



Creating Usernames and Passwords

Tech Guide & Tutorial

WASHLINK SYSTEMS

Creating Usernames and Passwords

This document provides comprehensive information for using the Washlink Systems Director.

The Director has the ability to add and configure multiple users each with independent passwords for system security.

When emailing or calling for assistance, you must have the following information available:

Location Name: _____

Contact Person: _____

Contact Phone: _____

Distributor Name: _____

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1 Explanation of the Tech Guide

Welcome to the Washlink Systems Tech Guide for Creating Usernames and Passwords. Understanding the basic functions of the Washlink Systems Director is not difficult. Washlink Systems suite of programs uses basic Microsoft Windows® functions to adjust any elements within the Director interface. Following this simple and basic tutorial will give you all the basic knowledge necessary to program the Washlink Systems Director to create new users with independent passwords to secure you Washlink Systems suite of programs. There is no need to learn any special programming, as this tutorial is designed to provide you a general understanding of the Director in plain and simple terms. This will allow you to make any changes within the Director to simply and easily create usernames and passwords.



WARNING - Typically the initial configuration of the Washlink Systems Director has been preconfigured at the time of installation. Any alteration of the original configuration may effect the way equipment may function within your car wash. Washlink Systems recommends creating a new configuration for testing purposes so not to effect the original configuration at setup. For training purposes please do not change the original default username and password till you're completely competent in your understanding of how the Director works. Also secure your username and password in a safe location so in the event you forget your username and password you'll have easy access to the Washlink Systems Director.

If you encounter any Washlink Systems Director programing issues please contact Washlink Support by either phone +1-408.924.0808 or e-mail support@washlinksystems.com



This icon identifies a very important piece of information that the user of the Director should be aware of.



This icon warns the editor that extreme attention to the configuration process should be taken. By editing or altering the configuration that is indicated by this warning may potentially cause unintended consequences. Edit with extreme care.



STOP IMPORTANT - This icon indicates that making any changes could possibly cause the Washlink Systems, program, network connections, configurations or settings and your car wash not to function in its intended way. Additional changes may cause the you car wash not to operate in its original configuration. Before making any changes it's highly suggested to contact Washlink Systems support team before an emergency intervention is necessary.

2 Features

Features of Washlink Systems Director for Creating Usernames and Passwords Tech Guide:

- This Tech Guide (tutorial) will simply guide you in how to easily use the Director program using common and basic Microsoft Windows® user interface, familiar and common with all Microsoft Windows® computers.
- How to use the Washlink Systems suite of common and easily programmable functions from the Washlink Server.
- Learn user defined and customizable settings common in all Washlink Systems suite of programs (all Washlink Systems programs use the same user interface or GUI).
- Understanding where to apply a variety independent functions and personal customizations per every independent user.
- Each Washlink Systems suite of programs and products purchased offers free basic limited lifetime support. If at anytime you have questions or need additional technical help not offered within this Tech Guide please contact Washlink Systems support for additional technical support. Contact Washlink Systems support by either phone +1.408.924.0808 or e-mail support@washlinksystems.com. Washlink Systems highly encourages you the end user to contact Washlink Systems support at any point you believe you have an issue before continuing making any configuration changes.

3 Washlink Systems Director Basics

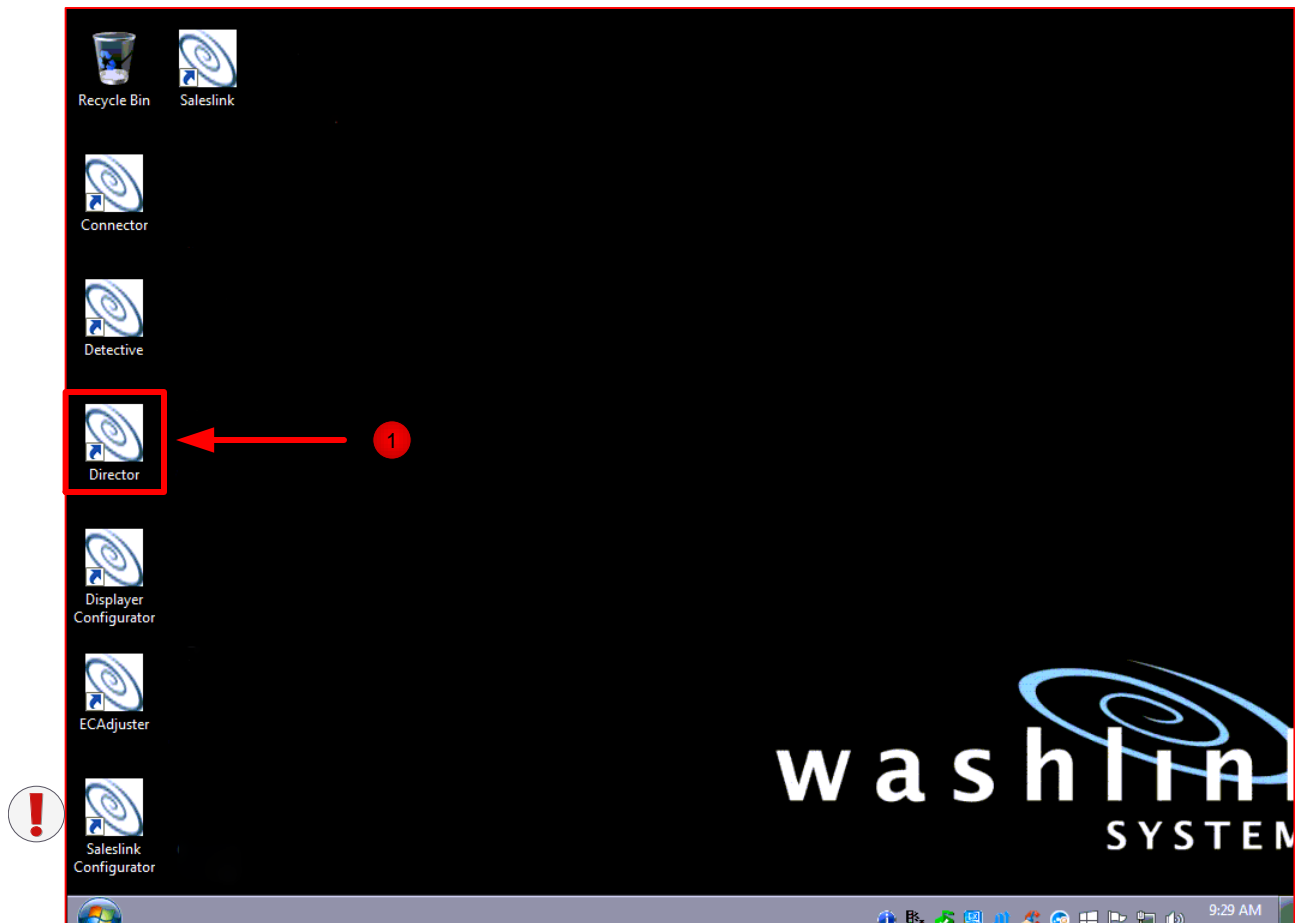
- The Washlink Systems Director is installed on and programmed using the Washlink Systems supplied server.
- The Washlink Systems Director program must be purchased and installed by Washlink Systems support team on the Washlink Systems supplied and purchased server.
- The Washlink Systems Server must be connected via WashlinkNET to the equipment and controller.
- The initial configuration of the Washlink Director is typically configured for basic setup at time of installation.
- Each Washlink Systems purchased system offers free basic lifetime support. If at anytime you have questions or need additional technical help not offered within this Tech Guide please contact Washlink Systems support for additional technical support. Contact Washlink Systems support by either by phone +1.408.924.0808 or e-mail support@washlinksystems.com
- Washlink Systems highly encourages you the end user to contact Washlink Systems support at any point you believe you have an issue before continuing making any configuration changes to Director.

