

Oracle® Hospitality Cruise Shipboard Property Management System Gangway Security User Guide



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Preface

The Gangway Security is an add-on Oracle Hospitality Cruise Shipboard Property Management System (SPMS) application that runs on a Windows 10 IoT platform. The functions are to process passenger and crew embarkation, manage movements through the Gangway using a Windows 10 Mobile /Tablet, and provide an accurate head count of real time passenger, crew, and visitors status.

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System.

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
- Screenshots 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

Table 1 Revision History

Date	Description of Change
September 2021	Initial publication.
January 2022	Reworded the magnetic card reader function to use swipe instead of scan.
July 2022	Made minor grammatical changes.

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Gangway Security module.

Prerequisites

- Gangway Security version 8.0.6
- Complete setup of Mobile Mustering, the Gangway Security Application Server, and the requirements listed in the Mobile Mustering and Gangway Security Installation Guide.

Supported Operating System/Technology

- See Compatibility Matrix at <http://docs.oracle.com/en/industries/hospitality/>.
- Does not support Barcode/Rfid scanning

Supported Hardware

- Oracle MICROS 721 Tablet.
- Windows Mobile device with a camera.

Compatibility

SPMS version 20.2 or later. For customers operating on version 20.2 and below, database upgrade to the recommended or latest version is required.

1

Gangway Security Device

The Gangway Security is an add-on application to the Oracle Hospitality Cruise Shipboard Property Management System (SPMS) that simplifies the ship's access to management, handling of passenger, and crew embarkation and movements through the Gangway using a Windows 10 Mobile/Tablet.

Using the Device

Once the device is setup and connected to the OHCruiseWebService, you can login by swiping your crew board card, or manually entering the log in credentials at the login page.

Logging into the Device

1. At the device login page, tap on **Please use your Card to login**.
2. Place the cursor at the search bar and swipe the board through the card reader or tap **Login Manually** to enter the login ID and password.
3. Tap **Login** to continue.

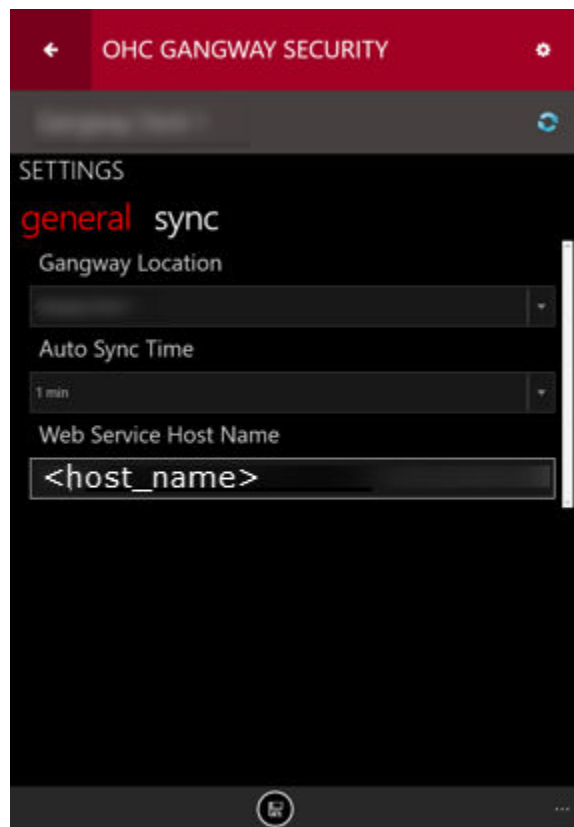
Device Settings

The Settings page enables you to configure the Gangway Location assignment and setting the Auto Sync Time and WebService Hostname. You can access the page from the top right corner of the page, it consists of two tabs: **General** and **Sync**. This function is disabled to crew or users without the Administrator access.

The options in the General tab are:

- **Gangway Location:** Allows changing of Gangway Location. The registered mode always appear at the top panel of the Menu page.
- **Auto Sync Time:** Defines the minute(s) for the next sync to occur.
- **Web Service Host Name:** Allows you to set the Webservice Hostname.

Figure 1-1 Gangway Settings



Synchronization

The Sync function obtains the latest database from the Mobile Server through a preset synchronization process and the device operating mode must be **Online**. The Sync tab contains the following options:

- **Full Sync:** Performs Full Synchronization on the device. The process deletes the existing database from the device and downloads the newest database, including all photos from the server. The function is launched manually and the button is disabled when the device is downloading the photos from the server.
- **Full Data:** Only perform Database Synchronization on the device. The process deletes the existing database from the device and re-download the newest database. The function is launched manually.
- **Reset Data:** Performs Data Cleaning on the device. This function deletes *all* data rows and downloads the newest.

