MonsoonOS

MonsoonOS Quick Start

Full Wash Platform

November 2026

The latest version of every page is at www.cactuswashsystems.com/guide. Questions: support@cactuswashsystems.com

Start here · Welcome to the MonsoonOS Guide

Start here · Which plan do I have?

Getting started · What your MonsoonOS team sets up for you

Getting started · Sign in for the first time

Getting started · A tour of the admin home

Getting started · The Setup Guide, step by step

Rain Pay terminals · Experience terminal or MDB card reader

Rain Pay terminals · Pair an Experience terminal

Rain Pay terminals · What customers see on the kiosk

Rain Pay terminals · Kiosk service PIN

Your team and security · Invite and remove team members

Your team and security · Built-in roles

Getting started · Go-live checklist: Full Wash

Your team and security · Security checklist

© 2026 Cactus Wash Systems LLC. All rights reserved. Terms: www.cactuswashsystems.com/terms

START HERE

Welcome to the MonsoonOS Guide

How this guide is organized and how to tell which articles apply to your MonsoonOS plan and your role.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

The MonsoonOS Guide explains how to set up and run your wash in MonsoonOS, the wash management software from Cactus Wash Systems. It is written for business owners, managers and the people they put in charge of fleet accounts.

Start with your plan

MonsoonOS comes in two plans, and many articles apply to only one of them:

- **Full Wash Platform:** machines, Rain Pay terminals, Wash Club memberships, the customer app, customer accounts, your team's roles and an online store.
- **Rain Pay Terminals Only:** Rain Pay card terminals at your wash points, with the reports, pricing, promotions and refunds that go with them. It does not include the customer app, Wash Club memberships, customer accounts or team roles.

If you are not sure which you have, Which plan do I have? explains how to check. Then open the start page for your plan:

- Start here: Terminals Only
- Start here: Full Wash

How every article is laid out

Each article starts with the same few lines, so you can tell in seconds whether it is for you:

- **Available on** names the plans that include the task. Articles with no plan badge apply to every plan.

- **You need** names the hardware or add-on the task depends on, such as a Rain Pay Experience terminal, an MDB card reader, a Stormbox or Fleet.
- **Who can do this** names the permission switch exactly as it appears in **Customers & team › Team**, on the **Roles** tab, and which built-in roles start with it. On Terminals Only there is one admin login, and it can do everything your plan includes.

Steps are numbered, one action each. Words in **bold** are the exact names of buttons, pages and fields in MonsoonOS. A path such as **Settings › Location Settings** means: select **Settings** in the menu on the left of the MonsoonOS admin, then the **Location Settings** tab across the top of the page. On a phone, the menu opens from the button at the top left.

Boxes headed "If ..." tell you what to do when something goes differently from the steps.

Show only your plan

On the guide home and beside every article, **Show my plan** hides the articles that are not part of your plan. Your choice stays in this browser. Pick **All** to see everything again.

Print or share

Quick Start PDFs for each plan, a security checklist and complete editions are listed at the bottom of the guide home. They are printed from these same pages.

Getting help

If an article does not answer your question, email support@cactuswashsystems.com. Tell us the page you were on and what you expected to happen.

START HERE

Which plan do I have?

What the Full Wash Platform and Rain Pay Terminals Only each include, which add-ons exist, and where to check your own plan in MonsoonOS.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

MonsoonOS has two plans for wash businesses. This page lists what each one includes. If a feature is not listed for a plan, that plan does not include it.

Check your plan

1. Sign in to the MonsoonOS admin.
2. On the admin home, scroll to **Work areas**. The **Settings** card names your plan.
3. For the details, open **Settings › Platform Billing**. It lists your plan and your add-ons. Receipts go to the billing email set there.

If you cannot see Platform Billing, your role does not include **Manage our subscription**. Ask your business owner.

What each plan includes

Feature	Full Wash Platform	Rain Pay Terminals Only
Machines, Stormboxes and machine pricing	Yes	Yes
Rain Pay Experience terminals and MDB card readers	Yes	Yes
Promotions and promo codes at the terminal	Yes	Yes

Feature	Full Wash Platform	Rain Pay Terminals Only
Reports	All sales: memberships, app washes and terminal sales	Terminal sales
Refunds & Credits and Held Payments	Yes	Yes
Customer email templates (Email Settings)	Yes	Yes
Wash Club memberships (Subscription Packages)	Yes	No
The customer app: Wash On Demand, starting bays from a phone, saved cards	Yes	No
Customer accounts, free washes and account credits	Yes	No
Team members with roles and location limits	Yes	No: one admin login
Fleet company accounts	Included	Add-on
Online store	Yes	No
Legal settings and account creation settings	Yes	No
QuickBooks sync	Add-on	Add-on

Add-ons

- **Fleet** lets company accounts wash on one monthly bill. It is included on Full Wash and can be added to Terminals Only.
- **QuickBooks sync** sends each location's daily sales to your QuickBooks Online company. It can be added to either plan.

To add one, ask your MonsoonOS team. To move from Terminals Only to the Full Wash Platform, see the upgrade options with your MonsoonOS team; your machines, terminals and history stay as they are.

Which terminals you have

Your plan does not decide your terminal type. Either plan can use Rain Pay Experience terminals, MDB card readers or both, depending on your equipment. See Experience terminal or MDB card reader.

GETTING STARTED

What your MonsoonOS team sets up for you

What Cactus Wash Systems prepares before your first sign-in, what you fill in yourself, and what to ask us for later.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Some setup happens on our side before you ever sign in. This page explains what we do, the one form you fill in, and the changes you ask us for later.

The one form you fill in: your merchant processing application

Card payments through Rain Pay need an approved merchant account. After you place your order, you get an email titled **Complete your merchant processing application**. It opens a secure form with these sections:

- **Business Info**
- **Sites**: each location where you will take payments
- **Owners and Officers**
- **Primary Signer**
- **Bank Info**: where your card sales are deposited
- **Business Questions**
- **Documents**

Fill in every section and submit it. The approval decides when your account can take card payments, so send it back as soon as you can.

If you cannot find the application email

Search your inbox and spam folder for "merchant processing application". If it is not there, email support@cactuswashsystems.com and we will send it again.

What we set up for you

Once your application is approved, your MonsoonOS team:

1. Creates your MonsoonOS account with your business name and contact details.
2. Adds one **location** for each site on your order.
3. Creates your **admin login** and sends you the welcome email.
4. Gives your account its own MonsoonOS web address, where you and your team sign in.
5. Connects your Rain Pay card processing to your locations and gets your terminals ready to pair.
6. Ships your hardware: Stormboxes, Rain Pay terminals and anything else on your order.

You then sign in, check the details we entered and finish the rest yourself with the Setup Guide. See Sign in for the first time.

