Multiposs

User manual

User manual

Product: Multiposs
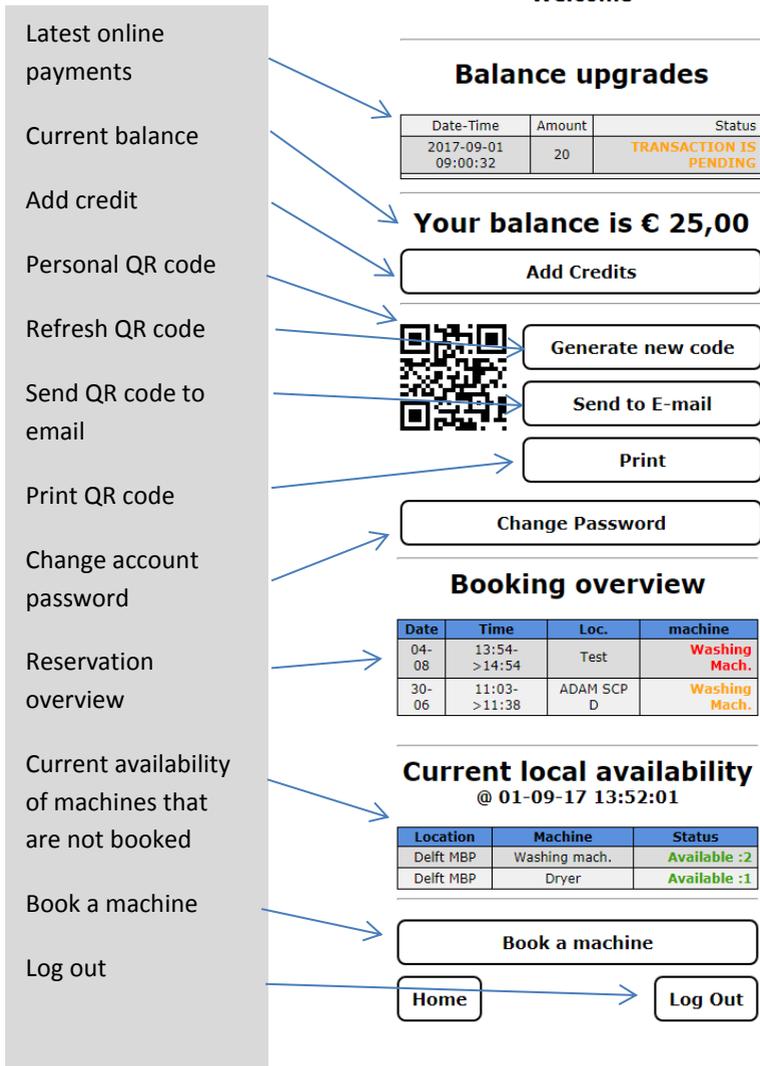Ref No.: 160801
Version: 5.0
Date of publication:21-2-2018
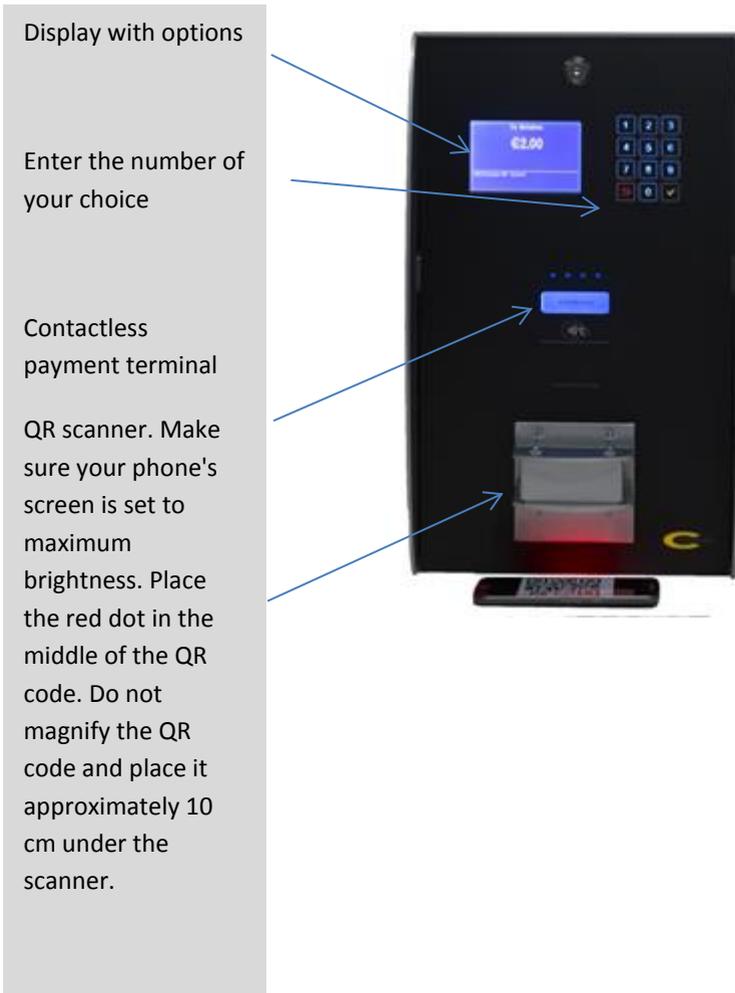
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Change account password

