



Apple Wallet: Consumer Training Program

"Apple Wallet is an app on iPhone and Apple Watch that securely and conveniently organizes your credit and debit cards, transit passes, boarding passes, tickets, identity cards, keys, rewards cards, and more — all in one place" (Apple 2022).

Throughout this portion of the training course, you will be able to:

- Explain the benefit of utilizing the Apple Wallet app
- Explain the difference between Apple Cash and Apple Pay
- Identify how to set up a credit card through the Apple Wallet app by observing a video demonstration
- Locate where and who to contact if you run into any trouble setting up your Apple Wallet

Pre-Training Course Quiz

Introduction to The Apple Wallet

Introduction to Apple Pay and Apple Cash

Apple Wallet and Apple Pay Videos

Need assistance? Where to locate Apple Support



Thank you

Pre-Training Course Quiz

Before you begin the training program, here is a quick quiz to see what you know about the Apple Wallet and the benefits with utilizing the app.

You do not need to pass this assessment in order to pass the course. This quiz is mainly here to gage your current understanding of the Apple Wallet.

Let's begin!

Question

01/03

What is the Apple Wallet?

- ☐ It's a separate leather wallet that you can purchase so you can stick it to the back of your phone so you do not need to carry a real wallet around
- ☐ Apple's newest smart accessory that works just like an iPod. It can play music AND store your ID!
- ☐ Apple Wallet is an app on iPhone and Apple Watch that securely and conveniently organizes your credit and debit cards, transit passes, boarding passes, tickets, identity cards, keys, rewards cards, and more — all in one place.

Question

02/03

Is the Apple Wallet safe to use?

☐

No! Computer hackers can access my money from my debit card and steal everything from me!

☐

Yes! Your cards are securely associated with your Apple ID to help you add and manage your cards and passes across devices. For added security, iCloud encrypts your Wallet data when it's sent over the internet and stores it in an encrypted format when it's on Apple servers.

Question

03/03

True or False- Apple Pay and Apple Cash are the same exact thing.

☐

True: Pay and Cash are the same exact thing, people just use these terms interchangeably

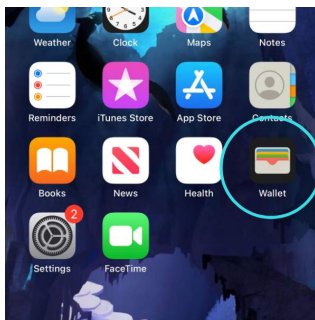
☐

False: Apple Pay and Apple Cash are completely different

Introduction to The Apple Wallet

What is the Apple Wallet?

"Apple Wallet is an app on iPhone and Apple Watch that securely and conveniently organizes your credit and debit cards, transit passes, boarding passes, tickets, identity cards, keys, rewards cards, and more — all in one place" (Apple 2022).



Apple Wallet App on the iPhone



Apple Wallet on iPhone and Watch

How safe is the Apple Wallet?

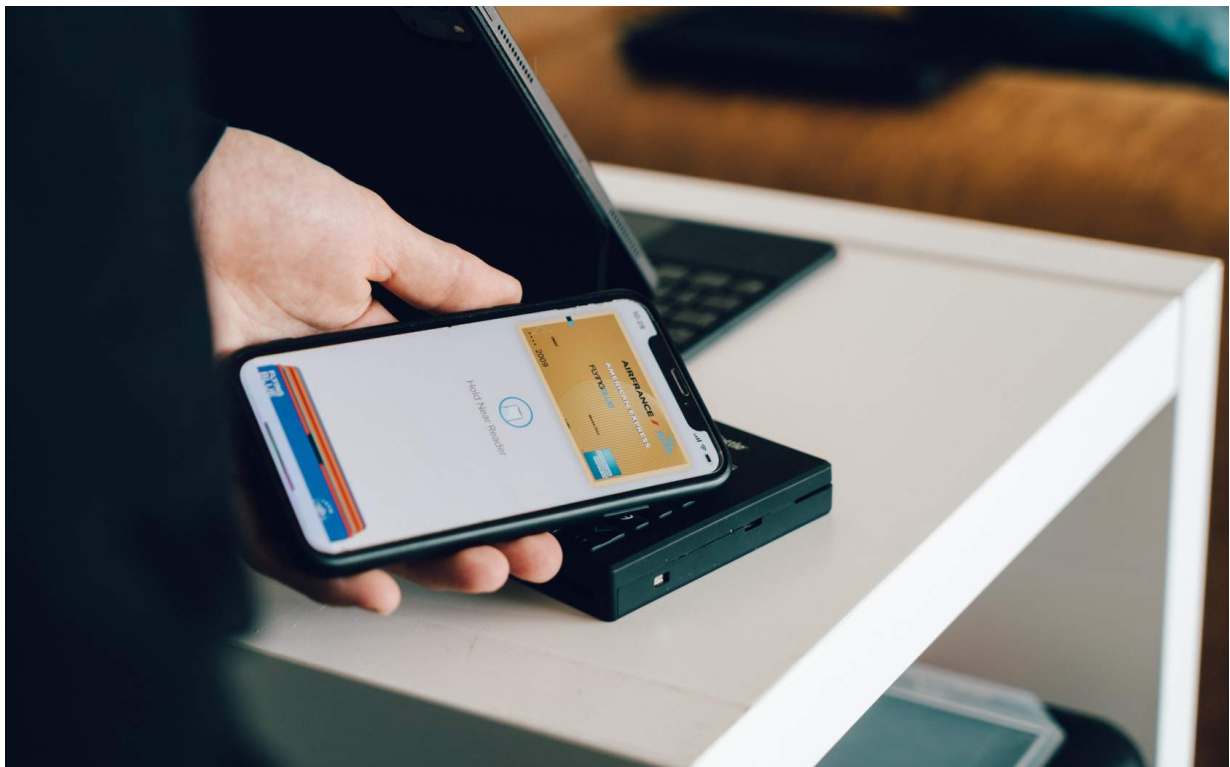
In a word, very. Your cards are securely associated with your Apple ID to help you add and manage your cards and passes across devices. "For added security, iCloud encrypts your Wallet data when it's sent over the internet and stores it in an encrypted format when it's on Apple servers. Apple Pay using the Apple Wallet is a safer way to pay that helps you avoid touching buttons or exchanging cash" (Apple 2022).

Why should I use the Apple Wallet?

Apple Pay is safer than using a physical credit, debit, or prepaid card. Face ID, Touch ID, or your passcode are required for purchases on your iPhone, Apple Watch, Mac, or iPad. Your card number and identity aren't shared with merchants, and your actual card numbers aren't stored on your device or on Apple servers.

Introduction to Apple Pay and Apple Cash

What is the difference between Apple Pay and Apple Cash?



A person paying with their iPhone that is utilizing Apple Pay by hovering over the Apple Pay reader to complete the transaction. Photo provided by Apple

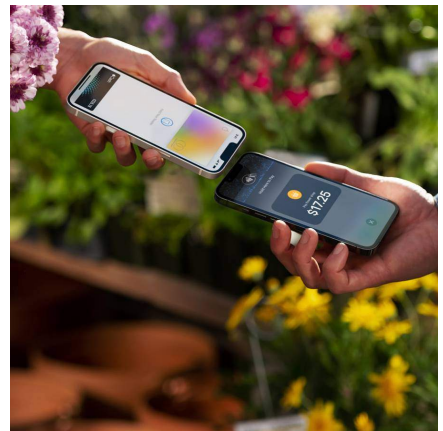
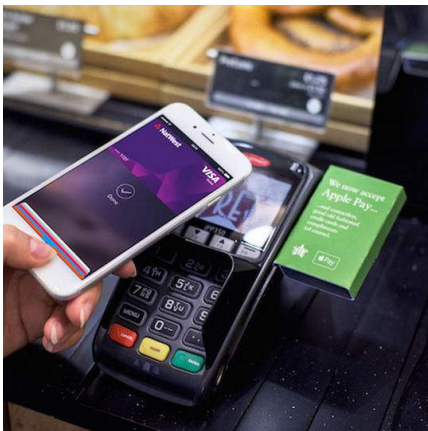
Apple Pay

Apple Pay is Apple's mobile payments service. "It replaces your physical cards and cash with an easier, safer, more secure, and private payment method — whether you're in a store,

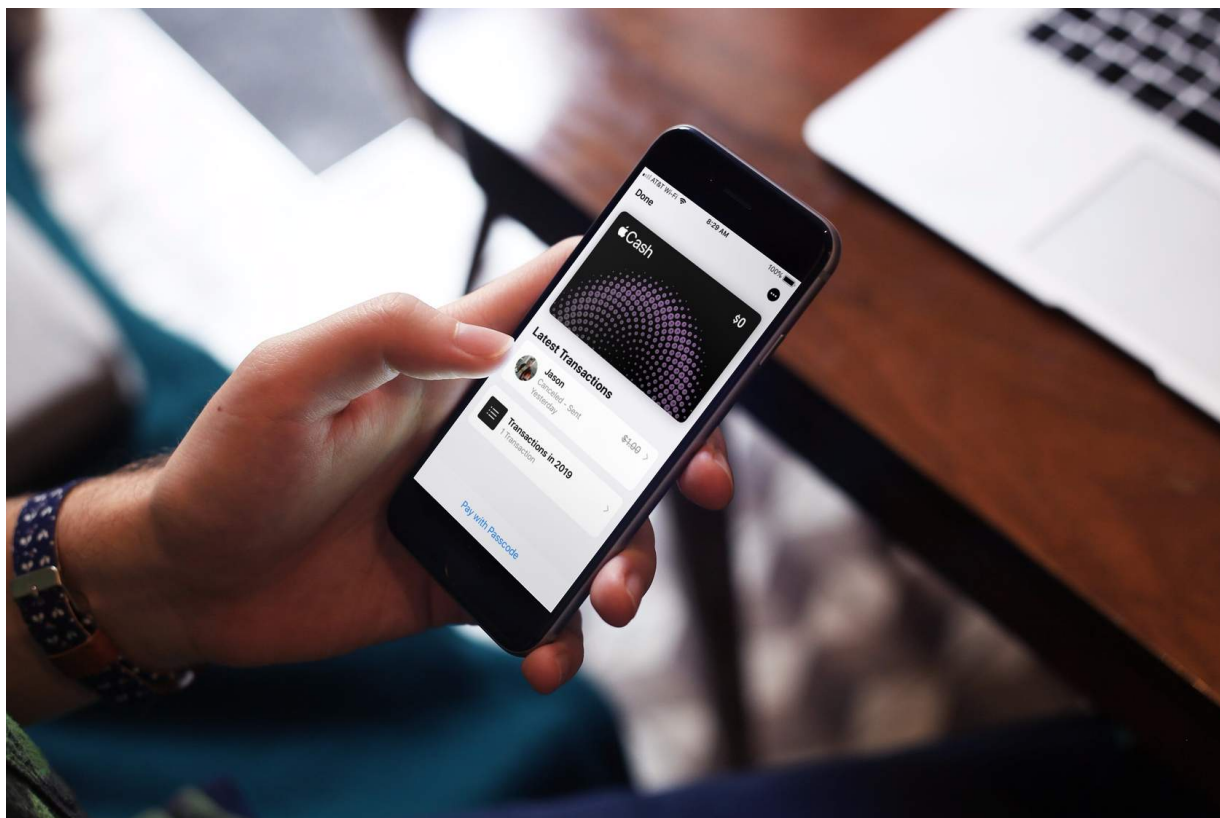
online, or sending cash to friends or family. It's money, made modern" (Apple 2022).

You can make payments without having to pull out a physical card by paying with just a touch of your device to the Apple Pay reader or a glance by using Face ID. Apple Pay works anywhere that accepts contactless payments that accept Apple Pay.

"Apple Pay is accepted at over 85 percent of retailers in the U.S., so you can likely use it wherever and however you want. If you're not sure, just ask. Apple Pay works anywhere that takes contactless payments — from vending machines and grocery stores to taxis and subway stations" (Apple, 2022).



CONTINUE

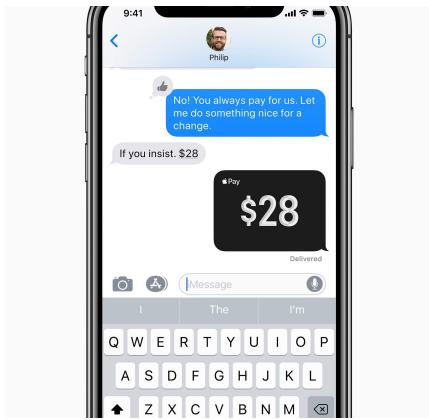


Apple Cash

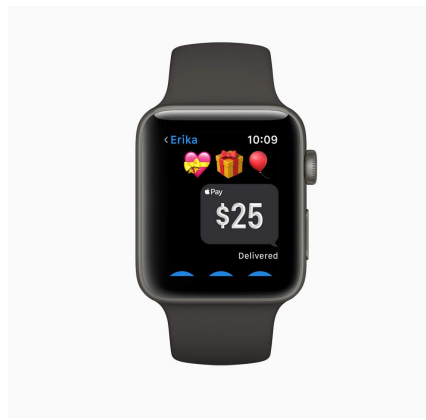
Apple Cash is the simple and secure way to spend money with your iPhone, Apple Watch, and iPad. Easily make purchases with Apple Pay and send and receive money right in Messages. You can use Apple Cash like a debit card. Apple Cash will be familiar to someone after the first few uses as it is just like using a debit card to send money to friends and family. With Apple Cash, you can send payment over a text message using iPhones, and it is secure and safe to be able to send money..

You can view your Apple Cash balance on your Apple Cash card in the Wallet app or Settings > Wallet and Apple Pay. You can also set up Apple Cash for family members under 18 years old, so you can safely send them money they can spend with their own Apple Cash card" (Apple, 2022).

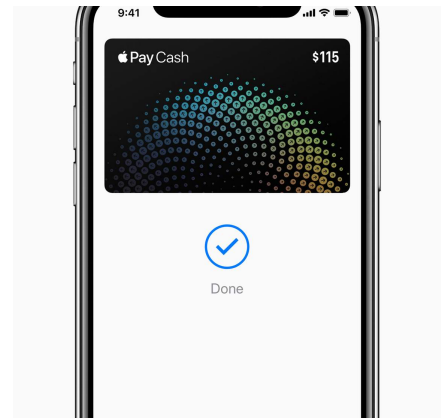




A photo of someone using Apple Pay to pay through iMessage



A photo of what an Apple Payment would look like on the Apple Watch.



A photo of someone's current Apple Cash balance from the view of the Apple Wallet.

CONTINUE

Knowledge check

☰ Apple Pay

You can make payments without having to pull out a physical card.

☰ Apple Cash

Is the simple and secure way to purchase using your iPhone, Apple Watch, and iPad

☰ Apple Wallet

Is the App that houses your credit, and debit card

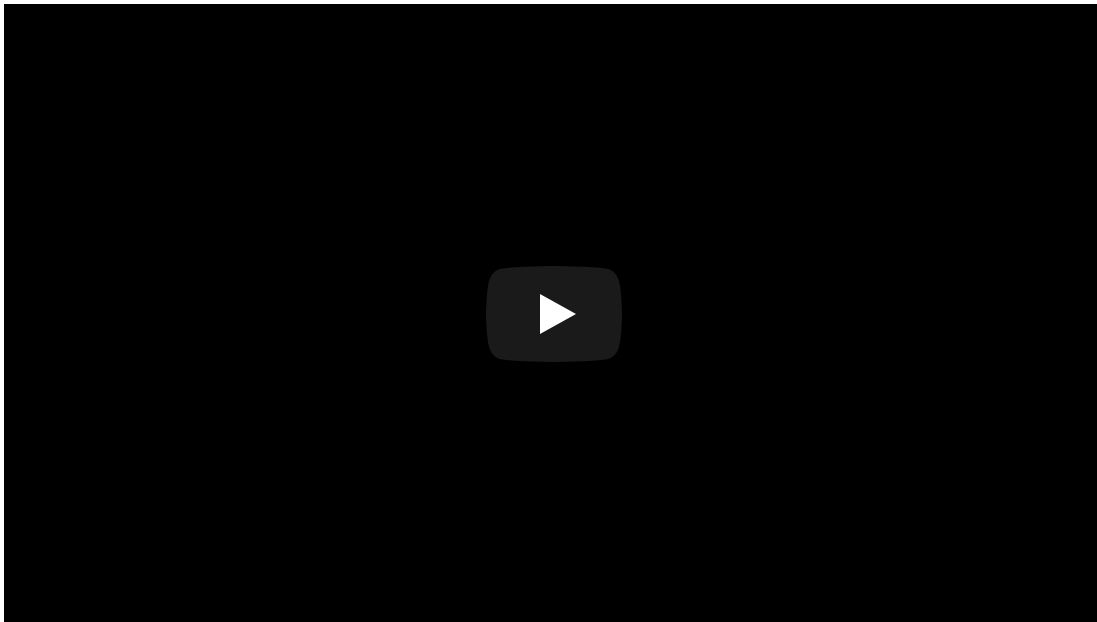
SUBMIT

Apple Wallet and Apple Pay Videos

Apple Wallet

This video explains the Apple Wallet, along with its features.

 YOUTUBE



Full Apple Wallet feature reveal (with car key updates)

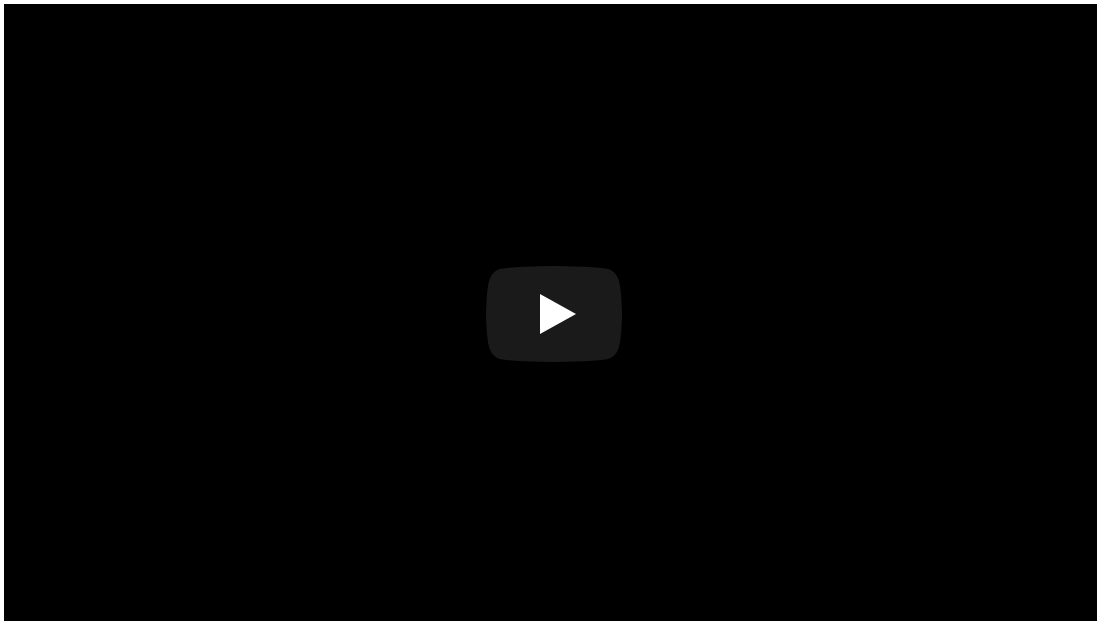
At WWDC 2021, Apple revealed updates to Wallet that let users add their keys and ID cards.