Note:

The system prompts a message when you run the Full Sync or Reset Data. Use this function only for troubleshooting purposes. *Do not* use this for real-time emergency. Proceed with caution.

When a Full Sync or Data Sync completes successfully, the login screen appears.

2

Gangway Security Application

The application Main page enables you to obtain the passenger information by swiping the board card or access other functions within the Main menu tab.

The page consists of three sections:

- **Green:** Coming onboard.
- **Blue:** Going ashore.
- **Red:** Displays the picture last card swiped.

Profile

The Profile page provides a detailed view of the profile and is accessible from the **Main Menu** tab

Figure 2-1 Profile Information

The screenshot displays the 'OHC GANGWAY SECURITY' application interface. At the top, a red header bar contains a back arrow, the title 'OHC GANGWAY SECURITY', and a settings gear icon. Below this, a grey bar shows 'Gangway Deck 1' and a refresh icon. The main section is titled 'profile' and features a 'Check In' button. A profile card includes a blue silhouette icon, a green 'ONBOARD' button, and a grey 'VIP' button. Below the card, fields for 'Ticket Number', 'DOB & Age', 'Passport', 'Special Need Code', and 'Remarks' are listed. To the right, 'Type', 'Nationality', and 'Assembly Station' are also displayed. An 'Edit' link is visible next to the 'Special Need Code' field.

Table 2-1 Profile Page Field Description

Field Name	Description
Passenger's name	Passenger's first and last name.
Profile Photo/Camera	Profile photo of the passenger. Camera function allow capturing of new picture.
Cabin number	Registered cabin number.
Gangway Status	Green Icon with left arrow = Onboard Passenger. Blue Icon with right arrow = Ashore Passenger.
Reservation Status	RR = Reserved, RE = Expected Arrival, CC = Check In, CL = Expected to disembark, DD = Disembarked.
Passenger Status	Displays the passenger class For example: S = Senior, A = Adult, C = Child, I = Infant, J = Junior. Linked to RES.RES_PAXCLASS.
Ticket Number	Displays the ticket number linked to the booking.
Type	The passenger type, P = Passenger, C = Crew and V = Visitor. Linked to RES.RES_TAG.
DOB & Age	Displays the date of birth and age of the passenger.
Passport	Displays an encrypted passport number of selected passenger. Linked to UXP.UXP_H_PASSNO.
Assembly Station	Displays the assembly station assigned.
Special Need Code	Displays the special need code associated to the booking. Linked to RES.RES_HANDICAPCODE.
Check In	This button is active for "Expected to arrive" passenger only. The registration of the gangway movement depends on the value defined in Parameter, Mobile, Check-In Status .

Search

The Search function consists of four sub-tabs and the default view is "All."

- **All:** Displays all search results (default).
 - **Onboard:** Displays only the onboard account.
 - **Shoreside:** Displays search results of passenger ashore.
 - **Custom:** Advanced search option with a custom filter.
1. Tap the **Menu** button to open the Search function. The registered gangway station appears on the header of the page.

2. Tap the **Search** tab, enter the guest name in the **Search bar**, and tap the **Search** button.
3. The returned search results are based on the station in which you are currently logged in. To search for a guest registered at another station, navigate to the **Custom** tab.
4. To narrow your search, navigate to the **Custom** tab, select the criteria using the drop-down menu and tap **Apply**.
5. Tapping the name opens the profile screen. For field descriptions, see [Table 2-1](#).

Updating Profile Picture

At the point of reservation, the system loads a standard stock picture to the booking. You must retake the passenger photo using below steps.

1. Locate the passenger profile and then tap the **Camera** button beside the photo.
2. Tap the **Camera** button to retake the picture.
3. Tap **Done** to save.

