

Your Easy Guide to Using Quickpay

The fast and
simple way to
add credit to your
prepayment unit.

quickpay.switch2.co.uk

Includes updates
and new features

It's now easier to top up your credit

Introducing the Quickpay app - the fast and simple way to add credit to your prepayment unit



- Top up anywhere, anytime
- Simple system
- Auto and regular top-up now available
- Available for smartphones and tablets
- Convenient - no need to go out to top up
- All major credit and debit cards accepted
- Enables a seamless service

Getting Started

- 1 Go to the App Store for iOS or the Google Play Store for Android and search 'Switch2'
- 2 Download the free app
- 3 Once downloaded you'll be asked for your serial number and passcode



- 4 Your serial number is printed below the barcode on the front of your unit



- 5 To access your passcode click on the 'passcode help' button and enter your serial number

- 6 Your unique passcode will be displayed on your **prepayment unit**. Make a note of your passcode here:

Now you're ready to log in and top up.

Log In & Top Up

Find out about auto and regular top-up

- 1 Enter your serial number and passcode into the app
- 2 Select your payment amount and click 'purchase'
- 3 Enter your card details and submit your payment
- 4 You will be advised how quickly the credit will be on your unit*

Quickpay can also be accessed from any web enabled device at: quickpay.switch2.co.uk

*Please note, credit can be on the unit in as little as 5 minutes but this is dependent on the state of the mobile network connection, so may vary depending on your connection. It is always better to keep your credit level topped up. Emergency credit should only be used if you cannot top up when required.

Introducing our new features



What is Auto Top-up?

Auto Top-up enables you to keep your meter topped up with credit automatically. When a minimum credit amount has been reached on your meter the balance will be topped up automatically with a specified value. This means you will never be without credit but are always in control.

What is Regular Top-up?

Regular Top-up allows you to top-up credit automatically on a selected date of the week or month, without having to setup a Direct Debit. This means you can budget better and have peace of mind that credit is regularly topped up to meet your requirements.

For any questions about Quickpay or your prepayment unit please contact us on

Call 0333 321 2010

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Web www.switch2.co.uk