Oracle® Hospitality Guest Access

User Manual
(Formerly MICROS myvisitors)
Release Version 4.2
SGR 14.08.2015 rev12a

June 2016

ORACLE

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Preamble

Oracle Corporation acquired MICROS and all further references to MICROS should be considered as Oracle Corporation.

Oracle Hospitality Guest Access is the new brand name of MICROS myvisitors. The Version 4.2 (this version) is the last version using MICROS myvisitors name and logo.

Login

To access the myvisitors web application you first need to sign in at the login screen. To do that you have to enter your username and your personal password, choose your preferred language and click on the OK button. The Reset button is used to reset all input fields.

Please note: The preselected language is the language set in your browser.

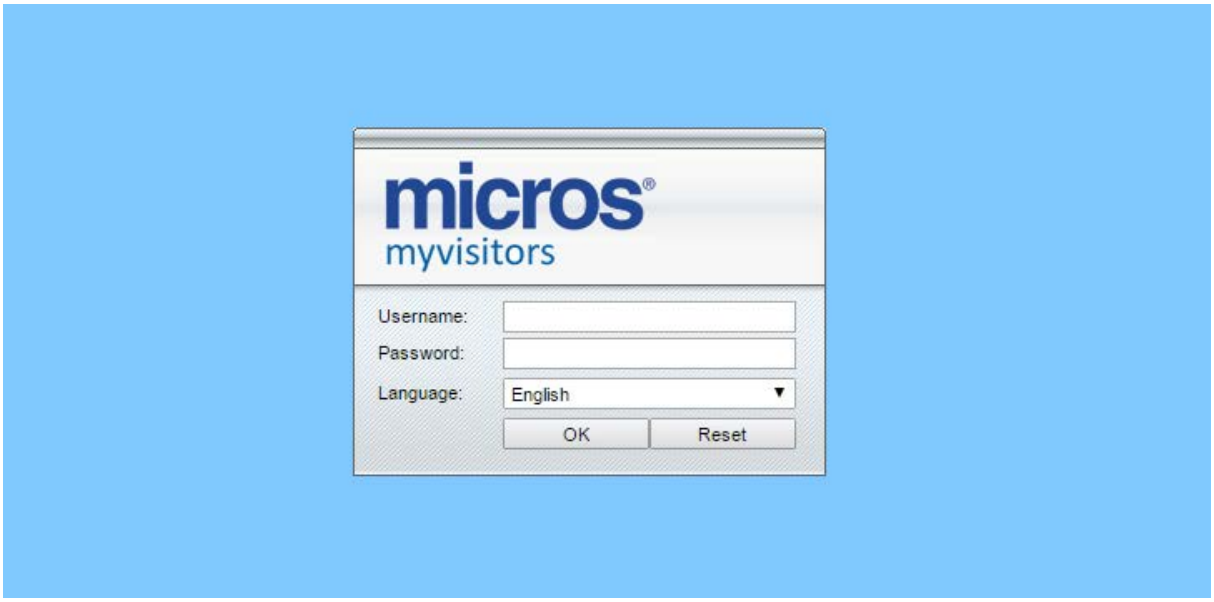


Illustration 1: Login screen

Button functions

OK — Click on **OK** to **sign in**

Reset — **Reset all input fields**

User interface & Home page

The user interface of myvisitors is divided into two parts, navigation and content.

The former houses a **selection of menus**, which are used to access **specific functions of the application**, the name of the currently signed in user, the Logout button, which is used to sign yourself out, and the button to display **specific information about the installed version of the software and the support options**.

Illustration 2: myvisitors navigation bar

After you sign yourself in the **content part** will display the home page which can always be accessed through the symbol located at the left side of the navigation bar. The home page gives you access to the global search application **for the myvisitors database- and whenever activated to other databases (e.g. Suite8)** or the **RFID input option** (further explained at chapters “Member” and “RFID card”). As soon as you choose another function the home page will be replaced accordingly.

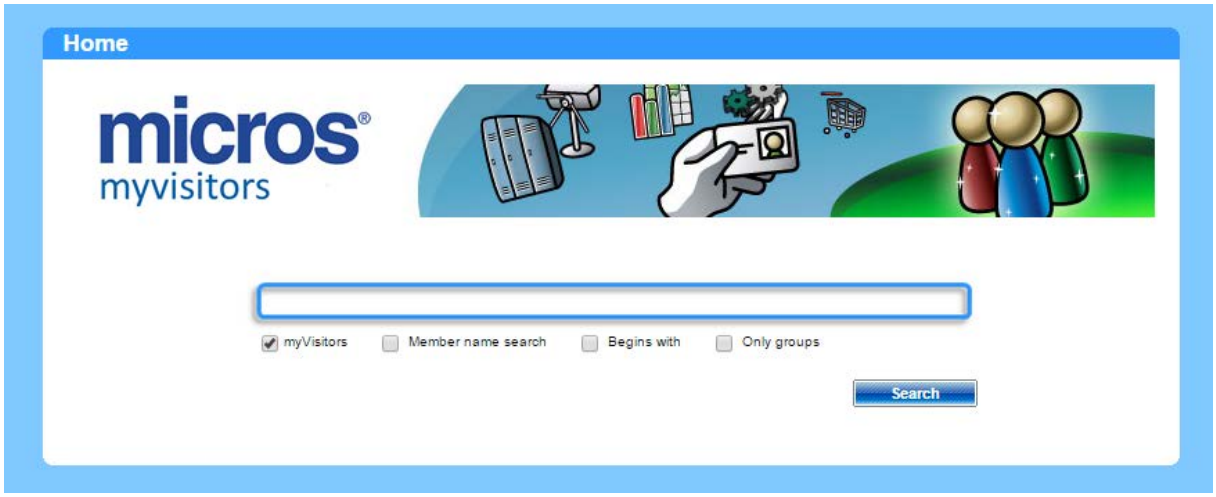


Illustration 3: Home page

Important notice

Please only use the myvisitors menus to navigate the application because if you use the arrow keys of your browser you have to sign in again.

Member

This menu option contains two basic components, the **creation of a group** to which individual members can be added and the **search for existing members** whose details can be shown and altered. New members can only be created inside an existing group.

Important notice

The term group means one or more members which share an invoice recipient (e.g. families or companies). It is necessary to create multiple groups if there is more than one invoice recipient.

Create group

If you click on the submenu item “Create group” you can create a new group. To do this, fill out the following form and click on the Create button. Input fields marked with * are mandatory.

Illustration 4: Create a new group

If the name of a group or a member matches an existing entry in the system, a popup with a list of the possible duplicates will be shown. Should you wish to create the new group regardless of the possible duplicates please click on the Create new button. The button closes the popup.

Button functions

Create — **Create a new group** after filling out all the mandatory (marked with a *) input fields

Create new — **Create a new group** regardless of possible duplicates in the system

Close the popup

Add a member to the group

As soon as you created a group you can add members to it. To do this fill out the form (input fields marked with * are mandatory) and create the member by clicking on the Add button.

Illustration 5: Add a new member to the group

Already added members are shown on the left side of the window. You can click on the symbol to open a detailed view of the current member or the parent group. The symbol is used to delete a member.

Button functions

Add — **Add a new member** to an existing group

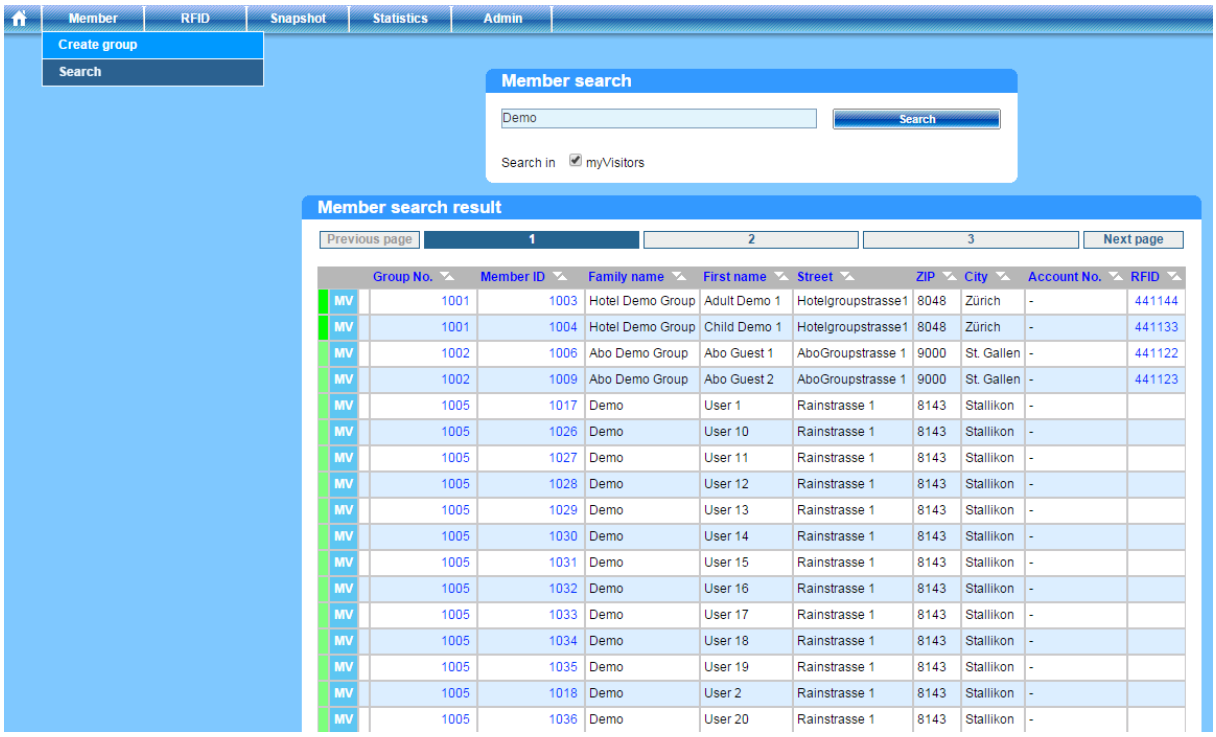
Show a detailed view of the current group or one of its members

Delete a member

Member search

The member search function can be accessed either through the home page or the “Member” menu. It not only allows searching for the name of the member but also for his member number, the group number or –name or the identification number. You don’t have to use the full name or number, a partial entry is enough.