4 Explanation of Tutorial

- In this tutorial we're going demonstrate the basic abilities of the Washlink Systems Director.
- We will give the user clear and simple explanations on how to create usernames and passwords.
- Understanding the Washlink Systems Director and creating independent usernames and passwords for each of your approved users will increase the security of the Washlink Systems suite of programs protecting you from unapproved changes in any of the Washlink Systems programs.
- The tech guide will simply and easily guide you through making changes in the Director that will globally effect all other installed Washlink Systems suite of programs.
- If additional support is necessary contact Washlink Support by phone +1.408.924.0808 or by e-mail support@washlinksystems.com

5 Starting Director

- ! The Washlink Systems suite of programs icons on your desktop may be in a different location on your desktop than the demonstration graphic. You can arrange the icons on your desktop in any location your prefer. The location of the icons have no effect of the programs effectiveness.

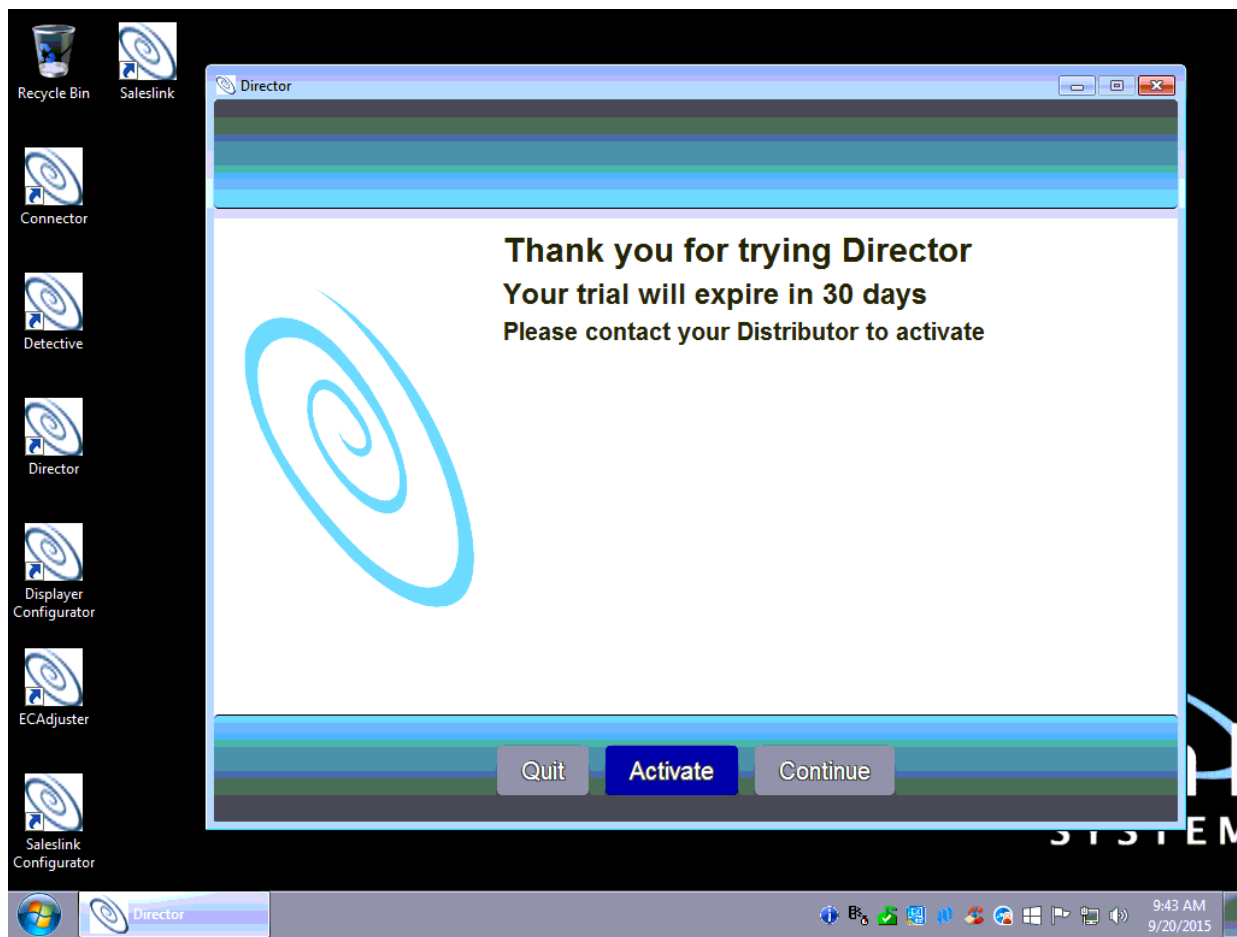


- 1 Double (2) click on the “Director” icon shown on the Washlink Systems server.

6 First Time Starting Director

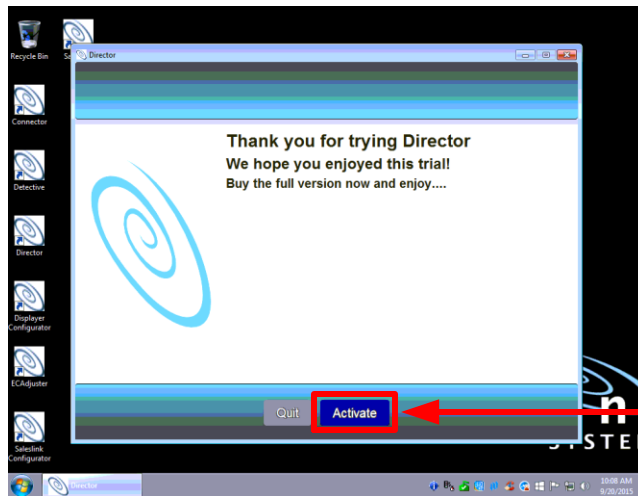


- If you see a page that requests you to activate “Director” (shown below) please contact Washlink Systems support team either by phone +1.408.924.0808 or e-mail support@washlinksystems.com . You can still continue to use Director but please contact the support or sales team to activate your paid copy of Director.
- Press Activate if you have an activation code or press Continue to use the 30 day trial
- If your copy of Director is already licensed and activated go to page 11 to continue.

