Oracle® Hospitality Cruise Shipboard Property Management
WPF Security User Guide
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Preface

The Ship's gangway is the first and the last place a person passes through when embarking/disembarking the ship for security verification. The module is designed to monitor passengers, crew or residents movement at the Gangway and maintain an overall on-board or ashore head-count when passengers embark or disembark from the ship. It has an added security feature that alerts the Security Officers when a passenger with denied ashore status leaves for shore.

Audience

This document is intended for application specialist and end users of Shipboard Property Management System (SPMS).

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 and any associated log files
- 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
May 2017	• Initial publication
May 2018	• Added Notice and Consent feature

Prerequisite, Supported Systems and Compatibility

This section describes the minimum requirements for WPF Security module.

Prerequisite

- Administration.exe
- WPFSecurity.exe

Supported Operating Systems

- Microsoft Windows 7 - 32-bit/ x64-bit System
- Microsoft Windows 8 - 32-bit/ x64-bit System
- Microsoft Windows 10 - 32-bit/ x64-bit System

Compatibility

SPMS version `8.00` or later. For customer operating on version below `8.0`, database upgrade to the recommended or latest version is required.

1 System Configuration

The Ship operator is responsible in preparing a list of the gangway locations on-board and the location of the workstations setup to run the WPF Security. Setting up multiple workstation in different location is permissible, for example, a workstation for passenger and another for crew at the same deck location, and all the configurations are coded in Administration module.

Gangway Location

1. Login to **Administration module** and select **Safety Setup, Gangway Locations** from the menu.
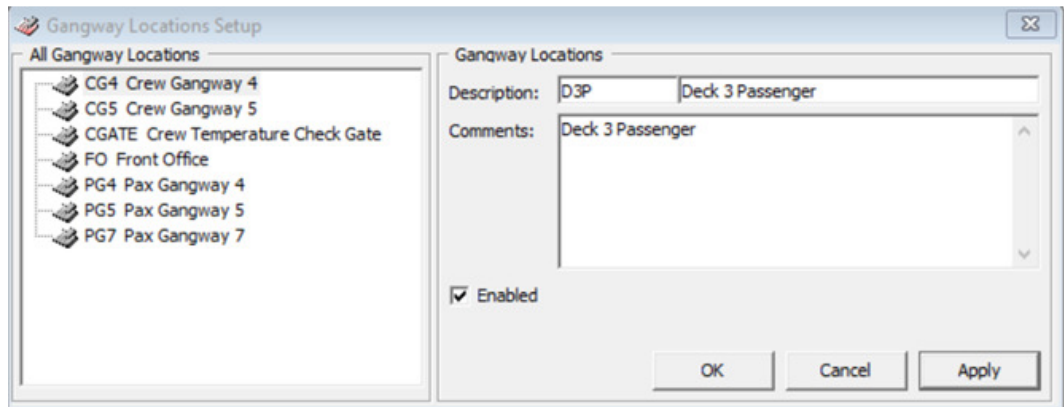
Figure 1-1 - All Gangway Location Setup

2. In the All Gangway Locations window, right-click on the left pane and select **Add New**.
3. Enter the gangway location code and name in the **Description** field, and additional comments of the location if any.

   By default, the **Enabled** check box is checked and unchecking the check box disables the code from the selection list.
4. Click **Apply** to save the new record.

Labels Setup

The program is pre-configured with a set of labels for use in WPF Security and the description can be modified to suit the ship's operation. The labels are listed under below groups.

- GNG001 - GNG115
- IMSG01 - IMSG03
- INIC01
- ODCT01
- ODMS01
- OMSG01 - OMSG03

In order to modify the label description,
1. Navigate to **Administration, System Setup, Labels Setup**.
2. Select the label code to modify.
3. Change the label description besides the short code and leave the comments as it is.

4. Click **OK** to save.

Security Sound File

A sound file is added to the Gangway location to alert the Security Officer on the type of movements or any security breached illegal movement. The supported sound file format is .wav and mp3.

1. Login to **Administration module** and select **Administration, Multimedia File Maintenance** from the menu.
2. Navigate to Security Sound File tab and click **Select** to select the sound file for each of the alert type. This opens a window explorer. Locate the sound file and then click **Open** to select the file.
3. To remove, click **Remove** on the selected sound file or **Play** to play the file.
4. Repeat the above steps for the remaining alert type.

Security Alert Setup

An additional alert may be setup to prompt the Security Officers in an event of security breach. These alerts are setup in **Administration module, Security Alert Setup**.

