



How to add an account?

- Please refer to the Speed Queen app sign located in your laundry room. Please see next page for further details.

How to report issues?

- **For App issues**, please contact Caldwell & Gregory at 800-927-9274 or service@caldwellandgregory.com
- **For laundry balance questions**, please contact the Monarch Card office at 757-683-3508 or cardcenter@odu.edu

How to request service for a washer/dryer that isn't working?

- **Preferred method:** Scan the QR code located on the washer/dryer, then fill out the short service form.
- You may also contact Caldwell & Gregory at 800-927-9274 or service@caldwellandgregory.com

PLEASE NOTE: Only ODU funds can be used at this time, not Credit card.

Can I use my personal email address?

- No, you must use your school-provided email address.

I have an international phone; can I use this app?

- You can only download and use the app if your settings are US-based.

I don't have a phone; how can I use this app?

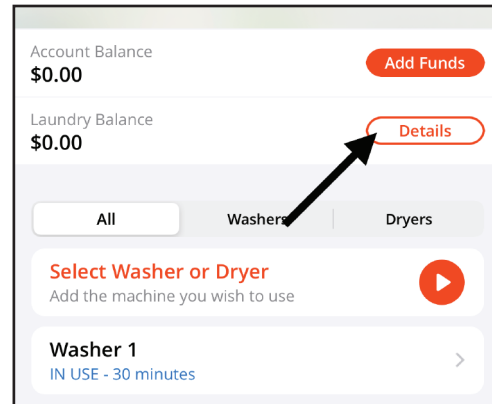
- You can also use any tablet that accepts the app if you do not have access to a US-based phone.

Please see next page for more information about linking your CSGOLD account.

HOW TO LINK YOUR CSGOLD ACCOUNT:

STEP ONE

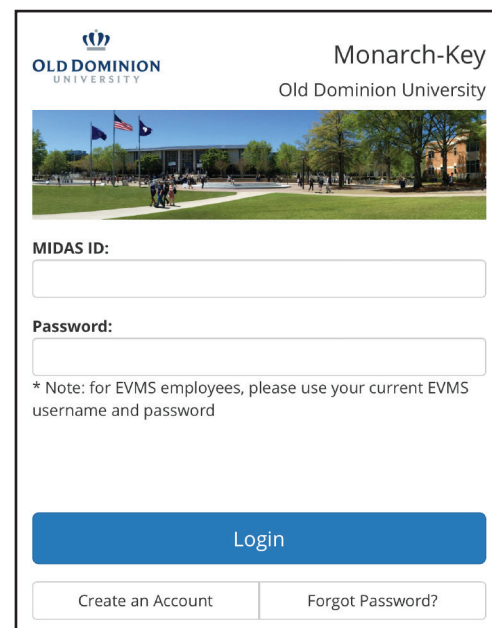
Navigate to your building and click on “Details” next to “Laundry Balance”



STEP TWO

The next screen will prompt you to log into your account using your Midas credentials.

Once you have successfully logged in, you should be able to see your balance.



HOW TO START YOUR WASHER OR DRYER USING YOUR ACCOUNT

After selecting the washer/dryer that you want to use, make sure this toggle switch is selected to get the funds from your laundry balance.

Then select “Pay” to confirm the payment. The washer/dryer cycle will then start.