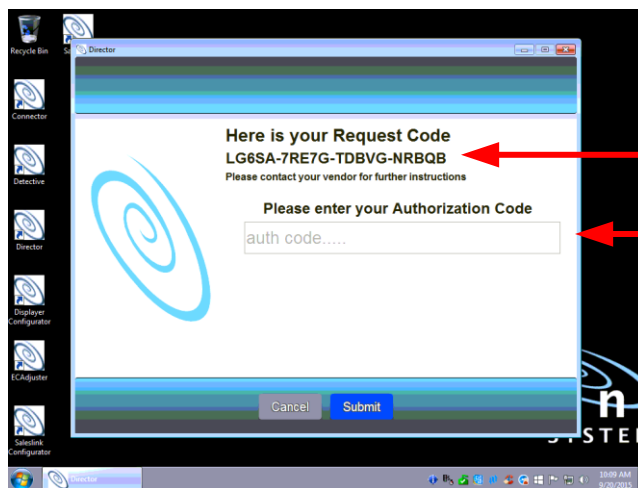


WARNING - You must have a paid copy of Washlink Systems Director to be able to activate your copy. You can continue using the trial version of the Director program by pressing the “Continue” button, but after 30 days the trial will expire and you’ll no longer be able to use the Director program. This will cause other Washlink Systems suite of programs not to function in the manner you maybe expecting. Please contact the Washlink Systems sales team or support team to activate your copy of Director, either by phone +1.408.924.0808 or e-mail support@washlinksystems.com .

7 Activation



1 Press the Activate button

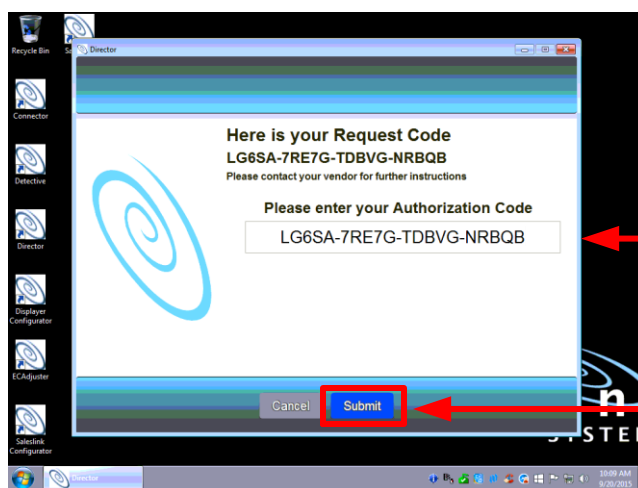


2 Copy the Request Code

3 Enter the request code in the "auth code..." area



The code entered will be different than yours. Also for this demonstration we'll be using the 30 day trial only. Standard paid activation will be slightly different but use the same method to activate.

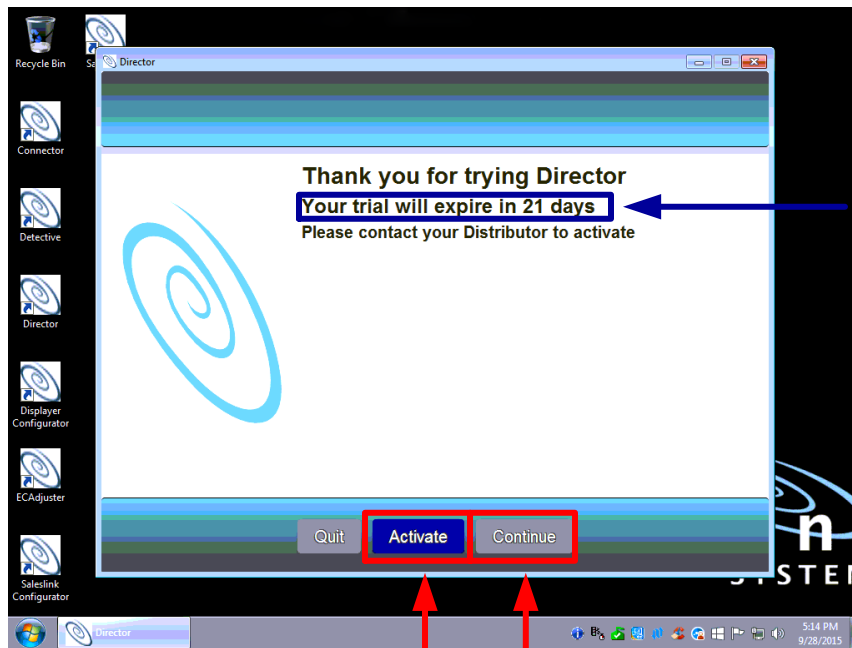


4 Request code pasted in the proper area should look like this.

5 Press Submit to either activate the program or activate the 30 day trial. After activation the Director program will start.

7 Activation continued

- When you see the screen below your copy of Director has been temporarily activated for up to 30 days.

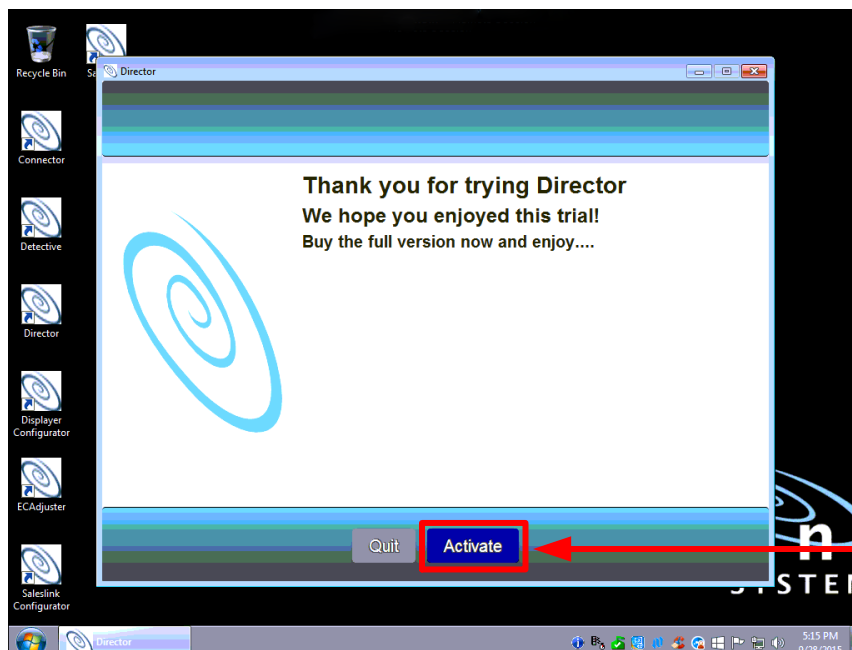


i The remaining time of the trial is indicated here.

! After the 30 day trial period has expired you will no longer be able to use the Director program. This will cause other Washlink Systems suite of programs not to function in the manner you maybe expecting.

Press **Activate** if you've received an activation code.