The user-defined Security Alert must first be created in the database by running a script before user is able to change the settings. Please contact Oracle Customer Support for the script file.
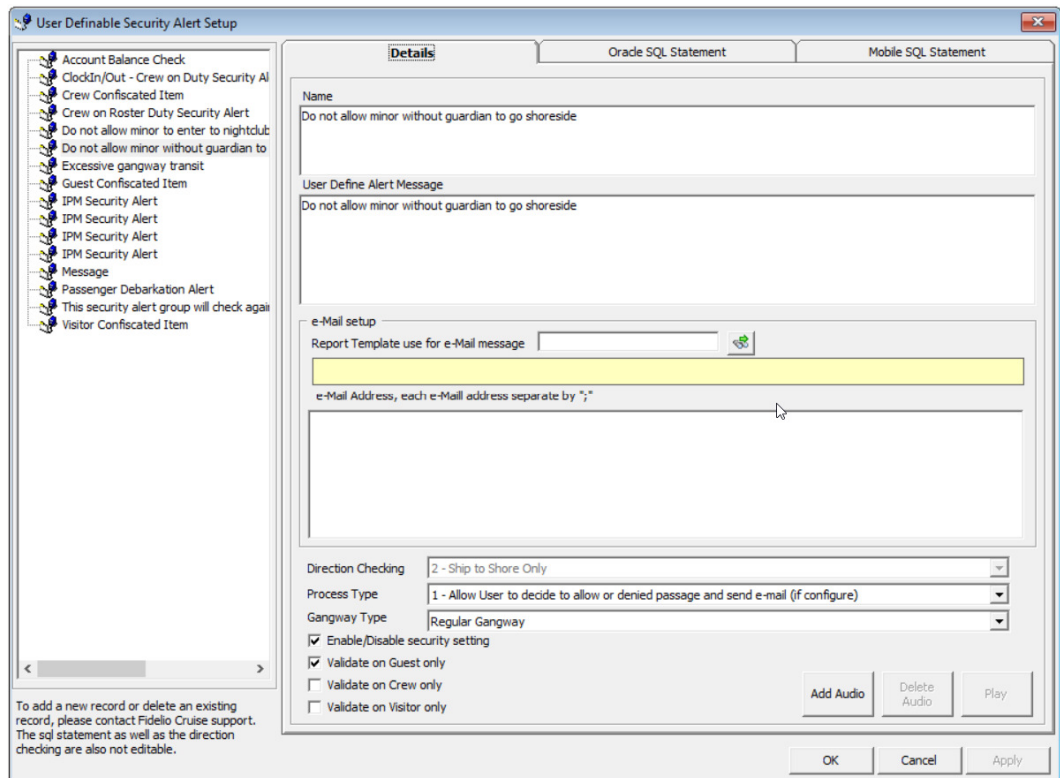
1. Run **Administration** module and select **Administration, Security Alert Setup** from the menu bar.
2. In the Details tab of **User Definable Security Alert Setup** window, enter the alert context in the **Name** field.
3. Define the alert message to appear in the **User Define Alert Message** field.
4. On the e-Mail setup section, select an **e-Mail alert template** and enter the email address using a semicolon '**;**' as separator when inserting more than one e-Mail account.
5. Select the **Direction Checking, Process Type** and **Gangway Type** from the drop-down list.
6. Check the respective alert triggers and then click **Add Audio** to add a sound file.
7. Navigate to **Oracle SQL Statement** tab to view the SQL statement for that alert.
8. Click **OK** to save the setting.

Peripherals

Peripherals such as camera, passport reader or card printer are often use at the gangway workstation to capture live picture, record travel document or print board card. These peripherals are configuration in **Management module, Options, Hardware Setup**.

2 Parameter

This section describes the Parameters available to WPF Security.

Table 2-1 - Parameters

Parameter Name	Parameter Description and Available Value.
Allow Auto Status Change for Last Account	Allow auto change of last account status by pressing CTRL+S. 0 – Do not allow 1 – Allow the auto Change
Allow Mark Message as Delivered	0 – The message will not mark as delivered. 1 – Prompt to user to confirm to mark the message. 2 – The message are marked as delivered when prompt.
Allow offline expected embarkation today on board	This is use in conjunction with offline Advance Quick Check In module. 0 – Disable 1 - Enable
Auto Refresh People Count	Enabling this parameter does have impact on Database performance. 0=Disable else set number of second to refresh the people count
Allow Crew Card Login Bypass	Allow crew to login by scanning the crew card provided the credential is valid in Mobile Database.
Allow not expected guest to check-in	0 – Do not allow expected guest to check-in 1 – Allow not expected guest to check-in.
AutoCheckOutCrw	Auto check out crew after card swipe for going offshore. 0 – Disable 1 – Enable
AutoCheckOutPax	Auto check out passenger after card swipe for going offshore. 0 – Disable 1 – Enable

Parameter Name	Parameter Description and Available Value.
Check Document Returned	Flag to check whether the pax document is returned during gangway movement.
	0 – No checking
	1 – Check disembark pax document.
	2 – Check transit and disembark pax document
Check Message	0 – Disable message checking
	1 – Enable
Check Visitor Card	0 – No checking performed.
	1 – Check on the validity of visitor card;
Check-in Message Popup Duration	Number of millisecond to show the auto check in message
Check-in via FC Security	0 – Disable check in via FC Security.
	1 - Enable
Custom Overview SQL for crew	(SELECT RTRIM(opo.opo_name)||' - '||RTRIM(typ_odi.typ_comment) ||' - '||RTRIM(typ_odi.typ_art) FROM opo, typ_odi WHERE
	uxp_h_staff_pos=opo.opo_id(+) AND uxp_h_staff_div=typ_odi.typ_art(+))
DCL corporate card facility code	Null=All card will be accepted, card must match the facility code
Default Queue Workstation	Default chips workstation ID. Reference to TYP_QST.
Disable Search Grid Drag/Drop	Disable the ability to drag/drop to arrange columns.
Disable Visual Keyboard	This disable the display of the visual keyboard.
Disable/Enable Phone when pax shoreside/onboard	Allow phone to be disable/enable when passenger goes ashore or onboard.
Eliminate FC Security Login	When enable, it will eliminate the FC Security Log-ins when Disabling Cards.
	0 – Disable
	1 – Enable
Enable Auto Quick Balance	1 – Enable Auto Balance for guest with credit cards Register
Enable Handicap Assignment	0 – Disable
	1 - Enable Handicap Assignment
Enable Immigration Gate	0 – Disable the access to Immigration Gate.
	1 – Enable

