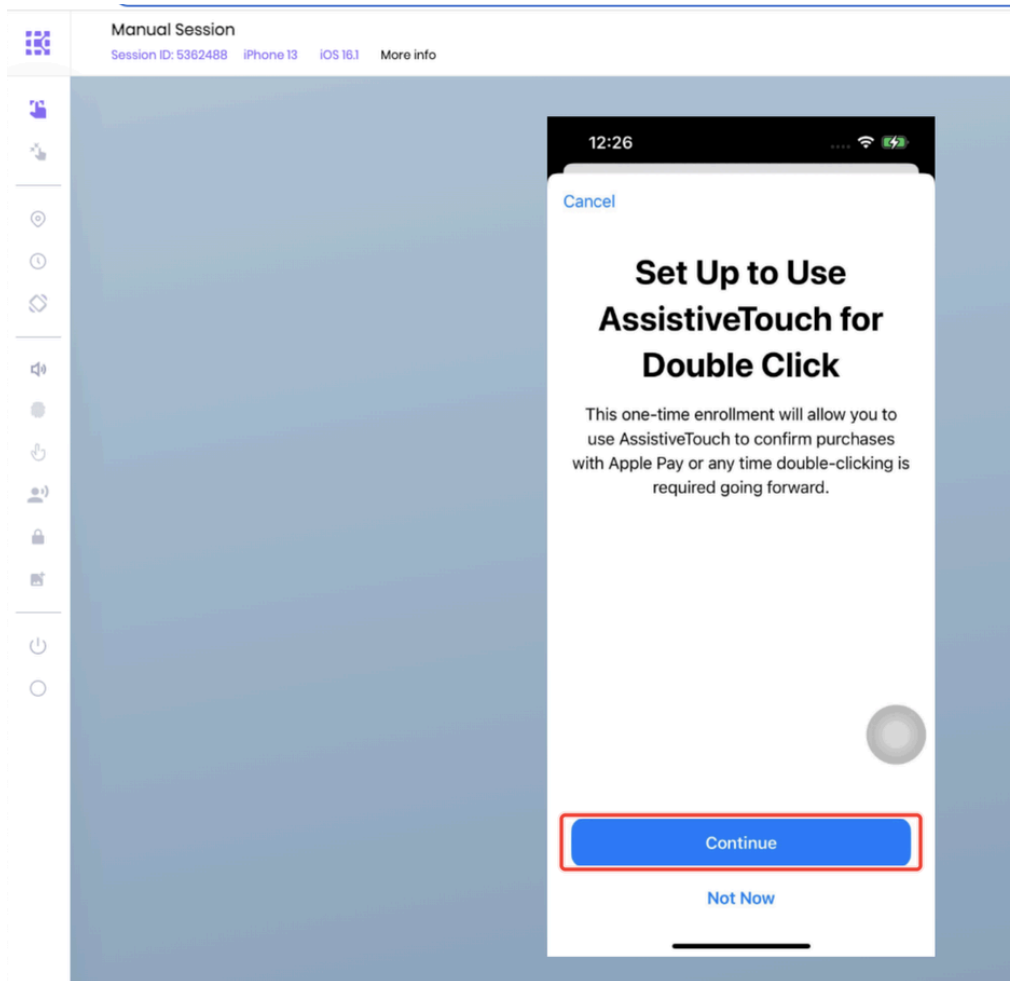disable Shake to Undo to prevent the Undo alert from
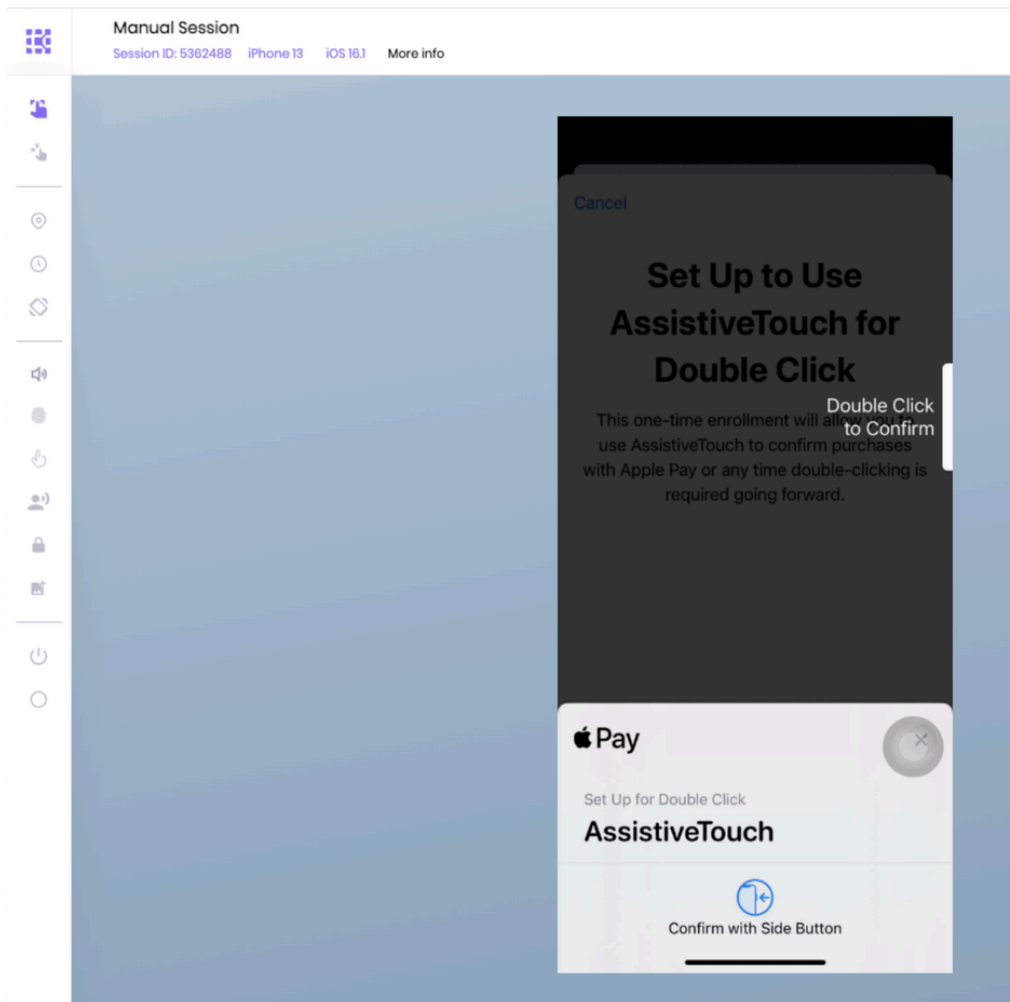appearing.

Turn on **AssistiveTouch**.

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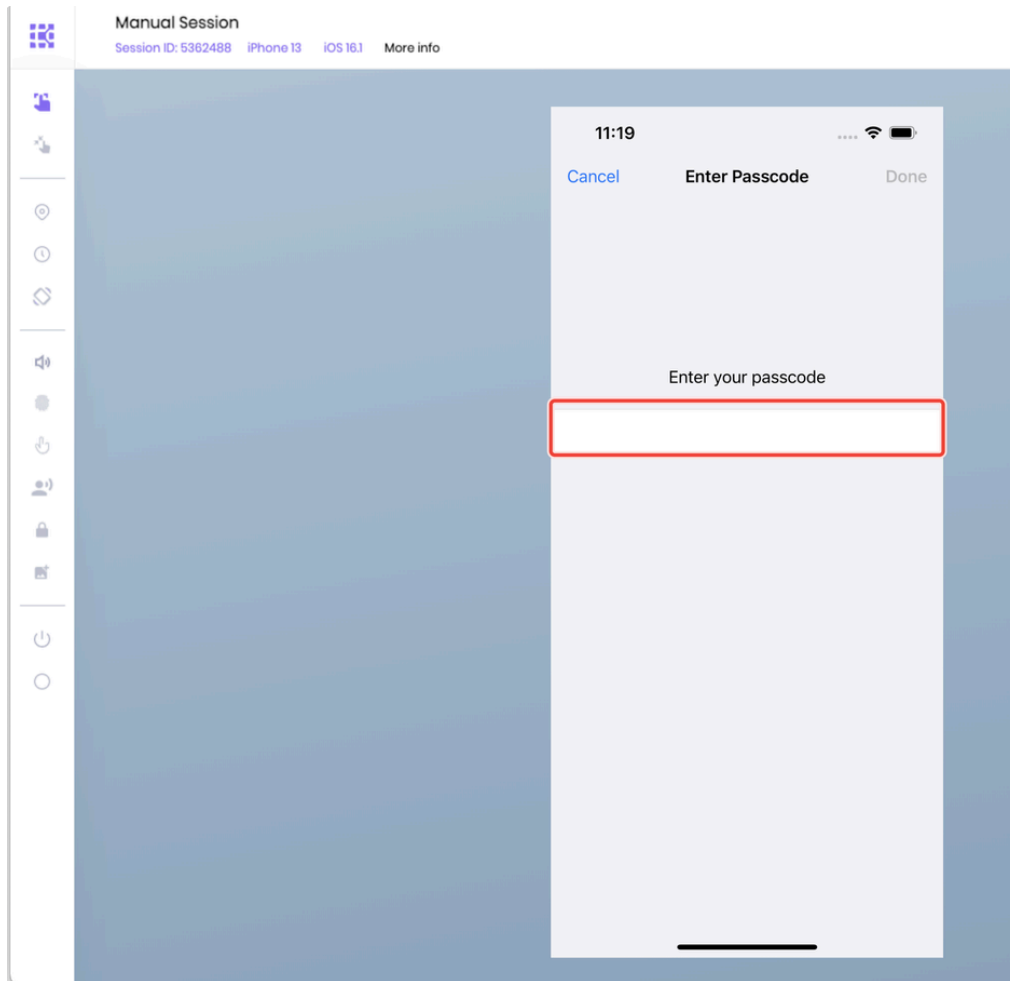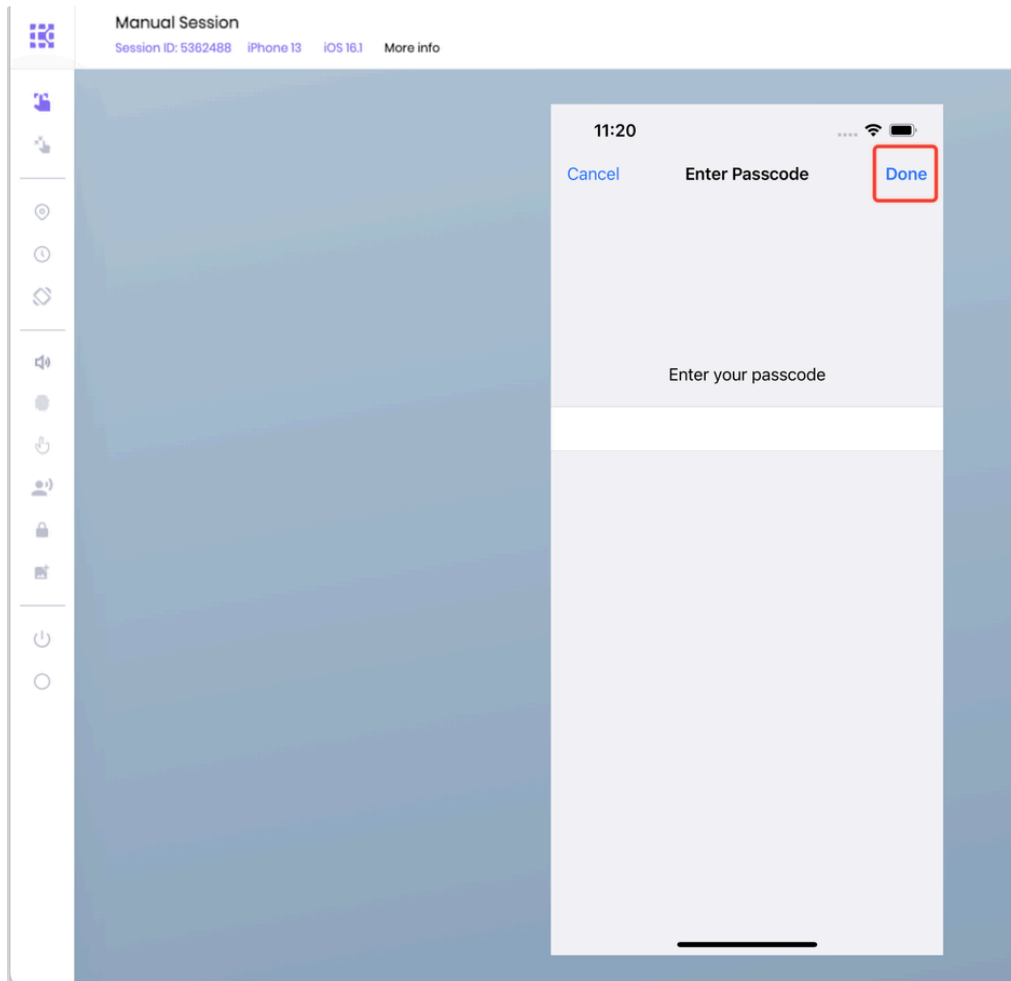
Tap **Continue.**

