

Frequently Asked Questions



WHAT IS THE COINAMATIC CP MOBILE APP?

This is a Mobile App for your smart phone. It is available from the Apple Store or Google Play. Once downloaded, you can load funds to your account and use the app to pay for laundry instead of using your laundry card!

I DOWNLOADED THE APP. HOW DO I REGISTER?

Register by filling in your email and creating a password.

Please note: You must be in the laundry room to complete the registration. You will need your Bluetooth enabled and you must have data to complete this process.

HOW DO I LOAD FUNDS ONTO MY MOBILE ACCOUNT?

Tap **"Refill My Account"** which will take you to a separate secure browser. Sign in again with your same email and password.

Select the desired amount you want to load and whether you want to use credit or Interac Online. If using credit, you can tap **"Save"** to save info or tap **"No."**

HOW CAN I CHECK THE BALANCE ON THE APP?

Your Coinamatic CP Mobile balance is always available within your app. Alternatively, you can sign into **www.smartlaundry.ca** using your same email and password and access your account.

HOW DO I USE THE APP TO START THE MACHINE?

You simply load your laundry into an available machine. Place liquid detergent in the dispenser (if using the washer) and select desired cycle on the machine.

Once you are ready, using your Coinamatic CP mobile app, enter the machine number you wish to use. This is the number displayed on the card reader i.e. 21.

A pop up message will display the vend price and machine number. Tap OK on the app. You will see a processing message. Press the machine start button. The funds will be deducted from your mobile account balance.

THE APP SEEMS TO BE FROZEN? WHAT DO I DO?

If the app seems to be frozen you can delete the app and then download it again. Using your same email and password sign back into your account and all should be good.

I STILL HAVE BALANCE ON MY LAUNDRY CARD. CAN I TRANSFER IT TO MY MOBILE ACCOUNT?

Please obtain a Card Return Envelope from the Housing Office. Mail your card back to Coinamatic. We will verify the remaining value on your card. You can chose to either receive a cheque refund or have that remaining value added to your Coinamatic CP Mobile Account. Please indicate your preference on the back of the flap.

I USED MY APP TO START THE MACHINE. THE VALUE WAS DEDUCTED FROM MY ACCOUNT BALANCE BUT THE MACHINE DIDN'T PROVIDE THE INTENDED RESULTS. THERE SEEMS TO BE A MACHINE MALFUNCTION.

No problem. Call **1-800-561-1972** and one of our valued CSR's can happily assist you and return value to your mobile account. They will ask you for your email address that you used to establish your mobile account. Alternatively you can visit www.coinamatic.com and use the Online Service Request to request a refund, or request a refund through the app.

I AM MOVING TO A NEW BUILDING. CAN I STILL USE THE APP?

The laundry machines must have a special Bluetooth machine reader installed. This is fairly new and won't be available in all locations. If you are unable to use your mobile app in your new building, please call **1-800-561-1972**. One of our CSR's can confirm your final account balance and issue you a refund cheque. They will decrement your mobile account balance to zero and then disable your mobile account.

I DON'T HAVE A CELLPHONE. WHAT DO I DO?

If you have a cell phone issued from a different country no problem! Visit the CleanPay Central Kiosk located in the laundry room. Set up an account by registering an email and a password. You can load this account using a credit card or Interac Online.

When you need to do laundry you simply log in to the Central Kiosk and select the machines you want to use, just like you would if you had a smart phone.