Reservation overview

Current availability of machines that are not booked

Book a machine

Log out

Balance upgrades

Date-Time	Amount	Status
2017-09-01 09:00:32	20	TRANSACTION IS PENDING

Your balance is € 25,00

Add Credits

Generate new code

Send to E-mail

Print

Change Password

Booking overview

Date	Time	Loc.	machine
04-08	13:54->14:54	Test	Washing Mach.
30-06	11:03->11:38	ADAM SCP D	Washing Mach.

Current local availability
@ 01-09-17 13:52:01

Location	Machine	Status
Delft MBP	Washing mach.	Available :2
Delft MBP	Dryer	Available :1

Book a machine

Home

Log Out

2. Washing machine overview

Display with options

Enter the number of your choice

Contactless payment terminal

QR scanner. Make sure your phone's screen is set to maximum brightness. Place the red dot in the middle of the QR code. Do not magnify the QR code and place it approximately 10 cm under the scanner.

3. Login

In your browser, go to the user page (https://duwo.multiposs.nl)
and log in with your username and password.

The Laundry

Your email address → Email address :

Password → Password :

OR

Press
"Lost / change
password"

Login

New users press
"Sign up"

Lost / Change password
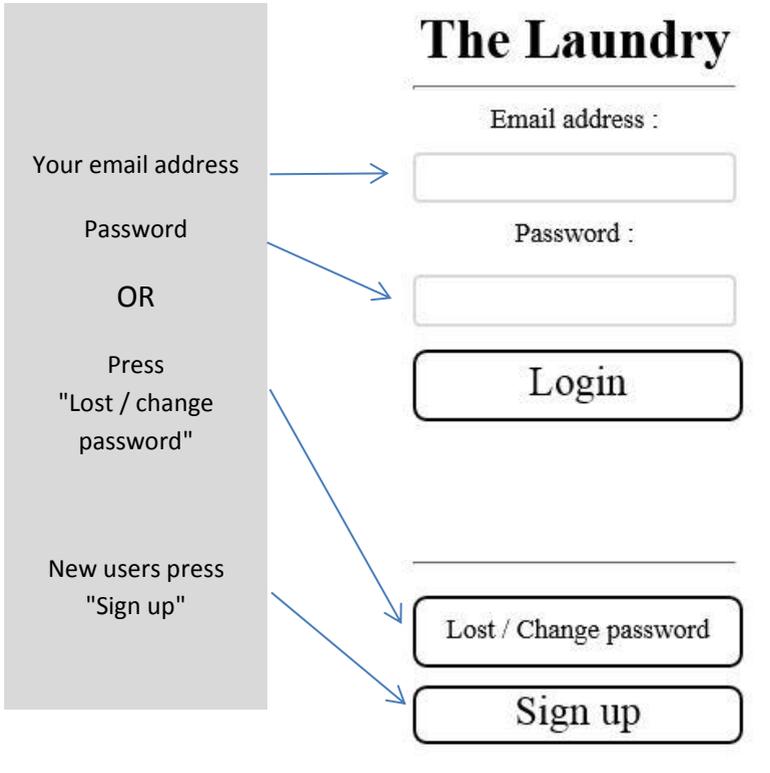
Sign up

4. New user

A new user will click on "Sign Up" in the login screen.

Enter your email address and control code, then press "Send mail"

You will receive an email with a link to further instructions

The Laundry

Sign up

Enter your email address :

15769M

Enter Captcha text :

Send mail

Home

Login Information :

Your username will be filled out automatically

Enter the Location ID. You can find it on the website:

(https://www.duwo.nl/en/i-rent/residence-matters/washing-machine-with-a-qr-code/)

Device and submit your personal password and confirm it

If the bar turns green, your

Username :

Location ID :

Password :

Confirm password :

Password not entered

1. Enter location ID
2. Enter password
3. Enter confirm password

5. Forgot your password

If you have forgotten your password, click on "lost password" in the login screen.

Enter your email address and press 'Send mail'. An email with a link will be sent to this address.

The Laundry

Lost / change password

Enter your email address :

8AwzL3

Enter Captcha text :

Send mail

Home

The laundry

Enter your new password twice.

Save your new password and log in again.
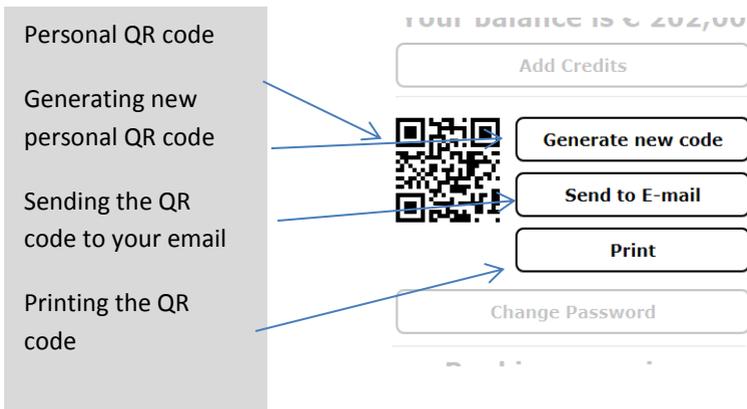
Set new password :

Re-enter Password:

Save

6. Generating a QR Code

As a user, you have a personal QR code. Please ensure no one else has your QR code. If you suspect that your QR code has been compromised, you can request a new QR code by using the "Generate new code" button.

You can show your QR code at the washing machine using your phone. You can get your QR code on your phone by pressing the "Send to Email" button. You will then receive an email with the QR code. If you have a phone without an internet connection, you can print the QR code by pressing the "Print" button.

Personal QR code

Generating new personal QR code

Sending the QR code to your email

Printing the QR code

Your balance is € 202,00

Add Credits

Generate new code

Send to E-mail

Print

Change Password

7. Changing your password

You can change your password at any time using the "Change Password" button.

Changing your password

Print

Change Password

Booking overview

Enter your new password twice.

If the bar is green, your password is safe

Your balance is € 202,00

Add Credits

Change password

Set new password:

Re-enter password:

Password not entered

Booking overview

Date	Time	Loc.	machine

8. Change your language on the payment terminal

Select "Taal/Language" by pressing the [1] key on the payment terminal.

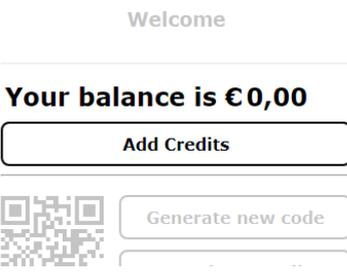|	Kies nummer:
1:	Taal/Language
2:	krediet opwaarderen
3:	wasmachine
4:	Droger
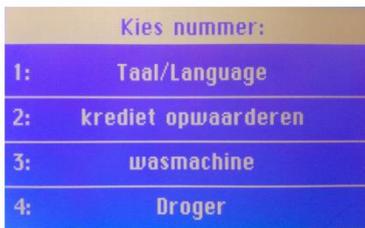
Select "English" by pressing the [2] key.