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.

Cancel

Set Up to Use AssistiveTouch for Double Click

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

Double Click
to Confirm

 Pay

Set Up for Double Click

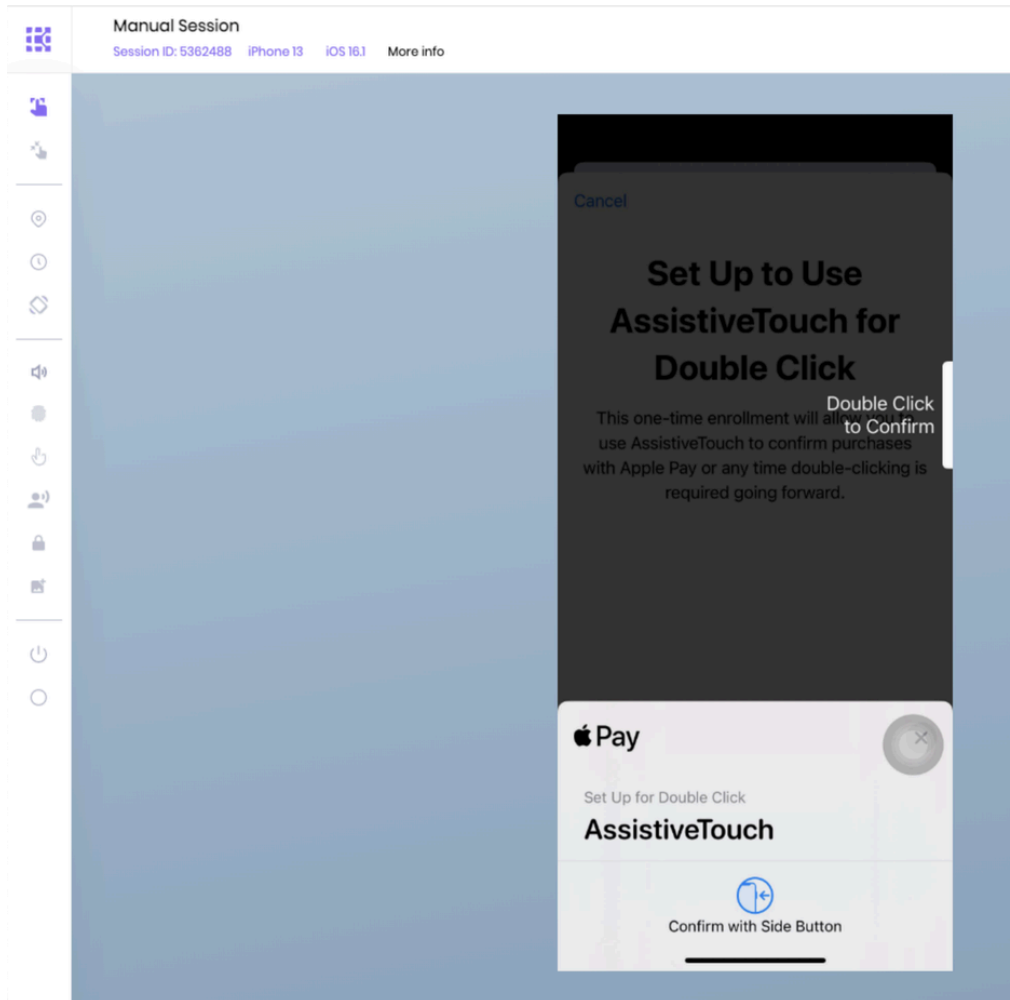## AssistiveTouch

Confirm with Side Button

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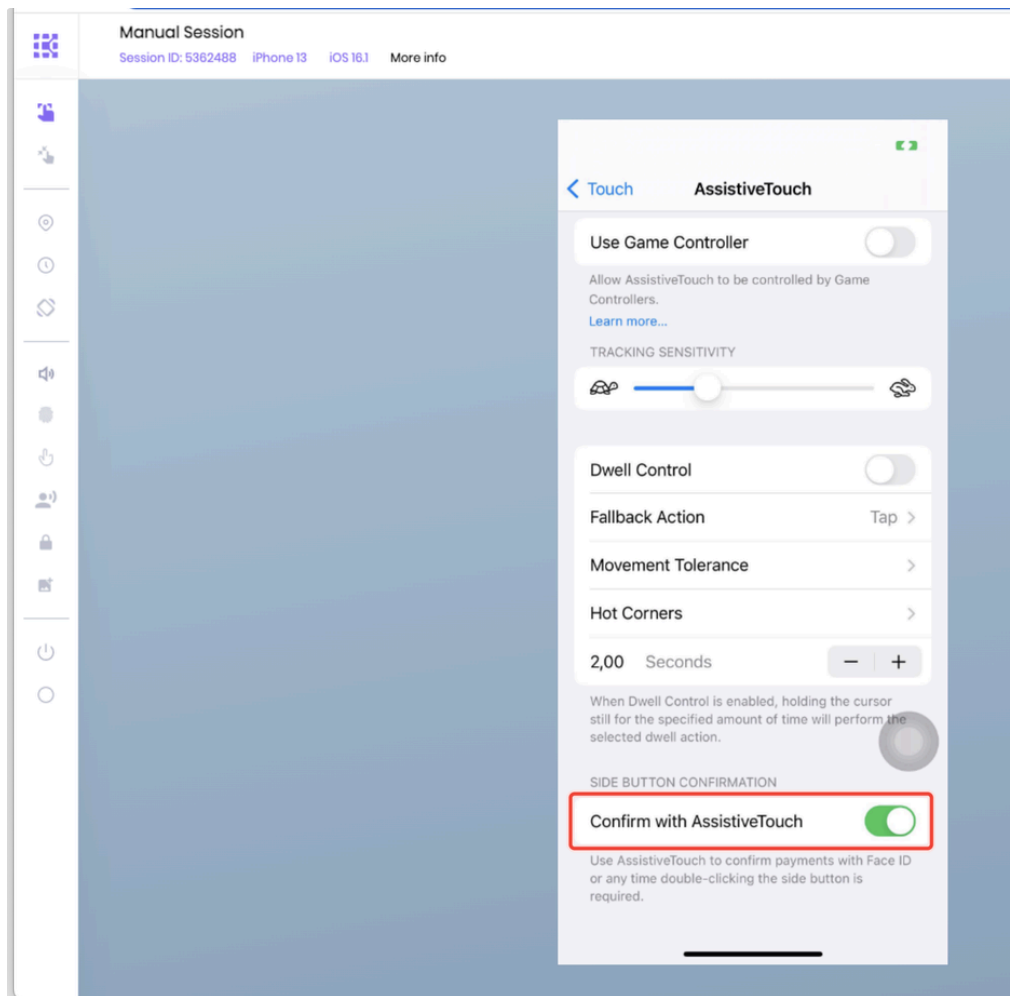
Holding the device, double-click the physical side button on the device again to confirm.

Cancel

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.