VIEW ON YOUTUBE >

Apple Pay

This video teaches you how to use and upload your cards, tickets, and more on Apple Pay.

 **YOUTUBE**



How to use Apple Pay - Apple Support

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 i...

VIEW ON YOUTUBE >

Need assistance? Where to locate Apple Support

Apple Support

If you run into trouble setting up your Apple Wallet, Apple has real-time support and has employees readily available to answer all questions either through online chat support or over the phone.



Apple Support

Contact Customer Support.

READ MORE APPLE >

Apple Support - Still need assistance?

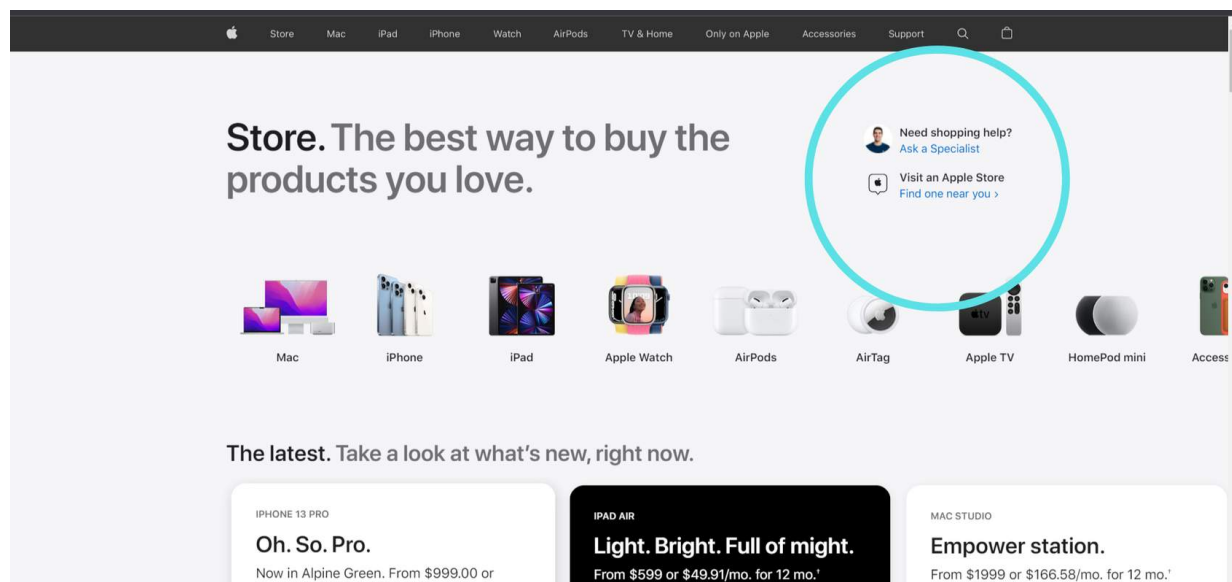
If you still need assistance you can go into any Apple retail store and ask a genius (retail worker title name at Apple), you can also schedule an appointment at the Genius Bar, you can call 1-800-MY-APPLE, chat with them online, or sign with them online.



Apple Store Online

Everything you love about an Apple Store is online: all the products, personal shopping help, trade-in, flexible payment options, and expert support.

READ MORE APPLE >



You can ask a specialist for assistance and they can direct you as well to where you need to go. This is also where you can sign with interpreters.

Thank you

Thank you!

Thank you for taking the time to participate in the Apple Wallet and Apple Pay training!