Parameter Name	Parameter Description and Available Value.
Enable Internal Gate	0 – Disable the access to Internet Gate. 1 – Enable
Enable Minor Disembarkation Authorization	0-No Authorization is require for Minor,1-Authorization of guardian company is require
Enable Tender Option	0 – Disable Tender Option. 1 – Enable option for Gangway to serve tender/
Exclude Port from Minor Dis Authorization	Specify the ports of call that a minor has been authorized for unescorted debarkation. For example 'AtSea','AtSea1'
Exit Application Without Prompt Password	1 - Exit Application Without Prompt Password
Extended Search Criteria	It can be any VarChar2 or Char field from RES and UXP table.
Extended Search Criteria Check-in	0 – Extended Search Criteria at gangway is disabled. 1 – Passengers will be checked in when found. 2 – Passengers will be allowed onboard but not checked in.
Gangway Location Functionality	The value determine whether to prompt the Gangway Location screen at logon. 0 – Not used 1 – Used
Grid Font Size	Specifies the Font Size of the Search Grid
Grid Refresh Duration	Number of seconds to auto-refresh the Grid data
Picture Taking Functionality	0 – Disable picture taking functionality. 1 – Enable
Prompt Message When Crew Disembark Today	1 – Prompt Message when Crew Disembark Today
SLD Manual Override	Prompt message to override shore leave denied message if no Time and Attendance validation. 0 – No overriding 1 – Prompt override SLD message,
Show Check-in Cabin Person Count	0 – Do not show other guest. 1 – Show other guest
Show Other Guest with Same Booking Number	0 – Do not show other guest. 1 – Show other guest
Tender Threshold Count	Threshold Count that triggers a warning.

Parameter Name	Parameter Description and Available Value.
Update Visitor Name	0 – Do not overwrite
	1 – Overwrite existing visitor name during passport scanning
Use Ashore Denied Message	0 – Do not use denied message in Ashore/Onboard Denied function.
	1-Use
Use ON/OFF Icon	0 – Don't use on/off Icon.
	1 – Use On/Off Icon

3   WPF Security

Accessing the Application

The WPF Security login screen can be set to display the type of Gate and Traffic direction according to the ships operational needs. This is determine by the Parameter "Exit Application Without Prompt Password" and "Gangway Location Functionality".

1. Launch the WPF Security application and at the Gate Settings dialog box, select the type **of Gate, Traffic Direction** and **Gate Location**.
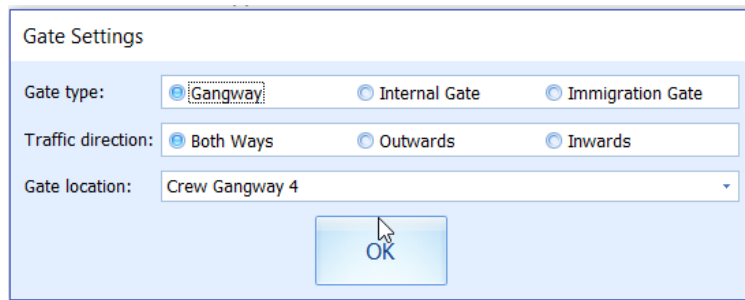
Figure 3-1 - Gate Setting in WPF Security

Table 3-1 - Gate Selection Dialog box

Gate type/Direction	Description
Gangway	The Gangway gate is use by passengers and crew when entering and leaving the ship. The system maintain a running count of passengers and crew that are currently onboard and at shore side.
Internal Gate	The Internal Gate is use by Department Head/Training Manager to monitor the crew training attendance and movements to restricted area or shore duty. The in/out entries through the gate are updated except the shipboard status.
Immigration Gate	The Immigration Gate is use to facilitate immigration process by swiping the passenger's board card in and out for Immigration inspections. The Immigration checks information will be updated except the shipboard status.
Both Way	Use for passengers and crew going ashore and onboard.
Outwards	Use for passengers and crew going ashore only.
Inward	Use for passengers and crew coming onboard only.

2. Click **OK** to access the main menu.

3. At the **Login** prompt, enter the user name and password or click **Exit** to access the Main menu.

Figure 3-2 - WPF Security Toolbar

4. The selected gate, traffic direction and location are shown under the toolbar of the main screen. Clicking the **Close Program** shall prompt a Security Logon dialog box and you are required to enter your login credentials before the program is able to close. This dialog box can be disabled by setting Parameter "Exit Application Without Prompt Password" = 1.

Navigating through WPF Security Main Functions

As the program predominantly records passengers' movement through the gangway, functionality available in this program is scaled down to minimize queue from building up. The functions in this module are a Refresh Count, Gangway Log, Visitor and Handicap Handling, Immigration Gate handling and others.

Figure 3-3 - WPF Security Main Screen

Table 3-2 - WPF Security Functions

Part	Descriptions
Refresh Count	This function recalculates and updates the total counts of the Account Statistics Board.
Gangway Log	This function launches to the Gangway Log screen which allow the Security Officer to view or search the gangway activities when necessary.

