CityID Checker
User Guide

Version: 1.2.8
Abstract: Step-by-step instructions for using the CityID Checker

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Introduction

The CityID Checker is a web and mobile application that enables organizations to process transactions with a city card or gift card and gain access to transaction histories through the CityID Platform. By using the CityID Checker to process payments, the transaction amount will be debited from the customer's card.

This guide offers detailed instructions for using the CityID Checker. The following activities are described step by step:

1. Login
2. Transactions
3. Card top-ups
4. Balance checker
5. Transactions - Vouchers
6. Transactions - EAN code
7. Transaction history

1. Login

The CityID Checker can be accessed through the website or the mobile app:

- Website: https://checker.cityid.nl/
- iOS app (Apple): download the CityIDChecker app in the App Store
- Android app: download the CityID Checker app on Google Play

You will need a username and password to gain access to the CityID Checker. Groupcard will assign you a username. With this username, you can create your own password.

Create your password

When logging in for the first time, you will need to create a password. Follow these steps:

1. Open the CityID Checker app or website.
2. Select the 'Wachtwoord vergeten?' (*Forgot your password?*) link.
3. Enter your username and select the 'Verzoek' (*Request*) button.
4. A verification code will be sent to the email address you used to sign up for the city card or gift card program.
5. Enter the verification code in the top field.
6. Enter your password in the bottom field.
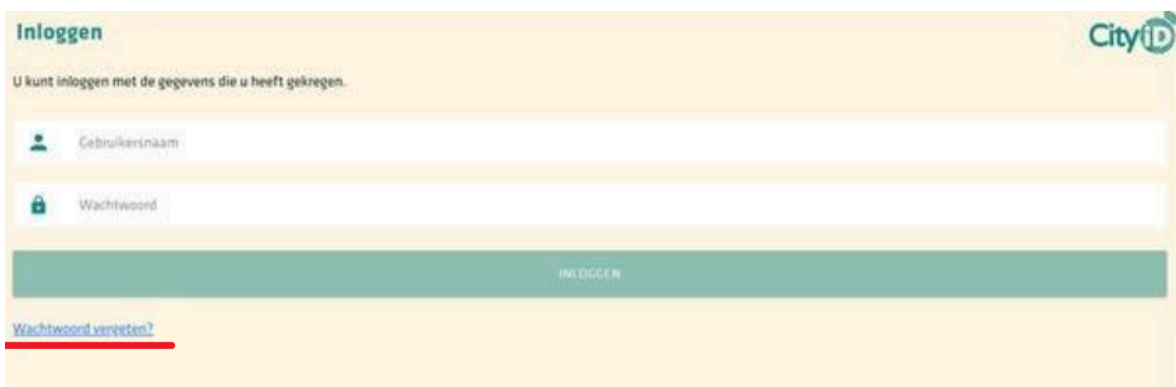7. Select 'Bevestig' (*Confirm*). You have successfully set your password.

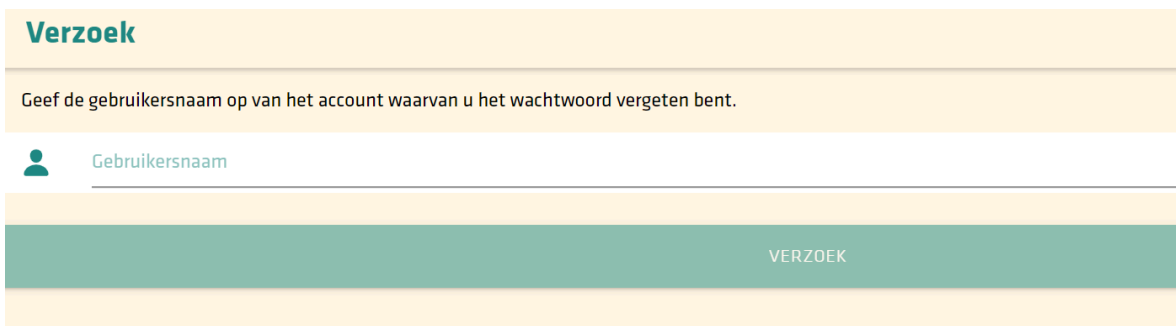Figure 1: Select 'Wachtwoord vergeten?' (*Forgot your password?*)

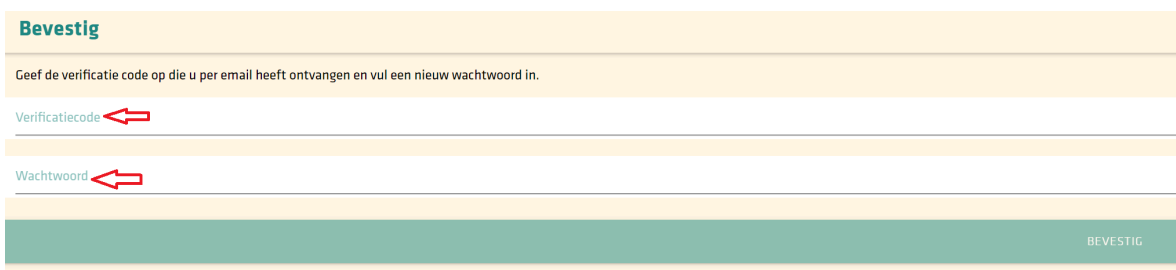Figure 2: Enter your username and select 'Verzoek' (*Request*)

Figure 3: Enter your verification code and password

Log into your account

After creating a password, follow the steps below to log into the CityID Checker.

1. Open the CityID Checker (app or website).
2. Enter your username.
3. Enter your password.
4. Select 'Inloggen' (*Log in*).

Once logged in, your details will be saved and you won't be asked to log in when opening the CityID Checker the next time. You may be logged out automatically after an app update. Alternatively, you can log out manually by selecting the button 'Uitloggen' (*Log out*) at the bottom of your dashboard.
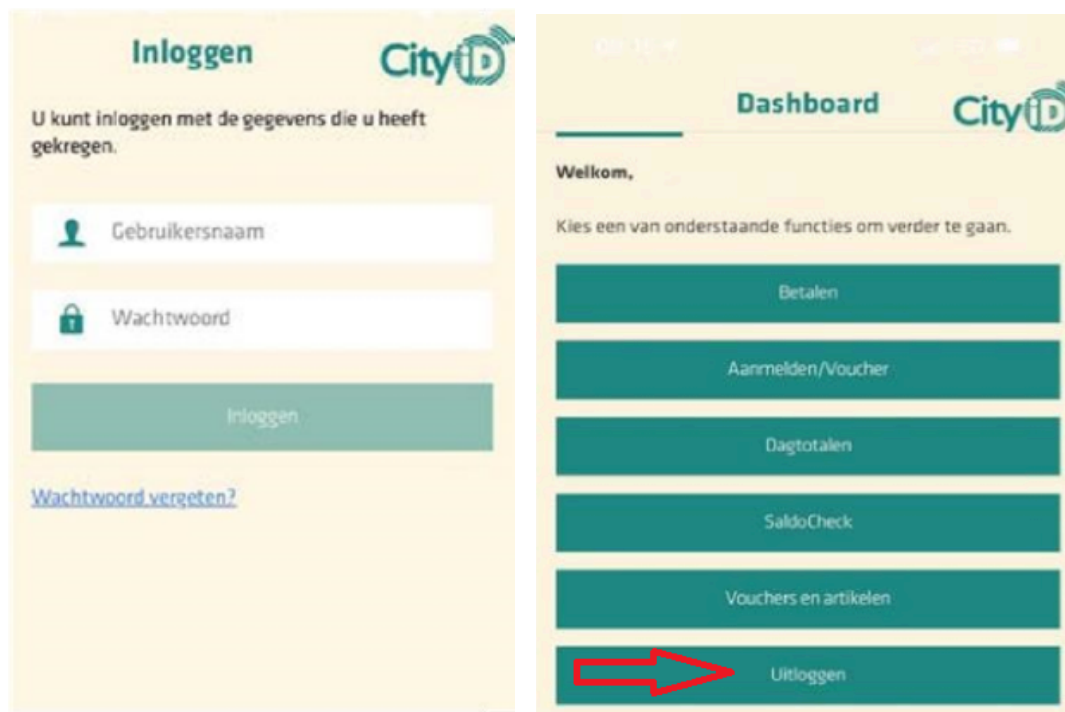

