Portal

The Portal is a web-based application used to manage your Laundroworks card system. It provides extensive real-time reporting, and can be used for troubleshooting and configuring the many parameters of the card system, including vend prices and promotions. It can be accessed by mobile browsers but works best with desktop browsers.

URL	portal.mitechisys.com
Login/Password	*Provided to you by email*

Below are a few important tools within the Portal.

1	Value Add Center (VAC) status. If there are issues with the VAC, they will be reported in the Status field.
2	Card Tracker. Use this to get the usage history of specific cards using the 10-digit number on back of every card. The Card Tracker can also be used to add value to cards (e.g refunds), ban cards, and more. Extremely useful for investigating customers issues.
3	Reader/VAC Log. These logs can be used in addition to Card Tracker to investigate issues.
4	Reports
5	Vend pricing and reader settings control.

Management Card

The system comes with several Management Cards, which have a number of uses.

1. Starting machines for free

The management card has an unlimited balance. It is commonly used by attendants for Wash-and-Fold. It is fully tracked online, just like regular User cards.

2. Adding value to and dispensing user cards using the VAC (touch-monitor models only)

This provides a quick way to provide a refund to a customer or to provide a replacement card. To access the management menu, place the Management card into the card holder of the VAC.

Each Management card is protected by a 4-digit PIN when used at the VAC. You can obtain the card's PIN from the Portal, by clicking the **PIN Generator** link and entering the 10-digit number on the back of the card. The PIN cannot be changed.
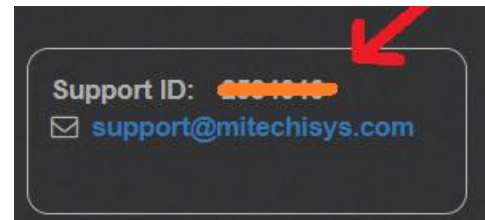

User Card Usage at the VAC

Customers can view their recent usage history by pressing the USAGE button at the bottom of the Card Reload screen (only available on VACs with a touch-monitor).
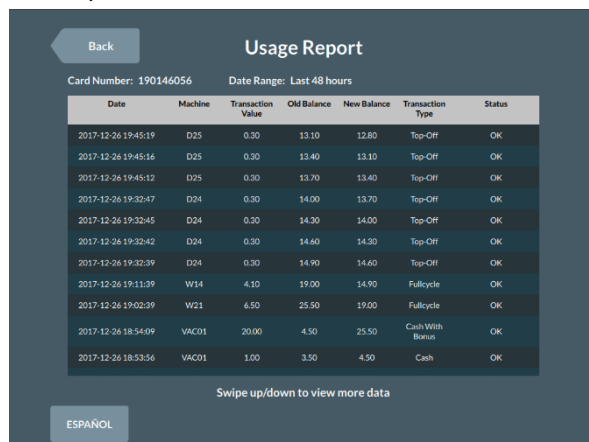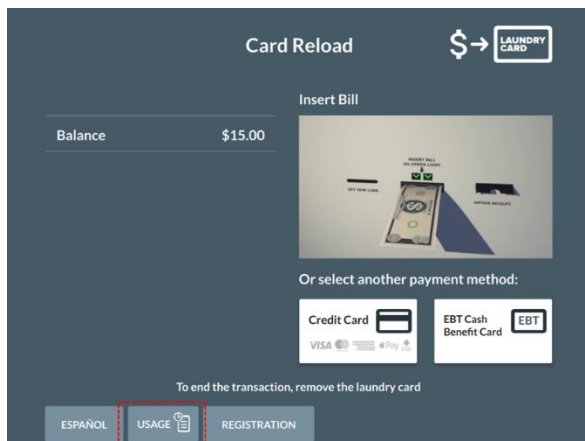
Troubleshooting

Support:

Email	support@mitechisys.com
Phone	1-888-629-8620 ext 2

You must provide your Support ID and store name. Your Support ID is found on the left side of the web Portal.

However, before contacting support, please follow the steps outlined below as this might lead to a faster resolution of the problem.

Step 1: Check the web Portal

Always check the Portal first, which often describes the problem at hand.

For equipment problems, look at the Status field of the corresponding VAC or card reader. See **Troubleshooting Internet** below section for resolving internet connectivity issues. Note that if the internet to a VAC is down, customers can still re-load their card with cash and start machines.

For problems with specific customers, User the Card Tracker to run a detailed usage report for the card, or view the VAC Log or Reader Log close to the date/time the user claims the issue occurred. You can also view the Usage Report directly at the VAC if you have the customer's card present.

Step 2: Check the status LEDs inside Value Add Center

Open the Value Add Center (VAC) kiosk and note the main (blue) computer board. It has status LEDs corresponding to *Power*, *Internet*, *Payment*, and *App*. Under normal conditions, these will allow show green LED.

If the Internet LED is red, you need to check the internet connection. See the **Troubleshooting Internet** section below. If other LEDs are red (or not lit at all), seek support as this indicates a deeper issue. Note that it takes 1-2 minutes for the computer board to fully boot after applying power, so do not infer any meaning from the LEDs until two minutes after rebooting.
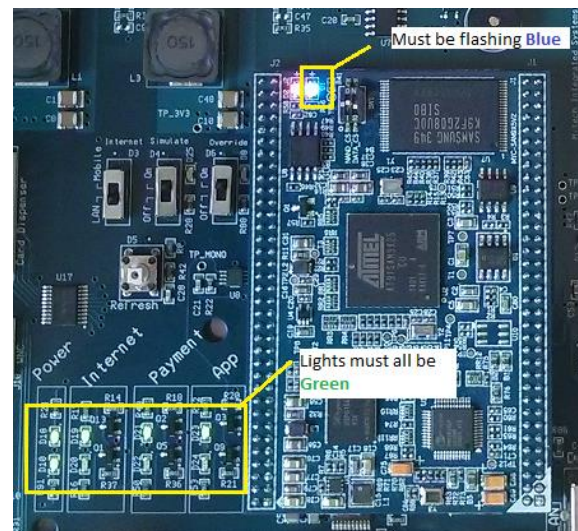
Troubleshooting Internet

Each VAC requires a wired (LAN/CAT5) internet connection with a dynamic IP (DHCP). The internet goes into the RJ45 connector labeled LAN on the main computer board, as shown on the right.

Step 1: Link lights
Ensure there are green/orange link light LEDs on RJ45 connector on computer board. If there are no lights, there's like an issue with your network.

Step 2: Connect laptop
Try connecting the cable to a laptop to check for internet.
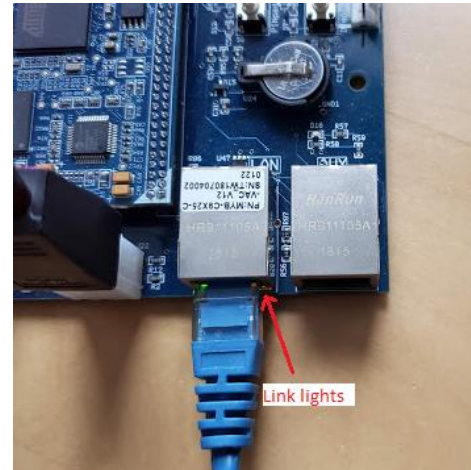
Frequently Ask Questions

How do I monitor cash and collections?

The amount of cash and bills presently inside the VAC is indicated on the main page of the Portal. When you pull cash from the bill acceptor, present the Collection card (provided with the system) to the VAC. This resets the online cash/bill counters to zero and creates a collection record found inside the Collection report.

How can I reuse discarded/returned cards?

Simple - just put them back into the card dispenser. The VAC will reset the balance as they get dispensed.

How do I get more Management Cards?

You can convert User cards to Management cards. Use the Create System Card link on the Portal, enter the 10-digit card number you want to convert, and press Make Request. Then simply present the card to the VAC, which will convert it to a Management card.

Card not read/ recognized by any reader or VAC – what to do?

Use the Card Tracker on the Portal to find the balance of this card, and then issue a new card with the same balance (you can use the Management card to easily dispense cards with value on them)

How do I assign discounts to specific cards (e.g seniors or military)

Run the card through Card Tracker and then click the Management Info tab. You'll see a Discount Group section. You can select from a pre-defined discount group or create your own custom group. Click Save when done.