# Global Payments Point-of-Sale App update guide

This document applies to both Global Payments Terminal Plus and Global Payments Register. Please follow the instructions to update your device's POS app.

## **Terminal Plus**

If you're using the Global Payments Terminal Plus, there is **no action required** to initiate the update of the POS app. The Global Payments Support team will remotely roll out updates, when available.

Rest assured there will be no interruption when you're actively using the terminal. Our app is designed to only perform the automatic remote update until the app is not active.

If you close out of the app then reopen it or turn on a terminal that has been turned off, an auto-update will be triggered.

Once the update is completed, you will be prompted to reboot the app.

**NOTE:** The rest of the guide only applies to Global Payments Register.



## Register

If you're using the Global Payments Register, when an app update is available, a pop-up message will show up on your login screen, letting you know that the app needs to be updated.

- If the update is **optional**, you may select "skip for now" if you wish to perform the update at another time.
- If the update is mandatory, the "skip for now" button will be disabled and you must complete the app update before proceeding.



Follow the steps below to complete the app update.

# **Global Payments Point-of-Sale**

### Step 1 – Start the update

On the login screen, once the following prompt appears, select **GET UPDATE** to start the app update process.



The following status bars will appear on the screen.

| • | Downloading Update: 99% |
|---|-------------------------|
|   | Installing Update       |

### Step 2 – Enable system permissions

**NOTE:** This step applies to **first-time app update only**. If you have previously completed the first-time app update, proceed to <u>step 3</u>.

The following prompt will appear, select **SETTINGS** to proceed.

| For security, your phone is set to block installation of apps obtained from unknown sources. |  |
|--|--|
|  |  |

CANCEL SETTINGS

You will be directed to the security settings on the tablet. Locate and toggle to enable **unknown sources**.

| Security |  |   |  |  |
|----------|--|---|--|--|
|          | Device security  |   |  |  |
|          | Screen lock<br>None  |   |  |  |
|          | Smart Lock<br>To use, first set a screen lock                      |   |  |  |
|          | Encryption   |   |  |  |
|          | Encrypt tablet   |   |  |  |
|          | Passwords  |   |  |  |
|          | Make passwords visible   | • |  |  |
|          | Device administration  |   |  |  |
|          | Device administrators<br>View or deactivate device administrators  |   |  |  |
|          | Unknown sources<br>Allow installation of apps from unknown sources |   |  |  |
|          | Credential storage   |   |  |  |

#### Select **OK** when the following prompt appears.

Your tablet and personal data are more vulnerable to attack by apps from unknown sources. You agree that you are solely responsible for any damage to your tablet or loss of data that may result from using these apps.

Reboot your tablet, launch the POS app, and follow step 1 again.

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# **Global Payments Point-of-Sale**

#### Step 3 – Install and complete the update

#### Select **INSTALL** to initiate the update.



Once the installation is completed, select **OPEN** to launch the app or select **DONE** to close the pop-up window.



### Additional Q&As

#### Will the update disrupt my day-to-day usage?

The update will not disrupt your normal activities in the app such as running transactions, batch settlement, and more.

#### When will I see the update notification on the Register?

The update notification will only be triggered if you close out and reopen the app, or log out and in using your PIN/username and password.

#### What happens if I close the app during the update process?

If the app was closed while downloading or installing the update, you will be prompted to update the app again the next time you log in to the app.

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