Double Click to Confirm

 Pay

Set Up for Double Click

AssistiveTouch

Confirm with Side Button

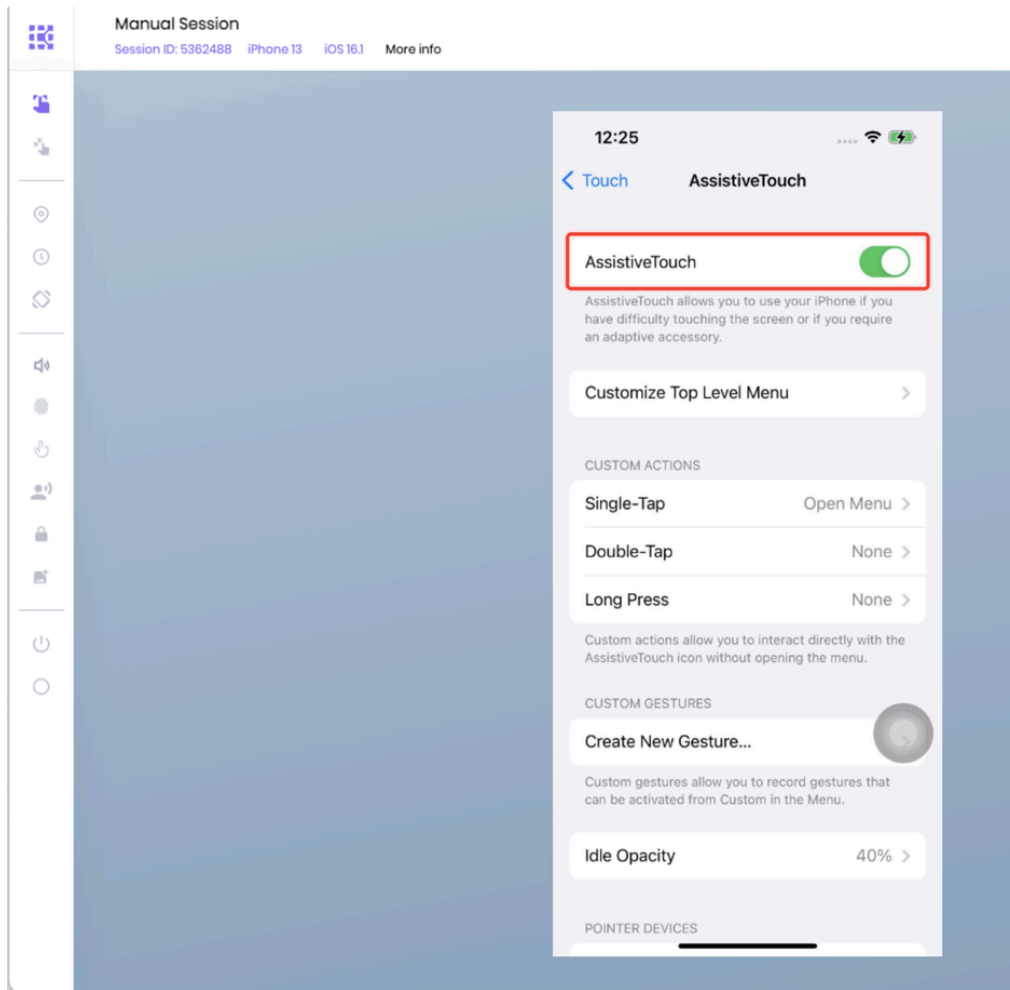Verify that **Confirm with AssistiveTouch** button is on.

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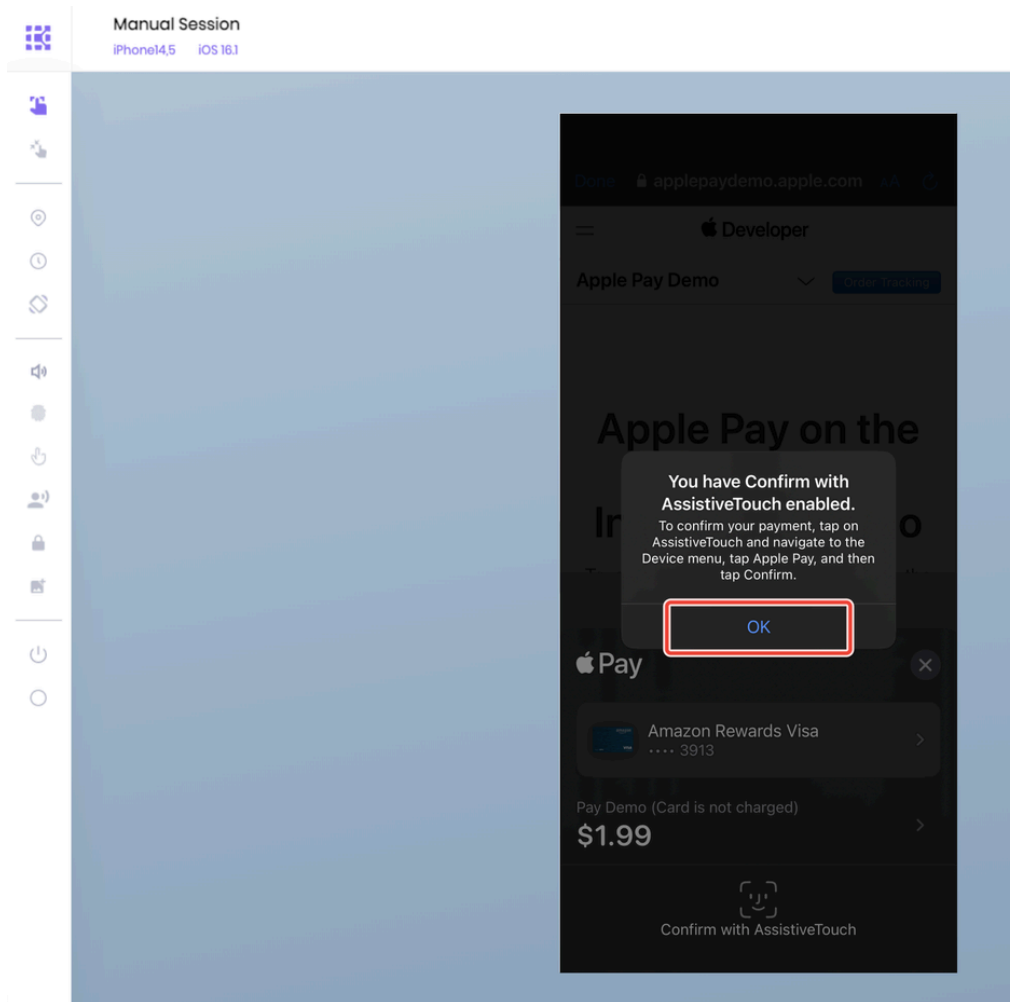
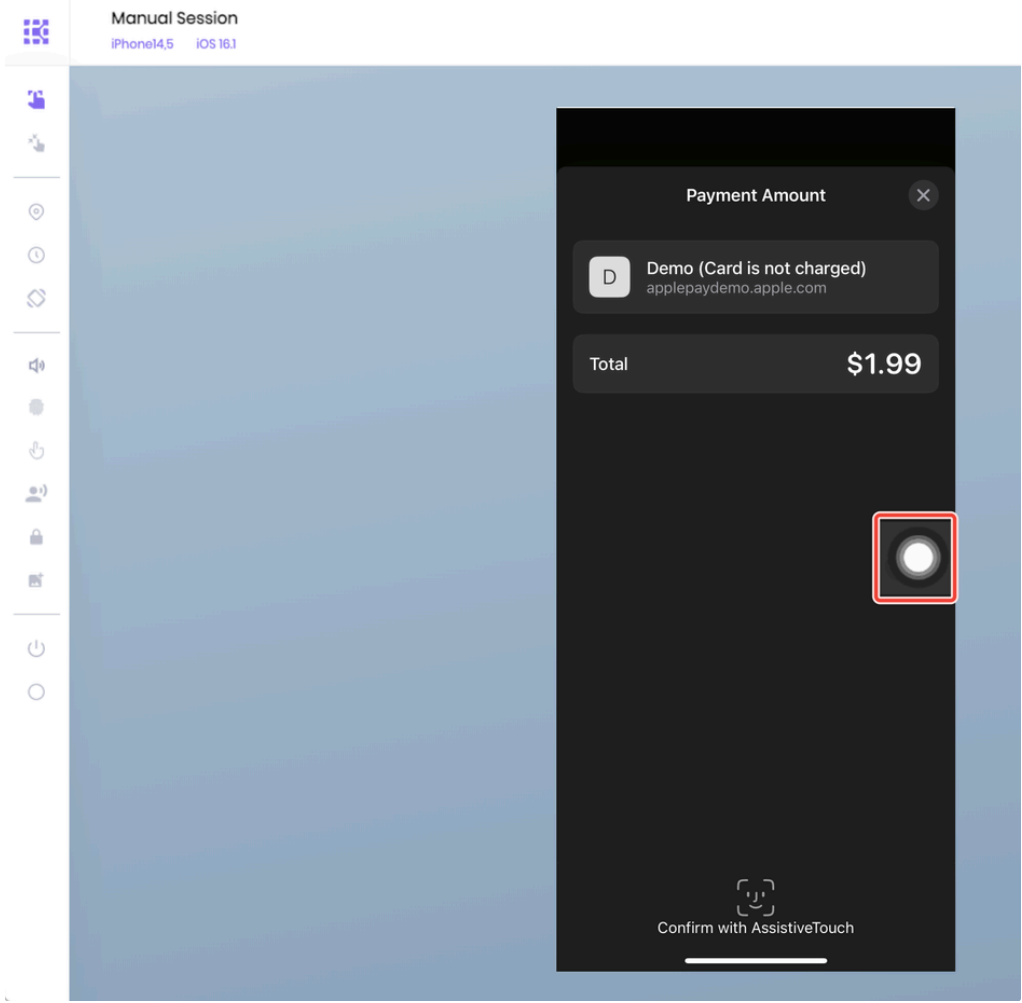Open the Safari browser and go to the official Apple Pay demo link.