	Kies uw taal:
1:	Nederlands
2:	English

9. Adding credit

You can increase your laundry credit online or locally at the washing machine.

Upgrading online

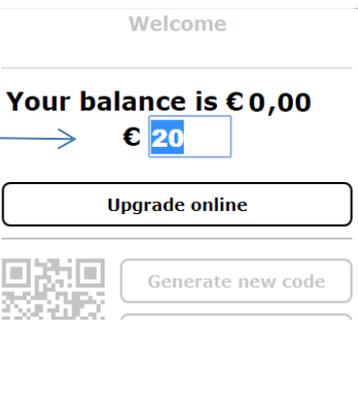|	
Your current credit Click "Add Credits" to increase your credit	Welcome **Your balance is €0,00** **Add Credits** Generate new code

You need to increase your balance by at least €20. Enter the desired amount and press "Upgrade online."

Enter the amount you want to add Click "Upgrade online" to pay	Welcome **Your balance is €0,00** € 20 **Upgrade online** Generate new code

After your payment is prepared, click "Pay now" to start the payment

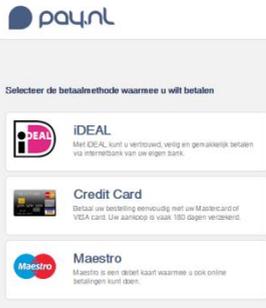**Please press "Pay now »" to continue.**

Pay now >>

Home   Log Out

pay.nl

Follow the instructions from pay.nl to complete your payment

Selecteer de betaalmethode waarmee u wilt betalen

iDEAL
Met iDEAL kunt u vertrouwd, veilig en gemakkelijk betalen via internetbank van uw eigen bank.

Credit Card
Betaal uw bestelling eenvoudig met uw Mastercard of VISA card. Uw aankoop is vaak 180 dagen verzekerd.

Maestro
Maestro is een debet kaart waarmee u ook online betalingen kunt doen.

After your payment in Pay.nl is completed, you will return to the main screen of your user page. At the top of this page you can see the status of your payments.

Transaction has been aborted

Transaction was successful

Transaction failed

Balance upgrades

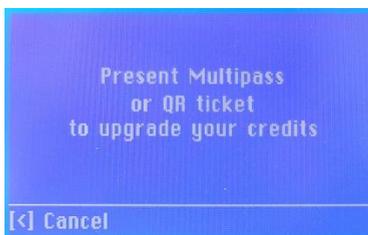| Date-Time	Amount	Status
2016-11-04 08:29:22	1	TRANSACTION IS PENDING
2016-11-04 08:29:22	3	CREATING TRANSACTION
2016-11-04 08:29:22	2	TRANSACTION OK
2016-11-04 08:29:22	1	TRANSACTION FAILED

Your balance is €0,00

Upgrading locally

You can upgrade your credit at the washing machine by paying with a contactless debit card.

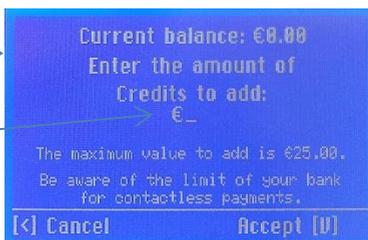|	
Select "Upgrade credit" by pressing the [2] key on the payment terminal	**choose number:** 1: Taal/Language 2: Upgrade credits 3: washing machine 4: Dryer
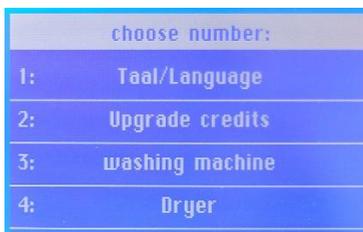
Identify yourself as a user by presenting your QR code to the scanner	Present Multipass or QR ticket to upgrade your credits [<] Cancel

Here you can see your current credit Enter the amount you want to upgrade with the numeric keys. Press the green [V] key to accept the amount	Current balance: €0.00 Enter the amount of Credits to add: € _ The maximum value to add is €25.00. Be aware of the limit of your bank for contactless payments. [<] Cancel Accept [V]

The amount entered will appear on the contactless payment terminal. Keep your debit card in front of the contactless logo to make your payment.

10. Starting a machine locally

If a machine is available, you can start it without having booked the machine. You can check the availability on the main page of your user account.

Here you can see the availability of a machine

Current local availability
@ 04-11-16 08:43:23

Location	Machine	Status
Delft	Washing machine	Available
Delft	Dryer	Available

Book a machine

It may happen that someone else has reserved the machine in the meantime and that the machine is no longer available.

In the laundry room a machine can be started locally. **Caution: Put your laundry into your machine first, before you pay for the machine.** When it concerns the Electrolux machines in Leiden: make sure that the door is open before you choose the machine, otherwise the program starts immediately after payment.

Press the number of the desired machine [3] or [4].

choose number:

1:    Taal/Language
2:    Upgrade credits
3:   washing machine
4:    Dryer

It is possible that the machines look available, but that the device indicates that there are no machines available. In that case, someone has reserved a machine online. If that is the case, we recommend that you make a reservation on your user page at a time that suits you (see chapter 11).

Press [2] to start a machine without a reservation

Do you have a reservation?
1:       Yes
2:       No
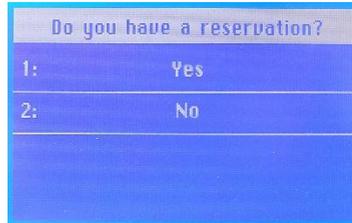
On the next screen you will find an overview of the machines. If a machine is crossed out, this machine is in use or defective.

Select your machine with the numeric keypad. Press [V] to accept.

choose washing machine:
1 2 3

washing machine:1
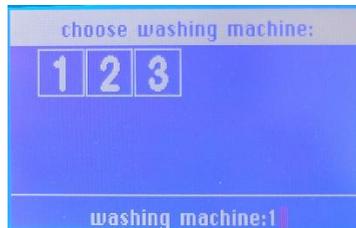
Once you have selected a machine, the payment will be initiated. You can pay with the credit on your QR code or by paying with a contactless debit card. Note: If you pay with a debit card, transaction fees will be added. It is therefore more advantageous to have credit on your account.

Present your QR code to pay with the upgraded credit on your account.

or

Present your debit card with contactless payment at the contactless logo. **Please pay attention to additional transaction costs**

A few tips to make your QR code easier to read:

- Increase the screen intensity of your phone.
- The larger the QR code is on the screen, the lower you need to hold your phone. So do not magnify the QR code and place it approximately 10 cm under the scanner
- Make sure the red dot appears in the centre of your QR code

After a successful payment, the machine will be released to start up. Go to the machine to insert your laundry and start it.

11. Booking a machine

When you book a machine, you are certain that the machine will be available at your booked time. Log in to https://duwo.multiposs.nl.

You make a reservation by pressing the "Book a machine" button on the main screen

Current local availability
@ 04-11-16 08:43:23

Location	Machine	Status
Delft	Washing machine	Available
Delft	Dryer	Available

Book a machine

Home   Log Out

Select a type of machine

Delft MBP

Washing mach.

Dryer

Home   Log Out

Select the date here

Select an available time that suits you

Washing Machines
Delft MBP -> 01-09-2017

12:00 - 13:00
Available for booking:1
Pay on delivery : € 2.00

13:00 - 14:00
Available for booking:1
Pay on delivery : € 2.00

14:00 - 15:00
Available for booking:1
Pay on delivery : € 2.00

Click confirm and the reservation will be finalised

Create Booking

Date :	01-09-2017
Start :	13:00
End :	14:00
Location :	Delft MBP
Machine :	Washing mach.
Your Balance :	€ 25.00
Pay on delivery :	€ 2.00
PAY NOW ! :	€ 0.00

Cancel   **Confirm.**

You are permitted to book a maximum of 2 machines per time slot. Click on the time slot once more and confirm your booking.
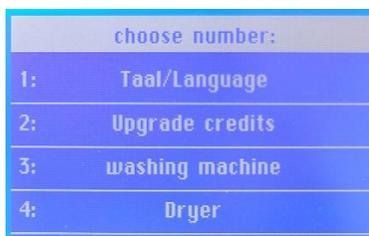
Make sure you are at the washing machine at the time of your booking. You have 15 minutes to start the machine.
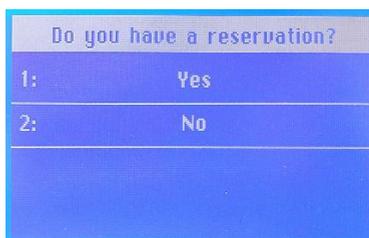
12. Starting a reserved machine

Make sure you arrive at the machine at the start of the reserved time. You then have 15 minutes to start the machine by using the payment terminal. Your reservation will expire after these 15 minutes. If a machine is available earlier, you can choose to start the reservation early.

Caution: Put your laundry into your machine after you've chosen one on the payment terminal. When it concerns the Electrolux machines in Leiden: make sure that the door is open before you choose the machine, otherwise the program starts immediately after payment.
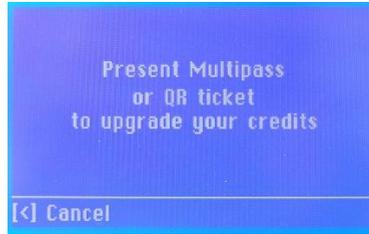
Press the number of the reserved machine [3] or [4].	**choose number:** 1: Taal/Language 2: Upgrade credits 3: washing machine 4: Dryer
Press [1] to start a reservation	**Do you have a reservation?** 1: Yes 2: No

Present your QR code to retrieve the reservation	

If a reservation is found on your account, you can choose a machine.

Next you'll see an overview of the machines. If a machine is crossed out it is in use or defect.

You can pay with the credit on your QR code or with a contactless debit card. Note: If you pay with a debit card, transaction fees will be added. It is therefore more advantageous to have a credit on your account.

Present your QR code to pay with the upgraded credit on your account. Or Present your debit card with contactless payment at the contactless logo. **Please pay attention to additional transaction costs**	

A few tips to make your QR code easier to read:

- Increase the screen intensity of your phone.
- The larger the QR code is on the screen, the lower you need to hold your phone. So do not magnify the QR code and place it approximately 10 cm under the scanner
- Make sure the red dot appears in the centre of your QR code

After a successful payment, the machine will be released to start up. Go to the machine to start it.

13. Deleting a reservation

You can delete a reservation so that the other users can book / use the machine again.

On the main screen, go to "Book a machine"

Current local availability
@ 04-11-16 08:43:23

Location	Machine	Status
Delft	Washing machine	Available
Delft	Dryer	Available

Book a machine

Home   Log Out

Your reservation will be indicated in green. Click on the reservation you want to remove

Washing Machines
Delft MBP -> 01-09-2017

13:00 - 14:00
Available for booking:1
Pay on delivery : € 2.00

14:00 - 15:00   Booked by ME !!
Click to delete (cancellable+refund till 01-09-17 10:00)
Pay on delivery : € 2.00 / activatable till 14:15

15:00 - 16:00
Available for booking:1
Pay on delivery : € 2.00

16:00 - 17:00

Press "Confirm" to permanently delete the reservation

Remove Booking : 1650328

Date :	01-09-2017
Start :	14:00
End :	15:00
Location :	Delft MBP
Machine :	Washing mach.
Payd :	€ 0.00
Refund ! :	€ 0 , NO REFUND !

Cancel   **Confirm.**