What to ask us for later

A few changes go through your MonsoonOS team rather than a page in the admin:

- **A new location.** Buy the site in the **Cactus Wash Shop** (**Settings › Cactus Wash Shop**), or email us. We add the location and connect its card processing.
- **Your own web address.** If you want MonsoonOS on an address of your own, email us.
- **Adding Fleet or QuickBooks sync**, or moving from Terminals Only to the Full Wash Platform.

For anything else, email support@cactuswashsystems.com.

GETTING STARTED

Sign in for the first time

Use the welcome email's temporary password to sign in to the MonsoonOS admin, then choose your own password.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

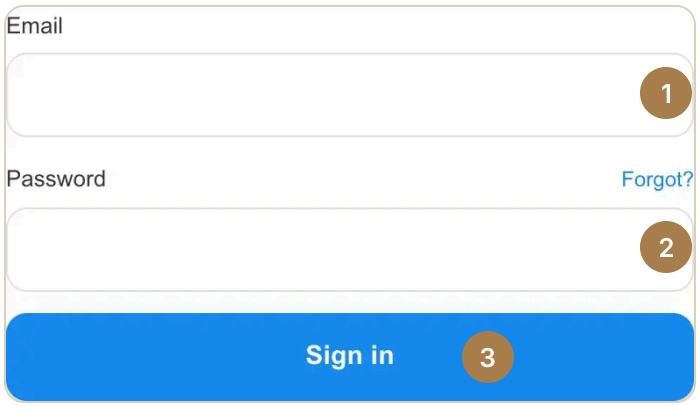
When your account is ready, you get an email titled **Your MonsoonOS account is ready**, followed by your business name. It holds your sign-in email, a temporary password and a **Log In Now** button.

Before you start

- The welcome email.
- A computer or phone with a web browser. The admin works on both; a computer is easier for setup.

Sign in and choose your password

1. Open the welcome email and select **Log In Now**. Your MonsoonOS sign-in page opens.
2. Enter the **Email** and the **Temporary Password** from the email exactly as shown, then select **Sign in**.
3. On **Change your password**, enter a new password. It needs at least 8 characters, one uppercase letter, and one number or special character.
4. Type it again to confirm, then select **Set new password**.
5. The admin home opens. If you still have setup to do, **Needs your attention** lists **Finish setting up** with a **Continue setup** button. It opens the Setup Guide.



1. Your sign-in **Email**.
2. The **Temporary Password** from the email.
3. **Sign in**.

Save the sign-in page in your browser's bookmarks. It is the web address under the **Log In Now** button in the email.

If the sign-in page says "Username or Password is incorrect"

Copy the temporary password from the email instead of typing it, and check there is no space before or after it. If it still fails, select **Forgot?** on the sign-in page to get a reset link by email.

If you forget your password later

On the sign-in page, select **Forgot?** and enter your email. The reset link in the email works for one hour.

If you see "You have been signed out due to inactivity"

For your security, the web admin signs you out after a period without activity. Sign in again; nothing you saved is lost.

What to do next

Take a tour of the admin home, then open the Setup Guide.

GETTING STARTED

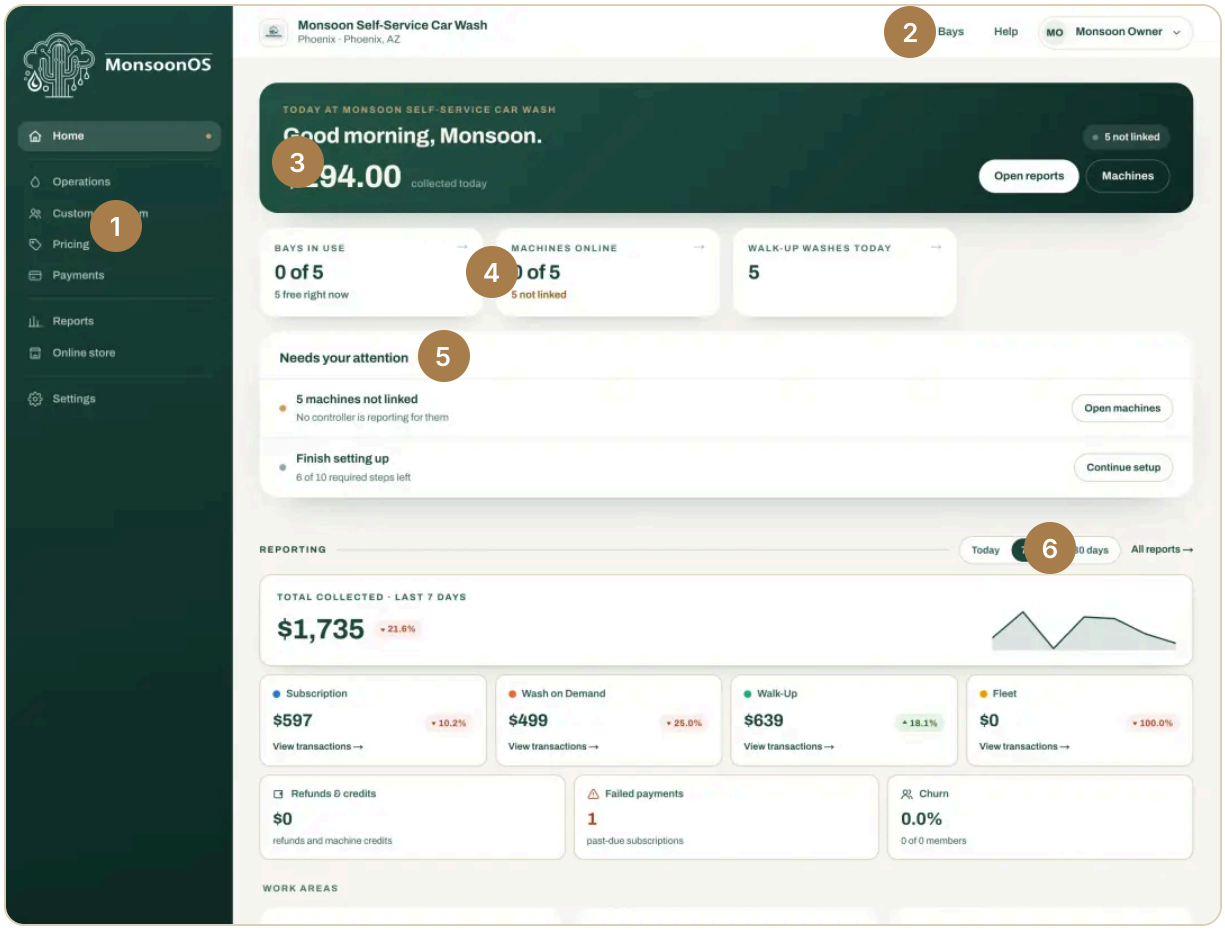
A tour of the admin home

The MonsoonOS admin home and the menu on the left, what each area of the menu holds, and why yours may show more or fewer areas and tabs than someone else's.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

The admin home is the first page you see after signing in. The menu on the left takes you to every part of the admin, and the home itself shows how today is going.



1. The menu: **Home** and each area of the admin.
2. **Bays** opens the live bays page, and **Help** opens this guide.

3. What came in today, with **Open reports** and **Machines**.
4. Bays in use, machines online and walk-up washes today.
5. **Needs your attention**: what to look at next.
6. **Today**, **7 days** and **30 days** change the reporting figures.

The menu

Each area of the menu opens its first page. The other pages of that area are tabs across the top of the page. In this guide, a path such as **Pricing › Promotions** means: select **Pricing** in the menu, then the **Promotions** tab. On a phone, open the menu with the button at the top left.

Area	Its tabs
Operations	**Machines**, **Terminals** and **Fleet Management** (when you have Fleet)
Customers & team (Full Wash)	**Customers** and **Team**
Pricing	The pricing page for each kind of machine you have (**Self-Service Bay Settings**, **IBA Tiers**, **Vacuum Settings**, **Dog Wash Settings**), **Subscription Packages** (Full Wash) and **Promotions**
Payments	**Refunds & Credits**, **Held Payments** and **Card Deposits** (once your card deposit account is set up)
Reports	**Reports**
Online store (Full Wash)	**Orders**, **Inventory**, **Store Settings** and **Shippo Settings**
Settings	**Admin Settings**, **Location Settings**, **Platform Billing**, **Email Settings**, **Legal Settings** and **Account Creation** (Full Wash), **DejaUP Connection** (when you have MDB card readers), **QuickBooks** (with the add-on), **Cactus Wash Shop** and the **Setup Guide**

Dog washes see **Pack Management** in place of Fleet Management. A business that also runs Tip Box or Dryline vending sees those areas too.

Admin Settings is where you set your logo and brand colors, your business contact details, tax settings, and your own admin email and password.

The top bar

Your business name sits at the top of every page. On the right:

- **Bays** (Full Wash Platform) opens the live bays page, where your team sees what is running and uses **Emergency Stop** and **Force Stop**. It shows when your role can run machines or force-stop a wash. See Lock, unlock and force-stop a machine.
- **Help** opens this guide, showing your plan.
- Your name opens a menu with **Sign out**.

The home

From top to bottom:

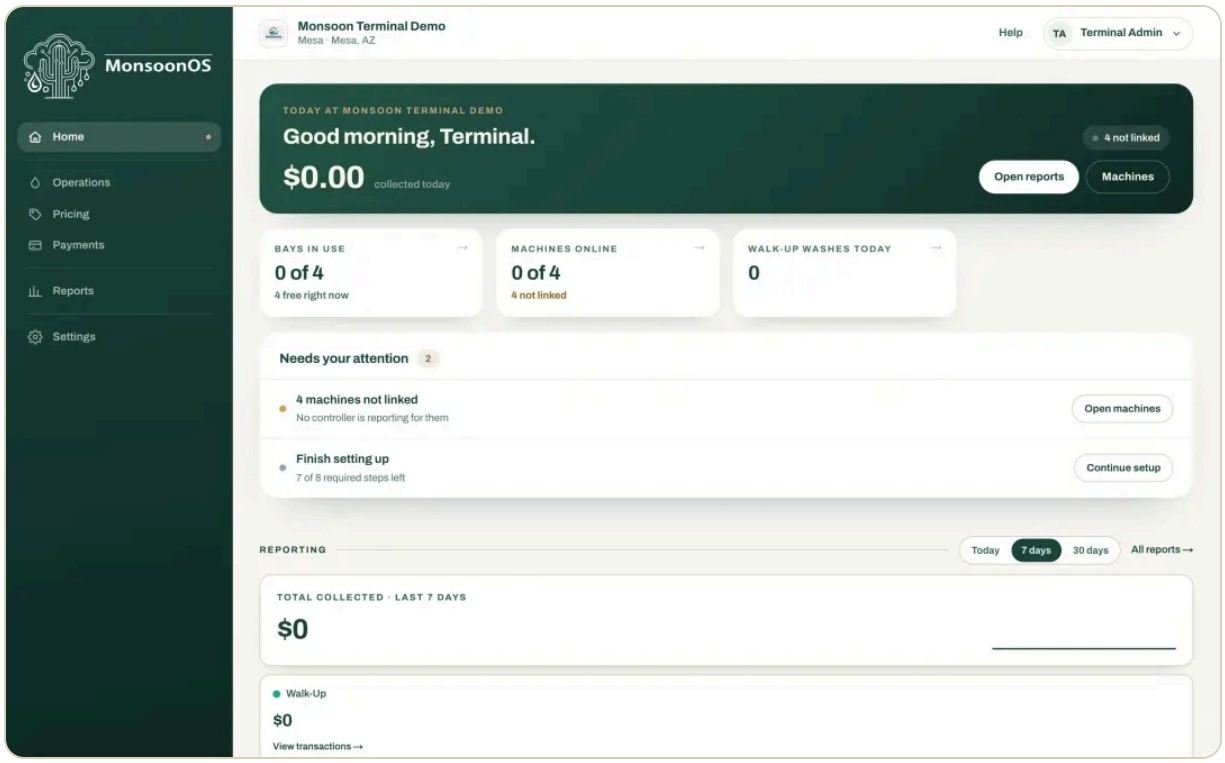
- **The green band** shows what came in today, with **Open reports** and **Machines**.
- **The tiles** show bays in use, machines online and walk-up washes today. Select a tile to open its page.
- **Needs your attention** lists what to look at next, such as machines that are not reporting or setup steps left, each with a button that opens the right page.
- **Reporting** shows what came in by stream, with refunds, failed payments and churn. **Today**, **7 days** and **30 days** change these figures; they do not change any settings. **All reports** opens **Reports**.
- **Work areas** has a card for each area of the menu, with a live note such as how many machines are online.

Why your admin may look different

The admin only shows what you can use:

- **Your plan.** Terminals Only does not show **Customers & team** or **Online store**, or Subscription Packages.
- **Your equipment.** A pricing page appears only when you have that kind of machine. DejaUP Connection appears only when you have an MDB card reader.
- **Your role** (Full Wash). An area or tab appears only if your role includes its permission. A Staff member sees far fewer than an Owner.

This is the same home on Terminals Only:



If a page you need is missing, check Which plan do I have? and ask your owner to check your role.

One location or several

Every page in the menu is one page for all your locations, so there is only one place to make each change.

- **One location:** the pages show that location.
- **Several locations:** where something is set for each location, such as prices, terminals and employee time, choose the location from **Location** at the top of the page. Lists such as **Machines**, **Customers** and **Team** show every location, and **Location** narrows them to one. The home ends with a **Locations** section: select a location to see its machines. The reporting on the home has a location picker, set to **All locations** at first.

The phone app

Owners and staff can also run much of this from the Admin tab of the MonsoonOS phone app. Pairing terminals, Held Payments, Refunds, QuickBooks and the role editor stay on the web.

GETTING STARTED

The Setup Guide, step by step

Every step of the MonsoonOS Setup Guide in order, which plans see it, what finishes it and which steps unlock others.

Every plan

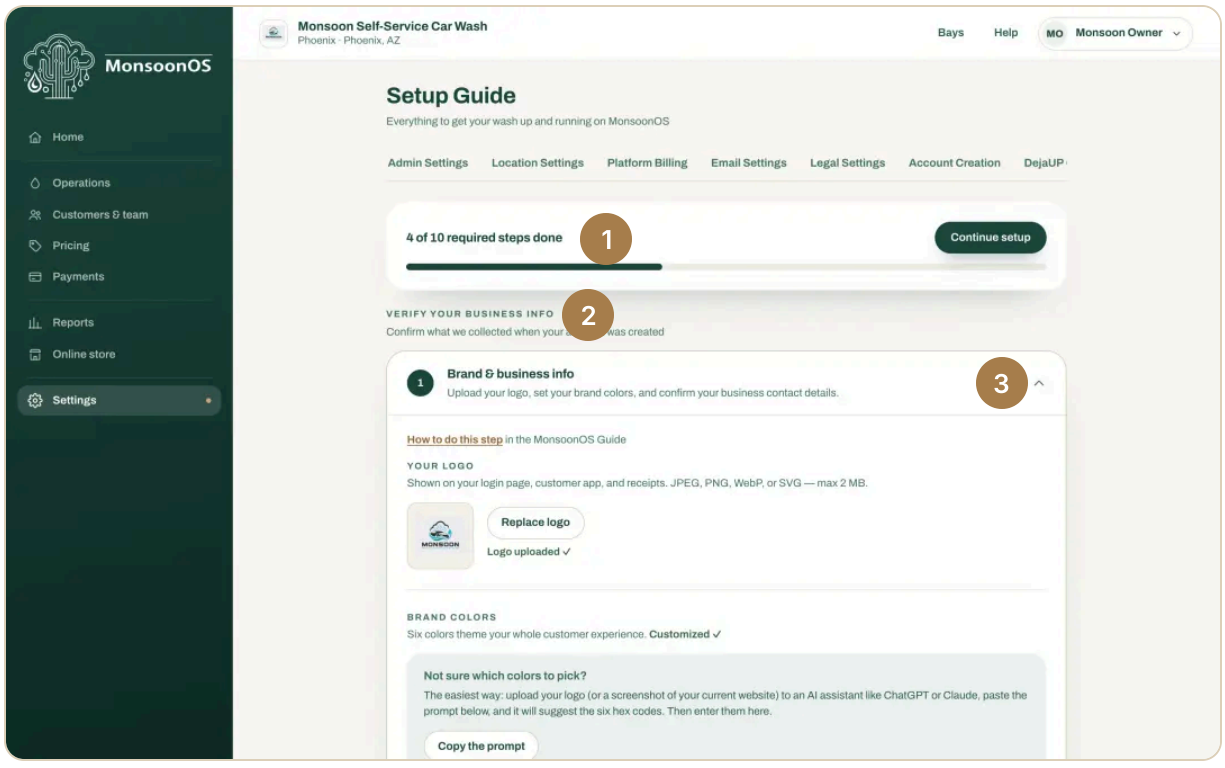
Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Who can do this: On Full Wash, anyone whose role includes "Setup checklist" (Owner by default). On Terminals Only, your admin login.

The **Setup Guide** is a checklist inside MonsoonOS that takes you from a new account to a wash that is ready for customers. It checks your real data, so a step you finish on another page is ticked off here too.

Open the Setup Guide

On the admin home, select **Continue setup** beside **Finish setting up** under **Needs your attention**, or go to **Settings › Setup Guide**.



1. How many required steps are done, and **Continue setup** to jump to the next one.
2. Steps are grouped; this is **Verify your business info**.
3. Each step opens to show what to do.

How steps work

- Steps are in five groups, in the order they depend on each other.
- A **locked** step opens when the steps it needs are done. For example, pricing opens once you have added machines.
- Some steps finish on their own when MonsoonOS sees the work done, such as a machine added or a Stormbox online. Others ask you to confirm, with a button such as **Everything looks right**.
- Optional steps have **Skip for now**. You can come back to them at any time.
- You only see steps that apply to your plan and your equipment.

The steps

Verify your business info

These confirm what we entered when we created your account.

Step	What to do	Plans
Brand & business info	Upload your logo, set your brand colors and confirm your business contact details. The step needs a logo before it can finish.	Both
Location details	Confirm the name, address and phone number of each location.	Both
Legal settings	Confirm the details used in your public Terms of Service and Privacy Policy.	Full Wash

Equipment

Opens when the business info steps are done.

Step	What to do	Plans
Add your machines	Add every bay, vacuum, in-bay automatic and dog wash you operate. Select **I've added all my machines** when the list is complete.	Both
Bring your Stormboxes online	Claim the Stormbox for each machine, turn it on and assign its relays. Your installer usually does the wiring; this step connects each Stormbox to the right machine.	Both
Machine photos	Upload a photo of each machine, or select **Use default images**.	Both

Pricing & revenue

Opens when you have added machines. You see one step per kind of machine you have.

Step	What to do
Self-service bay pricing	Set the price and timer mode for your self-service bays.
Vacuum pricing	Set the price and timer mode for your vacuums.
In-bay automatic wash menu	Create the wash tiers customers choose from at your in-bay automatics.
Dog wash pricing	Set the price and timer mode for your dog wash stations.

Selling

Step	What to do	Plans
Subscription packages	Create the Wash Club plans customers can subscribe to.	Full Wash
Promotions	Optional: create promo codes, free washes or account credits.	Both

Step	What to do	Plans
Pair payment terminals	Pair the Rain Pay terminals at your bays so walk-up customers can pay. See Pair an Experience terminal or Register an MDB card reader.	Both

Optional extras

All on the Full Wash Platform. **Fleet programs** also appears on Terminals Only when you have the Fleet add-on.

Step	What it opens
Customers	Your customer accounts.
Employees	Your team, to invite staff and choose their roles.
Fleet programs	Company accounts that wash on one monthly bill (**Pack programs** for dog washes).
Online store	Your own online store.

If a step stays locked

Open the steps above it. A locked step lists what it is waiting for, usually the business info steps or **Add your machines**.

If a step will not finish

Read the hint under the button. **Brand & business info** needs a logo, and **Add your machines** needs at least one machine.

When every required step is done, **Finish setting up** leaves the admin home. Before you open to customers, run the go-live checklist for your plan: Terminals Only or Full Wash.

Experience terminal or MDB card reader

How to tell the two kinds of Rain Pay terminal apart, what each one does at your wash, and the names each one goes by in MonsoonOS.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Rain Pay terminals come in two kinds. They can look alike, but they do different jobs. Either plan can have either kind, or both.

Side by side

	Rain Pay Experience terminal	Rain Pay MDB terminal
Name in the admin	**Wash terminal**	**MDB card reader**
Where it goes	Beside a self-service bay, vacuum or dog wash station; as one shared kiosk for several bays; or in an in-bay automatic's pay station, where the customer presses the wash on the pay station's buttons and pays on the terminal	Inside the pay station of an in-bay automatic, or on a token machine
What the customer sees	The MonsoonOS kiosk screen: wash choices, promo codes, Fleet Wash, a running timer with STOP and Add time, a receipt	The card reader's own payment screen. The customer picks the wash on the pay station or the tokens on the token machine
Who runs the sale	MonsoonOS: the terminal charges the card and MonsoonOS starts the machine through its Stormbox	Your equipment: the pay station or token machine runs as it always has, and MonsoonOS records the sale

	Rain Pay Experience terminal	Rain Pay MDB terminal
How you set it up	Add it on the **Terminals** page and type a pairing code on the terminal	Register it on the **Terminals** page and connect DejaUP. There is no code to type
Where its prices come from	Your MonsoonOS pricing pages	The pay station or token machine, matched to your wash packages or token packages

How to tell which you have

- **On the Terminals page**, MDB card readers carry a **Pay station** or **Token machine** tag. Wash terminals show their bay, or no bay if they are a shared kiosk.
- **On your quote or invoice**, the line names the terminal: "Rain Pay Experience terminal" or "Rain Pay MDB terminal".
- **At the wash**, an Experience terminal shows the MonsoonOS start screen with **Tap to Start**, even when it is mounted in a pay station. An MDB card reader sits in a pay station or token machine and shows the card reader's own screen.



An Experience terminal's start screen



An Experience terminal in an in-bay automatic's pay station

Next steps

- **Experience terminal:** Pair an Experience terminal
- **MDB card reader:** Register an MDB card reader

Pair an Experience terminal

Add a Rain Pay Experience terminal on the MonsoonOS Terminals page and pair it with a one-time code so it can sell washes at a bay.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

Who can do this: On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

Pairing connects a Rain Pay Experience terminal to one of your locations, and to a bay if you choose one. You add the terminal in the admin, get a one-time code, and type the code on the terminal.

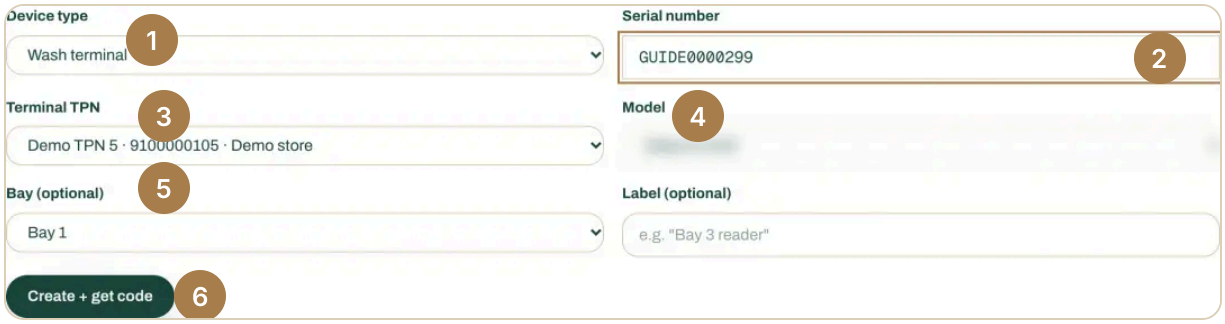
Before you start

- The terminal mounted and powered on, showing **Pair this terminal**.
- Its **serial number**, printed on the label on the back of the terminal and on its box.
- The machine it serves already added in **Machines**, if you want it tied to one bay.

Add the terminal in the admin

1. Go to **Operations › Terminals**. With several locations, choose the location from **Location** at the top of the page.
2. Select **Add Terminal**.
3. For **Device type**, choose **Wash terminal**.
4. Enter the **Serial number** from the terminal's label.
5. Choose the **Terminal TPN**. Your MonsoonOS team sets these up for each location with your card processing.
6. Choose the **Model** that matches your terminal.

7. Under **Bay (optional)**, choose the bay this terminal sits beside. Choose **Shared kiosk (customer picks a bay)** if one terminal will serve several bays. See Bay terminals and shared kiosks.
8. Optionally add a **Label (optional)**, such as "Bay 3 wall", so you can tell terminals apart.
9. Select **Create + get code**.



1. **Device type**: **Wash terminal**.
2. The **Serial number** from the terminal's label.
3. A **Terminal TPN** from the list.
4. The **Model** that matches your terminal.
5. The bay, or **Shared kiosk (customer picks a bay)**.
6. **Create + get code**.

A green box shows your **Enrollment code** and says it is valid for 24 hours. It is shown only once, so copy it now or keep the page open.



Pair the terminal

1. At the terminal, on **Pair this terminal**, type the code into the **ENROLLMENT CODE** field.
2. Select **Pair terminal**.
3. The terminal loads your prices and shows **Tap to Start**.

Back in the admin, the terminal's row shows its status and **Last seen** time. Its **Screen lock** turns on by itself. See Screen lock.

If the code has expired or you lost it

On the terminal's row, select **Re-pair**. You get a new code that is valid for 24 hours. See Re-pair or replace a terminal.

If Create + get code is greyed out

Hover over it to see why. **All terminal licenses are in use** means every license you have is taken: revoke a terminal you no longer use, or buy another license in the **Cactus Wash Shop**. **No terminal TPN available to assign** means this location has no free TPN for that model: email support@cactuswashsystems.com.

If the page says Read-only

On Full Wash, your role does not include **Pair card terminals and kiosks**: ask your owner. If it says to contact MonsoonOS support, email support@cactuswashsystems.com and we will add the terminal for you.

The top of the Terminals page shows how many of your terminal licenses are in use, for example "3 of 4 terminal licenses used."

What customers see on the kiosk

Each screen a customer moves through on a Rain Pay Experience terminal, from Tap to Start to the receipt, so you can answer their questions.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.
You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).
Describes what your customers see, so you can answer their questions.

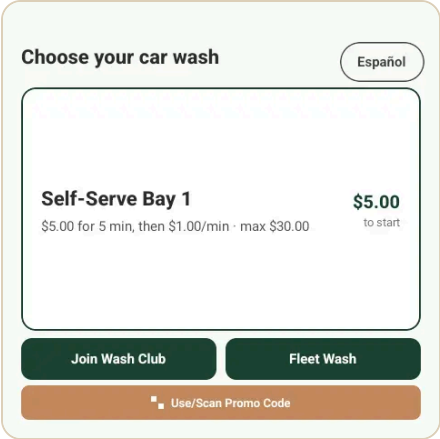
A Rain Pay Experience terminal walks the customer through a few screens. The wording below is what they see.

A normal wash

1. **Start screen.** The whole screen reads **Tap to Start**. On a Full Wash site it can also show **Join Wash Club**, which opens a QR code for the customer app.
2. **Choose a wash.** The heading reads **Choose your car wash** (or **Choose your dog wash**). Each option shows its price; one may carry a **Most Popular** badge that you set in pricing.
3. **Extras.** If the wash has add-ons, **Add extras?** lists them with **Continue** and **Skip**.
4. **Pay.** The terminal shows the amount (with **Subtotal** and **Tax** if you charge sales tax), then the card reader screen asks the customer to tap or swipe a card.
5. **Running.** The screen shows the bay name with **Washing** or **Time remaining**. Pay-per-minute washes show the cost so far and **Max** with the most they can be charged. Prepaid time shows **Add time** buttons such as **+5 min**. A red **STOP** button ends the wash.
6. **Done. Thanks, you're done!** with the **Total charged**. The customer can **Scan for your receipt** with their phone or type an email for **Email me a receipt**. The terminal returns to the start screen after a few seconds.



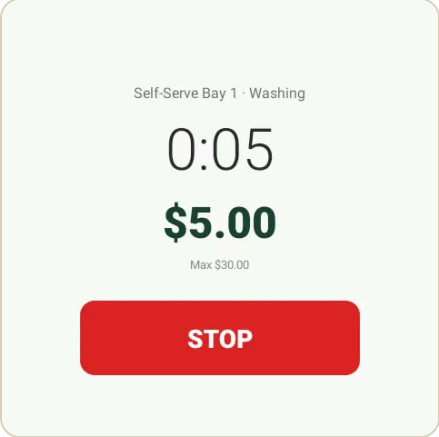
The start screen



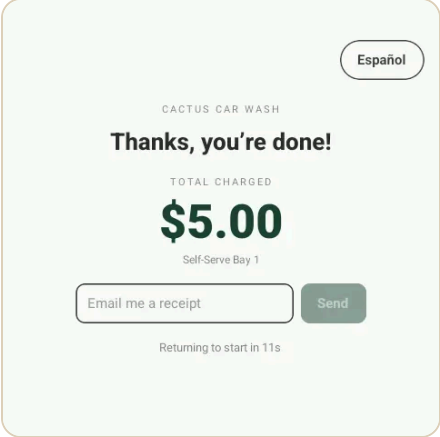
Choosing a wash



The card is approved and the wash starts



Running, with **STOP**



The receipt

The start, wash list, keypad and receipt screens have an **Español** button that switches the kiosk to Spanish.

Pay-per-minute washes

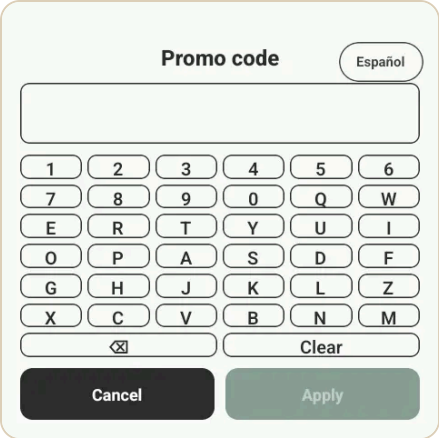
On a wash billed by the minute, the wash card says the card is pre-authorized for the maximum and only the final amount is charged. The running screen shows **Max** and the amount; when the maximum is reached the wash stops on its own.

Promo codes

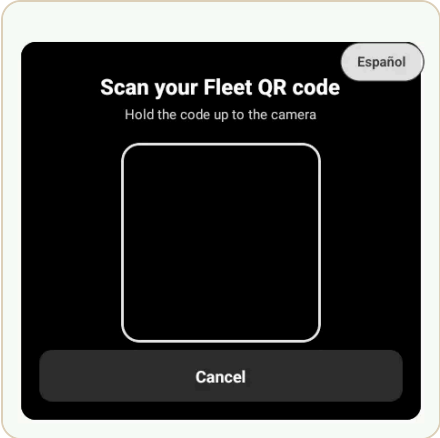
On the wash list, **Use/Scan Promo Code** opens the camera for a promo QR code, with **Enter promo code** to type it instead. An applied promo shows as a badge with the discount and **tap to remove**.

Fleet washes

When you have Fleet, the wash list shows **Fleet Wash** (**Pack Wash** for dog washes). The driver scans their QR code, enters their 4-digit fleet PIN and chooses a wash. Nothing is charged to a card.



Typing a promo code



Scanning a fleet QR code



Join Wash Club (Full Wash)

In-bay automatic washes

At an in-bay automatic, after paying the customer sees **Starting** the wash at the bay and **Please follow the bay's instructions.** When the terminal is mounted in the bay's pay station, the start screen also says **Press your wash on the pay station**: the customer presses a wash on the pay station's own buttons and pays on the terminal.

Messages customers may report

The customer sees	What it means	What to do
Card declined	The card was declined. Nothing was charged.	They can try another card.
Temporarily unavailable	The bay is not responding, so nothing was charged.	Check the machine's Stormbox is online in **Machines**.
In use right now	Someone is using the bay.	Wait or use another bay.

The customer sees	What it means	What to do
Your wash didn't start with **Your card has not been charged.**	The wash could not start and the payment was returned.	Nothing to refund.
Your wash didn't start with **Your card was charged.**	The wash could not start and the automatic refund did not go through.	Refund the charge in **Refunds & Credits**.
Not charged yet	The card was approved but MonsoonOS did not hear back in time. The payment is held so the customer is never charged twice.	Check **Held Payments** and settle it there.
No bay configured	The terminal is not assigned to a bay.	Revoke it and add it again with the right bay. See Bay terminals and shared kiosks.

Note

Customers on a shared kiosk see **Choose a bay** first and set a stop PIN. See Bay terminals and shared kiosks.

Kiosk service PIN

The kiosk service PIN lets your team unlock a Rain Pay Experience terminal for maintenance; change it from the default and share it only with the people who service your terminals.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

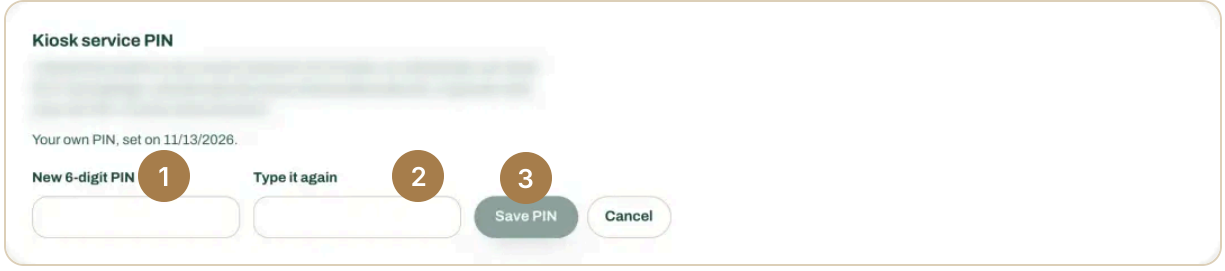
Who can do this: On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

The kiosk service PIN is one 6-digit PIN for all of your Rain Pay Experience terminals. Entering it on a terminal unlocks the screen for 30 minutes, so someone on your team can reach the terminal's Wi-Fi and settings. It works even when the terminal has no internet.

Every account starts with a default PIN. Anyone who knows the default could unlock your terminals, so change it before you open.

Change the PIN

1. Open the **Terminals** page for any location.
2. Find the **Kiosk service PIN** card. If you are still on the default, it says so in a yellow box.
3. Select **Change PIN**.
4. Enter a **New 6-digit PIN** and **Type it again**.
5. Select **Save PIN**.



1. **New 6-digit PIN**.
2. **Type it again**.
3. **Save PIN**.

The new PIN works on every terminal at every location. The card shows the date you set it. MonsoonOS never shows the PIN again, so keep it somewhere your team can find it.

Use the PIN on a terminal

How to open the service screen on a terminal is written on the **Kiosk service PIN** card in your admin. A correct PIN unlocks that terminal for 30 minutes and shows **Unlocked for service · tap to lock** at the top. Select **Lock now** when you are done, or let it lock itself.

After several wrong tries in a row, the terminal makes you wait a few minutes before trying again.

Who should know it

- Give the PIN only to people who service your terminals.
- Change it when one of them leaves.
- Changing the PIN needs **Pair card terminals and kiosks** and access to every location.

If you forget the PIN

You cannot look it up. Set a new one with **Change PIN**; the old one stops working.

Invite and remove team members

Give each person on your team their own MonsoonOS login with a role and locations, change their access, and remove it the day they leave.

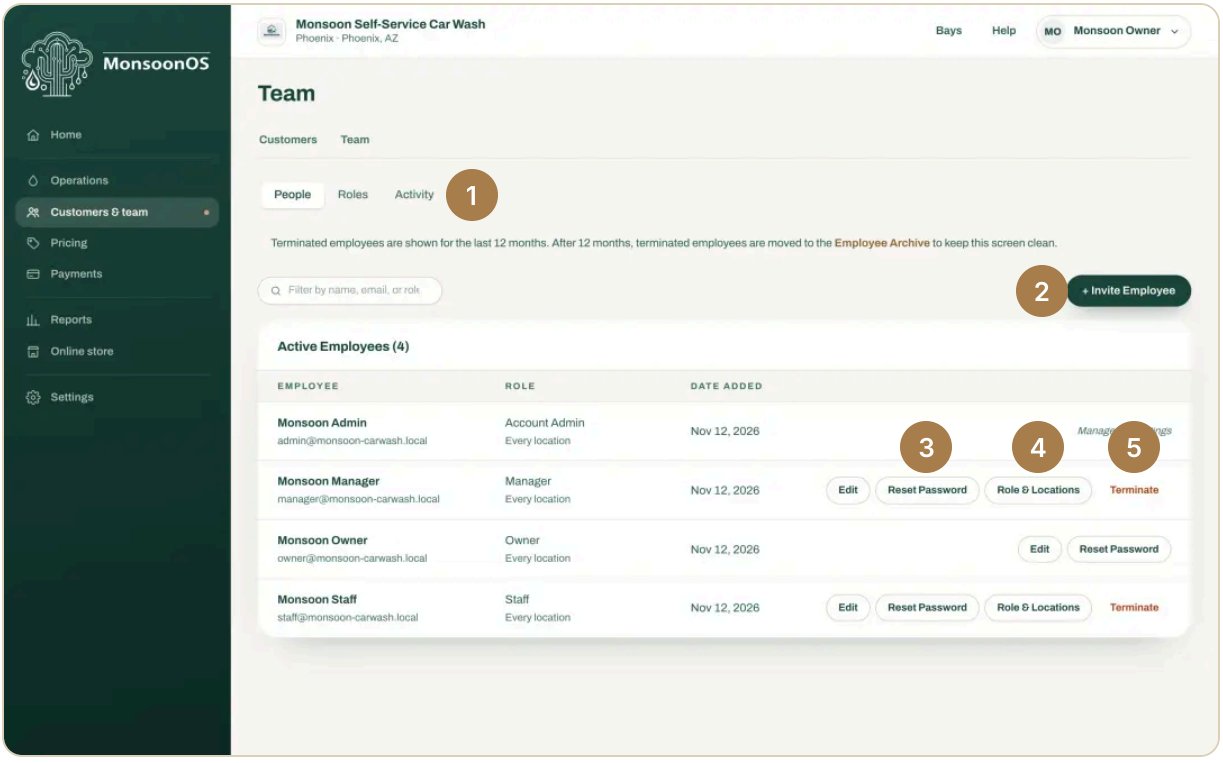
Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.
>
> **Who can do this:** On Full Wash, anyone whose role includes "Manage team members" (Owner and Manager by default).

Every person who works in MonsoonOS should have their own login. Shared logins hide who did what in your activity log and make it impossible to remove one person's access.

Open the Team page

Go to **Customers & team › Team**. It has three tabs: **People**, **Roles** and **Activity**.



1. The **People**, **Roles** and **Activity** tabs.

2. **+ Invite Employee**.
3. **Reset Password**.
4. **Role & Locations**.
5. **Terminate**.

Invite someone

1. On **People**, select **+ Invite Employee**.
2. Enter their **First name** and **Last name**, their **Email** and, if you like, their phone and address.
3. Choose their **Role**. See Built-in roles for what each one can do.
4. Under **Locations**, choose **Every location** or **Only some locations**. Owners always work at every location.
5. Select **Send Invite**.

They get an email invitation and choose their own password when they accept. You never see or send their password.

> **If MonsoonOS says the email belongs to a customer**
>
> That person already has a customer account at your wash. Select **Yes, Promote** to turn the same account into a team member. They keep their customer history and sign in with the same email.

Change someone's role or locations

1. On **People**, find the person and select **Role & Locations**.
2. Choose the new role or locations.
3. Select **Save changes**. The message **Role and locations saved.** confirms it.

The change is written to **Activity**. In the phone app it takes effect the next time their session refreshes.

Reset someone's password

On their row, select **Reset Password**. They get an email with a link to choose a new one. **Password reset email sent.** confirms it went out.

Remove someone

1. On their row, select **Terminate**.
2. Confirm at **Terminate?**

Their access ends at once, including any session they have open. Their history stays, and they move to the **Employee Archive**. To bring them back later, open the archive and select **Reactivate**.

Rules MonsoonOS enforces

- You cannot give anyone more access than you have. A row marked **Has more access than you** is one you cannot change.
- You cannot change your own role.
- The last owner cannot be removed or demoted.
- Only an owner can make someone an owner.
- The account admin login that we set up for you is shown as **Managed in Settings** and is changed in **Admin Settings**, not here.

Built-in roles

What the Owner, Manager and Staff roles can do when your Full Wash Platform account starts, and how to adjust or reset them.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Who can do this: On Full Wash, anyone whose role includes "Manage roles" (Owner by default).

A role is a named set of permission switches. Your account starts with three built-in roles you can use straight away. The exact switches each one starts with are listed in the Permissions reference.

The roles

Role	Label on the Roles tab	In short
Owner	**Locked**	Everything your plan includes, at every location. Owners are the only people who can change roles, prices, machine setup, terminals, settings and your subscription.
Manager	**Built in**	Runs the day: the team, customers, promotions, reports, refunds, held payments, card deposits, the online store, fleet accounts and the Cactus Wash Shop. Cannot change prices, machine setup, terminals or settings.
Staff	**Built in**	Works the site: sees locations and promotions, looks up customers, runs machines as an employee, and manages and bills fleet accounts.

Your account admin login, the one we created for you, has every permission your plan includes and cannot be changed by anyone on your team.

Change a built-in role

You can switch permissions on or off in Manager and Staff to fit how your business works.

1. Go to **Customers & team › Team** and open **Roles**.
2. Select the role, then **Edit**.
3. Turn switches on or off. See Build a custom role for how the editor works.
4. Select **Save role**.

An edited built-in role is labeled **Built in, changed**. To go back to how it started, open the role and select **Reset role**.

> **Note**
>
> Staff starts with **Bill fleet accounts**, which is marked Sensitive. If your staff should not bill fleet accounts, turn it off in Staff.

A suggested role

The first time anyone opens **Roles**, MonsoonOS adds a **Suggested** role called **Attendant**. Nobody is given it. Use it, change it or delete it.

Which role to give

Give each person the smallest role that lets them do their job. You can always give more later. If no role fits, build a custom role.

GETTING STARTED

Go-live checklist: Full Wash

The last checks before you open a Full Wash Platform site to customers, covering machines, terminals, memberships, the app and your team.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Work down this list with the admin open. Each line links to the article that explains it.

Account

- ☐ Your merchant processing application is approved and your card processing is connected. (What your MonsoonOS team sets up)
- ☐ Every required step in the **Setup Guide** is done, including **Legal settings**. (The Setup Guide)
- ☐ Your logo, brand colors, business contact details and each location's address are correct. Customers see these in the app and in emails.

Machines and prices

- ☐ Every wash point is in **Machines**, with a name and photo customers will recognize.
- ☐ Each machine's Stormbox shows online.
- ☐ Prices are set on the pricing page for each kind of machine.

Memberships and the app

- ☐ Your Wash Club plans are in **Subscription Packages**, with the right price at each location.
- ☐ Sign up for one plan yourself in the customer app with a real card, start a bay from the app, then cancel the test membership.
- ☐ Check the customer emails in **Email Settings** read the way you want, and send yourself a test.

Terminals

- ☐ Every Experience terminal shows **ACTIVE** on the **Terminals** page, is on the right bay (or is a shared kiosk) and its **Screen lock** shows **Locked**. (Pair an Experience terminal)
- ☐ Every MDB card reader is registered on the right pay station or token machine, and **DejaUP Connection** shows the webhook as **Configured**. (Connect DejaUP)
- ☐ One real card sale on each terminal starts the machine and appears in **Reports**.

Team

- ☐ Everyone who works the site has their own login with the smallest role that lets them do their job. (Built-in roles)
- ☐ Anyone who only works at some sites is limited to those locations. (Limit someone to certain locations)

Security

- ☐ You changed the kiosk service PIN from the default. (Kiosk service PIN)
- ☐ You worked through the Security checklist.

If a test sale charges the card but the machine does not start

Check the machine's Stormbox shows online in **Machines**, then refund the sale in **Refunds & Credits**. If the Stormbox is online and the machine still does not start, email support@cactuswashsystems.com with the machine name and the time of the sale.

YOUR TEAM AND SECURITY

Security checklist

One page of the security settings to put in place before opening, and what to review each month and when someone leaves.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Print this page or keep the PDF from the guide home. Items marked (Full Wash) do not apply to Terminals Only.

Before you open

- ☐ **Change the kiosk service PIN** from the default. (Kiosk service PIN)
- ☐ **Check every Experience terminal shows Locked** in the **Screen lock** column. (Screen lock)
- ☐ **Set a strong admin password** you use nowhere else, on a work email you will keep. (Sign-in and passwords)
- ☐ **Give everyone their own login** with the smallest role that fits. (Full Wash) (Invite and remove team members)
- ☐ **Limit people to their locations** if you have more than one site. (Full Wash) (Limit someone to certain locations)
- ☐ **Review the Staff role**, and turn off anything your staff should not do, such as **Bill fleet accounts**. (Full Wash) (Built-in roles)

Every month

- ☐ Open the **Terminals** page for each location. Every terminal should be **ACTIVE** with a recent **Last seen**. Revoke any you do not recognize.
- ☐ Read **Customers & team › Team › Activity** for role and access changes you did not expect. (Full Wash) (Team activity)
- ☐ Check **Customers & team › Team › People** still matches who works for you. (Full Wash)

- [ ] Check **Held Payments** is empty.

When someone leaves

- [ ] **Terminate** them on **Customers & team › Team › People** the same day. (Full Wash)
- [ ] **Change the kiosk service PIN** if they knew it.
- [ ] **Change the admin password** if they knew it.

When a phone or computer you sign in on is lost

- [ ] Open **Admin Settings** and select **Sign out everywhere**. (Sign-in and passwords)

When a terminal goes missing

- [ ] **Revoke** it on the Terminals page.
- [ ] **Email support@cactuswashsystems.com** with its serial number.
- [ ] **Change the kiosk service PIN.**

(Lost or stolen terminal)