You can also use the checkboxes to choose if you only want to search in the myvisitors database or whenever activated also include other database like Suite8. To start a new search click on the Search button.



	Group No.	Member ID	Family name	First name	Street	ZIP	City	Account No.	RFID
MV	1001	1003	Hotel Demo Group	Adult Demo 1	Hotelgroupstrasse1	8048	Zürich	-	441144
MV	1001	1004	Hotel Demo Group	Child Demo 1	Hotelgroupstrasse1	8048	Zürich	-	441133
MV	1002	1006	Abo Demo Group	Abo Guest 1	AboGroupstrasse 1	9000	St. Gallen	-	441122
MV	1002	1009	Abo Demo Group	Abo Guest 2	AboGroupstrasse 1	9000	St. Gallen	-	441123
MV	1005	1017	Demo	User 1	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1026	Demo	User 10	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1027	Demo	User 11	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1028	Demo	User 12	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1029	Demo	User 13	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1030	Demo	User 14	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1031	Demo	User 15	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1032	Demo	User 16	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1033	Demo	User 17	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1034	Demo	User 18	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1035	Demo	User 19	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1018	Demo	User 2	Rainstrasse 1	8143	Stallikon	-	
MV	1005	1036	Demo	User 20	Rainstrasse 1	8143	Stallikon	-	

Illustration 6: Member search

As soon as the search is completed an alphabetical list of all the found members is shown. To access the detail view of a member or a group, please click on the blue group- or member number of the respective entry.

The token in front of the row shows if a member is already known in myvisitors (MV) and/or Suite8 (S8). You can click on the symbol to automatically create a new group and import a Suite8 member into myvisitors. The symbol on the other hand imports the entry into an existing myvisitors group.

Button functions

Search — **Start a new search** for the name or the number of a member or group or his identification number

Group- / member detail view

The detailed view gives you all the information about a group and the corresponding members. You can alter the existing entries and also create new ones. To save your changes please click on the Save button.

In the group view you can delete the current group with a click on the Delete button, add new members with the Add button and delete existing ones with a click on the button. Additionally you can open the detailed view of a member if you click on the symbol.

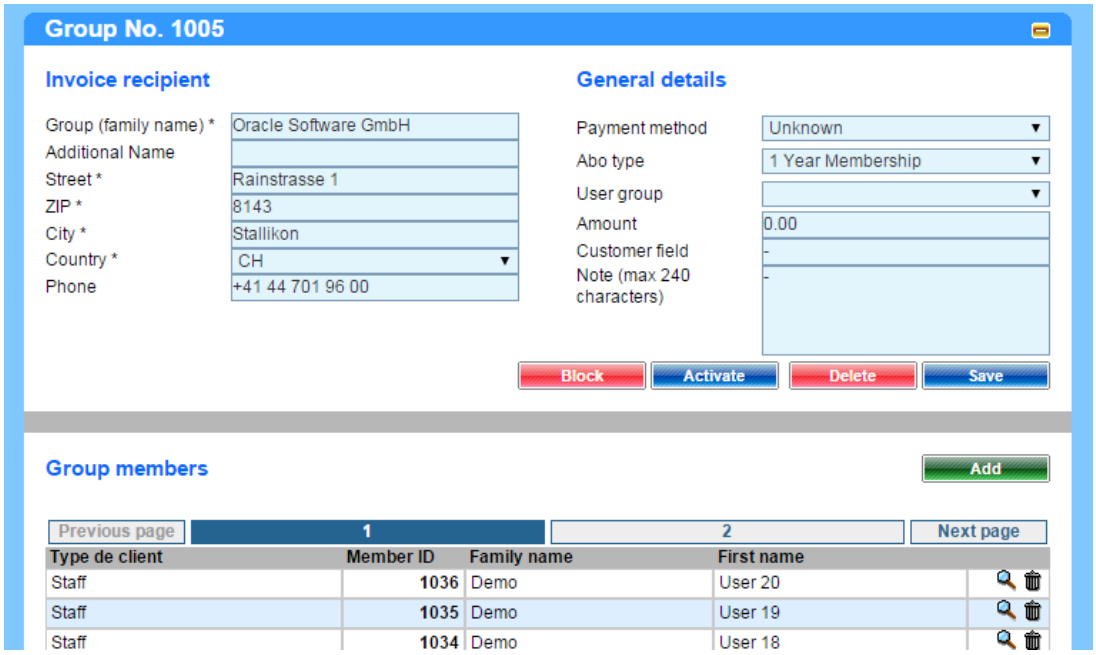


Illustration 7: Group detail view

Important notice

It is not permitted to use any of the input fields for sensitive data such as credit card numbers because they are stored in the database without any encryption or other special security measures.

Button functions

Delete	**Delete the current group**
Save	**Save your changes**
Add	**Add a new member**
	Show the member details
	Delete the corresponding member
	Minimize the maximized window
	Maximize the minimized window

The member view shows information about the current member, a photo of the person, contact data and additional details as well as a list of all of his RFID cards. These can be removed by clicking on the symbol. A detailed view of the transponder can be opened by clicking on the symbol right next to the card number.

If you want to add a new RFID card to the member you can click on the Assign button, then enter the correct transponder number in the following input field or use a card reader to get it automatically from the card and click on the OK button to confirm (more on this in the “RFID card” chapter). You can also see if a card is blocked or not.

To delete a member permanently from the system please use the Delete button.

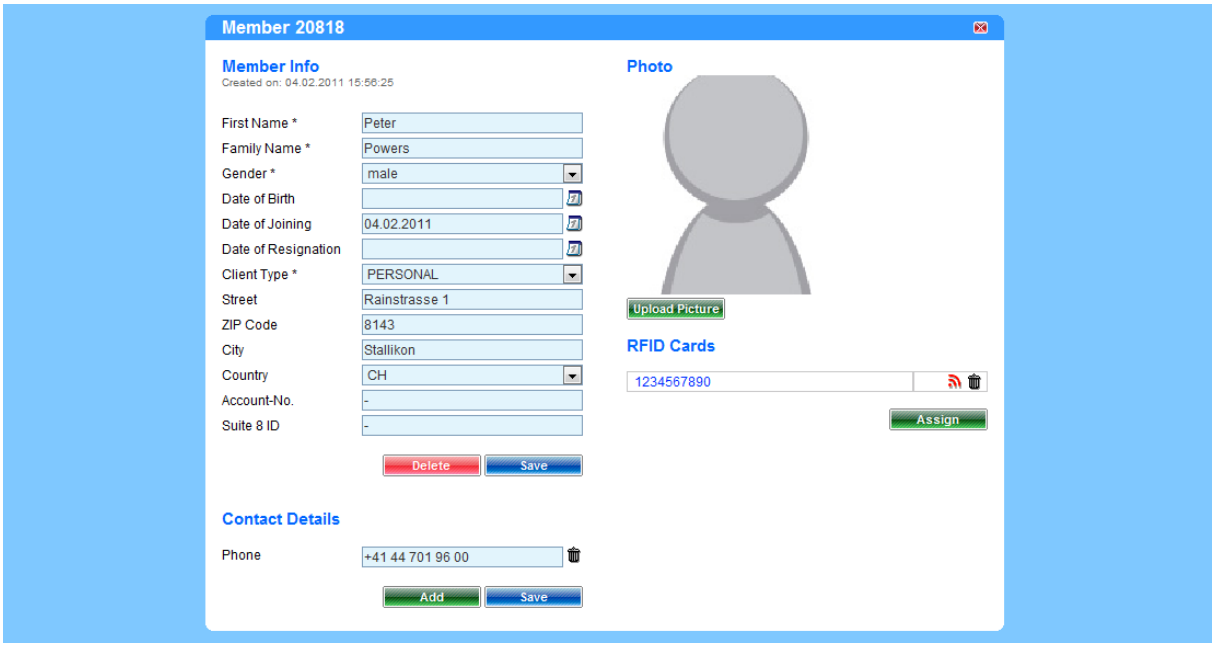


Illustration 8: Detailed member view

Important notice

If you click on the symbol next to the card number you only delete its allocation with the current member. The card itself remains unchanged in the system.