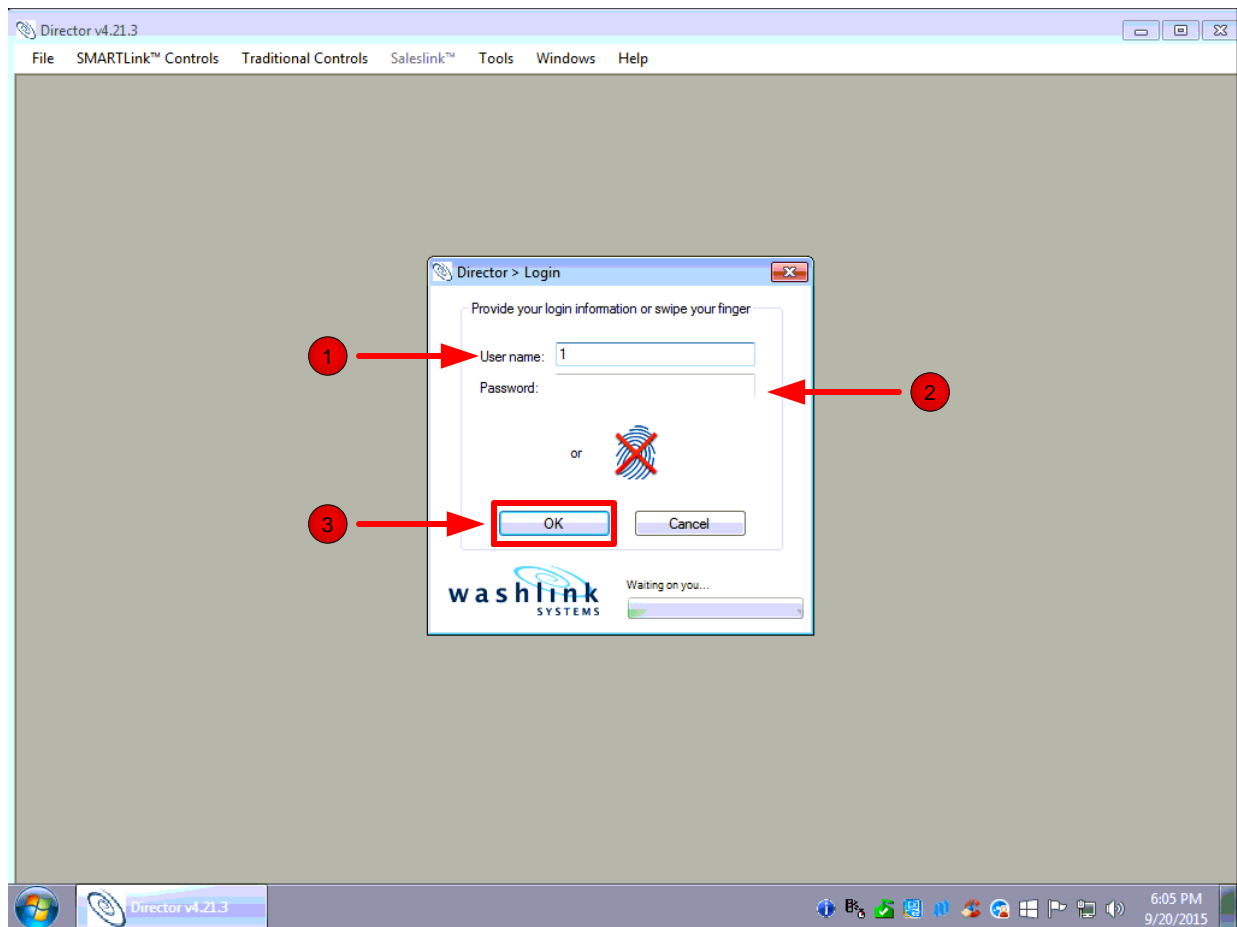
1 Press **Continue**



! You're given another opportunity to activate a paid copy of director when closing the program.

8 Login

- For the first time you login we're going to use the default username and password. After completing the Tech Guide (tutorial) you will have enough basic knowledge to add additional users with independent passwords.
- **WARNING** - For this tutorial do not remove any existing usernames or passwords. Removing username and passwords may cause unwanted results.

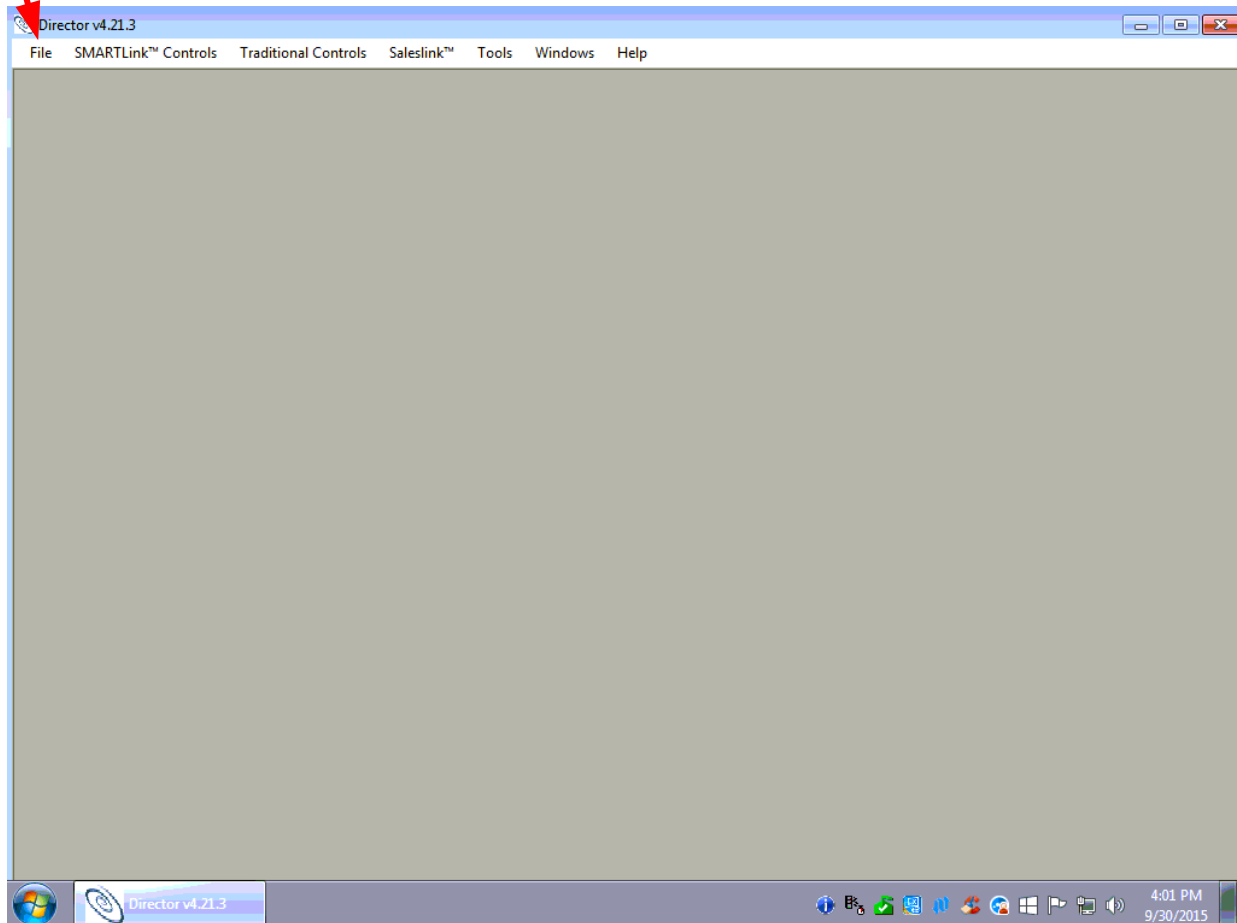


- 1 Enter the default username "1" (the numerical number one) in the user name box.
- 2 Leave the password box empty for user 1. (skip putting anything in the box).
- 3 Press **OK**

