

Customer Guide - Payments

Document Purpose

This document is designed to assist partners Customer Care teams provide support on Apple Pay by understanding and utilising below information and links.

Getting Started

About Apple Pay <https://support.apple.com/kb/HT201469>

Apple Pay offers an easy, secure, and private way to pay on iPhone, iPad, Apple Watch, and Mac without a physical card or cash. Learn how to make payments in-store or online with this support article.

Apple Pay is compatible with these devices <https://support.apple.com/kb/HT208531>

Learn which iPhone, iPad, Apple Watch, and Mac models are compatible with Apple Pay and where you can use them for your purchases and payments.

Countries and regions that support Apple Pay <https://support.apple.com/kb/HT207957> Apple Pay offers an easy, secure, and private way to pay on iPhone, iPad, Apple Watch, and Mac. This list contains an overview of all markets that support Apple Pay.

Apple Pay participating banks and card issuers in Asia-Pacific <https://support.apple.com/kb/HT206638>

Apple Pay works with many of the major credit, debit, and prepaid cards from the top banks and card issuers. Just add your supported cards and continue to get all the rewards.

Check out some of the great places where you can check out

You can use Apple Pay in supermarkets, boutique shops and restaurants — and for everything from vending machines to trains. It's also accepted in selected apps, and on participating websites using Safari on your iPhone, iPad and Mac. You will be able to find your local market page of participating merchants when Apple Pay is live in market at apple.com.

Set up Apple Pay <https://support.apple.com/kb/HT204506>

Use Apple Pay on your iPhone, iPad, Apple Watch, or Mac. Learn more about Apple Pay. See what to do if you can't add your card to Wallet.

How To (Use, Manage, Change)

How to use Apple Pay <https://support.apple.com/kb/HT201239>

Learn how to easily and securely pay with Apple Pay in stores, restaurants, within apps, on the web, and more.

How to use Wallet on your iPhone, iPod touch, and Apple Watch <https://support.apple.com/kb/HT204003>

With Wallet, you can keep your credit, debit, and prepaid cards, store cards, boarding passes, movie tickets, coupons, rewards cards, student ID cards, and more in one place.

Manage the cards that you use with Apple Pay <https://support.apple.com/kb/HT205583>

After you add cards to Wallet, you can change your default card, update your information, or remove a card.

Change, add, or remove Apple ID payment methods <https://support.apple.com/kb/HT201266>

Manage the payment information that you use for the App Store, iTunes Store, iCloud, and more. When you change your payment information, it's automatically updated...

Unlock your iPhone while wearing a face-mask <https://support.apple.com/kb/HT213062>

When you're wearing a mask or sunglasses and your Apple Watch, you can simply raise and glance at your iPhone to unlock it. Learn how to set up and use the feature.

Use Touch ID on your Mac <https://support.apple.com/en-sg/guide/mac-help/mchl16fbf90a/mac>

If your Mac has Touch ID, you can use it to unlock your Mac, authorise purchases from the iTunes Store, the App Store and Apple Books and make purchases on the web using Apple Pay.

Troubleshooting

If you can't add cards to Wallet to use with Apple Pay <https://support.apple.com/kb/HT205630>

Get help adding cards to Wallet to use with Apple Pay.

If your iPhone, iPad, or iPod touch is lost or stolen <https://support.apple.com/kb/HT201472>

If you lose your iPhone, iPad, or iPod touch or think it might be stolen, these steps might help you find it and protect your information....

If your Mac is lost or stolen <https://support.apple.com/kb/HT204756>

If your Mac goes missing, these steps might help you find it and protect your information.

If your Apple Watch is lost or stolen <https://support.apple.com/kb/HT207024>

If your Apple Watch is missing, the Find My app can help you find it and protect your information.

Support

Apple Pay Support <https://support.apple.com/apple-pay>

Learn how to set up and use Apple Pay, where you can use Apple Pay, what you need to use Apple Pay, and the participating stores and credit card.

Get Support for Apple Pay ;

Getting connected to right support channel and queue <https://getsupport.apple.com>

Apple Pay is located in **'More'** and then there are two queues. One for **'Setting up and using Apple Pay'** and one for **'Support for businesses accepting Apple Pay'**

General Apple Support <https://support.apple.com>

Main landing page for our product support pages, which leads to our product pages with KB collections for Apple Pay (see below)

Privacy & Security

Apple Pay security and privacy overview <https://support.apple.com/KB/HT203027>

Learn how Apple protects your personal information, transaction data, and payment information when you use Apple Pay.

Securing purchases with Apple Pay <https://support.apple.com/en-sg/guide/security/secdbb1fb83f/web>

Touch ID and Face ID are used to authenticate purchases with Apple Pay in Apple devices.

Apple Pay components <https://support.apple.com/en-sg/guide/security/apple-pay-components-sec2561eb018/web>

Apple Pay uses several hardware and software features to provide secure, reliable purchases.

How Apple Pay uses the Secure Element and NFC controller <https://support.apple.com/en-sg/guide/security/secure-element-and-nfc-controller-secb53a35f0/web>

Learn about how Apple Pay transactions use the Secure Element and NFC controller to keep the user's purchases and data protected.

Videos

How to use Apple Pay

With Apple Pay, you can easily and securely pay for items using your iPhone, iPad, Apple Watch, or Mac. Learn more about how it works and where you can use it.

<https://www.youtube.com/watch?v=uDQKTPuC0oA>

How to use Apple Pay on your Apple Watch

Set up Apple Pay on your Apple Watch to make purchases in stores, restaurants, taxis, and more.

<https://www.youtube.com/watch?v=NPUq99F6frg>

How to use Apple Pay in Safari on your Mac

For an easy, secure way to shop online, you can use Apple Pay in Safari on your Mac.

<https://www.youtube.com/watch?v=pB4Qg7hh5Ao>

What to do if you can't make a purchase on your iPhone

Learn how to update your payment method or authenticate an App Store, subscription-based, or in-app purchase on your iPhone.

<https://www.youtube.com/watch?v=aKHOJFWOJHk>