

Mural Link Reference guide

For participants & caregivers

Translation-ready edition

This edition presents the full text of the Mural Link mobile app guide as editable, translatable paragraphs. App screenshots are included beside each topic for visual reference only — translators only need to work with the surrounding text.



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OVERVIEW

Global navigation

The main app navigation gives you quick access to all features.

1. Account switcher

Tap the bar to switch between multiple accounts or trials. This is only present when you have more than one account or are enrolled in more than one trial.

2. Settings menu

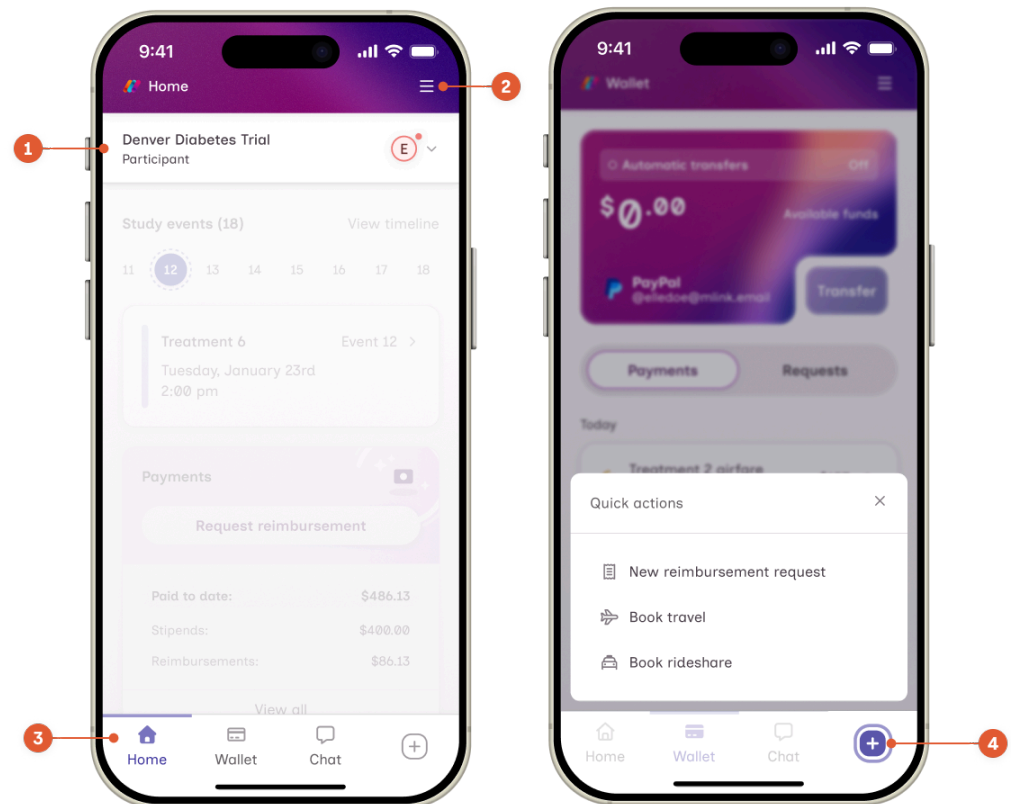
Tap to manage your account and find contact information for support.

3. Bottom navigation bar

Switch between the Home, Wallet, and Chat pages.

4. Quick actions menu

Quickly open new reimbursement requests, travel booking requests, or rides through Uber or Lyft to and from your event.



OVERVIEW

Home page

Study events module

All events in your study, in a row you can scroll. Tap an event to preview its details, or tap **View timeline** to see them all.

Payments module

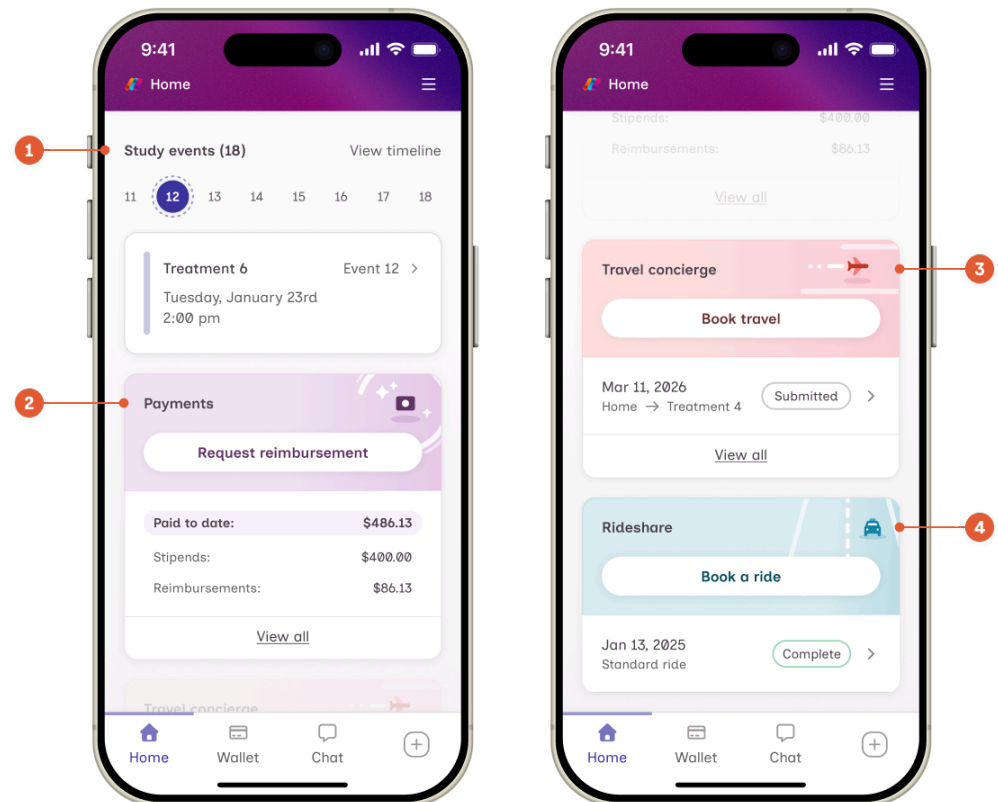
A summary of all of the stipend and reimbursement payments you have received. Tap **View all** to see all of your payments and requests.

Travel concierge module

A preview of your most recent travel request. Tap **View all** to see all of your travel requests and itineraries.

Rideshare module

A preview of your most recent Uber or Lyft ride to or from an event.





Registration & Login

REGISTRATION & LOGIN

Download the mobile app

Find the Mural Link app

Search “Mural Link” in your phone’s app store and download the app.

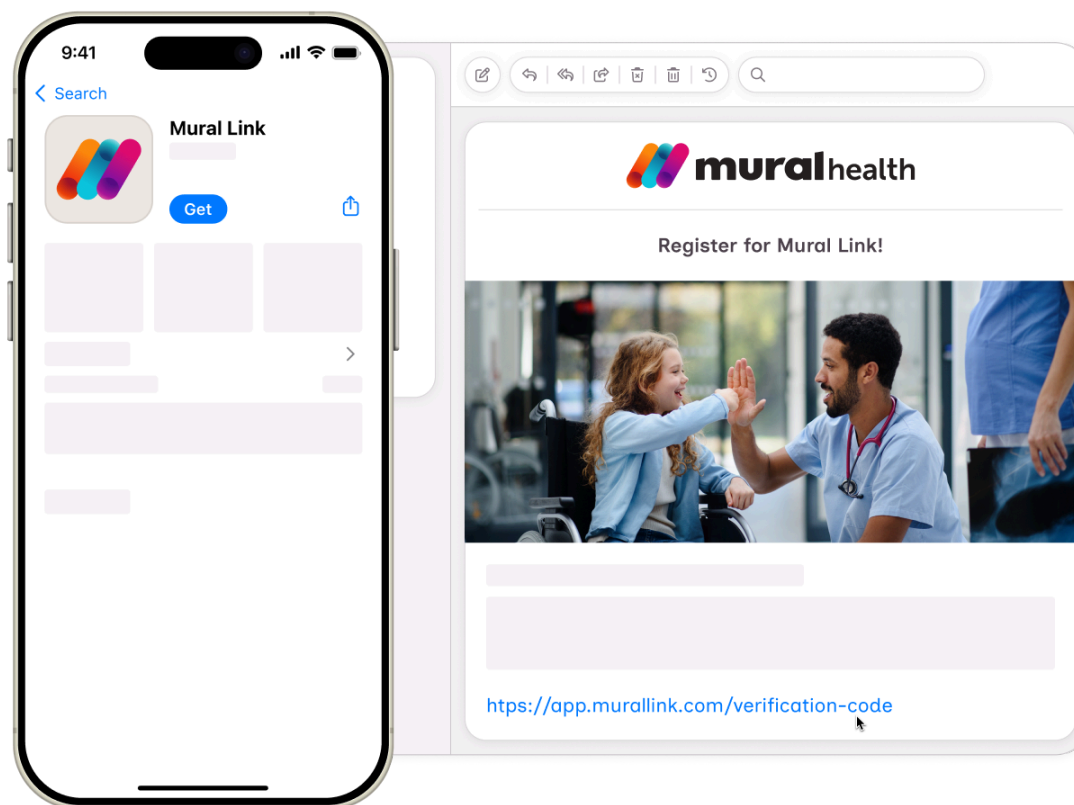
To use Mural Link on your web browser instead, go to app.murallink.com.

Open email and create your account

Once your Site Coordinator registers you, you will receive a message from notifications@murallink.com with a link to create your account.

Note to Caregivers

You will also receive a message with a link to register. You will use Mural Link from the participant’s point of view, with access to both your profile and theirs.



REGISTRATION & LOGIN

Create an account

Your registration link opens Mural Link to the registration page. Note that this link expires after 24 hours.

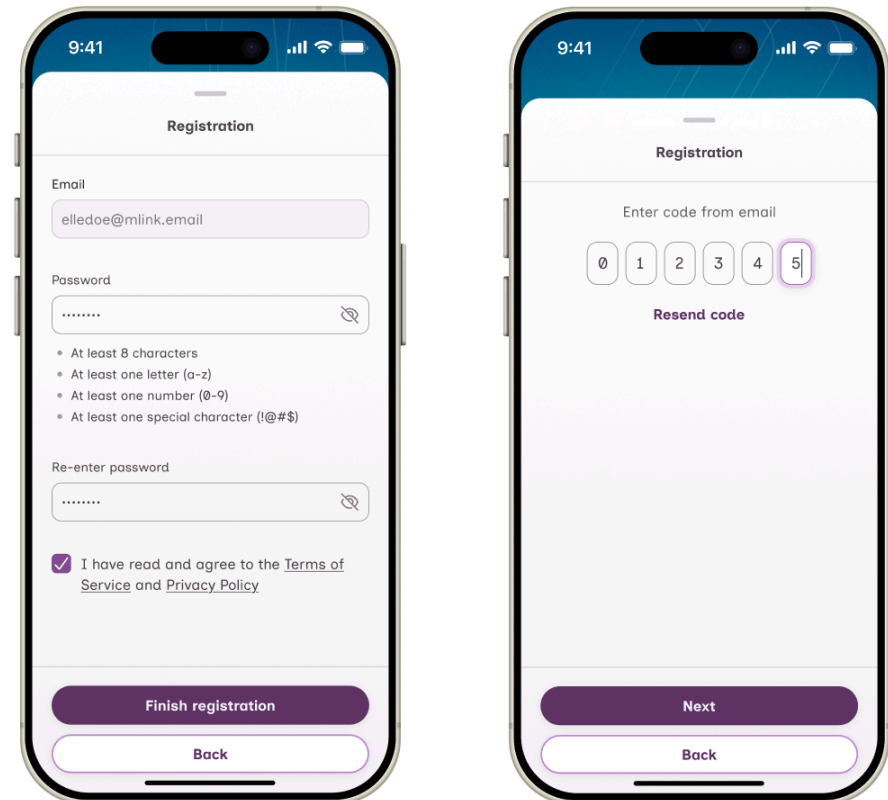
Set your password

Some of your information is already filled in by your Site Coordinator. Create a password, agree to the terms of service and privacy policy, then tap **Finish registration**.

If your link has expired

Open Mural Link and choose Register. Enter the email your Site Coordinator used to register you, then tap **Send code**.

A secure code is sent to that email from notifications@murallink.com. Enter it on your screen, then tap **Next**. The code may take a few minutes to arrive.



REGISTRATION & LOGIN

Forgot password

Tap Forgot password

In Mural Link, choose Login at the top, then tap **Forgot password** at the bottom of the screen.

Enter your email

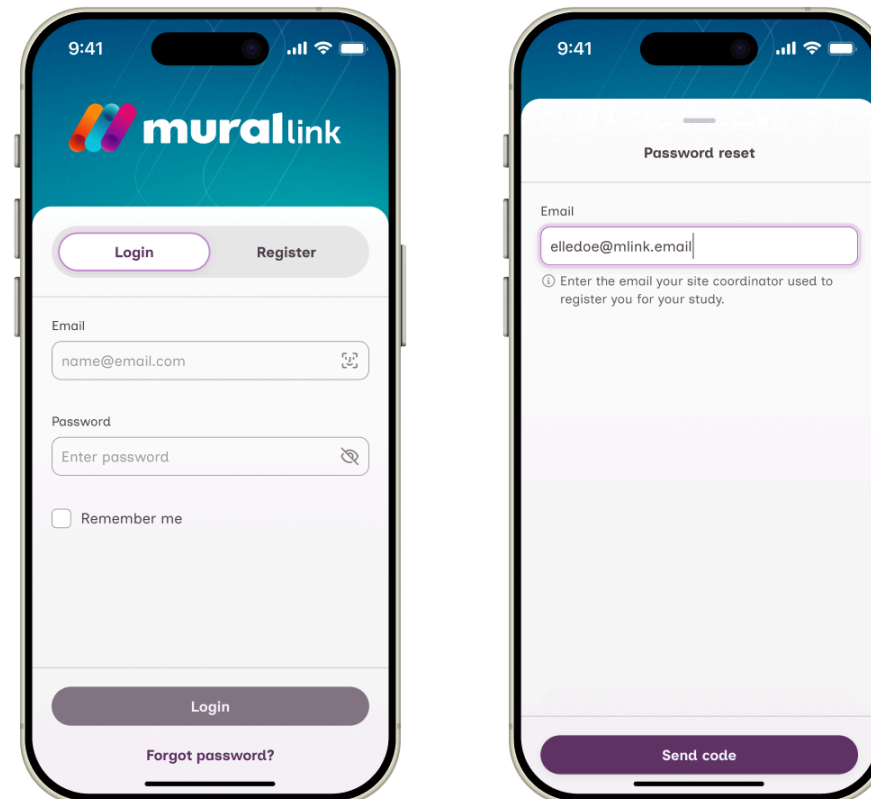
On the password reset screen, enter the email your Site Coordinator registered you with, then tap **Send code**.

A secure code is sent to that email from notifications@murallink.com. Enter it on your screen, then tap **Next**.

Note that the email may take a few minutes to arrive.

Create a new password

Create a password that meets the criteria, then re-enter it. Tap **Finish** to save it.





Payments

PAYMENTS

Payments module

The Payments module on the Home page is a place to quickly access your payment and request history, and to request a reimbursement.

Request reimbursement

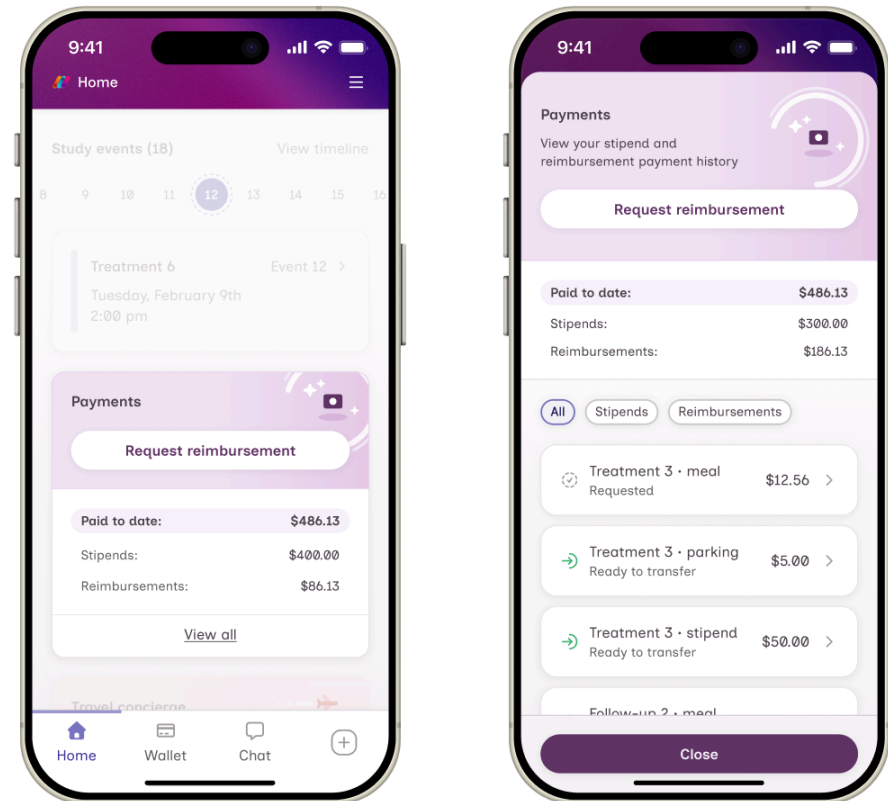
Tap **Request reimbursement** to quickly request reimbursement for eligible study expenses.

Payment summary

The summary displays your total approved payments to date. This total is broken down into stipends and reimbursements if your site has both turned on.

Open full Payments module

Tap **View all** to open the full Payments module where you can see all payments and requests in one place.



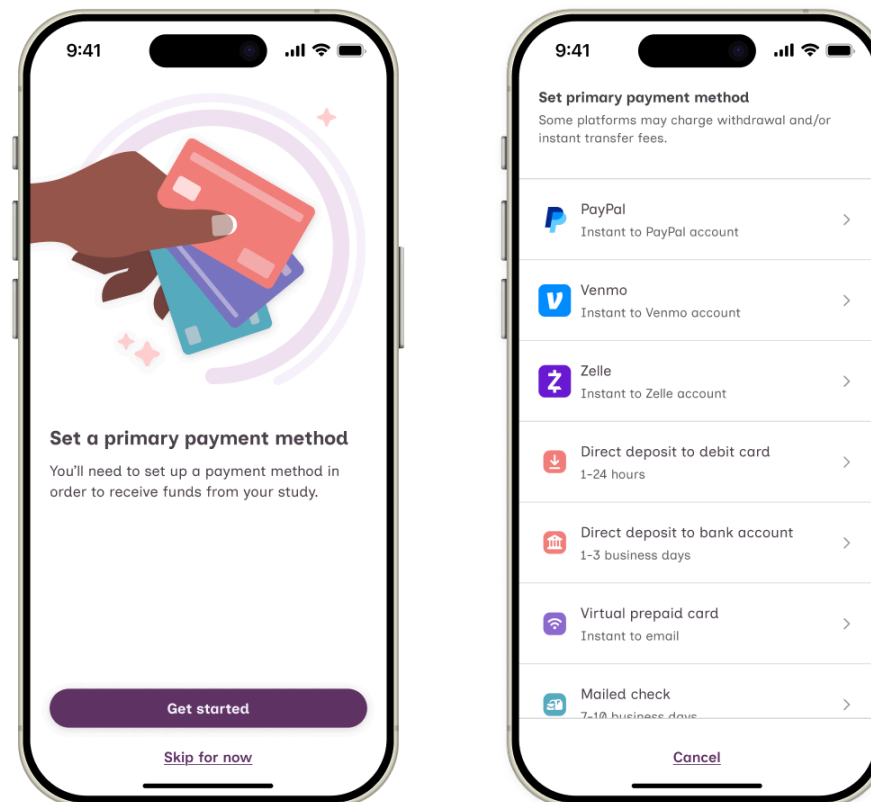
PAYMENTS

Primary payment method

If your site has the payments feature turned on, you will be prompted right after creating your account to set up a primary payment method. This is how you will receive payments from your study.

Get started

Tap **Get started** to continue. Then, select the payment method you want to use to receive payments from your study.



PAYMENTS

Primary payment method (continued)

Enter information

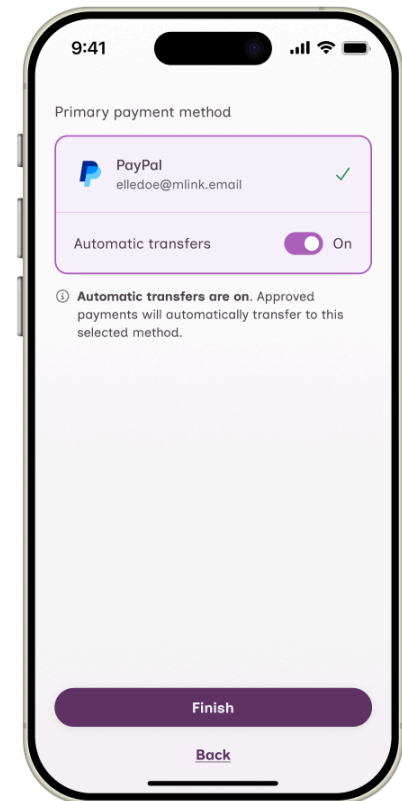
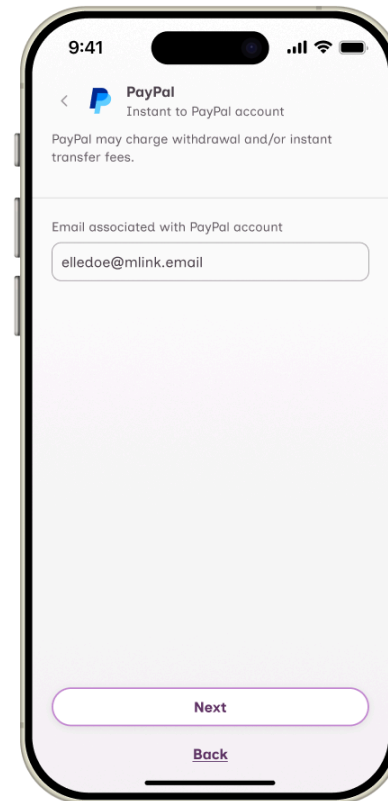
After selecting a method, enter the required information, then tap **Next**.

Review and select transfer type

Review your payment method, then use the toggle to select whether to turn on automatic transfers. This can be changed later in **Settings > Payment methods**.

After making your selection, tap **Finish**.

* Note that the differences between automatic and manual transfers are covered on the next page.



PAYMENTS

Transfer methods

You can choose to transfer your approved payments either automatically, or manually when you are ready.

Automatic transfers – recommended

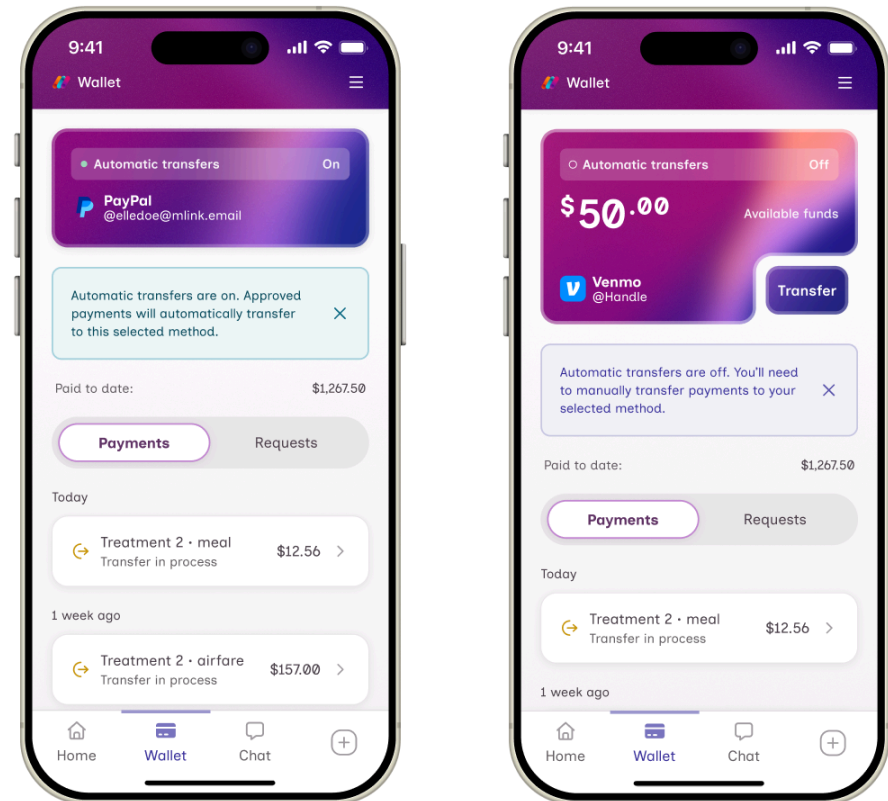
With automatic transfers on, approved payments go straight to your primary payment method — this is the fastest way to get paid.

Manual transfers

With manual transfers, payments wait in Mural Link until you tap Transfer, so getting paid takes one more step. Your payment card shows your available funds.

Change transfer type

Go to Settings, tap **Payment methods**, then use the toggle on the primary payment method card to turn automatic transfers on or off.



PAYMENTS

Requesting a reimbursement

You can request reimbursement for eligible expenses you have paid for during your study.

Open a request

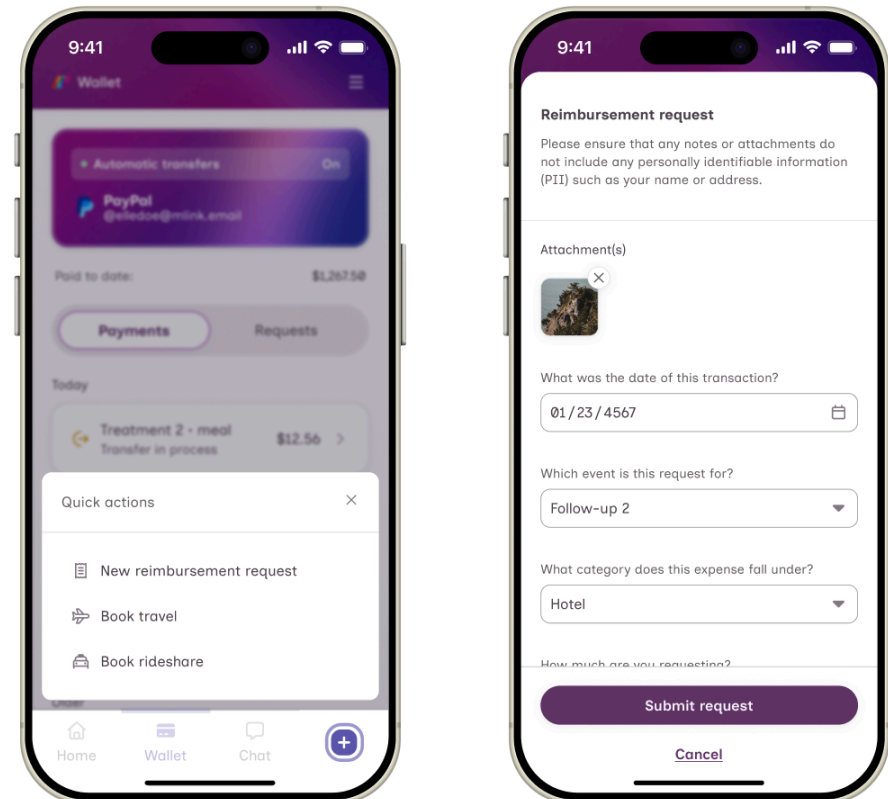
Open a new reimbursement request from the Quick actions menu, or by tapping **Request reimbursement** in the Payments module on the Home page.

Request window

Add supporting documentation and fill out the required fields, then tap **Submit request**. Your request will be sent to a Site Coordinator and/or Approver for review.

Remove PII

Make sure your documentation does not contain personally identifiable information (PII) such as your name, email, address, or phone number. Hide any PII before uploading.



PAYMENTS

Request history

You can view your reimbursement request history in the Requests section of the Wallet tab, with your most recent request shown at the top.

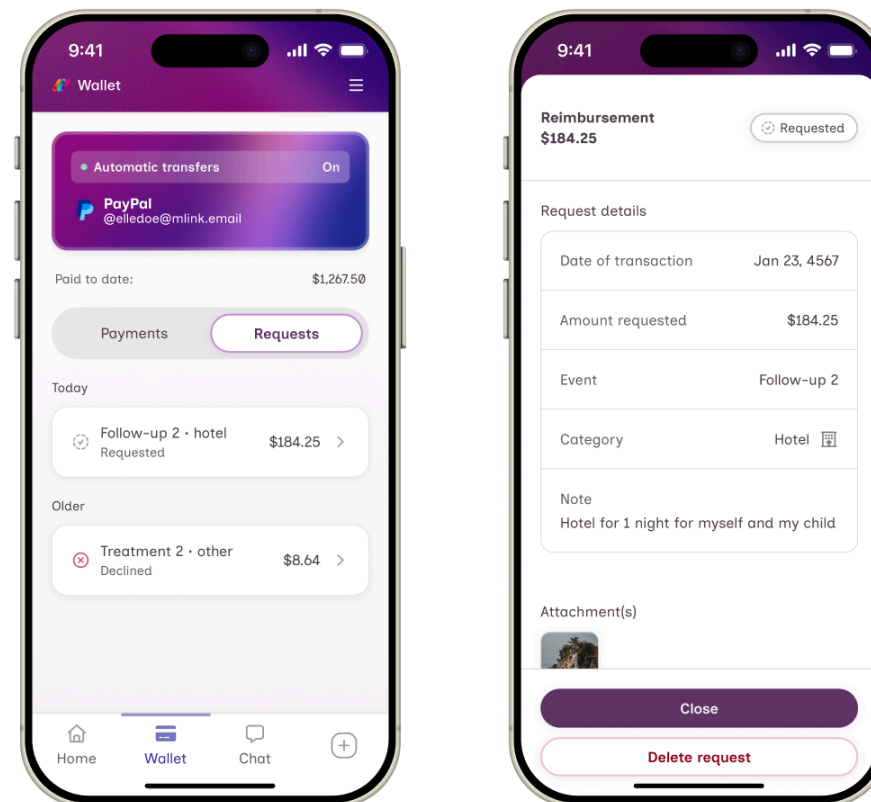
Request details

Tap a request in the timeline to view its details.

Delete a request

You can optionally delete a request in the Requested status if it contained an error.

To delete a request, tap **Delete request** at the bottom of the reimbursement detail window. Once deleted, the request will not appear in your request history timeline.



PAYMENTS

Request statuses

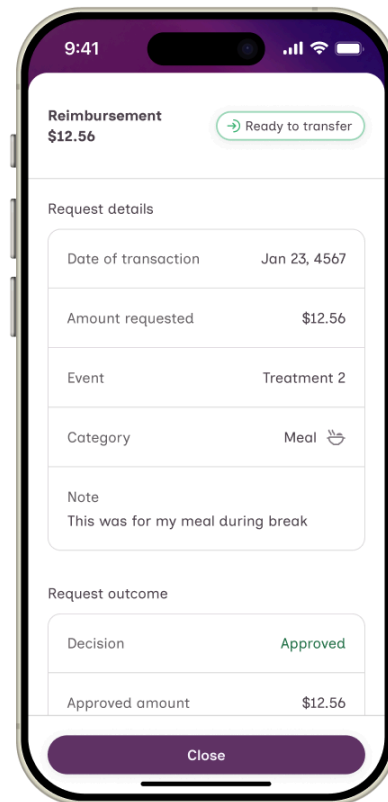
Each reimbursement request has a status, shown on the timeline and at the top of the detail window.

Requests always start with a Requested status. Once reviewed, they receive a decision: **Approved**, **Adjusted**, or **Declined**.

Request outcome

Once a request has been reviewed, a “Request outcome” section appears at the bottom of the detail window.

If a request is Approved or Adjusted, it moves to the Payments section — it is no longer a request, since it has become a payment.



Request Status	Description
Requested	These requests have not yet been reviewed.
Approved	These requests have been reviewed and approved for the full amount by a Site Coordinator and/or Approver.
Adjusted	These requests have been reviewed and approved for a partial amount by a Site Coordinator and/or Approver.
Declined	These requests have been reviewed and were not approved due to incomplete documentation, an ineligible expense, or because the limit for that expense category has already been reached.

PAYMENTS

Payment history

A reimbursement request becomes a payment once it is approved. You may also receive stipend payments for an event, which do not originate from a request.

Payment history timeline

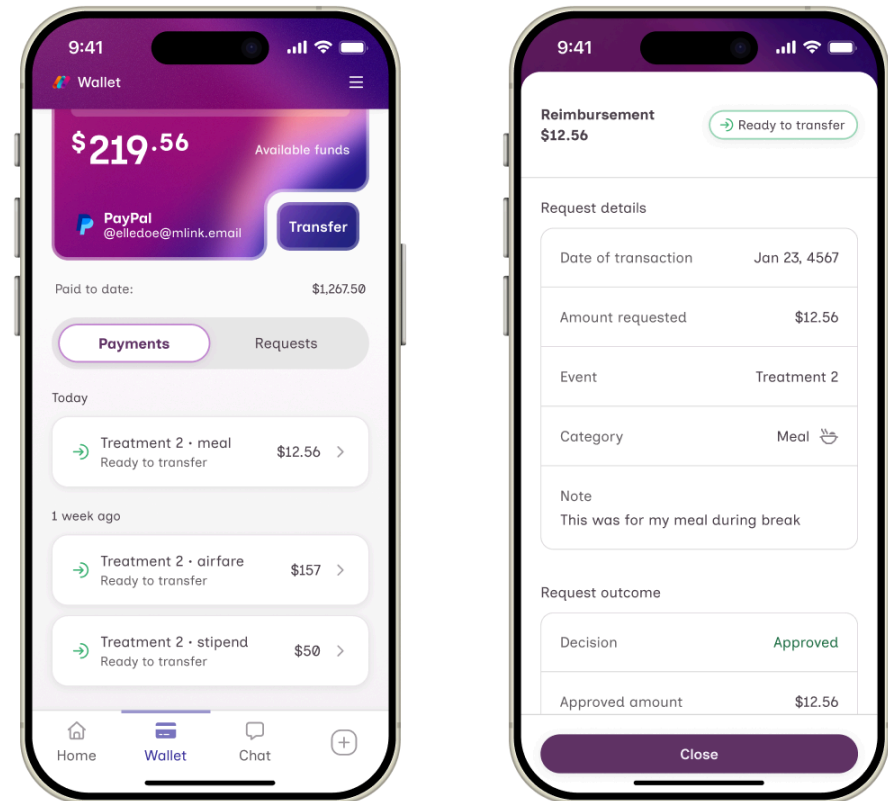
The payment history timeline sits in the Payments section of the Wallet tab, with your most recent payment at the top.

Payment details

Tap on a payment in the timeline to view the full details of the payment.

Reimbursement payments include the details captured in your reimbursement request, the outcome of the request, and the current payment status.

Since there is no request tied to a stipend payment, it will only show the payment date, event, and amount paid.



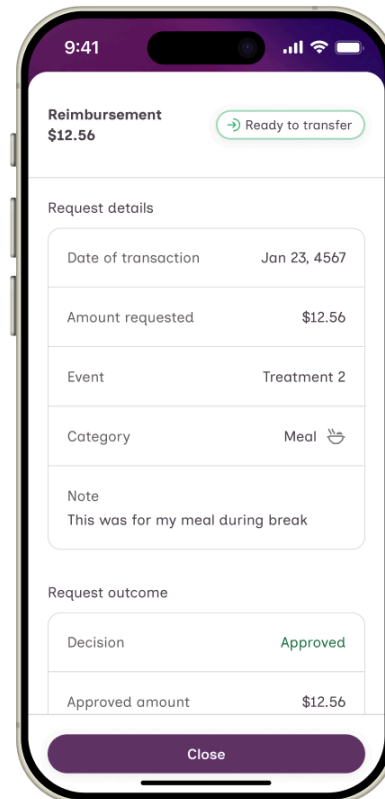
PAYMENTS

Payment statuses

Once a payment appears in the Payments section of the Wallet tab, it will move through one or more statuses on its way to your payment method.

Payment statuses

Payments move through up to three statuses: **Ready to transfer**, **Transfer in process**, and **Completed** or **Failed**.



Request Status	Description
Ready to transfer	The stipend or reimbursement has been approved and paid into your Mural Link account. If manual transfers are enabled, you will need to manually transfer the funds to your primary payment method. If automatic transfers are enabled, this status may be skipped.
Transfer in process	The payment is moving out of your Mural Link account to your selected method. Processing time varies by method.
Completed	The payment has transferred out of Mural Link to your selected method.
Failed	The payment failed to transfer because of an error with your payment details (See the Retry failed transfer section for more information).

PAYMENTS

Change payment method

You can change your payment method any time you make a manual transfer, or at any time through Settings > Payment methods. For a list of available methods, refer to the Appendix section.

Change payment method

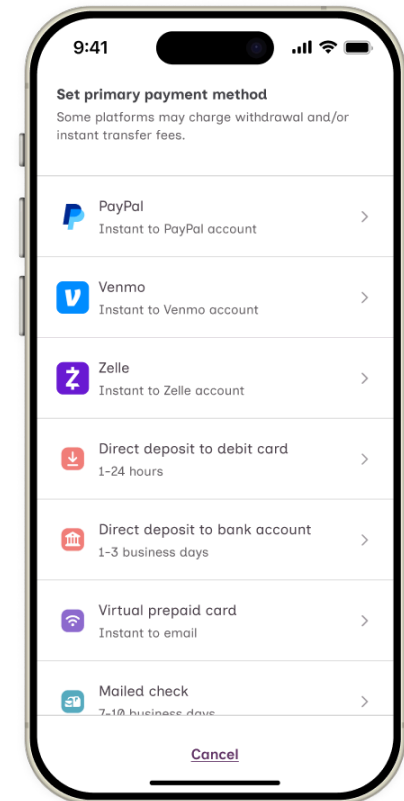
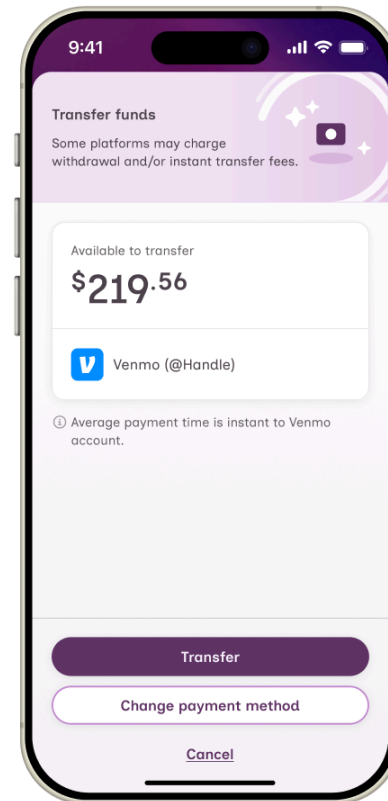
Tap **Change payment method** at the bottom of the Transfer window.

Select a new primary method

Select the payment method you want to use and enter the required information.

Confirm this is the method you want to be paid to, then tap **Continue**. This becomes your new primary method and future transfers will default to it.

Tap **Transfer** to initiate the transfer. The Transfer window closes and you return to the Wallet tab.



PAYMENTS

Retry failed transfer

A payment may fail to transfer, often due to an error with your payment details.

Notification

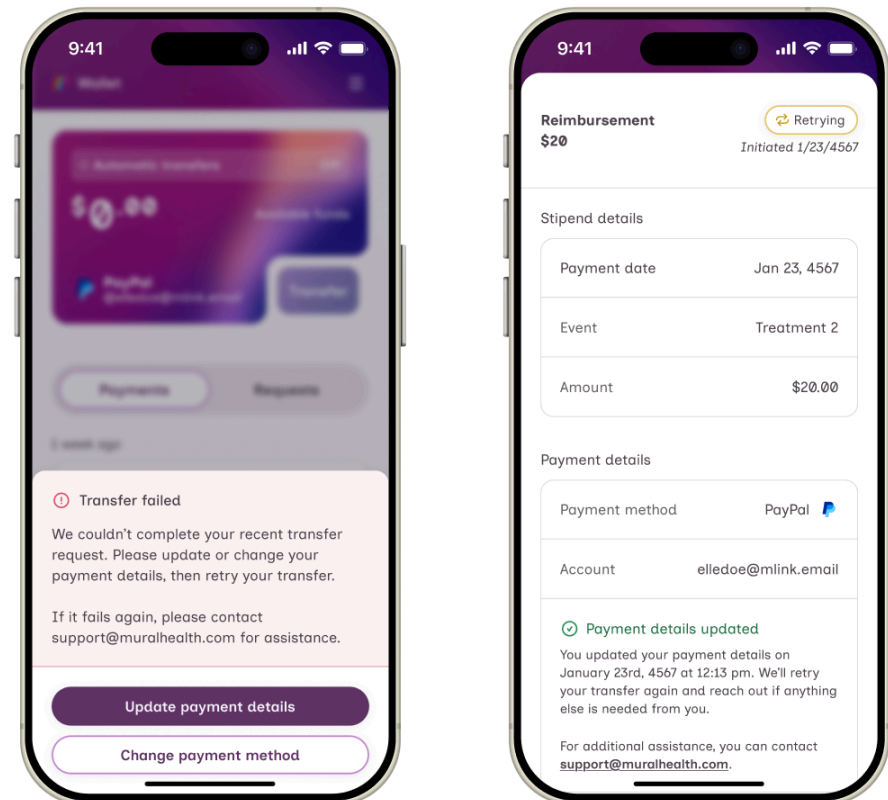
If you have notifications turned on, you will receive one when a transfer fails. Tap the link inside to open Mural Link.

Update details or change method

Tap **Update payment details** to correct the details for the method that failed, or tap **Change payment method** to switch to a different method instead.

Automatic retry

After you update or change your method, your payment is tried again automatically — no action needed from you.





Events

EVENTS

Events module

The Events module displays information about the events defined in your study protocol.

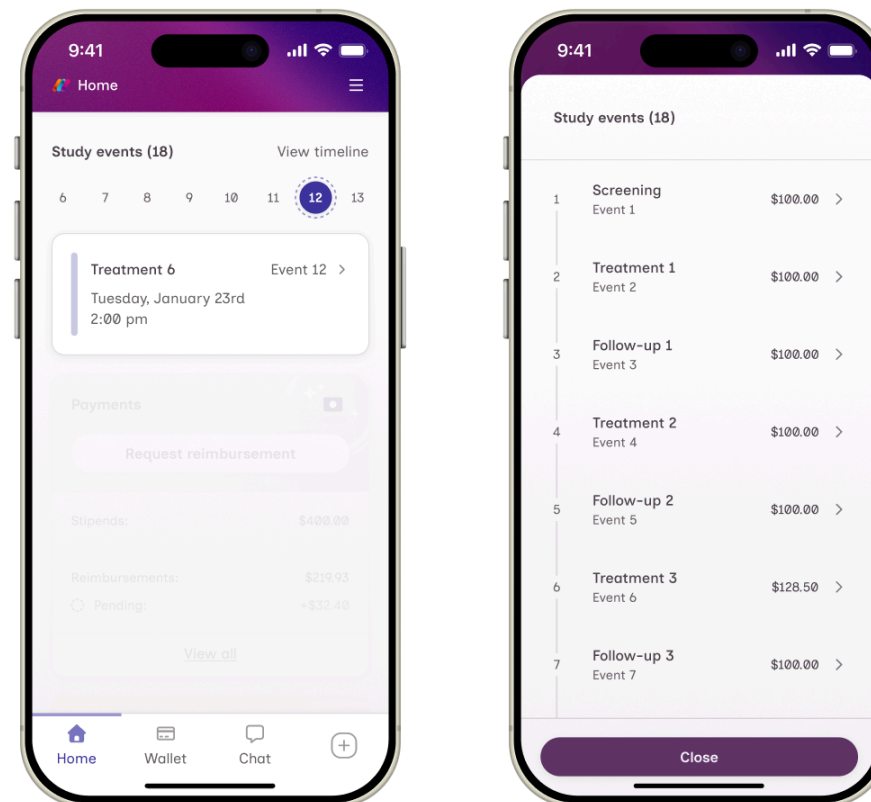
Study events timeline

Across the top of the Home tab is the Study events timeline, which shows all the events in your study protocol.

Scroll across the timeline and tap an event to see a preview of its details below.

View timeline

You can also tap View timeline to see all the events in one scrolling list. Each item shows the event name, number, and the total of approved payments for that event.



EVENTS

Events module (continued)

Event details

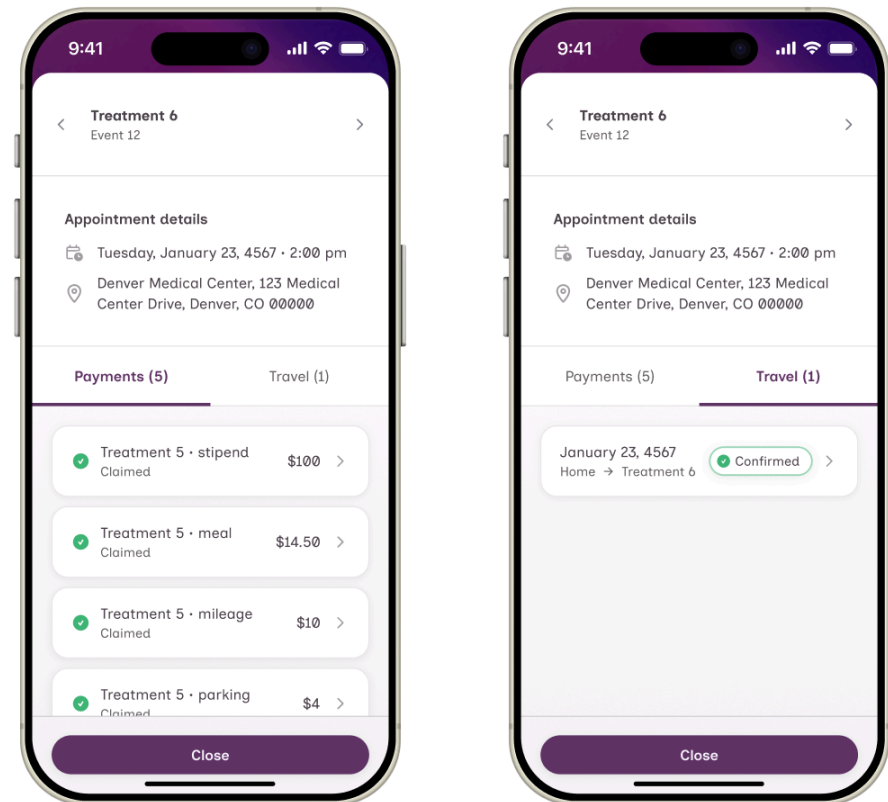
Tap on the event preview or any event in the timeline to open the event detail window.

If your site has the appointments feature turned on, the event detail window includes an Appointment details section with a specific date, time, and location. If this feature is turned off, that section does not appear and your site will share those details with you directly.

Payments and travel

If the payments feature is turned on at your site, you can view any requests or payments tied to this event.

If the travel concierge feature is turned on at your site, you can view your booking requests and travel itinerary details.



EVENTS

Event feedback

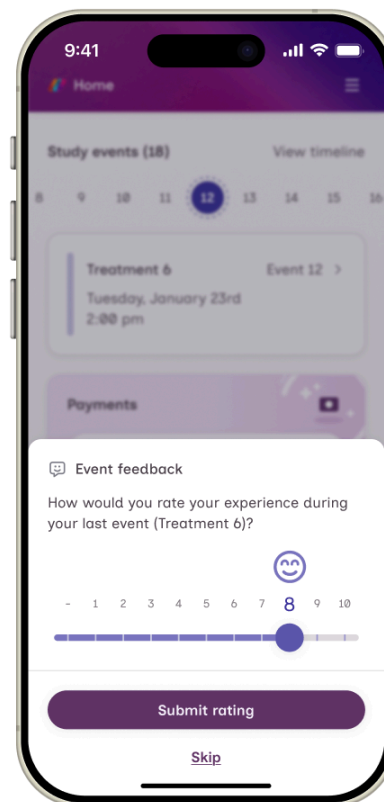
If the feedback feature is turned on at your site, you may be prompted to rate how an event went. Sharing how each event felt helps your site understand your experience across the study. Your site may use this to check in with you along the way.

Rate your visit

You will be prompted to rate your visit when you receive a stipend payment for an event.

- If you have automatic transfers enabled, you will be prompted to rate your most recent event at your next login.
- If you have manual transfers enabled, you will be prompted to rate your most recent event after making a transfer.

If several events have passed since you last opened the app, you will only be prompted to rate the most recent one.





Rideshare

RIDESHARE

Rideshare module

When the rideshare feature is turned on at your site, the Rideshare module appears on your Home tab. This allows you to book a ride through Uber or Lyft to and from an event.

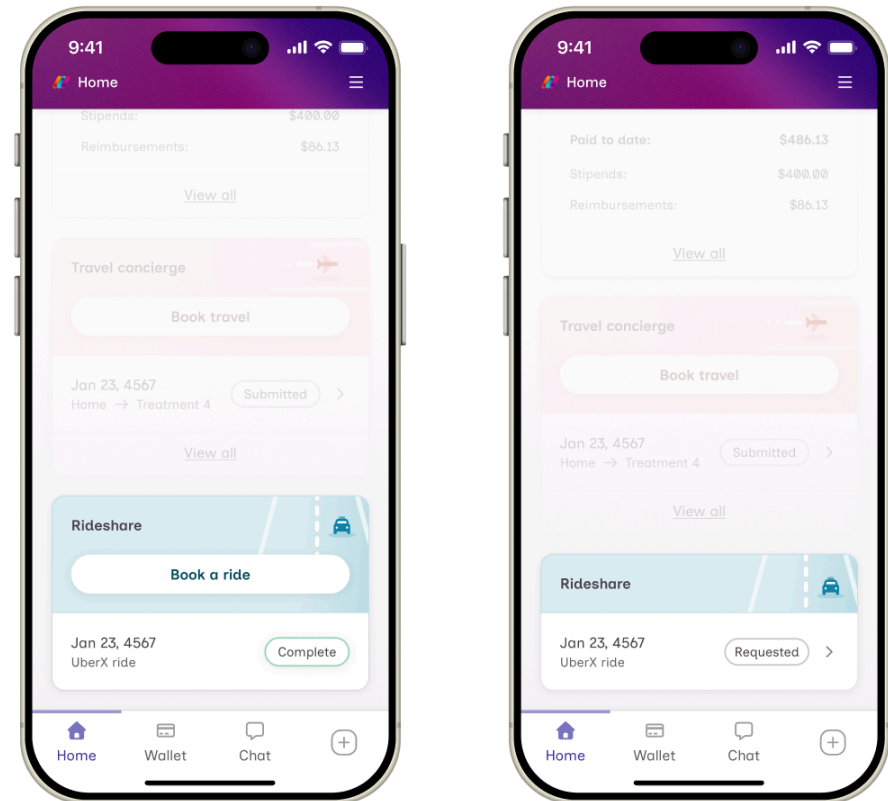
Viewing your ride

The Rideshare module does not have a full view. It shows only your most recent ride. You can only book one ride through the app at a time, so Book a ride is not available while a ride request is in process.

Ride statuses are covered in the Rideshare section of the guide.

Rideshare is not the same as car service

Need a private car instead? Car service can be booked through travel concierge, if your site offers it.



RIDESHARE

Booking a ride

Start a booking

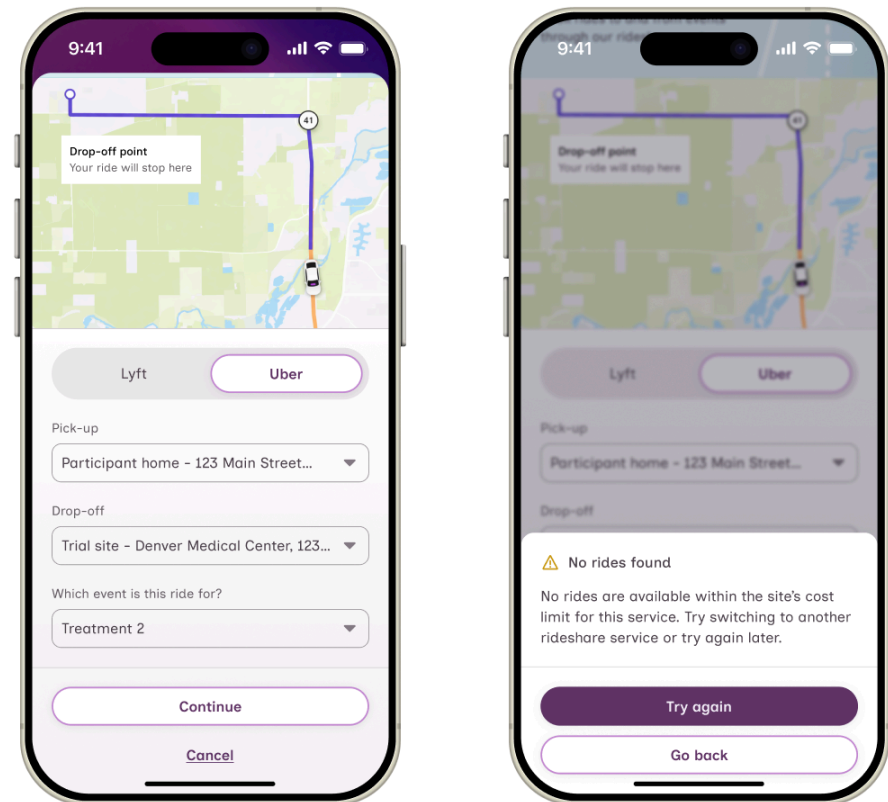
You can book a ride two ways: tap **Book a ride** on the Rideshare module on the Home tab, or open the Quick actions menu in the bottom navigation bar and select **Book rideshare**.

Add ride information

In the Book a ride window, fill out your ride information, then tap **Continue**. If your site has both Uber and Lyft turned on, you can choose between them.

Troubleshooting

If you receive an error that no ride is available, wait a few minutes and try again, or switch to another rideshare service if offered. If you continue to have issues booking a ride, please reach out to your site or contact support@muralhealth.com.



RIDESHARE

Booking a ride (continued)

Select a ride and confirm

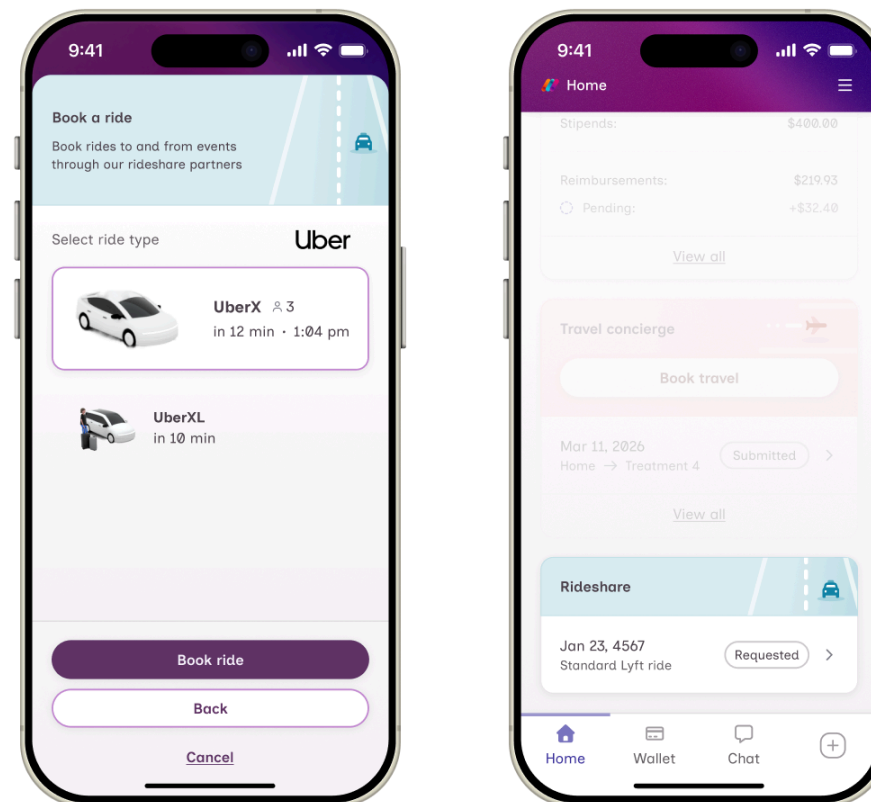
Select your ride type, then tap **Book ride** to submit your request.

Ride requested

Upon returning to the Home tab, you will see your requested ride in the Rideshare module.

When your ride is confirmed, you will receive a text notification from Uber or Lyft with a live ride tracking link.

You can only book one ride through the app at a time, so Book a ride is not available while a ride request is in process or a ride is active.



RIDESHARE

Ride statuses

Rides can move through various statuses from request to completion.

Statuses

See the table on the right for a description of each possible ride status.

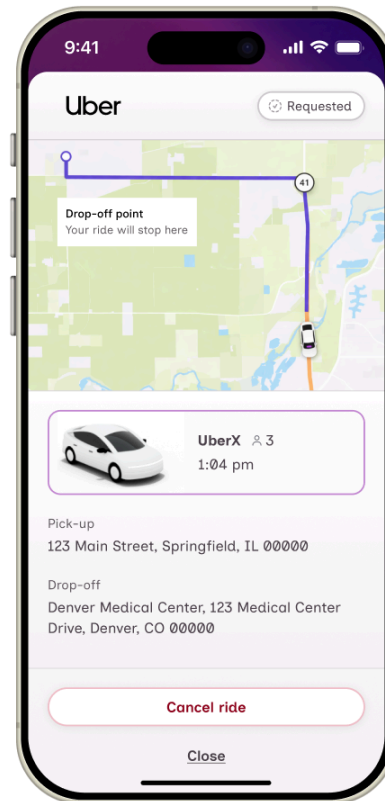
Review requested ride

A ride in the Requested status can be reviewed by tapping it on the Rideshare module.

Note that a ride in any other status cannot be tapped for review.

Cancel requested ride

To cancel a requested ride, tap the ride in the Rideshare module, then tap **Cancel ride**.



Ride Status	Description
Requested	A ride has been requested and the request is processing.
Active	Your rideshare service has confirmed the ride and the driver is en route to your location.
Complete	The driver has dropped you off at your destination and your ride is finished.
Canceled	Either you or your driver canceled the ride and you will no longer receive that ride.

RIDESHARE

Tracking a ride

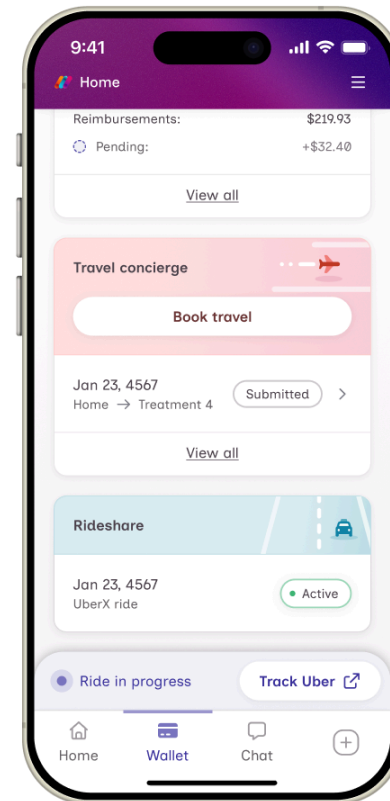
Your ride becomes Active when the driver is en route to your location. You can use the tracking link to get real-time updates on your driver's location.

Ride in progress

A Ride in progress bar appears whenever you have an active ride. Tap **Track Uber (or Lyft)** to open the external tracking link for live updates on your ride.

Cancel active ride

To cancel an active ride, tap **Track Uber (or Lyft)** to open the ride tracking link in your web browser, then cancel from there.





Travel concierge

TRAVEL CONCIERGE

Travel concierge module

When the travel concierge feature is turned on at your site, the Travel concierge module appears on your Home tab. A travel agent will plan, book, and pay for your travel arrangements so you do not have to pay anything out of pocket. You can use this module to submit booking requests and review your travel itineraries.

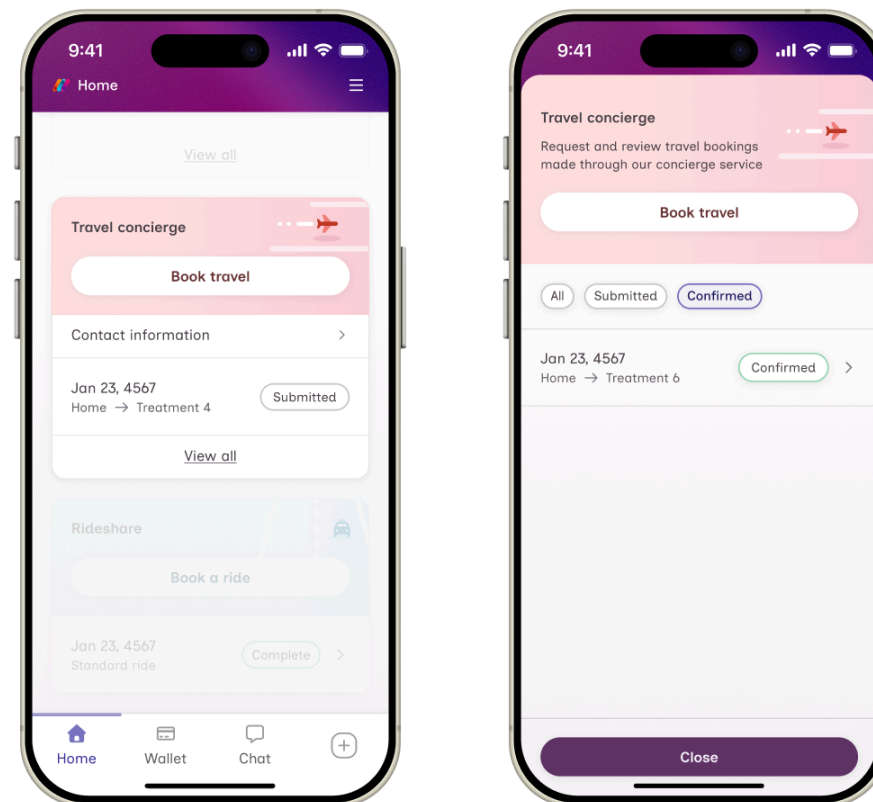
Recent travel booking

The Travel concierge module shows a preview of your most recent travel booking request.

Once a travel agent confirms a request, you can tap it to review the itinerary.

Open full Travel module

Tap **View all** to open the full module, where you can see all of your submitted and confirmed requests and book travel.



TRAVEL CONCIERGE

Setting up your trip

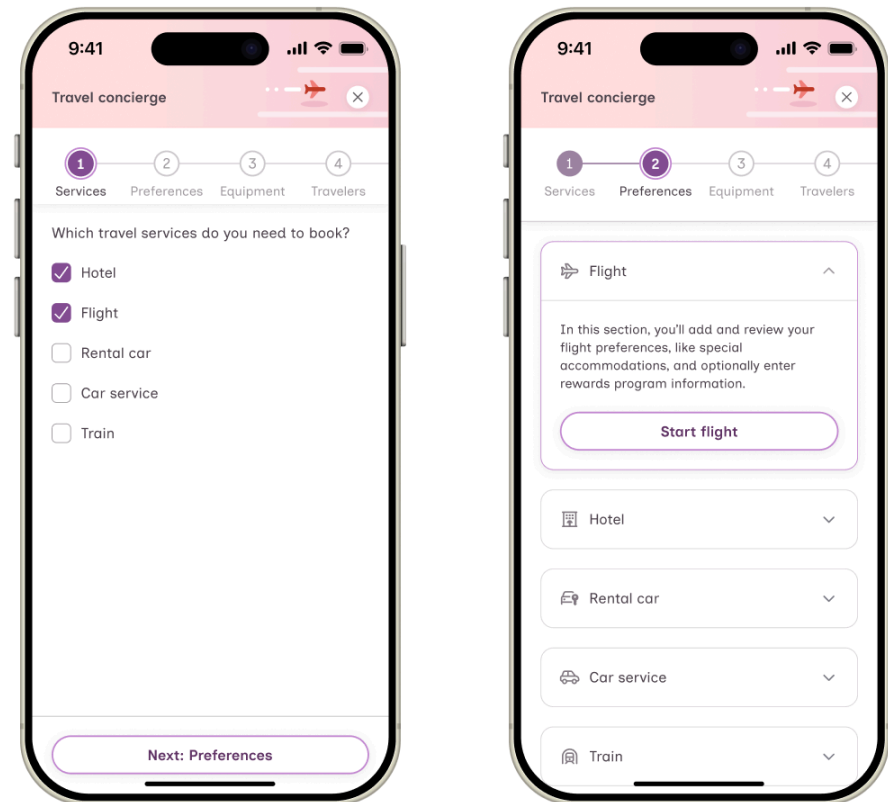
Booking travel takes a few steps. Most of your setup is saved and can be reused for future trips, so you only fill it out once and can update it whenever you need to.

Select services

First, select which services you need for this trip. Not all sites turn on every service, so you can only choose from what is available at your site.

Set your preferences

Next, fill out preferences for each service you selected, such as hotel room type, mobility assistance needs, and rewards programs. Your preferences are saved within the booking flow and will be pre-filled next time — but you can always update them before submitting a request.



TRAVEL CONCIERGE

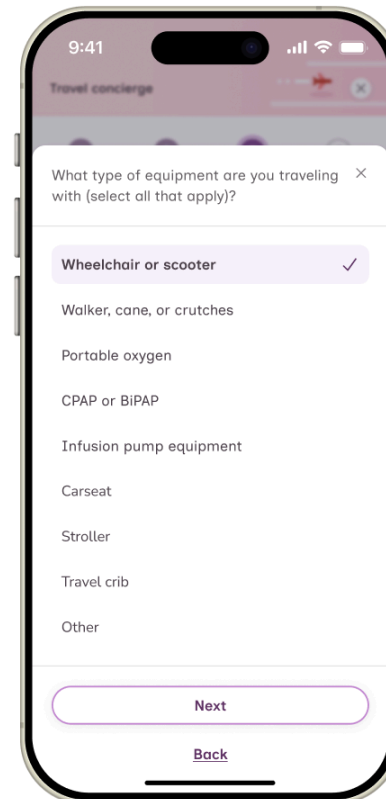
Setting up your trip (continued)

Add your equipment

In the Equipment section, list any medical equipment or bulky items you will travel with, such as a wheelchair, scooter, CPAP, stroller, or crib. If you are not traveling with any equipment, you can skip this section.

Add your travelers

In the Travelers section, choose who is coming on the trip. You are included by default, and you can add caregivers or other travelers, such as children. You will also enter contact information for your travel party and choose a primary travel contact.



9:41

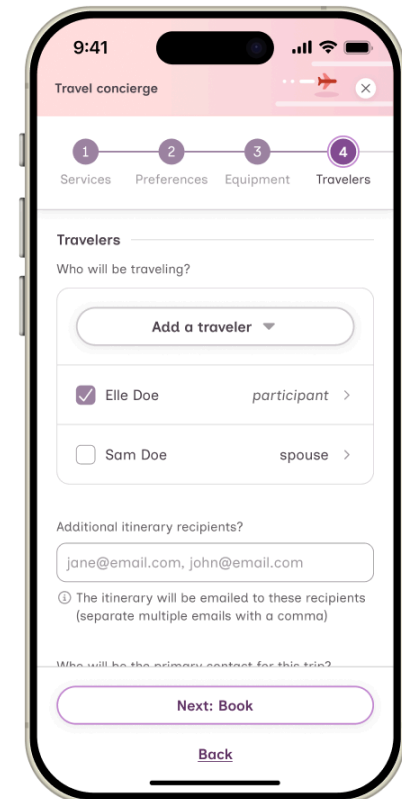
Travel concierge

What type of equipment are you traveling with (select all that apply)?

- ☒ Wheelchair or scooter
- ☐ Walker, cane, or crutches
- ☐ Portable oxygen
- ☐ CPAP or BiPAP
- ☐ Infusion pump equipment
- ☐ Carseat
- ☐ Stroller
- ☐ Travel crib
- ☐ Other

Next

Back



9:41

Travel concierge

1 Services 2 Preferences 3 Equipment 4 Travelers

Travelers

Who will be traveling?

Add a traveler

- ☒ Elle Doe participant
- ☐ Sam Doe spouse

Additional itinerary recipients?

jane@email.com, john@email.com

The itinerary will be emailed to these recipients (separate multiple emails with a comma)

Who will be the primary contact for this trip?

Next: Book

Back

TRAVEL CONCIERGE

Completing your booking request

The final step captures details specific to this trip. These are not saved because they depend on your event's date and time.

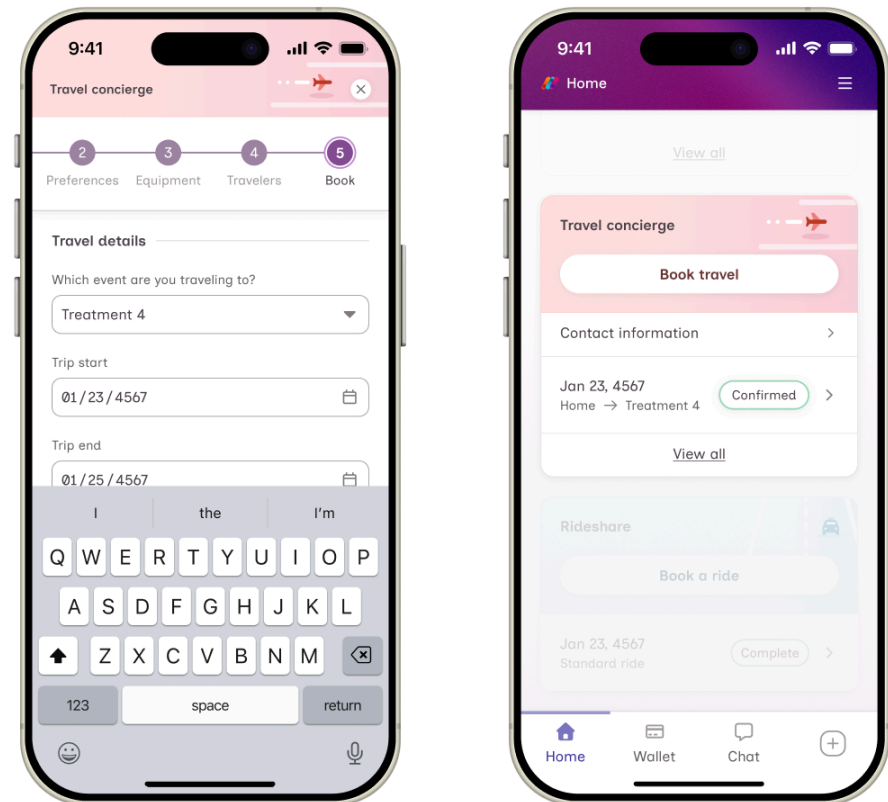
Enter your trip details

Enter your trip start and end dates, then the details for each service, such as your preferred flight departure and return times.

After you submit your booking

A preview of your request appears in the Travel concierge module on the Home tab. You can tap it to view the itinerary once a travel agent confirms your request.

If you need to contact the travel agent directly, their information is available in **Settings > Travel concierge support**.





Chat

CHAT

Sending a message

When the chat feature is turned on at your site, you can open a conversation between you and your site's coordinators.

Open chat with your site

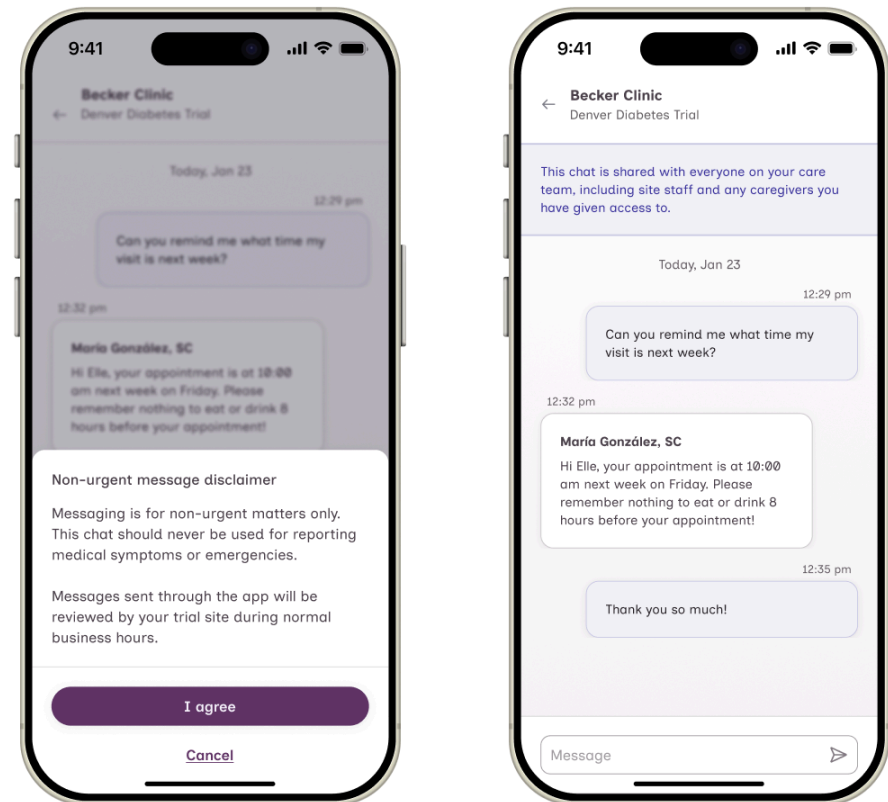
Tap the **Chat** tab, then tap the name of your site to open the conversation.

Agree to the terms

Before sending messages, you must agree to the terms. Chat is for non-urgent communication and cannot be used to report symptoms, adverse events, or emergencies. If it has been more than 24 hours since you last agreed, you will be prompted again before sending a chat.

Send a message

Use the chat to ask your study site questions — for example, about upcoming visits. Replies may not be immediate.





Settings

SETTINGS

Overview

Tap the **menu icon** to open **Settings**, where you can manage your account and access support information.

Account

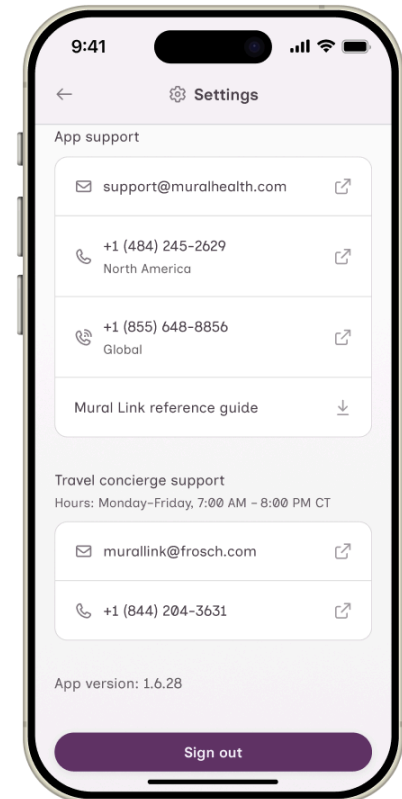
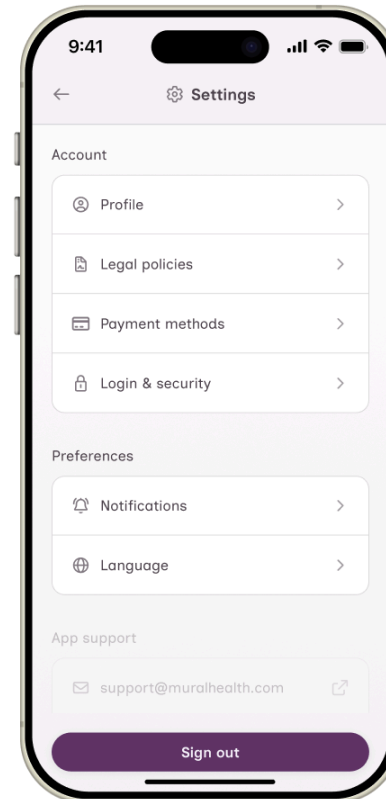
In the Account section, you can manage your Profile, review legal policies, switch payment methods, and change your login.

Preferences

Under Preferences, you can manage your Notifications and change your Language.

App support

The support sections contain contact information for general app and travel support. Travel concierge support details will vary depending on your site's travel vendor.





Multiple trials & roles

MULTIPLE TRIALS & ROLES

Account switcher

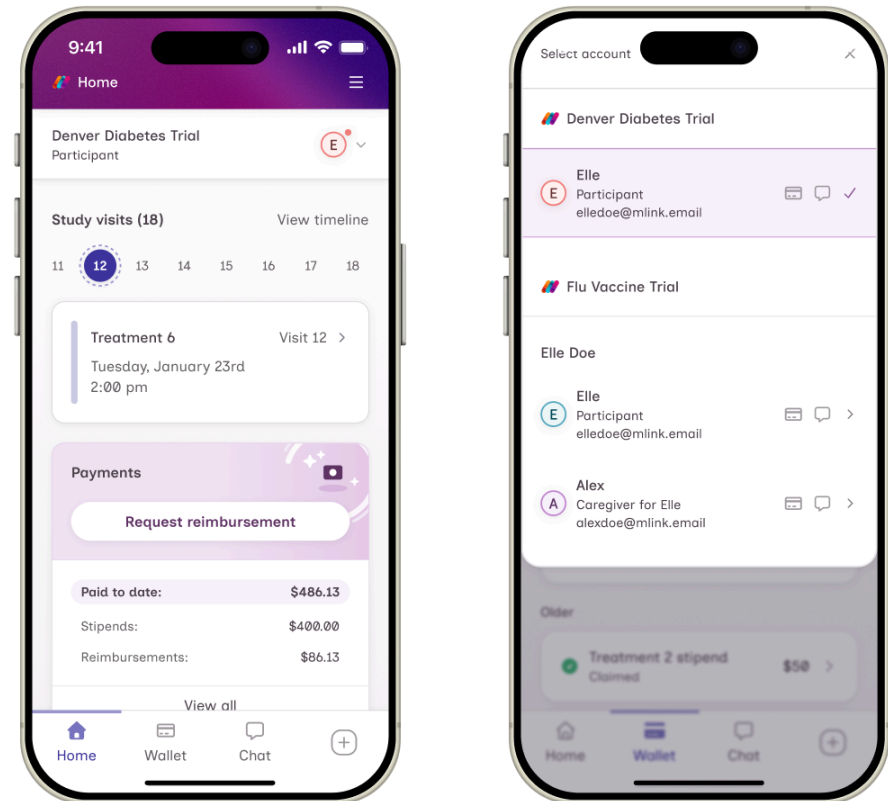
If you have more than one account — for example, both a participant and a caregiver account, or accounts across two different studies — you can switch between them in the app.

Trial and role bar

When you have multiple accounts, a bar appears at the top of the app showing the study name, your role, and your avatar. Tap it to open the account switcher, where you can switch between your roles and studies.

Notifications

A small orange dot on your avatar means you have a new notification in one of your accounts, such as a new message or payment.





Frequently asked questions

FREQUENTLY ASKED QUESTIONS

General questions

I received a notification from Mural Link — who are they?

Mural Link is your clinical trial site's participant management platform. We handle your appointments, payments, travel, and more so you can focus on what matters: your health.

You received a notification because your site set up an account for you. Visit muralhealth.com/for-participants to learn more about what we do.

Where can I download the Mural Link app?

Download the app by searching "Mural Link" in the App Store (iOS) or Google Play (Android). You can also access everything directly at app.murallink.com.

How do I log in or register?

You will receive a welcome email from notifications@muralhealth.com titled "Welcome to Mural Link." Click the link in that email to kick off registration automatically — it is the fastest way to get set up.

If you deleted the email, no worries. Head to app.murallink.com, click Register, and follow the prompts.

How do I update my profile information?

You can update your name, address, phone number, and payment information directly in the app or at app.murallink.com.

Need to change your email? Contact Mural Support and we will handle it.

What if I have a question about the trial itself?

For anything related to the trial — protocols, medical questions, visit schedules — please reach out to your site directly. We handle the logistics: payments, travel, and support.

Mural Health Support:

Email:
support@muralhealth.com

Phone:
North America
+1 (267) 550-0936

Global
+1 (855) 648-8856

FREQUENTLY ASKED QUESTIONS

General questions

Where is my payment?

Payment timing depends on the method you chose:

Method	Estimated timing
Mural Link Virtual Prepaid Card	Within 24 hours of approval
PayPal, Venmo, Zelle, Revolut, Mobile Wallet	Instant - 24 hours
Direct deposit to bank account	Up to 3 business days
Mural Link Physical Prepaid Card	10–14 business days for initial delivery; instant to your card after that
Mailed check	7-10 business days

If your payment falls outside of these estimates, contact Mural Support and we will look into it right away.

Why is my payment showing as "pending"?

Pending payments are waiting for approval from your trial site. Once approved, they are processed based on your chosen payment method.

If a payment has been pending for more than 3 business days, reach out to Mural Support.

My payment information changed. How do I update it?

Log into the Mural Link app or go to app.murallink.com to update your payment details under Profile Settings.

Changes take effect for your next payment and will not be applied retroactively to any payments already being transferred.

If you are not using the app please reach out to either your site or Mural Health.

What payment options are available?

Mural Link offers numerous ways to get paid. See the Appendix for all options available in your country.

You can update your preferred payment method at any time in the app.

What types of travel expenses can be reimbursed?

Eligibility is set by your trial site — check with your coordinator if you are not sure what is covered. Reimbursable expenses may include: Mileage (based on IRS rates), rideshare or taxi fares, public transit, parking, airfare and hotel (for overnight travel, if approved)

FREQUENTLY ASKED QUESTIONS

Travel concierge questions

Does Mural Link help with travel to my appointments?

Yes! If your site has enabled travel support, you can arrange transportation directly through the Mural Link app — no need to coordinate on your own or wait for reimbursement.

Just select which services you will need on your trip and answer a few questions and our travel concierge will reach out to you shortly for itinerary confirmation.

How do I book a car service to my appointment?

Pending payments are waiting for approval from your trial site. Once approved, they are processed based on your chosen payment method.

If a payment has been pending for more than 3 business days, reach out to Mural Support.

What if I drove myself or used my own transportation?

If your trial includes mileage or transportation reimbursement, submit your expenses through the app under Travel > Submit Reimbursement. Keep your receipts — they may be required.

What if I need to cancel or change my trip?

Reach out directly to the travel concierge who contacted you about your trip — they will take care of the changes for you.

FREQUENTLY ASKED QUESTIONS

Rideshare questions

How does in-app rideshare work?

Open the Mural Link app, go to the Travel section, and select **Book a Ride**. Enter your pickup location and destination, then confirm.

You will receive a confirmation once the ride is booked.

I got an error when trying to book. What does it mean?

Error	Meaning	Action
Invalid phone number	The phone number entered isn't recognized.	Double-check the number in your profile and try again.
Your ride is out of the service area	Rideshare isn't available at your location.	Contact your site coordinator for alternative transportation options.
No rides found	No drivers are available right now.	Try again in a few minutes, or contact Mural Support.
Fares have expired, please request rates again	Your fare estimate timed out.	Go back and request the ride again to get a new quote.
Unable to find an allowable ride	The trip may exceed your trial's distance or cost limits.	Contact your site coordinator to discuss options.
This ride exceeds the maximum distance allowed for rideshare. Please update the pick-up or drop-off location to continue	No rides are available within the site's distance limit for this service.	Try switching to another rideshare service or check again later.
Unable to create ride, please try again later	No rides are available within the site's cost limit for this service.	Try switching to another rideshare service or check again later.

FREQUENTLY ASKED QUESTIONS

Rideshare questions

I had a problem during my ride. Who do I contact?

For safety issues or ride problems (wrong route, driver behavior, or other safety concerns), contact the rideshare service directly first.

For billing or booking issues within the Mural Link app, contact Mural Support.

What if rideshare isn't available in my area?

Rideshare availability depends on your location and trial setup. If it's not available, your site coordinator can discuss alternative arrangements or reimbursement options.

Still need help? We are here for you.

Our support team can help with payments, travel, account access, and anything else that comes up. Do not hesitate to reach out — that is what we are here for.

If a payment has been pending for more than 3 business days, reach out to Mural Support.

Mural Health Support:

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support@muralhealth.com

Phone:

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Appendix

APPENDIX

Core payment methods

This table lists the payment methods available in Mural Link and the countries where each is supported.

Core payment methods

Method	Availability (by country)
Bank deposit — 144 countries. Note: Japan: weekly via JPM; Hong Kong: 7 calendar days; UAE: 5 business days; South Africa: 3–7 business days	Albania, Algeria, Andorra, Angola, Argentina, Armenia, Australia, Austria, Bahamas, Bangladesh, Belgium, Benin, Bolivia, Bosnia & Herzegovina, Botswana, Brazil, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Ethiopia, Fiji, Finland, France, Georgia, Germany, Ghana, Greece, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kenya, Kuwait, Latvia, Lithuania, Luxembourg, Madagascar, Malawi, Malaysia, Mali, Malta, Mexico, Monaco, Mongolia, Montenegro, Morocco, Mozambique, Nepal, Netherlands, New Zealand, Nicaragua, Nigeria, North Macedonia, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, San Marino, Saudi Arabia, Scotland, Senegal, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Tanzania, Thailand, Tunisia, Turkey, Uganda, Ukraine, UAE, UK, USA, Uruguay, Vietnam, Zambia
Revolut — Instant · 64 countries	Andorra, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, El Salvador, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Montenegro, Nepal, Netherlands, New Zealand, Norway, Panama, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Turkey, UAE, UK, USA, Vietnam

APPENDIX

Core payment methods (continued)

This table lists the payment methods available in Mural Link and the countries where each is supported.

Core payment methods (continued)

Method	Availability (by country)
PayPal — 52 countries. Note: China — in-country PayPal accounts only	Andorra, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, El Salvador, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Indonesia, Ireland, Israel, Italy, Jamaica, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Montenegro, Netherlands, New Zealand, Norway, Panama, Philippines, Poland, Portugal, Puerto Rico, San Marino, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, UK, USA

APPENDIX

US & select country methods

These methods are available to participants in the US and select other countries, in addition to bank deposit and any applicable local or regional wallets.

US & select country methods

Method	Timing	Availability (by country)
Venmo	Instant	USA, Puerto Rico
Zelle	Instant	USA, Puerto Rico
Visa/Mastercard debit	Instant	USA, Puerto Rico
Prepaid virtual card	Instant (email) • Works with Google Pay, Apple Pay & Samsung Pay	USA, Canada Puerto Rico
Prepaid physical card	10–14 business days • Sent via USPS	USA, Canada, Puerto Rico
Mailed check	10–14 business days • Sent via USPS	USA, Canada, Puerto Rico
AliPay	Instant	China only

APPENDIX

Local & regional wallets

These wallets are available in addition to bank deposit and Revolut, which are supported in every country listed here. All wallet transfers are instant.

Local & regional wallets

Country	Available methods
Latin America	
Brazil	Mercado Pago, NuBank, Pagbank, PicPay
Mexico	Mercado Pago, Nu, Klar, SPIN by Oxxo
Colombia	Daviplata, Movii, Nequi
Peru	Plin, Yape
Dominican Republic	Billet
El Salvador	Tigo Money
Guatemala	Tigo Money
Africa	

Country	Available methods
Kenya	M-Pesa, Airtel Money
Tanzania	M-Pesa, Airtel Money, Mixx by Yas
Nigeria	MoMo PSB (MTN), SmartCash (Airtel)
Uganda	Airtel Money, MTN Money
Ethiopia	CBE Birr, HelloCash, TeleBirr
Egypt	Etisalat Cash, Orange Money, Vodafone Cash
Madagascar	Airtel Money, Mvola, Orange Money
Zambia	Airtel Money, MTN Money, Zamtel Mobile Money
Ivory Coast	Djamo, MTN Money
Malawi	Airtel Money
Botswana	Orange Money
Angola	Afrimoney
Benin	MTN Money
Cameroon	MTN Money
Zimbabwe	EcoCash
Southeast Asia & Pacific	
Philippines	GCash, GrabPay, PayMaya

Country	Available methods
Indonesia	AstraPay, Dana, GoPay, IMKas, LinkAja, Ovo, ShopeePay
Vietnam	MoMo, VNPT Pay, ZaloPay
Malaysia	BigPay, TNG Digital
Cambodia	Wing Money
Fiji	Digicel Mobile Money
South Asia	
Bangladesh	bKash, Nagad
Pakistan	Easy Paisa, Finja Wallet, Jazz Cash, NayaPay, SadaPay
Nepal	eSewa, Icash, IME Pay, Khalti, Moru, Namaste Pay, Qpay, YoApp
Middle East	
Saudi Arabia	Alinma Pay, Barq, Bouki, Enjaz App, IZ, Loop, Mobily Pay, Neo, STC Pay, Tqmo, UR Pay
Turkey	Papara wallet