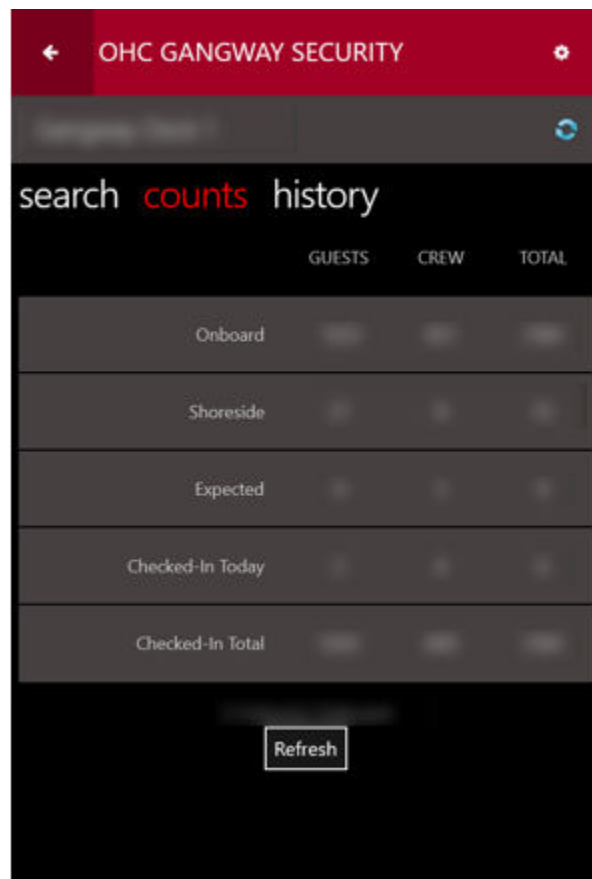
Editing Special Needs

1. From the profile page, tap the **Edit Special Need Code** and select the appropriate code from the list.
2. Tap the **Check mark** button to save.

Gangway Counts

The Counts page records the movements registered at the Gangway and provides a total passenger count onboard/ashore when a passenger board card is swiped.

Figure 2-2 Gangway Count



The screenshot shows the 'OHC GANGWAY SECURITY' app interface. At the top is a red header with a back arrow and a settings gear. Below is a dark grey bar with a refresh icon. The main content area has three tabs: 'search', 'counts' (highlighted in red), and 'history'. Below the tabs is a table with three columns: 'GUESTS', 'CREW', and 'TOTAL'. The table has five rows: 'Onboard', 'Shoreside', 'Expected', 'Checked-In Today', and 'Checked-In Total'. Each row contains three numerical values. At the bottom of the screen is a 'Refresh' button.

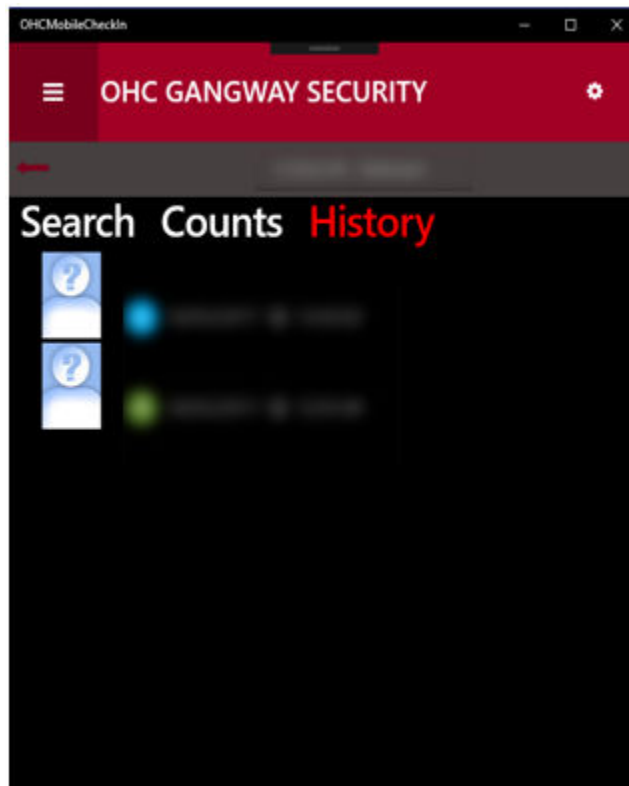
	GUESTS	CREW	TOTAL
Onboard	100	20	120
Shoreside	5	5	10
Expected	10	10	20
Checked-In Today	5	5	10
Checked-In Total	100	20	120

- **Onboard:** Contains all onboard persons (passengers/crew/total) including checked out and persons still on board.
- **Shoreside:** Contains all ashore persons (passengers/crew/total).
- **Expected:** Contains all persons expected today (passengers/crew/total).
- **Checked-In Today:** Contains all persons expected today (passengers/crew/total) that have checked in today.
- **Checked-In Total:** Contains all onboard persons that have checked-in today and on a prior date (passengers/crew/total).