Part	Descriptions
Visitor	This function launches the Visitor screen, enabling the Security Officer to enter the visitor's information, produce a visitor card and track the visitor onboard/ashore status.
Handicap	This function allows the Security Officer to assign a handicap status for passenger with disabilities that comes onboard.
Take Picture	This function allows the Security Officer to take the picture and store the picture of a selected account in the system.
Close Program	This function closes the WPF Security program.
Account Status Board	
Onboard	Total Passenger/Crew/Resident currently onboard the ship.
Shoreside	Total Passenger/Crew/Resident currently at shore side.
Overnight Tour	Total Passenger/Crew/Resident currently at the shore side for overnight tour which include Crew accompanying passenger for overnight tour.
Expected	Total Passenger/Crew/Resident expected to check in today.
Disembarked	Total Passenger/Crew/Resident disembarked today.
Disembarking	Total Passenger/Crew/Resident expected to disembark today.
Visitor Onboard	Total Visitor is currently onboard the ship.
Information Board	
Onboard / Ashore	The Onboard or Ashore Information board shows the account information by name, sex, nationality, photo, last event log and other information when someone goes onboard from shoreside. Double clicking the board will bring up the account, allowing the Security Officer to search and change account status from onboard to ashore.
Gangway History Activity	
Gangway History Activity	Display the last 10 movement activities with account name and photo.
Status Bar	
Ship	Current Ship's name.
Sys Date	Current Ship's SPMS system date.
PC	PC name of current gangway workstation.

Part	Descriptions
DSN	SPMS Database name.
Reader	Card reader device currently connected to the gangway workstation.
CO Guest Enabled	Denotes Parameter, "Gangway", "AutoCheckOutPax" is enabled, allowing user to check-out a passenger account by swiping the board card.
CO Crew Enabled	Denotes Parameter, "Gangway", "AutoCheckOutCrw" is enabled, allowing user to check-out a crew account by swiping the board card.
Light bulb image	Database connectivity status. Green denotes online and Red denotes offline.

4   General Handling

Changing Onboard/Ashore Status

When passenger/crew passes through the Security gate to go ashore or board the ship, they are required to either swipe, scan or tap their board card on the devices made available at the security gate. Once the board card is swiped, the account status changes from onboard to ashore or vice versa.

Alternatively, you may manually change the status using the account search gird. This process is typically performed by Security Officers on passengers that lost their board card whilst at shore side.

1. From the main screen, double-click the **Onboard** or **Ashore Information Board** to bring up the list of accounts.
2. In the **Show People Currently Onboard / Shore-Side list** panel, use the side scroll bar to search for the account or narrow the search by selecting the category to display.
3. Move the cursor in the **Search** textbox to bring up the On-Screen Keyboard (OSK) and enter the passenger's name or cabin number using the OSK.
4. Select the account from the account grid and then click the **Going Ashore** or **Going Onboard** icon at the ribbon bar to change the account status or double-click the name field.
5. At the Confirmation prompt, select **Yes** to proceed or **No** to return to previous screen.   If Yes is selected, the account information is then displayed in the Ashore Status or vice versa.
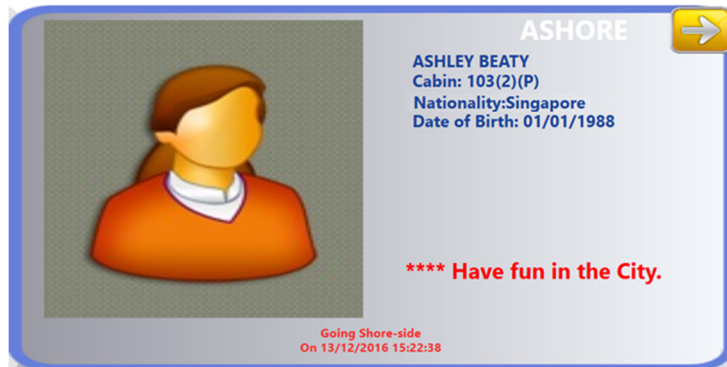

Figure 4-1 - Account Information Board

Auto Check-In Guest

Apart from scanning and recording the passengers movement at the Security Gate, embarking guest may be check in through this channel. This function would require Parameters to be setup. Refer *Parameter* table for details.

- Check-in through WPF Security
- Enable CheckIn Message
- Check-in Message Pop-up duration

o   Note that if parameter **Enable CheckIn Message** is enabled, the system will prompt user to confirm the check in and indicate the duration to process the check in base on the value defined.

1. In the Main Window, swipe the expected check-in passenger's card through the Magnetic Stripe Card Reader (MSR).
2. At the Check-in dialog box, select **Yes** to check-in the guest.   The passenger's details are shown on the Onboard Information Board.

Auto Check Out Guest

The application also has the capability to Auto Check-Out Passenger at the gangway and this requires some Parameter setup. Refer *Parameter* table for details.

1. In the Main Window, swipe the expected check-out passenger's card through the Magnetic Stripe Card Reader (MSR).
2. At the Check-out dialog pop, select **Yes** to check-in the guest.   The passenger's details are then shown on the Ashore Information board.

Crew Disembark Handling

Similar to Auto Check Out Guest, the function is also available to crew disembarking from the ship. Refer *Parameter* table for details.

When a disembarking crew swipe their board card through the MSR reader, the system prompts an **Ashore Denied Override** dialog box with message 'The person is ashore denied; do you want to override the onboard status?'.   Clicking **Yes** at the Ashore Denied Override prompt changes the account status to **Ashore** and displays a 'Crew Disembark Today' on the Ashore Status Information board.

