

# Oracle® Hospitality Cruise Shipboard Property Management System WPF Security User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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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 project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System.

## Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

<https://iccp.custhelp.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/cruise.html>.

## Revision History

**Table 1 Revision History**

| Date           | Description of Change   |
|----------------|---|
| September 2020 | Initial Publication   |
| January 2024   | Updated Customer Portal URL<br>Updated document to new format |

# Prerequisites, Supported Systems and Compatibility

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

## Prerequisites

- OHC Administration
- OHC WPFSecurity

## Supported Operating System

- See Compatibility Matrix at <http://docs.oracle.com/en/industries/hospitality/cruise.html>.

## Compatibility

SPMS version 20.1 or later. For customers operating on version 20.1 and below, database upgrade to the recommended or latest version is required

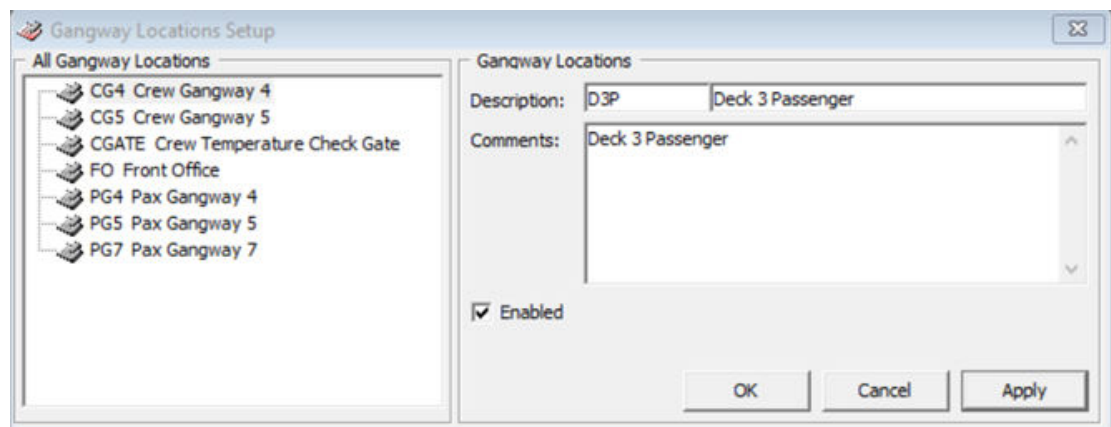
# 1

## System Configuration

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

### Gangway Location

Figure 1-1 Gangway Location Setup



1. Login to **Administration** module and select **Safety Setup, Gangway Locations** from the menu.
2. On the All Gangway Locations pane, right-click and select **Add New**.
3. At the **Description** field, enter the gangway location code and name, and additional comments of the location if any.
4. The new code is **Enabled** by default. To disable, deselect the **Enabled** checkbox.
5. 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 you can modify the description to suit the ship's operation. The labels are listed under below groups.

- GNG001 - GNG115
- IMMSG01 - IMMSG03
- INIC01
- ODCT01

- ODMS01
  - OMSG01 - OMSG03
1. Navigate to **Administration, System Setup, Labels Setup**.
  2. Select a label code to modify.
  3. Change the label description besides the short code and leave the comments field as it is.
  4. Click **OK** to save.

### Security Sound File

A sound file is added to the Gangway location as an alert on the different types of movements guardian alert. The sound file format supported 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 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 steps above for the remaining alert type.

### Security Alert Setup

You can setup additional alert to prompt the Security Officers if there is a security breach. This alert is setup in **Administration module, Security Alert Setup**.

However, you must first define the Security Alert and create it in the database using a script. 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. Enter the alert message text 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 a separator when inserting more than one e-Mail account.
5. Select the **Direction Checking, Process Type** and **Gangway Type** from the drop-down lists.
6. Select the respective alert triggers and 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 hooked up at the gangway workstation to capture live picture, record travel document, or print board card. To configure, see *Management module, Options, Hardware Setup*.

# 2

## Parameters

This section describes the Parameters available to WPF Security.

**Table 2-1 Parameters**

| PAR Name  | Description   |
|---|---|
| Allow Auto Status Change for Last Account         | Allows auto Change of last account status by pressing CTRL+S.<br>0 – Do not allow<br>1 – Allow the auto Change  |
| Allow Mark Message as Delivered                   | 0 – The message will not mark as delivered.<br>1 – Prompt to user to confirm to mark the message.<br>2 – The message are marked as delivered when prompt.                           |
| Allow offline expected embarkation today on board | This is use in conjunction with Advance Quick Check In module offline mode.<br>0 – Disable<br>1 – Enable  |
| Auto Refresh People Count                         | Enabling this parameter will impact the performance and it 'disable' by default.<br>0 –Disable else set number of second to refresh the people count                                |
| Allow Crew Card Login Bypass                      | Allows 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<br>1 – Allow not expected guest to check-in.  |
| AutoCheckOutCrw                                   | Auto check out crew after card swipe for going offshore.<br>0 – Disable<br>1 – Enable   |
| AutoCheckOutPax                                   | Auto check out passenger after card swipe for going offshore.<br>0 – Disable<br>1 – Enable  |
| Check Document Returned                           | Flag to check whether the pax document is returned during gangway movement.<br>0 – No checking<br>1 – Check disembark pax document.<br>2 – Check transit and disembark pax document |
| Check Message                                     | 0 – Disable message checking 1 – Enable   |



**Table 2-1 (Cont.) Parameters**

| <b>PAR Name</b>                                 | <b>Description</b>  |
|---|---|
| Check Visitor Card                              | 0 – No checking performed.<br>1 – Check on the validity of visitor card;                                    |
| Check-in Message Popup Duration                 | Number of milliseconds the auto check in message is shown.  |
| Check-in via OHC Security                       | 0 – Disable check in via OHC Security.<br>1 – Enable  |
| Custom SQL to show additional info for crew     | N/A   |
| DCL corporate card facility code                | Null –Accepts all cards; card must match the facility code  |
| Default Queue Workstation                       | Default chips workstation ID. Reference to TYP_QST.   |
| Disable Search Grid Drag/Drop                   | Disables the ability to rearrange columns using drag/drop.  |
| Disable Visual Keyboard                         | Disables the display of the visual keyboard.  |
| Disable/Enable Phone when pax shoreside/onboard | Allows phone to be disabled/enabled when passenger goes ashore or onboard.                                  |
| Eliminate OHC Security Login                    | When enabled, it will eliminate the OHC Security Log-ins when Disabling Cards.<br>0 – Disable<br>1 – Enable |
| Enable Auto Quick Balance                       | 1 – Enable Auto Balance for guest with credit cards Register  |
| Enable Handicap Assignment                      | 0 – Disable<br>1 – Enable Accessibility Assignment  |
| Enable Immigration Gate                         | 0 – Disable the access to Immigration Gate.<br>1 – Enable   |
| Enable Internal Gate                            | 0 – Disable the access to Internet Gate.<br>1 – Enable  |
| Enable Minor Disembarkation Authorization       | 0 – No Authorization is require for Minor,<br>1 – Authorization of guardian company is required             |
| Enable Tender Option                            | 0 – Disable Tender Option.<br>1 – Enable option for Gangway to serve tender/                                |
| Exclude Port from Minor Dis Authorization       | Specify the ports of call a minor is authorized to debark un-escorted. 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.  |

**Table 2-1 (Cont.) Parameters**

| <b>PAR Name</b>                           | <b>Description</b>  |
|---|---|
| Extended Search Criteria Check-in         | 0 – Extended Search Criteria at gangway is disabled.<br>1 – Passengers will be checked in when found.<br>2 – Passengers will be allowed onboard but not checked in. |
| Gangway Location Functionality            | The value determine whether to prompt the Gangway Location window at logon.<br>0 – Not used<br>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.<br>1 – Enable   |
| Prompt Message When Crew Disembark Today  | 1 – Prompt Message when Crew Disembark Today  |
| SLD Manual Override                       | Prompts a message to override shore leave denied message if no Time and Attendance validation.<br>0 – No overriding<br>1 – Prompt override SLD message,             |
| Show Check-in Cabin Person Count          | 0 – Do not show other guest.<br>1 – Show other guest  |
| Show Other Guest with Same Booking Number | 0 – Do not show other guest.<br>1 – Show other guest  |
| Tender Threshold Count                    | Threshold Count that triggers a warning.  |
| Update Visitor Name                       | 0 – Do not overwrite<br>1 – Overwrite existing visitor name during passport scanning  |
| Use Ashore Denied Message                 | 0 – Do not use denied message in Ashore/ Onboard Denied function.<br>1 – Use  |
| Use ON/OFF Icon                           | 0 – Do not use on/off Icon.<br>1 – Use On/Off Icon  |

# 3

## WPF Security

The WPF Security login window is able to display the type of Gate and Traffic direction according to the ships operational needs. This is determined by Parameters “Exit Application Without Prompt Password” and “Gangway Location Functionality”.

1. Begin the WPF Security application and at the Gate Settings dialog box, select the type of Gate, Traffic Direction, and Gate Location.

Figure 3-1 WPF Security Gate Settings

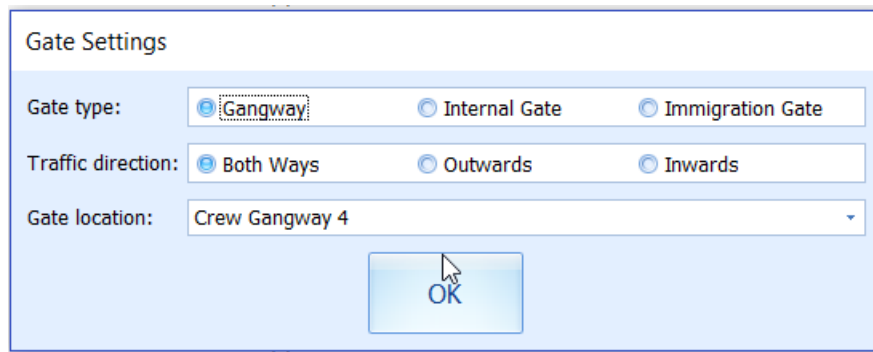


Table 3-1 Gate Settings Type

| Gate Type/Direction | Description   |
|---------------------|---|
| Gangway             | The Gangway gate is use by passengers and crew when boarding/alighting the ship. The system maintains 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 in 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            | Used for passengers and crew going ashore and onboard.  |
| Outwards            | Used for passengers and crew going ashore only.   |

Table 3-1 (Cont.) Gate Settings Type

| Gate Type/Direction | Description                                       |
|---------------------|---|
| Inward              | Used for passengers and crew coming onboard only. |

- Click **OK** to access the main menu.
- At the **Login** prompt, enter the user name and password or click **Exit** to access the Main menu.
- The selected gate, traffic direction and location are shown below the toolbar of the main window. Clicking the **Close Program** will prompt a Security Logon dialog box. You are required to enter your login credential before you can close the program. You can disable the dialog box by setting the Parameter "**Exit Application Without Prompt Password**"=1.

Figure 3-2 WPF Security Toolbar



### Navigating through WPF Security Main Functions

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

Figure 3-3 WPF Security Main Functions



**Table 3-2 Field Description of WPF Security Main Functions**

| <b>Function</b>                 | <b>Description</b>   |
|---------------------------------|--|
| Refresh Count                   | Recalculates and updates the total counts of the Account Statistics Board.   |
| Gangway Log                     | Starts the Gangway Log window, which allows the Security Officer to view or search the gangway activities when necessary.  |
| Visitor                         | Starts the Visitor window and enables the Security Officer to enter the visitor's information, produce a visitor card, and track the visitor onboard/ashore status.  |
| Accessibility                   | Allows the Security Officer to assign an accessibility status for passenger with disabilities that comes onboard.  |
| Take Picture                    | Allows the Security Officer to take the picture and store the picture of a selected account in the system.   |
| Close Program                   | Closes the WPF Security program.   |
| <b>Account Status Board</b>     |  |
| 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.   |
| <b>Information Board</b>        |  |
| 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 show the account, allowing the Security Officer to search and change account status from onboard to ashore. |
| <b>Gangway History Activity</b> |  |
| Gangway History Activity        | Displays the last 10 movement activities with account name and photo.  |
| <b>Status Bar</b>               |  |
| Ship                            | Current Ship's name.   |

**Table 3-2 (Cont.) Field Description of WPF Security Main Functions**

| <b>Function</b>  | <b>Description</b>  |
|------------------|---|
| Sys Date         | Current Ship's SPMS system date.  |
| PC               | PC name of current gangway workstation.   |
| 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

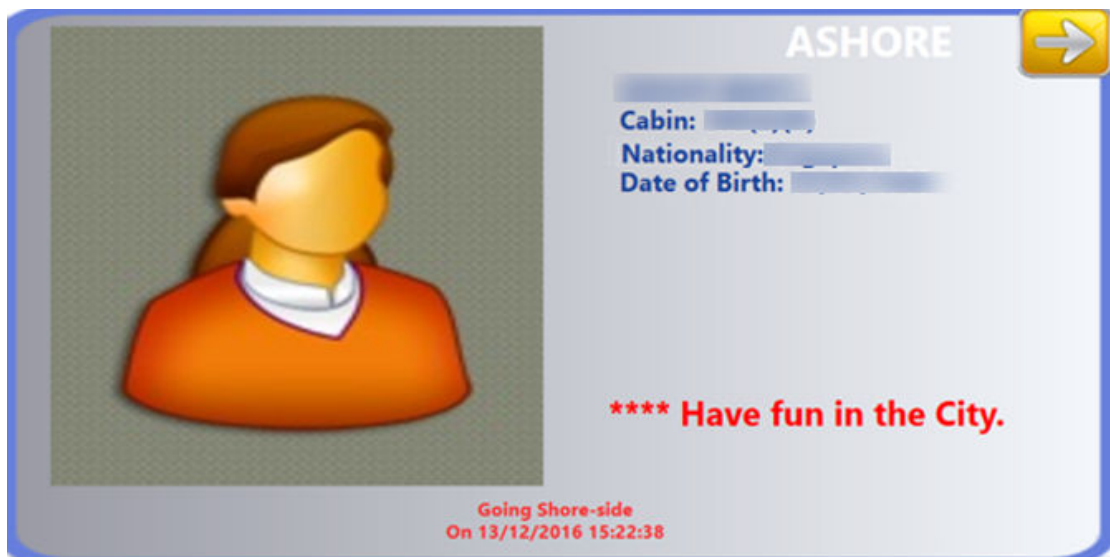
## General Handling

### 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. The Security Officers typically perform this process on passengers who lost their board card whilst at shore side.

Figure 4-1 Account Information Tile



1. From the main window, 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 filter the search by category.
3. Place the cursor in the **Search** text box launch 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 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 window. If Yes is selected, the account information is displayed in the Ashore Status or vice versa.

### Auto Check-In Guest

Apart from scanning and recording the passengers movement at the Security Gate, you can also check in embarking guests through this avenue. This function would require the Parameters listed. See [Parameters](#) section for more details.

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

#### Note:

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. At 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 has the capability to Auto Check-Out Passenger at the gangway and this would require some Parameter setup. See [Parameters](#) section 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 dialogue message, select **Yes** to check-in the guest. The passenger's details are shown on the Ashore Information board.

### Crew Disembarkation Handling

Similar to Auto Check-Out Guest, the function is also available to crew disembarking from the ship. See [Parameters](#) section for details.

When disembarking crew swipe their board card through the MSR, 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** will change the account status to **Ashore** and displays a 'Crew Disembark Today' on the Ashore Status Information board.

### Message Handling

An alert can be setup to prompt messages entered in the Management module that are marked for delivery at the gangway. This function requires some Parameter settings. See [Parameters](#) section for details.

The system prompts an alert on the WPF Security window at the point when the 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 message prompt will set the message as *Acknowledged* in the system.



# 5

## Onboard/Ashore Denied Handling

There are reasons the passenger or a crew is denied from boarding or leaving for shore, and below are the examples.

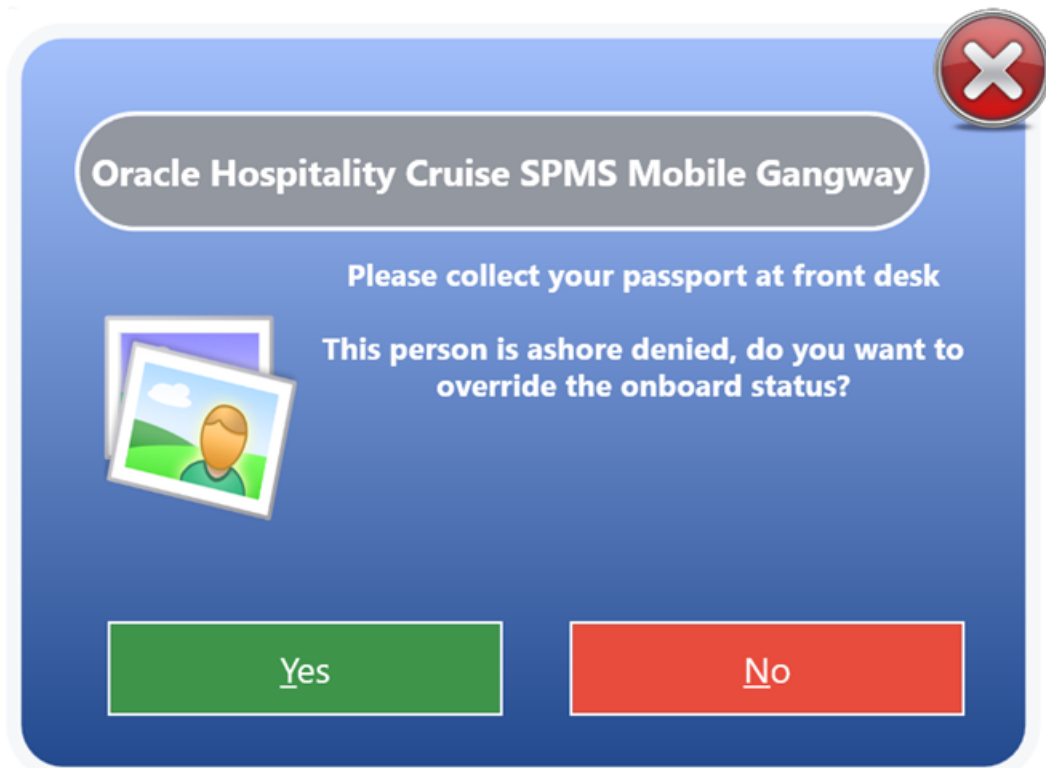
- Travel document not collected when disembarking
- Account has an Open Balance
- Passenger or crew is denied to go ashore or onboard due to safety reason, port regulations, and others.
- A visitor is denied to go onboard.

In the following section, when the disembarking passenger/crew swipes the board card through the MSR, the system will sets of an alert sound and prompt a dialog box. Click **Yes** to override the onboard status. All the functions listed below are triggered by the Parameters defined in the Administration module. See [Parameters](#) section 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 alert message is for the Security Officer officer as a reminder to the passengers to collect their travel document before final disembarkation.

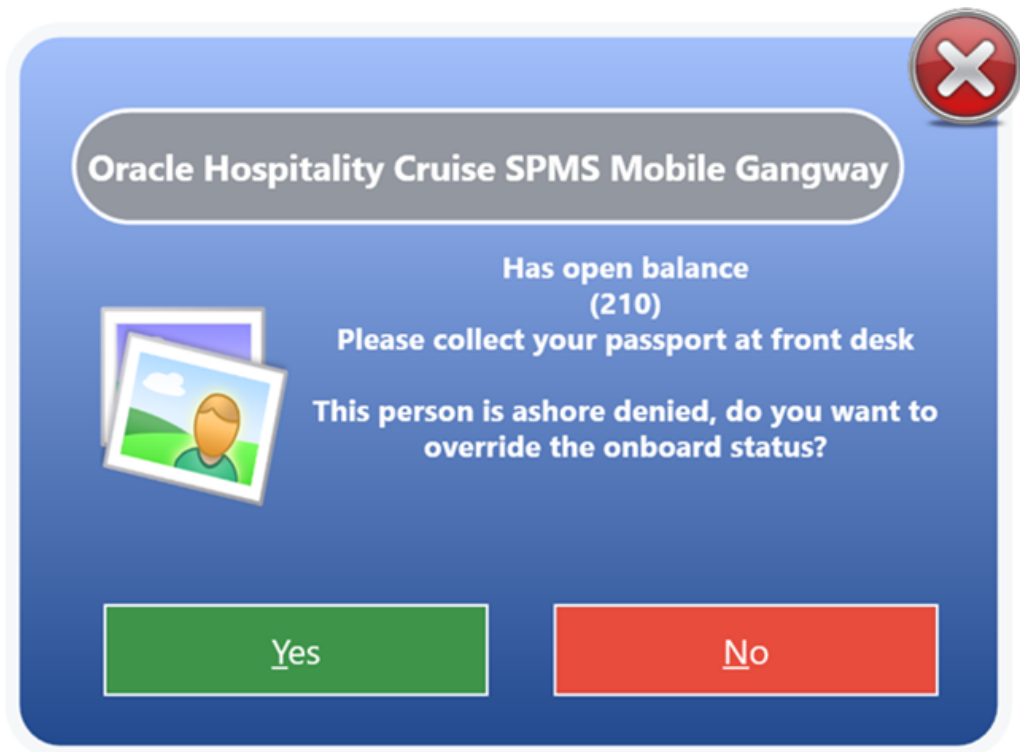
**Figure 5-1 Document Return Notification Prompt**



### Open Balance Handling

Similar to Document Return Handling, the system prompts an alert when a disembarking passenger's account has an open balance with the balance amount indicated on the dialog box.

Figure 5-2 Open Balance Notification



### