



Getting started guide

FOR STUDENTS





Western Sydney University has partnered with Weel to provide greater choice for students.

Weel is a digital Mastercard and expense management platform that allows Western Sydney University to issue funds to students, and allows students to make payments (including online payments) through their smart device, with Apple Pay or Google Pay.

This document outlines all steps required for students to set up their Weel account and make purchases.

For all questions and enquiries relating to setting up and using Weel, please contact the Weel Support team at support@letsweel.com

Contents

1 How to create your Weel account

2 Download the Weel App

3 How to download Google Wallet

4 How to login to the Weel mobile app

5 How to add to wallet

6 How to create a PIN

7 How to pay in-store

8 How to pay online

9 Need more help?

1

How to create your Weel account

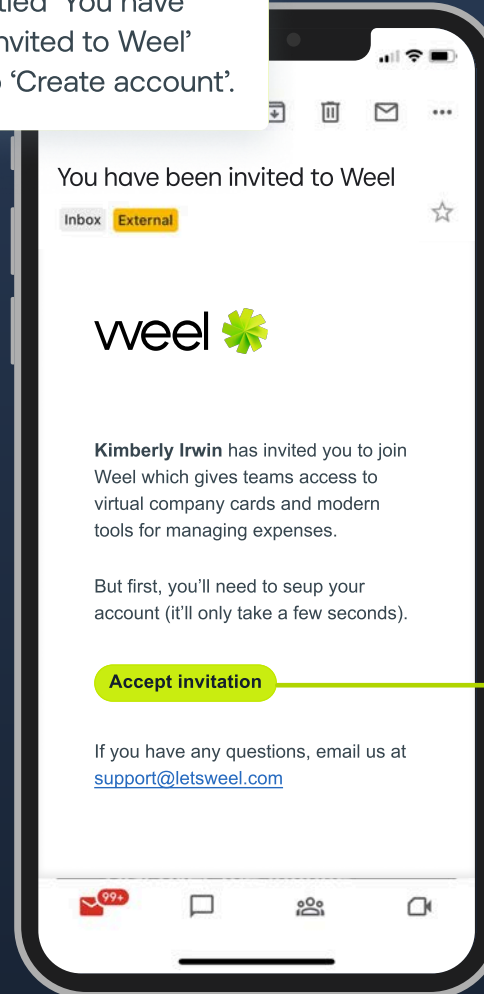
FOR STUDENTS

Once you have been invited to join your organisations Weel account it's easy to get started.

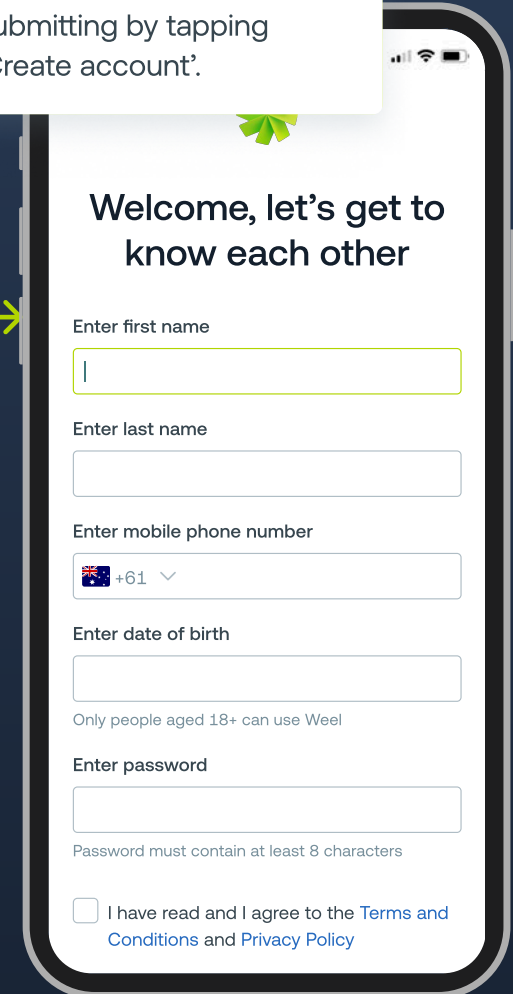
Note:

- all signup fields are required
- only Australian phone numbers are accepted
- you will need to be 18 years or older to join
- passwords are case sensitive and require a mix of numerals, letters and special characters
- use the same password across both our web and mobile app

Step 1: Open the email sent by Weel to your inbox titled 'You have been invited to Weel' and tap 'Create account'.



