MOBILE WALLET
Apple Pay

Apple Specific Confirm Address Match

The billing address of the iTunes account on the iPhone being used for provisioning must match the card address that FIS/financial institution has on file in FIS Card Management.

How to Provision a Card into Apple Pay on an iPhone

1. Open Settings and touch **Wallet & Apple Pay.**
2. Tap **Add Credit** or **Debit Card.**
3. **Scan** the card or enter the details manually.
4. Enter the correct security code in the **Card Details** section.
5. **Accept** the Terms and Conditions.

How to Provision a Card into Apple Pay on an Apple Watch

1. Open **Apple Watch** app on iPhone and go to the **My Watch** tab.
2. Tap **Wallet** and **Apple Pay.**
3. Tap **Add Credit** or **Debit**

Card. Enter the card details and security code. Accept Terms and Conditions.

How to Provision a Card into Apple Pay on a Mac with Touch ID

1. On your Mac model with Touch ID, navigate to **System Preferences.**
2. Tap on **Wallet & Apple Pay.**
3. Tap **Add Card.** Enter the card details and security code.

Accept Terms and Conditions.

MOBILE WALLET
Samsung Pay

How to Provision a Card into Samsung Pay

1. From the device's home screen, touch **Apps**.

2. Touch **Samsung Pay.** If the app is not already installed, download from Google Play.

3. Touch **Add a credit or debit card**.

4. Align your card inside the frame to automatically detect the card number and expiration date. Touch **Enter card manually** if your device cannot detect the card information.

5. Enter the remaining information and touch **NEXT.**

6. If requested, enter your billing address and touch **SAVE.**

7. Review the terms and conditions for accuracy, and then touch **AGREE TO ALL.**

8. You may be prompted to call the call center.

9. Touch **DONE** to complete the process.

10. After your card is added to Samsung Pay, it will be verified by the payment card network and the card issuer. On average, verification will take approximately 5 to 10 minutes. During that time, you will be unable to use your card in Samsung Pay. You can continue to add cards while others are being verified.

Google Pay

How to Provision a Card into Google Pay

1. Navigate to the Google Play Store then download and install Android Pay. From the app, tap the **Add** icon to add a card.

2. Line up the card in the photo viewer and take the picture. Alternatively, tap **Add Manually** then the required info

3. Enter the 3-digit security (CVC) number on the back of card.

4. Enter the street address.

5. Confirm the card details then tap **Continue**.

6. Scroll through and read the Terms of Service then tap **Accept**

7. If no screen lock is currently set up on the device:
A screen lock is required to use Google Pay. If the screen lock is ever disabled, you're prompted to reset it or all cards are removed. Tap **Activate**. Select the preferred screen lock type
then follow the onscreen instructions for setup.

8. If presented, enter then re-enter a 4-digit Payments PIN.

9. The card is now visible in Android™ Pay.

10. You may be prompted to call the call center.

11. Touch **DONE** to complete the process.

12. After your card is added to Google Pay, it will be verified by the payment card network (i.e., MasterCard) and the card issuer. On average, verification will take approximately 5 to 10 minutes. During that time, you will be unable to use your card in Google Pay. You can continue to add cards while others are being verified.

ADDITIONAL INFO

With One Time Passcode (OTP) authentication, the cardholder will be prompted with an email and/or mobile phone number to receive a passcode to complete the verification process. Entering this passcode sent via email and/or SMS text will complete verification.

How to Troubleshoot Failed Provisioning
If you are unable to add a card into the digital wallet successfully, please try the following steps to resolve the issue:

Attempt to Reprovision and Confirm the Card Information is Entered Correctly
Within the device, close the digital wallet application completely, restart the application, and attempt to reprovision. Please confirm that the card is not still active within the digital wallet before attempting to reprovision. If it is still active, completely delete the card from the digital wallet and reprovision.
 When scanning the card into the digital wallet, confirm that all the information has been accurately entered, including the
PAN, expiration date, CVV code, cardholder name, and billing address.

How to Report Failed Provisioning
If the above troubleshooting steps have been taken and the customer is still unable to provision the card into the digital wallet, contact your local branch.