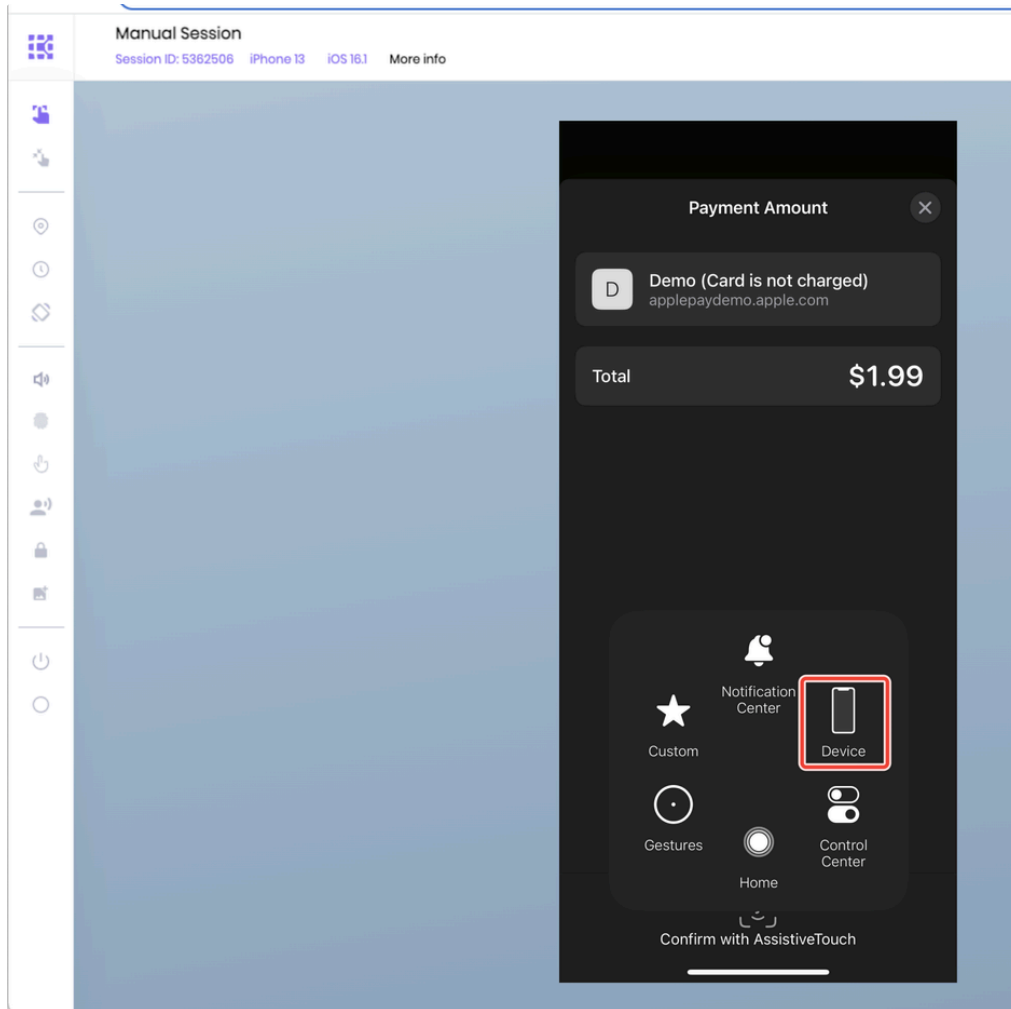Tap the **Pay** button. Add a payment card if needed.
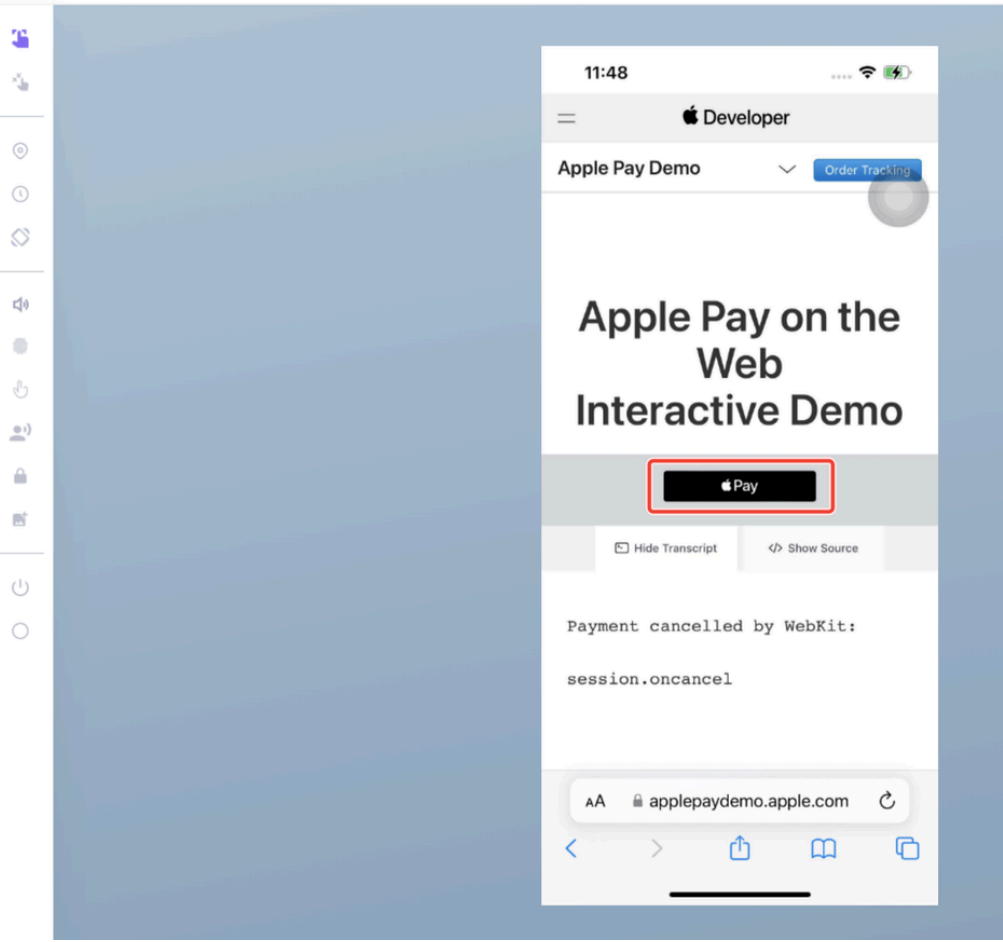
A pop-up appears to ask you to acknowledge that you want to use AssistiveTouch for Apple Pay. Tap **OK** to dismiss it.
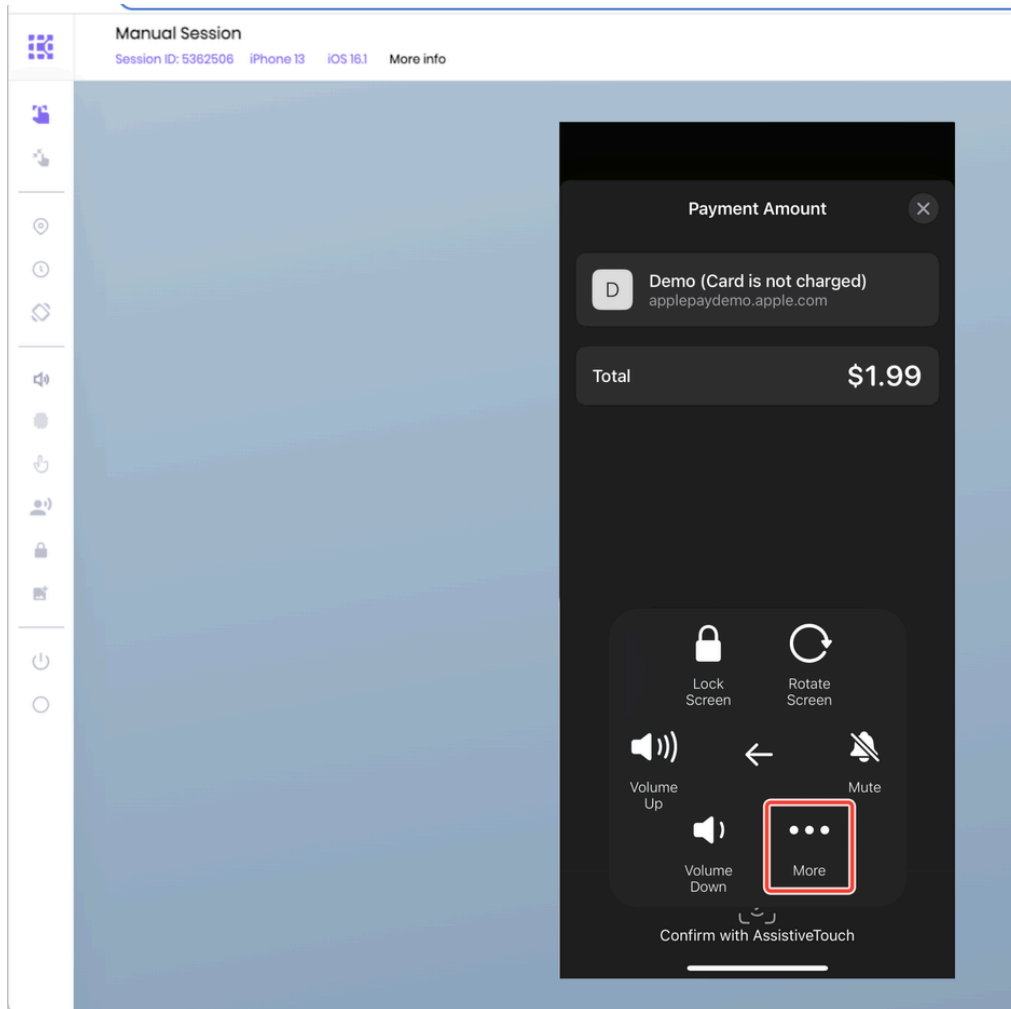
Instead of requiring to double-click the side button, the prompt asks for confirmation using AssistiveTouch. Tap the **AssistiveTouch** icon on the screen.
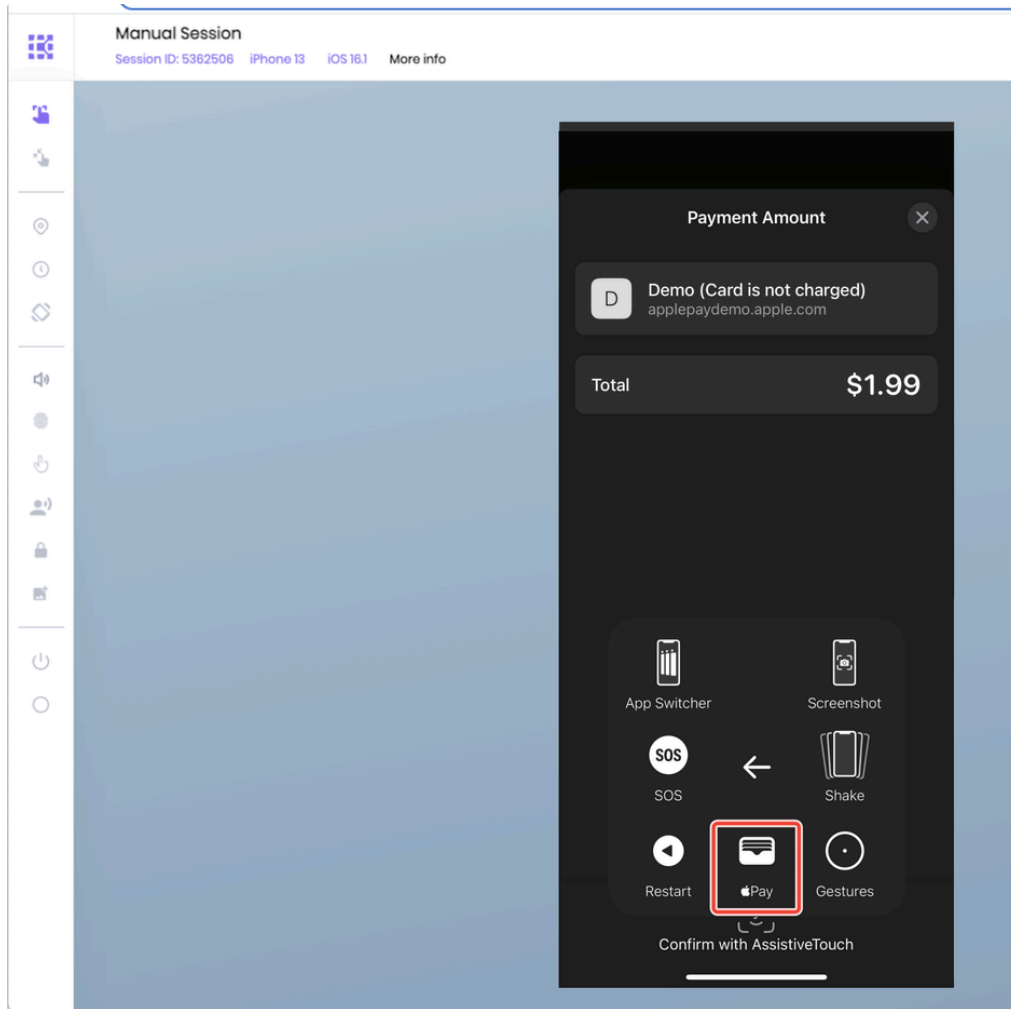
Manual Session
iPhone14,5   iOS 16.1