Step 2: Enter your details and accept the Terms and Conditions before submitting by tapping 'Create account'.



2

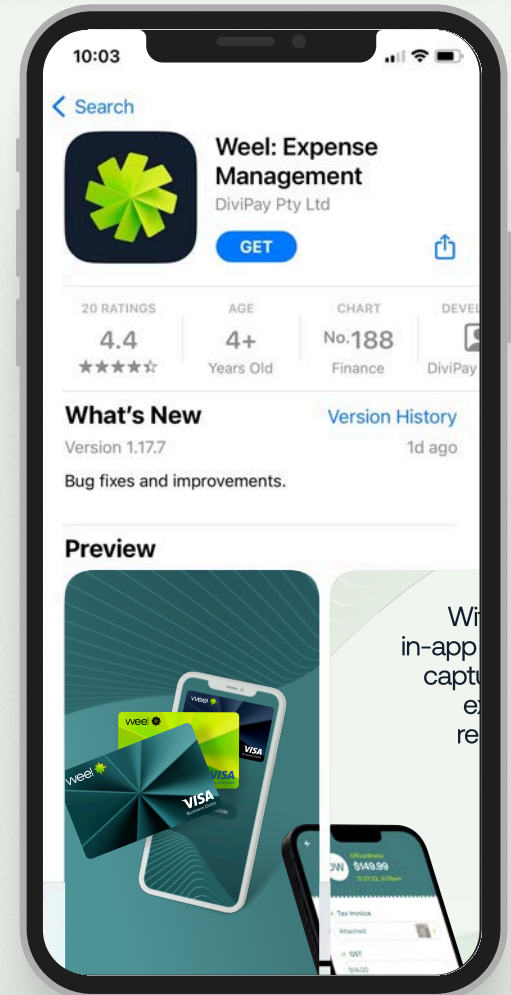
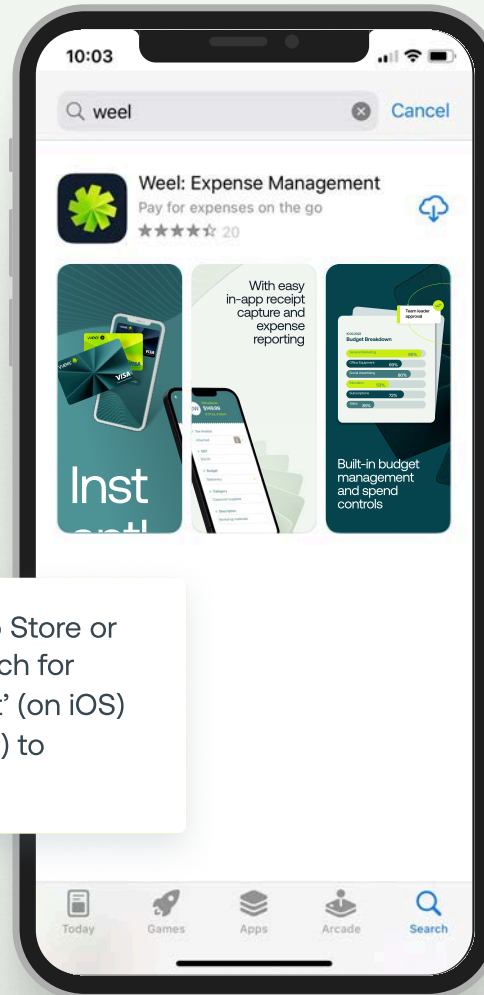
Download the Weel App

FOR STUDENTS

Once you've signed up, downloading our mobile app is a great place to get started using Weel.

Step 1: Go to the App Store or Google Play and search for 'Weel' and select 'Get' (on iOS) or 'Install' (on Android) to download.

Step 2: Once you've authenticated and the app has downloaded, tap 'Open'.



