



Welcome to a new age of Laundry Convenience!

Your new state-of-of-the-art electronic laundry room is quick and easy.

**How do I operate the laundry equipment?**

The washers and dryers in your laundry room do not accept coins. Instead they are activated with an electronic laundry-chip card called the Web AccessCard (purchased at each Add-Value Station).

- Slide your Web AccessCard into the reader located on the washer and dryer. Please leave your card in the reader until you are instructed to remove it.
- Select your desired machine settings and the machine will start as usual.

Each time you do laundry, the wash or dry price will be deducted from your Web AccessCard. See the instructions below to add value to your Web AccessCard.

**How do I use the Add-Value Station? (Charge: located in Laguna Hall Lobby and Catalina Hall Lobby; Cash: located in Dining Commons lobby).**

**Charge AV Stations (LH & CH Lobbies):**

**TO ADD VALUE**

- Press the “Add-Value” button.
- Insert your Web AccessCard into the Card Reader.
- Select amount to be added to your card.
- Insert your Credit or Debit Card into the “Swipe Reader” and pull it out quickly.
- We accept Visa, MasterCard, American Express, Discover, or Bank Issued Debit Cards (ATM).
- For a receipt, press the “Yes or No” button.
- Remove your card.

**TO BUY A CARD**

- Press the “Buy Card” button.
- The card cost is displayed.
- Wish to continue? Select “Yes or No”.
- Select the amount to be added to the new card.
- Insert your Credit or Debit Card into the “Swipe Reader” and pull it out quickly.
- We accept Visa, MasterCard, American Express, Discover or Bank Issued Debit Cards (ATM).
- Wait for your new Web AccessCard with value to be ejected from the “Card Dispenser”.
- For a receipt press the “Yes or No” button
- Remove your card.

**TO CHECK YOUR BALANCE**

- Press the “Check Value” button.
- Insert your Web AccessCard into the Card Reader.
- View balance on the screen.
- Remove your card.

**Cash AV Station (Dining Commons lobby):**

**TO ADD VALUE**

- Press “1” on the keypad.
- Insert your Web AccessCard into the Card Reader.
- Your balance will appear on the screen.
- Insert a (5, 10, or 20) dollar bill into the bill acceptor face up.
- The value will be added to your card.
- Your new balance will appear on the screen.
- Remove your card.

**TO BUY A CARD**

- Press “2” on the keypad.
- The display will read: Card Cost is \$2.00.
- Press “1” on the keypad to accept the card cost or “2” to cancel. Note: Card cost will be deducted from the amount inserted.
- Insert a (5, 10, or 20) dollar bill into the bill acceptor face up.
- The value will be added to your card.
- Your new balance will appear on the screen.
- Remove your card.

**TO ADD VALUE**

- Press “1” on the keypad.
- Insert your Web AccessCard into the Card Reader.
- Your balance will appear on the screen.
- Insert a (5, 10, or 20) dollar bill into the bill acceptor face up.
- The value will be added to your card.
- Your new balance will appear on the screen.
- Remove your card.

**Frequently Asked Questions on Reverse Side....**

## **Frequently Asked Questions**

### **What kind of cards can I use at the Add Value Station?**

Visa, MasterCard, American Express, Discover or Bank Issued Debit Cards (ATM).

### **Is there a transaction fee if I use a Credit Card or Debit Card?**

Web does not charge any fees, however your financial institution may.

### **How will I be billed if I use a credit card?**

It will appear on your statement like any other transaction.

### **How much value can I put on my Web AccessCard?**

You can put up to \$50 value on your Web AccessCard.

### **Can I get money out of the Add-Value-Station like I do at the ATM?**

No, this system can only be used to add value to your Web AccessCard.

### **How many times can I recharge my Web AccessCard?**

You may recharge your Web AccessCard as many times as you need. There are unlimited recharges.

### **Do I have to wait for my Web AccessCard to run out of value before I recharge it?**

No, you can recharge it at any time.

### **What if I lose my card?**

You can purchase another Web AccessCard at the Add-Value Station.

### **Who do I call if there is a problem with a laundry machine and/or any other problems (request of refund)?**

Call WEB directly (or report to Student Life Office and they will call for you):

1-800-DIAL WEB (800-342-5932)

Provide dispatcher with School Name, Building #, and Machine #:

- Building # is located on WEB instruction information signs in each laundry room.
- Machine # is located on the actual laundry machine having problems.

If you are requesting a refund due to lost value, machine problems disrupting your wash/dry cycle, please always place your request for refund through the Student Life Office. Student Life will coordinate the communication with WEB and you.

**NOTE:** Treat your Web AccessCard as you would cash. Neither Web nor your housing department are responsible for lost or stolen cards.