Message Handling

An alert may be setup to prompt for messages entered in the Management module that are marked for delivery at the gangway. This function requires Parameter to be setup. Refer *Parameter* table for details.

The system prompts an alert on the WPF Security screen at the point when passenger swipe, scan or tab their board card on the card reader devices, allowing the Security Officer to read out the message to the passenger.   Clicking **Yes** at the alert screen sets the message as Acknowledged in the system.

Figure 4-2 - Message Handling prompt

5   Onboard/Ashore Denied Handling

There are various reasons a passenger or crew are denied from boarding or leave for shore, and below are the few examples.

- Travel document not collected while leaving the ship
- Open Balance in an account while leaving the ship
- Passenger or crew denied to go ashore or onboard due to safety reason, port regulations and others.
- Visitor deny to go onboard.

In each of the following section, the system prompts a dialog box and sets off a sound alert when the disembarking passenger/crew swipes the board card through the MSR reader. By clicking **Yes** at the dialog box overrides the onboard status.

All the functions listed below are triggered by Parameters defined in the Administration module. See *Section 2 - Parameter* for list of available parameters.

Document Return Handling

At the end of the cruise, disembarking passengers are required to collect their travel documents from the Front Desk before leaving the ship. This prompt alert the Security Officers to remind the passengers to collect their travel document prior to disembarking.
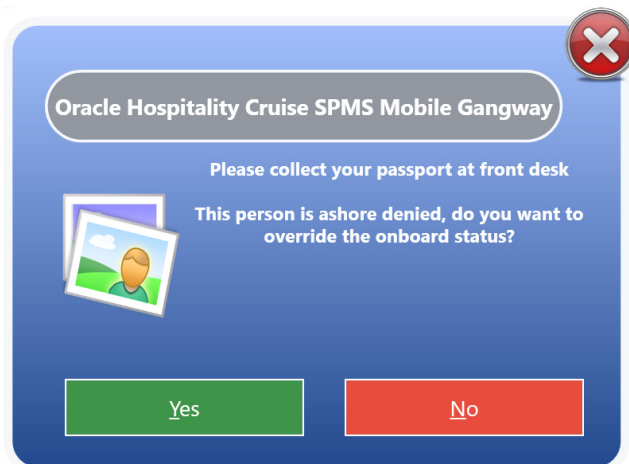
Figure 5-1 - Document Return Handling Prompt

Open Balance Handling

Similar to Document Return Handling, the system prompts an alert when a disembarking passenger's account has an open balance and the open balances amount is indicated in the dialog box.
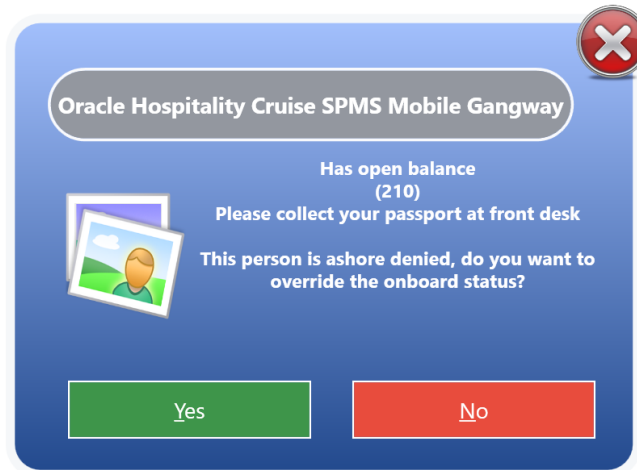
Figure 5-2 - Open Balances Prompt

Ashore Deny List Handling

In order for the system to prompt an alert to deny passengers from coming onboard or going ashore, these passenger name must be flagged in **Management module, Deny Ashore List**. A reason may be added to indicate why the passenger are denied to go ashore in the comment field. *See Management Module User Guide, Ashore Deny List* to setup the list.

Figure 5-3 - Denied Ashore Dialog box

Additionally, when a Crew is given a disciplinary action, they may be denied to leave for shore based on the period indicated in the disciplinary form in **Crew Handling, Effect/Warning tab, Warning** form.

Onboarding Denied List

There are occasions when passengers, crew or visitors are denied to go onboard the ship, due to invalid travel document, the assigned board card has expired or being assigned a shore duty.

These alerts are defined in the passengers/crew account in **Management module, Edit Guest Information, Deny Reason or Deny Boarding** field.   See *Management module, Guest Handling, Edit Information* for further details.

Figure 5-4 - Denied Ashore Account Information Board

Security Alert Handling

The Security Alert handling notifies the Security Officer according to the potential security breach defined in **Administration module, Security Alert Setup**. This alert allow them to manage the situation according to the ship's policy. In below example, a minor below x age defined in the system is not permitted to go ashore without a guardian, and the alert is set off when the minor swipe his/her card on the MSR.

Figure 5-5 - Security Alert Dialog box
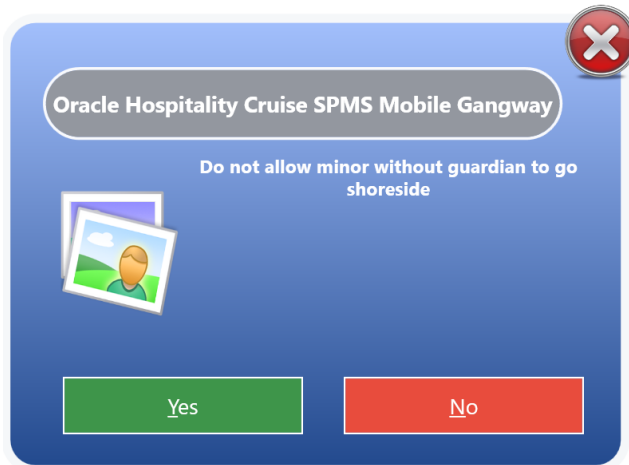
Onboard/Ashore Denied Handling

6   Immigration Gate Handling

The Immigration Gate Handling is setup to facilitate Immigration clearance at checkpoints in some countries according to Immigration Rules of the country.

Setting up Immigration Gate

When the WPF Security program is launched, the Security Officer have to determine the location of the checkpoint and define the gate type and traffic direction. See *Accessing the Application*.

The passenger and crew is required to either swipe, scan or tab their board card on the card reader when passing through this gate, with IMM Onboard or Ashore indicated on the Account Information board.

Figure 6-1 - Immigration Account Information Board

Resetting Immigration Status

A status reset is performed at the end of each Immigration clearance check and the Security Officer assigned to perform this task must have access privilege *#685 – Reset Immigration Counter* assigned in order to run this process.

1. At the end of the Immigration clearance check, click the **Reset Immigration** button located at the Toolbar of the application main screen.
2. The system then prompts a confirmation dialog box once login. Click **Yes** to proceed with reset or **No** to abort.
3. A prompt indicating 'Immigration reset done' appears on screen once the reset is successful.

Internal Gate Handling

An Internal Gate function manages the crew training movements or assigned duties at restricted area or shore duty.

When the WPF Security program is launched, the Security Officer have to determine the location of the gate and define the gate type and traffic direction. See *Accessing the Application*.

Crew members passing through this gate must either swipe or scan their board card when entering or leaving the training session. The movement is shown on the Account Information board with INT Onboard or INT Ashore, depending of the type of movement.
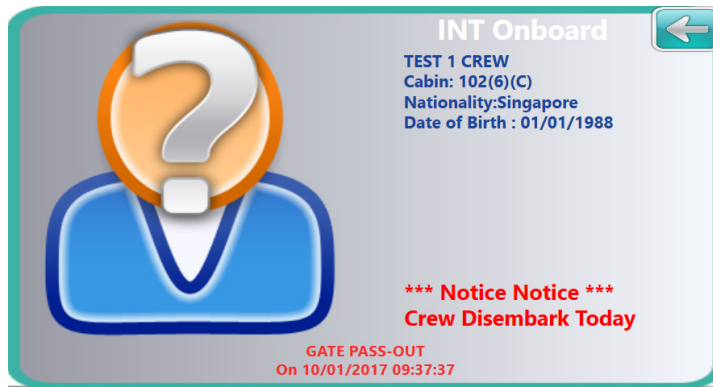
Figure 6-2 - Internal Gate Account Information Board

Handicap Handling

Special needs passenger requiring assistance whilst on board are assigned with a disability code when reservation is made. There may be occasion that this information is not up-to-date and are added on ad-hoc basis at the Security Gate. In order to update the disability code on ad-hoc basis, the codes must be preconfigured in Administration module and made available for use in WPF Security.

Figure 6-3 - Handicap Status Assignment

1. When a passenger with disability swipe their board card on the MSR reader, click the **Handicap** button on the Toolbar.   This launches the Handicap Status Assignment dialog box.

2. At the dialog box, select a disability code from the list, then select the **Mark as Handicap** radio button and then click **Save**.

3. To deselect the disability, mark the disability code and then click **Mark as Handicap** before clicking **Save**.

Gangway Log

The system records all movements through the Security Gate by date, workstation, location, name, movement direction, account type, cabin number and user name. These entries may be exported to a text file, report or Microsoft Excel sheet.
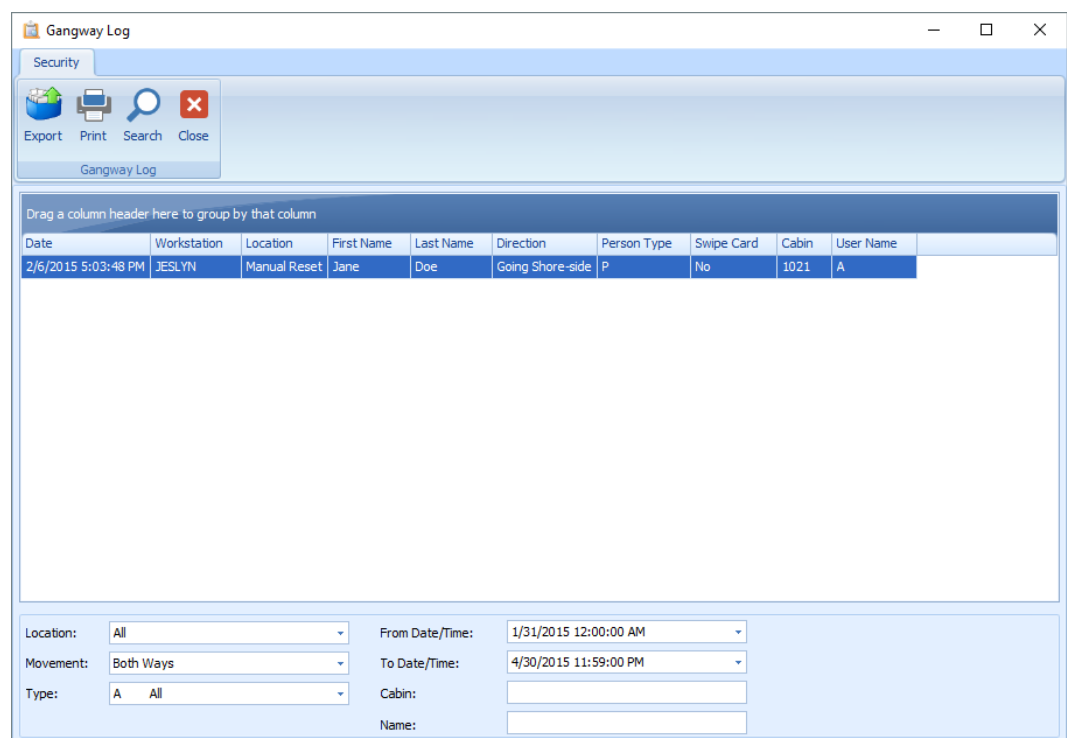
Figure 6-4 - Gangway Log

