

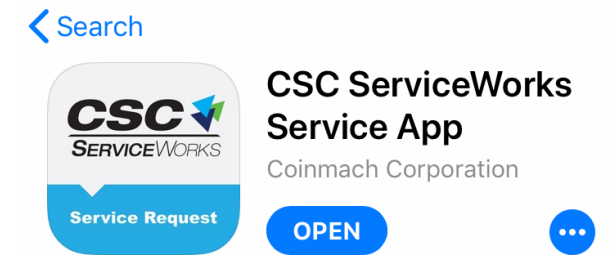
# Please Report\*

dirty, moldy, or smelling laundry machines!

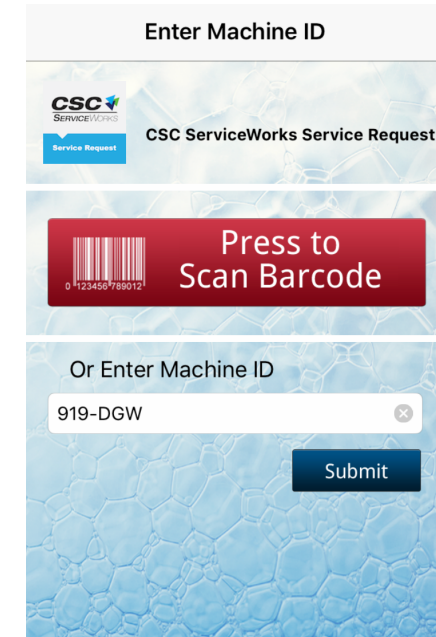
\*Use CSC ServiceWorks Service App

# How to Report Laundry Machines

1. Install the **CSC ServiceWorks Service App**  
(tip: search for “coinmach” on Playstore/Appstore)



2. Scan the Machine Barcode  
(or enter the machine ID manually)



### 3. Enter the problem and submit report!

- Please choose the appropriate **Problem** from the drop-down menu.
- Add details in the **Comments**.
- Put `gcfix@princeton.edu` in the **Your Email Address** field.



The screenshot shows a web form titled "Enter Machine ID Select Problem" with a back arrow. The CSC ServiceWorks logo is in the top left. A "Service Request" button is also visible. The form contains the following fields and text:

- Machine ID: 919-DGW
- Machine Type: Washer
- Site Name: PRINCETON UNIVERSITY-GRADUATE COLLEGE, 88 COLLEGE RD W, PRINCETON, NJ 08544
- Problem: A dropdown menu with "Preventative Maintenance" selected.
- Comments (Optional): A text input field containing "Mold in detergent tray".
- Your Email Address: A text input field containing "gcfix@princeton.edu".
- A "Submit" button at the bottom right.

(Eg: Choose "Preventative Maintenance" and Comment "mold in detergent tray")

# FAQ

- What CAN I report in the app?
  - Faulty or out of order laundry machines
  - Dirty or smelling laundry machines
- What CAN'T I report in the app?
  - Refund requests (Instead use: [www.cscsw.com/refund-request](http://www.cscsw.com/refund-request))
- How many can I report?
  - As many as you want
- In case of any issues, contact [gcfix@princeton.edu](mailto:gcfix@princeton.edu)