

# **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.
- 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 <u>printersupport@brightwell.com</u> with your first and last name, and your email address.

### **BASICS OF CARDWIZARD**

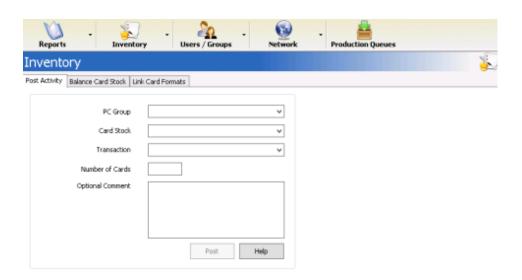
- Login to CardWizard Administrator to access the printing queue and print cards.
  - 1. **Reports** internal reporting functions (Brightwell only)
  - 2. Inventory posting and balancing card inventory
  - 3. Users/Group create and edit CardWizard users (Brightwell only)
  - 4. Network printer connectivity (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.

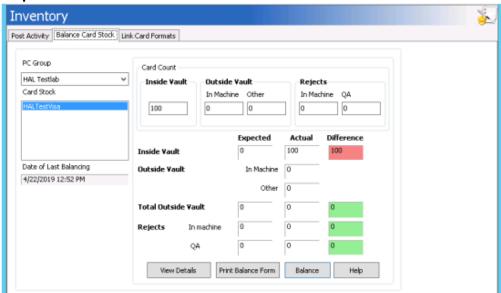


### **BALANCING EXISTING INVENTORY**

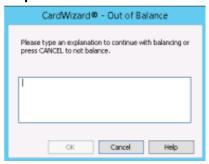
- 1. Login to CardWizard Administrator and select 'Inventory'.
- 2. Choose the tab 'Balance Card Stock' and under 'PC Group', select the ship name.
- 3. Under 'Card Stock', select the ship name with VISA included in the title.
- 4. Under the section 'Card Count', you will see the options and how to complete 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** 

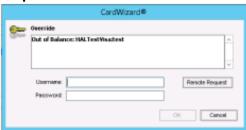
# **Step 1-5**



# Step 6



# Step 7



## **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?
  - o Please contact <u>printersupport@brightwell.com</u> for assistance.
- If I forgot my CardWizard login details, who do I contact?
  - Please contact <u>printersupport@brightwell.com</u> for assistance.
- How do I get login credentials if I just embarked?
  - o Please contact <u>printersupport@brightwell.com</u> for assistance.
- What if I encounter an error with balancing the inventory?
  - o Please contact <u>printersupport@brightwell.com</u> 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.
  - o Please contact <u>printersupport@brightwell.com</u> 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 for assistance.

### **ORDER MORE BLANK CARDS**

- To order blank cards, please contact <a href="mailto:printersupport@brightwell.com">printersupport@brightwell.com</a> and submit the request with the following information:
  - o Name of Ship
  - Quantity of Blank Cards
  - o Full Port Agent Shipping Location
  - Estimated Timeframe of Delivery

## **BRIGHTWELL PRINTER SUPPORT**

• Brightwell Printer Support – Zendesk-PrinterSupport, <a href="mailto:printersupport@brightwell.com">printersupport@brightwell.com</a>