Table 6-1 - Gangway Log Search Option

Search Criteria	Description
Location	Gangway location setup in Administration, Gangway Locations.
Movement	List of direction of the movement
Type	Account Type:
	A = All
	P = Passenger
	C = Crew
	V = Visitor
From Date	Start date of the search
To Date/Time	End date of the search

Search Criteria	Description
Cabin	Cabin Number
Name	Name of the person you want to search

1. At the WPF Security Toolbar, click the **Gangway Log**. You will be prompt to re-login.

2. At the Gangway Log screen, select the type of information to export/print using the drop-down list, then click **Search** at the ribbon bar to populate the information onto the grid.

3. Information shown on the grid can be sorted by the header name, simply by clicking the column name or right-click the header to bring up the customizable sort option.

4. Click **Print** to print the report or click **Export** to export the report template to other format.

5. Click **Close** to exit the Gangway Log screen and return to WPF Security main screen.

7 Visitor Handling

All visitors going on-board or leaving the ship must register themselves at the security checkpoint, unless prior registration is performed in Advance Quick Check-In module.
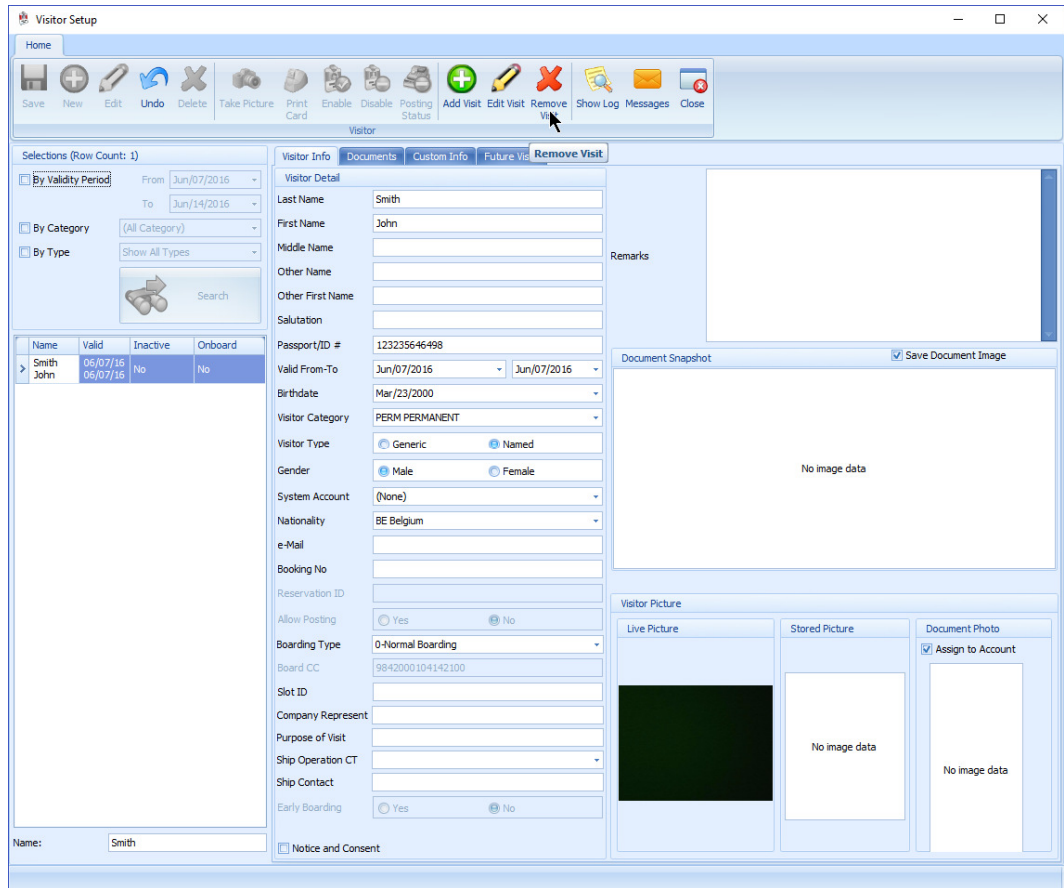

Figure 7-1 - Visitor Setup Window

Visitor Registration

1. At the WPF Security main screen, click the **Visitor** icon on the Toolbar to open the Visitor Setup form.

2. At Visitor Setup form, click **New** to add a new visitor record by filling in the visitor details in the Info tab.

3. At the ribbon bar, click **Take Picture** to capture a live picture. Ensure a camera is attached to the workstation and device is correctly setup in **Management module, Option, Video Parameter**.

4. Click **Swipe Passport** at the ribbon bar to open the ATB Document Entry form, then scan the passport through the passport reader and then click **OK** to save.

5. Click the **Print Card** to generate a visitor board card. This function launches the Batch Board Card Printing if the card failed to print.

6. Check the **Notice and Consent** check box located next to the **Name Search** field. If this check box is uncheck, the system prompts a warning message and disallow you to proceed.

7. Click **Save** to save the visitor record.

Editing Visitor Record

1. At the Visitor Setup screen, search the visitor record using the filters on the left panel of the screen or enter the last name in the name search field located at the bottom left section, then click **Edit** at the ribbon bar.
2. Edit the necessary information and click **Save** to save the changes.

Adding/Editing/Deleting a Travel Document

1. Repeat step 1 of Editing Visitor record and then navigate to Document tab.
2. Click **Add New** to launch the Document Add/Edit form. Manually enter the necessary information or scan the passport using a passport reader.
3. Clicking the **Upload File** allow you to upload the document image.
4. Click **OK** to save the information.
5. Click **Edit** to further edit the information or **Remove** to remove the information entirely.

Adding Future Visits

Future visits can be added to visitors who visit the ship regularly.

1. At the Visitor Setup screen, search the visitor record using the filters on the left panel of the screen or enter the last name in the name search field located at the bottom left section, then click **Edit** at the ribbon bar.
2. Navigate to the Future Visits tab and at the ribbon bar, click **Add Visit**.
3. Select the visit date using the date editor and then click **OK** to add.
4. To edit, click the **Edit Visit** and select a new date.
5. To remove, select the visit date from the grid and then click **Remove Visit**.

Deleting Visitor Record

1. Repeat step 1 of Editing Visitor record and then click **Delete**.
2. At the Delete Visitor dialog box, click **Yes** to confirm deletion.

Enable/Disable a Visitor Record

This function enable/disable a visitor from going onboard and sets the posting status to inactive when it the record is disabled.

1. Repeat step 1 of Editing Visitor record and then click **Disable** at the ribbon bar.
2. At the dialog box, select **Yes** to disable the visitor. The **Enable** button illuminates when the record is disabled and status in the Inactive column in the search grid changes to Yes and vice versa.

Updating Visitor Onboard/Ashore Status

On most occasions, the onboard/ashore status of the visitors going onboard or leaving for shore are updated by swiping/scanning of their board card. A manual intervention may be required on some instances and this is performed from the Visitor Setup screen.

1. At the Visitor Setup screen, search the visitor record using the filters on the left panel of the screen or enter the last name in the name search field located at the bottom left section.

2. Double-click the selected account and when prompt, select **Yes**.

3. This updates the Onboard status column in the search grid changes to Yes.

Posting Status

A visitor may have an account assigned to allow posting of consumption charges whilst onboard and this requires linking a System Account to the profile.

The Allow Posting radio button is set to **Yes** by default when a System Account is assigned and when the visitor status changes to 'Onboard', as illustrated in below table.

Function	Allow Posting enabled when
Activate 'Enable Visitor'	System Account is linked and visitor is onboard.
Linked to System Account	Visitor is onboard and status is active.
Change status to Onboard	System Account is linked and visitor is active.

Clicking the **Posting Status** at the ribbon bar disables the posting and you will be prompt to select a reason.

8　Auto Update Online Door Lock System for pre-register RFID card

This function is designed to automatically push the pre-registered RFID ID to VisiOnline System to request for access to the door lock or call for an update of the RFID ID of the lock. This is only applicable to OHC VisiOnline running on "Online" mode.   As such, a board card can be registered at QCIShore DB using WebServices function 'RegisterRFIDBoardCard'.

The following scenario explains the process that takes place during registration of the card.

Guest A Card is registered and the RES_QCI_RFID_ID is updated with the RFID UID. The record is Updated to the Ship DB in RES_QCI_RFID_ID field and inserted to RFID table with RFID_ACTIVE = 1 and RFID_AUTO_UPD = 1 and then run WPF Security in Ship DB.

Scenario 1:
1. Scan the card registered card for Guest A using OMNIKey 5321.
2. Record is created and added to PVF to send to VisiOnline with PVF_CMD=ResPostCheckIn.
3. CCE command is send to Ving to check in the card.

Scenario 2:
The RES_QCI_RFID_ID is updated but the record have not create in RFID table in Ship DB.
1. Scan the card to check in at Gangway.
2. Record is added to RFID and PVF table

Scenario 3:
The RES_QCI_RFID_ID is updated but the record not created in RFID table in Ship DB and the Guest status is Onboard.
1. Scan the card at Gangway and this guest is place to shore side. The RFID record is inserted.
2. Scan the card again, the guest shows going onboard and check in.
3. Once the record check in, the record will add to PVF, to be send to VisiOnline The system inserts to PVF when the RES_STATUS change from RE to CC.

Scenario 4:
If the RES_BOARDCC for the guest does not match with the registered card track 2 value,
1. Scan the card at Gangway.
2. System will show the card is not recognized.