

# EASY PAYMENT USER GUIDE



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# 1. Introduction and how to use

You need a small wireless laundry tag before you can buy machines.  
Place and hold the tag up against the wireless symbol until you hear a "beep" (1-3 sec.).

### Door entry control (if available)

Place the tag up against the wireless symbol when it beeps, the door can be opened.



### Payment system

On the screen you can find the machinery of the laundry.

Green: Ready for purchase

Blue: Occupied

Yellow: Booked

Red. Closed and can't be used

Place and hold the tag up against the wireless symbol until you hear a "beep" (1-3 sec.).

A voice guide will start and you have to commence purchase within 15 sec.

You can see your monthly purchase/balance in the top of the screen.

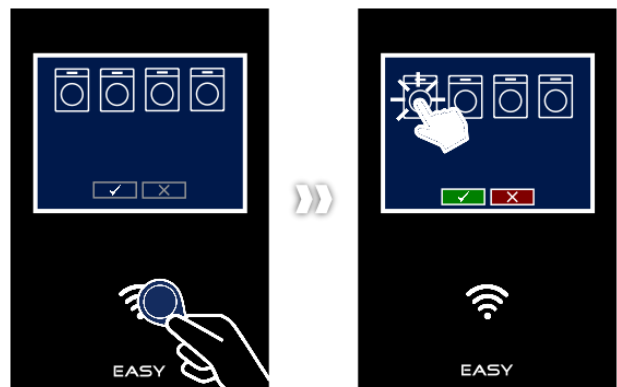
Press directly on the screen to choose machines.  
When one or more machines are chosen, you just have to press the green Approve button.  
- then the machines can be started

A dryer and ironer will normally be bought in periods of ex. 15 min. If you want ex. 45 min. drying, then you have to press the dryer icon 3 times.

(you will be voice guided)

The language button is located in the lower right corner of the screen. You can choose between the available language or simply "mute".

Chosen language will be stored on your laundry tag.  
- the SMS text messages will change as well (if available).



## 2. User interface on the payment system



### User interface

Customer's laundry can be reflected visually on screen. Machines are named with number as in real life. Icon size and images can be freely chosen and positioned. All for the easiest possible understanding for the users.

One or more machines are selected by direct pressure on the screen and press »Approve«.

Speak and text accompanying users throughout the purchase, from the chip card / tag is loaded, to the purchase is completed.

If the Laundry is closed, the system informs you about the next opening hours.

You can still book washing time.

When the printer is attached will typically select option for 'today's receipt seen as the icon in the lower right corner. User loads his card / tag, press the printer icon and the receipt is printed out.

### Icon colours

The colours on the icons are a visual status on the machines

Green: Machine is ready – by pressing the icon, the price can be read in the top of the screen.

Blue: Machine is occupied – by pressing the icon you are told it too.

Yellow: Machine is reserved / booked – by pressing the icon you are told it too

Red: Machine is closed – by pressing the icon you are told it too

### Info-field

The upper gray area is called the Info-field and it contains information through the purchase, e.g. price.

In the upper left you will find an Information button (not visible under purchase). You can read information from the House property and machine / payment guide can be read as well.

After loading card/tag the information button will be replaced by a »My Account« button, where you can read out you card id., monthly purchases, and your username/password for the Internet login.

In the picture in the top Wash 3 is selected.

**Function-field**

The bottom bar of the screen contains buttons »Reservation«, »Approve«, »Cancel« and »Language«.  
 The buttons are dimmed when the feature is not selectable.

Reservation / Booking button is to open the built in booking schedule - this requires module 'Reservation'.  
 Approve and cancel is to approve or cancel the selected machines. Language button opens a menu where available languages can be selected.

If the printer is connected, a receipt for purchases automatically printed or can be asked whether you want a receipt.

**Reservation / Booking**



There can be booked in the available groups by clicking the boxes with the desired time.  
 Reservation groups are freely named and can be booked outside of the laundry opening hours as well.

