

User Guide

Charitouch Donation Terminal



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Thank You for Choosing Our Donation Terminal. We are thrilled that you have selected our product to facilitate donation collection. Our terminal has been specifically designed to be intuitive, fast, and flexible to meet the needs of various organizations.

Key Features

- **Visual Customization** : Configure the home screen with a logo, background images, and personalized messages to provide a unique experience for your donors
- **Dedicated Campaigns** : Create specific campaigns and manage them effectively by defining categories, icons, and personalized donation amounts.
- **Real-Time Statistics** : Access a dashboard to view donations collected by month, year, and category. (locally on the terminal or via our online platform).



Table of Contents

1 Basic Configuration

- Accessing Configuration Mode
- Configuration Menu

2 Dashboard

- Displayed Information
- Graphs

3 Design / Aesthetics

- Enable/Disable Logo
- Enable/Disable White Background
- Add a Custom Text
- Select a Background Image
- Configure Donation Amounts

4 Categories

- Create a Category
- Add an Icon
- Name and Description of the Category
- Enable/Disable a Category
- Add Images
- Configure Donation Amounts
- Manage Category Display

5 Settings and Media Management

- Product Information
- Change Password
- Media Management
- Use of the Mobile App
- Add a Logo
- Add Photos

6 Frequently Asked Questions and Support

- FAQ
- Technical Support



Need help?

contact@charitouch.com 07 83 11 65 00

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1. Basic Configuration

Accessing Configuration Mode

The Configuration Mode allows you to access all administrative features to efficiently personalize and manage the donation terminal. This mode gives you access to advanced options such as logo setup, donation amount customization, category management, and more.

Instructions to Access Configuration Mode

1) On the home screen, press and hold the logo **1** at the top of the screen for 3 seconds.

2) Enter the password to access the settings.

The default password is **123456**.

If the password has been changed, use the updated password.



Configuration Menu

Once in Configuration Mode, you will see a menu on the left side of the screen with the following 4 tabs:

Dashboard

View donation statistics.

Design / Aesthetics

Customize the appearance of the home screen and default donation amounts.

Categories

Create and manage specific donation campaigns.

Settings

Access product information and manage media.



Change Password

To ensure the security of your terminal, we recommend changing the default password:

- 1) Go to the Settings tab from the Configuration Menu.
- 2) Select Change Password.
- 3) Enter the current password, then the new password twice for confirmation.
- 4) Confirm the change.

2. Dashboard



Displayed Information

The Dashboard summarizes the following information:

1 Donations Collected for the Current Month :

Displays the total amount collected for the current month as well as the number of donors.

2 Annual Graph of Collected Donations :

Presents a detailed graph showing donations collected throughout the year. Each month is represented, providing a month-by-month comparison.

3 Donations Collected by Category :

Displays the distribution of donations collected by each created category, helping you understand which campaigns are most successful.



All data is updated in real-time, giving you an always-accurate picture of your results.

Online Monitoring

For a complete and detailed overview of your donations, visit our exclusive online platform dedicated to your donation terminal. Through our online platform, you can :

• **View Donations Collected :**

Get real-time information on collected donations, visualize trends, and analyze performance.

• **Track Payments :**

Stay informed about the payments of collected donations with clear and detailed reports.

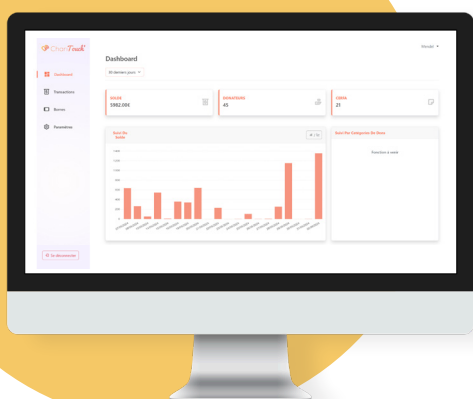
• **Download CERFA Receipts :**

Easily access donation receipts (CERFA), allowing your donors to benefit from tax deductions.

• **Export Data :**

Export collected donation information in Excel format to simplify your accounting.

Join our online platform now for simplified and effective donation management !

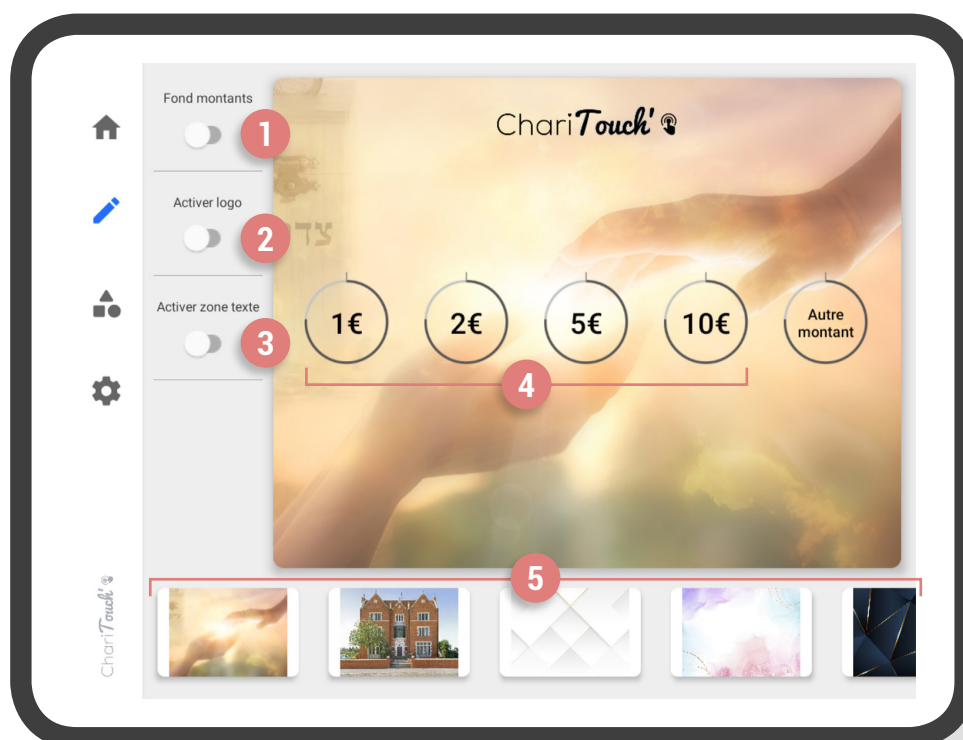


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3. Design / Aesthetics



This tab allows you to customize the home screen of the donation terminal to offer a unique experience to your donors. Below are the main options available:



Enable/Disable White Background

1 Add a white background behind the donation amounts to improve readability if the background image is not sufficiently contrasted by enabling the **amount background** option.

Enable/Disable Logo

2 Activate or deactivate the logo on the home screen. If a logo has been uploaded via the mobile app, you can enable it here to make it visible.

Add Custom Text

3 Add a custom text below the four donation amounts. This text can be used to encourage donations or provide additional information.

Configure Donation Amounts

- 4 Configure the four donation amounts displayed on the home screen so your donors can quickly choose an appropriate amount.
- 4 Click on a circle to modify the desired amount. Each amount can be set independently to align with your fundraising goals.

Select a Background Image

5 Choose a background image for the home screen from the options available in the image library.

Please note that only the provided images can be used, and personal images cannot be uploaded in this section.

4. Categories



The **Categories** tab allows you to create and manage specific donation campaigns. By adding a new category, a new button **donation for a specific cause** will appear on the home screen, enabling your donors to easily access one or more categories to support particular causes, such as events or specific projects.



Create a New Category

- 1) Click on **Create a Category**.
- 2) Follow the steps below to customize the new category :

1 Activate the Category :

After configuring the category, press **Activate Category** if you want it to appear on the home screen. Leave it unchecked if you wish to save it for later.

2 Choose an Icon (Pictogram) :

Select an icon from the provided list to represent the event or project.

3 Name and Description :

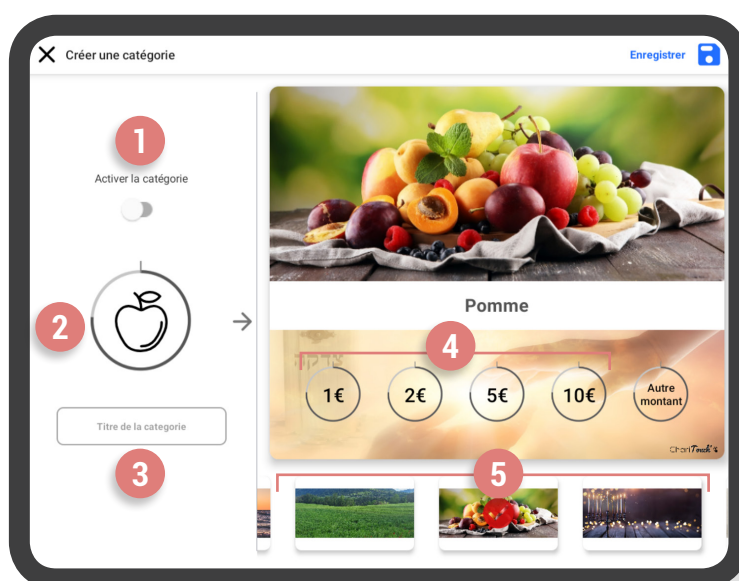
Give the category a name and add a description to clarify its purpose.

4 Configure Donation Amounts :

Choose the amounts that donors can select. Click on each circle to set a specific amount.

5 Add Images :

Add one or more images from the image library or upload your own images via the mobile app.



Manage Active Categories

• Show or Remove :

Created categories are listed at the bottom of the screen, while active categories are displayed in the central area of the screen, called the **Active Categories Zone**.

- **Show a Category** : To display a category on the home screen, tap the category to make it appear in the **Active Categories Zone**. (This action is equivalent to editing the category and clicking **Activate Category**).

- **Remove a Category** : To remove a category and no longer display it on the home screen, remove it from the **Active Categories Zone** by holding it for a few seconds. (This action is equivalent to editing the category and disabling the **Activate Category** button).

• Reorganize the Order :

To reorganize the order of categories in the **Active Categories Zone**, remove all categories first, then add them back in the desired order.

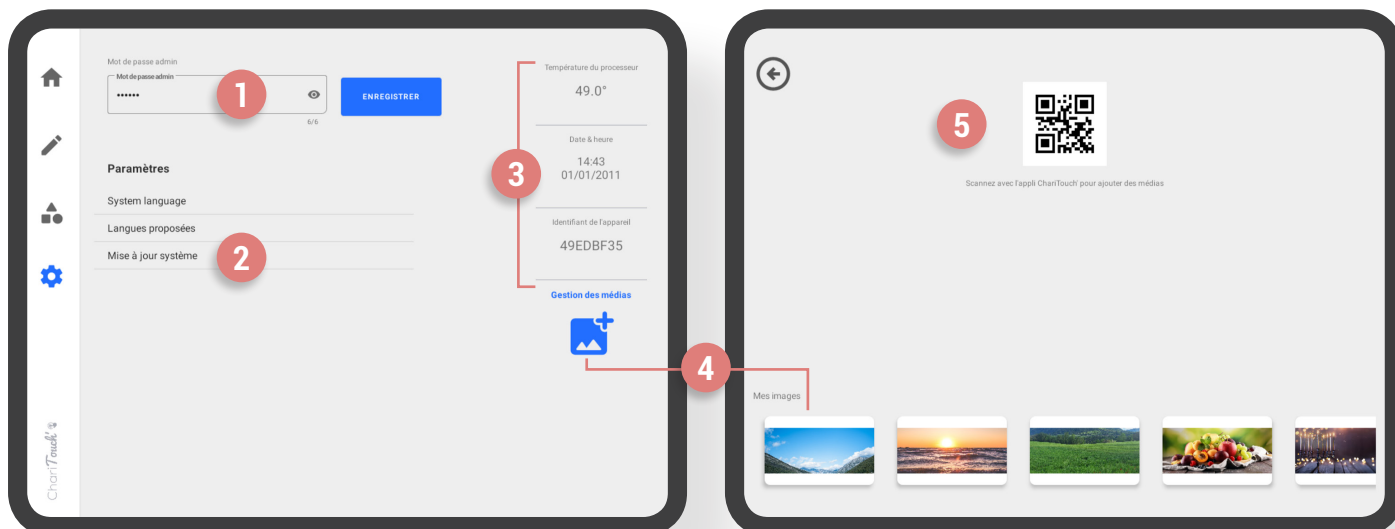
• Delete a Category :

Hold the category in the list at the bottom of the screen to delete it. Note that related statistics will be lost.

5. Settings and Media Management



The **Settings** tab provides access to essential information about the terminal, allows you to change the password, and manage media via the mobile app.



Change Password

- 1 Access this section to update the password for accessing Configuration Mode. If the default password (123456) has not yet been changed, we recommend personalizing it to secure the terminal.

System Update

- 2 Perform remote system updates. Keep the system up to date and secure, and take advantage of our latest features.

Product Information

- 3 Technical Details: View the terminal's serial number and monitor its temperature to track its status.

Media Management

• Download the Mobile App :

Download the **Charitouch** mobile app for Android. This app allows you to upload logos and custom images to the terminal.

• Manage Your Media :

- 4 You can import, view, or delete images uploaded to the terminal in this section.

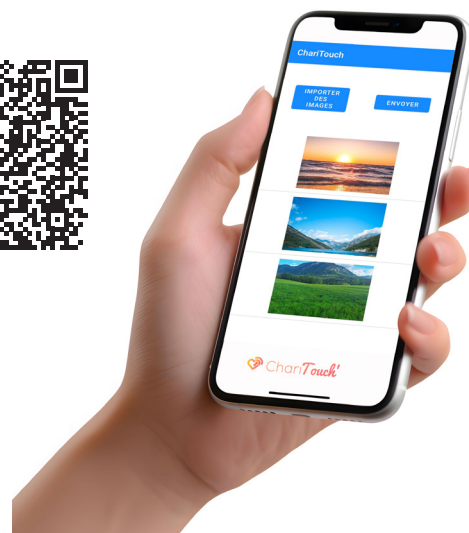
• QR Code Connection and Adding Photos or a Logo :

- 5 Scan the QR code displayed on the terminal using the app to establish a secure connection.

Upload media to the terminal via the mobile app:

Photos : These can be used when creating or modifying categories.

Logos : These will be used for customizing the home screen (in the Design / Aesthetics tab).



6. Frequently Asked Questions

What should I do if the network is not working properly ?

If the donation terminal fails to connect to the network, an error message will automatically appear on the home screen. Tap the screen to try reconnecting. If the connection does not return after a few minutes, unplug the terminal, wait a few minutes, and plug it back in.

How do I change the default password ?

Go to the Settings tab in Configuration Mode and follow the instructions to change the password.

Can I add my own background images for the home screen ?

Only the images provided in the image library can be used as background images.

Are donation statistics saved ?

Donation statistics are saved for each category as long as they are not deleted.

Why isn't my logo displaying ?

Ensure that your logo has been successfully uploaded via the mobile app and that it is enabled in the Design / Aesthetics menu settings.

Technical Support

For any technical assistance, please contact our team using one of the following methods:

Email : contact@charitouch.com

Phone : 07 83 11 65 00 (France)

Website : <https://www.charitouch.com>

Customer support is available at any time