Button functions

Save	**Save your changes** in the respective section
Add	**Add a new contact or additional detail**
Delete	**Delete the current member**
Assign	**Add a RFID card** to the current member
	Show the RFID card details
	Delete the corresponding contact, additional detail or RFID card
	Close the window
	Open the calendar to change the date

RFID card

Under this menu option contains all functions regarding the RFID transponder. You can view all the products which are loaded onto the card and a history of all transactions made with it. Additionally it is possible to reset the card or to transfer its content to another transponder.

To work with an RFID card you first have to enter its unique number which you can do manually using a keyboard or automatically with a card reader. The respective window to input the id is shown regardless of the function you choose from the menu. Just enter the number and click on OK to confirm. Alternatively you can use the RFID search function located on the myvisitors home page.

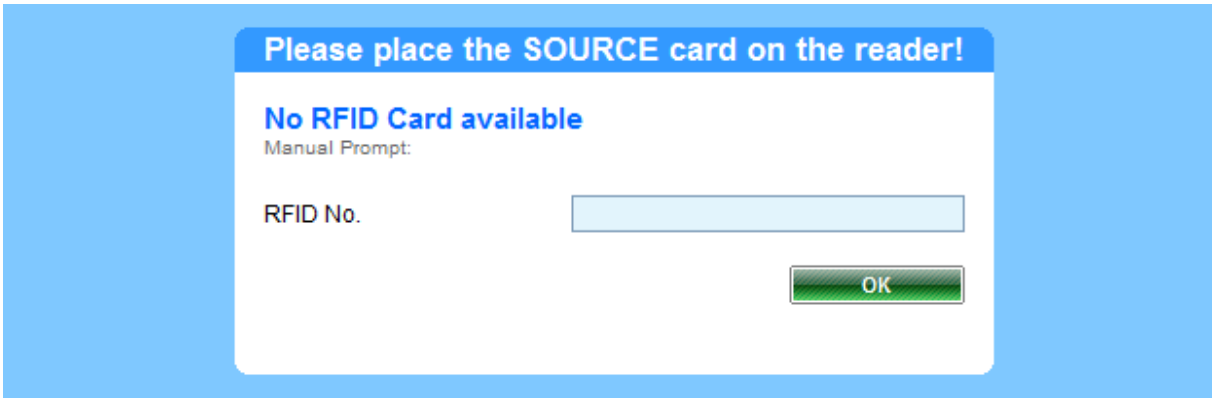


Illustration 9: Input field for the RFID card number

Button functions

OK **Confirm** the manually entered RFID number

Overview

On the overview page you can find details regarding the owner of the card, the Fidelio booking id (if available), the current cash balance, the validity of the card and a list of all the products loaded onto the transponder. Additionally you can see if the card is active (ACTIVE) or blocked (BLOCKED), which can be changed by clicking on the symbol. If a card is blocked it can't be used for any transactions or entries.

The Wallet information section contains all the information about the loaded products and shows with the aid of colored bars how many products are unused, in use, used or expired. To get a more detailed view of each product category you can click on the + on the left side which exposes an additional view with every single product. This gives you extensive information about the validity of each product (which can be changed by clicking on the symbol) and when it was last used. The symbol allows you to change a product manually from unused to in use. You should however be careful to not forget to set the validity accordingly if you want to change it to used. If you like to get more information about a product, you can click on the to open a popup window.

With the **»** symbol next to the quantity of a product you can open a menu to transfer one of the products to another transponder.

If the current RFID number was already reset before (see "Reset" chapter) the respective date of the archiving is also displayed. You can click on the date to get another version of the overview which shows all the details about the card before it was reset.

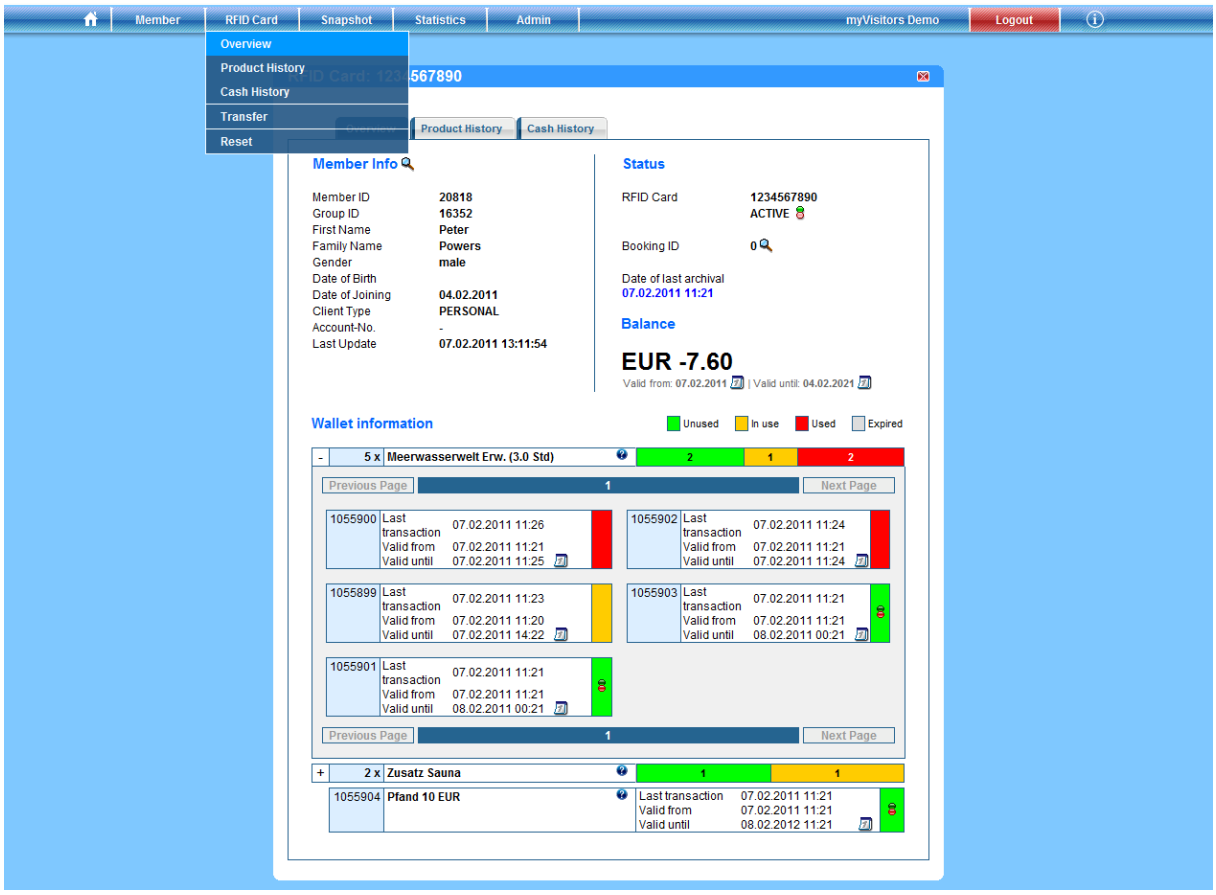


Illustration 10: RFID overview

Product history

The product history lists every action made by the current card except cash transactions since the last reset. For example you can find the purchase of a product, an entry into a specific area, information regarding the blocking of the card or the transfer of the card content to another transponder.

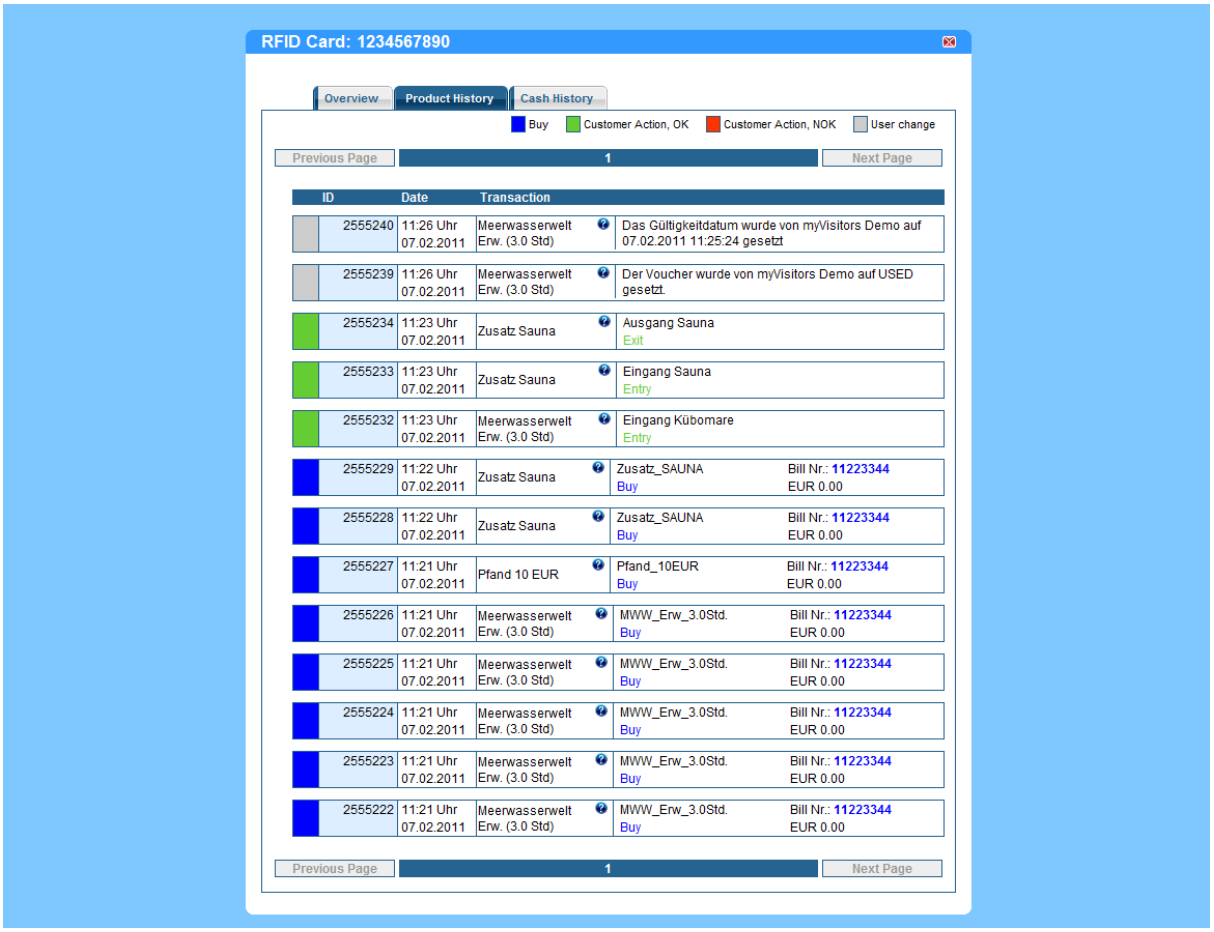


Illustration 11: Product history

Button functions

Show product information

Be clever

Just type the ENTER key on your keyboard and you jump directly to the screen for entering a new RFID transponder (illustration 9)

Cash history

The cash history lists all pure cash transactions like cash debits or deposits.

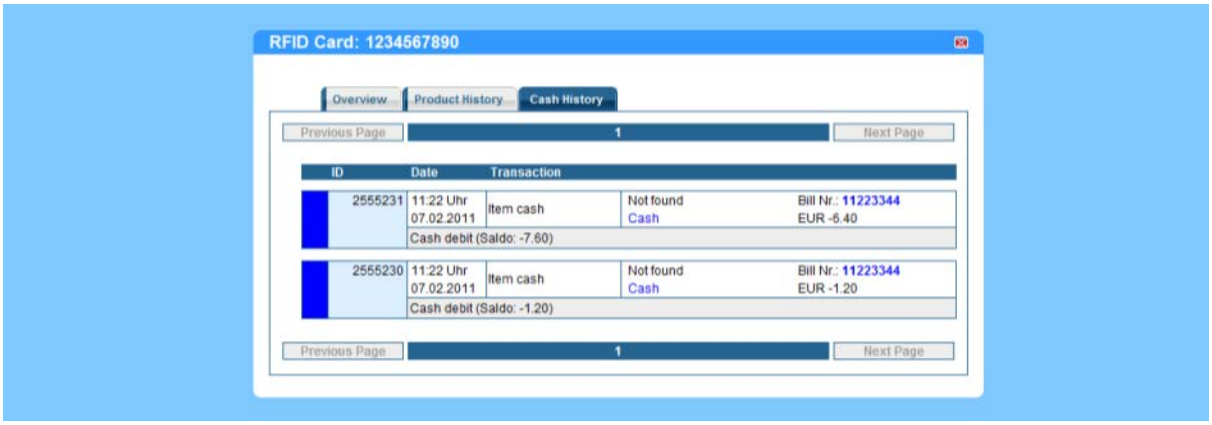


Illustration 12: Cash history

Button functions

Show product information

Transfer

If a card is lost or has to be blocked for other reasons it could be necessary to transfer its content to another transponder. To do this, please choose the “Assign” option in the RFID Card menu and enter the number of the original card manually or through a card reader. Afterwards you have to enter the number of a new card and confirm the transfer two times with the OK button. The content (product- and cash history as well as the balance and the loaded products) of the original cards gets completely transferred to the new card and only a product history entry regarding the transfer remains.

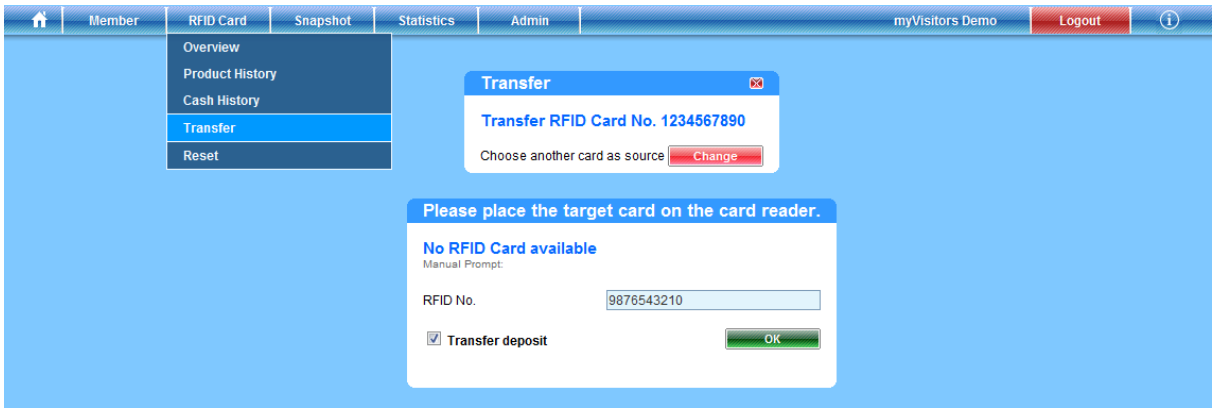


Illustration 13: Transfer the content of a RFID card to another

Important notice

With the „Transfer deposit“ checkbox, which is normally set, you can choose if potential deposit products and their transactions should be transferred too.

Button functions

Change — **Change** the current RFID card

OK — **Confirm** the manually entered RFID number

Reset

Transponders with single entries are automatically being reset by myvisitors if a device collects them at the exit. A transponder which wasn't reset automatically should be reset manually (the current data will be transferred to an archive and isn't visible in the active system anymore) prior to loading a new product on it. Otherwise it could be possible that the customer has access to areas of the facility for which he didn't pay.

The transponder can only be reset when there is no cash left on it and if no products with multiple entries are active anymore. To ensure that a transponder is inactive or used, the products on it have to be used which means that the customer has to enter and exit as many times as the transponder allows it.

Illustration 14: Reset RFID card

Important notice

An administrator can circumvent the restrictions by setting the "Deactivate conditions" checkbox.

Button functions

OK — **Confirm** the manually entered RFID number

Snapshot

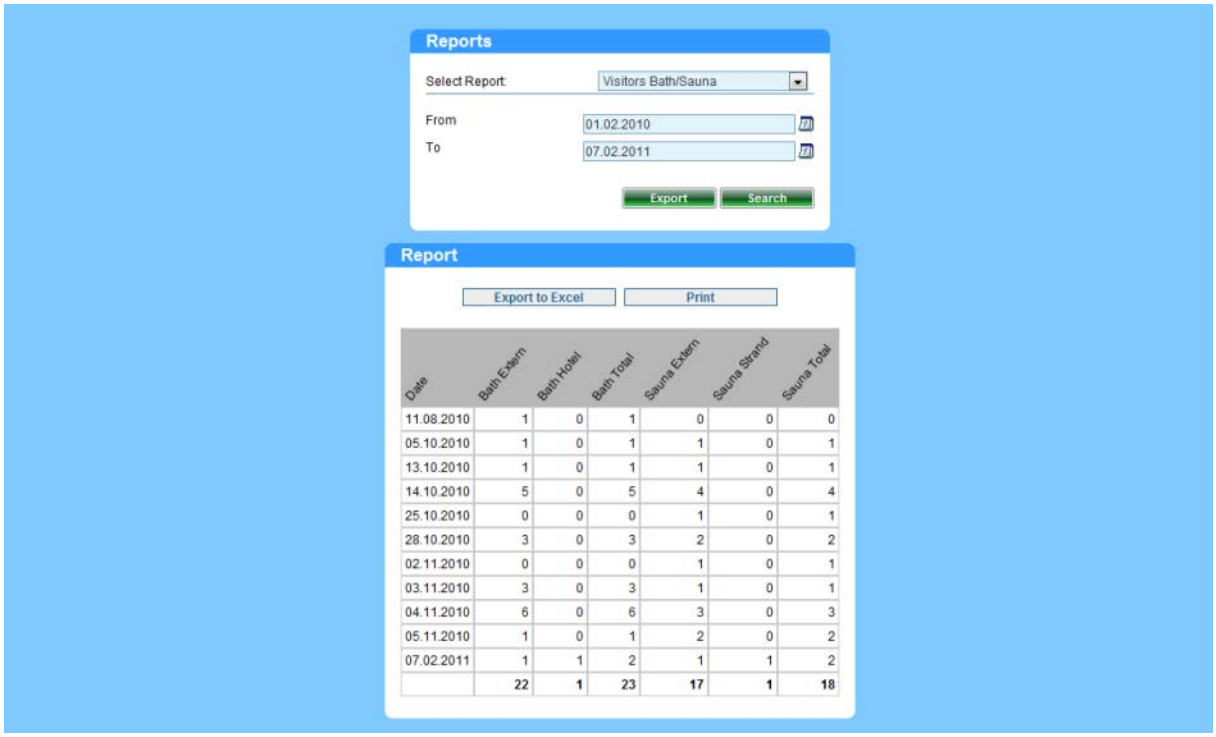
The snapshot shows an overview of the daily entries and exits and offers, depending on the desired configuration, different diagrams and tables to better visualize the visitor figures.

