

Managing WaveRider Amenity Cards

WaveRider Amenity Cards allow you to offer your guests complimentary use of laundry facilities. The Amenity Card gives the guest access to laundry without having to use cash, credit, or debit cards. Use the steps in this how-to document to log into the WaveRider system, select a card, and set up the card for your guest.

Amenity Card, front and back:



Helpful Tip: Make sure that you have your WaveCentral login and password available. If you have questions, contact your manager or email Heartland MicroPayments support at hmpsupport@e-hps.com.

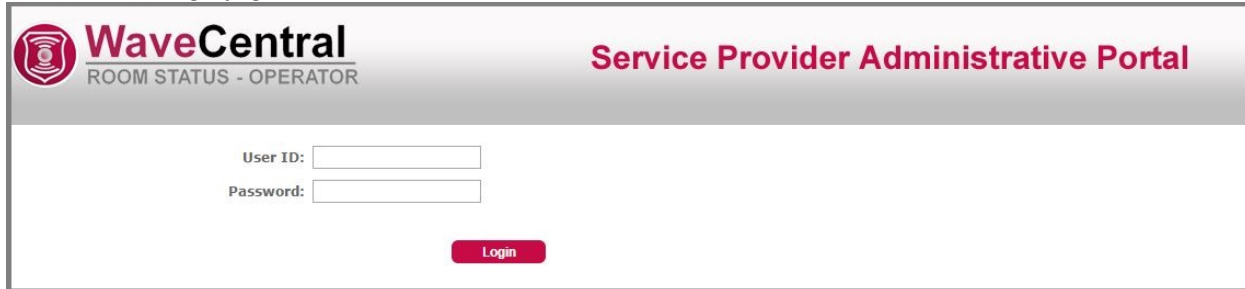
Step One: Open the WaveCentral Web page and log in

1. Click this link or copy it into your browser window to open the WaveCentral Service Provider Administrative Portal:

<https://provider.mywavevision.com>

2. On the Service Provider Administrative Portal login page, type your User ID and your password, then click **Login**.

Service Provider Login page:



The screenshot shows the login page for the WaveCentral Service Provider Administrative Portal. The page has a grey header with the WaveCentral logo on the left, which includes a red circular icon with a white 'W' and the text 'WaveCentral ROOM STATUS - OPERATOR'. To the right of the logo, the text 'Service Provider Administrative Portal' is displayed in red. Below the header, there are two input fields: 'User ID:' followed by a white text box, and 'Password:' followed by a white text box. Below these fields is a red button with the word 'Login' in white text.

If you don't remember your User ID or your password, contact your manager or email Heartland MicroPayments support at hmpsupport@e-hps.com.

Step Two: Open the Amenity Cards setup page

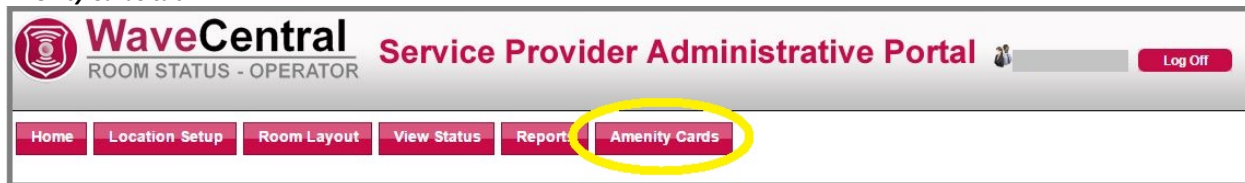
1. On the Home page, click **WaveRider**.

Home page:



2. Click the **Amenity Cards** tab, then click the **Residents** tab to open the setup page.

Amenity Cards tab:



Residents tab:

The screenshot shows the WaveCentral Service Provider Administrative Portal with the 'Residents' tab selected in the 'Amenity Cards' section. The 'Residents' tab is circled in yellow. The page displays a table of card numbers and counts, and a form for account details.

Card Number	Count
8999200000501	0
8999200000502	0
8999200000503	0
8999200000504	0
8999200000505	0
8999200000506	0
8999200000507	0
8999200000508	0
8999200000509	0
8999200000510	0
8999200000511	0
8999200000512	0
8999200000513	0
8999200000514	0
8999200000515	0
8999200000516	0
8999200000517	0
8999200000518	0
8999200000519	0
8999200000520	0
8999200000521	0
8999200000522	0
8999200000523	0
8999200000524	0
8999200000525	0
8999200000526	0
8999200000527	0
8999200000528	0
8999200000529	0
8999200000530	0
8999200000531	0

Account Details (optional)

First name Last name

Email Phone #

Reference

Active date range for account From To

Reset usage count each month Max laundry cycles

Disable account

Step Three: Select a card number

1. Take a WaveRider Amenity Card from your supply of cards and note the card number on the back of the card.

Example card number on back:



2. Click the correct card number in the **Card Number** column of the table on the left side of the page. You might need to scroll down through the list to find the card number.

Card Number column, card 8999200000507 selected:

The screenshot shows the WaveCentral Service Provider Administrative Portal. The header includes the WaveCentral logo, "ROOM STATUS - OPERATOR", and "Service Provider Administrative Portal" with a "Log Off" button. The navigation menu has buttons for Home, Location Setup, Room Layout, View Status, Reports, and Amenity Cards. The main content area is titled "Amenity Cards" and has tabs for Provider Test Cards, Residents, Staff, Superintendent, and Planned Laundry. The "Residents" tab is active, showing a table of card numbers and counts. The card number "8999200000507" is highlighted in orange. To the right of the table is an "Account Details (optional)" form with fields for First name, Last name, Email, Phone #, and Reference. Below the form are fields for "Active date range for account" (From 3/20/2015 to 3/20/2030), "Reset usage count each month" (checked), "Max laundry cycles" (0), and a "Disable account" checkbox. A "Save" button is at the bottom right.

Card Number	Count
8999200000502	0
8999200000503	0
8999200000504	0
8999200000505	0
8999200000506	0
8999200000507	0
8999200000508	0
8999200000509	0
8999200000510	0
8999200000511	0
8999200000512	0
8999200000513	0
8999200000514	0
8999200000515	0
8999200000516	0
8999200000517	0
8999200000518	0
8999200000519	0
8999200000520	0
8999200000521	0
8999200000522	0
8999200000523	0
8999200000524	0
8999200000525	0
8999200000526	0
8999200000527	0
8999200000528	0
8999200000529	0
8999200000530	0
8999200000531	0

Step Four: Update the Account Details

Note: The Account Details fields are **optional**. Follow your manager's instructions when adding this information: you might need to type only the guest's initials, or only the room number, or another type of information in the First Name, Last Name, and Email Address fields. Even if there is information already typed in the fields, you can delete it and type new information.

The Active date range, Reset usage count, and Max laundry cycles fields are **mandatory**.

1. Update the personal account details fields as needed. This might be the guest's name, initials, or room number. Remember that you can leave these fields blank.

Account Details fields:

WaveCentral
ROOM STATUS - OPERATOR Service Provider Administrative Portal

Home Location Setup Room Layout View Status Reports Amenity Cards

Welcome

Amenity Cards

Provider Test Cards Residents Staff Superintendent Planned Laundry

Card Number	Count
89992000000501	0
89992000000502	0
89992000000503	0
89992000000504	0
89992000000505	0
89992000000506	0
89992000000507	0
89992000000508	0
89992000000509	0
89992000000510	0
89992000000511	0
89992000000512	0
89992000000513	0
89992000000514	0
89992000000515	0
89992000000516	0
89992000000517	0
89992000000518	0
89992000000519	0
89992000000520	0
89992000000521	0
89992000000522	0
89992000000523	0
89992000000524	0
89992000000525	0
89992000000526	0
89992000000527	0
89992000000528	0
89992000000529	0
89992000000530	0
89992000000531	0

Account Details (optional)

First name Last name

Email Phone #

Reference

Active date range for account From To

Reset usage count each month Max laundry cycles

Disable account

Save

2. Set the active date range for the card. The card will be active starting on the first date you select and stay active *through the end of the day* on the last date you select. You must fill in these dates.

In this example, the card is active on 3/20/2015. On 3/21/2015, the card will become inactive and the guest will no longer be able to use it.

Active Date Range fields, beginning date to end date:

The screenshot shows the WaveCentral Service Provider Administrative Portal. The header includes the WaveCentral logo, the text 'ROOM STATUS - OPERATOR', and the title 'Service Provider Administrative Portal'. A 'Log Off' button is in the top right. A navigation bar contains buttons for 'Home', 'Location Setup', 'Room Layout', 'View Status', 'Reports', and 'Amenity Cards'. Below the navigation bar is a 'Welcome' message. The main content area is titled 'Amenity Cards' and has tabs for 'Provider Test Cards', 'Residents', 'Staff', 'Superintendent', and 'Planned Laundry'. The 'Residents' tab is selected. On the left is a table of card numbers and counts. On the right is the 'Account Details (optional)' form, which includes fields for 'First name', 'Last name', 'Email', 'Phone #', and 'Reference'. The 'Active date range for account' field is highlighted in yellow and contains 'From 03/20/2015' and 'To 03/20/2015'. Below this are checkboxes for 'Reset usage count each month' and 'Disable account', and a 'Max laundry cycles' field. A 'Save' button is located at the bottom right of the form.

Card Number	Count
89992000000501	0
89992000000502	0
89992000000503	0
89992000000504	0
89992000000505	0
89992000000506	0
89992000000507	0
89992000000508	0
89992000000509	0
89992000000510	0
89992000000511	0
89992000000512	0
89992000000513	0
89992000000514	0
89992000000515	0
89992000000516	0
89992000000517	0
89992000000518	0
89992000000519	0
89992000000520	0
89992000000521	0
89992000000522	0
89992000000523	0
89992000000524	0
89992000000525	0
89992000000526	0
89992000000527	0
89992000000528	0
89992000000529	0
89992000000530	0
89992000000531	0

3. If you want the number of used laundry cycles to reset on the first day of the month for this card, click the box next to **Reset usage count each month**. Some cards might need to reset, and some need only a set number of cycles. If you have questions, check with your manager for further direction.