Payment Amount

D   Demo (Card is not charged)
     applepaydemo.apple.com

Total $1.99

Confirm with AssistiveTouch

Tap **Device**

Tap **More**

Payment Amount   ✕

D   Demo (Card is not charged)
     applepaydemo.apple.com

Total $1.99

🔒   ↻
Lock   Rotate
Screen   Screen

🔊   ←   🔕
Volume   Mute
Up

🔊   • • •
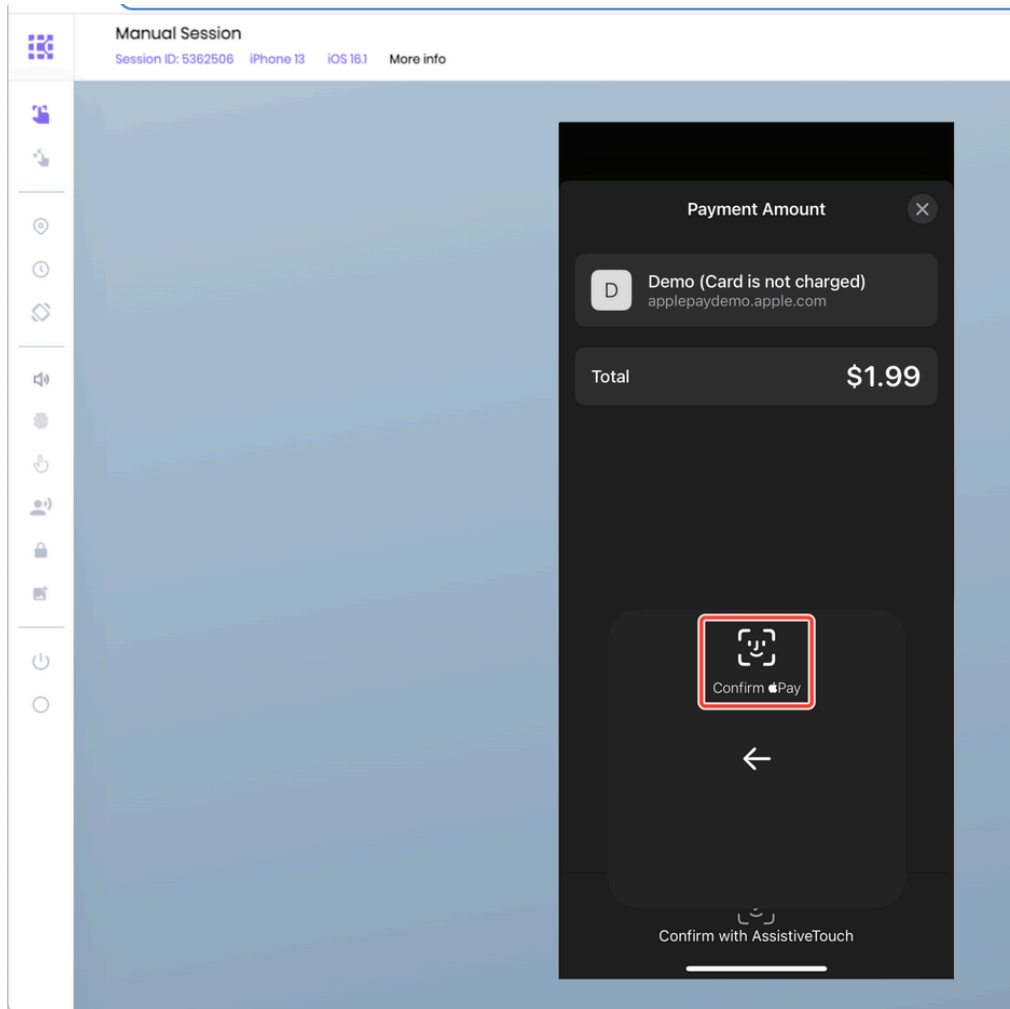Volume   More
Down
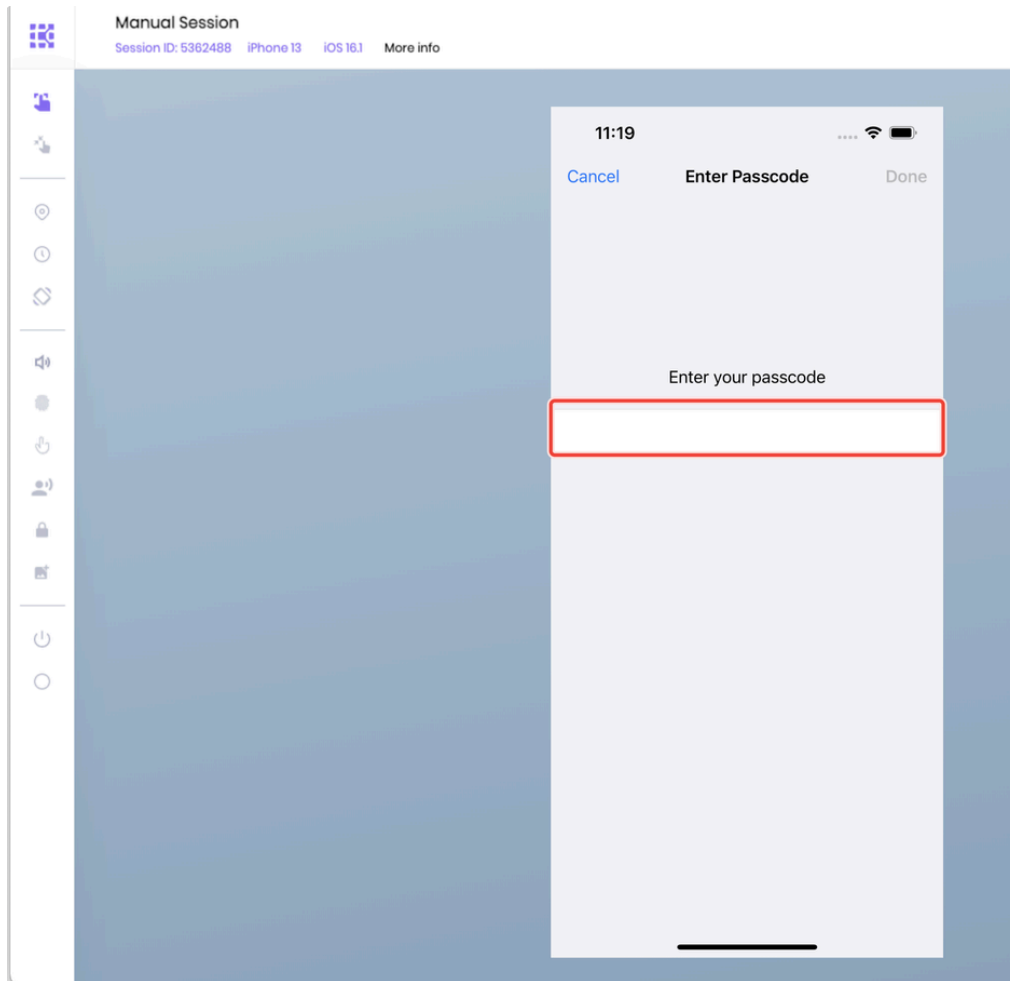
Confirm with AssistiveTouch

