

Cardtronics ATM Testing Instructions

Thank you for supporting the NFB's Cardtronics ATM testing program. This nationwide testing will be a critical tool for measuring Cardtronics' compliance with its settlement agreement with the NFB. Your role as a tester is an important part of this testing effort.

The following step-by-step instructions will ensure that your testing process meets the settlement agreement requirements. These instructions are written for NFB members who have been assigned as testers by their state affiliate president.

Instructions

1. On or before September 1, you will receive an email with your RT (Request Tracker) login credentials from Rachel Olivero, director of organizational technology at the NFB (rolivero@nfb.org). Open this email to access your RT login, password, and a link to RT (<https://rt.nfb.org>). If you do not receive this email, contact Valerie Yingling at vyingling@nfb.org.
2. Log into RT. You will be directed to your RT dashboard. Select the link to your ATM ticket. Then select the "ATM Test Results" link to open the questionnaire.
3. Visit the assigned ATM—be sure to bring your headphones with you to test the ATM.
4. Complete all portions of the online questionnaire—be sure to save your responses via the "Save" or "Update Ticket" button.
 - You may prefer to first visit the ATM and take notes before completing the online questionnaire. (See the required testing questions, on page two of this document.)
5. If you have been assigned multiple ATMs, repeat steps two through four.
6. Please complete all testing by October 15, 2017.

Additional Information

Request Tracker (RT)

- Once logged in, you can access your RT dashboard at any time by selecting the "Tickets" button. Your dashboard will include links to all assigned ATMs. To locate the questionnaire from your RT dashboard, first select your assigned ATM, then select the "ATM test results" link.
- Use the same procedures to edit a response—after logging in, select the "Tickets" button, select an assigned ATM, and then select the "ATM test results" link. Select "Update Ticket" after editing your response. The ticket will display as "open" and can be edited throughout the testing window.

ATM Assignments

- If there is a problem with testing a specific, assigned ATM (for example, if the ATM is located somewhere you deem to be unsafe), contact Valerie Yingling at vyingling@nfb.org for a reassignment.

Questionnaire

- The required questions are included on page two of this document. The questions are a part of the NFB-Cardtronics settlement agreement and have been approved by both parties. The questions cannot be changed for the purpose of this testing program.

Costs to Testers

- Testers will be required to withdraw \$20 from their accounts to complete a test. This step is important so that the tester can verify that the ATM's voice guidance prompts a tester to remove his or her cash and stops prompting the tester to take the cash once the cash has been removed.
- A tester may incur an ATM fee from the tester's bank. If this is prohibitive, please contact your state affiliate president.

Still have questions?

Contact Valerie Yingling at vyingling@nfb.org or (410) 659-9314, extension 2440.

NFB ATM Testing Questionnaire

Required field(s) are indicated by an *

*First Name _____

*Last Name _____

*E-mail _____

*City of residence _____

*State _____

*Test date _____

*ATM identification information (This information should be copied and pasted from the email you received for the machine tested.)

*1. Are the headphone jack, card insertion slot, cash dispenser, and receipt chute marked with Braille? Yes No

*2. Are you able to locate the headphone jack and instructions for initiating the speech mode? Yes No

*3. Did voice guided information begin in English upon plugging in the headset? Yes No

*4. Can you control the volume? Yes No

*5. Is the voice quality reasonably understandable? Yes No

*6. Using voice guidance, are you able to complete a balance inquiry? Yes No

*7. Using voice guidance, are you able to complete a cash withdrawal? Yes No

*8. Did the voice guidance confirm when your transaction was completed and provide you with a transaction summary? Yes No

*9. Did the voice guidance instruct you to remove your headset? Yes No

*10. Did you encounter any errors? If so, what message did you receive? Yes No

[Describe message:]

If the ATM malfunctioned in any way, please describe:

