Oracle® Hospitality Cruise Smart for Mobile Devices

Smart iCrew Configuration and User Guide

Release 7.30.876

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ORACLE®

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Preface

The Oracle Hospitality Smart iCrew (iCrew) is an application embedded with features such as quick check–in, luggage tracking, access to amenities, special requests, excursion bookings including attendees tracking as well as guest and group look up, guest comments, maintenance and housekeeping management. These features not only enables the Ship operator to render personalized services to its guest and visitors, and enhances the passenger's experience, it also increases the productivity of the crew.

Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Smart for Mobile Devices.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
March 2018	• Initial publication.
July 2019	• Added User Access Controls

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the iCrew module.

Prerequisites

- Latest iCrew scripts obtainable from Oracle Customer Support.

Supported Operating Systems

- Apple iOS 10 and above.

Supported Hardware

- iPad
- iPad Mini 4
- iPod Touch

Compatibility

SPMS version 8.0.4, 7.30.876, 7.0.60 or later.
For customers operating on version 8.0.4 and below, database upgrade to the recommended or the latest version.

1   Purchasing the Application

The iCrew application is purchased and downloadable from Apple Store.
In the App Store, search for **Oracle Hospitality Smart Crew** to download and install.

Visit https://vpp.itunes.apple.com/us/store for more information on volume purchase.

2   Setting up the Device

The iCrew is a native iOS application intended to run on iOS 10 and above, and the recommended devices are iPod Touch and iPad.

Device Configuration

In order to configure and use the iCrew application, connect your iOS device to the internet and download the application from Apple Store.

Upon successful installation, navigate to **Settings, General, Device Management** page to grant the trust to the application. Under the **Enterprise App**, select the **Oracle Corporation (Ent 2)** and grant the trust. Once the application is trusted, the iCrew Application will show as "Verified". If the application could not be verified, delete the application and re-download.
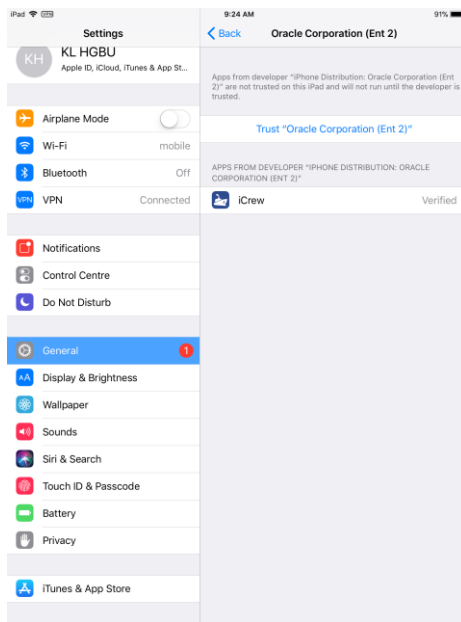
Figure 2-1 - Verifying the application

SPMS User Access Rights

Before you begin using the app, you must have a valid SPMS user login with the appropriate iCrew access rights and here are the steps to create a user.

1. Login to **Launch Panel** and select the **Utilities** tab.
2. Double-click the **User Security** module.
3. Select the **Security Group** from the left panel.
4. Under the **List of Security Access**, select **ICrew** from the drop-down list.
5. Grant the user rights by checking the respective **Privilege** check boxes.
6. Click **Exit** on the ribbon bar to return to the Launch Panel.

iCrew App Settings
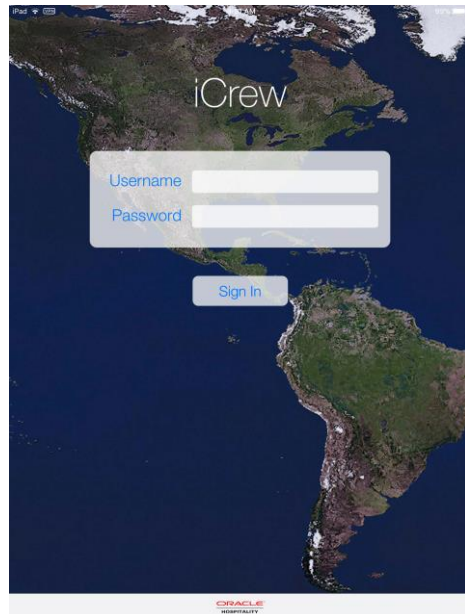
Figure 2-2 - iCrew Login Page

1. Launch the application on the device Home page.
2. Enter the username and password, and then click **Sign In**.
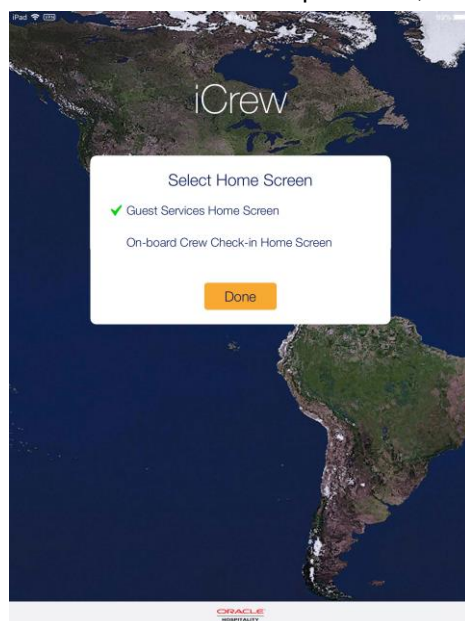
Figure 2-3 - iCrew Home Page

3. At the **Select Home Screen** prompt, select the default home screen to launch and then press **Done**.
4. Press the **Menu** option at the top left of the application Home Page, then select **Settings**.
5. The default application features are automatically set to **Enabled**. Slide the button to turn the features on/off. See below table for details.
6. Press the **<Back** button to return to the application Home page when done.

Table 2-1 - iCrew Settings

iCrew Settings	
Service	
Services	Web Server of SPMS Transactions Service
SilverWeb	Web Service for example Bkstg_dining DB schema
Request Timeout (sec)	Time out for connecting SPMS Transactions Service
Design	
Show iPod / iPhone design	Disable when using iCrew in iPad
Show RFID design	Enabled if embedded with RFID features.
Live Camera enabled	Enables a live camera preview of Check-In search result if no guest photo exists for fast picture taking.
Fast Picture	Fast picture taking
Show Memory Usage	Display Memory usage on screen.
RFID Settings	
RFID Active Cards	Quick Encode mode related setting: If True, Only allow to copy (encode) active cards belongs to the valid guests on board.
HK Section Validation	Quick Encode mode related setting: If True, Only allow to copy (encode) guest cards belongs to the Housekeeping (HK) section assigned to this crew member.
Linea Idle Timeout	To save Linea sleeve battery energy, enabling this setting to 5 or 10 minutes will turn Linea sleeve scanner into off mode based on IDLE timeout interval.
Sign In	
Save Login and Password	User does not need to enter login id and password after logout
Messages	
Vibration	Turn on vibration when login user received a message
Notification	Turn on to show message delivered
Default Subject	Show subject of the message
Update	Refresh the message flow every x minute
Task Overview	
Status Colour Mode	SPMS Task Colour or Cabin Status Colour
Hide AME/SRT Data	Hide/Show Special Request or Amenity data in Housekeeping section
Enable Delta Mode	HK tasks overview information can be delivered in "delta" mode with every automatic / manual HK tasks overview screen refresh, for example, to return only the HK tasks changes based on last refresh data and time, and to save bandwidth where it is required due to network speed / limitations.

iCrew Settings	

	Applies to next web service SearchHouseKeeping method parameter:

pdChangeModDate	Date	Last Changed Date from the last refresh from iCrew

Offline Mode	
Synchronization	Synchronization for the Offline Work Order, Guest Comment, Housekeeping
Log Out	
Local Idle Time Out	Logout after x minute of idle
Image Quality	
Guest	Guest photo saved quality
Other	Saved quality of other images such as work order, housekeeping and guest comment.
Signature	Signature image saved quality
IMedia	
Bar Code Reader	Barcode reader device
Credit Card Reader	Credit card reader device
Default Printer	
Full Invoice	Default printer for guest invoice
Individual Invoice	Default printer for guest invoice
Bill Image	Default printer for bill image
Credit Card Receipt	Default printer for credit card receipt
Linea Barcode Settings	
Barcode Scan Mode	To support different available scan modes. In Linea Motion control for example is to save energy, to turn on laser only if there is any card containing the bar code movement detected. It is also possible to have bard code always turned ON, or when OFF, it rely on the user to click on Linea or Verifone sleeve bar code scan button when it is required to scan a card.
Linea Kiosk Mode	Linea sleeve requires this setting enabled when it works in Kiosk mode. In this mode Linea is always charging by using a different cable (there is a special cable for Linea in Kiosk mode available on market) so it is important for hardware to know
Gangway	
Display Guest Information	Show guest details in Gangway
Passport	
Mask Passport Number	Enable masking for passport number
Auto Increment	

iCrew Settings	
Enable Auto Increment	This is for Work order maintenance so that created WO document number receives auto incremented value by default.
Auto Increment Value	Work order document No Auto incremental value shift (normally 1).

Creating a Configuration Profile and Web Clip

1. Open Apple Configurator 2 in your machine (macOS), select **File**, and then click **New Profile** to create a new profile.
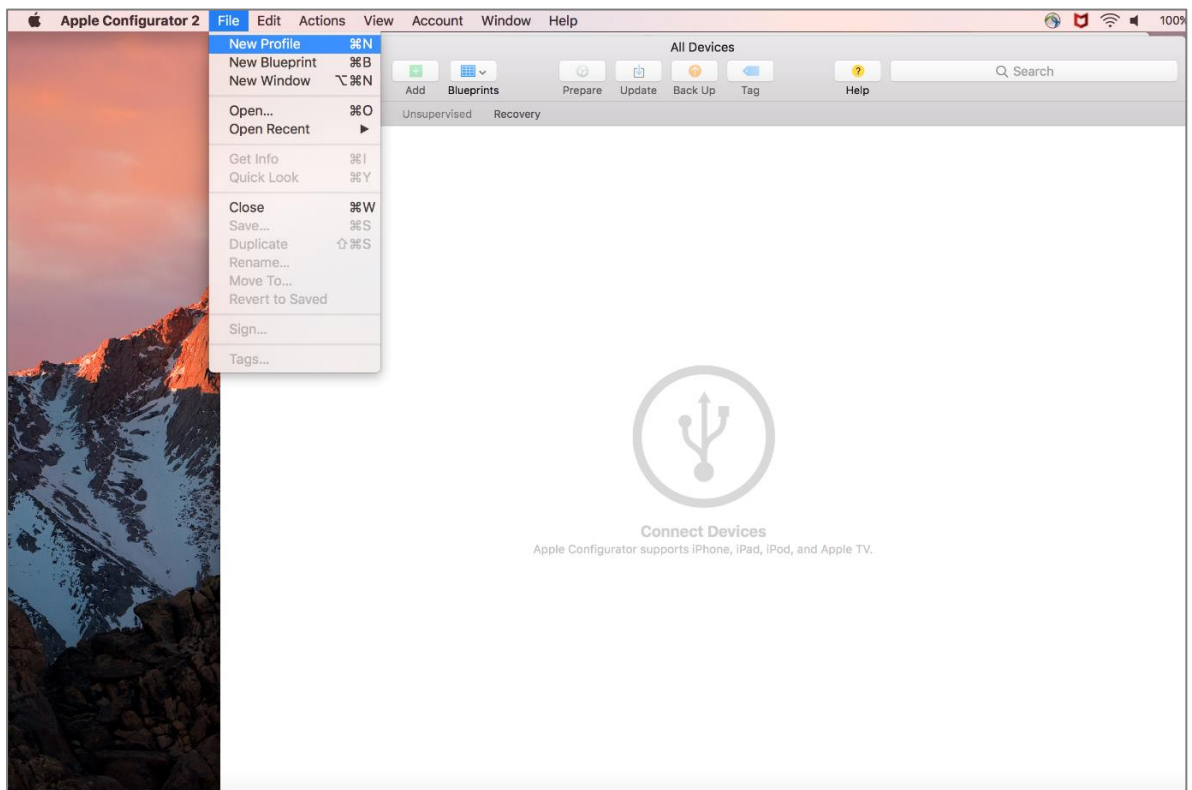
2. After creating the Profile. Enter the following details on the General tab:
   - Name
   - Identifier – This should be unique or different from the profiles you installed on the devices.
   - The remaining fields are optional.
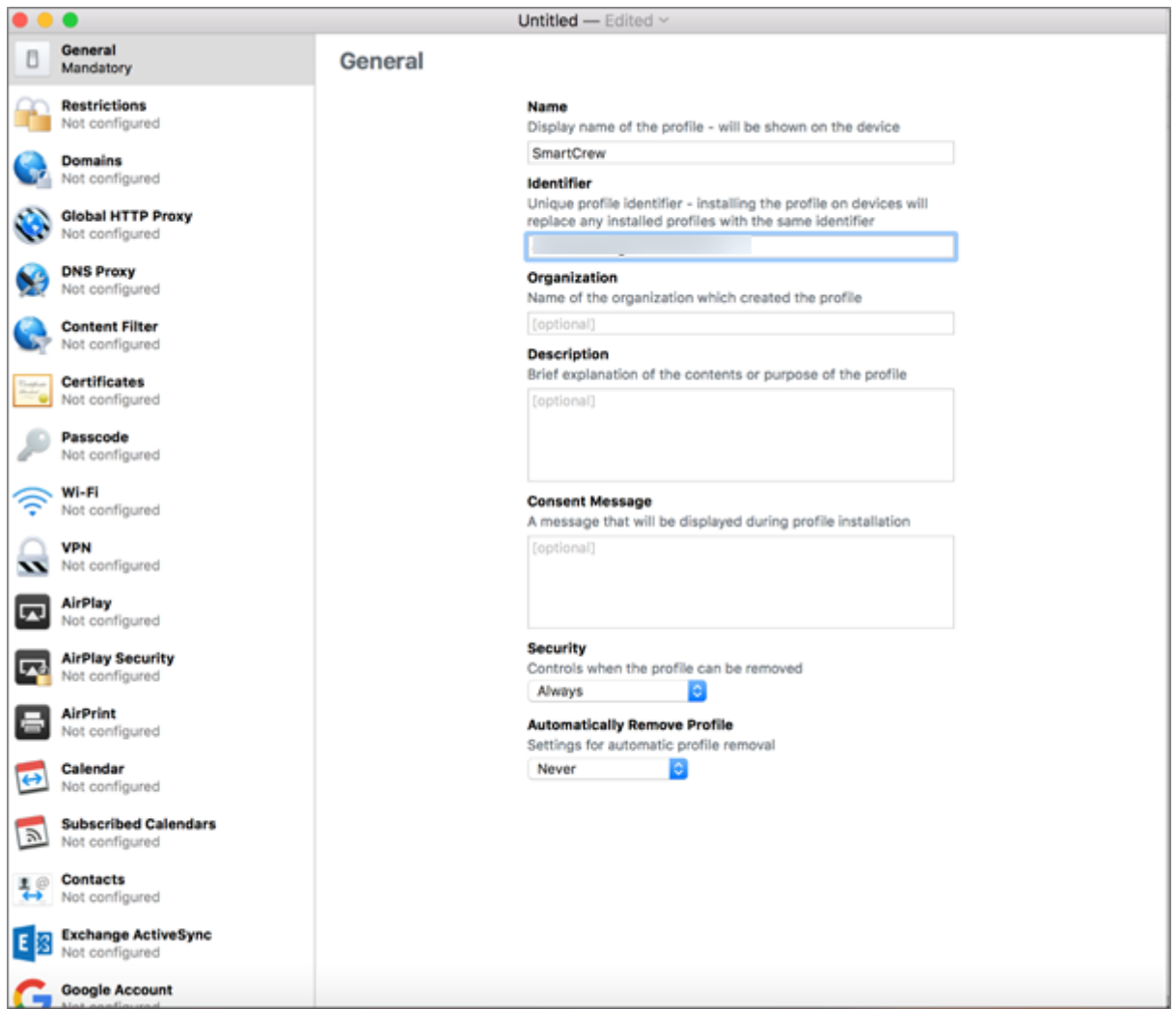
3. If you are using a secure (https) connection, select your root certificate. This will be installed on the devices along with the Profile.
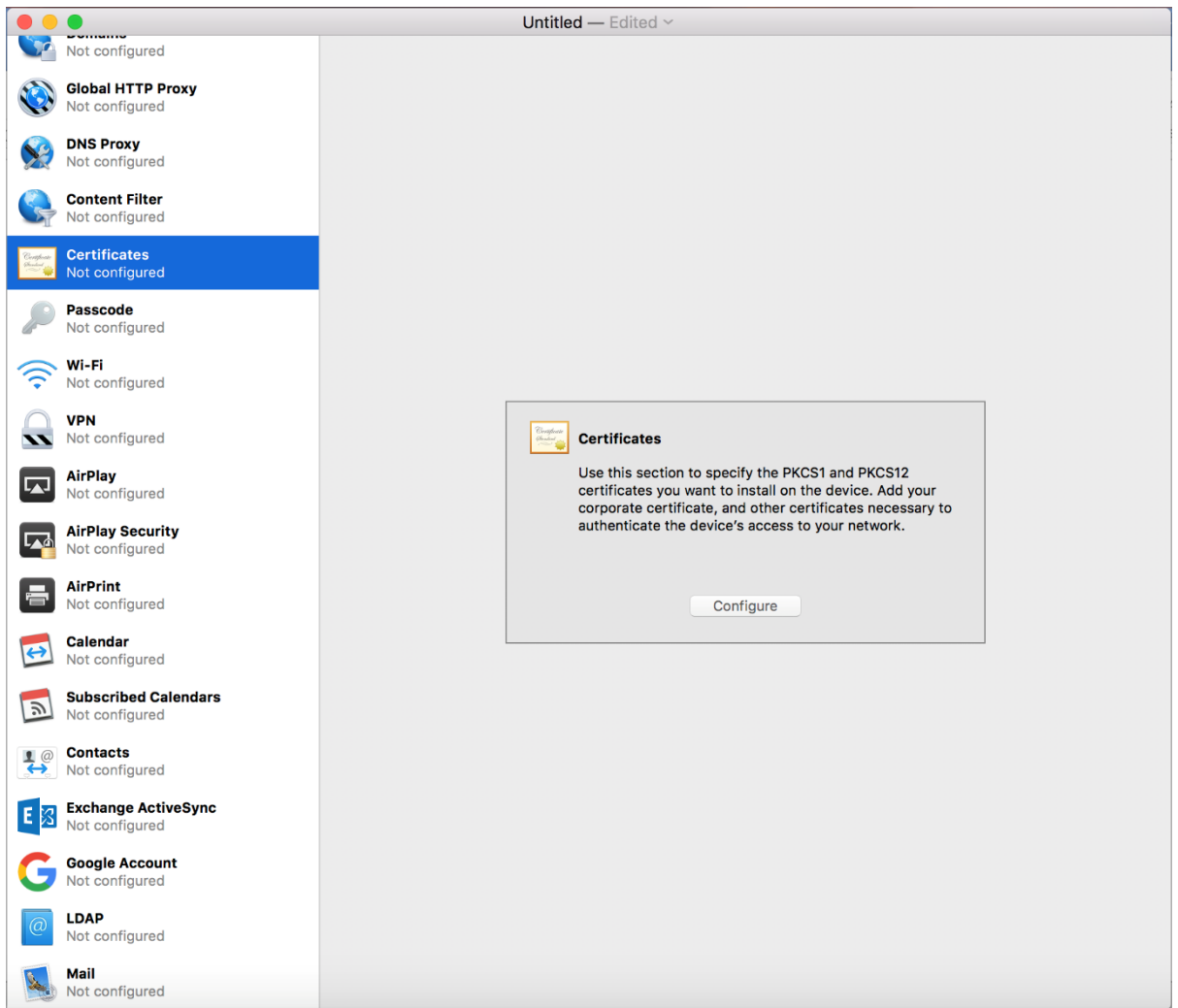
4. Scroll down the left panel and select **Web Clips**. Click on **configure** in the right panel.
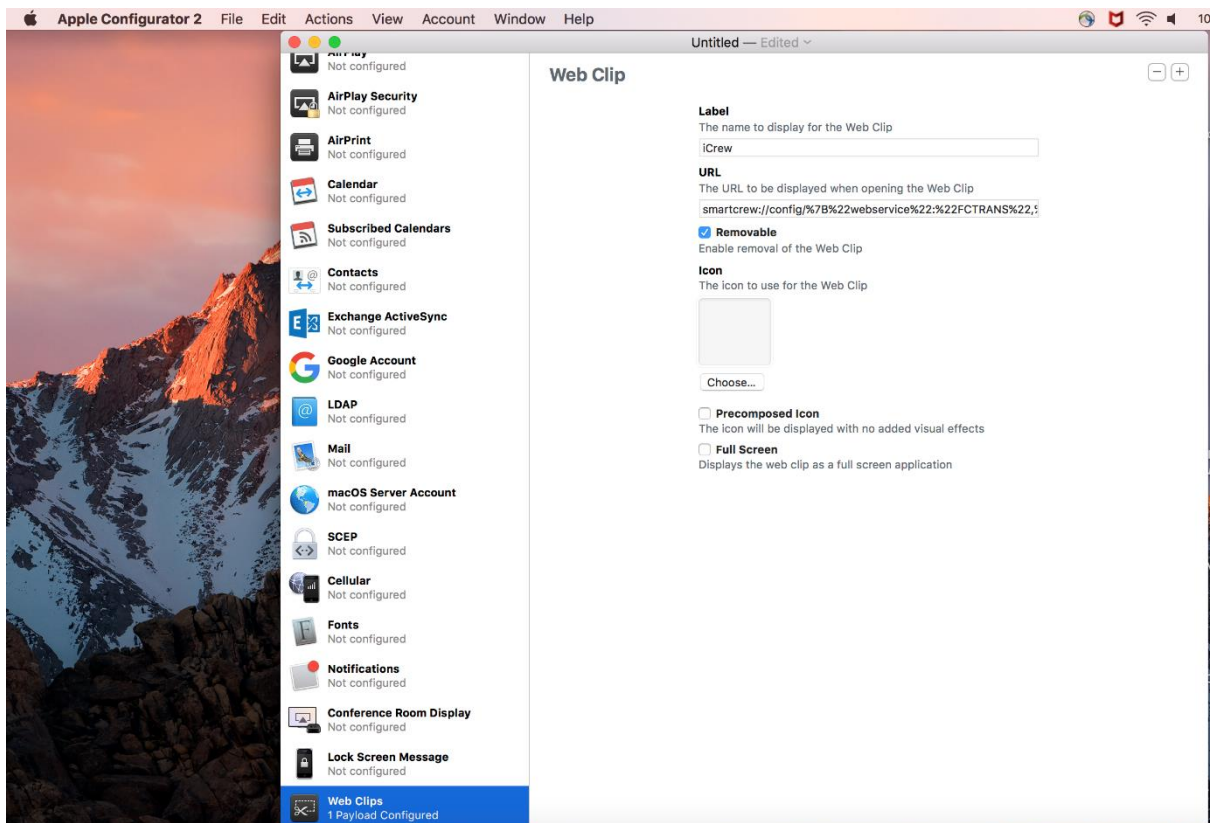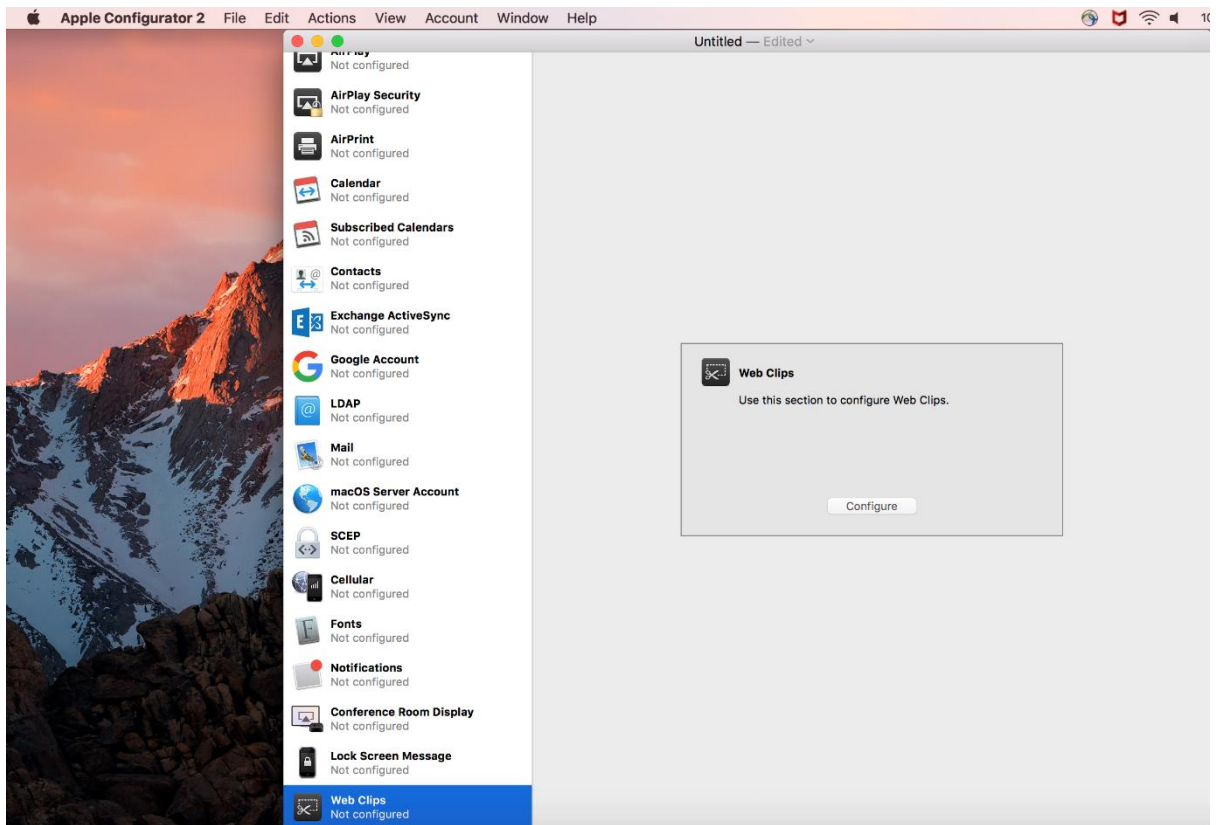
5. Enter the following details for Web Clips tab.

   - **Label** – Enter the display name for the Web clip.

- **URL** – Enter the services endpoint url of your SPMS server. Use the url in the format mentioned below:

smartcrew://config/%7B%22webservice%22:%22FCTRANS%22,%22url%22:%22<mark>http ://HOST NAME/FCTransactionsService/FCTransactionsService.asmx</mark>%22%7D

Replace 'HOST NAME' in the highlighted URL part with your actual server name or IP of the IIS Server. If you use SPMS 8, replace 'FC' with 'OHC' (only in the highlighted part, 2x) as the name of the web service changed in that version. If you use a secure connection and have added your certificate earlier in the process, replace 'http' with 'https'.

6. Save the file after making the changes.

3   Guest Services

The Guest Services page hosts functions such as Guest Lookup, Group Lookup, Check-In Services, Guest Comments and Add-on Apps.

Navigating through the Guest Services page.

Figure 3-1 - Guest Services page

≡	Opens the menu panel.
ⓘ	Displays the information of user currently login.
↻	Refreshes and download the new cache
⇥	Logout from the current session

Guest Lookup

The Guest Lookup function allows you to look up a guest information by scanning the Set Sail Pass or search using a cabin number, name or booking number.

1. At the Home page, press the **Guest Lookup** button.
2. At the bottom of the Guest Lookup page, select the type of guest to search.
3. To search guest using a bar code scanner, press the **Scan** button. This also enables the camera function.
4. To search by name, cabin number or booking number, enter the information at the **Search bar**, and then press the **Search** button on the keyboard.
5. Use the **Advanced** button to search by Embarkation Date, Cabin Category, Nationality, VIP Status or Loyalty Status.

Figure 3-2 - Search Results

6. Selecting the name opens the **Guest Details** page. To edit the information, tab or slide to the right of the selected field and then press the **Edit** button.

Figure 3-3 - Guest Details page

7. Select or enter the new information and press **Done**.

8. Press the **Save** button at the top right of the page to save the information and return to the previous page.

9. To delete or clear the field information from the Guest Details page,

- Slide to the left and then press the **Delete** button
- Tab on the big X on the top left in the Edit window to clear the filed.
- Use the keyboard back button on direct edit fields.

Editing Guest Information

1. Repeat the above step 1 to 5.

2. At the Guest Lookup list, select from the option on the right, for example **Payment Config**.

3. To add an item, press the **"+"** next to the button.
4. To delete an item, press and slide to the left until you see the **Delete** button.

Invoice Statement / Adding a Posting
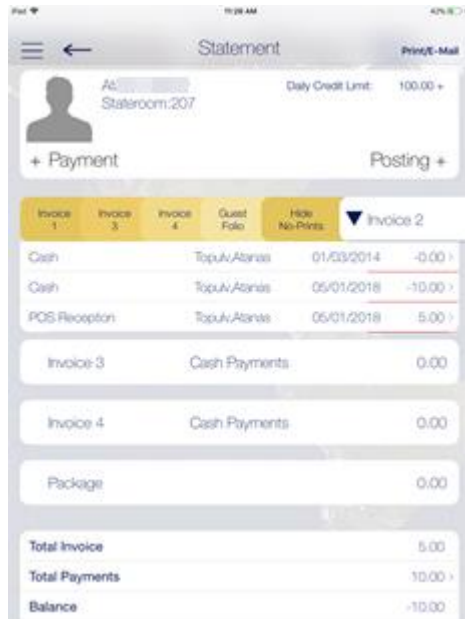
Figure 3-4 - Guest Lookup - Statement Page

1. Repeat the above step 1 to 5.
2. At the Guest Lookup list, press the **Invoice Statement** button on the right.
3. At the Statement page, press **Payment** to add a payment or **Posting** to post a charge.
4. Select the payment method and the invoice, then insert the amount and press **Pay** or **Pay & Print** or **Post to Account**, depending on the selection in step 3.
5. To move a payment/posting to another invoice, view the guest folio or hide the posting from printing, press and slide to the right and then select the invoice to move to.
6. Pressing the arrow next to the invoice expands the invoice details.
7. Select **Print/E-mail** at the top right of the page to print or email.

Adding Luggage Tag

1. Repeat the above step 1 to 5.
2. At the Guest Lookup list, select Luggage from the Services option on the right.
3. Select the luggage tag filter and press Tracking Info or History to view luggage status.
4. Press **Add new luggage** to scan or input a new tag id manually.

Group Lookup

The function in the Group Lookup is similar to Guest Lookup.

1. At the Home page, press the **Group Lookup** button.
2. At the bottom of the Guest Lookup page, select the type of group status such as Checked In, Expected, Checked Out or All.
3. At the search bar, enter the group name or ID.
4. To view the group information, select the group name from the result list.

5. Pressing the **Group Name** on the Group Information page displays the Cruise Details.

6. Pressing the **Group Members** option displays the member's name and cabin number.

7. Selecting the member's name or cabin number displays the booking and personal information.

8. Press **Edit** at the top right of the Information page enables you to edit the booking information.

9. To view other information such as Group Discount, Group Routing and Group Invoice, select the option under **More Information** section.

Check-In Services

The Check-In Services has features such as Check-In, Template Overview, Statistic Overview and Group Information.

Check-In

You can search for guest reservations, update guest information, take a guest photo and check the guest by using the Check-In Services features.

1. At the Home page, press the **Check-in Services** button.

2. At the **Check-in Services, Mobile Check-In** section, select **Check-in**.

3. Select the check in status to display. For example, Embark Today or Expected.

4. Insert the name into the Search bar and press the **Search** button on the keyboard, or use the **Advanced** button to search using the Embarkation Date, Cabin Category, Nationality, VIP Status or Loyalty Status.

5. Press the **Start Wizard** to check in using the Wizard mode. To use the Wizard mode, you are required to select a guest or multiple guests before proceeding.

6. In the Wizard Step 1 – Immigration page, press the **+Scan Document** to scan travel document. This launches the camera function for scanning.

Figure 3-5 - Check In Services - Wizard

7. Before navigating to the next page, ensure the mandatory fields highlighted in pink contains a valid information.

8. Press the **Visa/Address** tab at the top of the screen to navigate to the next page and insert the necessary information.

9. Press the **Onboard Account** to add the payment information by pressing the **+Add Credit Card**, and then insert the credit card details and press **Save**.

10. Press the **+Pays For** or **+Paid By** to add a routing instruction. Select the guest and then press **Save**.

11. Press the **Take Photo** button to take a new photo.

12. Press the **Finish** button to complete the registration and then press the **Continue** button at the top right corner of the page to exit the wizard.

Mobile Template Overview

The Mobile Template Overview enable you to add a new template and define the mandatory fields used in each form.
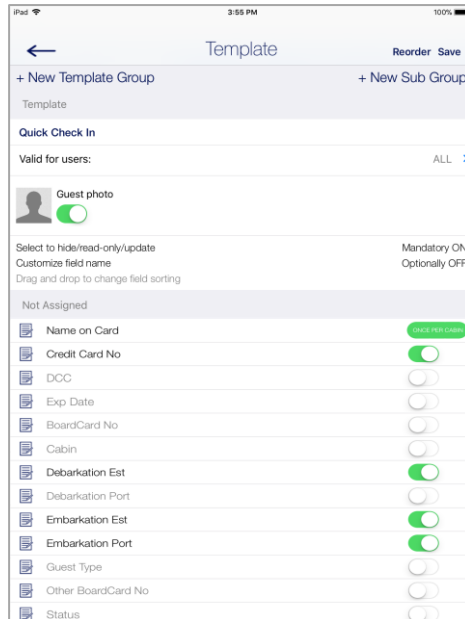
Figure 3-6 - Mobile Template

1. At the Home page, press the **Check-in Services** button.
2. At the **Check-in Services, Mobile Check-In** section, select **Mobile template overview**.
3. In the Template Overview page, press the **"+"** to add a new template.
4. Insert a template name under **Template**.
5. At the field name, slide to enable the field as mandatory.
6. Pressing the **Reorder** navigates to the Reorder page, which allows you to order the fields shown in Wizard page.
7. Press **Save** at the top right of the page.

Statistic/Overview

The Statistic Overview displays the Check-In Status, Check-Out Status, Check-In Statistic and Transit Guest.

Check-in Status: Displays the number of reservations, actual checked-in and remaining check in.

Check-out Status: Display the number of expected check out, actual check out and remaining to check out for the day.

Check-in Statistic: Displays the statistic of check-in.

Transit Guest Overview: Lists the guests that are in transit from current cruise to the next.

Group Status
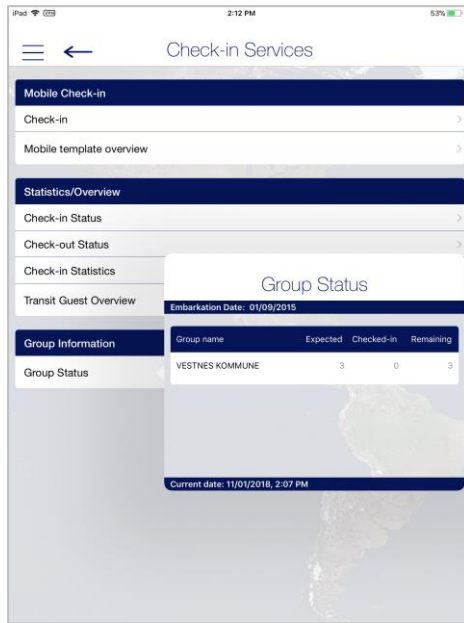
Figure 3-7 - Group Information, Group Status view

This section displays the number of expected and actual check-in for the group.

Guest Complaints/Comments

The Guest Complaints/Comments function provides an overview of a number of comments resolved and yet to be resolved, and adding a new comment.
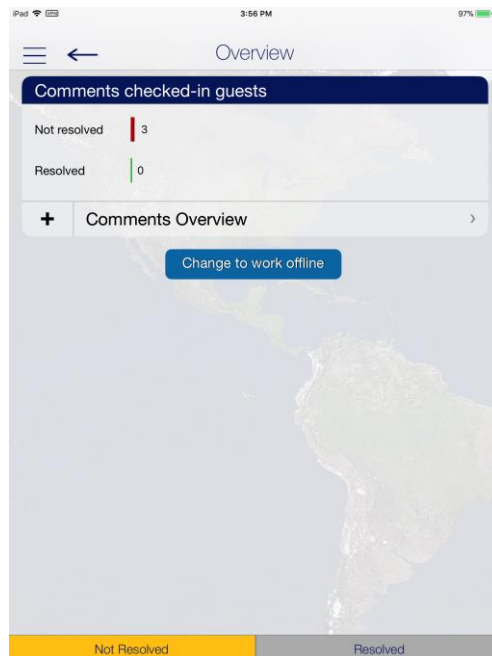
Figure 3-8 - Guest Complaints/Comments

1. At the Comments page, press **Comments Overview** button.
2. Press **"+"** besides the **Add New Comment** button to launch the wizard.
3. At the Guest Selection page, press **Search Guest** and look up for the guest and then press **Save**.

4. Select the Comment criteria from the **Comment for** section and then press **2.Comment**.

5. Select the **Comment Code** and **Comment Category** from the menu and press **3.Details** at the bottom of the page.

6. Select an option when prompted to overwrite the description with the default text.

7. Enter the description and remarks in the field provided, press **Return** on the keyboard and then select tab **3.Details**.

8. At the **Details + Finish** page, select the report type, urgency, sensitivity, need to resolve by and department involved from the options list.

9. Insert the reported by, cost and external code if any.

10. Press Finish to complete the comment.

Advanced Search

The Advanced Search function searches for comments based on the criteria entered.

1. At the Comments Overview page, press **Advanced**.

2. Select the search criteria from the available options and then press **Search**.

3. A summary of comments is displayed at the Comment Overview page. Select the comment to expand the view.
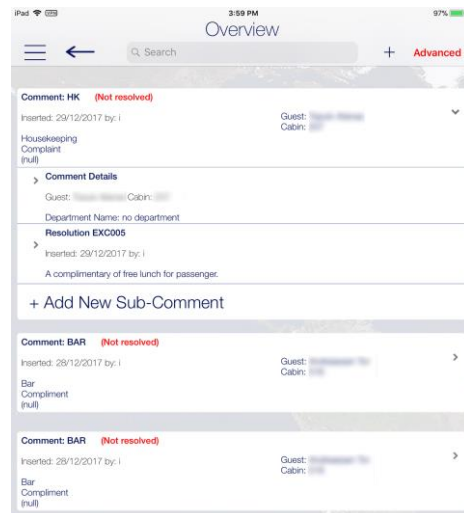
Figure 3-9 - Guest Comment overview

4. In the expanded view, press the Comment Details opens the Guest Comment form. Pressing **Edit** at the top right of the page enables editing of the comment.

5. Pressing the **Add Resolution** at the bottom of the page allows a resolution to be added.

6. Press **Save** to save the change and exit from the comment.

4   Housekeeping

The cabin tasks are setup and administrated in SPMS Housekeeping module. The Housekeeping page provides an overview of the cabin task, cabin/location management, items delivery and cabin reservation forecast.
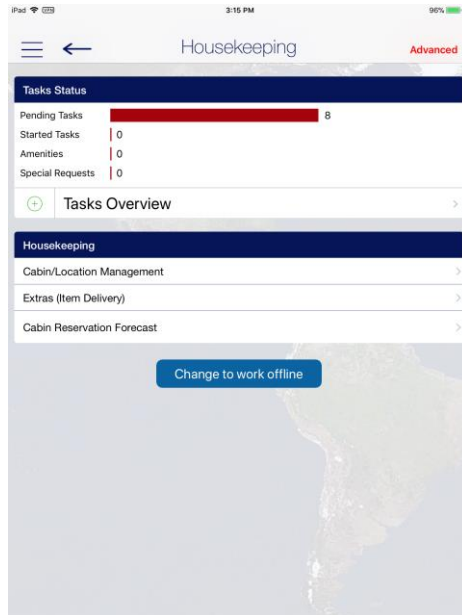
Figure 4-1 - Housekeeping Task Overview

Housekeeping Task

Task Status

The Tasks Status section not only lists the number of tasks pending or started, it also shows the number Amenities and Special requests.   Pressing the **Task Overview** button will list the Cabin/Location task and the number of tasks pending, in progress.

At the bottom of the page, select the task status. The color code denotes:

    Green: Completed task

    Yellow: Pending Task

    Red:Pending Task - Crash Cabin
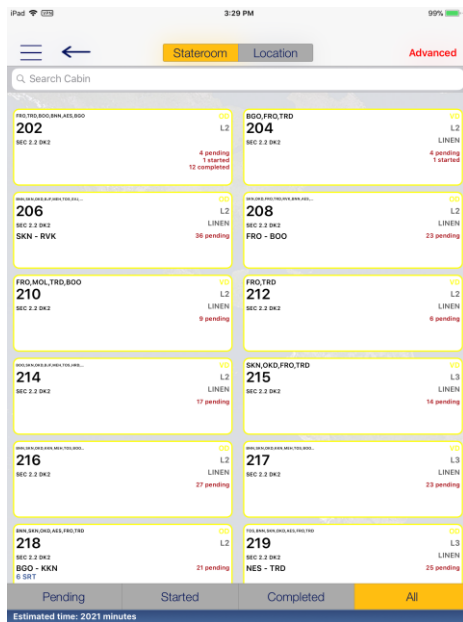
Figure 4-2 - Housekeeping Task

Selecting the cabin/location will further display all tasks for the cabin/location.

Pressing the **All Done** button sets the task(s) as complete.

Navigate to **Details, Items** or **Workorders** tab to view the cabin details or items/requests assigned to the selected cabin.

Workorders

When selecting the **Workorders** tab, from the **Cabin Overview** page, the system returns a list of workorders entered through the Maintenance function.

Pressing the right angle arrow on the department name allows you to display the result list by **Workgroup** or you may use the **Advanced** option to narrow down your search.

Selecting the workorder tasks opens the **Work Order Details** page and enables you to edit the information.
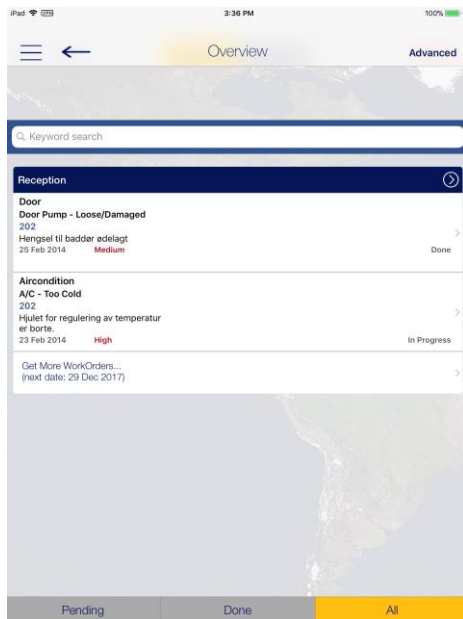
Figure 4-3 - Workorder Overview

See Maintenance for more information on how to add a Work Order.

Cabin/Location Management

The Cabin/Location Management function provides an overview of the Cabin/Location Task and enables new HK Task to be added.

Cabin Task

The Cabin Task function in Cabin Overview function is the same as Task Status in Task Overview page.

Location Overview

The Location Overview provides a view of all HK Task and Work orders for the selected location. See Housekeeping Task for more information.

New Housekeeping Task

Figure 4-4 - New Housekeeping Task

1. At the **Cabin Management** page, select **New Housekeeping Task**.
2. Insert all the necessary information in the New HK Task form.   Fields marked with a red dot are mandatory.
3. Press **Save** to add the new task.

Extras (Item Delivery)

The Item Delivery page shows the number of Amenities and Special Requests that are yet delivered, and allow new items to be added as well.

Adding an Amenity

1. At the Item Delivery page, press the **"+"** button on the left of the **Amenity Search** and then insert the **Cabin/Name** in the Search Account form.
2. Select the account from the result page and press **Save**.
3. At the New Amenity form, insert the amenity item name and code, quantity, description and comment. Scroll down the page to add more information such as sender, message, delivery date/time and others.
4. Press **Save** to save the information.

Searching for an Amenity

1. At the Item Delivery page, press the **Amenity Search**.
2. At the Amenity Status page, select the delivery status from the bottom of the page or use the **Advanced** option to narrow down the search.
3. Selecting the account from the result page opens the request form and pressing **Edit** enables you to make changes to the amenity.
4. To change the request status to delivered, press the red **"X"** on the left of the result grid.
5. Press **Save** to save the information.

Adding a Request

1. At the Item Delivery page, press the **"+"** button on the left of **Special Requests Search** and then insert the **Cabin/Name** in the Search Account form.

2. Select the account from the result page and press **Save**.

3. At the New Request form, insert the division, special request item name and code, quantity, description and delivery date/time.

4. Press the **Save** button to save the information.

Setting Special Requests as Delivered

1. At the Item Delivery page, press the **Special Requests Search**.

2. At the Request Status page, select the delivery status from the bottom of the page or use the **Advanced** option to narrow down the search.

3. Selecting the account from the result page opens the request form and pressing **Edit** to enable you to make changes to the request.

4. To change the request status to delivered, press the red **"X"** on the left of the result grid.

5. Press **Save** to save the information.

5   Security

The Security function not only provides a status count of the number of passengers onboard, it also allows scanning of board card and changing of passenger onboard status.

Onboard Status Count

The Onboard Status Count gives you an overview of the number of passengers currently onboard, at shoreside and on an overnight tour categorized by guest, crew and visitor.

Scan Onboard Card

This function allows you to search for passenger account by scanning the board card using the camera feature or connected accessory such as Infinea Tab M. .

Changing Onboard Status

The Change Onboard Status allows you to manually look up the passenger profile by scanning the board card, view and update the passenger movement, details and a photo in the passenger profile.
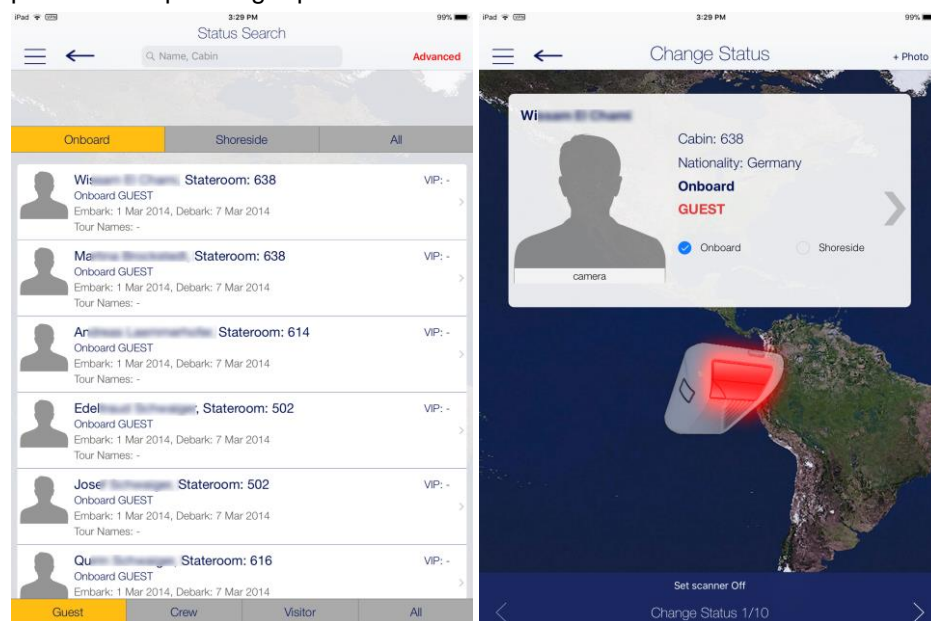
Figure 5-1 - Change Onboard Status

1. Select **Security** from the menu option.
2. At the Security page, select **Gangway Management** and then **Change Onboard Status manually**.
3. At the Status Search page, select the onboard status and the type of passenger to display or use the search bar to search for the specific passenger.
4. Select the passenger from the result page and then select the status manually or scan using a scanner.
5. Pressing the right arrow of the passenger profile allows you to view or edit the guest details.
6. Select **Change** when prompted.
7. Navigate to the next passenger using the left or right arrow located at the bottom of the page.

Gangway Log

The Gangway Log displays the movement log of the passenger, searchable using a name, cabin number or the **Advanced** search option.

Pressing the passenger name at the Gangway Log grid further displays the log details.

6   Maintenance

The Maintenance page displays the total number of work orders, grouped by the progress percentage.
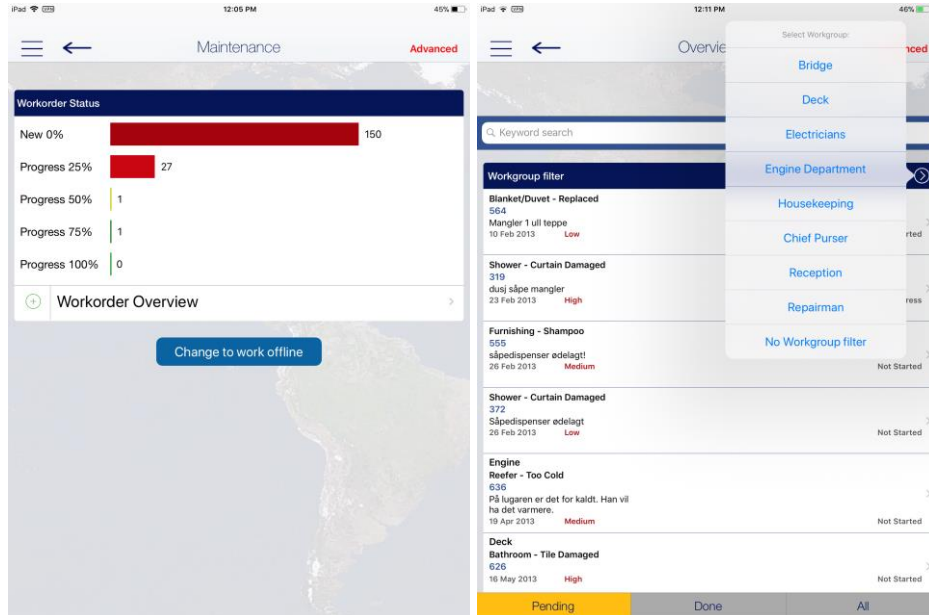
Figure 6-1 - Work Order Overview

Workorder Overview

Pressing the **Workorder Overview** button on the Maintenance page will list all the workorder categorize by status.

Information can be drilled down further using the **Workgroup filter, Keyword search** or **Advanced** search option.

Selecting the workorder from the result grid displays the workorder details and enable you to edit the workorder information by pressing the **Edit** button.

Pressing the right angle arrow on the department name allows you to display the result list by **Workgroup** or you may use the **Advanced** option to narrow down your search.

Selecting the workorder tasks opens the **Work Order Details** page, which enables you to edit the information.

Adding New Workorder
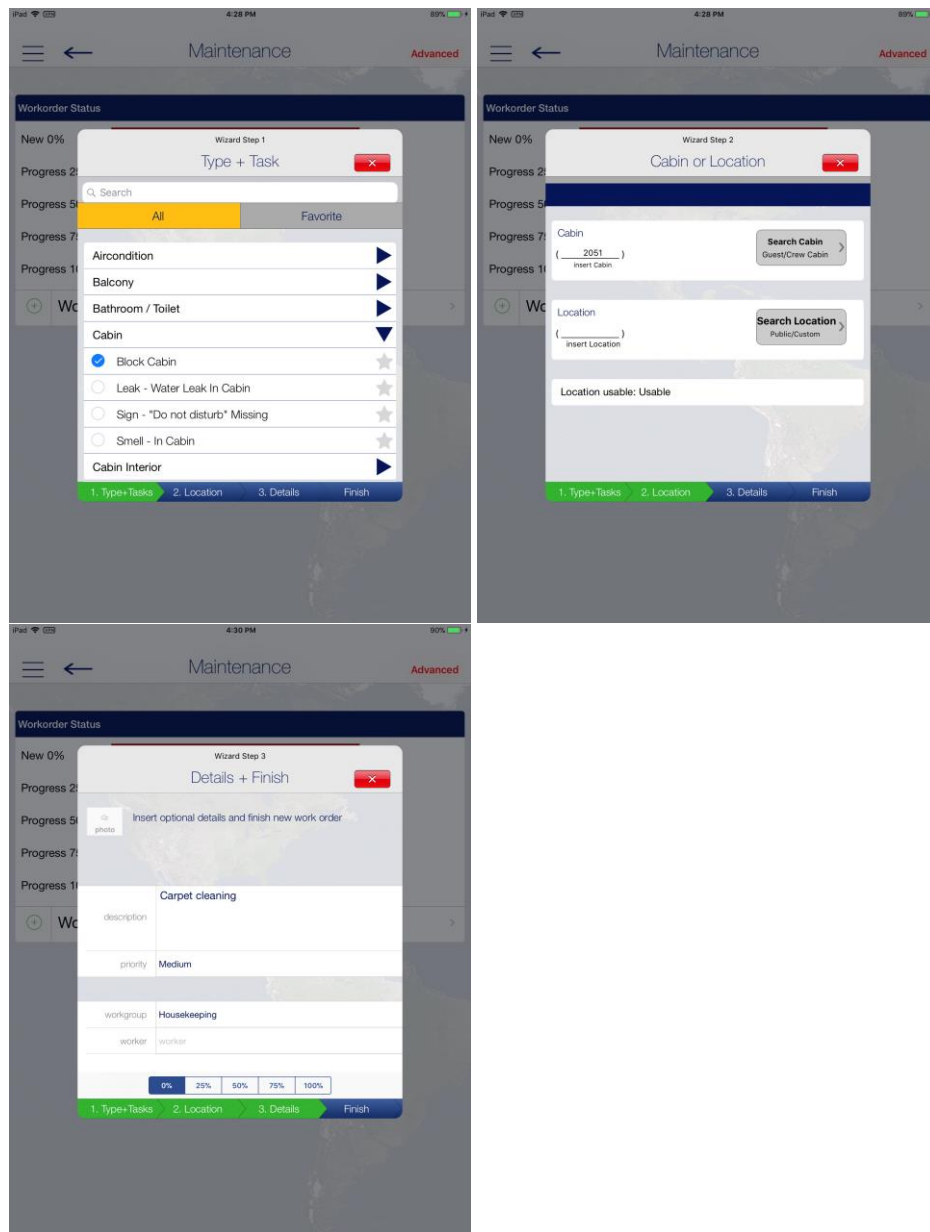
Figure 6-2 - Workorder Wizard

1. At the Maintenance page, press the **"+"** next to **Workorder Overview**. This launches the Workorder wizard.

2. At the **Type+Task** page, select the type, task and then press the **Location** tab. Selecting the star icon on right adds the task to the Favorite tab.

3. At the Cabin or Location page, press the **Search Cabin** or **Search Location** and choose from the list.

4. If the location is not usable, update the status by pressing the **Location Usab**le button and select the status.

5. Press the **Details tab** and insert the workorder description and priority, and then select the workgroup or worker.

6. Press **Finish** to complete the workorder.

7   Excursion Desk

The Excursion Desk function not only allow excursion bookings to be made, it also provides a booking status, booking lists and mark the attendance of the excursion.

Booking Status

The Booking Status function displays a summary of bookable excursions by date, the number of bookings made and available. This function also lists the guest that has booked, on the waitlist, attended or have not attended the excursion.
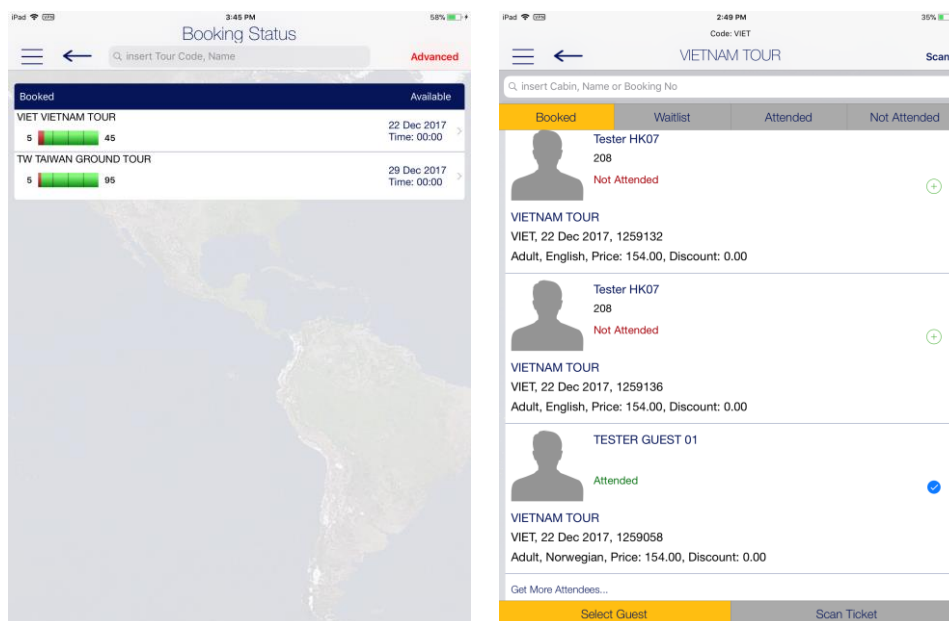
Figure 7-1 - Booking Status

1. At the Excursion Desk page, press **Booking Status** to list the available.
2. Use the search bar to search for a specific tour code or name, or filter the tour by date using the **Advanced**.
3. Selecting the tour opens the guest list sorted by booked, waitlist, attended and not attended status. Pressing the **Scan Ticket** at the bottom of the page searches for the booking using the ticket barcode or board card.
4. Pressing the **"+"** button to the right of the Booked list changes the status to **Attended** and set the icon to checked.

Booking List

The Booking List displays the number of bookings made based on the current PC date, and listed the booking per booked, waitlist, attended and not attended. It also enables you to update the attended status, similar to Attendees Tracking. .

Booking a Tour by Guest Account
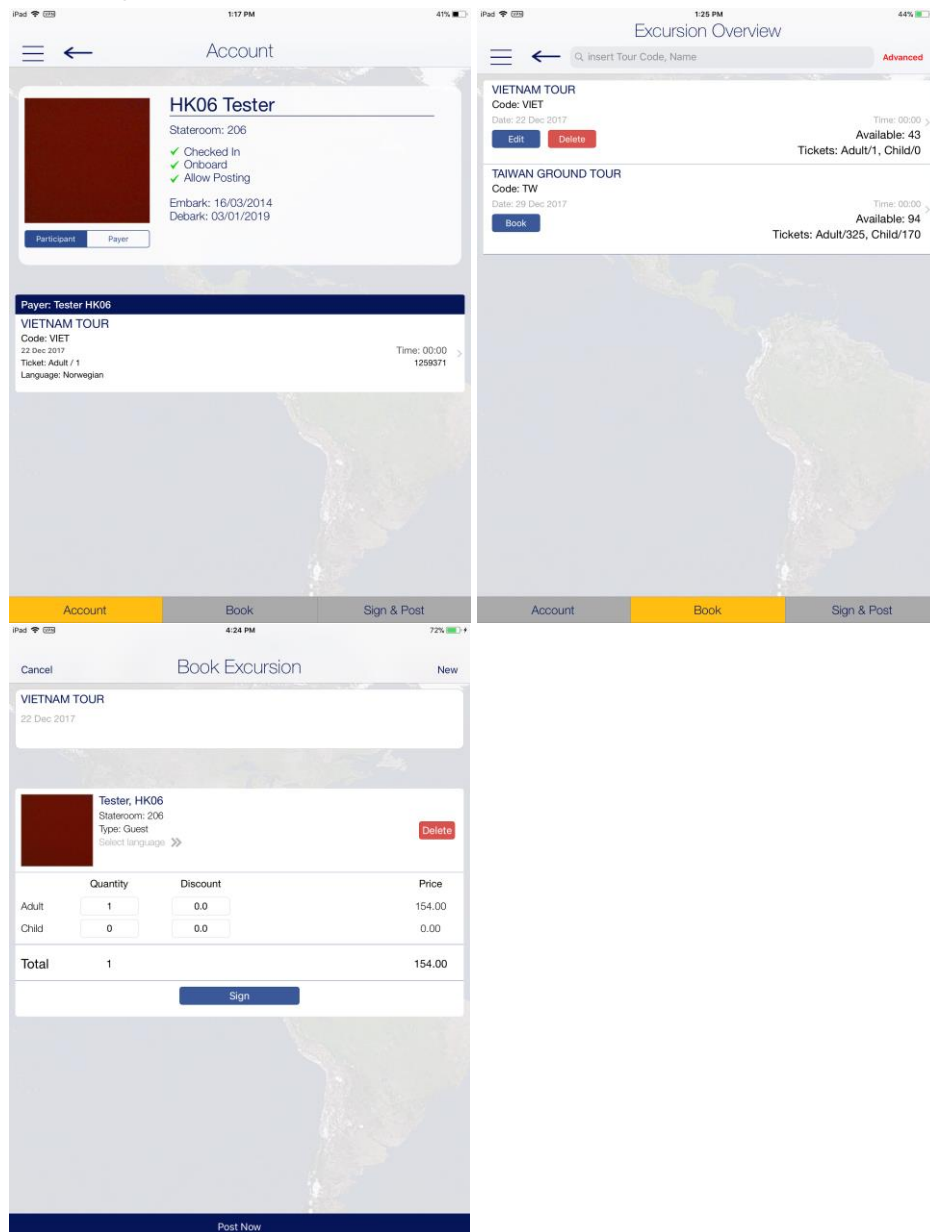
Figure 7-2 - Tour Booking

1. At the Excursion Desk page, press the **Book by Guest/Account** button and search for the guest account by cabin or name.

2. Current excursion booked will be listed on the Account page.

3. To book an excursion, press the **Book** button at the bottom of the page.

4. Select the excursion listed on the Excursion Overview page to view the excursion information or press the **Book** button to place a booking.

5. Insert the quantity and discount, if any, and press the **Done** button at the top right of the page

6. Press the **Sign & Post** at the bottom of the Excursion Overview to post.

7. Verify and confirm the details, then press the **Sign and post all tickets** button.

8. Allow the guest to place their signature on the signature pad and then press Sign at the bottom of the page.

Booking a Tour using the Book option
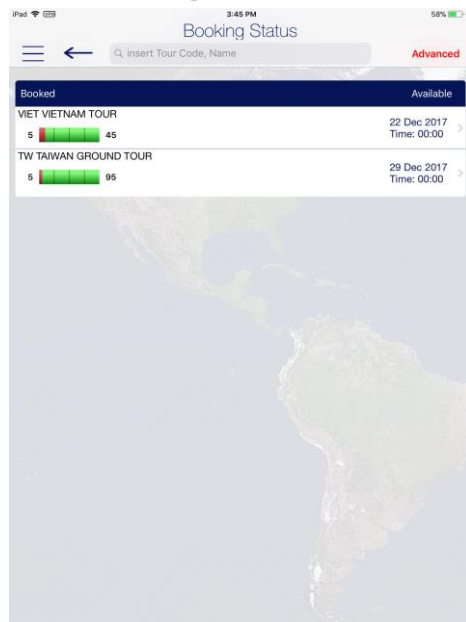
Figure 7-3 - Tour Booking/Booking Status

1. At the Excursion Desk page, press the **Book** button.
2. Select the excursion from the available list.
3. Information about the excursion the Excursion Details page. Press the **Book** button at the top right corner of the page to place a booking.
4. Search the guest account by scanning the guest board card or use the search bar.
5. Select the guest(s) from the result list, then press the **Apply** button at the top right of the page.
6. Insert the quantity and discount, if any and press the **Sign** button for guest to place their signature.
7. Press the **Post Now** button to confirm the booking.
8. Pressing the **New** button at the top right of the page allows you to place a new booking.