3

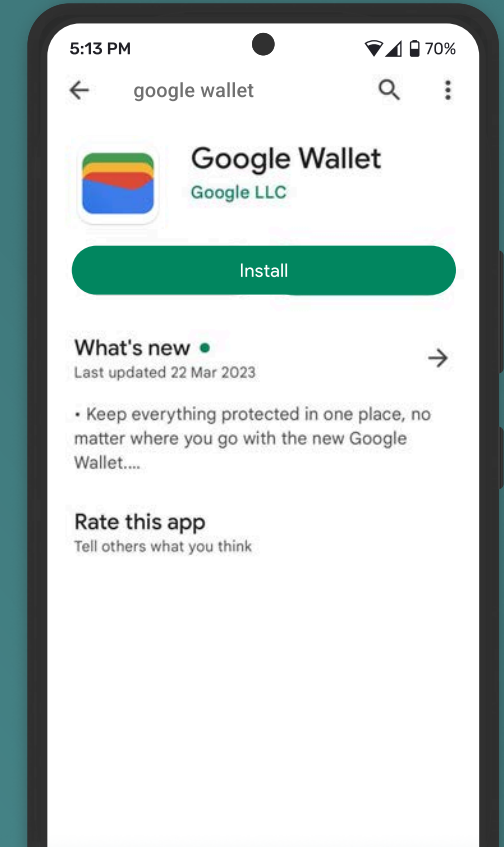
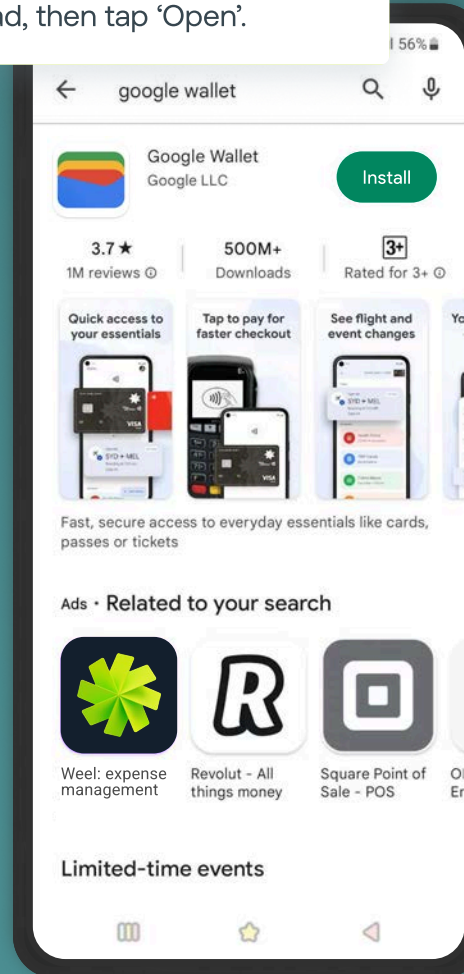
How to download Google Wallet

If you are using an Android phone and you haven't already, you will need to download and install Google Wallet on your device.

Note:

- To ensure NFC is switched on open your phones settings, tap 'Connections' and press 'On'.

Step 1: Open your Google Play app and search for 'Google Wallet'. Tap 'Install' to authenticate and download, then tap 'Open'.



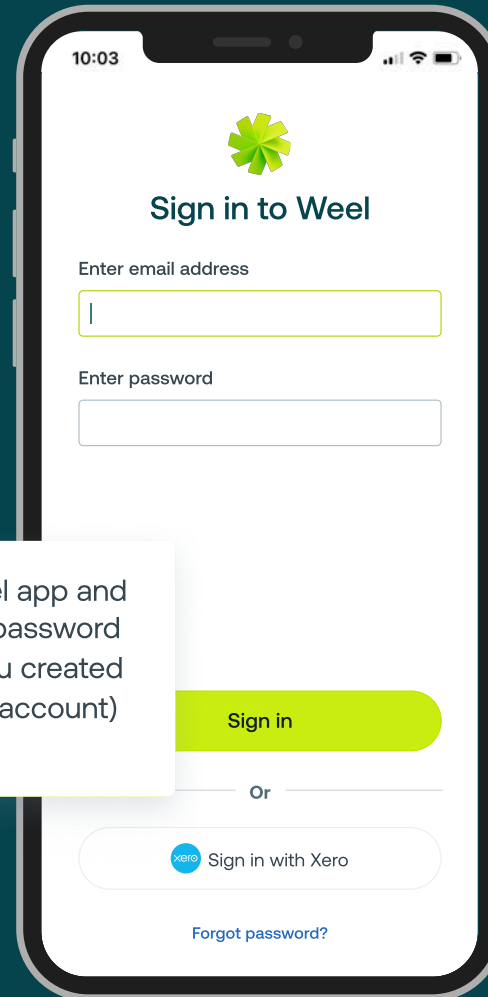
Step 2: Once installed set English as your language and tap '→' in top right to enter your phone. Once verified select your preferred payment step and tap 'Continue'.

4

How to login to the Weel mobile app

Getting started with the Weel mobile app is easy.

Step 1: Open the Weel app and enter your email and password (use the password you created when setting up your account) and tap 'Sign in'.



10:03



Sign in to Weel

Enter email address

Enter password

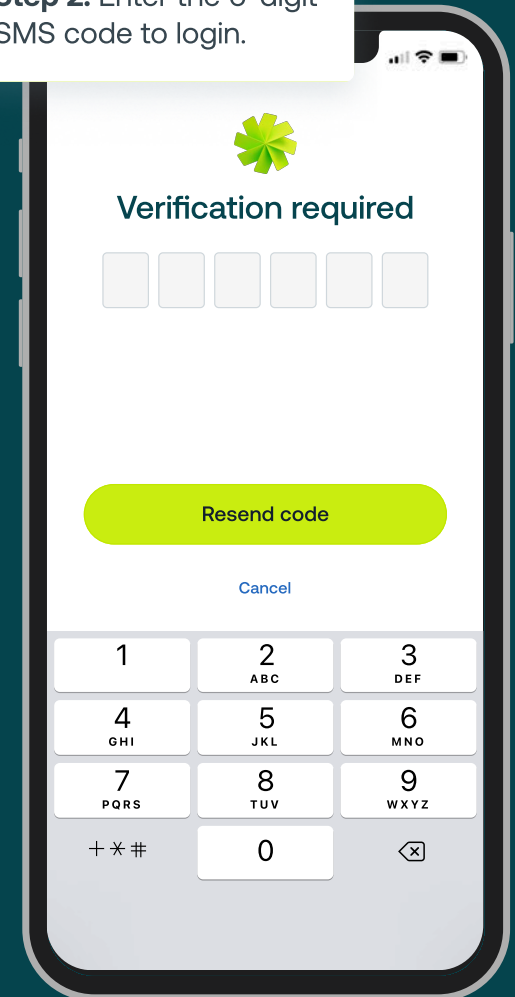
Sign in

Or

 Sign in with Xero

[Forgot password?](#)

Step 2: Enter the 6-digit SMS code to login.





Verification required

Resend code

[Cancel](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	



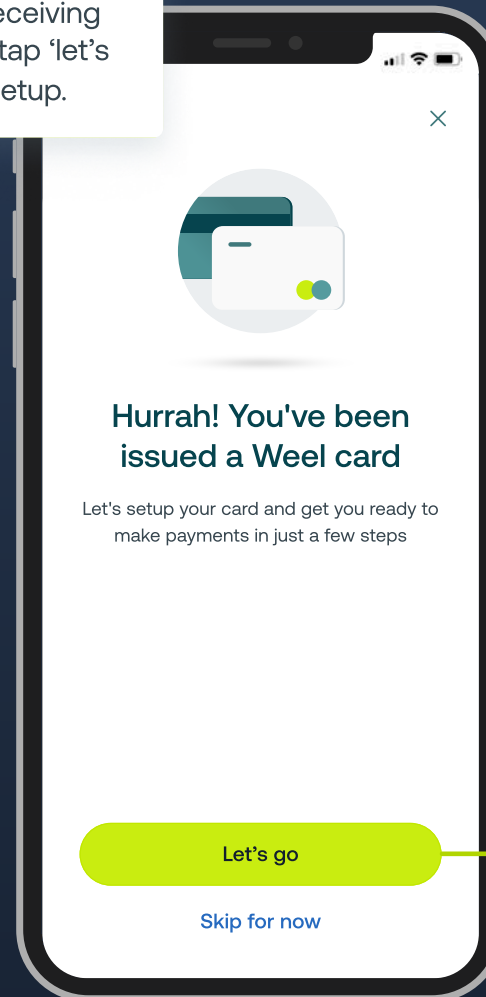
How to add to wallet

Once assigned a budget you will receive an easy step by step prompt to walk you through setting up your Weel card in Google Wallet if you're using Android, or Apple Wallet if you're on iOS.

Note:

- If you don't receive a prompt and you have an empty cards screen in the app, contact your admin to confirm you've been added to a budget.

Step 1: On receiving the prompt, tap 'let's go' to start setup.



Need to make an in-store payment?

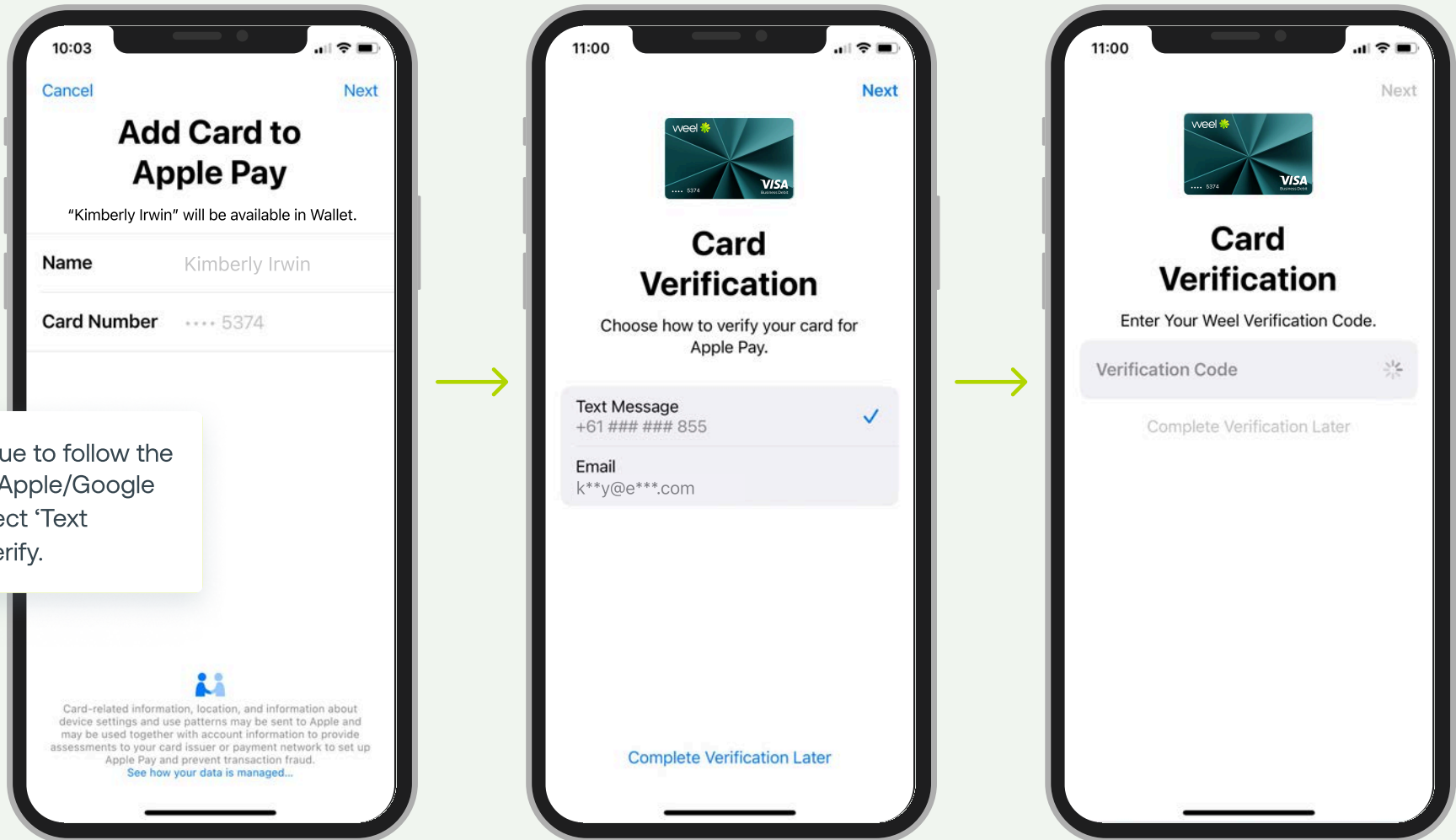
Easy. Add your card to Apple Wallet for easy in-store payments. Skip to pay online instantly.

 Add to Apple Wallet

[Skip for now](#)

Step 2: Tap 'Add to Google Wallet' if you're using Android or 'Add to Apple Wallet' if you're on iOS and follow the prompts.

How to add to wallet (cont.)



Step 3: Continue to follow the prompts from Apple/Google Wallet and select 'Text message' to verify.

Note:

- You will only need to add your Weel card to Apple/Google Wallet once. If you decide to 'Skip for now' you will continue to be prompted until you've added your card.

6

How to create a PIN

For in-store payments you may be required to use a PIN on some payment terminals. Once you've successfully completed adding your card to Apple/Google wallet, you will be prompted to set a PIN.

Note:

- Avoid using your birth date or easy to guess combinations like 1111 or 1234.

Step 1: Follow the prompts by entering a 4 digit pin and tapping 'Next'.

Let's create your new card PIN

Avoid using your birth date or easy to guess combinations like 1111 or 1234

Next

Step 2: You will then need to confirm by re-entering your 4 digit PIN and tapping 'Next'.

Confirm card PIN

This PIN may be required when you make a payment in-store

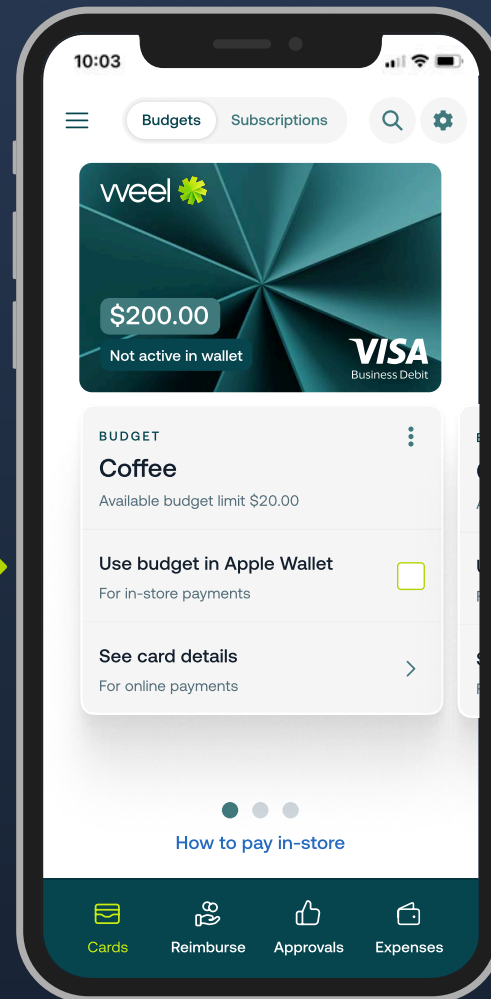
Next

7

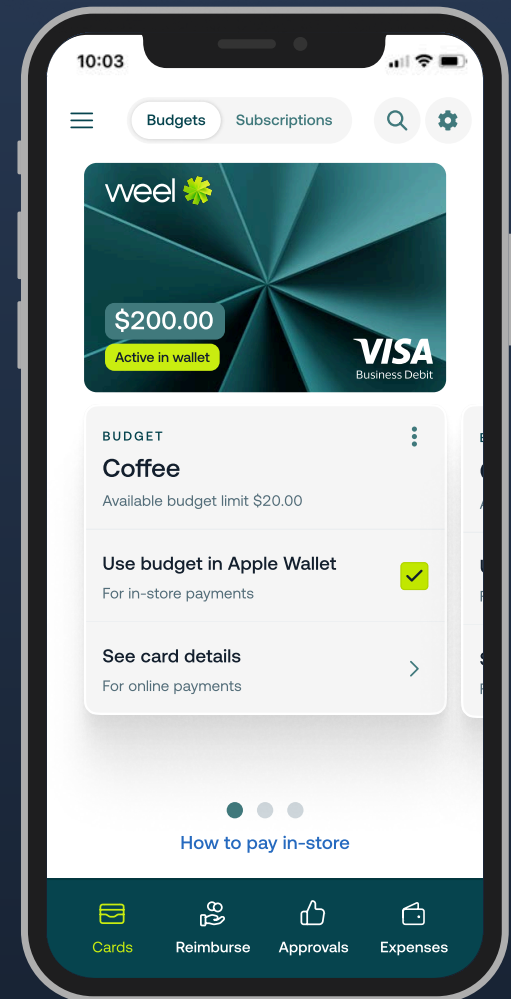
How to pay in-store

Once your card is added to your Apple Wallet you're now ready to use your virtual card.

