

VIRTUAL CARDS (NFC)

SETUP GUIDE



LS360 supports two card-based payment methods: virtual cards via the Laundry Connect Go mobile app (the current standard) and physical MIFARE laundry cards. This guide walks you through onboarding residents, managing credit allowances, troubleshooting tap issues and transitioning your site to virtual cards.

01 VIRTUAL CARD SETUP

APP DOWNLOADS



Laundry Connect
GO



Search "Laundry Connect Go" on Google Play, Apple iStore or the Huawei AppGallery.

ONBOARDING A NEW RESIDENT (STEP-BY-STEP)

1. **Collect Resident Details:** Obtain the resident's primary email address. This will serve as their unique account login.
2. **Account Creation & Site Assignment:** Login to PayWay. Under "Customers" click on: "+ Add Record" and add a user/activate their account for your property.
For detailed steps on how to do this, please refer to the how-to guide available on the Technical Support page on our website.
3. **Set Monthly Allowance:** Support will set up your site's agreed monthly credit allocation.
(Note: Monthly balances do not roll over to the next month—unused credits reset at month-end).
4. **App Login & Automatic Sync:** The resident downloads the app and logs in with their email address. Their loaded balance will reflect automatically on their digital wallet screen.
5. **Tap-to-Pay:** With NFC enabled on their smartphone, the resident simply holds their phone near the machine's card reader to start a cycle.

TIP Instruct residents to tap once and hold for 2 seconds. Tapping multiple times rapidly can cause the reader to time out.

02 PHYSICAL CARDS (MIFARE) SETUP AND MAINTENANCE

For sites utilizing physical contactless cards alongside or prior to mobile app adoption:

- **Unit Allocation:** Each physical card is mapped directly to a specific unit number in your facility dashboard.
- **Loading Allowances:** Monthly credits are applied to the active cards per your property's schedule.
- **Spare Cards:** Keep a small batch of spare, unassigned physical cards on-site for immediate issuance to new residents or lost-card replacements.
- **Card Management Assistance:** If you or your administrative staff would like a quick walkthrough on issuing and loading physical cards directly, our support team can arrange a brief guided call.
- **Dual Operation:** Physical cards and mobile virtual cards can operate simultaneously during a transition phase.

03 TRANSITIONING FROM PHYSICAL TO VIRTUAL CARDS

Moving your property fully to the [Laundry Connect Go](#) app eliminates physical card replacement costs and streamlines administration.

- 1. Resident Announcement:** Distribute an onboarding notice to residents detailing the app download links, login instructions and the official cutover date.
- 2. Bulk Account Activation:** Provide Support with a roster of resident email addresses. We will create all virtual accounts in bulk and apply the starting balances to match your physical card structure.
- 3. Decommission Physical Cards:** On the agreed cutover date, remaining physical card profiles will be
- deactivated on the network. Collect old physical cards from residents for recycling.

04 IDENTIFYING A MACHINE HARDWARE FAULT

WHAT IS HAPPENING	LIKELY CAUSE	PRACTICAL SOLUTION
Phone or card taps, but the machine is completely unresponsive	The machine's payment reader has temporarily lost network connectivity.	Check the machine indicator light. Once connection is re-established (Flashing Blue), wait 2 minutes before tapping again.
Card taps, but no credit is deducted and cycle won't start	The card or virtual account is not activated for your specific property.	Send the card number or resident email to Support to confirm site assignment.
App reflects a R0.00 balance	The monthly allowance has expired or hasn't been loaded for the new cycle.	Verify your site's monthly credit loading date, or check if mid-month usage depleted the balance.
Tap times out or gives an error screen	The user tapped their phone multiple times in rapid succession.	Advise the user to tap once, hold steady against the reader, and wait 3 seconds.
Card reader was physically replaced, but old cards aren't reading	The new hardware requires digital site provisioning.	Contact Support to perform a remote sync on the new card reader.

NEED HELP?



Send your resident roster, card requests, or site update queries to our Support Line via WhatsApp or email, and our team will assist you immediately!