Attendees Tracking

The Attendees Tracking function enables you to mark the guest attendance by scanning the ticket barcode or manually select the guest from the booking list.

1. At the Excursion Desk page, press the **Attendees Tracking** button.
2. Place the ticket barcode inside the viewfinder rectangle to scan.
3. To manually select the guest, press the Select Guest button at the bottom of the page and then select the guest from the **Booked** tab.
4. Press the **"+"** button on the right to turn them into a checked mark. This changes the status from Not Attended to Attended.

8   Info Inbox

The Info Inbox is an internal communication channel between the department and ship and it lists all the messages, housekeeping/reservation alerts, and task assigned to you.
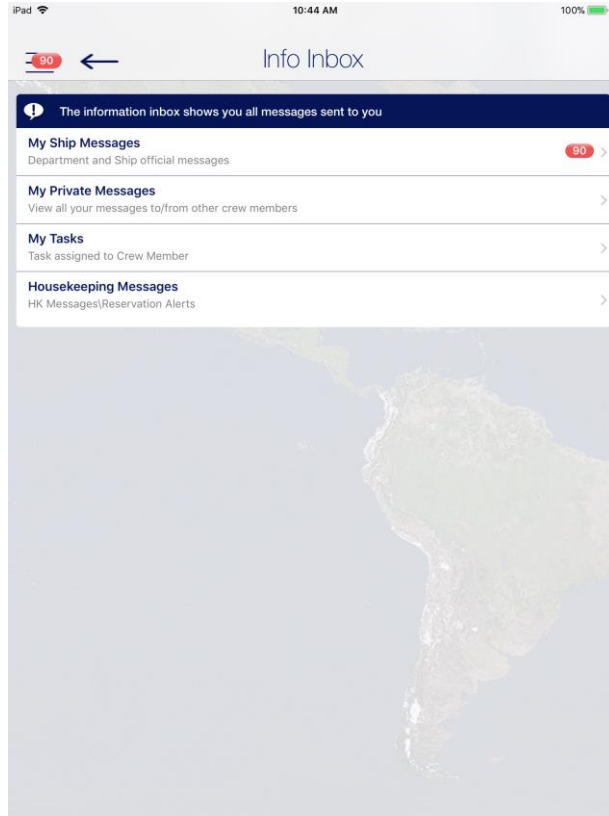
Figure 8-1 - Info Inbox

My Ship Messages

This feature enables you to create and send messages to the Ship, Crew, Housekeeping or selected group.   The steps to add or delete a message is the same for My Ship Messages, My Private Messages or Housekeeping Messages.

Adding New Messages

1. Select the **Info Inbox** from the menu option.
2. At the Info Inbox page, select **My Ship Messages**.
3. At the top right of the Messages page, press **New**.
4. On the message form, press the **"+"** button to select the recipient name or press the **Groups** to select a department, housekeeping section or positions, and then press **Sent to selected Crew Members**.
5. Insert a subject and message and then select the type of message.
6. Press **Send** button at the top right of the page to send.

Deleting a Message

1. At the My Ship Messages page, press the **Edit** button located at the top right of the page.
2. Press the **Delete** button on the left of the message.

3. Press the **Done** button to complete the deletion.

My Task

This function lists all housekeeping tasks assigned to you. The usage of these functions is the same as Housekeeping Function. See Housekeeping section for more information.

9 My Crew Office

The My Crew Office shows the personal and safety information of the crew logged in. It also allows the crew to view their invoice and post a charge.

This information is accessible by pressing the **Info** button located at the bottom left of the Home page.

10   User Access Controls

This section describes the user access controls for iCrew Smart Mobile.

Security ID	Application Screen Name	iCrew Security Point
10001	Crew Home -screen	iCrew\Home
10002	Crew Name	iCrew\Home\Crew Name
10003	Crew Details	iCrew\Home\Crew Name
10005	Services	iCrew\Home\Services
10006	Front Office	iCrew\Home\Services
10007	Housekeeping	iCrew\Home\Services
10008	Security	iCrew\Home\Services
10009	Maintenance	iCrew\Home\Services
10012	Onboard Activities	iCrew\Home\Onboard Activities
10013	Excursion Desk	iCrew\Home\Onboard Activities
10018	My Information	iCrew\Home\My Information
10019	My Crew Office	iCrew\Home\My Information
10023	My Crew Office	iCrew\Home\Crew Name
10024	My Phone Calls / Chats	iCrew\Home\My Information
10040	Safety	iCrew\My Crew Office
10043	My Invoice	iCrew\My Crew Office
10070	Information	iCrew\My Crew Office\My Safety
10600	Info Inbox	iCrew\Home\Info Inbox
11011	Guest Details	iCrew\Guest Services\Guest Management \Guest Details
11012	Search for a Guest	iCrew\Guest Services\Guest Management \Guest Details
11013	Group Details	iCrew\Guest Services\Guest Management \Group Details
11014	Search for a Group	iCrew\Guest Services\Guest Management \Group Details
11050	Guest Details	iCrew\Guest Services\Guest Management \Guest Lookup Details
11051	Stateroom number	iCrew\Guest Services\Guest Management \Guest Lookup Details
11052	All from Cabin	iCrew\Guest Services\Guest Management \Guest Lookup Details
11053	Tier	iCrew\Guest Services\Guest Management \Guest Lookup Details
11054	Group	iCrew\Guest Services\Guest Management \Guest Lookup Details
11055	Nationality	iCrew\Guest Services\Guest Management \Guest Lookup Details
11056	Age	iCrew\Guest Services\Guest Management \Guest Lookup Details
11057	Gender	iCrew\Guest Services\Guest Management \Guest Lookup Details
11058	Onboard Status Flag	iCrew\Guest Services\Guest Management \Guest Lookup Details
11059	Allow Posting Flag	iCrew\Guest Services\Guest Management \Guest Lookup Details
11060	Take Photo Button	iCrew\Guest Services\Guest Management \Guest Lookup
11061	Booking Number	iCrew\Guest Services\Guest Management \Guest Lookup Details
11062	All from Booking Number	iCrew\Guest Services\Guest Management \Guest Lookup Details
11063	Embark/Debark Dates	iCrew\Guest Services\Guest Management \Guest Lookup Details
11064	Checked-in Flag	iCrew\Guest Services\Guest Management \Guest Lookup Details
11065	Scan Button	iCrew\Guest Services\Guest Management \Guest Lookup

Security ID	Application Screen Name	iCrew Security Point
11066	Scan Information	iCrew\Guest Services\Guest Management \Guest Lookup
11067	Other Name, First Name	iCrew\Guest Services\Guest Management \Guest Lookup Details
11068	Credit Card Information	iCrew\Guest Services\Guest Management \Guest Lookup Details
11070	No Show Button	iCrew\Guest Services\Guest Management \Guest Lookup
11071	Checked-in Filter	iCrew\Guest Services\Guest Management \Guest Lookup
11072	Expected Filter	iCrew\Guest Services\Guest Management \Guest Lookup
11073	Checked-out Filter	iCrew\Guest Services\Guest Management \Guest Lookup
11074	Cancelled Filter	iCrew\Guest Services\Guest Management \Guest Lookup
11075	No Show Filter	iCrew\Guest Services\Guest Management \Guest Lookup
11100	Services	iCrew\Guest Services\Guest Management \Guest Lookup
11101	Advanced	iCrew\Guest Services\Guest Management \Guest Lookup
11102	Payment Configuration	iCrew\Guest Services\Guest Management \Guest Lookup
11103	Invoice Statement	iCrew\Guest Services\Guest Management \Guest Lookup
11104	View Amenities	iCrew\Guest Services\Guest Management \Guest Lookup
11105	Comments /Complains	iCrew\Guest Services\Guest Management \Guest Lookup
11106	Cabin Change	iCrew\Guest Services\Guest Management \Guest Lookup
11107	Check in	iCrew\Guest Services\Guest Management \Guest Lookup
11108	Encode Wearable	iCrew\Guest Services\Guest Management \Guest Lookup
11109	Print Onboard Card	iCrew\Guest Services\Guest Management \Guest Lookup
11111	Edit	iCrew\Guest Information
11112	Financial Information	iCrew\Guest Information
11113	Documents	iCrew\Guest Information
11114	Other Information	iCrew\Guest Information
11115	Service Details	iCrew\Guest Information
11117	Edit Photo	iCrew\Guest Information
11171	Service Details	iCrew\Guest Information\Service Details
11172	Amenities / Special Requests	iCrew\Guest Information\Service Details
11174	Guest Comments	iCrew\Guest Information\Service Details
11211	Group Name	iCrew\Group Information\Group Name
11212	Group Members	iCrew\Group Information\Group Name
11213	Group Leader	iCrew\Group Information\Group Name
11214	More Information	iCrew\Group Information\More Information
11215	Group Discount	iCrew\Group Information\More Information
11216	Group Routing	iCrew\Group Information\More Information
11217	Group Invoice	iCrew\Group Information\More Information
11611	Guest Name	iCrew\Guest Information\ Financial Information
11612	Credit Card Information	iCrew\Guest Information\ Financial Information
11613	Add Routing Information	iCrew\Guest Information\ Financial Information
11614	Guest Invoice	iCrew\Guest Information\ Financial Information
11615	Guest Discount	iCrew\Guest Information\ Financial Information
11616	Allow/Disable Posting	iCrew\Guest Information\ Financial Information
11617	Add/Delete Payment Methods	iCrew\Guest Information\ Financial Information
11618	Set Buyer Spending Limit	iCrew\Guest Information\ Financial Information

User Access Controls

Security ID	Application Screen Name	iCrew Security Point
11641	Add Payment	iCrew\Guest Information\Financial Information\ Guest Invoice
11642	Add Posting	iCrew\Guest Information\Financial Information\ Guest Invoice
11643	Print Invoice	iCrew\Guest Information\Financial Information\ Guest Invoice
11644	Void Postings	iCrew\Guest Information\Financial Information\ Guest Invoice
11645	Move Invoice Postings	iCrew\Guest Information\Financial Information\ Guest Invoice
11646	Add Credit Limit	iCrew\Guest Information\Financial Information\ Guest Invoice
11647	Hide/Show No-Print postings	iCrew\Guest Information\Financial Information\ Guest Invoice
11711	Cash Button	iCrew\Guest Information\Payment Methods\ Cash Credit Limit
11712	Default Payment Department	iCrew\Guest Information\Payment Methods\ Cash Credit Limit
11721	Payment Department	iCrew\Guest Information\Payment Methods\ Cash Payment
11722	Payment Notes	iCrew\Guest Information\Payment Methods\ Cash Payment
11723	Pay	iCrew\Guest Information\Payment Methods\ Cash Payment
11724	Pay & Print button	iCrew\Guest Information\Payment Methods\ Cash Payment
11751	Authorisations	iCrew\Guest Information\Financial Information\ Registered Credit Cards
11771	Posting Comments	iCrew\Guest Information\Financial Information\ Add Posting
11772	Posting Signature	iCrew\Guest Information\Financial Information\ Add Posting
11773	Post to Invoice 2	iCrew\Guest Information\Financial Information\ Add Posting
11774	Post to Invoice 3	iCrew\Guest Information\Financial Information\ Add Posting
11775	Post to Invoice 4	iCrew\Guest Information\Financial Information\ Add Posting
12001	Guest Services	iCrew\Guest Services\Guest Services
12002	Guest Lookup	iCrew\Guest Services\Guest Services
12003	Check-in Services	iCrew\Guest Services\Guest Services
12004	Guest Comments	iCrew\Guest Services\Guest Services
12005	Group Lookup	iCrew\Guest Services\Guest Services
12010	Mobile template overview	iCrew\Guest Services\Remote Check-in
12011	Guest Check-in	iCrew\Guest Services\Remote Check-in
12012	Check-in	iCrew\Guest Services\Remote Check-in
12013	Statistics/Overview	iCrew\Guest Services\Statistics/Overview
12014	Check-in Status	iCrew\Guest Services\Statistics/Overview
12015	Check-out Status	iCrew\Guest Services\Statistics/Overview
12016	Check-in Statistics	iCrew\Guest Services\Statistics/Overview
12017	Transit Guest Overview	iCrew\Guest Services\Statistics/Overview
12018	Group Information	iCrew\Guest Services\Group Information
12019	Group Status	iCrew\Guest Services\Group Information
12020	My Checked-in Guests	iCrew\Guest Services\Remote Check-in
12201	Update Amenity	iCrew\Guest Information\Item Overview\Item Overview
12202	Amenity Status	iCrew\Guest Information\Item Overview\Item Overview
12203	Amenties Details	iCrew\Guest Information\Item Overview\Item Overview
12204	Add New Amenity	iCrew\Guest Information\Item Overview\Item Overview
12205	Update Special Request	iCrew\Guest Information\Item Overview\Item Overview
12206	Special Request Status	iCrew\Guest Information\Item Overview\Item Overview
12207	Special Request Details	iCrew\Guest Information\Item Overview\Item Overview
12208	Add New Special Request	iCrew\Guest Information\Item Overview\Item Overview

