



Dannemora Federal Credit Union

Google Pay Frequently Asked Questions

Getting Started

About Google Pay: Google Pay offers an easy, secure, and private way to pay on your Android based mobile devices. And now you can send and receive money with friends and family right in messages.

What do I need to use Google Pay?

Here's what you need to use Google Pay in Canada and The United States:

- ❖ Your eligible device (see below)
- ❖ A DFCU Debit Card
- ❖ Make sure your mobile device is running Android Lollipop (5.0) or higher
- ❖ Download the Google Pay app, if you do not already have it

How can I tell what version my Android has?

1. Open your device's Settings app ->
 2. Near the bottom, tap **System > About Phone** or **About Tablet**
 3. Scroll down to "Android version" and "Android Security patch level"
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- ❖ If your Android device does not have Lollipop (5.0) you can check for updates by the following:
 - a) Open your device's Settings app ->
 - b) Near the bottom, tap **System > System update**. (If needed, first tap **About phone** or **About tablet**.)
 - c) You'll see your update status.

***** Dannemora Federal Credit Union is not responsible for updates made and/or any results of updates to phones. *****

How do I add a card to Google Pay?

You can start using Google Pay as soon as you [add your DFCU debit card with in the Google Pay app](#). Remember to add your cards to any device that you want to use with Google Pay.

Open the Google Pay app and follow the onscreen prompts to adding your DFCU Debit card. You can contact DFCU when prompted to activate your new token. DFCU has also added some helpful screenshots and guide to assist in adding your debit card to your Google Pay Wallet.



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Google Pay security and privacy overview

To learn how Google protects your personal information, transaction data, and payment information when you use Google Pay please visit https://privacy.google.com/your-security.html?categories_activeEl=sign-in.

How do I add a card to Google Pay?

1. Go to the Google Pay App ->
 - i. If you have multiple Google Accounts in Google Pay: At the top left of the app, tap the menu ≡, then choose the account you want to add a card to from the dropdown menu.
2. At the bottom right, tap **My Cards**.
3. At the bottom right, tap Add
4. Tap **Add a credit or Debit card**, follow the onscreen instructions
 - i. Be sure to verify the card numbers, date and CCV codes are entered correctly
5. You will be asked to call DFCU will verify the information. When prompted, please call the number listed or review below.
 - i. Please call the number listed on the screen, DFCU will need to confirm identity and activate you security token (refer to Safe and Security FAQ).
 - ii. 518-825-0323 (8:30AM to 4:30PM M-F)
 - ii. 1-844-646-5465 (AFTER HOURS)
6. After DFCU has activated your card token, return to Google Pay and tap your card.
7. If there further prompts your card has been added.

What's next? Where to use Google Pay?

Google Pay is accepted in grocery stores, boutiques, restaurants, hotels, and so many places you already enjoy. You can also use Google Pay in all kinds of apps — and on participating websites on your Android mobile devices. You can also use Google Pay as an easy and secure way to make donations to your favorite nonprofit.

Use Google Pay wherever you see one of these symbols.





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PLEASE VISIT GOOGLE PAY SUPPORT FOR MORE IN-DEPTH GUIDES.

https://support.google.com/pay/answer/6224811?hl=en&ref_topic=6224829#