**Calendar**

By clicking the button to the right date comes up a calendar and another day can be selected.  
 Right and left arrow in the calendar, is to switch trough the following months.

**My Reservations**

A list with your scheduled bookings.

**Delete Booking**

Deleting a reservation can easily be done by »My reservations«.  
 - Just mark the reservation time and click on the 'Delete' button.  
 Alternative you can click on the reservation on the already booked time, then the field text will change to 'delete' and you just have to click on the green Approve button.



## Language

### Language functions

Chosen language follows the individual user, ex. a user have selected Arabic language once, then payment system switches to Arabic when the user loads his chip card / tag. The system returns to default language after purchase. The selected language is also used for SMS service.

Here, the individual user receives an SMS when you have booked or when washing machine is finished. These SMS messages will be in the language, you have chosen on the payment system.

(Arabic, Chinese, and Turkish language will be with English text)

### Available Languages (options)

- Danish
- English
- German
- Norwegian
- Arabic
- Turkish
- Chinese

You can select Language by clicking on the language button in the lower right corner.



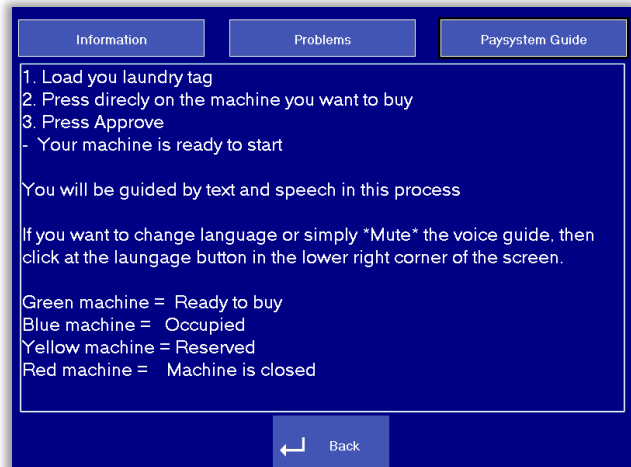
### Information

Users can view information and guidance written by the property master.

Users can read the information by clicking on the Information button in the upper left corner of the screen.

The blue arrow in the bottom (page down) appears when there is more text than can be displayed on the screen.

Information button is visible only when there is no card or tag loaded.



### My Account

Users can look up, monthly balance, card ID. and username / password for the Internet login. Important if the user forget its internet login! - they can look it up them self.

My Account is only visible under purchase. (When card/tag is loaded)



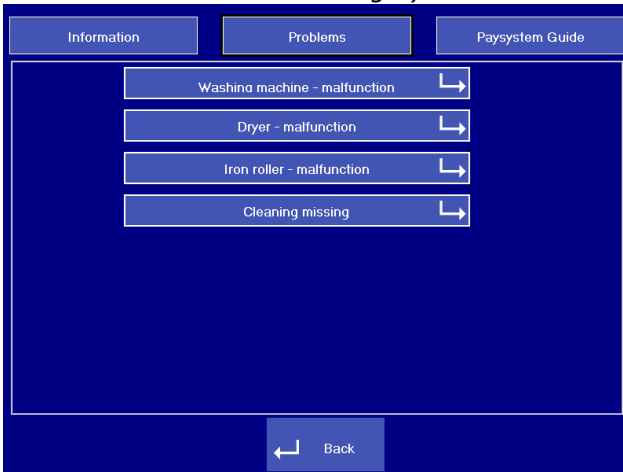
### Create Appkey

A easy way to get started with the EasyLaundry app. Click on the 'create app key' button and fill in your phone number. Open the app on your phone, click on the button called 'retrieve app key' in the settings menu and fill in your phone no. again. Now the app retrieves the app ID for the laundry and inserts your login details and will be ready for use.

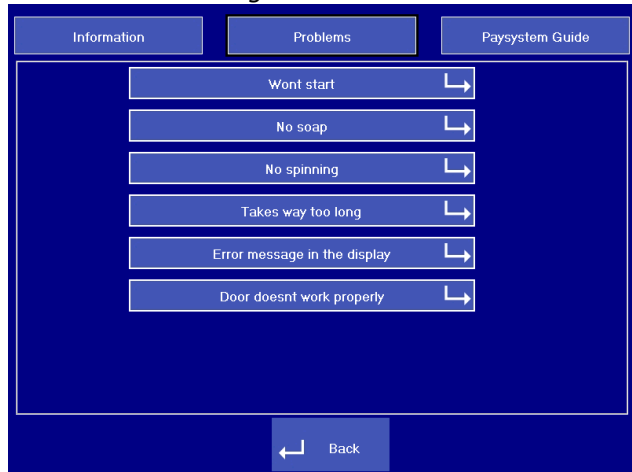
## Trouble reporting

If the user experiences malfunction on a machine or other irregularities in the laundry, the built-in error message system may be used. A number of different standard errors for the laundry machine types are predefined. It is also possible to, for example, "fault" the lack of cleaning in the laundry. The definition of the options, takes place via the administration page on the internet.

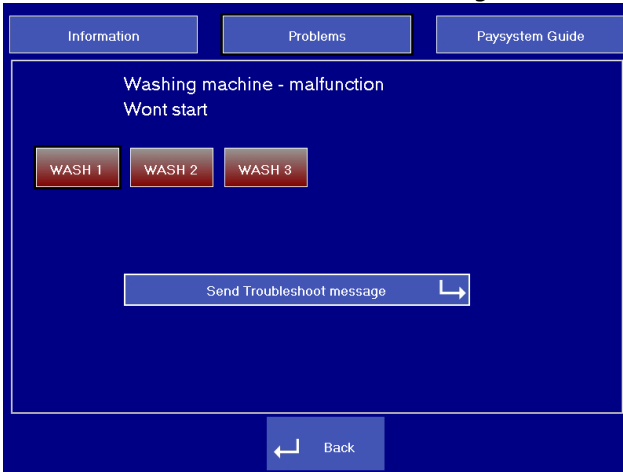
### 1. Click troubles and select category



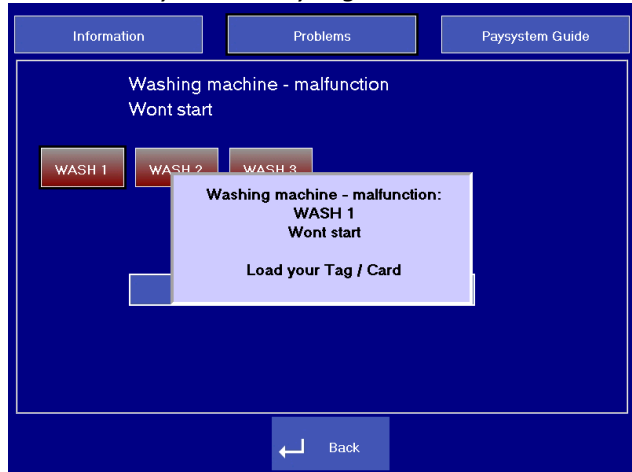
### 2. Select message



### 3. Select machine and click »send message«



### 4. Load your laundry tag



The message will be sent to ex. the caretaker by an e-mail and text message if available.

## MobilePay

Our MobilePay module gives a unique administration-free solution and can work in two different ways. Currently available in Denmark and Finland.



### Pay for machines with MobilePay

1. Click on the »MobilePay payment« icon in the lower right corner
2. Chose machines and press approve
3. Pay for the chosen machines in your MobilePay app and the machines can be started



### "Top up" with MobilePay (when no money left on the laundry tag)

1. Load laundry tag and click on the »MobilePay "Top up"« icon in the lower right corner
2. Chose the amount you want to transfer to your laundry tag and press approve
3. Pay with your MobilePay app and the amount is transferred instantly to your laundry tag

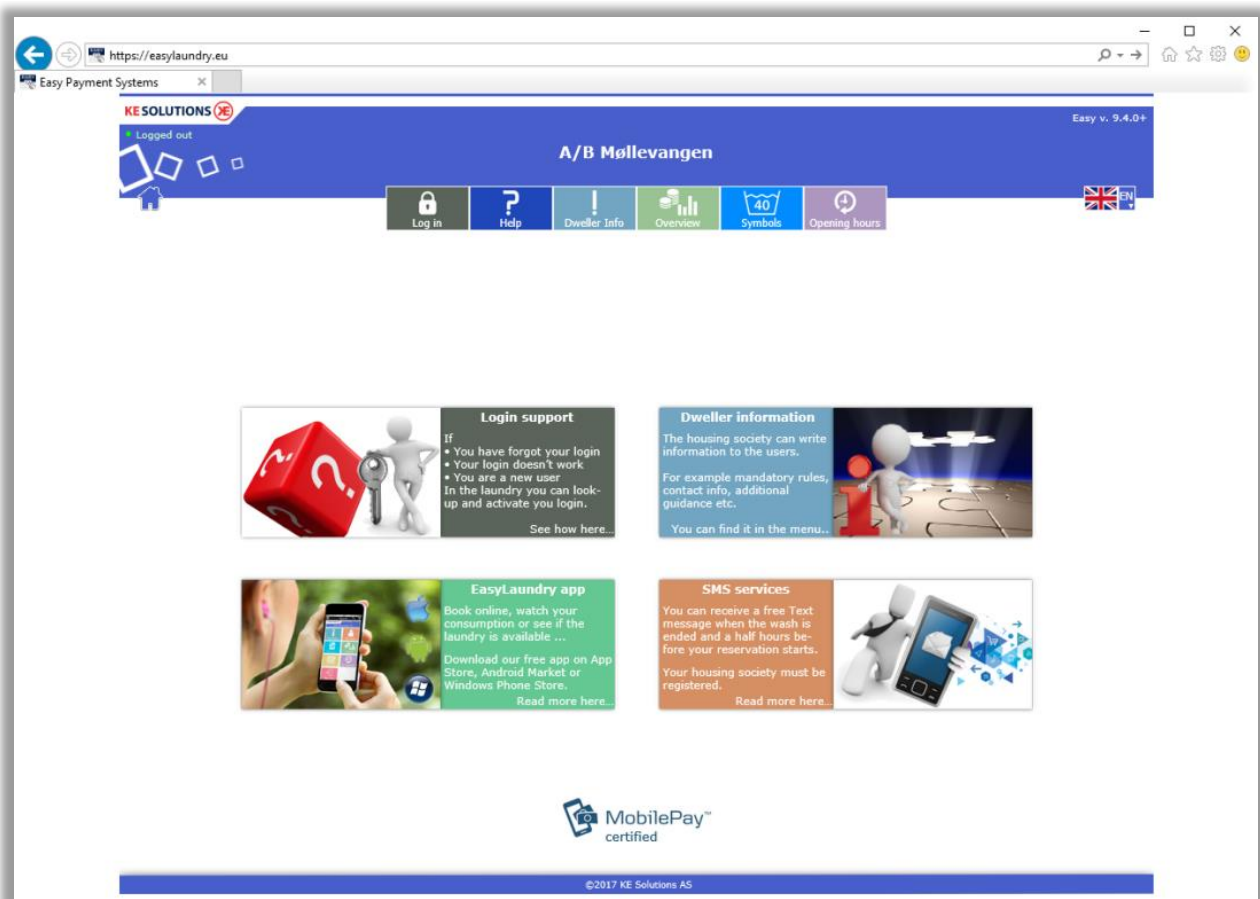
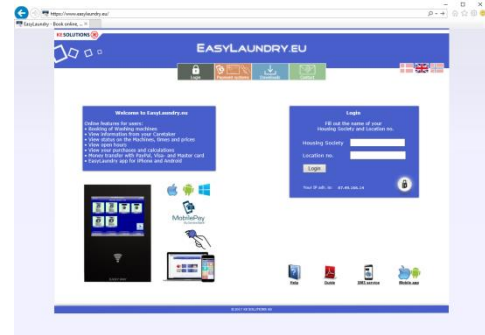


### 3. User interface on the Internet

- **EasyLaundry.eu**

Visit [www.easylaundry.eu](http://www.easylaundry.eu), click Login and enter the Housing society name and place no. and you are being redirected to the Laundries Internet interface.

- This can also be performed on smart phones



- **User interface**

The menu in the top of the page will show only a few options available until you log in. When you're logged in, the menu will fold out and show the possibilities at your location. Different languages can be chosen in the right side of the menu.

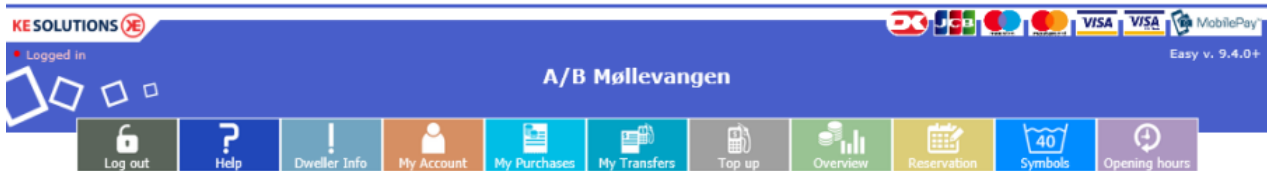
Be aware of your "pop up blocker" (if you have any), it might conflict with the booking calendar.

- **Compatibility requirements**

Microsoft I.E., Google Chrome, Firefox and Safari are supported - Highest version is recommended. Monitor resolution on at least 1280x720px for best user experience. Smart phone resolutions requires only 320x480px.



## User menu



Login

Fill in your Login

Username

Password

Login

- **Login**

Fill in username and password to login. You find the login details in the laundry. Just load your laundry tag on the payment system and click on the button called "my account", now they will be displayed on the screen. Same procedure if you forget ex. password.

- **Help**

Users can get help to make reservations and explaining for the user menu and download guides.


- **Dweller Info**


You can read information from the property master e.g. guidelines or events.


- **My account**


Your card/tag details are displayed and you can change your password. APP ID is used for our EasyLaundry app for iPhone's and Android phones. If available, some SMS text message service options can be set. Your mobile no. and which type of messages you would like to receive. »Block my card/tag« is useful if you lose your laundry tag, just click on the button and it will be blocked. you login will be blocked as well.

My Account

	<b>My tag/card ID</b>	
	Flat no.	60001
	Dweller no.	255
	Card no.	1

	<b>Have you lost your tag/card?</b>	
	Click to block =>	<span style="background-color: #e91e63; color: white; padding: 2px 10px; border: none; cursor: pointer;">Block now</span>

	<b>My login</b>	
	App ID	VUXRWXOTTXOR
	Username	60001
	Password	<span style="background-color: #0056b3; color: white; padding: 2px 10px; border: none; cursor: pointer;">Change</span>

	<b>SMS service</b>	Fill in
	My mobile no.	+45 <input style="width: 100%;" type="text" value="22556795"/>
	Text message at reservation	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Text message at ended	Wash + Dryer <span style="font-size: 0.8em;">▼</span>
<span style="background-color: #4caf50; color: white; padding: 5px 20px; border: none; cursor: pointer;">Save</span>		

• **My purchases**

Users can follow their purchases within a selected period using the calendar buttons.

Purchase date, purchased machinery, and the price displayed in a table.

Click 'Calculate consumption', a window pops and displays the total consumption for the selected period.

At cash systems the current balance I showed at the top of the page..

**My Purchases**

From date  Prev. month This month

To date  Prev. month This month

Purchase time	Machine	Price
07-02-2018 15:11:20	WASH 2	10,00 kr.
07-02-2018 15:11:28	WASH 3	10,00 kr.
07-02-2018 15:11:38	DRYER 2	10,00 kr.
08-02-2018 07:55:34	WASH 3	10,00 kr.
08-02-2018 07:55:41	DRYER 2	5,00 kr.

**Your calculated consumption**

**A/B Hassel**

Flat no.: 60001  
 From date: 1/2-2018  
 To date: 8/2-2018  
 Consumption: 45,00 kr.

• **My Transfers (cash systems only)**

This lists all pending and completed transfers.

A new/pending transfer will be completed the next time the user loads his chip card / tag.

Type Admin is a transfer made by the administrator or property master / caretaker.

Type DK and PayPal is a transfer user has made via payment card.

**My Transfers**

**New Transfers**  
(Moves to completed transfers, when you load your tag/card in the payment system)

Creation date	User no.	Amount DKK	Trans. ID	Type
21-06-2017 14:24:00	60001	105 kr.	1781248926	DIBS

**Completed Transfers**

Creation date	Transfer date	User no.	Amount DKK	Trans. ID	Type
02-06-2017 12:38:00	14-06-2017 14:38:33	60001	112 kr.	1757815688	DIBS
02-06-2017 12:06:00	14-06-2017 14:38:33	60001	111 kr.	1757763559	DIBS

• **Reservation /booking**

After login you can make reservations just by clicking on »BOOK« at the wanted group and time.

The booking page is built the same way as in the terminal with the same booking group names.

- by the calendar buttons you can select another day and month.

When a booking is selected, it must be approved by clicking on the 'Order'. Then change the text order to the user's flat no. Be aware that max. number of reservations can be configured to ex. max. 4.

A booked reservation can be erased again by click on »Delete« that appears at reserved time.

You can also search on the next 15 available times ex. after 3:00pm.

**Reservation**

Date  This month Next month

Search for the next 15 unoccupied times

**My reservations**

**Max. 4 bookings - Deposit: 0,00 kr.**

Time	Wash 1 + 2	Dryer 1
at 07:00	-	-
at 09:00	09:00 - 11:00	10:00 - 12:00
at 11:00	11:00 - 13:00	12:00 - 14:00
at 13:00	13:00 - 15:00	14:00 - 16:00
at 15:00	15:00 - 17:00	16:00 - 18:00
at 17:00	17:00 - 19:00	18:00 - 20:00
at 19:00	60001 Delete	20:00 - 22:00

**Reservation**

Date  This month Next month

Search for the next 15 unoccupied times

**My reservations**

**Max. 4 bookings - Deposit: 0,00 kr.**

Date	Group	Time	
08/02-2018	Wash 1 + 2	at 15:00	Book
08/02-2018	Dryer 1	at 15:00	Book
08/02-2018	Wash 1 + 2	at 17:00	Book
08/02-2018	Dryer 1	at 17:00	Book
08/02-2018	Dryer 1	at 19:00	Book
09/02-2018	Wash 1 + 2	at 15:00	Book
09/02-2018	Dryer 1	at 15:00	Book
09/02-2018	Wash 1 + 2	at 19:00	Book
09/02-2018	Dryer 1	at 19:00	Book
10/02-2018	Wash 1 + 2	at 15:00	Book
10/02-2018	Dryer 1	at 15:00	Book
10/02-2018	Wash 1 + 2	at 17:00	Book
10/02-2018	Dryer 1	at 17:00	Book
10/02-2018	Wash 1 + 2	at 19:00	Book
10/02-2018	Dryer 1	at 19:00	Book

• **Overview**

- The machine status from the Laundry can be read in “real time”.
- **Machine:** The name is the same as at the screen in the Laundry
- **Price:** You can see the price for the specific machine
- **Status** have 4 options - Ready, Busy, Reserved and Closed
- **Remaining** is the time there is left on a busy machine. Be aware of some inaccuracy on washing machines.
- **Start time** is the time a busy machine has been started.