Security ID	Application Screen Name	iCrew Security Point
12209	Delete Amenity	iCrew\Guest Information\Item Overview\Item Overview
12210	Delete Special Request	iCrew\Guest Information\Item Overview\Item Overview
12300	Guest Messages Button	iCrew\Guest Information\Guest Search\Guest Message
12301	Add Gangway Message	iCrew\Guest Information\Guest Search\Guest Message
12302	Add Guest Message	iCrew\Guest Information\Guest Search\Guest Message
12303	Acknowledgement Setup	iCrew\Guest Information\Guest Search\Guest Message
12304	Message Type	iCrew\Guest Information\Guest Search\Guest Message
12305	Delivery Mode	iCrew\Guest Information\Guest Search\Guest Message
12306	Set Acknowledged	iCrew\Guest Information\Guest Search\Guest Message
12307	Delete Message	iCrew\Guest Information\Guest Search\Guest Message
12308	Show Gangway Message	iCrew\Guest Information\Guest Search\Guest Message
12309	Show Guest Message	iCrew\Guest Information\Guest Search\Guest Message
12400	Luggage Button	iCrew\Guest Information\Guest Search\Luggage Tracking
12401	All with Booking Number	iCrew\Guest Information\Guest Search\Luggage Tracking
12402	All from Cabin	iCrew\Guest Information\Guest Search\Luggage Tracking
12403	Luggage by Passenger	iCrew\Guest Information\Guest Search\Luggage Tracking
12404	Delete Guest Luggage Link	iCrew\Guest Information\Guest Search\Luggage Tracking
12405	Edit, update Guest Luggage Link	iCrew\Guest Information\Guest Search\Luggage Tracking
12600	Scan Button	iCrew\Check-in Management\Check-in Overview
12601	Check-in Button	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12602	Add Credit Card Button	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12603	Payment Configuration Button	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12604	Show Log Button	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12605	Add Comments	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12606	Print Onboard Card	iCrew\Check-in Management\Check-in Overview\ Check-in Buttons
12611	Cabin Number	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12612	All from Cabin Number	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12613	Booking Number	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12614	Group Name	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12615	Group Link	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12616	Age	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12617	Gender	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12618	Tier	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12619	VIP	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12620	Check-in status	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12621	Credit Card Information	iCrew\Check-in Management\Check-in Overview\ Check-in Details

Security ID	Application Screen Name	iCrew Security Point
12622	Other Name, First Name	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12623	Terms and Conditions	iCrew\Check-in Management\Check-in Overview\ Check-in Details
12631	Embark Today Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12632	Expected Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12633	Checked-in Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12634	Cancelled Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12635	No-show Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12636	Checked-out Filter	iCrew\Check-in Management\Check-in Overview\ Check-in Filter
12700	Scan Set Sail Pass Information	iCrew\Check-in Management\Check-in Overview\ Check-in Status Filter
12701	Advanced	iCrew\Check-in Management\Check-in Overview
12702	Routing Selection	iCrew\Check-in Management\Check-in Overview
12703	Take Photo	iCrew\Check-in Management\Check-in Overview
12704	Check-in everybody	iCrew\Check-in Management\Check-in Overview
12705	Guest Details	iCrew\Check-in Management\Check-in Overview
12706	Nationality	iCrew\Check-in Management\Check-in Overview
12707	Embark Debark Dates	iCrew\Check-in Management\Check-in Overview
12708	Percentage of guest data	iCrew\Check-in Management\Check-in Overview
12709	All from Booking Number	iCrew\Check-in Management\Check-in Overview
12710	Edit	iCrew\Check-in Services\Check-in\Check-in Details
12711	Guest Name	iCrew\Check-in Services\Check-in\Guest Name
12712	Edit Photo	iCrew\Check-in Services\Check-in\Guest Name
12713	Check-In	iCrew\Check-in Services\Check-in\Guest Name
12714	Personal Details	iCrew\Check-in Services\Check-in\Personal Details
12715	Reservation Details	iCrew\Check-in Services\Check-in\Reservation Details
12716	Available Cabin	iCrew\Check-in Services\Check-in\Reservation Details
12717	Other Details	iCrew\Check-in Services\Check-in\Other Details
12718	Passport Details	iCrew\Check-in Services\Check-in\Other Details
12719	Financial Information	iCrew\Check-in Services\Check-in\Other Details
12720	Addresses	iCrew\Check-in Services\Check-in\Other Details
12721	Documents	iCrew\Check-in Services\Check-in\Other Details
12722	Loyalty Information	iCrew\Check-in Services\Check-in\Other Details
12723	Other Information	iCrew\Check-in Services\Check-in\Other Details
12724	Add Credit Card button	iCrew\Check-in Services\Check-in\Other Details
12725	Other Name, First Name	iCrew\Check-in Services\Check-in\Guest Name
12728	Passport Details	iCrew\Check-in Services\Check-in\Passport Details
12730	Credit Card Details	iCrew\Check-in Services\Check-in\Credit Card Details
12731	Disable Credit Card	iCrew\Check-in Services\Check-in\Credit Card Details
12732	Add Credit Card	iCrew\Check-in Services\Check-in\Credit Card Details
12733	Swipe Credit Card	iCrew\Check-in Services\Check-in\Credit Card Details
12734	CVC Number	iCrew\Check-in Services\Check-in\Credit Card Details
12735	Credit Card Signature	iCrew\Check-in Services\Check-in\Credit Card Details
12736	Invoice Number	iCrew\Check-in Services\Check-in\Credit Card Details

Security ID	Application Screen Name	iCrew Security Point
12737	Invoice Number 2	iCrew\Check-in Services\Check-in\Credit Card Details
12738	Invoice Number 3	iCrew\Check-in Services\Check-in\Credit Card Details
12739	Invoice Number 4	iCrew\Check-in Services\Check-in\Credit Card Details
12740	Edit Address	iCrew\Check-in Services\Check-in\Address Details
12741	Personal Address	iCrew\Check-in Services\Check-in\Personal Address
12742	Temporary Address	iCrew\Check-in Services\Check-in\Temporary Address
12743	Emergency Contact Address	iCrew\Check-in Services\Check-in\Emergency Contact Address
12744	Copy address to other guests	iCrew\Check-in Services\Check-in\Address Details
12751	Credit Card Signature Text	iCrew\Check-in Services\Check-in\Address Details
12760	Edit Routing	iCrew\Check-in Services\Check-in\Routing Overview
12761	Delete Routing	iCrew\Check-in Services\Check-in\Routing Overview
12780	Edit Loyalty	iCrew\Check-in Services\Check-in\Loyalty Details
12790	Edit Other Information	iCrew\Check-in Services\Check-in\Other Information\Edit Check-in Information
12791	Personal Information	iCrew\Check-in Services\Check-in\Other Information\Personal Information
12792	Other Details	iCrew\Check-in Services\Check-in\Other Information\Other Details
12793	Other Information	iCrew\Check-in Services\Check-in\Other Information\Other Information
12800	Edit Document Overview	iCrew\Check-in Services\Check-in Details\Document Overview
12801	Documents	iCrew\Check-in Services\Check-in Details\Documents
12802	Document Details	iCrew\Check-in Services\Check-in Details\Documents
12803	Add new travel document	iCrew\Check-in Services\Check-in Details\Documents
12810	Edit Document Details	iCrew\Check-in Services\Check-in Details\Documents\Document Details
12851	Available Date from-to	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12852	Cabin Type Passenger-Crew	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12853	Disabled Special Needs	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12854	Cleaning Status	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12855	Cabin Features	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12856	Upgrade-Downgrade	iCrew\Check-in Services\Check-in Details\Cabin Change\Available Cabin
12871	Checked-in by me today	iCrew\Check-in Management\My Checked-in Guest
12872	Check-in status	iCrew\Check-in Management\My Checked-in Guest
12873	My User Log	iCrew\Check-in Management\My Checked-in Guest
12874	Link to Check-in Details	iCrew\Check-in Management\My Checked-in Guest
12875	Log Details	iCrew\Check-in Management\My Checked-in Guest
12901	Comments checked-in guests	iCrew\Guest Services\Guest Comments \Comments checked-in guests
12902	Resolved Chart	iCrew\Guest Services\Guest Comments \Comments checked-in guests
12903	Add New Comment	iCrew\Guest Services\Guest Comments \Comments checked-in guests
12904	Comment Overview	iCrew\Guest Services\Guest Comments \Comments checked-in guests
12905	Edit button	iCrew\Guest Services\Guest Comments \Department assigned comments

Security ID	Application Screen Name	iCrew Security Point
12906	Department assigned comments	iCrew\Guest Services\Guest Comments \Department assigned comments
12907	Details link	iCrew\Guest Services\Guest Comments \Department assigned comments
12908	Add Sub-Comment	iCrew\Guest Services\Guest Comments \Department assigned comments
12909	Add Resolution	iCrew\Guest Services\Guest Comments \Department assigned comments
12911	Details link	iCrew\Guest Services\Guest Comments \Comments Overview
12912	Edit button	iCrew\Guest Services\Guest Comments \Comments Overview
12913	Advanced Button	iCrew\Guest Services\Guest Comments \Comments Overview
12914	Add New Comment	iCrew\Guest Services\Guest Comments \Comments Overview
12915	Add Sub-Comment	iCrew\Guest Services\Guest Comments \Comments Overview
12916	Add Resolution	iCrew\Guest Services\Guest Comments \Comments Overview
12921	Edit Comments	iCrew\Guest Information\Service Details\Comments Details
12922	Add Resolution	iCrew\Guest Information\Service Details\Comments Details
12923	Add a sub-comment	iCrew\Guest Information\Service Details\Comments Details
12931	Edit Resolution	iCrew\Guest Information\Service Details\Resolution Details
14101	Start Wizard button	iCrew\Check-in Management\Check-in Overview\ Check-in supplement Buttons
14102	Barcode Camera read button	iCrew\Check-in Management\Check-in Overview\ Check-in supplement Buttons
14111	Select Guest	iCrew\Check-in Management\Check-in Overview\ Check-in Guest Details
14201	Scan Document button	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Immigration
14202	Copy to all emergency contact	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Immigration
14203	Exclude from quick billing printing	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Immigration
14311	Visa Information	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Visa
14312	Visa Type	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Visa
14313	Visa Other Information	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Visa
14314	Visa Additional Information	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Visa
14321	Post Debark Guest Address	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14322	Guest departing within 8 hours	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14323	Copy address to all guest	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14324	Address 1	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14325	Address 2	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14326	City	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14327	State	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14328	ZIP code	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Temp. Address
14331	Guest Home Address	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Wizard Home Address
14411	Add Credit Card	iCrew\Check-in Management\Check-in Overview\Wizard\ Credit Card Payment Method

Security ID	Application Screen Name	iCrew Security Point
14412	Credit Card Details	iCrew\Check-in Management\Check-in Overview\Wizard\ Credit Card Payment Method
14413	Deleted Credit Card	iCrew\Check-in Management\Check-in Overview\Wizard\ Credit Card Payment Method
14421	Add Pays For	iCrew\Check-in Management\Check-in Overview\Wizard\ Payment Routing
14422	Show all guest per cabin	iCrew\Check-in Management\Check-in Overview\Wizard\ Payment Routing
14423	Add Paid By	iCrew\Check-in Management\Check-in Overview\Wizard\ Payment Routing
14424	Delete Routing	iCrew\Check-in Management\Check-in Overview\Wizard\ Payment Routing
14511	Checked-in by me today	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Statistics
14512	Check-in status	iCrew\Check-in Management\Check-in Overview\Wizard\ Check-in Statistics
15101	My Ship Messages	iCrew\Home\Information Inbox
15102	My Private Messages	iCrew\Home\Information Inbox
15103	My Tasks	iCrew\Home\Information Inbox
15105	Housekeeping Messages	iCrew\Home\Information Inbox
15201	New Messages	iCrew\Information Inbox\Messages\My New Messages
15202	Edit Messages	iCrew\Information Inbox\Messages\My New Messages
15210	Message Filter	iCrew\Information Inbox\Messages\Messages Filter
17000	Guest History	iCrew\Guest Information\Guest Search\Guest History
17101	Guest Log	iCrew\Guest Information\Guest Search\Guest Log
20001	Maintenance Work Orders	iCrew\Maintenance\Workorders
20002	Work Orders Overview	iCrew\Maintenance\Workorders
20003	Add New Work Order	iCrew\Maintenance\Workorders
20004	Work Order Status	iCrew\Maintenance\Workorders
20011	Advanced	iCrew\Maintenance\Work Orders Overview
20012	Workgroup filter	iCrew\Maintenance\Work Orders Overview
20030	Edit Work Order Details	iCrew\Maintenance\Overview\Work Order Details
20031	Completion Status	iCrew\Maintenance\Overview\Work Order Details
20032	Add Comment	iCrew\Maintenance\Overview\Work Order Details
20033	Add Picture	iCrew\Maintenance\Overview\Work Order Details
20034	Items Needed	iCrew\Maintenance\Overview\Work Order Details
20035	Work Order Change Log	iCrew\Maintenance\Overview\Work Order Details
20041	Add Items	iCrew\Maintenance\Overview\Work Order Items
20042	Item Details	iCrew\Maintenance\Overview\Work Order Items
25001	Housekeeping	iCrew\Housekeeping\Housekeeping
25002	Cabin Management	iCrew\Housekeeping\Housekeeping
25003	Item Delivery Center	iCrew\Housekeeping\Housekeeping
25004	Cabin Reservation Forecast	iCrew\Housekeeping\Housekeeping
25005	Tasks Status	iCrew\Housekeeping\Tasks Status
25006	Status Graph	iCrew\Housekeeping\Tasks Status
25007	Tasks Overview	iCrew\Housekeeping\Tasks Status
25008	Add Housekeeping Task	iCrew\Housekeeping\Tasks Status
25009	Advanced Button	iCrew\Housekeeping\Tasks Status

Security ID	Application Screen Name	iCrew Security Point
25011	Amenities Count	iCrew\Housekeeping\Tasks Status
25012	Special Request Count	iCrew\Housekeeping\Tasks Status
25111	Add new - Overview	iCrew\Item Delivery\Add new Items - Overview
25112	Add Amenity	iCrew\Item Delivery\Add new Items - Overview
25113	Amentiy Search	iCrew\Item Delivery\Add new Items - Overview
25114	Add Special Request	iCrew\Item Delivery\Add new Items - Overview
25115	Special Request Search	iCrew\Item Delivery\Add new Items - Overview
25118	Amenities Count	iCrew\Item Delivery\Add new Items - Overview
25119	Special Request Count	iCrew\Item Delivery\Add new Items - Overview
25221	Delivery Information	iCrew\Item Delivery\Amenity Status
25222	Update Delivery Status	iCrew\Item Delivery\Amenity Status
25223	Amenity Details	iCrew\Item Delivery\Amenity Status
25231	Edit Amenity Details	iCrew\Amenity Status\Amenity Details
25321	Delivery Information	iCrew\Item Delivery\Special Request Status
25331	Edit Special Request Details	iCrew\Item Delivery\Special Request Status\Special Request Details
25510	Cabin/Location Management	iCrew\Housekeeping\Cabin/Location Management
25511	Cabin Overview	iCrew\Housekeeping\Cabin/Location Management
25512	Cabin Tasks	iCrew\Housekeeping\Cabin/Location Management
25513	Location Overview	iCrew\Housekeeping\Cabin/Location Management
25514	Location Tasks	iCrew\Housekeeping\Cabin/Location Management
25515	Housekeeping Inspections	iCrew\Housekeeping\Cabin/Location Management
25518	New Housekeeping Task	iCrew\Housekeeping\Cabin/Location Management
25521	Advanced Cabin Status	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25522	Cabin Status	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25523	Cabin Details	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25524	HK Tasks	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25525	Items	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25526	Workorders	iCrew\Housekeeping\Cabin Management\Cabin Status Search
25541	Edit Cabin Details	iCrew\Housekeeping\Cabin Management\Edit Cabin Details
25542	Cabin Status	iCrew\Housekeeping\Cabin Management\Cabin Status
25543	Crew Assignment	iCrew\Housekeeping\Cabin Management\Crew Assignment
25544	Housekeeping Assignment	iCrew\Housekeeping\Cabin Management\Housekeeping Assignment
25545	HK Tasks Button	iCrew\Housekeeping\Cabin Management\Cabin Buttons
25546	Items Button	iCrew\Housekeeping\Cabin Management\Cabin Buttons
25547	Workorder Button	iCrew\Housekeeping\Cabin Management\Cabin Buttons
26101	Cabin Overview	iCrew\Housekeeping\Tasks Overview
26102	Cabin Details Button	iCrew\Housekeeping\Tasks Overview
26103	Deck Display	iCrew\Housekeeping\Tasks Overview
26109	Advanced Button	iCrew\Housekeeping\Tasks Overview
26201	All Tasks	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26202	Status Button	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26203	Task Details	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26204	HK Tasks	iCrew\Housekeeping\Tasks Overview\Cabin Tasks

Security ID	Application Screen Name	iCrew Security Point
26205	Items	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26206	Workorders	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26207	All Done Button	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26209	Cabin Cleaning Status	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
26301	Edit Details Button	iCrew\Housekeeping\Tasks Overview\Cabin Tasks
27101	Location Details	iCrew\Housekeeping\Cabin Management\Location Overview
27102	HK Tasks	iCrew\Housekeeping\Cabin Management\Location Overview
27103	Workorders	iCrew\Housekeeping\Cabin Management\Location Overview
27111	Custom Location Details	iCrew\Housekeeping\Cabin Management\Location Overview
27201	Maintenance Location	iCrew\Housekeeping\Cabin Management\Maintenance Location
27202	Custom Maintenance Location	iCrew\Housekeeping\Cabin Management\Custom Maintenance Location
27203	HK Assignment	iCrew\Housekeeping\Cabin Management\HK Assignment
27204	HK Tasks	iCrew\Housekeeping\Cabin Management\Location Buttons
27205	Work Orders	iCrew\Housekeeping\Cabin Management\Location Buttons
35001	Onboard Security	iCrew\Home\Onboard Security
35002	Gangway Management	iCrew\Home\Onboard Security
35011	Onboard Status Tracking	iCrew\Gangway Management\Onboard Status Tracking
35012	Onboard Status Count	iCrew\Gangway Management\Onboard Status Tracking
35013	Scan Onboard Card	iCrew\Gangway Management\Onboard Status Tracking
35014	Change Onboard Status	iCrew\Gangway Management\Onboard Status Tracking
35015	Gangway Log	iCrew\Gangway Management\Onboard Status Tracking
35210	Search Button	iCrew\Gangway Management\Scan Onboard Card screen
35211	Display Name	iCrew\Gangway Management\Scan Onboard Card screen
35212	Display Nationality	iCrew\Gangway Management\Scan Onboard Card screen
35213	Display Cabin	iCrew\Gangway Management\Scan Onboard Card screen
35214	Change Status Screen Link	iCrew\Gangway Management\Scan Onboard Card screen
35215	Historical Scan	iCrew\Gangway Management\Scan Onboard Card screen
35221	Photo	iCrew\Gangway Management\Change Onboard Status
35222	Person Details	iCrew\Gangway Management\Change Onboard Status
35223	Gangway Messages	iCrew\Gangway Management\Change Onboard Status
36501	Available App 1	iCrew\Base Screen\Available Apps
36502	Available App 2	iCrew\Base Screen\Available Apps
36503	Available App 3	iCrew\Base Screen\Available Apps
36504	Available App 4	iCrew\Base Screen\Available Apps
36505	Available App 5	iCrew\Base Screen\Available Apps
36506	Available App 6	iCrew\Base Screen\Available Apps
37101	Check-in templates	iCrew\Base Screen\Mobile check-in templates
37102	Add new template button	iCrew\Base Screen\Mobile check-in templates
37103	Delete Template	iCrew\Base Screen\Mobile check-in templates
37104	Activate Template	iCrew\Base Screen\Mobile check-in templates
37201	Template Name	iCrew\Base Screen\Mobile check-in templates\Template Name
37202	Valid for user	iCrew\Base Screen\Mobile check-in templates\Template Name
37203	Copy New	iCrew\Base Screen\Mobile check-in templates\Template Name

Security ID	Application Screen Name	iCrew Security Point
37204	Add New Template Groups	iCrew\Base Screen\Mobile check-in templates\Template Name
37205	Add New Template Sub Groups	iCrew\Base Screen\Mobile check-in templates\Template Name
37206	Edit Template Group Name	iCrew\Base Screen\Mobile check-in templates\Template Name
37207	Delete Template Group	iCrew\Base Screen\Mobile check-in templates\Template Name
41800	Dining Schedule	iCrew\Guest Search\Dining Overview
50000	Book Excursion	iCrew\Excursion Desk\Booking Information
50001	Booking Information	iCrew\Excursion Desk\Booking Information
50002	Booking Status	iCrew\Excursion Desk\Booking Information
50003	Bookings List	iCrew\Excursion Desk\Booking Information
50004	Attendees Tracking	iCrew\Excursion Desk\Booking Information
50005	Book by Guest/Account	iCrew\Excursion Desk\Booking Information
50006	Book by Excursion	iCrew\Excursion Desk\Booking Information
50009	Offline/Online Button	iCrew\Excursion Desk\Booking Information
51011	Book Shore Excursion	iCrew\Excursion Desk\Excursion Details
51110	Change Attended Status	iCrew\Excursion Desk\Booking Overview\Excursions Bookings List
51111	Scan Ticket Button	iCrew\Excursion Desk\Booking Overview\Excursions Bookings List
51311	Add Discount	iCrew\Excursion Desk\Book Excursion
80001	Front Office	iCrew\Main Side Toolbar
80002	Housekeeping	iCrew\Main Side Toolbar
80003	Security	iCrew\Main Side Toolbar
80004	Maintenance	iCrew\Main Side Toolbar
80005	Shore Excursions	iCrew\Main Side Toolbar
80006	Bar	iCrew\Main Side Toolbar
80007	Restaurant	iCrew\Main Side Toolbar
80087	Change Password	iCrew\Main Side Toolbar
80088	Info-Inbox	iCrew\Main Side Toolbar
80089	Settings	iCrew\Main Side Toolbar
80090	Log Out	iCrew\Main Side Toolbar
80200	Crew Information	iCrew\Crew Information
80201	Embark- Debarkation Info	iCrew\Crew Information
80301	Apps	iCrew\My Information
80302	Chat	iCrew\My Information
80303	Messages	iCrew\My Information
80304	My Action Log	iCrew\My Information
80305	My Crew Office	iCrew\My Information
81101	Guest Services Home	iCrew\Home Screens
81201	Housekeeping Home	iCrew\Home Screens
81301	Security Home	iCrew\Home Screens
81401	Maintenance Home	iCrew\Home Screens
81501	External Staff Check-in Home	iCrew\Home Screens
81521	User Information	iCrew\Base Screen\User Info frame
81531	My Information	iCrew\Base Screen\My Information

Security ID	Application Screen Name	iCrew Security Point
81532	New Check-in	iCrew\Base Screen\My Information
81533	My checked-in guests	iCrew\Base Screen\My Information
81534	Messages	iCrew\Base Screen\My Information
81541	Check-in status	iCrew\Base Screen\Check-in status
81551	Group Check-in Status	iCrew\Base Screen\Statistics / Overview
81552	Check-in Statistics	iCrew\Base Screen\Statistics / Overview
81553	Check-out Status	iCrew\Base Screen\Statistics / Overview
81554	Transit Guest Overview	iCrew\Base Screen\Statistics / Overview
81601	Onboard Crew Check in Home	iCrew\Home Screens
81701	Dining Room Home	iCrew\Home Screens
81801	Bar Home	iCrew\Home Screens
82101	External Excursion Home	iCrew\Home Screens
82201	Onboard Crew Excursion Home	iCrew\Home Screens
82301	Shop Home	iCrew\Home Screens
83101	RFID Quick Encode	iCrew\RFID Quick Encode\RFID Quick Encode Home
83102	Login Button RFID Home	iCrew\RFID Quick Encode\RFID Quick Encode Home
83201	Crew Name	iCrew\RFID Quick Encode\RFID Quick Encode Login
83202	Username	iCrew\RFID Quick Encode\RFID Quick Encode Login
83301	Login Button RFID Info	iCrew\RFID Quick Encode\RFID Quick Encode Info
83302	Version Date	iCrew\RFID Quick Encode\RFID Quick Encode Info
83303	Last Login	iCrew\RFID Quick Encode\RFID Quick Encode Info

User Access Controls