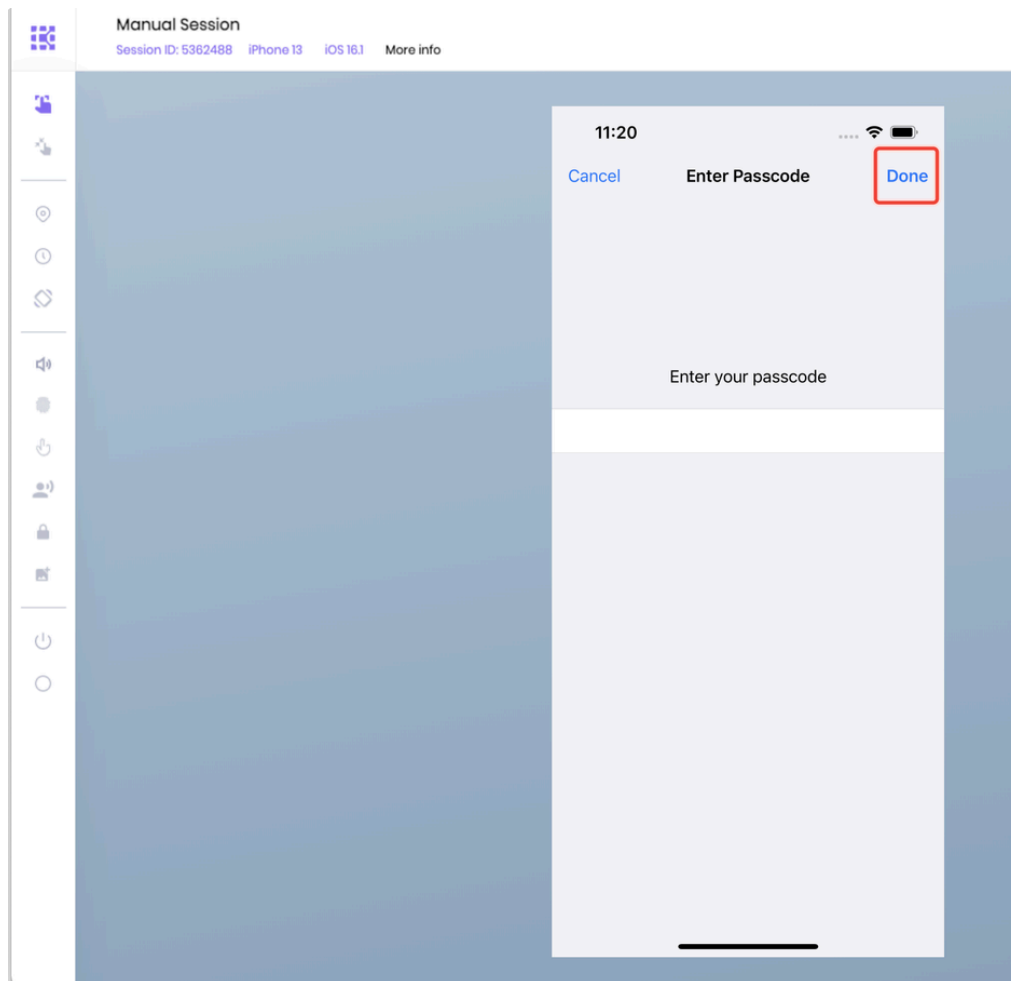Tap **Pay**

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:
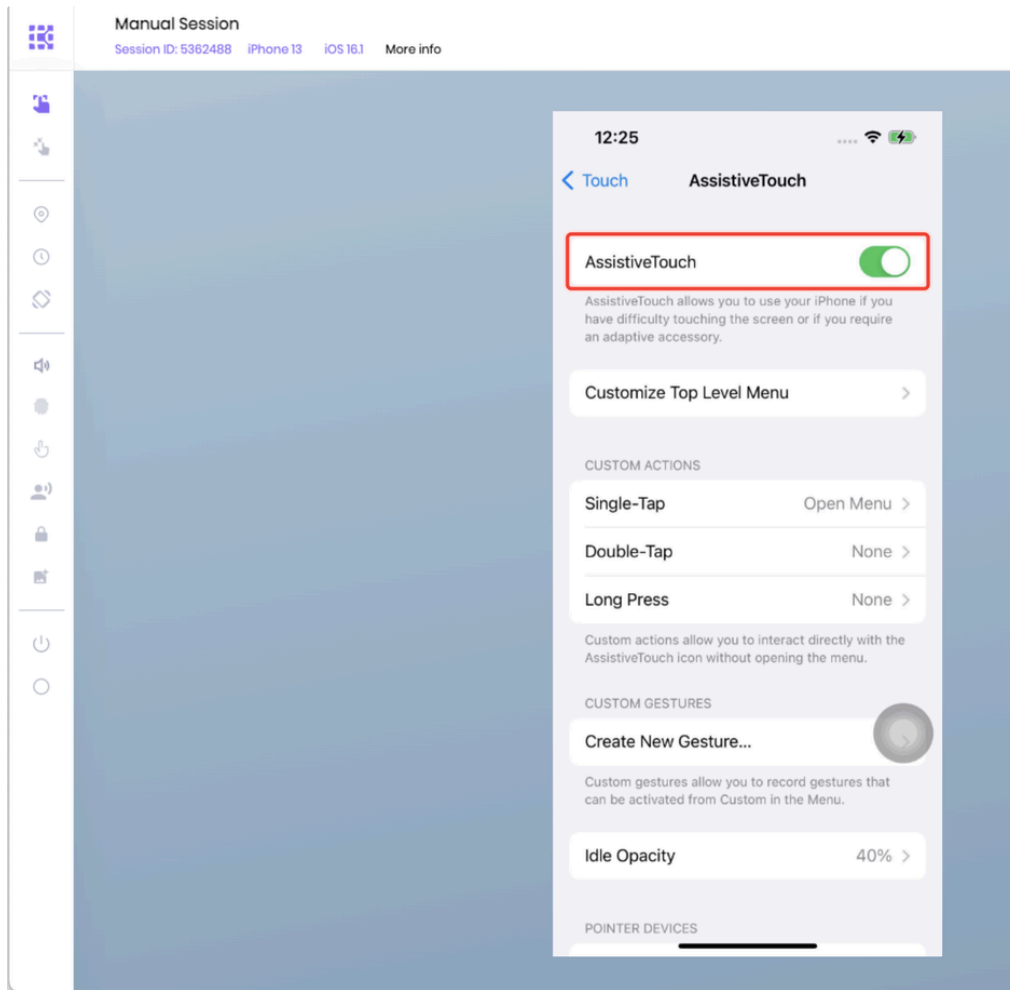
The payment is confirmed. The setup process is now complete.
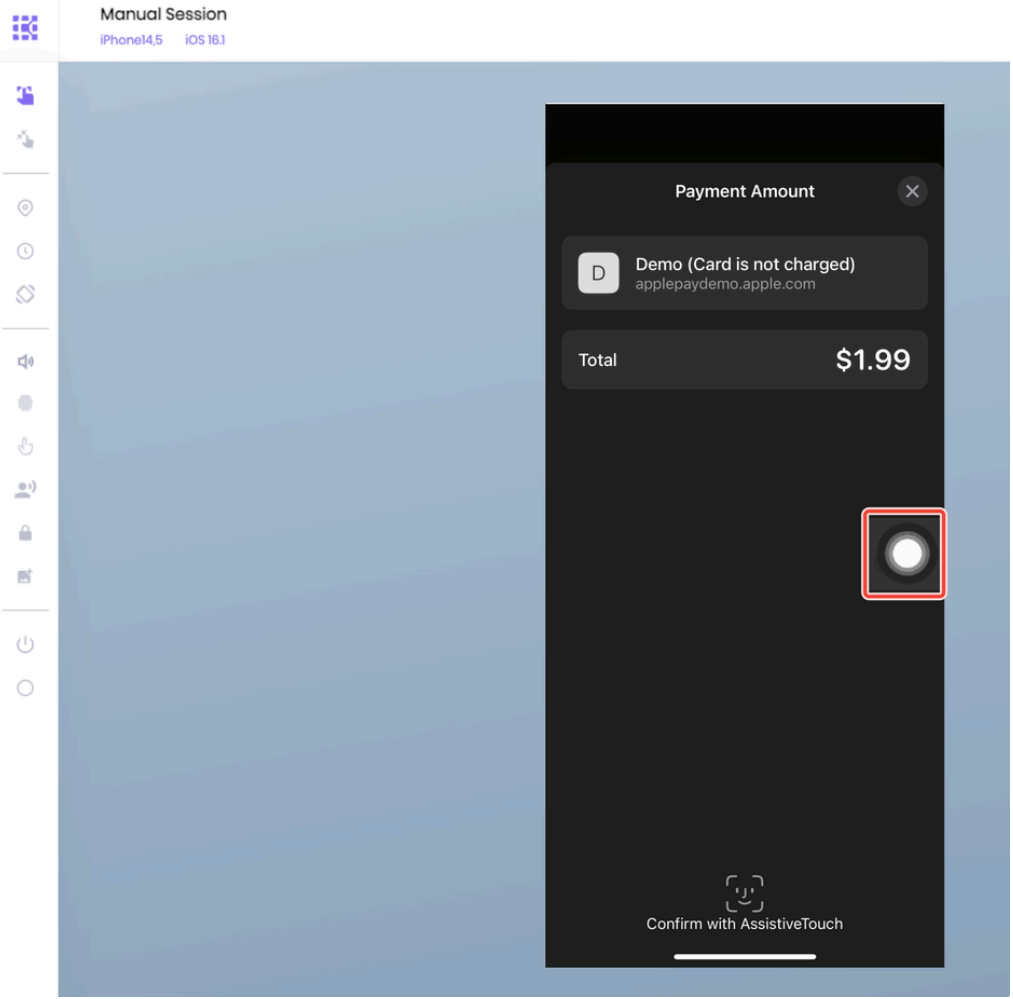
Using AssistiveTouch confirmation