**Overview - Prices and status**




Machine	Price	Status	Remaining	Started
WASH 1	*** >	in 9 min.	-	
WASH 2	*** >	in 9 min.	-	
WASH 3	*** >	Ready	-	
WASH 4	*** >	Ready	-	
WASH 5	*** >	Busy	12 min.	at 07:41
WASH 6	*** >	Ready	-	
DRYER 7	3,00 kr.	Ready	-	
DRYER 8	3,00 kr.	Ready	-	
DRYER 9	3,00 kr.	Ready	-	

• **Opening hours**

Opening hours for all days in the week

**Opening hours**



Monday	07:00 - 21:00
Tuesday	07:00 - 21:00
Wednesday	07:00 - 21:00
Thursday	07:00 - 21:00
Friday	07:00 - 21:00
Saturday	Open 24h.
Sunday	07:00 - 21:00
Holidays	07:00 - 21:00

• **Symbols**

Explaining for all washing symbols there can be found in the Laundry and clothes.

• **Log out**

Log out after use.

## 4. EasyLaundry app

The EasyLaundry app is available in App Store and Google Play - free of charge. You will find a link online on the main page.

You only have to do the settings once. App id, username and password will be saved in the app. Booking of washing time is just a few clicks away.

Before using the app, do the following:

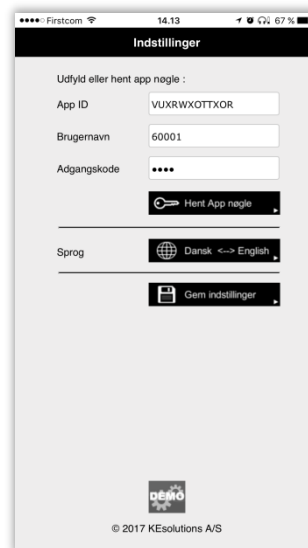
1: Load your laundry tag on the payment system in the laundry, click on the "My Account" button, click on "create app key" and fill in your phone number.

2: Open the app on your phone and press the "download app key" button, fill in your phone number again and press the "download app key" button. Then the app ID, username and password are retrieved into the app and it's ready for use.

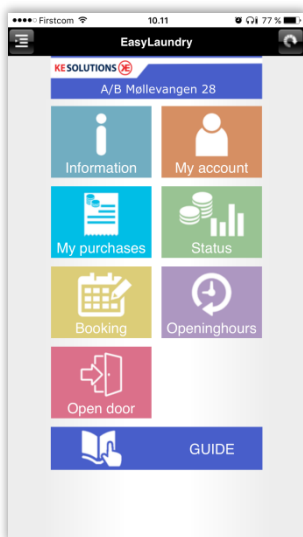
Press the "GEM/Save" button.

You can choose between Danish and English language.

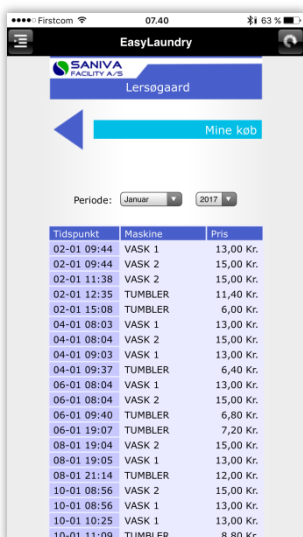
If you change your password, then it must also be changed in the app settings.



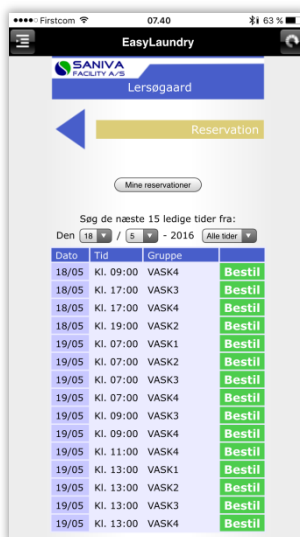
Menu



My purchases



Reservation/booking



Overview and status

