



## **CARDWIZARD TRAINING GUIDE LOGIN CREDENTIALS**

- Remote Desktop Login
  - You will receive login credentials from Brightwell Printer Support for the computer desktop.
  - If you need to recover these login details, please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com).
- CardWizard Administrator Login
  - You will need to contact Brightwell Printer Support upon embarking to receive your login credentials for CardWizard Administrator.
  - Please reach out to [printersupport@brightwell.com](mailto:printersupport@brightwell.com) with your first and last name, and your email address.

## **BASICS OF CARDWIZARD**

- Login to CardWizard Administrator to access the printing queue and print cards.
  1. **Reports** – internal reporting functions (Brightwell only)
  2. **Inventory** – posting and balancing card inventory
  3. **Users/Group** – create and edit CardWizard users (Brightwell only)
  4. **Network** – printer connectivity (Brightwell only)
  5. **Production Queue** – printing queue where you may view pending cards
- Card files are typically dropped between 9am-11am EST Monday-Friday.



## **BALANCING BLANK CARD INVENTORY**

1. To add blank cards to the inventory balance, first login to CardWizard Administrator and select 'Inventory'.

2. Select the tab 'Post Activity'.
3. Under 'PC Group', select the ship you are currently on and under 'Card Stock', select the ship name with VISA included in the title.
4. Under 'Transactions', you will see the following options. Please select 'Courier to Vault' to add cards to the inventory.
5. The number of cards should equal the exact amount of blank cards you have just received from Brightwell Printer Support (see Support section below).
6. Comments are optional but recommended.
7. Select 'Post' and you will be able to view the new inventory on the 'Balance Card Stock' tab.

### **BALANCING EXISTING INVENTORY**

1. Login to CardWizard Administrator and select 'Inventory'.
2. Choose the tab 'Balance Card Stock' and under 'PC Group', select the ship name.
3. Under 'Card Stock', select the ship name with VISA included in the title.
4. Under the section 'Card Count', you will see the options and how to complete them below:
  - a. Inside Vault = the exact number of unprinted cards you have in inventory
  - b. Outside Vault/In Machine = leave as "0"
  - c. Outside Vault/Other = leave as "0"
  - d. Inside Vault/In Machine = leave as "0"
  - e. Inside Vault/Other = leave as "0"
5. You will then see the balance difference displayed below. Select 'Balance'.
6. A memo field will appear. Include a memo such as the date or card shipment details.
7. An override field will appear as balancing cards does require a two-factor authentication. Please have another crew office staff member sign off on the balance request with their own CardWizard Administrator credentials.
8. Please see the below example from the HAL Test Lab.

### **EXAMPLE: HAL Test Lab**

## Step 1-5

The screenshot shows the 'Inventory' application window. It has three tabs: 'Post Activity', 'Balance Card Stock' (selected), and 'Link Card Formats'. On the left, under 'PC Group', 'HAL Testlab' is selected. Below it, 'Card Stock' shows 'HAL TestVisa' selected. The 'Date of Last Balancing' is '4/22/2019 12:52 PM'. The main area is titled 'Card Count' and contains several input fields and a summary table.

Card Count	
<b>Inside Vault</b>	<b>Outside Vault</b>
In Machine: 100	In Machine: 0, Other: 0
<b>Rejects</b>	<b>Rejects</b>
In Machine: 0, QA: 0	In Machine: 0, QA: 0

  

	Expected	Actual	Difference
<b>Inside Vault</b>	0	100	100
<b>Outside Vault</b>	In Machine: 0, Other: 0	0	
<b>Total Outside Vault</b>	0	0	0
<b>Rejects</b>	In machine: 0, QA: 0	0	0

Buttons at the bottom: View Details, Print Balance Form, Balance, Help.

## Step 6

The screenshot shows a dialog box titled 'CardWizard® - Out of Balance'. It contains the text: 'Please type an explanation to continue with balancing or press CANCEL to not balance.' Below the text is a large text input field. At the bottom are three buttons: 'OK', 'Cancel', and 'Help'.

## Step 7

The screenshot shows a dialog box titled 'CardWizard®' with an 'Override' icon. It contains the text: 'Out of Balance: HAL TestVisa'. Below this is a 'Username' field, a 'Password' field, and a 'Resend Request' button. At the bottom are 'OK' and 'Cancel' buttons.

## PRINTING CARDS

1. Login to CardWizard Administrator and select 'Production Queue'.
2. Identify the ship printing queue by the ship code.
3. Right-click and select 'Display Pending Requests' to view cards in the queue.
4. Select 'Make Cards' on the bottom right-hand menu to print the cards.

## **COMMON QUESTIONS**

- If I forgot my computer desktop login details, who do I contact?
  - Please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.
- If I forgot my CardWizard login details, who do I contact?
  - Please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.
- How do I get login credentials if I just embarked?
  - Please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.
- What if I encounter an error with balancing the inventory?
  - Please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.
- What if the wrong ship printing queue appears under Production Queue?
  - You may be assigned to another ship's printing queue and will need to be reassigned to the correct ship.
  - Please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.
- What if a card is printed incorrectly?
  - Please do not reuse the card. Instead, ensure the card is destroyed and check the printing queue for the card.
  - If the card is not in the printing queue, please reach out to [printersupport@brightwell.com](mailto:printersupport@brightwell.com) for assistance.

## **ORDER MORE BLANK CARDS**

- To order blank cards, please contact [printersupport@brightwell.com](mailto:printersupport@brightwell.com) and submit the request with the following information:
  - Name of Ship
  - Quantity of Blank Cards
  - Full Port Agent Shipping Location
  - Estimated Timeframe of Delivery

## **BRIGHTWELL PRINTER SUPPORT**

- Brightwell Printer Support – Zendesk-PrinterSupport, [printersupport@brightwell.com](mailto:printersupport@brightwell.com)