9 Director

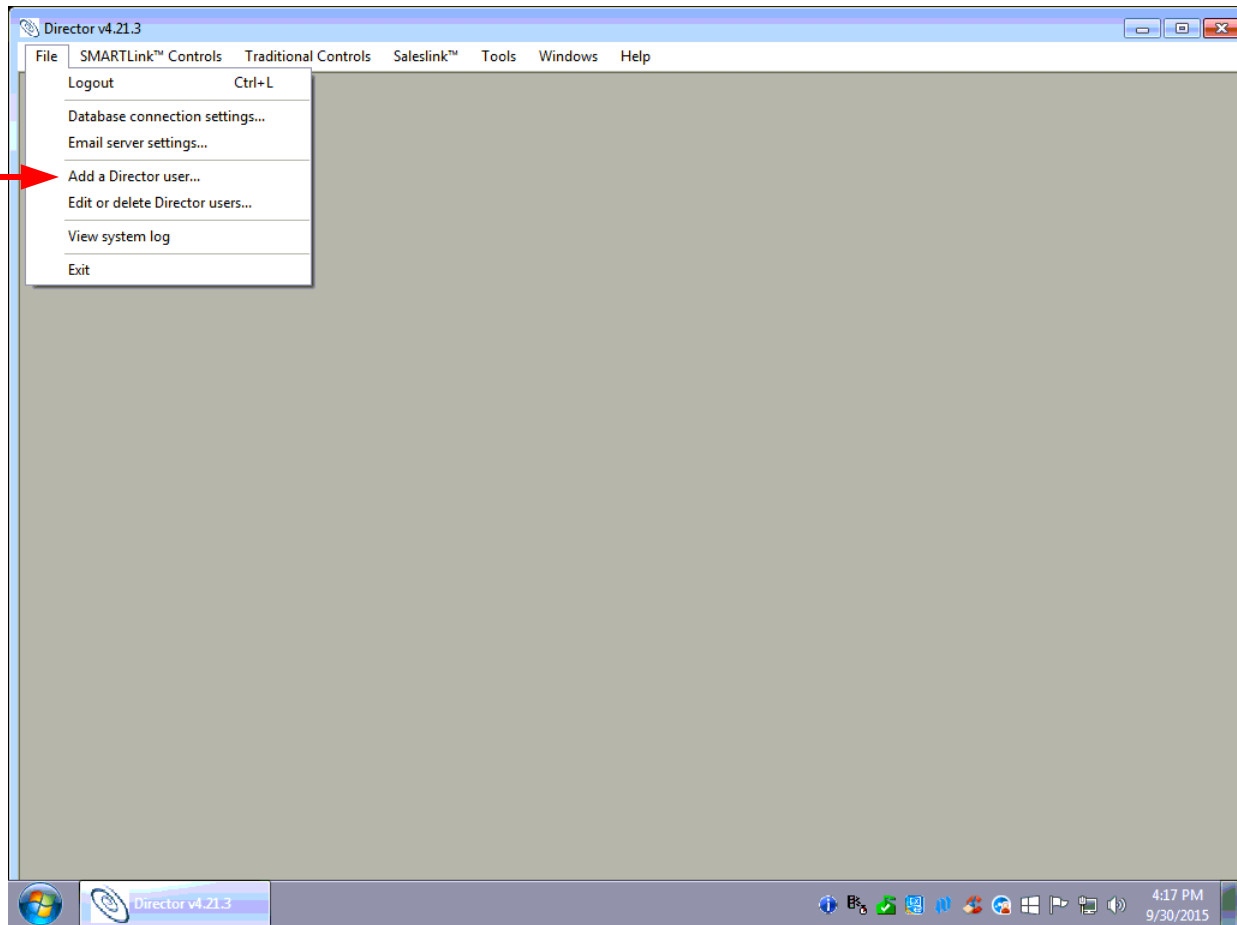
- After login you will now have access to Director.

1 Click on "File" on the menu bar.



10 Adding a user

- 1 Click on "Add a Director user".



11 Defining a user

- In this area you will add your new user.
- You can define what access you will give the new user.

Director v4.21.3

File SMARTLink™ Controls Traditional Controls Saleslink™ Tools Windows Help

Add a user...

User Details

Required Details

User name: newuser

Password: ****

Retype Password: ****

Optional Details

Setup Biometric Setup Keycard

Additional Optional Details

Last name: User

First name: New

Middle name:

Email address:

Street address:

Street address 2:

City:

State: Zip:

Phone #:

Cash drawer: None Department: 1

Cashier access level: 10000 Force logout after transaction ☐

Detective access level: 10000 Hourly pay:

Access Rights

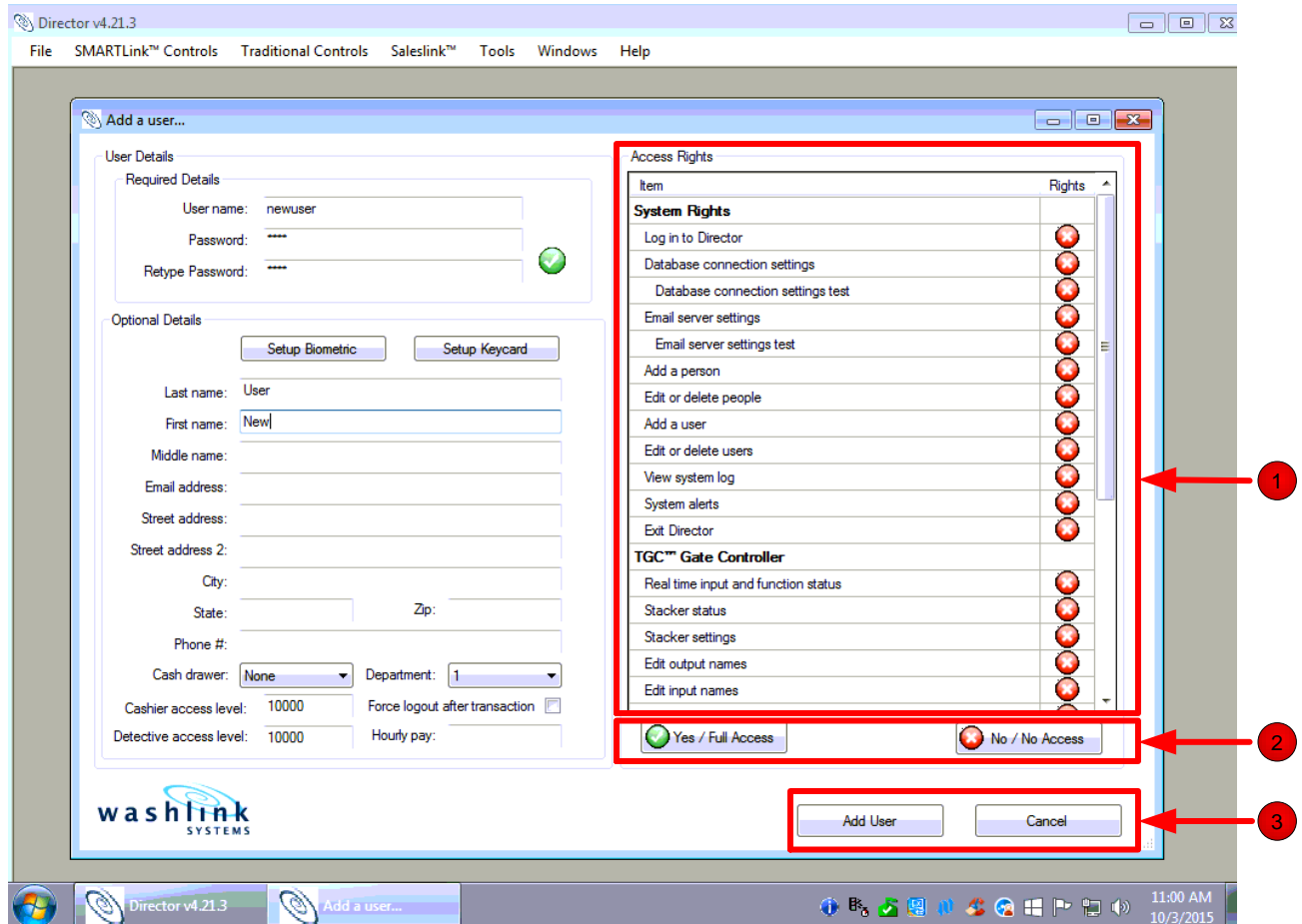
Item	Rights
System Rights	
Log in to Director	Yes
Database connection settings	Yes
Database connection settings test	Yes
Email server settings	Yes
Email server settings test	Yes
Add a person	Yes
Edit or delete people	Yes
Add a user	Yes
Edit or delete users	Yes
View system log	Yes
System alerts	Yes
Exit Director	Yes
TGC™ Gate Controller	
Real time input and function status	Yes
Stacker status	Yes
Stacker settings	Yes
Edit output names	Yes
Edit input names	Yes

Yes / Full Access No / No Access

Add User Cancel

- 1 New User Details – In this area enter the new users name, new password and retype the new users password to verify the password is accurate.
- 2 Optional Details – If you are using either the Biometric or the Keycard methods of authentication (security), you will want to setup the new user here. Further details are available using Biometric & Keycard tech guide.
- 3 Additional Optional Details – Here you can add additional information of the each new user.
- ! This maybe important as you use dig deeper within the Washlink Systems suite of programs and services, especially the Washlink Systems Saleslink program.
- 4 This area is directly used for the Washlink Systems Saleslink cash accountability security and payroll. For more information review the Saleslink Tech Guide.

11 Defining a user continued



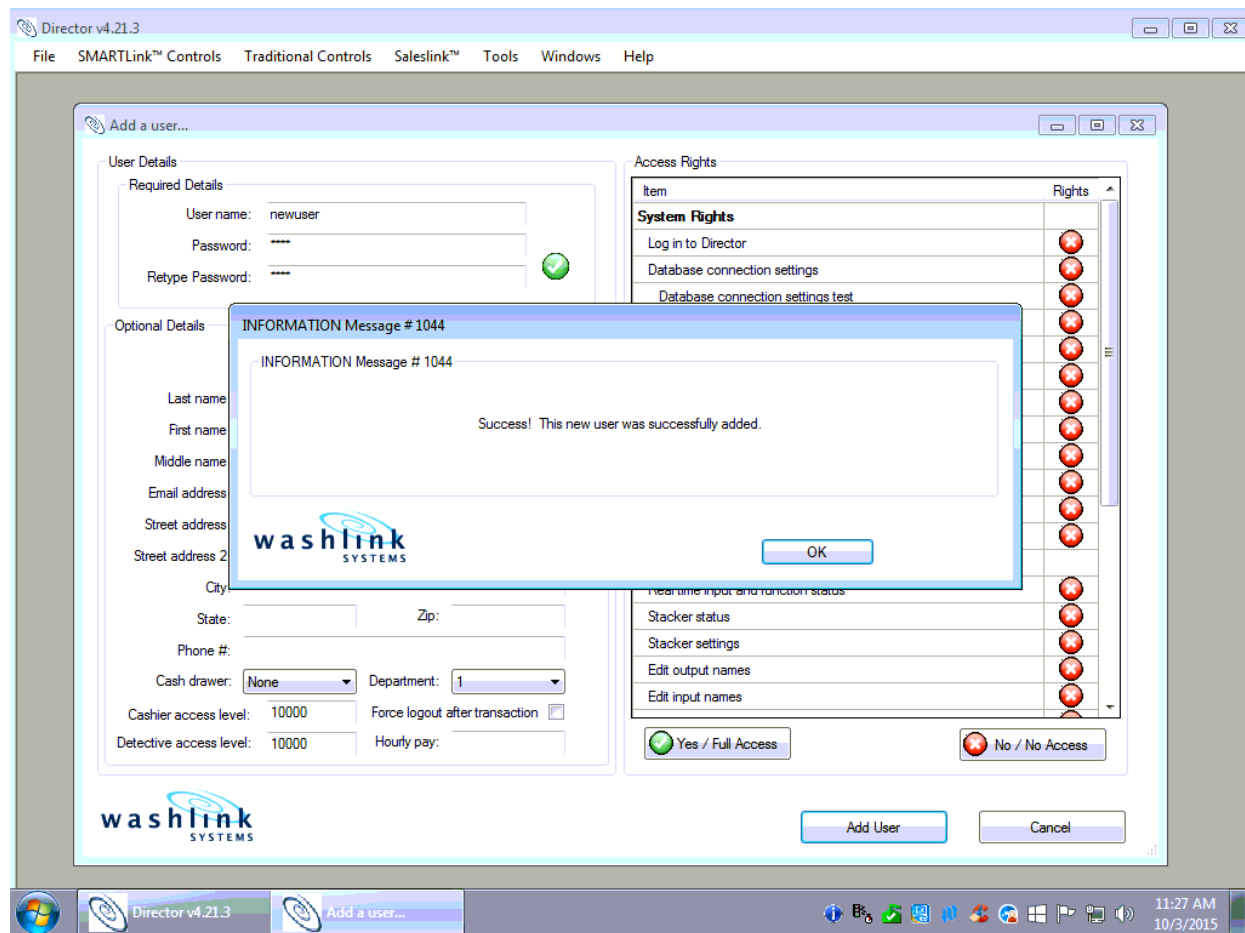
- 1 Access Rights – You have the ability to give access to each component of the Washlink Systems suite of programs. You can either allow or deny access to each component in this area.

