Get started with digital payments



Easy manual for Android



Why a manual?

As many people are now having to self-isolate, with limited opportunities to move around in the community and meet other people, the need to be able to pay with smartphones or tablets has increased. However, for those who are new to these devices and who do not have someone on hand that is able to help out, it can be difficult to get started. The County Administrative Board has therefore put together a simple manual for mobile phones and tablets, both for Android and iPhone, which can hopefully be of help.

The manual can also provide support for relatives and staff within healthcare and nursing.

The manual is based on Android mobiles in general. The principle is the same for different brands, but the way things are displayed on the screen may differ slightly.

Co	ntents	
W۲	iy a manual?	2
1.	Create an account, a so-called Google account	3
2.	Download a banking app and Mobile BankID	13
3.	Download and pay with Swish	26
4.	Security information from the police	37

1. Create an account, a so-called Google account



A Google account is needed to download applications ("apps") such as Internet banking, BankID and Swish via the Google Play Store service available on your mobile. Swipe your finger from the top of the screen to display the Settings menu.

 Tap "Settings" to access your phone's settings.

4





3. Tap "Users and accounts".



4. Tap on the text: "Add account".



5. Select "Google".

(3 ≱ 10183 % ■0 15:45 0\$\$\$?!!! ← Lägg till ett konto Booking.com ChatON S Dropbox Duo E-post M Exchange Facebook E Företagskontakt Förhandsgranskning av Duo Google in LinkedIn Messenger 0 Outlook M Personligt (IMAP)

6. "Create account".

[(© ≵)□(83 % 📟)	15:46
		Google	
		Logga in	
	Använda G	Google-kontot. Läs mer	
	E-post eller tele	fonnummer	- 1
	Har du glömt adr	ressen?	
	Skana konto	Näcta	
	Skapa konto	Nasta	

7. Enter your first and last name. Then tap "Next".



 Enter your date of birth and gender. When done, tap "Next".



9. Create an email address for your Google account.



Enter a new password.
It must contain at least
8 characters.



11. Read through the text.

 Tick both boxes and accept the Terms and Conditions. Tap "Create account".



∎ ଆ⊗¢8

mätningspartner.

Kombinera data

V i kombinerar också sådana uppgifter från olika tjänster och enheter i detta syfte. Beroende på dina kontoinställningar visar vi till exempel annonser utlfrån information om dina intressen, vilka vi kan härleda från användningen av Sök och YouTube, och vi använder data från biljoner sökfrågor för att skapa modeller för rättstavning som vi använder i alla våra tjänster.

Du bestämmer själv

Beroende på dina kontoinställiningar kan en del av denna data knytas till ditt Google-konto och vi behandlar sådan data som personliga uppgifter. Du kan styra hur vi samlar in och använder denna data nu genom att klicka på Fler alternativ nedan. Du kan alltid ändra inställningarna senare eller dra tillbaka ditt samtycke för framtida data genom att besöka Mitt konto (myaccount, google.com).





13. Tap "Confirm" to proceed.



14. New Google apps will appear under the password field.

The first icon is Google Play Store.



15. Tap "Play Store".



Image of Google Play Store.



If you want to check or change the settings of your Google account later you can access it via the URL: accounts.google.com



2. Download a banking app and Mobile BankID



We will cover two things

Α.	How to	download	and	install	a banking a	рр	14
Β.	How to	download	and	install	Mobile Ban	kID	21

A. How to download and install a banking app

Banks that have mobile banking apps and issue BankID:

- Danske Bank
- Handelsbanken
- ICA Banken
- Länsförsäkringar Bank
- Nordea
- SEB
- Skandiabanken
- Sparbanken Syd
- Swedbank
- Ålandsbanken

You can find the banking apps for these banks on Google Play Store. On the next page we will tell you how to download a banking app.

Danske Bank	Handelsbanken	ICA banken	Länsförsäkringar
Nordea	SIEB	skandia :	Sparbanken Syd
Swedbank 🚱	ÀLANDSBANKEN		

Below is a step-by-step guide to how to download and install a banking app on your mobile

 Tap the triangular icon with the text "Play Store".



2. Enter the name of your bank and search.



 Example: I choose Mobile Bank by tapping that line.



486488 ७३६100% ■ 08:57 ← Google Play Q : 4. Tap "Install". Mobilbank -Sverige Ekonomi Nr 5 i Populäraste apparna INSTALLERA 3 3,9 ★ 1 mn+ 10 tn recensioner Nedladdningar PEGI 3 ① 5 756,26 > 1 250,00 > 36 250,44 > 18 738,00 > 1 2 3 4 5 6 7 8 9 0 Q W E R T Y U I 0 0 5 69 689 00 3 app för bankärenden i mobilen. Läs mer 2011月2日1月1日 ◎ 🕯 💪 100 % 🛲 08:57 ← Google Play Q :

5. Tap "Open".



6. The app is configured.



 Choose to log in with an e-code (card reader) or personal code.