Figure 4 + 5: Login screen and dashboard

Barcode scanner access

The CityID Checker works with handheld scanners and your mobile device's barcode scanner. To use the scanner on your mobile device, enable camera access in your settings after logging in for the first time.

iOS (Apple)

1. Open 'Instellingen' (*Settings*) on your device.
2. Select 'CityIdChecker'.
3. Enable camera access.

Figure 6: Enable camera access

Android

1. Open 'Instellingen' (*Settings*) on your device.
2. Select 'Apps' > 'CityIdChecker' > 'Machtigingen' (*Permissions*).
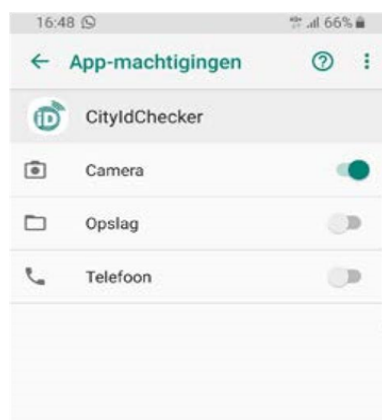3. Enable camera access.

Figure 7: Enable camera access

2. Transactions

Follow the steps below to process transactions with the CityID Checker.

1. In your dashboard, select 'Betalen' (*Transactions*).
2. You will be asked for the barcode printed on the back of the card.
   a. APP: Tap 'Scan CityID' to scan the barcode.
   b. WEB: Select the field and scan the barcode.
   c. Enter the 19-digit number manually.

Figure 8 + 9 + 10: Dashboard with 'Betalen' (*Transactions*) button, enter barcode and back of card with barcode and card number

3. Enter the transaction amount (€, decimal comma).
4. Select 'Ok'.
5. Check the transaction and select 'Akkoord' (*Approve*) to confirm. The 'Transactie geslaagd' (*Transaction successful*) screen will be displayed.

Note: Do you offer a savings discount for cardholders? The discount will be credited to the card balance automatically after the transaction.
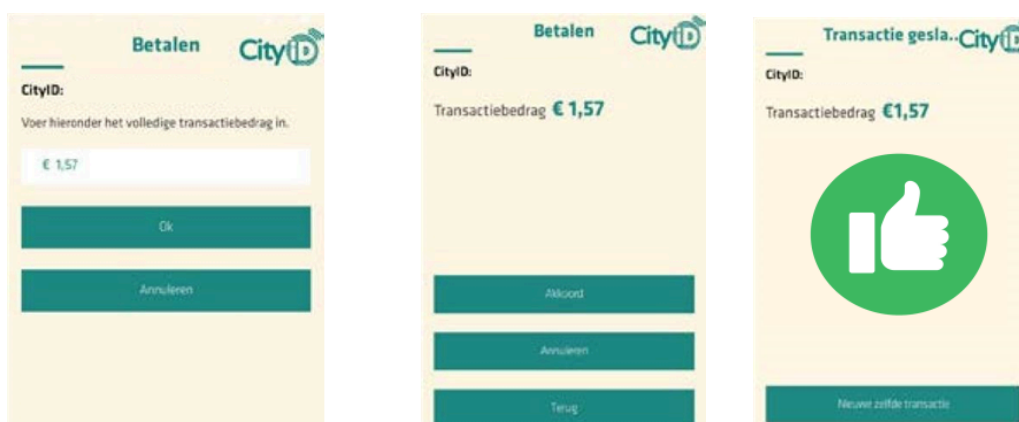

Figure 11 + 12 + 13: Enter the amount, check the transaction and confirm

3. Card Top-ups

If you are an authorized seller for a gift card, you will have the option to top up cards with the CityID Checker. Please follow the steps below.

Note: Don't forget to charge your customer for the topped up amount.

