



Frequently Asked Questions

Accessing Tag Records on iPhone and Android phones:

If encountering difficulties in accessing Tag records on smartphones, begin by ensuring that the popup blocker is disabled on your device. Subsequently, to retrieve the .CSV record generated by tappers, it is crucial that your device supports .CSV file formats. This can be achieved through diverse methods. Initially, consider installing an Excel application, an Excel viewer application, or a Google Sheets application to facilitate seamless viewing of .CSV files on your device. Alternatively, you may choose to defer immediate viewing and instead download the .CSV record into your Files folder, enabling subsequent access on a desktop or a device equipped with .CSV support.

Configuring "Pay", "Gift" and "Tip" tags for Venmo or PayPal:

Setting up tags for payment transactions in Venmo or PayPal requires specific configurations. In the case of Venmo, ensure that you possess a Venmo account and utilize your Venmo ID during the Tag configuration process. For PayPal, the applications leverage PayPal.me for streamlined transactions. To enable this functionality, it is essential to have an active PayPal account and create a PayPal.me profile. To establish a PayPal.me profile, log in to your PayPal account, navigate to the dashboard, locate "PayPal.me" under quick links, and proceed to set up a profile name. Utilize this designated name when configuring the corresponding tag.

Moreover, in the event that you possess both PayPal and Venmo accounts, you can offer both alternatives to the Tappers by inputting both your PayPal Profile ID and Venmo ID during the configuration in the designated fields. However, if you only maintain one of the accounts, simply leave the field corresponding to the absent account empty. The Tapper will then be presented with the option to select the payment method that aligns with the account you do not have.

Saving contact information to your device using ID Smart Tag:

If you face challenges while attempting to save your contact information to your smartphone's default contacts, consider employing a lower resolution or a smaller headshot photo. Various phones or contact interfaces may impose limitations on the size of photos that can be saved in your contacts, and adjusting the resolution or using a smaller image may help overcome these issues.