Step 1: In the cards section of the app select your required budget by swiping left and right.



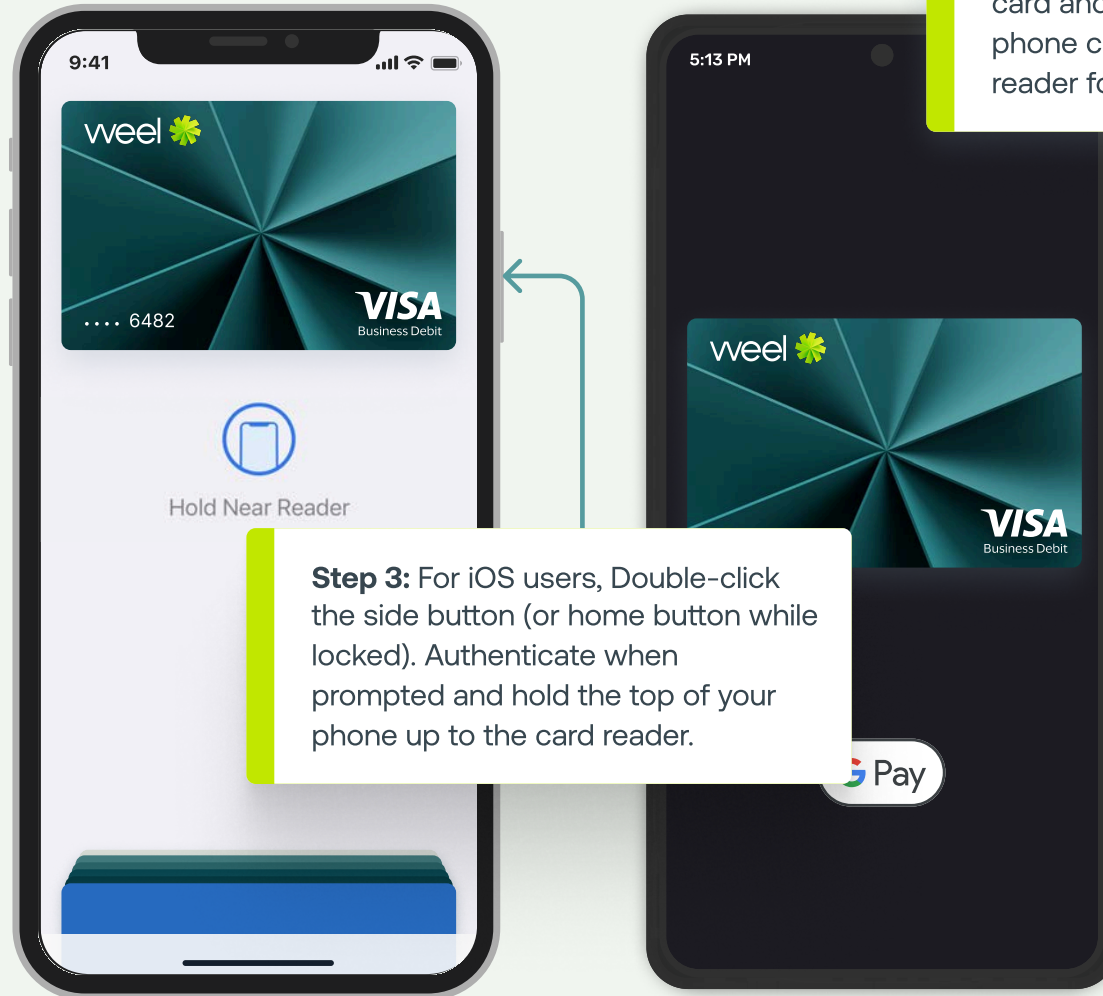
Step 2: Select 'Use budget in Apple Wallet' (or 'Google Wallet' if you're on Android).