1. In your dashboard, select 'Opwaarderen' (*Top up*).
2. Scan the barcode on the back of the card or enter the 19-digit number manually.
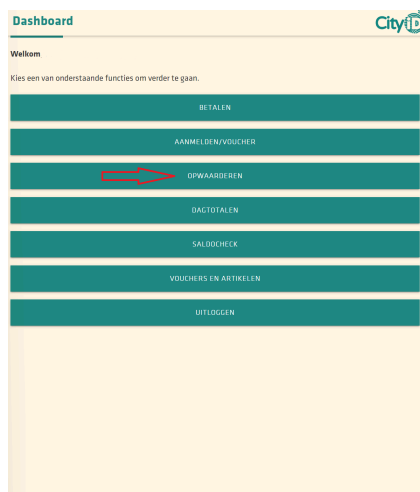3. Select 'Ok'.

Figure 14 + 15: Dashboard with 'Opwaarderen' (*Top up*) button and scan barcode

4. Enter the top-up amount (€, decimal comma) and select 'Ok'.
5. Check the transaction and select 'Akkoord' (*Approve*) to confirm.

Figure 16 + 17: Enter the amount, check the transaction and confirm

4. Balance Checker

The CityID Checker includes a Balance Checker to determine a card's current balance. This enables you to help customers in need of balance information. Follow the steps below to check the card's balance.

1. In your dashboard, select 'SaldoCheck' (*Balance Checker*).
2. Scan the barcode on the back of the card or enter the 19-digit number manually.
3. Select 'Ok'. The card's balance will be displayed.

Figure 18 + 19 + 20: Dashboard with the 'SaldoCheck' (*Balance Checker*) button, scan barcode and Balance screen

5. Transactions - Vouchers

Follow the steps below to process 'Voucher' type transactions.

1. In your dashboard, select 'Aanmelden/Voucher' (*Sign-up/Voucher*).
2. You will be asked for the barcode printed on the back of the card.
   a. APP: Tap 'Scan CityID' to scan the barcode.
   b. WEB: Select the field and scan the barcode.
   c. Enter the 19-digit number manually.

Figure 21 + 22: Dashboard with 'Aanmelden/Voucher' (*Sign-up/Voucher*) button and scan barcode

3. The scanned card number and any active vouchers will be displayed. Select the relevant voucher.
4. Check the transaction and select 'Akkoord' (*Approve*) to confirm. The 'Transactie geslaagd' (*Transaction successful*) screen will be displayed
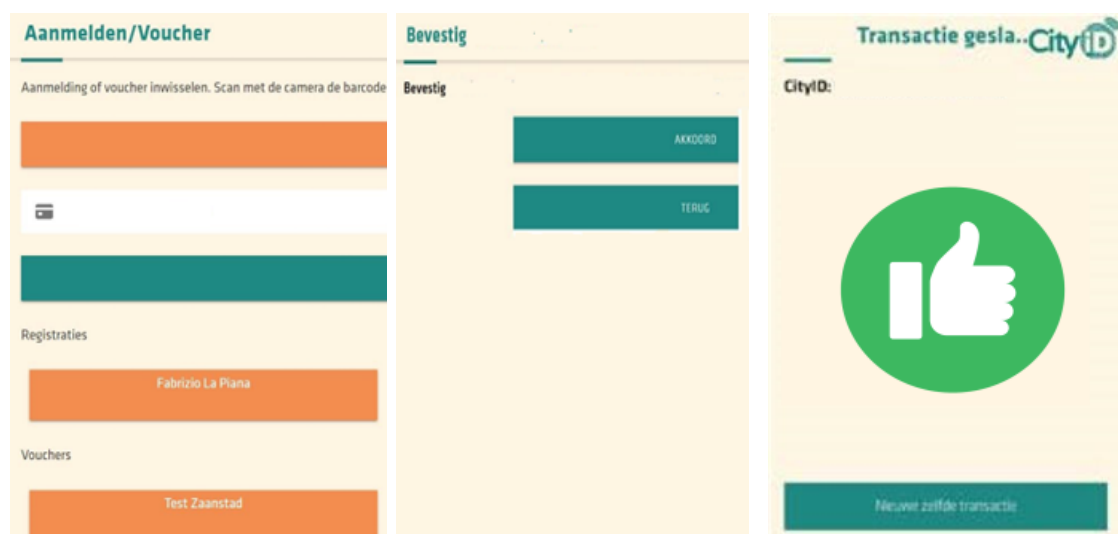

Figure 23 + 24 + 25: Choose your voucher, check the transaction and confirm

6. Transactions - EAN Code

Follow the steps below to process transactions with EAN codes as part of a city card program.

1. In your dashboard, select 'Betalen' (*Transactions*).
2. You will be asked for the barcode printed on the back of the card.
   a. APP: Tap 'Scan CityID' to scan the barcode.
   b. WEB: Select the field and scan the barcode.
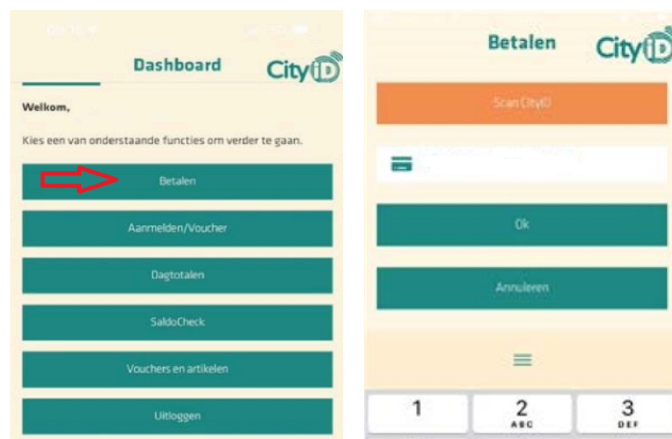   c. Enter the 19-digit number manually.

Figure 26 + 27: Dashboard with 'Betalen' (*Transactions*) button and scan barcode

3. The card balance and any available program budgets will be displayed. Please enter the EAN code manually.
4. In 'Betaal uit budget' (*Pay from budget*), please enter the amount to be paid from the program budget. The amount cannot be higher than the balance.
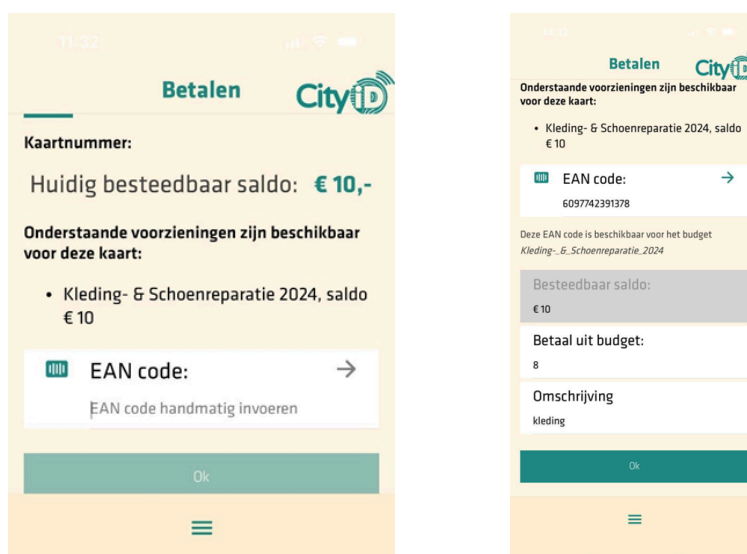5. Add a description in the 'Omschrijving' field and select 'Ok'.