Illustration 15: Snapshot

Statistics

Reports

The reporting function of myvisitors is a flexible tool to provide reports of different kinds which can use information from a myvisitors- or Micros database. The result is shown in table form and can be exported to Excel or csv. Another option is the integration of reports created in Crystal Reports.



Date	Bath Extern	Bath Hotel	Bath Total	Sauna Extern	Sauna Strand	Sauna Total
11.08.2010	1	0	1	0	0	0
05.10.2010	1	0	1	1	0	1
13.10.2010	1	0	1	1	0	1
14.10.2010	5	0	5	4	0	4
25.10.2010	0	0	0	1	0	1
28.10.2010	3	0	3	2	0	2
02.11.2010	0	0	0	1	0	1
03.11.2010	3	0	3	1	0	1
04.11.2010	6	0	6	3	0	3
05.11.2010	1	0	1	2	0	2
07.02.2011	1	1	2	1	1	2
	22	1	23	17	1	18

Illustration 16: Reports

Button functions

Open the calendar to change the date

Export — **Export the chosen report**

Search — **Show the report** with the chosen parameters

Per time period

This feature contains statistics over a specific timeframe. You can set the start- and enddate of the time period.

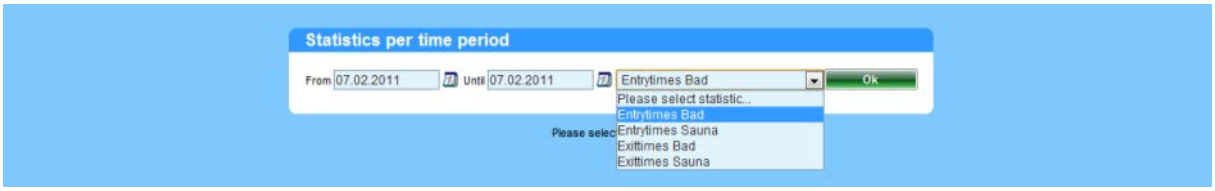


Illustration 17: Statistics per time period

Button functions

Open the calendar to change the date

Export the chosen report to Excel

OK **Show the report** with the chosen parameters

Card control list

Special validity statistics for value cards and subscriptions can be viewed or exported to the csv format. This makes it possible to identify invalid subscriptions or value cards and show details about all the cards in the system.

Illustration 18: Card control list

Button functions

Export the chosen report to Excel

OK **Show the report** with the chosen parameters

Member export

Members which were registered in a specific time period can be shown and exported to the csv format. You can either search for all members, only the invoice recipients or specific member groups.

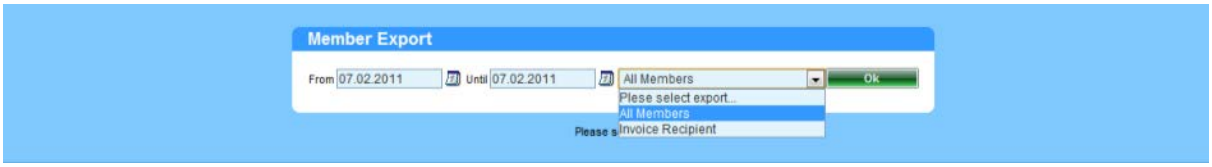


Illustration 19: Member export

Button functions

Open the calendar to change the date

Export the chosen report to Excel

OK **Show the report** with the chosen parameters

Admin

ePos

With ePos products can be loaded directly onto the card as long as a card reader is connected to the pc or the transponder number is known (for manual entry with a keyboard). It is also possible to load multiple products onto one card.

To do that you first have to choose between guest (e.g. member or hotel guest) and day ticket, select the appropriate products and their quantity and afterwards click on Load. As always you now have to enter the respective card number either manually or through a card reader and click on the OK button to confirm the transaction.

Guest cards will always be returned to the customer when he leaves the facility but day tickets will be withdrawn and recycled.

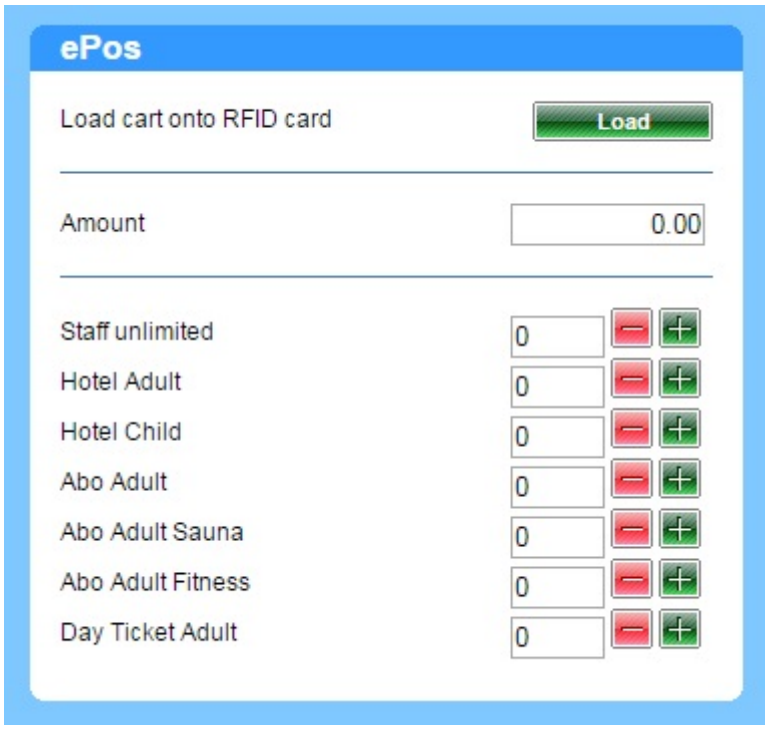


Illustration 20: ePos

Product management

To associate the myvisitors products with their Micros counterparts you have to use the product management. You can choose the myvisitors or the Micros POS product category and select one of their products. Then link it to the respective product or multiple products of the other category by using the arrow keys.

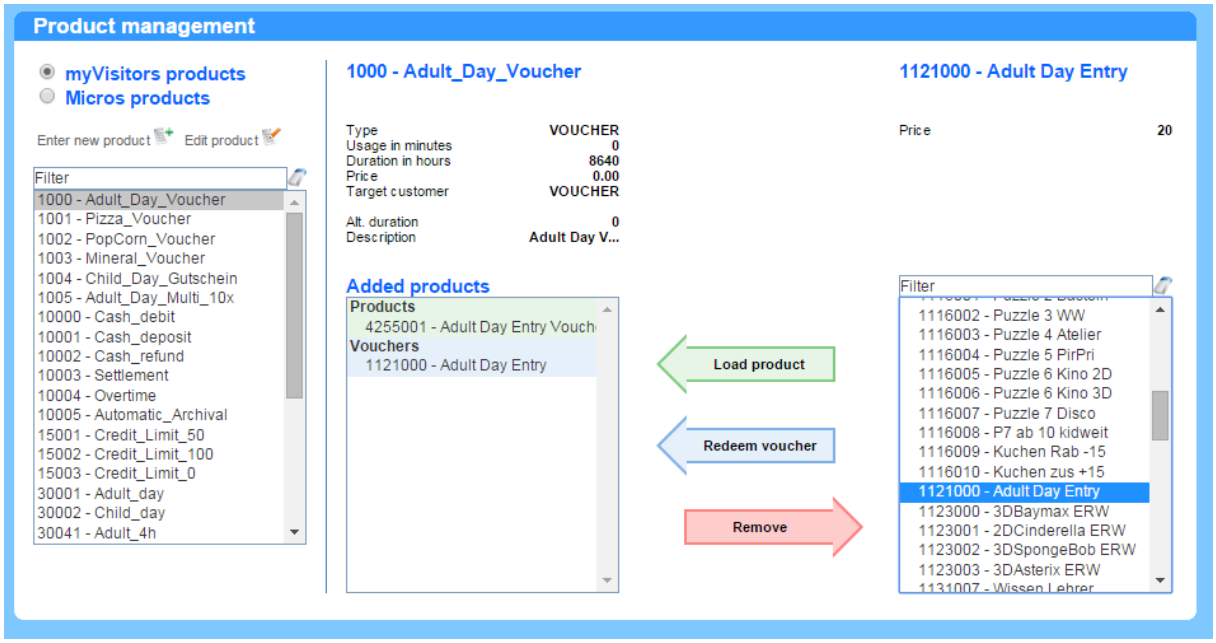


Illustration 21: Product management

If you like to edit an existing myvisitors product, you have to click on the symbol. To create a completely new product, you can use the symbol instead. Regardless of what you chose you will get to a form which lets you define several details about the product.

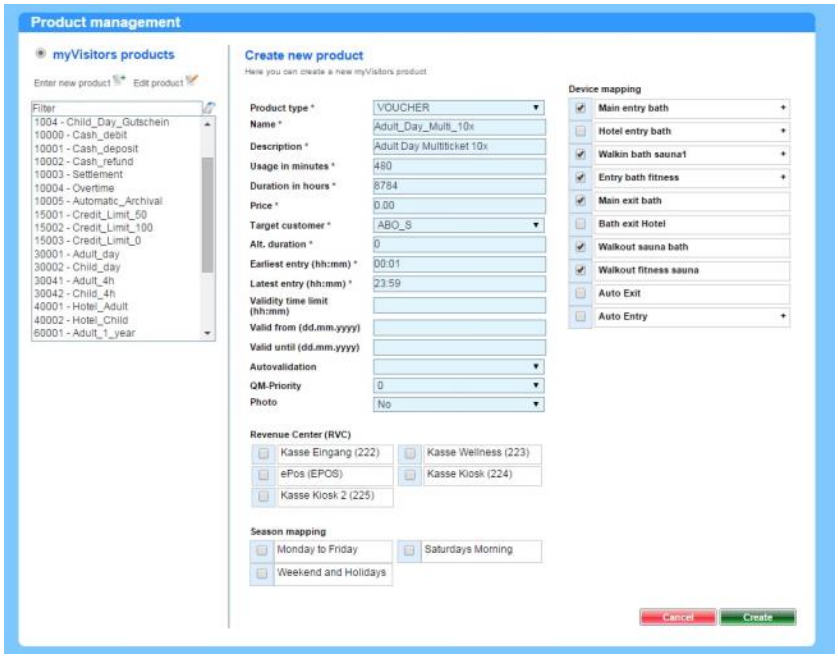


Illustration 22: Add / edit a product

Important notice

Changes in the product details and especially the device mapping can have severe consequences for the functionality of the system. Because of this every change in this section are logged in the database.

What every field in the form means, shall be explained below:

Product type	**WRONG & INCOMPLETE: Missing Type 6, etc…** Defines the type of the product. The most important product types are “Cash variable price” for use with consumables like beverages and edibles which are sold inside the facility, “Voucher” for an access product which allows only one entry, “Voucher Timebalance”, which allows a time-limited access but with possible interruptions, “Voucher type 3” with multiple Entries and Exits and Deposit to create deposit products. This field can only be edited when a new product is being created, it can’t be changed afterwards.
Name	Give the product a distinct name which is used internally.
Description	The description will also appear in the card details of the customer and should therefore be chosen carefully.
Usage in minutes	Determines how long a product is valid after the customer entered the facility (changes from „in use“ to „used“).
Duration in hours	Determines the duration until an unused product expires.
Price	The Price of the product. Normally this won’t be used because the price is decided by Micros.
Target customer	Defines the target group of customers who use the product. Is foremost used to determine the tariff of overtime fees, credit limit , lighting system for access, time equipment usage, access check validation, handling of TEAM, identification of vouchers and for statistical purposes.
Alt. duration	Alternative validity duration of a product in minutes. Should normally be identical to the entry for “Usage in minutes”. This is relevant when the POS allows different duration time with the same product depending of the day of the week or of the time of the day. Weekday: full day access for the price of a 3 hours access. This is triggered by the LEVEL in RES3700.
Earliest / Latest entry	These two values define when a customer can enter the facility at the earliest and at the latest respectively.
Validity time limit	Maximum validity of a product.
Valid from / until	These values define from and until which date a product is valid.
Autovalidation	The product will automatically be validated when it is loaded onto a transponder and set to active or used.
QM-Priority	This value determines the priority of a guest when he is getting enqueued by the queue management. The higher the value, the higher the priority.
Photo	Defines if a photo should be taken when the customer enters the facility.

Furthermore you can define through the device mapping on which entries and exits the current product should be valid. If there is no physical device present, “Autovalidate” has to be set to validate the product automatically when it gets loaded onto a card.

Revenue Center (RVC)	One or more specific RVC(s) like a bar, restaurant, or shop can be assigned to the voucher. Is a voucher assigned to one or more RVC(s), this voucher can be redeemed only at this/these RVC(s). For all other products the RVC mapping will be ignored!
Season mapping	Select one or more seasons to the product that will be used only pending the time period of each selected season.

Button functions

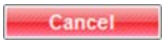
Add a new product

Edit an existing product

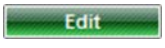
Reset the search input field

Link a product

Unlink a product



Cancel the editing of the product



Confirm your changes

Voucher mapping (Product management)

A voucher in myvisitors is a single use product (product type 3) whose target customer is VOUCHER (must).

When a voucher is configured for being sold at a POS, then myvisitors keeps the voucher product and at redemption, myvisitors sends to the POS the corresponding item product.
For this, it is necessary to have 2 mappings between the POS and myvisitors:
Mapping 1 at sale: POS voucher product <-> myvisitors product (type VOUCHER)
Mapping 2 at redemption: myvisitors product (type VOUCHER) <-> POS item product(s)

Example (related on the illustration 23):
At a POS a voucher will be sold
in our example: 4255001 - Adult Day Entry Voucher.
The POS voucher 4155001 will be linked to the myvisitors product 1000 – Adult_Day_Voucher. The product 1000 is of Target Customer VOUCHER.
At redemption: the POS will inquire myvisitors for any voucher(s) for the POS-RVC. In the example, myvisitors will return to the POS the POS product being linked to the myvisitors product VOUCHER 1000: 1121000 – Adult Day Entry.

How does the voucher mapping work from the perspective of myvisitors?

1. Select the myvisitors voucher you want to map with the POS article
2. Choose and select from the POS article list (right select box) from the voucher subgroup the voucher you will load to the selected myvisitors voucher (“Added products” select box).
3. Link the selected POS voucher to the myvisitors voucher on pressing the “Load product” arrow
4. Choose and select from the POS product list from the product subgroup the product you will redeem when the voucher will be validate
5. Press the “Redeem voucher” arrow to link the selected POS article to the subgroup voucher on the myvisitors selected voucher

Illustration 23: Voucher mapping

Post payment configuration

With the help of the post payment configurator a user with the needed access rights can add / edit or remove post payment prices for access products according to their Target Customer.
This allows to set the prices to be paid depending on the number of minutes exceeding the allowed time.
The global tolerance applies for exits where the guest can leave without payment. When the exceeded time is higher than the allowed time including the tolerance, then the overtime calculation applies from the allowed time (not from the allowed time plus tolerance).
After the overtime fees have been calculated, the allowed time of the product is automatically prolonged from the corresponding time and is the new allowed time.

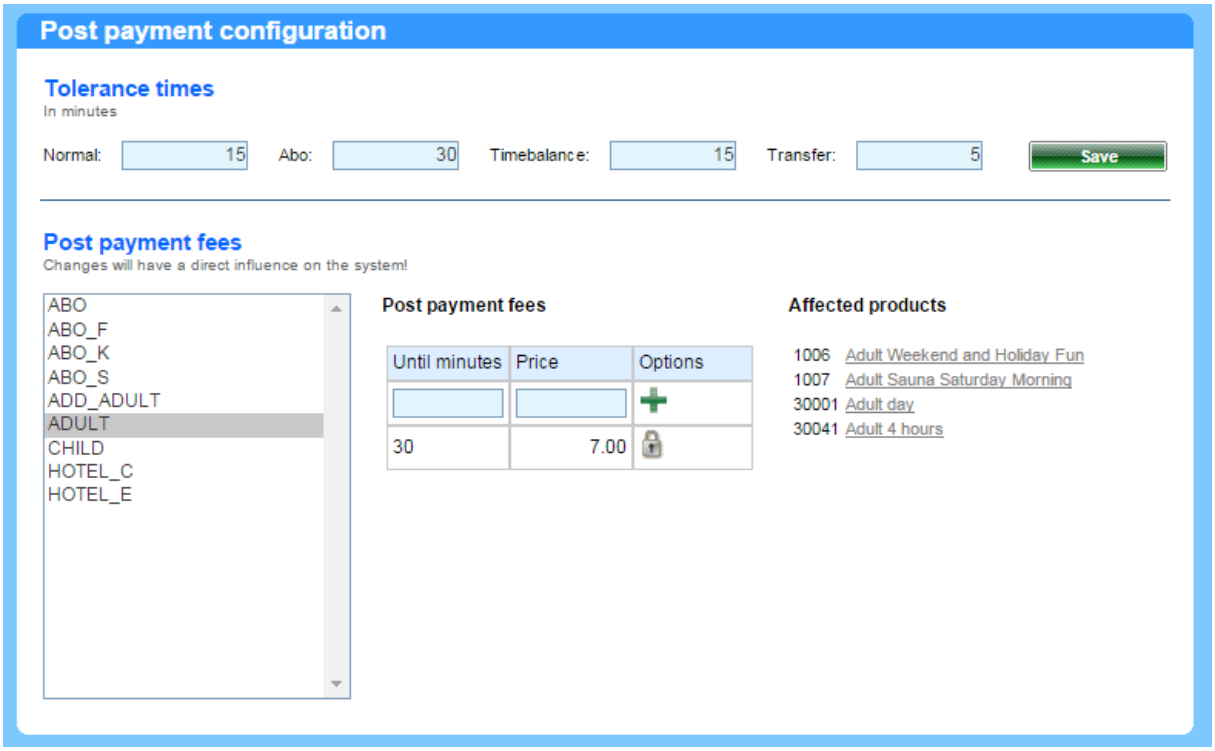


Illustration 24: Post payment configuration

What every field in the form means, shall be explained below:

Normal / Abo / Timebalance / Transfer	Defines the tolerance time of the products linked with these target customers after the expiration of the validity time
Until minutes	Defines the overtime steps in minutes. Depending on the amount of overtime (including tolerance time) the guest accumulates, the price (see below) for the next higher step will be charged.
Price	Defines the price that will be booked by entering into the defined overtime limit
Options	Action buttons for add / lock / unlock / accept and delete post payment fee for the selected target customer

Button functions

Add a new post payment fee to the current target customer

Save the tolerance times into the database

Lock / unlock / accept and delete post payment fee for the current target customer

Season management

In the season management the supervisor and user with administrator rights can create and edit seasons. A season determine a time period for validating affected products.

It is very important that the day rules are defined for each season. The day rules include the days on which the season (time period) will be active for the affected products.

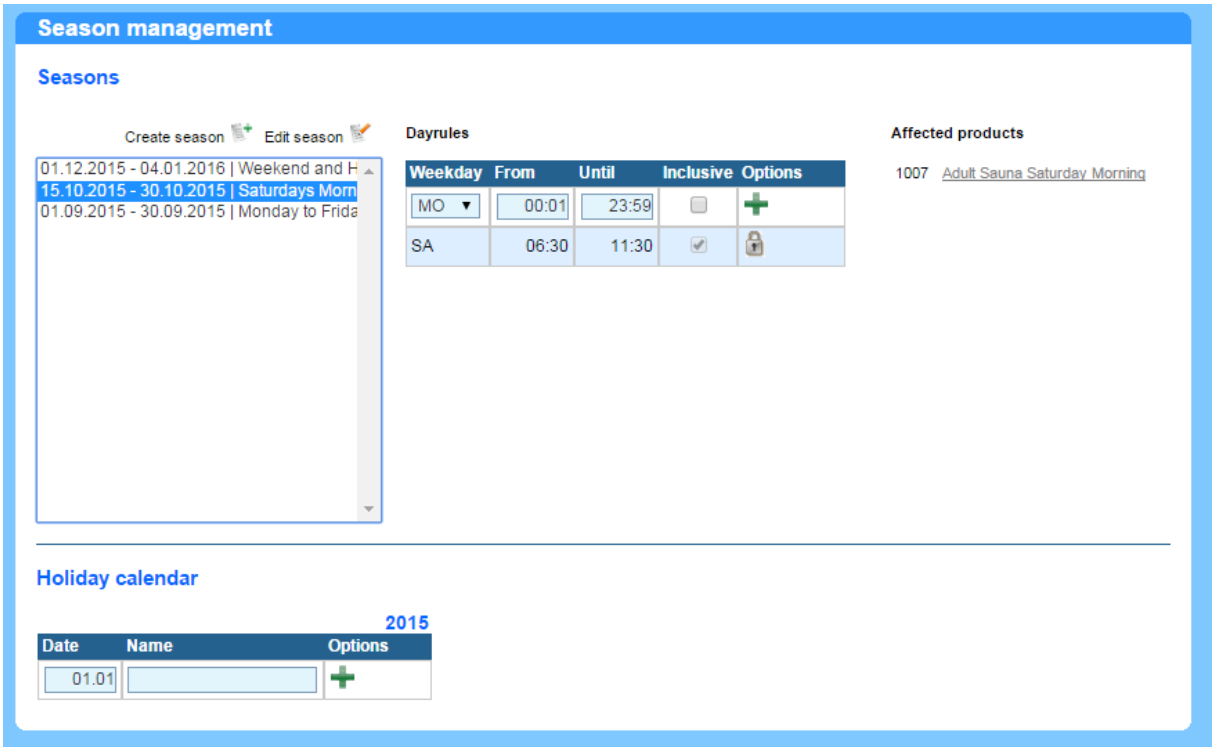


Illustration 25: Season management (overview)

Describe the meaning of the Weekday & inclusive, specially HC.

Button functions

Add a new season to the season management

Lock / unlock / accept and delete the current season

If you like to edit an existing myvisitors season, you have to click on the symbol. To create a completely new season, you can use the symbol instead. Regardless of what you chose you will get to a form which lets you define several details about the season.

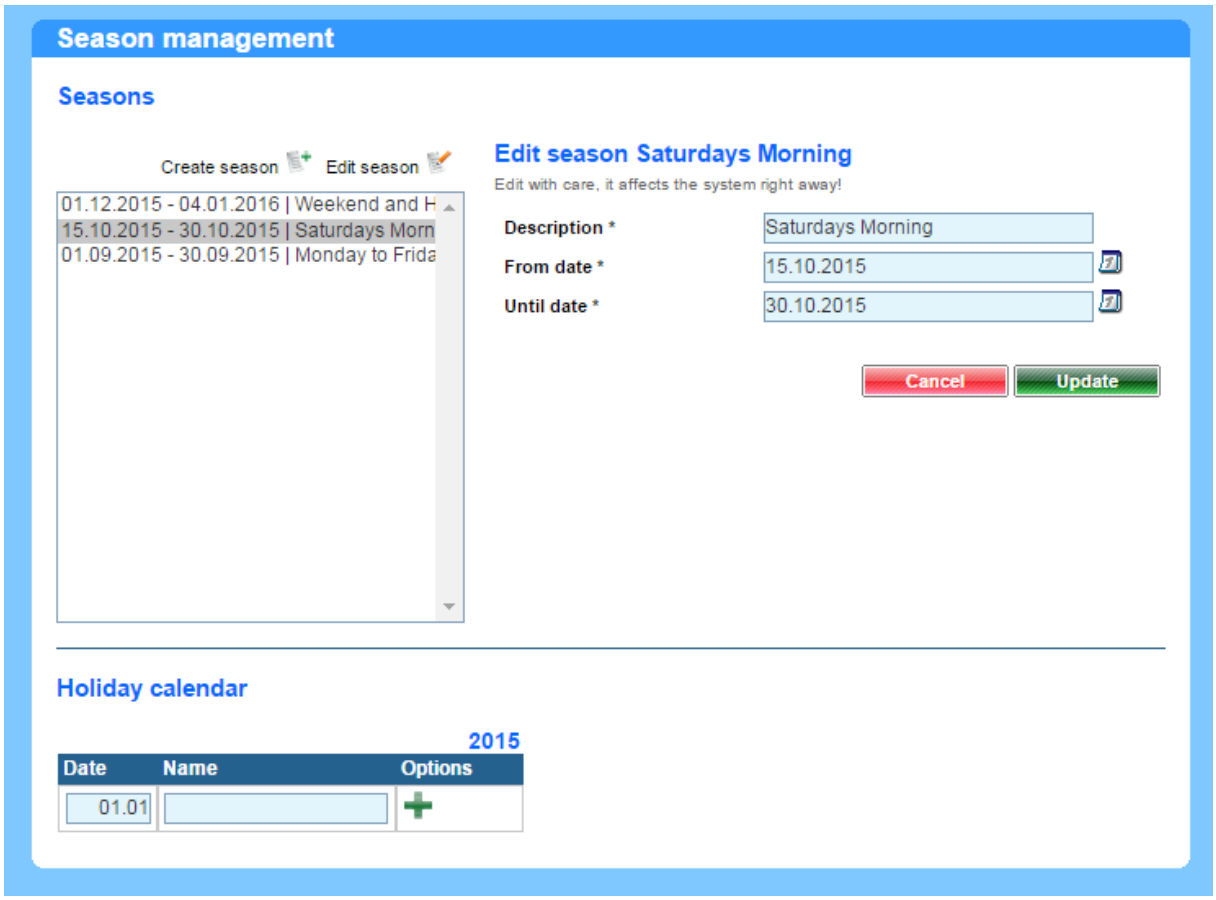
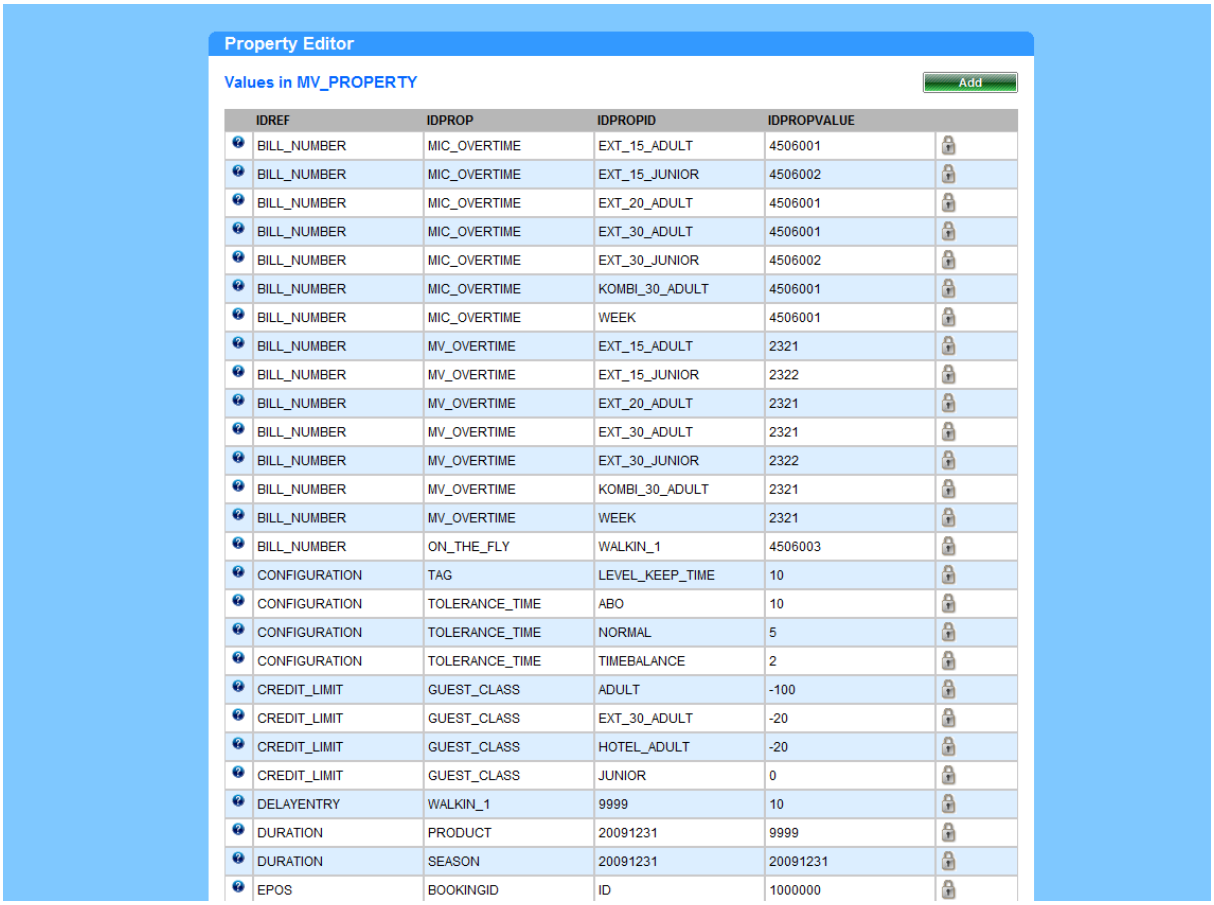


Illustration 26: Season management (create / update view)

Description	The description will also appear in the card details of the customer and should therefore be chosen carefully.
Valid from / until	These values define the time period the season is valid

Properties

With the help of the property editor a user with administrator rights can make changes to the „MV_PROPERTY“ table in the database directly from within the myvisitors web application. However this function should only be used by experienced users.



IDREF	IDPROP	IDPROPID	IDPROPVALUE
BILL_NUMBER	MIC_OVERTIME	EXT_15_ADULT	4506001
BILL_NUMBER	MIC_OVERTIME	EXT_15_JUNIOR	4506002
BILL_NUMBER	MIC_OVERTIME	EXT_20_ADULT	4506001
BILL_NUMBER	MIC_OVERTIME	EXT_30_ADULT	4506001
BILL_NUMBER	MIC_OVERTIME	EXT_30_JUNIOR	4506002
BILL_NUMBER	MIC_OVERTIME	KOMBI_30_ADULT	4506001
BILL_NUMBER	MIC_OVERTIME	WEEK	4506001
BILL_NUMBER	MV_OVERTIME	EXT_15_ADULT	2321
BILL_NUMBER	MV_OVERTIME	EXT_15_JUNIOR	2322
BILL_NUMBER	MV_OVERTIME	EXT_20_ADULT	2321
BILL_NUMBER	MV_OVERTIME	EXT_30_ADULT	2321
BILL_NUMBER	MV_OVERTIME	EXT_30_JUNIOR	2322
BILL_NUMBER	MV_OVERTIME	KOMBI_30_ADULT	2321
BILL_NUMBER	MV_OVERTIME	WEEK	2321
BILL_NUMBER	ON_THE_FLY	WALKIN_1	4506003
CONFIGURATION	TAG	LEVEL_KEEP_TIME	10
CONFIGURATION	TOLERANCE_TIME	ABO	10
CONFIGURATION	TOLERANCE_TIME	NORMAL	5
CONFIGURATION	TOLERANCE_TIME	TIMEBALANCE	2
CREDIT_LIMIT	GUEST_CLASS	ADULT	-100
CREDIT_LIMIT	GUEST_CLASS	EXT_30_ADULT	-20
CREDIT_LIMIT	GUEST_CLASS	HOTEL_ADULT	-20
CREDIT_LIMIT	GUEST_CLASS	JUNIOR	0
DELAYENTRY	WALKIN_1	9999	10
DURATION	PRODUCT	20091231	9999
DURATION	SEASON	20091231	20091231
EPOS	BOOKINGID	ID	1000000

Illustration 27: Properties

Button functions

Add — **Add new property entry**

User management

The user management allows administrators to edit or delete existing mvWeb users or create new ones. Important is the allocation of the rights level which restricts the rights of the current user according to his role. The lower the level is set the higher are the rights the user gets.

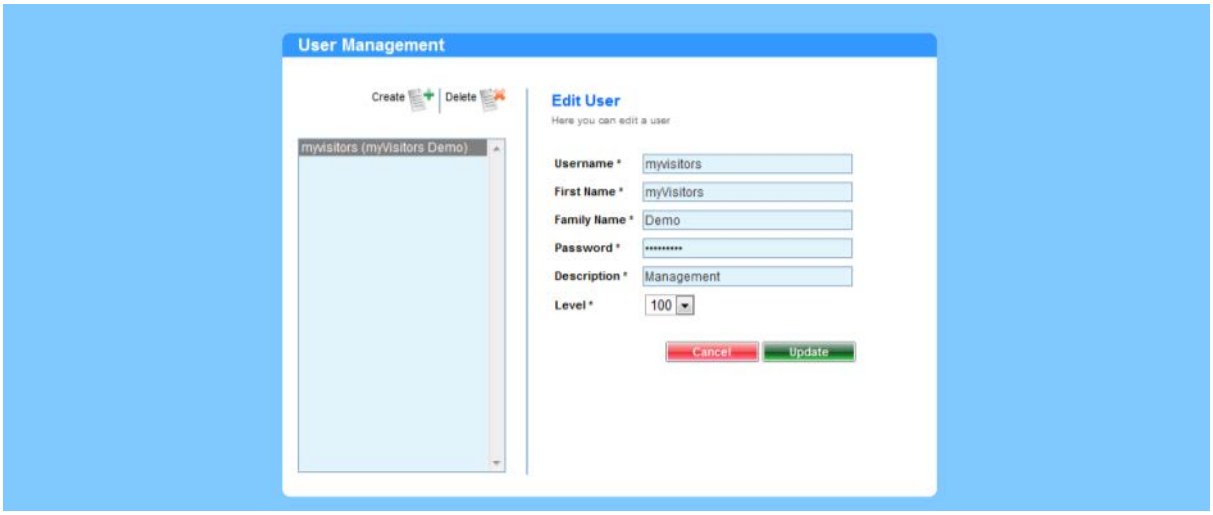


Illustration 28: User management

Important notice

An administrator can only create other users with the same or a lower level than his own.

Button functions

Add a new user

Edit an existing user

Cancel **Cancel the editing of the user**

Update **Confirm your changes**

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