User Guide for 8A-Payments Application

This guide provides step-by-step instructions for using the 8A-Payments application. It covers user account management, payment processing, and administrative features.

Save Access to 8A Payments Application

Creating an easy way to access the 8A Payments application will be critical to its success. It is important to understand that every jail has a very unique URL for its access, which is part of the application security.

How to Create a Desktop Shortcut to a Website (URL) on Windows

✅**Steps:**

✅ **Method 1: Directly from the Desktop**

1. **Right-click on your desktop**.
2. Select **New > Shortcut**.
3. In the location box, type or paste the **full URL** of the website you want (e.g., https://www.example.com).
4. Click **Next**.
5. Enter a **name** for the shortcut (e.g., "Example Website").
6. Click **Finish**.
- This creates a shortcut that will open the website in your **default web browser**.

✅ **Method 2: Drag from Your Browser (Edge, Chrome, Firefox)**

1. Open your web browser and **navigate to the website** you want.
2. Resize your browser window so you can also see your desktop.
3. **Click and hold the lock icon** 🔒 **or page icon** to the left of the URL in the address bar.
4. **Drag the icon onto your desktop**.
5. Release the mouse — a shortcut will be created automatically.

Note: Limiting user creation to identities tied to the official "whitelisted domain" for the account is critical to application security and fraud prevention. If you enter an email address outside your jail/county domain, you will receive an error message: "Better luck next time".

Create User

To create an account, you must use your jail or county email address (e.g.: you@yourcounty.gov).

✅**Steps:**

1. Navigate to the Sign Up page.

2. Enter your Full Name, Email Address, and Password.

    ○ Ensure your email address ends with your jail or county domain (e.g., you@yourcounty.gov).

3. Click Sign Up.

4. Check your email for a confirmation code.

5. Enter the confirmation code on the Confirm Sign Up page. (Please check your SPAM folder if you do not see a confirmation email in your Inbox.)

6. Click Confirm to complete the registration process.

Note: Limiting user creation to identities tied to the official "whitelisted domain" for the account is critical to application security and fraud prevention. If you enter an email address outside your jail/county domain, you will receive an error message: "Better luck next time".

Login

✅**Steps:**

1. Navigate to the Login page.

2. Enter your Email Address and Password.

3. Click Login.

4. If your credentials are correct, you will be redirected to the application dashboard.

Troubleshooting:

● If you forget your password, follow the steps in the Reset Password section.

Reset Password

If you forget your password, you can reset it.

✅**Steps:**

1. Navigate to the Forgot Password page.

2. Enter your registered Email Address and click Submit.

3. Check your email for a confirmation code. (Please check your SPAM folder if you do not see a confirmation email in your Inbox.)

4. Enter the confirmation code and your new password on the Reset Password page.

5. Click Reset Password to complete the process.

Logout

To securely log out of the application:

✅**Steps:**

1. Click the Logout button in the navigation bar.

2. You will be redirected to the Login page.

Note: The application will automatically log out users after 12 hours.

Payment Form - Card Present

The Card Present form is used for in-person transactions where the cardholder is physically present.

✅**Steps:**

1. Navigate to the Payment Form page.

2. Request the card from the detainee.

   - Verify that the name on the card matches the name of the person paying bail.

3. Fill out the following fields:

   - **Full Name:** Enter the cardholder's name.

   - **Email:** Enter the cardholder's email address (for Service Terms and Conditions). *Note this is the only field <u>not</u> required, but is critical to fraud mitigation.*

   - **Booking Number:** Enter the booking number associated with the transaction.

   - **Transaction Amount:** Enter the transaction amount in dollars.

4. Confirm the Service Fee Notification checkbox.

5. Click Submit to send the transaction to the card reader.

6. Request the detainee present card for payment.

   - Acknowledge transaction amount

   - Acknowledge the total amount (inclusive of fee)

   - Tap, Insert, or Swipe card for payment (note that swipe will not work if the card is chip-enabled).

7. If the transaction is successful, a receipt will be displayed.

Payment Form - Card Reader Not Functional

This form is used for transactions ONLY when the card reader is not functional. It is a "fallback" process and is to be used only as an exception. The physical card must be present AND the cardholder name on the card must match the name of the detainee.

✅**Steps:**

1. Navigate to the Payment Form page. The application will only present this page in the absence of a card reader.

2. Fill out the following fields:

   - Full Name: Enter the cardholder's name.

   - Email: Enter the cardholder's email address.

- ○ Phone: Enter the cardholder's phone number.

- ○ Billing Zip Code: Enter the billing zip code.

- ○ Booking Number: Enter the booking number associated with the transaction.

- ○ Transaction Amount: Enter the transaction amount in dollars.

3. Confirm the Service Fee Notification checkbox.

4. Click Submit Sale to process the transaction.

5. Payment Form window will pop up. Enter all 3 fields:

- ○ Name on Card

- ○ Card Number

- ○ Expiration Date

- ○ CVV

6. Click Submit Payment

7. If the transaction is successful, a receipt will be displayed.

Receipt Details

After a successful transaction, a receipt will be displayed. The receipt includes the following details:

Transaction Details:

- Application Identifier

- Cryptogram

- Transaction ID

- Date and Time

- Merchant ID

- Total Amount

- Service Fee

- Total Transaction Amount

- Account Number

- Card Brand

- Payment Type

- Terminal ID

- Approval Number

Sheriff's Office Details:

- Jail Name

- Address

- City and State

Customer Information:

- Cardholder Name

- Email Address

Actions:

- Print: Click the Print button to print the receipt.

- Close: Click the Close button to close the receipt dialog.

Card Reader Admin

The Card Reader Admin page is used to configure and manage card readers.

✅**Steps:**

1. Navigate to the Admin - Card Reader page (Application page header navigation)

2. Follow the on-screen instructions to configure the card reader.

3. Use the Start Configuration button to initiate the configuration process.

4. Monitor the progress bar for the configuration status.

5. If the configuration is successful, you will see a confirmation message.

8A-Payments Service Portal

The 8A-Payments Service Portal provides additional resources and support.

✅<u>**Steps:**</u>

1. Click the 8A-Payments Service Portal button in the navigation bar.

2. You will be redirected to the service portal at
   https://www.8a-payments.com/service-portal .

3. Use the portal to:

   ○ Access terms and conditions.

   ○ View service updates.

   ○ Contact support.

<u>Support</u>

For further assistance, contact 8A-Payments Support at support@8a-payments.com .