Visitors Onboard: Displays only onboard visitor count.

History

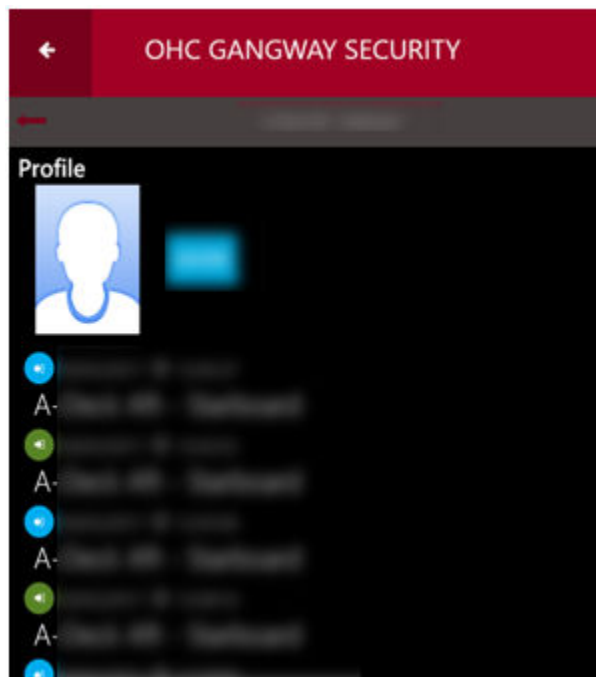
The **History** button redirects you to the Recent History page. The view lists the last record processed on the current device and shows an empty page if there are no movements recorded.

Figure 2-3 Record History

For every gangway movement, Record History displays as the following:

- Person's picture and name.
- Movement direction (Ashore or Onboard).
- Date and Time.

Tap the person's record to view the person's movement history. The screen also shows the status of the last synchronization with the server.

Figure 2-4 Single Person Detail Movement View

The list consists of the following items:

- Date/time of the gangway movement.
- Gangway location (name of the gangway location where the person was processed).
- Movement Activity (Green icon – going onboard, Blue icon – going ashore).
- Entries in the list are sorted by date/time; the most recent is displayed on top.

Log Search

The Log Search function is an advanced search function that searches for a person by location, movement, status, and others. This function is enabled by selecting **Log Search** check box under the **Search** tab. It is comprised of two tabs: **Gangway Log** and **Security Log**.

Gangway Log

You can use the Gangway Log to search for a person by:

- Gangway location
- Movement
- Type
- Date From/To
- Time From/To
- First name/Last name
- Cabin

- First/Last Name

Figure 2-5 Gangway Log

The screenshot shows the 'OHC GANGWAY SECURITY' app interface. At the top is a red header bar with a back arrow, the title 'OHC GANGWAY SECURITY', and a settings gear icon. Below the header is a dark grey bar with a refresh icon. The main content area has a dark background with the text 'search counts history' in white, where 'search' is highlighted in red. Below this, there is a 'Log Search' checkbox which is checked. Underneath, 'Gangway Log' is highlighted in red, and 'Security Log' is in white. The filters section includes: 'Gangway Location' (dropdown menu set to 'All'), 'Movement' (dropdown menu set to 'Both ways'), 'Type' (dropdown menu set to 'All'), 'From Date' (calendar picker set to 07/19/2017), 'From Time' (time picker set to 12:00 AM), 'To Date' (calendar picker set to 07/19/2017), 'To Time' (time picker set to 12:00 AM), 'Cabin' (text input field), and 'First Name / Last Name' (text input field). At the bottom, there is a 'search' button.

The search results appear according to the filters selected and when the **Search** button is pressed. The results contains a list of gangway movements in the following format:

- **Person's tag:** P = Passenger, C = Crew, V = Visitor.
- **Person's name:** Displays person's name and replaces the remaining characters with dots for longer names.
- **Movement direction:** Onboard/Ashore.
- **Time stamp:** Date/time logged.

Tap **Gangway Log** to return to the Search page

Security Log

You can use the Security Log to search the movement history by status, for example, Embarking, Disembarking or Denied List, Cabin number, Booking number, and Name.

Figure 2-6 Gangway Security Log

← OHC GANGWAY SECURITY ⚙️

🔍 ↻

search counts history

☒ Log Search

Gangway Log Security Log

Type
All

Movement
Both ways

Status
All

Cabin/Name/Booking Number

search