**Mobile types**

The user can currently use any of the following Smartphones:

Appel: Iphone 5S and above

Android: version 4,4 and above

Windows phone: Does support Airwallet

**To create an Airwallet Account you need:**

* A valid email address
* A smartphone with internet access
* A smartphone that can receive sms
* A debit/credit card from Maestro, Visa or Mastercard.

**3D Secure verification with NemID**

* By January 2021 new EU regulations were enforced. Now all online payments has to be verified by 3D secure when using credit cards the first time. If you have a Danish bank, the verification is done by NemID. If you have a foreign bank, you may have to contact your bank to set up transactions on your card for 3D secure and find out how you verify payments.

If you have a Danish bank account you may also have to make sure that your card is set up for 3D Secure, for example you need to have your phone number connected to your card.

* If you have a Danish bank account you can set up your card for PSD2 following this guide from NETS: [https://www.nets.eu/dk-da/digital-sikkerhed/Pages/saadan-opretter-du-et-kodeord.aspx](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.nets.eu_dk-2Dda_digital-2Dsikkerhed_Pages_saadan-2Dopretter-2Ddu-2Det-2Dkodeord.aspx&d=DwMFaQ&c=euGZstcaTDllvimEN8b7jXrwqOf-v5A_CdpgnVfiiMM&r=yaLuoexC08Z0LvaSazWhaQ&m=U8iUPL1qYb9SpIj6DW7EZJG1hdBkJCupofOgdXG9t_w&s=STlyHSlzx1GqFDXP_GNoek_VE1GYsyAO_EUQycLlwSE&e=)
* If you have any problems regarding verification of Airwallet payments, you have to contact your bank, to make sure that your 3D secure is set up correctly.
* We highly recommend all users of Airwallet to use NemID’s nøgle app on the phone. This is the fastest and easiest method of verifying payment. It is also the safests.

**What if I have forgotten my login code?:**

If you have forgotten your login to Airwallet, click ”forgotten pin code”.

You cannot create a new user with the same credentials.

**If you have paid but cannot start the machine:**

Call L’EASY Business på 72151115 between 8.30 am and 3.30 pm Monday to Thursday and Friday until 3 pm. Or sent an e-mail on [business@leasy.dk](mailto:business@leasy.dk), and we will call you the following weekday.

We will refund your un-used payments to your account in 3 working days.

**If the machine does not work or shows a fault:**

Call L’EASY Business på 72151115 between 8.30 am and 3.30 pm Monday to Thursday and Friday until 3 pm. Or sent an e-mail on [business@leasy.dk](mailto:business@leasy.dk), and we will call you the following weekday.

**Use of booking system**

You can use the booking system for reservation of machines, only after having used the Airwallet app to start one of the machines. This enables the Airwallet app to recognize you as a user of the laundry.

The booking system has the following standard settings:

* Maximum 2 booking per machine two weeks ahead.
* Booking possible between 8 am to 10 pm all week.
* You can book from your appartment
* The reservation lasts for 2 hours
* The reserved machine will be locked to the user 30 min. prior to the start time. If not started 15 min. after the start of the reserved time, the machine will no longer be reserved for the user, and can be used by others.
* When using your reserved time, you will still have to pay for the machine in the laundry when you start it. You cannot pay in advance.
* You will be able to see when the machines are vacant or reserved in your Airwallet App.