

APP & RESIDENT

ACCOUNT MANAGEMENT GUIDE



Laundry Connect
GO

The Laundry Connect Go mobile app allows your residents, students, or tenants to pay for laundry, check their digital wallet balance, and tap their smartphone directly against the machine reader to start a cycle.

As a site manager, residents will often bring app or login questions to you first. This guide provides clear answers and practical steps you can relay to your residents to keep their app experience running smoothly.

01 PRACTICAL SOLUTIONS FOR COMMON RESIDENT APP ISSUES

"I CAN'T LOGIN TO THE APP"

- **Check Email Details:**
Confirm the resident is entering the exact email address registered for their account with no typos.
- **Password Reset:**
Have the resident use the "Forgot Password" link on the app login screen.
- **Account Activation:**
If the resident is new, send their email address to Support to verify their account has been activated for your property.

"MY APP BALANCE SHOWS R0.00 / MISSING CREDIT"

- **Monthly Allowance Schedule:**
Verify if the new month's credit cycle has started. (Reminder: Unused monthly credits do not roll over).
- **Mid-month Depletion:**
If the resident has used up their monthly allowance, they can top up their account or wait for the next scheduled top-up.
- **Property Assignment:**
If a resident recently moved from another building using Laundry Connect, contact Support to ensure their profile has been transferred to your current site.

"THE APP IS CRASHING OR WONT OPEN"

- **Reinstall:**
Ask the resident to uninstall the app, restart their phone, and reinstall the latest version from the Play Store or App Store or Huawei AppGallery.
- **Update OS:**
Ensure their phone's operating system (Android or iOS) is fully updated.
- **Persistent Issue:**
If the problem persists, capture the resident's phone model and software version and forward them to Support for investigation.

"THE APP SAYS 'MACHINE UNAVAILABLE'"

- **Network Connectivity:**
A machine showing as "Unavailable" in the app means its payment modem is temporarily offline.
- **The Fix:**
Check the indicator light on the physical machine. Once connection is restored (Flashing Blue), the machine will automatically show as available in the app again.

"I PAID VIA THE APP, BUT THE MACHINE DIDN'T START"

- **Verify Payment:**
Ask the resident to show you the transaction receipt in their app history.
- **Contact Support:**
Message the Machine Number and screenshot of the receipt to Support. Our team will verify the payment and trigger a Remote Start command directly to the machine so the resident can proceed without paying again.

02 HANDLING BUILDING-WIDE APP ISSUES

If **all residents** in your facility report app issues simultaneously, it is typically driven by an external network event:

- **Site Wi-Fi / Router Outage:** If local internet drops or the laundry room router loses power, all machines will show offline. The app will reconnect automatically once local internet recovers.
- **Cellular Data Outages:** For sites utilizing cellular modems, regional provider maintenance can temporarily take machines offline. Our team actively tracks network health and will alert you if a broader carrier outage affects your area.

HOW SUPPORT MANAGES RESIDENT QUERIES

To protect resident data and keep communication clear, Customer Support coordinates directly with **you (the Site Manager)**.

- Gather the resident's unit number, email, and issue details, then pass them to Support via WhatsApp or email.
- We will verify the transaction or trigger a Remote Start and notify you immediately so you can update the resident.

NEED ASSISTANCE WITH AN ACCOUNT OR A MACHINE?



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Send a message to our Support Line with your Site Location, Resident's Name, and Email Address, and our team will get it sorted!