RNIB

See differently

How to use an accessible touchscreen chip and PIN

Entering your PIN on a touchscreen PIN pad isn't possible when you're unable to see the PIN pad on the screen, so an alternative method is required. Most of the new touch screen chip and PIN devices come with accessibility modes built in. Some are handheld, others are larger and fixed to a counter in shops or restaurants.

The accessible features used on these devices varies slightly per manufacturer, as do the different physical designs of various PIN pads, but the same principle is used. These can be landscape or portrait.

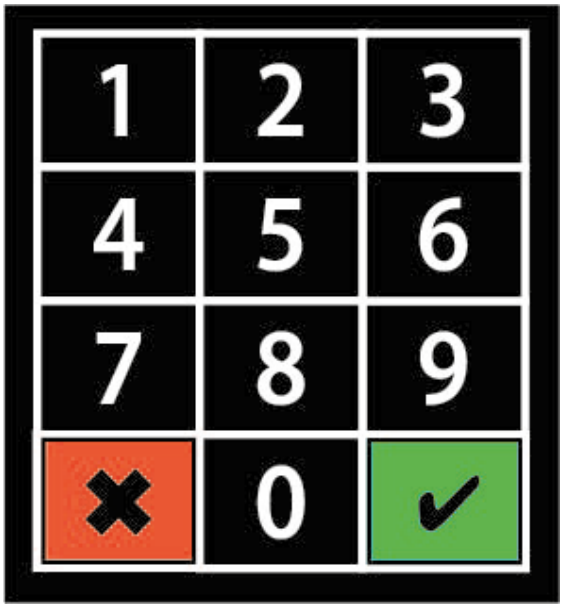
The way to enter the PIN if you're unable to see is slightly different to conventional chip and PIN devices that have physical buttons. The merchant will enter the correct amount and can activate the accessibility mode for people who are unable to see the number pad. The device will speak the amount, so you know how much you're paying. Following the amount, you'll hear some instructions on how to enter your PIN. Once you're familiar with the device, you can speed up the process by inserting your card to skip these instructions. When you're ready to enter your PIN, insert your card and the PIN pad appears with a short description of the layout as they can vary from device to device and it's important to know before starting. This can also be skipped by touching the screen.

The layout of the PIN pad is generally similar to a telephone layout with 1,2,3 at the top and cancel, 0 and OK at the bottom. However, there are some devices that use a slightly different layout. Some might have some tactile markings around the edge of the device, and this could help indicate where the touch screen starts and also where each row and column are.

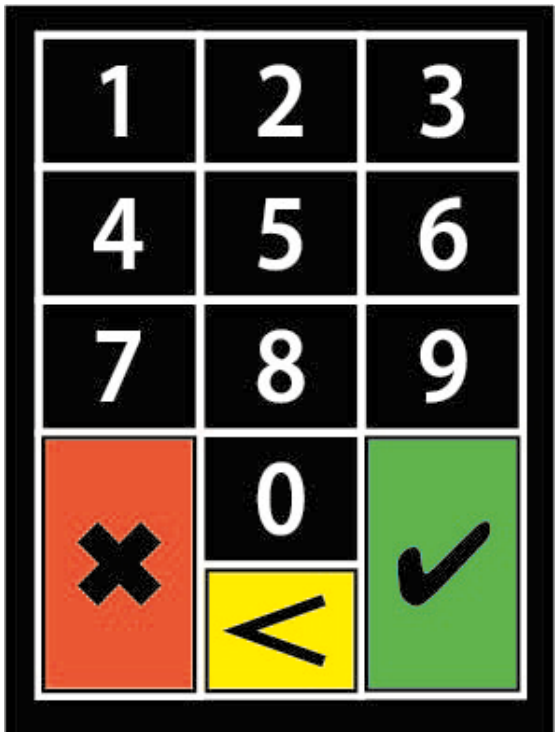
On others there's a tactile pip on the number 5, so it's good to find the five and use that as a reference point to move to other digits.

Here are two images

The first image: a standard telephone layout consisting of four rows and three columns making a grid of 12 tiles, with 1, 2, 3 at the top and cancel, 0 and OK at the bottom.



The second image: a standard telephone layout consisting of five rows and three columns making a grid of 15 tiles, with 1, 2, 3 at the top, the 0 underneath the 8 and cancel, clear and OK at the bottom. On occasions, the cancel, clear and enter buttons can also be positioned right of the keypad, next to the 3, 6 and 9.



The size of the buttons will be different from what you might be used to. Finding a reference point can help you begin the transaction. Often this means starting in a corner and sliding your finger onto the screen to find the first number. You'll find number 1 when you start in the top-left corner. The numbers cannot be spoken for security reasons, so you'll hear a beep instead. Then, keeping your finger on the screen, move from this digit to the next digit, for example, move to the right from number 1 for number 2 on a standard telephone keypad, and you'll hear another beep. The buttons cancel and OK are spoken so these can also be used as a reference point.

Once you have found the correct digit by listening to the beeps, double tap anywhere on the screen to enter the digit. A sound will confirm that a digit has been entered and in most cases it'll say how many you've entered. If you lift your finger off the screen by mistake, don't worry, no digit is entered until you double tap.

After entering four digits find the enter or OK button at the bottom right then lift your finger and double tap anywhere on the screen to confirm the transaction.

There's also the option to cancel the transaction, by selecting the cancel button on the bottom left, before doing a double tap to confirm the cancellation.

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