



Version 1

Web Terminal – Printing Installation

THE LOYALTY BOX is a combination of world-class technology, backed by a professional support team ensuring that your program is a success.

Table of Contents

Printing Installation Instructions.....	3
Troubleshooting.....	5
Support.....	6

Printing Installation Instructions

1. Log into <https://webterminal.theloyaltybox.com/> with your location ID
2. Go to “Balance Enquiry”
3. If the machine is missing Java or your java is out of date then the system will redirect you to the Java website to download the latest version.
4. You may need to Grant the system permission the following way:
 - a. Chrome – a dropdown will appear similar to Example 1. Simply click the “Always Run On This Site” button
 - b. Internet Explorer – a message will appear just below the address entry field similar to the example 2. Simply right-click on it and select Allow Blocked Content

Example 1

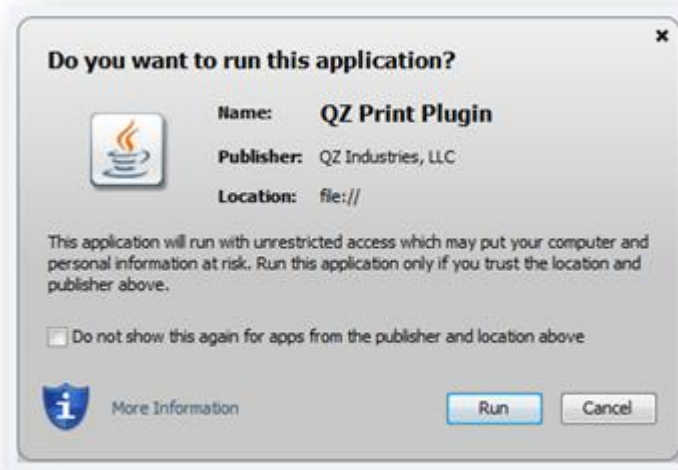


Example 2



5. You will then be presented with a box (Example 3) simply click the checkbox where it says “Do not show this again....” And then click run.

Example 3



6. This will now load the page. The above mentioned warnings will only show up the first time you run the application
7. When you click the Print button you may be presented with a dialog box asking if it can run the program. Simply click yes to continue and the system will then print to the default printer.

Troubleshooting

When you run the system you may be presented with a security error saying the system blocked the system from running. To remove the message you need to do the following:

1. Go to your start panel and find the application called "Configure Java" and open the program
2. Once opened go to the security tab and drop the security level to Medium.
3. Apply the settings and then close the program.
4. The message should now not appear when running the app

Support

If you have any questions, please contact The Loyalty Box.

South African Contact Number: 010 020 0601

International Contact Number: (+27)10 020 0601

Email Address: support@theloyaltybox.com