



Supporting customers and colleagues with Sunflower Extra

What is Sunflower Extra?

Sunflower Extra is an enhanced version of the Sunflower Card. It allows people with non-visible disabilities to instantly share personalised support information by tapping their card on an NFC-enabled phone or scanning a QR code.

- It helps customers communicate their needs discreetly
- It makes it easier for staff to offer the right support
- It works instantly — no app required

How to support a customer or colleague using Sunflower Extra

A customer or colleague shows you their Sunflower Extra card

If someone presents their Sunflower Extra Card, it means they may need extra support or understanding.

Treat them with patience, kindness, and respect — just as you would any Sunflower wearer.

The card shows Sunflower icons to show the extra support they may need.

The customer can choose to tap the card on a phone to access their support details

Most modern smartphones will recognise the card automatically when tapped. They can choose to use their phone, or you may want to use your own.

If tapping doesn't work, customers may scan the QR code on the card instead.

Read and follow the support information

The customer's personalised page will appear, showing the details they've chosen to share.

This might include preferred communication methods, assistance needs, or other important information. It can be as simple as needing to access a quiet space or bathroom.

You do not need to ask for further details — simply follow what's on the screen.

Provide support accordingly

If you're unsure how to help, ask in a polite and patient way: "How can I help you today?"

If you cannot personally assist, direct them to someone who can.

FAQ's

What if my phone doesn't support NFC?

The customer can scan the QR code on their card instead to access their information.

How do I tap the card?

Sunflower Extra uses NFC (Near Field Communication), which allows the card to be tapped on a phone to open the wearer's digital support profile.

Here's how to tap the card depending on the device:

For iPhones (Apple devices)

- NFC is automatically enabled on iPhones (iPhone 7 and newer)
- Simply hold the Sunflower Extra card near the top of the phone
- A notification will pop up on the screen — tap it to open the digital profile

For Samsung and Android Phones

- Most Android phones have NFC, but it may need to be switched on
- Go to Settings > Connections > NFC & Contactless Payments and turn it on
- Hold the back of the phone near the card (usually near the camera or middle of the phone)
- A notification will pop up, tap it to view the wearer's support details

Troubleshooting tips:

- Ensure the phone is unlocked before tapping
- If nothing happens, try adjusting the position slightly
- If NFC isn't working, scan the QR code on the back of the card instead

What do the Sunflower symbols mean?

The Sunflower Extra digital profile may display specific icons that provide a quick visual reference to a person's needs.

These icons represent different types of assistance, such as:

- Communication support
- Extra time
- Sensory sensitivity

You can find a full guide to the Sunflower symbols [here](#).

Can I contact the emergency contact?

Sunflower Extra provides the option for wearers to include an emergency contact, but staff must always get the wearer's permission before making a call.

If you are unsure whether calling is necessary — always check with the wearer first.

What happens if I find a Sunflower Card?

If you come across a misplaced or lost Sunflower Extra Card:

- Do not attempt to use the card — It contains personal information meant for the wearer
- Report the lost card immediately by emailing our customer support team [here](#)
- We will cancel the card to prevent unauthorised access and attempt to contact the owner if possible

Tip: If a customer reports their Sunflower Extra card missing while in your store or venue, kindly direct them to our support team for assistance.

What if a customer doesn't want to tap their card on my phone?

They can tap it on their own phone and show you the details instead.

What if a customer's support request isn't something I can provide?

If a wearer requests a specific accommodation that your business isn't able to offer, try to:

- Find an alternative way to help (e.g. offering a quiet space, providing extra time)
- Let the customer know you understand their request and will do your best to assist
- If needed, involve a manager or another team member to see if further support can be arranged

Even small adjustments can make a big difference in ensuring an inclusive and supportive experience.

How do I recognise a Sunflower Extra Card?

The Sunflower Extra Card looks similar to the standard Sunflower personalised card but features:

- A small wireless icon on the front of the card, indicating it has NFC technology
- A QR code on the back for easy scanning

Is the customer's personal data stored on my phone?

No. Your device does not store any information — you are simply viewing a page the customer controls.

What if I don't know how to assist the customer?

Follow the instructions on their Sunflower Extra profile. If you're still unsure, kindly ask: "Is there anything I can do to help you?"

Do all Sunflower wearers have a Sunflower Extra Card?

No. Some customers may still use the standard Sunflower Card or Lanyard. In all cases, offer patience and support.

What you can do to help

- Be patient, kind, and understanding
- Follow the instructions provided on the customer's digital page
- If needed, ask, "How can I help you today?"
- Keep the interaction simple and respectful — the goal is to make their experience as smooth as possible.

By recognising Sunflower Extra, you're helping to make your business a more inclusive, accessible space for people with non-visible disabilities.



**Thank you for
your support**