After the setup is complete, follow the below steps to test the Apple Pay feature in a Kobiton Manual Session:
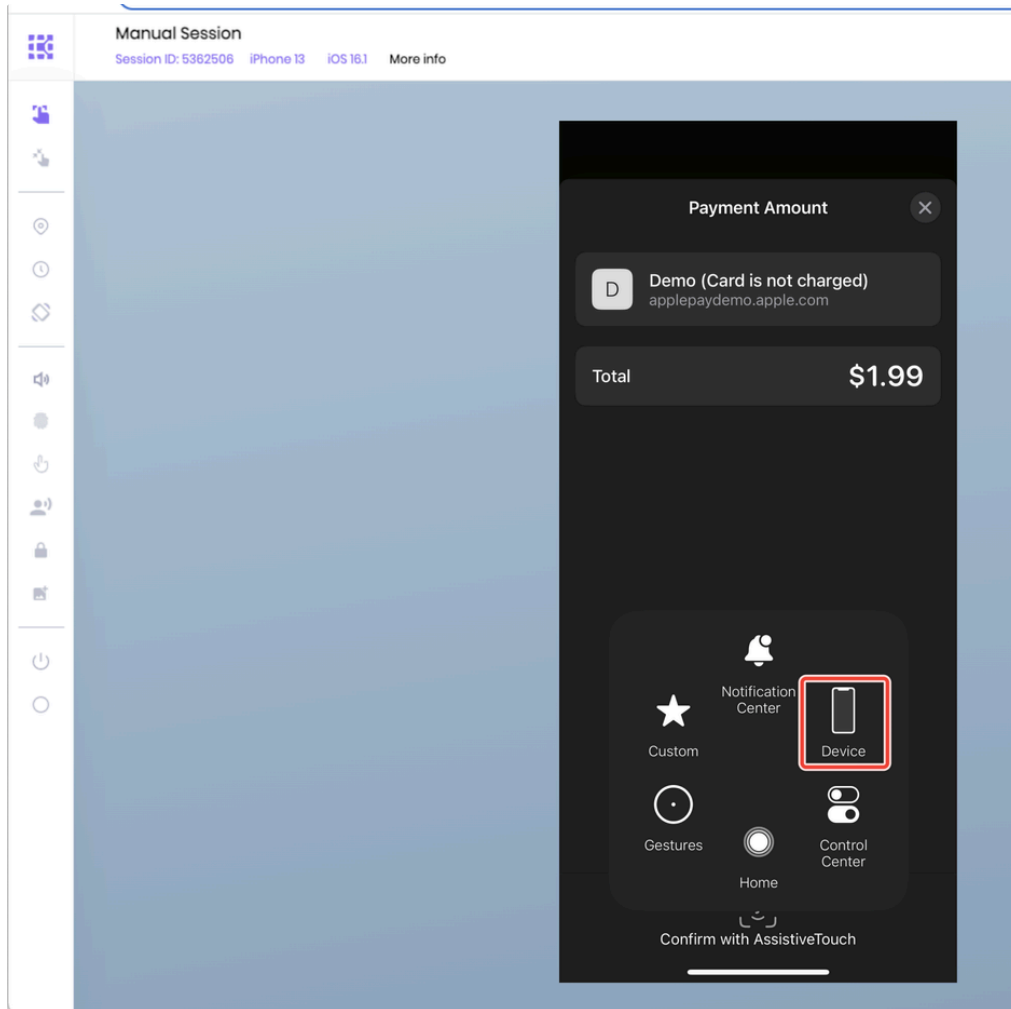
Log into an Apple ID account.

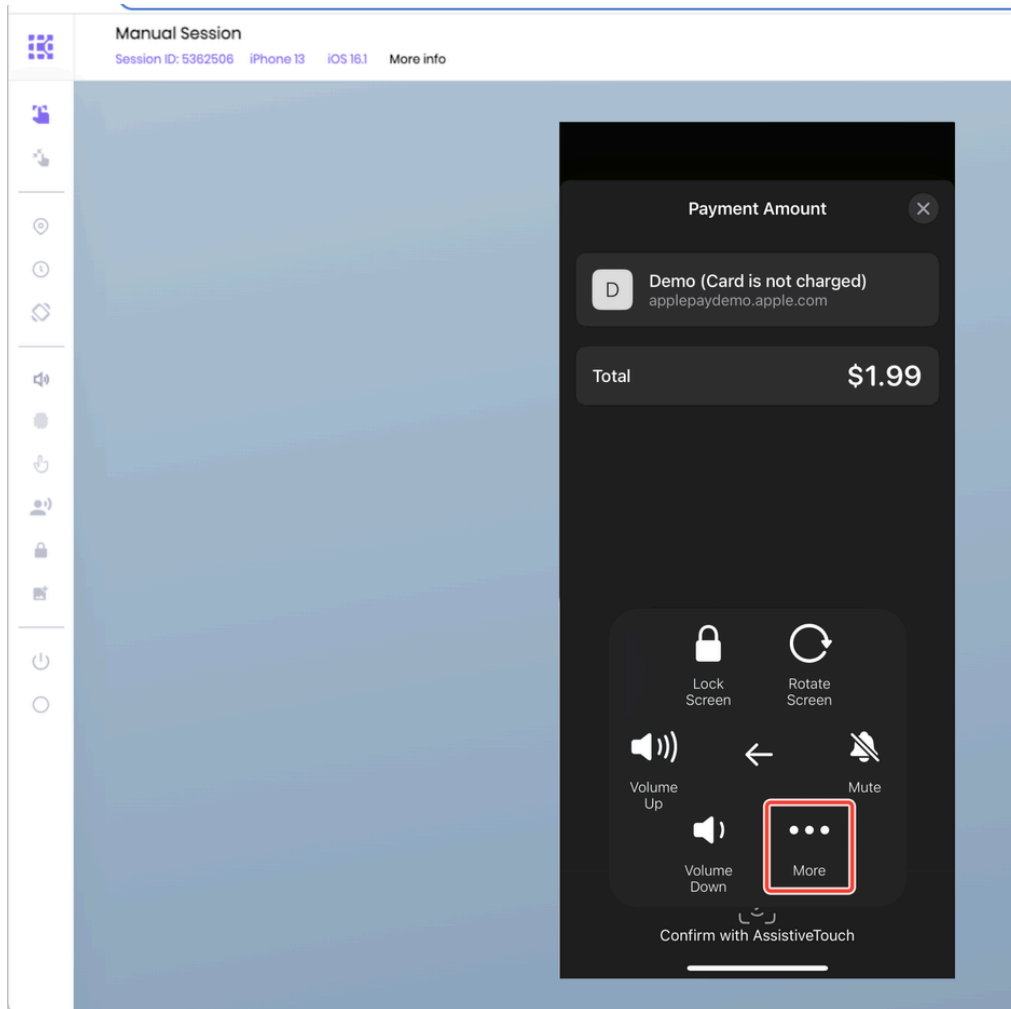Turn on AssistiveTouch if device cleanup policy cleaned it up.

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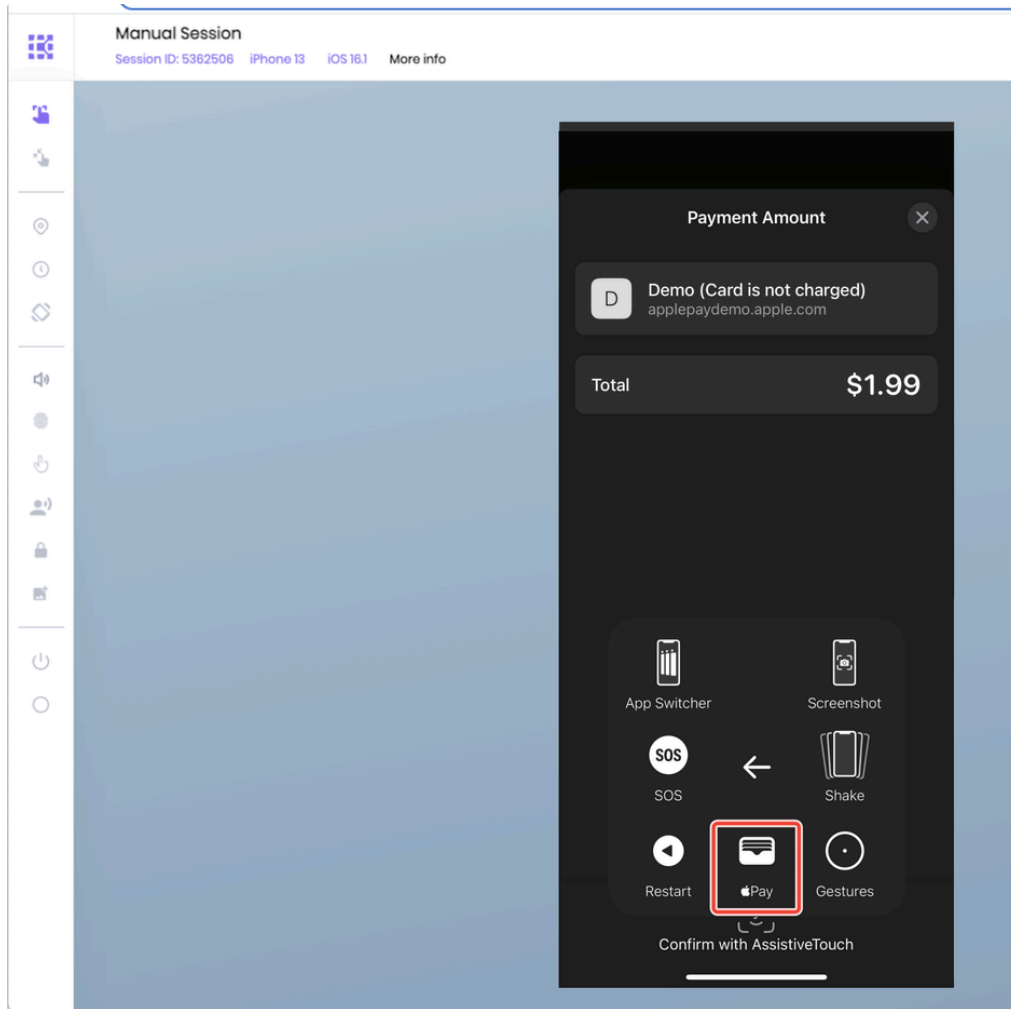
Payment Amount

D Demo (Card is not charged)
applepaydemo.apple.com

Total $1.99

Confirm with AssistiveTouch

Tap **Device**

Manual Session
Session ID: 5362506   iPhone 13   iOS 16.1   More info

Payment Amount

D Demo (Card is not charged)
   applepaydemo.apple.com

Total $1.99

Notification Center

Custom   Device

Gestures   Control Center

Home

Confirm with AssistiveTouch

Tap **More**

Payment Amount

D   **Demo (Card is not charged)**
applepaydemo.apple.com

Total   **$1.99**

🔒
Lock
Screen

🔄
Rotate
Screen

🔊
Volume
Up

←

🔕
Mute

🔉
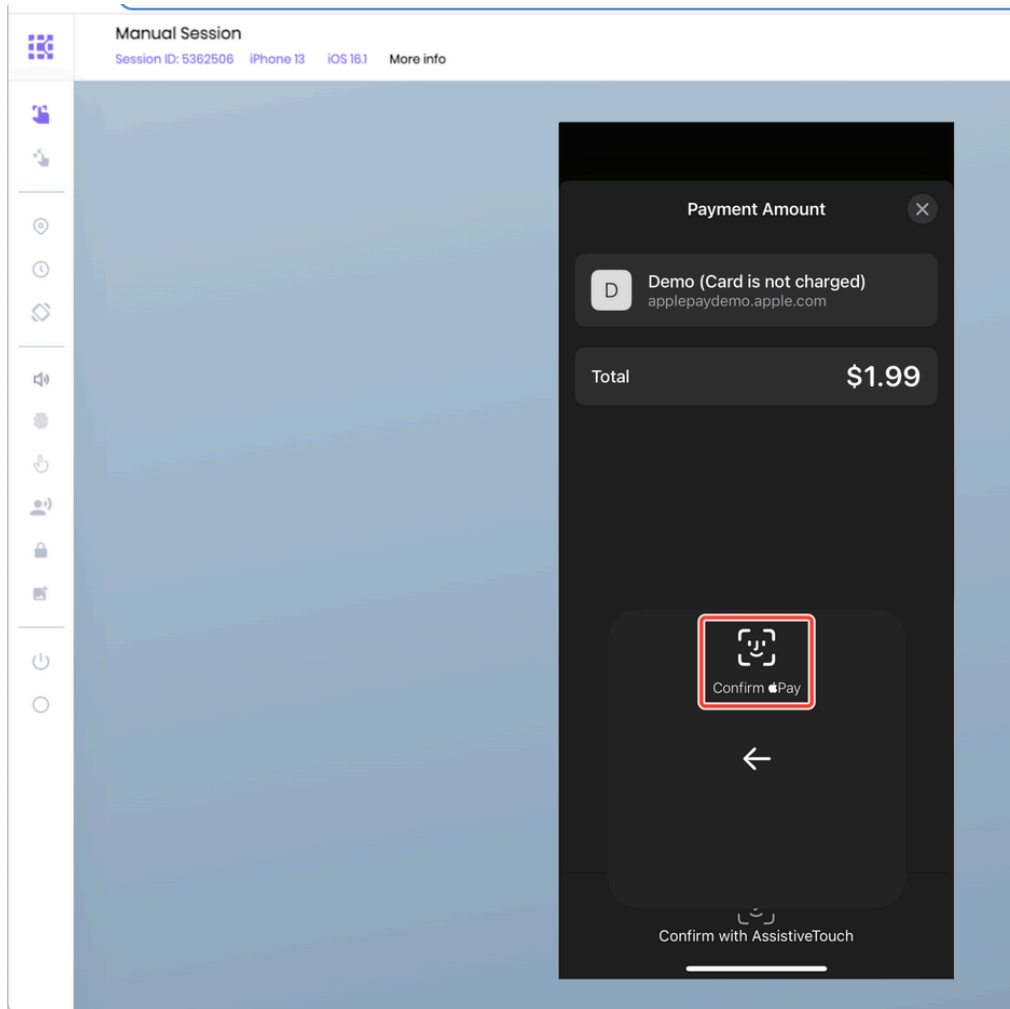Volume
Down

● ● ●
More

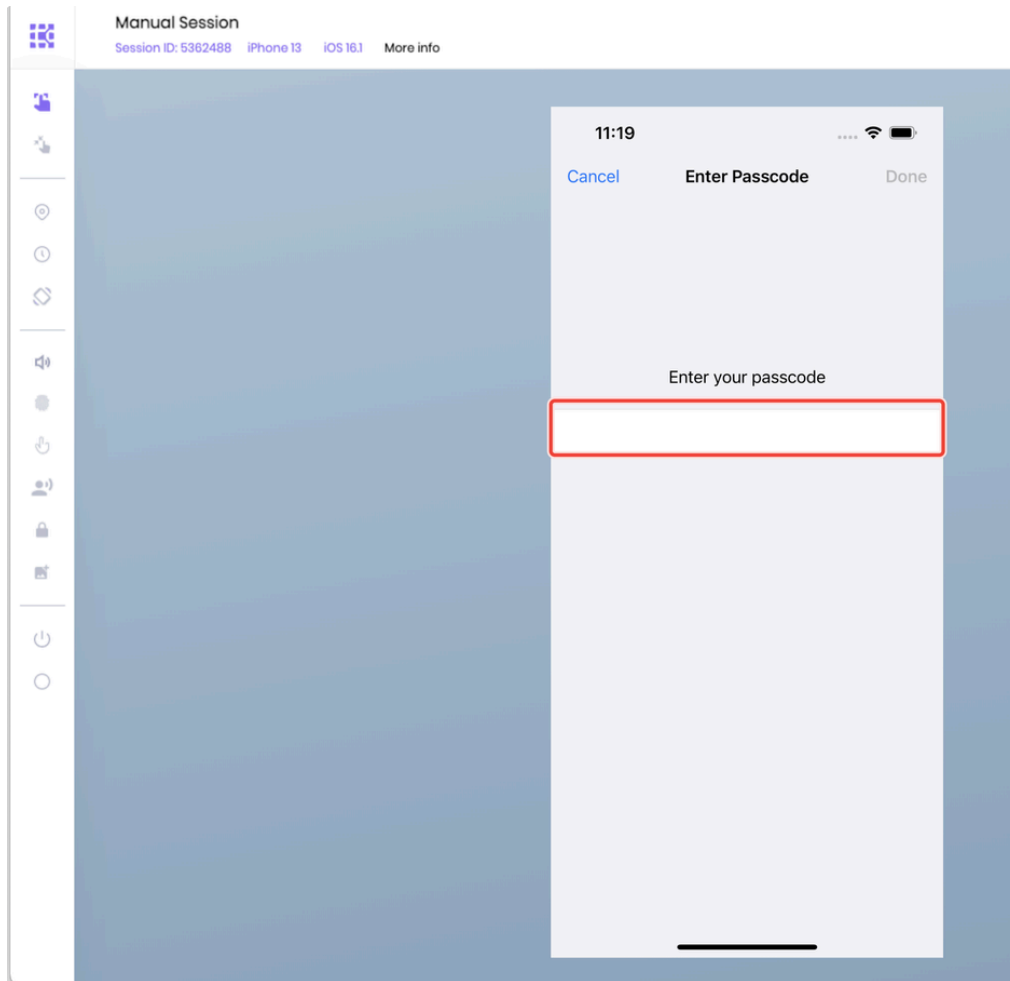Confirm with AssistiveTouch

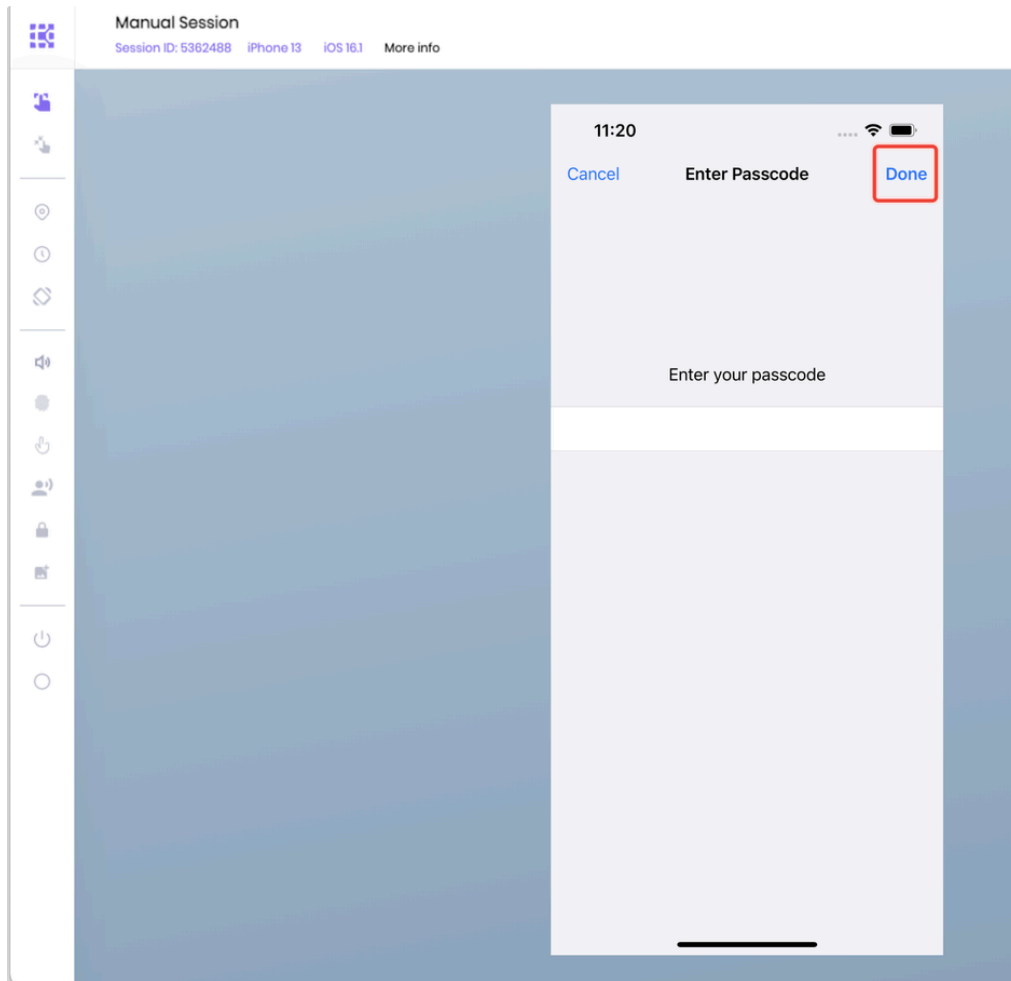Tap **Pay**

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.