 Start the card reader by inserting the bank card. Then follow the instructions to log in.





 You are now logged into your mobile banking app.

2011月秋秋秋河211日 2011月月秋秋秋日	©\$ \$ € 98 % 💷 09:06
ÖVERSIKT	>
Kapitalkonto	4343
ej i bruk	6.863
Personkonto	12 220 446,723
Kapitalförsäkring	1405.463
0	856863
0	
Privatlån	-30.000,003
Bolån	-205436343
BETALNINGSMOTTAGARE	>
L L L	RR
Betalningar ⁶ Överför ti	ll mig Betala till andra

B. How to download and install Mobile BankID

In order to pay with your mobile phone, you need a digital ID, known as e-identification. There are currently three approved electronic identification schemes: BankID from the banks, AB Svenska Pass and Freja eID+. The method used most often for payments is Mobile BankID, which you order via your bank on the Internet.

If you do not yet have access to online banking, you must visit your bank branch to get started. The manual can be helpful once you are back home.



 Tap the triangular icon with the text "Play Store".



2. Enter "Mobile BankID" in the search box.



- 🚛 TELIA 🔶 14:37 🕫 🖉 56 % 🔳 Q Bankid Avbryt 3. Select by tapping bankid the line. Q bankid säkerhetsapp Q mobilt bankid 🙏 bankid i Artiklar орå q w e r t у u i а s d f g h j k L. öä Ζ b \otimes 슌 х С V n m ₽ mellanslag 123 ⊕
- 4. Tap "Get" and then tap "Open".



5. Log in to your Internet bank and order Mobile BankID. The way the information is displayed in the Internet bank may vary depending on which bank you use. If you encounter problems, please contact your bank. Then tap "Get BankID" on your mobile.

 Enter your personal identity number and the activation code you receive via text message from your Internet bank.





 Please choose an identification code that has at least 6 digits. This is the code you will use to identify yourself using your BankID.



 Test Mobile BankID by entering your code. Then tap "Identify".



3. Download and pay with Swish



We will cover

Α.	Download the Swish app	27
Β.	Pay with Swish	29
C.	Approve payment	30
D.	Pay with Swish - extra features	31
E.	Swish - History	33
F.	Settings - Favourites, those you often pay via Swish	34

A. Download the Swish app

 Tap the triangular icon with the text "Play Store".



 Type Swish in the search box, tap search when it appears and download the Swish app as instructed.



3. You must connect a mobile number to Swish. When you open the Swish app for the first time, you will receive instructions on what to do. The first step is to log in to your Internet bank. The way the information is displayed in the Internet bank may vary depending on which bank you use. If you encounter problems, please contact your bank.



B. Pay with Swish

1. Open the Swish app and tap "Swish".



 Enter a mobile number or tap the plus sign to access your contacts list.

Enter the amount.

Add a message (optional).

Tap "Swish". This does not mean that the money is sent. In the next step, you can check the recipient.



C. Approve payment

 Check the information. Sign using the security code.



2. The tick and shooting stars show that payment was successful.



3. Download and pay with Swish

D. Pay with Swish - extra features

1. Tap "Send with a card".



2. Select the type of card you want to send.



3. Tap the icon. The back of the card is shown.

Tap "Select card".



E. Swish - History

1. Tap "History" to see your received and sent Swish payments.



 Under "All" you can see all incoming and outgoing Swish payments. You can also tap "Received" or "Sent".







3. Tap "New favourite".

4. Enter the name and phone number or tap the plus sign to access your contacts.





5. Tap the "Enter" arrow.

6. You can find your favourites in the payment view, directly under the text "Recipient".



4. Security information from the police

Important things to consider:

- Never use your card reader or BankID at the request of someone who contacts you.
- No genuine organisation would ever ask you for your BankID by phone. Not the bank, not the police, not the post office.
- No genuine organisation would ever ask for your password via email. Not the bank, not the police, not Microsoft, not Google.
- Fraud via fake phone calls is rising sharply.
- Many people lose their money by being tricked into providing their card details and codes or asked to log into their bank.
- A suspected fraud alert will appear in the user's app in the event of an attempt with several concurrent logins. Please contact your bank immediately.



Contact Dalarna County Administrative Board:

Valentina Söderberg, Tel. +46 (0)10 225 03 89 valentina.soderberg@lansstyrelsen.se

Wilhelm Kyrk, Tel. +46 (0)10 225 05 27 wilhelm.kyrk@lansstyrelsen.se

Read more on our website:

www.lansstyrelsen.se/dalarna/natur-och-landsbygd/stod-forlandsbygdsutveckling/grundlaggande-betaltjanster.html

Created in cooperation with the County Administrative Boards. Photo: Most Photos

