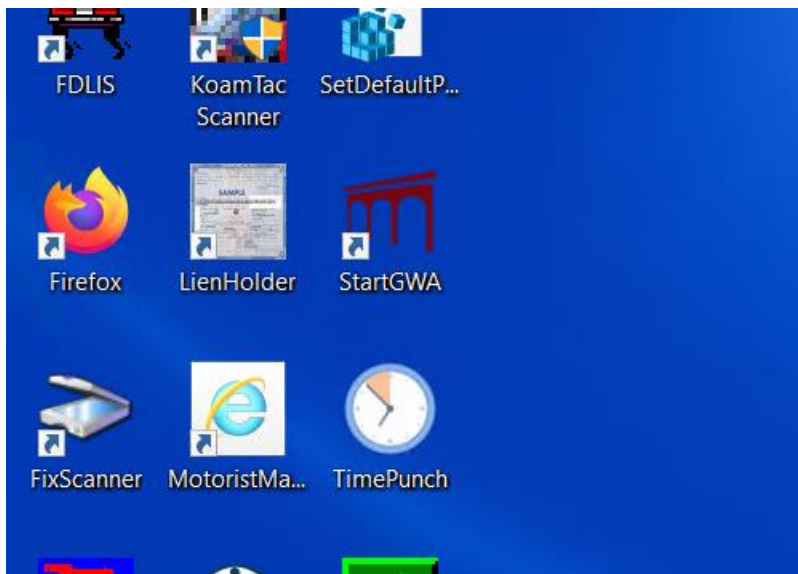


If you are having pin pad issues:

- 1) If the error says 'cannot communicate/activate pin pad, or any variant of this that contains the word 'pinpad' , please contact IT for assistance.
- 2) If the error contains the word 'GWA' , this usually means the GWA service has stopped inadvertently (GWA is the app that helps TaxSys 'communicate' with the pin pad). In this situation, all you need to do is **Start the GWA**. This is easy to do.. there's a shortcut on your desktop called 'StartGWA'.



Just double click it and you are done! (it runs silently in the background, so you won't 'see' anything happening once you double click. This should fix the 'GWA pin pad error message' for you.

However, don't hesitate to reach out to IT if you need us.