WARNING – Beware that changes in this area may adversely effect your ability to access certain portions of any of the Washlink Systems suite of programs and or services and equipment. Change these security settings with extreme care.

- 2 For simplicity you can either give the new user full access to everything by pressing **YES** or deny complete access by pressing **NO**.
- 3 If you are satisfied with the settings of your new user press the “Add User” button. If you’d like to start over, press the “Cancel” button. You can come back and make changes to the user account at anytime if you have access.

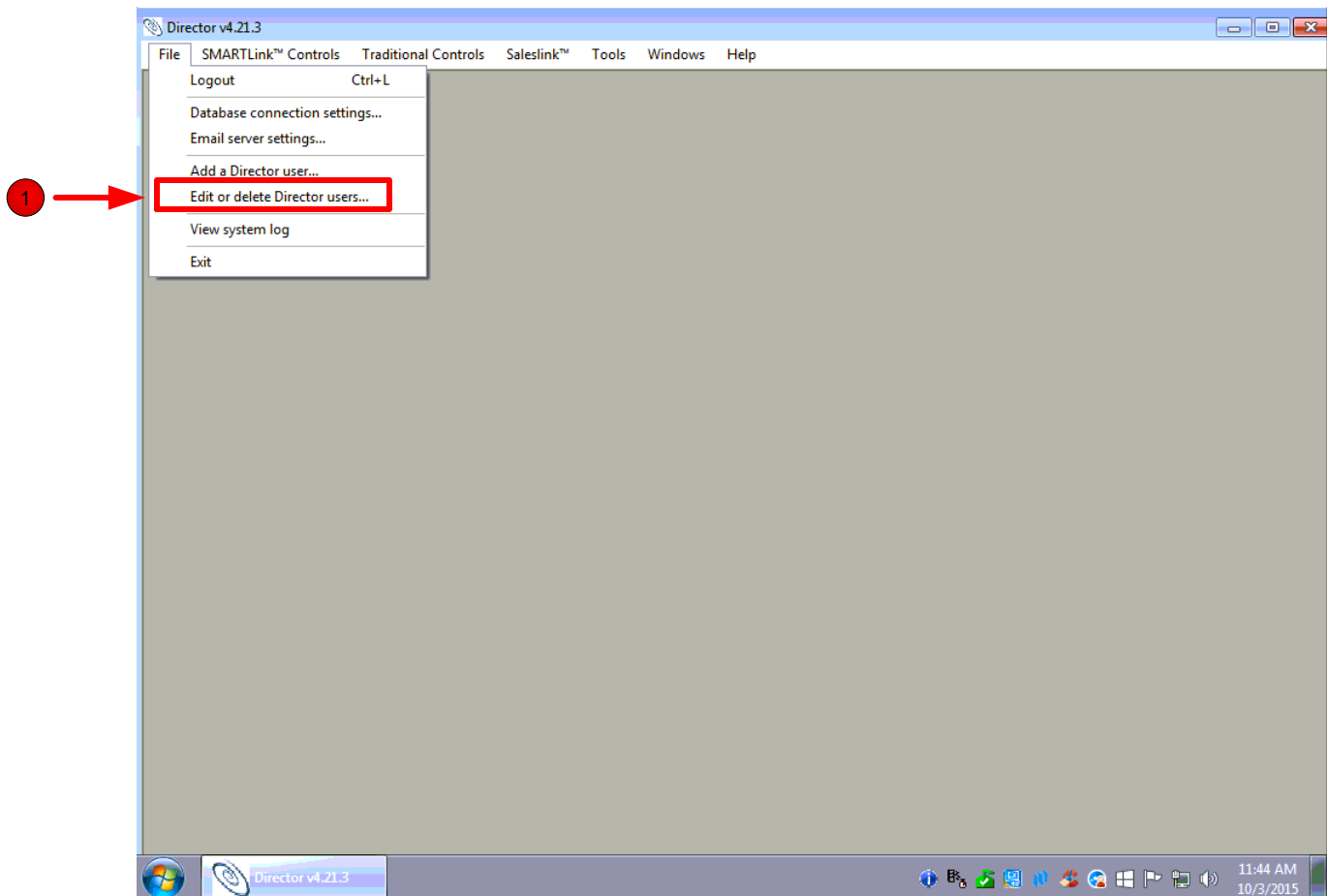
11 Defining a user continued

- After pressing “Add User” you should see the Success! message.
- Now the new user is able to access the Director and other administrator approved Washlink Systems suite of programs, equipment and settings securely.



12 Edit or Delete Director users...

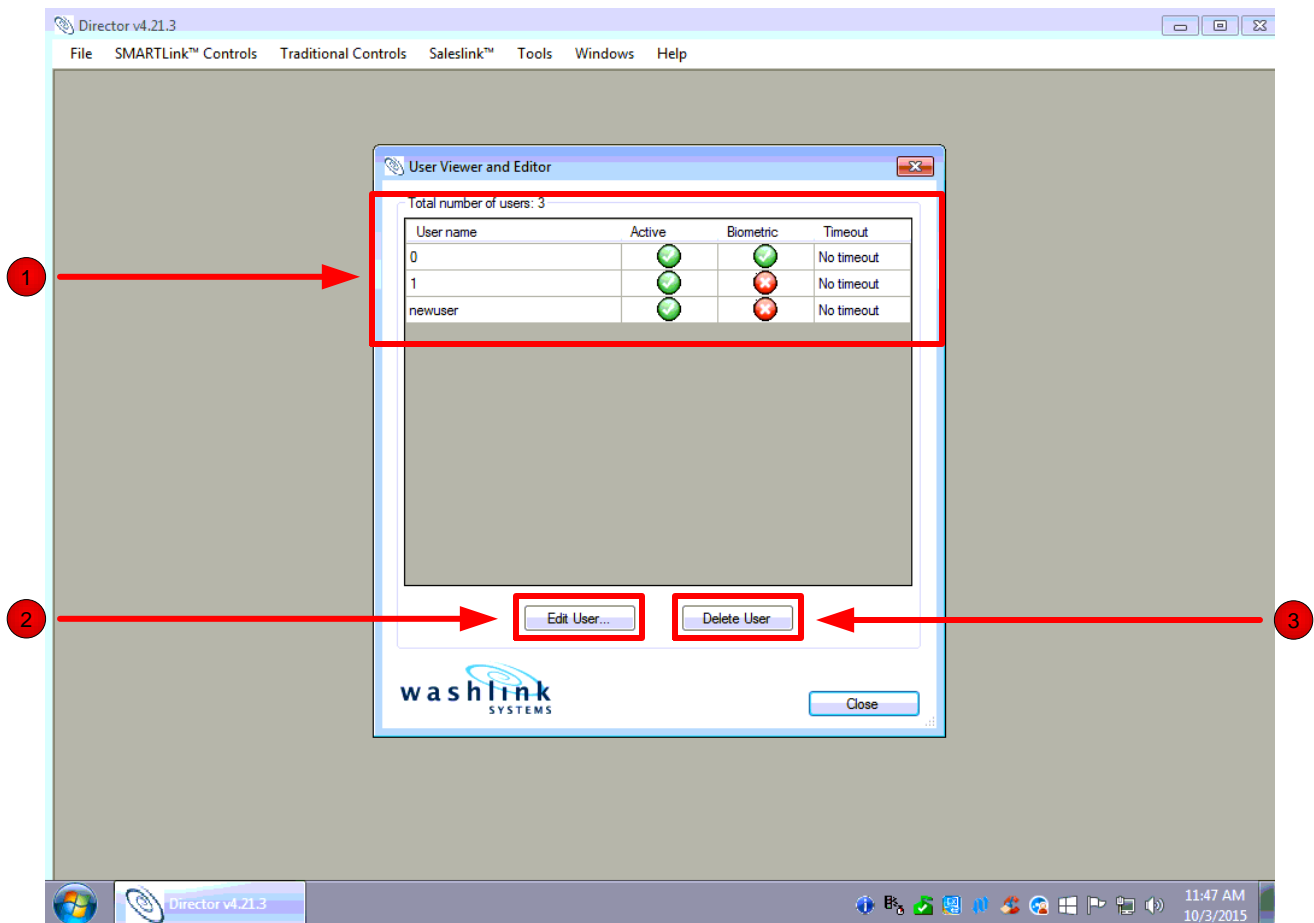
- Now we will demonstrate how to edit or remove users.
- ! • Washlink Systems always suggests keeping the users accurate and current for security purposes.



- 1 Double click "Edit or Delete Director users...."

12 Edit or Delete Director users... continued

- 1 Located below is the current list of all users with access to Director. You may have also given these users access to other Washlink Systems suite of programs also.
- 2 By pressing the “Edit User” button allows you to return to the “Add User” page (review page 14 Defining a User).



- 2 Click and highlight on the user you would like to edit. Then press the “Edit User” button to return to the “Add User” page. Then edit as necessary.
- 3 Click and highlight on the user you would like to delete. Then press the “Delete User” button to remove the user from having any access to Director or any designated functions.



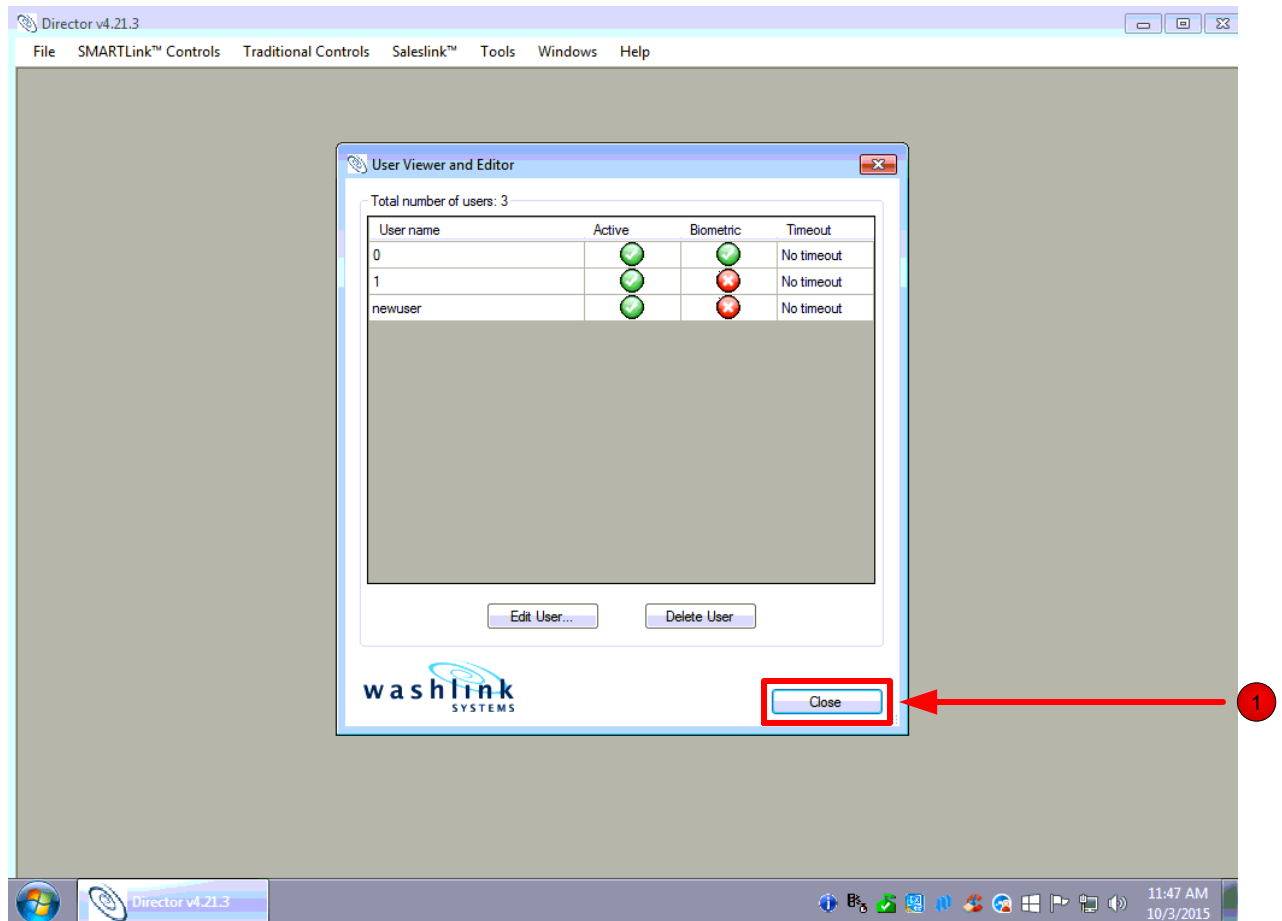
WARNING – Deleting a user could have adverse effects to users ability to use any of the Washlink Systems suite of programs and or equipment and settings.





DO NOT REMOVE USER NAME 0 WITHOUT CONTACTING WASHLINK SYSTEMS SUPPORT TEAM FIRST.

12 Edit or Delete Director users... continued

- 1 When completing your edits of users press the “Close” button. This will close the “User Viewer and Editor” page and saves all the changes you made.



 Before pressing the “Close” button please make sure the changes you’ve made are exactly what you want. You can return to the “Add user” page to make additional or restore user changes. Refer to page 14 of this tech guide to review adding or editing additional users.

 If you encounter any issues adding or editing users please contact Washlink Support by either phone +1-408.924.0808 or e-mail support@washlinksystems.com

13 Appendix

Notes: