

Speed Queen Laundry App

Welcome to Liberty University!

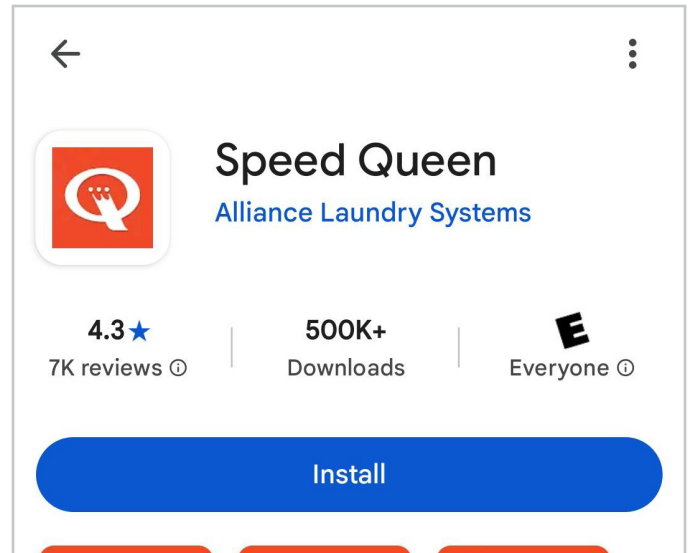
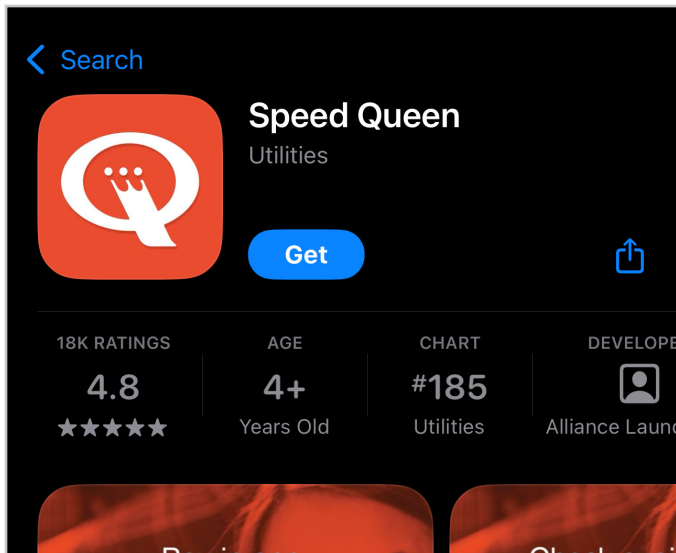
As part of your residential experience, Liberty University provides access to laundry facilities through **Speed Queen**, a third-party laundry app. This guide will walk you through everything you need to know to get started and use the app effectively.

This document includes the following sections:

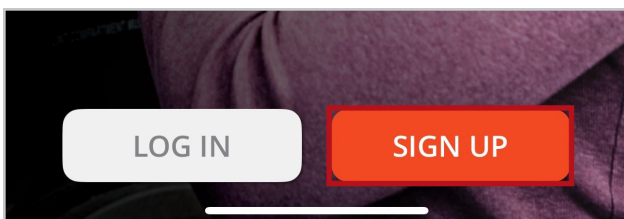
- [How to Download and Set Up Speed Queen Laundry App](#)
- [How to Add Flames Cash](#)
- [How to Use the Speed Queen Laundry App](#)

How to Download and Set Up Speed Queen Laundry App

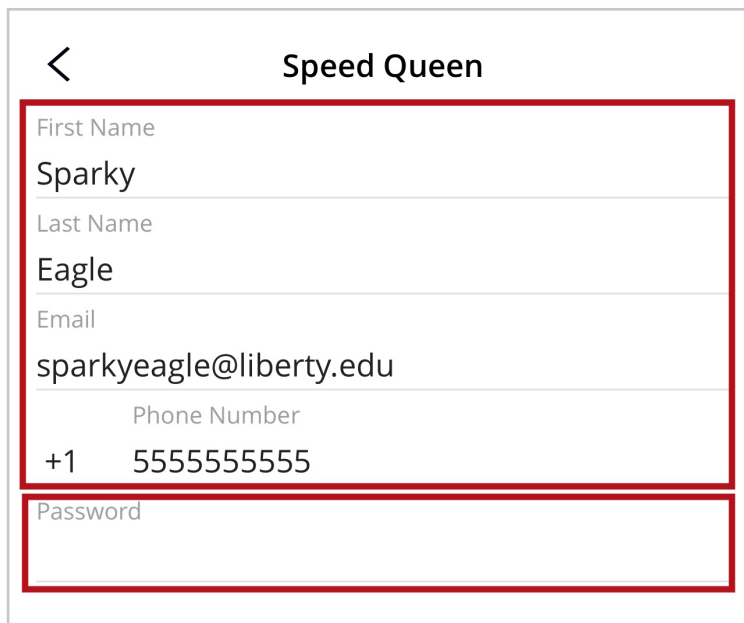
1. To get started, download the Speed Queen app from the **Apple App Store®** or **Google Play™** store.



2. Launch the app and tap **Sign Up** to create your Speed Queen Laundry account.



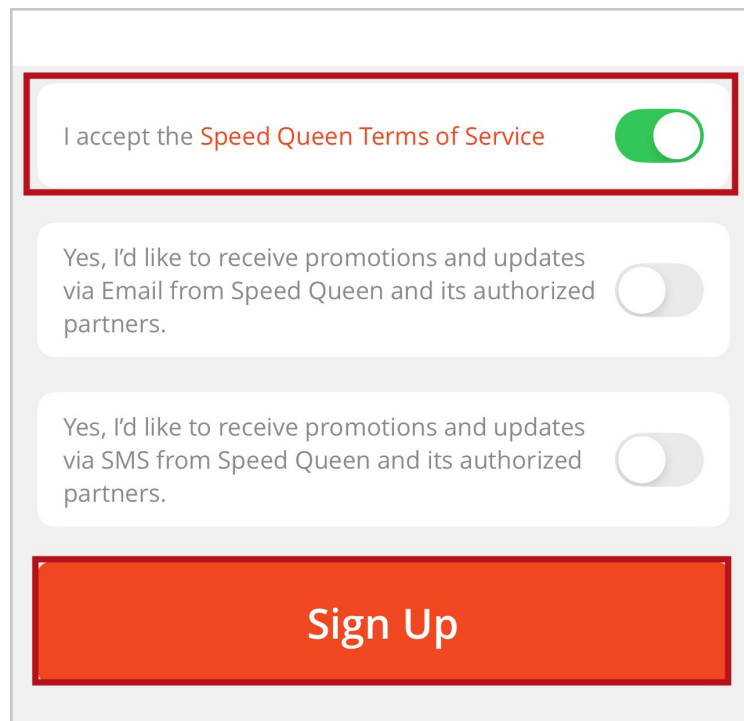
3. Enter your **First and Last Name, Email Address, Phone Number, and Password.**



A registration form titled "Speed Queen" with a back arrow icon. The form contains five input fields: "First Name" with the value "Sparky", "Last Name" with the value "Eagle", "Email" with the value "sparkyeagle@liberty.edu", "Phone Number" with the value "+1 5555555555", and "Password". The first four fields are grouped together by a red border, and the password field is in a separate box below them, also with a red border.

Note: You may use your personal or school email address during setup. Once your account is created and verified, the email address cannot be changed.

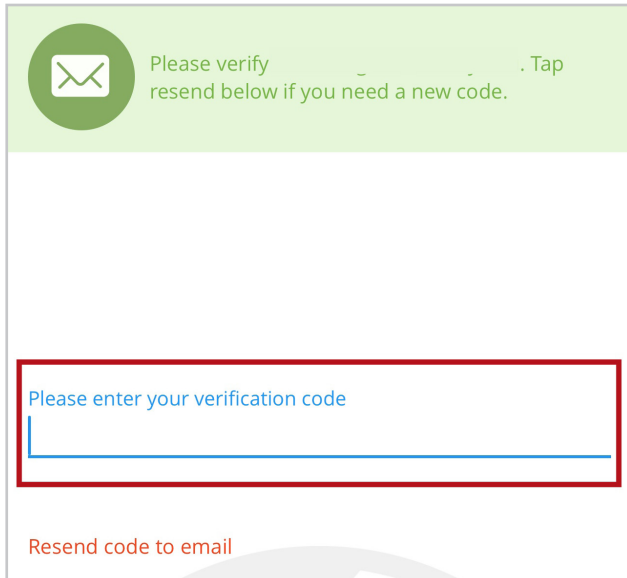
4. Review the terms of service, then click the **toggle** to accept the Speed Queen Terms of Service. Then click **Sign Up**.



A screen for accepting terms and signing up. At the top, there is a red-bordered box containing the text "I accept the Speed Queen Terms of Service" and a green toggle switch that is turned on. Below this are two rows, each with a text label and a toggle switch. The first row says "Yes, I'd like to receive promotions and updates via Email from Speed Queen and its authorized partners." with a grey toggle switch. The second row says "Yes, I'd like to receive promotions and updates via SMS from Speed Queen and its authorized partners." with a grey toggle switch. At the bottom is a large red button with the text "Sign Up".

Note: You can choose to opt into email and SMS notifications from Speed Queen here or in your settings under **My Profile**.

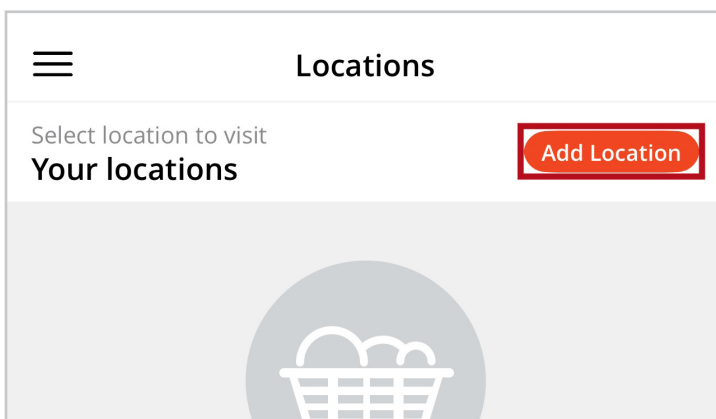
5. You should receive an email from Speed Queen (noreply@alliancelaundry.com) containing your verification code. Enter the **verification code** into the app to complete setup.



The screenshot shows a verification screen. At the top, there is a green header with a circular icon containing an envelope and the text "Please verify [redacted]. Tap resend below if you need a new code." Below this is a large white rectangular area. At the bottom of this area is a text input field with the placeholder text "Please enter your verification code" and a blue cursor. Below the input field is a red button labeled "Resend code to email".

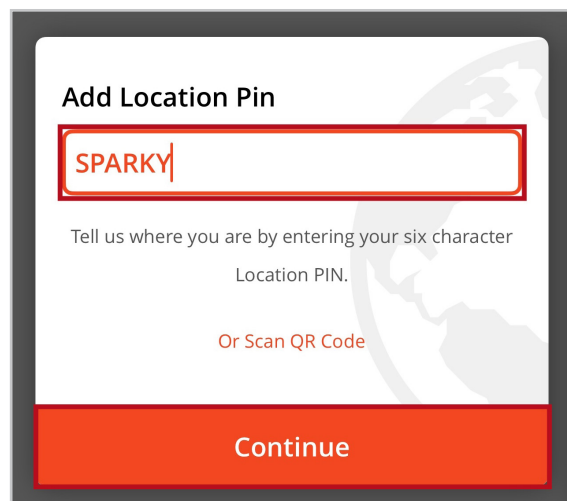
Note: If you did not receive the verification code, be sure to check your spam/junk folder in your email.

6. Once signed in, click **Add Location** to set up your building location.



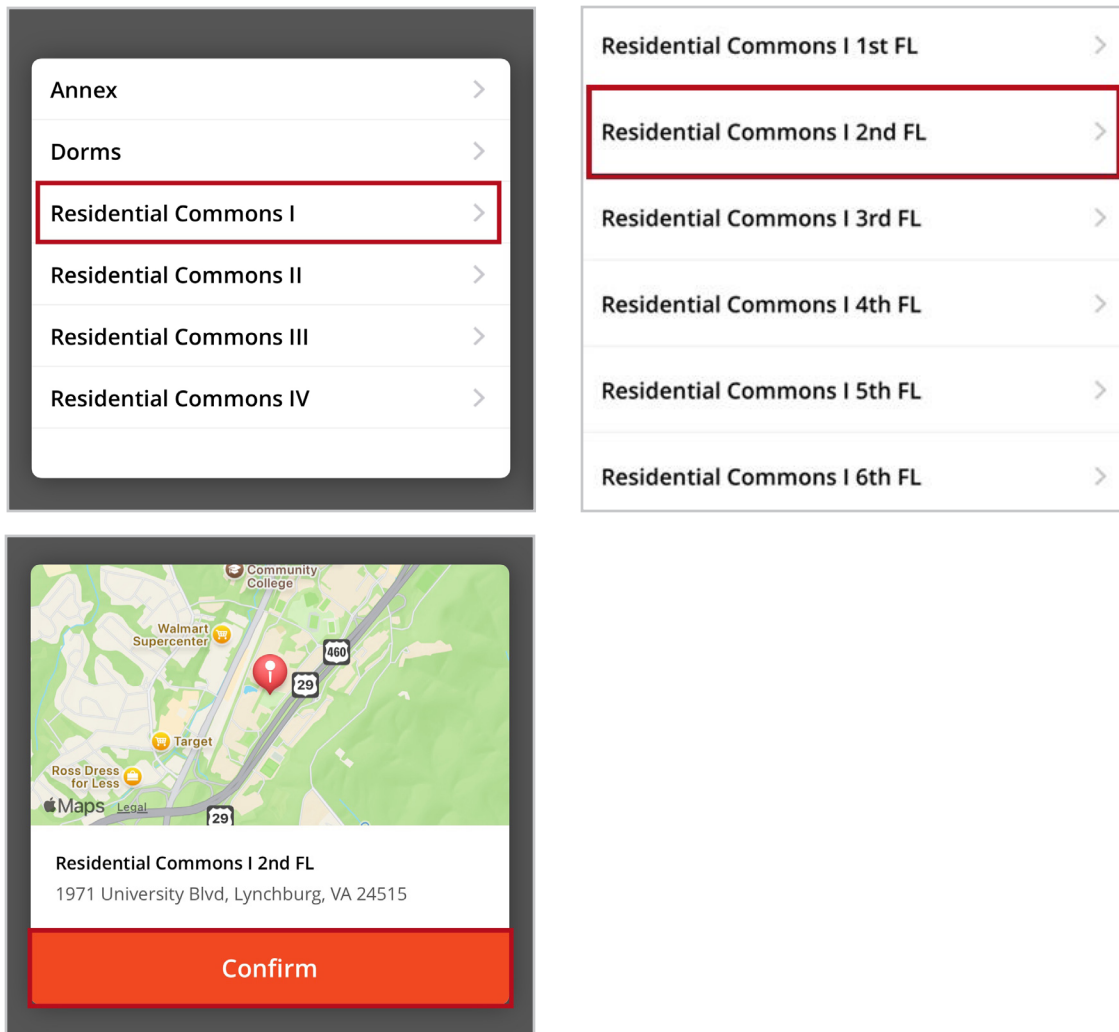
The screenshot shows the "Locations" screen. At the top, there is a hamburger menu icon and the title "Locations". Below the title, it says "Select location to visit" and "Your locations". To the right of "Your locations" is a red button labeled "Add Location". Below this is a large gray area with a white icon of a laundry basket.

7. Enter **SPARKY** into the location pin field and then hit **Continue**.



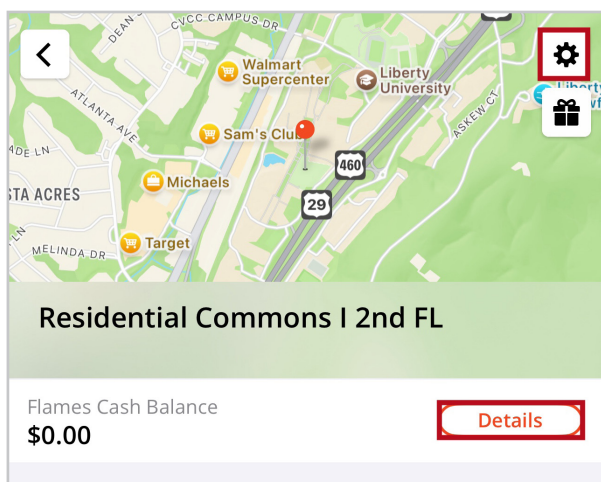
The screenshot shows the "Add Location Pin" screen. At the top, it says "Add Location Pin". Below this is a text input field with the text "SPARKY" entered. Below the input field, it says "Tell us where you are by entering your six character Location PIN." and "Or Scan QR Code". At the bottom is a large red button labeled "Continue".

8. Select a **dorm** and **floor level**, then tap **Confirm** to complete the building location setup.



How to Add Flames Cash

1. Before using the laundry facilities, tap the **Details** button or the **Gear** icon in the top right corner of the app to link your Flames Cash account.



2. Log in to your Liberty Account using your **Liberty email** and **password**.

LIBERTY UNIVERSITY

Sign in

[Can't access your account?](#)

Next

LIBERTY UNIVERSITY

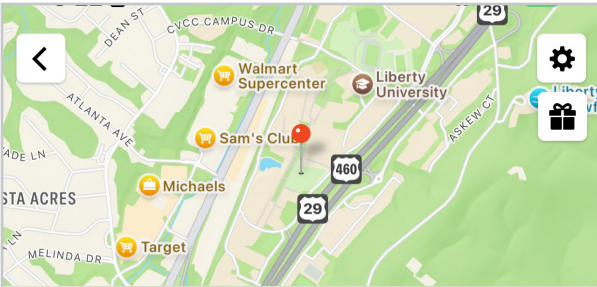
← sparkyeagle@liberty.edu

Enter password

[Forgot my password](#)

Sign in

3. Once signed in, your account balance will appear within the app.



Residential Commons I 2nd FL

Flames Cash Balance
\$1.99

[Details](#)

All Washers Dryers

4. To add more Flames Cash to your account, go to www.Liberty.edu/FlamesPass or use the **Flames Cash widget** in [myLU](#).



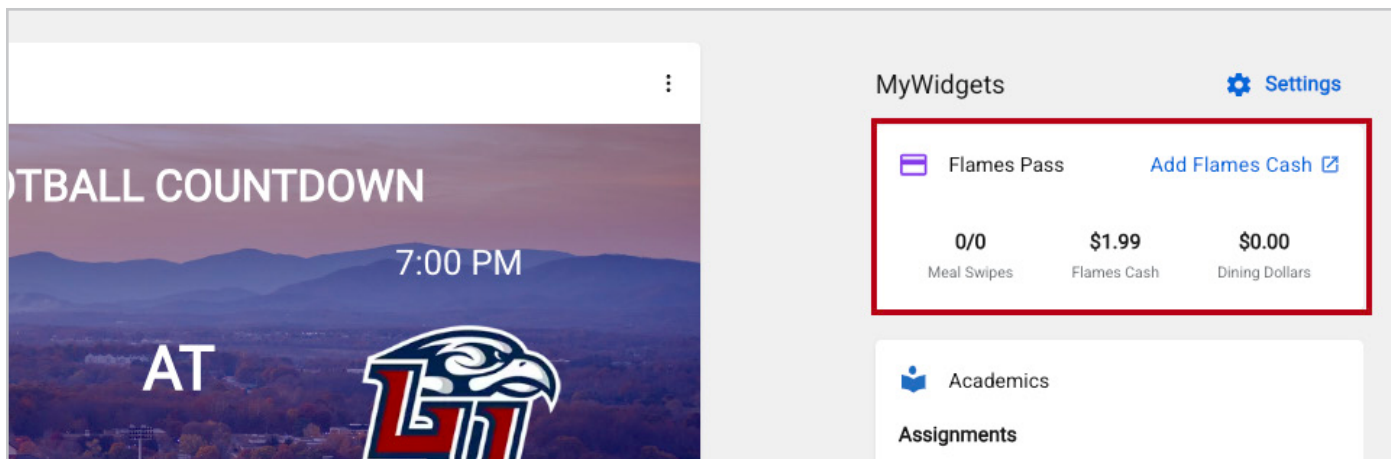
ID & Campus Services

ID & Campus Services

[Mobile Flames Pass](#)

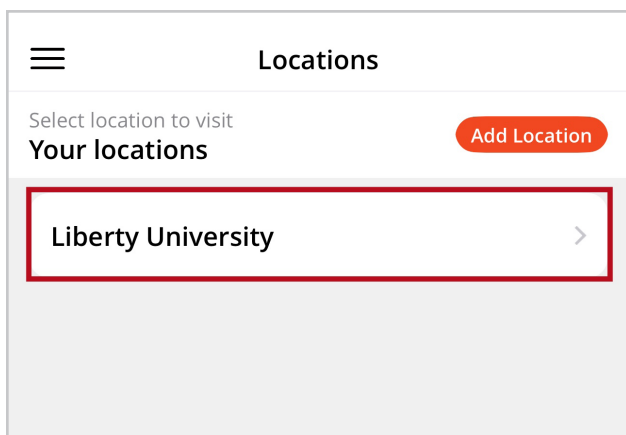
Request Flames Pass

Deposit Flames Cash

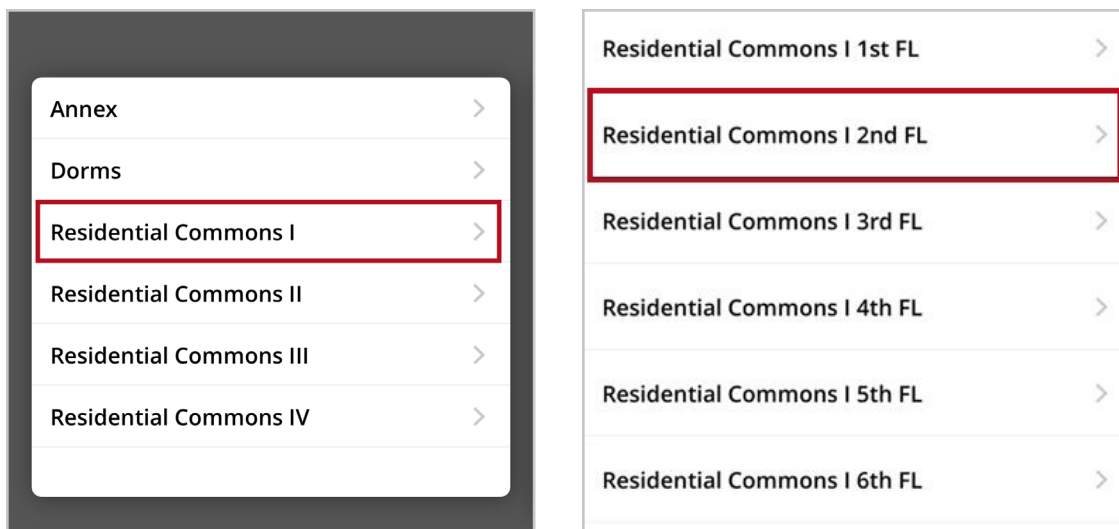


How to Use the Speed Queen Laundry App

1. Open the Speed Queen app and choose **Liberty University** from the location menu to begin setup.

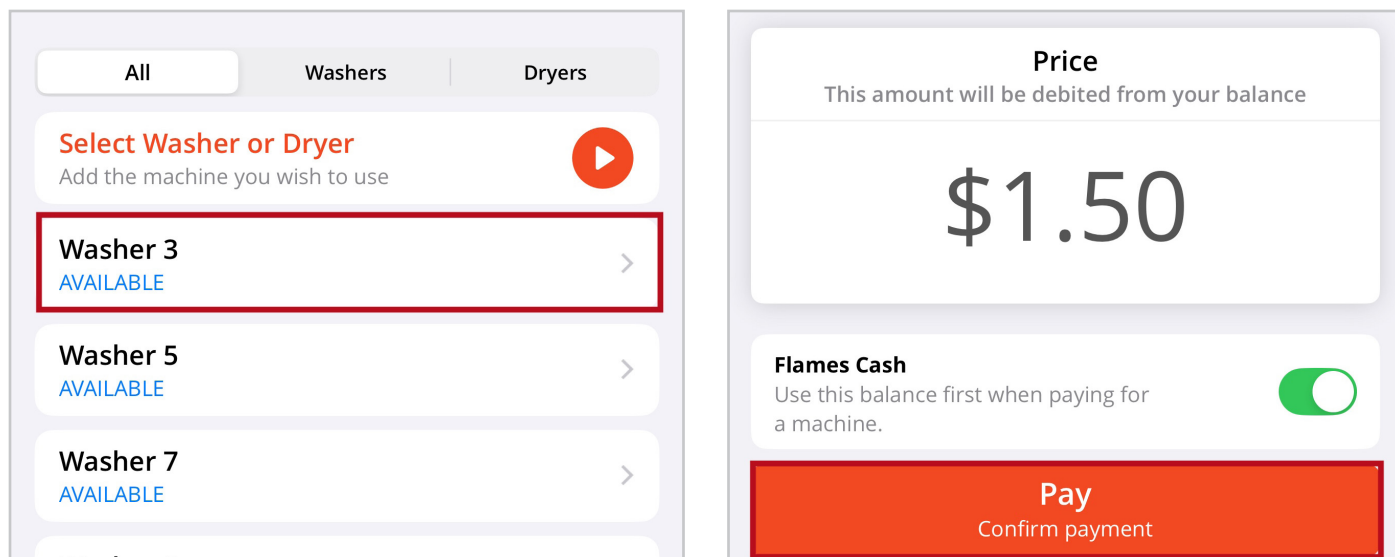


2. Choose your **dorm location** and **floor level**.



Note: Only complete Steps 1–2 if your app doesn't open to your selected dorm and floor. If it opens directly to the washer and dryer list for your dorm, skip to Step 3.

3. Select the washer or dryer you wish to use from the list, then select **Confirm Payment**.



4. Once your payment is confirmed, the machine will beep to let you know it's ready to use.

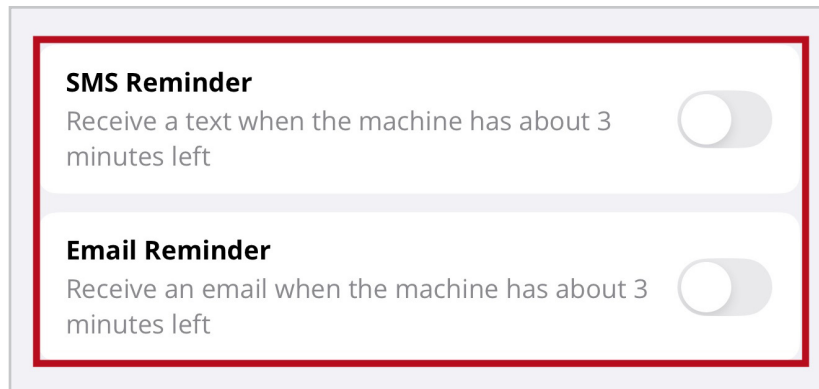


Note: Please be respectful of your fellow students by using the washer or dryer you select, monitoring laundry cycles, and not leaving your laundry unattended.

5. Press the **green Start button** on the machine once you're ready to begin using the washer or dryer.



Note: Please set a timer or use the timer notifications within the app to monitor your laundry's washing or drying cycle. You can receive SMS, email, and app reminder notifications through the Speed Queen app.



The image shows a screenshot of the Speed Queen app's notification settings. It features two toggle switches, both currently turned off. The first toggle is for 'SMS Reminder', with the description 'Receive a text when the machine has about 3 minutes left'. The second toggle is for 'Email Reminder', with the description 'Receive an email when the machine has about 3 minutes left'. The entire settings area is enclosed in a light gray border with a red rectangular highlight around the toggle controls.

SMS Reminder
Receive a text when the machine has about 3 minutes left

Email Reminder
Receive an email when the machine has about 3 minutes left

Need Assistance?

If you encounter a mechanical issue with the washers and dryers, please [submit a Service Request](#) through Facilities Management's service portal.

For questions related to your residence hall experience or amenities, please contact Residential Student Life at ResidenceLife@Liberty.edu.

For questions specifically related to the Speed Queen app, please visit the [Speed Queen FAQ page](#).