Note:

- If you have a large number of budgets, you can use the search function in the top right.

How to pay in-store (cont.)



Step 3: For Android users, open Google Wallet, select your Weel card and hold the back of your phone close to the payment reader for a few seconds.

Step 3: For iOS users, Double-click the side button (or home button while locked). Authenticate when prompted and hold the top of your phone up to the card reader.

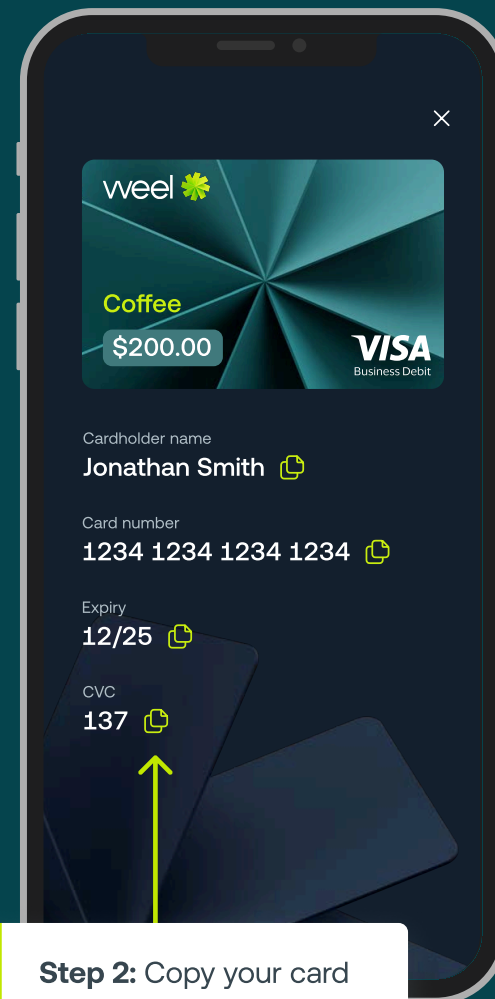
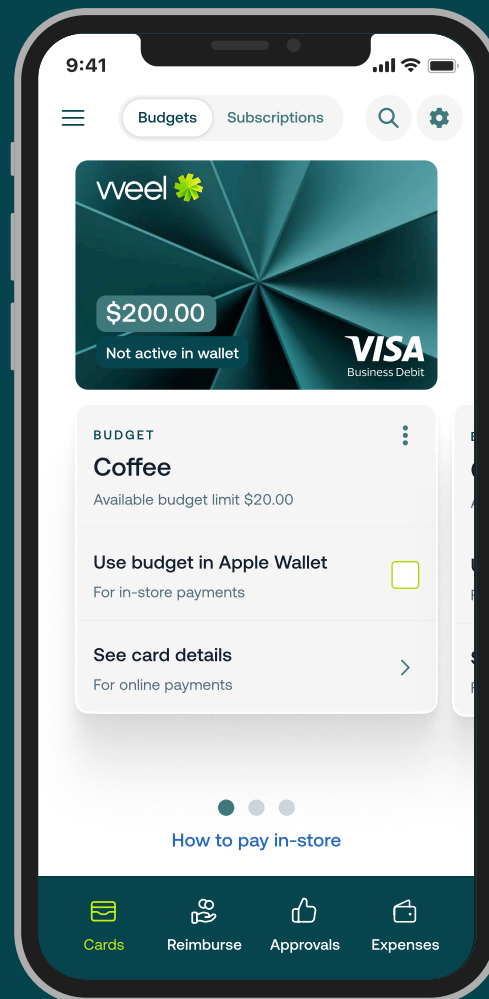
Note:

- Before making a payment always check your 'Available budget limit' to ensure that you have enough funds.

How to pay online

Paying online is easy with card details at your fingertips.

Step 1: Swipe to your required budget and select 'see card details' (you don't need to activate in Apple/Google Wallet).



Step 2: Copy your card details by tapping the copy icons.

Need more help?

Learn, implement and get help with Weel.



Help centre

Learn how to implement, use and get help with Weel.

[Go to help centre →](#)



Online training courses

Complete an online training course and become a Weel expert.

[Complete online training →](#)



Contact support

Talk to the Weel support team and get help when you need it.

[Contact support →](#)



Visit letsweel.com to find out more