Note: The number in the Count column of the table on the left shows how many laundry cycles have been used on this card. If the Reset usage count each month box is checked, the Count column resets to 0 on the first of the month. If the box is not checked, the Count column shows the total number of cycles used.

Reset usage count each month:

The screenshot shows the WaveCentral Service Provider Administrative Portal. The page title is "WaveCentral ROOM STATUS - OPERATOR Service Provider Administrative Portal". The navigation menu includes "Home", "Location Setup", "Room Layout", "View Status", "Reports", and "Amenity Cards". The "Amenity Cards" section is active, showing a table of "Provider Test Cards" and a form for editing card details.

Card Number	Count
89992000000501	0
89992000000502	0
89992000000503	0
89992000000504	0
89992000000505	0
89992000000506	0
89992000000507	0
89992000000508	0
89992000000509	0
89992000000510	0
89992000000511	0
89992000000512	0
89992000000513	0
89992000000514	0
89992000000515	0
89992000000516	0
89992000000517	0
89992000000518	0
89992000000519	0
89992000000520	0
89992000000521	0
89992000000522	0
89992000000523	0
89992000000524	0
89992000000525	0
89992000000526	0
89992000000527	0
89992000000528	0
89992000000529	0
89992000000530	0
89992000000531	0

Account Details (optional)

First name Last name

Email Phone #

Reference

Active date range for account From To

Reset usage count each month Max laundry cycles

Disable account

Save

4. Set the maximum number of laundry cycles this card will allow. One cycle means one full washer cycle **or** one full dryer cycle. You must type a number, not a word.

Max number of cycles field:

The screenshot shows the WaveCentral Service Provider Administrative Portal. The header includes the WaveCentral logo, the text 'ROOM STATUS - OPERATOR', and 'Service Provider Administrative Portal'. A 'Log Off' button is in the top right. A navigation bar contains buttons for 'Home', 'Location Setup', 'Room Layout', 'View Status', 'Reports', and 'Amenity Cards'. Below the navigation bar is a 'Welcome' message. The main content area is titled 'Amenity Cards' and has tabs for 'Provider Test Cards', 'Residents', 'Staff', 'Superintendent', and 'Planned Laundry'. The 'Residents' tab is active. On the left is a table of card numbers and counts. On the right is the 'Account Details (optional)' form, which includes fields for 'First name', 'Last name', 'Email', 'Phone #', and 'Reference'. There is also an 'Active date range for account' section with 'From' and 'To' date pickers. A 'Reset usage count each month' checkbox is present, followed by a 'Max laundry cycles' input field which is highlighted with a yellow border. A 'Disable account' checkbox is at the bottom left, and a 'Save' button is at the bottom right.

Card Number	Count
89992000000501	0
89992000000502	0
89992000000503	0
89992000000504	0
89992000000505	0
89992000000506	0
89992000000507	0
89992000000508	0
89992000000509	0
89992000000510	0
89992000000511	0
89992000000512	0
89992000000513	0
89992000000514	0
89992000000515	0
89992000000516	0
89992000000517	0
89992000000518	0
89992000000519	0
89992000000520	0
89992000000521	0
89992000000522	0
89992000000523	0
89992000000524	0
89992000000525	0
89992000000526	0
89992000000527	0
89992000000528	0
89992000000529	0
89992000000530	0
89992000000531	0

5. If you need to disable the card, click the box next to Disable account. You might need to do this if the guest loses the card or if it is stolen. The card is disabled as soon as you click **Save**.

Note: If you need to re-enable the card after it has been disabled, you can clear the box by clicking it. Once the box is cleared and you click **Save**, the card is enabled. If the card is still within its active date range and there are laundry cycles remaining on it, the guest can begin using it again immediately.

Disable the card:

The screenshot shows the WaveCentral Service Provider Administrative Portal. The header includes the WaveCentral logo, the text 'ROOM STATUS - OPERATOR', and 'Service Provider Administrative Portal'. A 'Log Off' button is in the top right. A navigation bar contains buttons for 'Home', 'Location Setup', 'Room Layout', 'View Status', 'Reports', and 'Amenity Cards'. Below the navigation bar is a 'Welcome' message. The main content area is titled 'Amenity Cards' and has tabs for 'Provider Test Cards', 'Residents', 'Staff', 'Superintendent', and 'Planned Laundry'. The 'Residents' tab is active. On the left is a table with columns 'Card Number' and 'Count'. The table lists card numbers from 89992000000501 to 89992000000531, all with a count of 0. On the right is the 'Account Details (optional)' form with fields for 'First name', 'Last name', 'Email', 'Phone #', and 'Reference'. Below these fields are 'Active date range for account' (From 03/20/2015 To 03/20/2015), 'Reset usage count each month' (checkbox), and 'Max laundry cycles' (input field). A 'Disable account' checkbox is highlighted with a yellow box. A 'Save' button is located at the bottom right of the form area.

6. Click **Save** to save the account details. The card is now ready for use.