Figure 28 + 29: Enter the EAN code, amount and description

6. Check the transaction and select 'Akkoord' (*Approve*) to confirm. The 'Transactie geslaagd' (*Transaction successful*) screen will be displayed
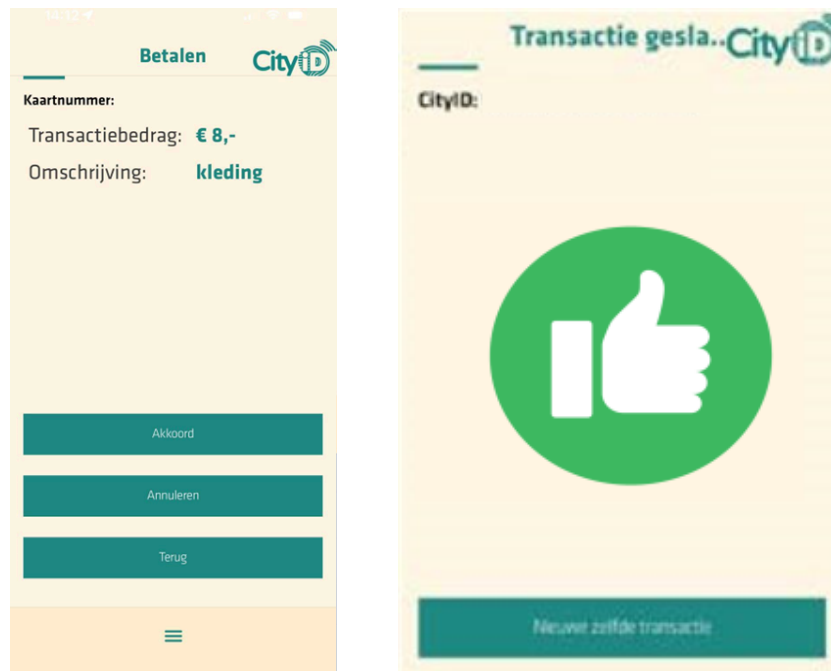

Figure 30 + 31: Check and confirm the transaction

7. Transaction History

You can access your transaction history in the CityID Checker. For any given day, you can check your total sales and transaction details such as time and card number. The overview for the current day is displayed by default. You can also display overviews for previous dates.

Follow the steps below to access your transaction history.

1. In your dashboard, select 'Dagtotalen' (*Transaction History*).
2. Various transaction categories are displayed under 'Totalen van vandaag' (*Today's total sales)*. Select the arrow to expand a category.
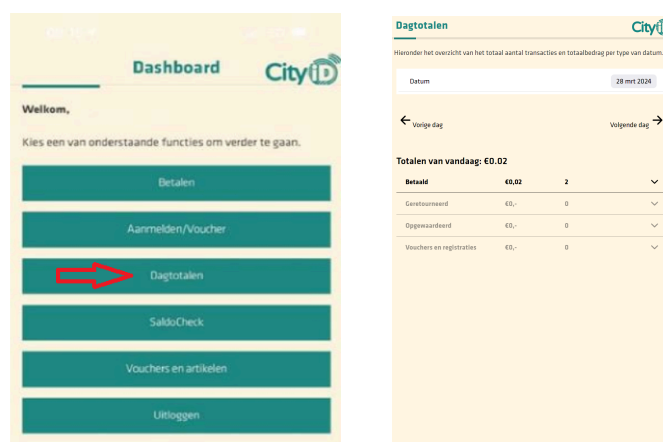

Figure 32 + 33: Dashboard with 'Dagtotalen' (*Transaction History*) button and overview

3. You can change the date for your overview in one of two ways:
    a. Select the date. A calendar will display. Choose your date and select 'Ok'.
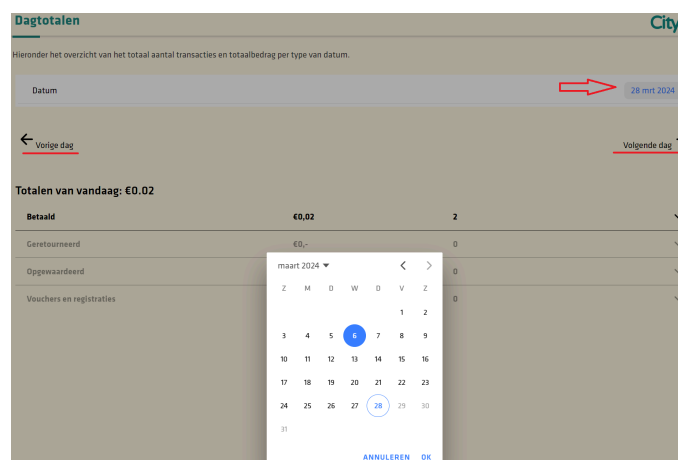   b. Use the 'Vorige dag' (*Previous day*) or 'Volgende dag' (*Next day*) arrow.

Figure 34: Change the date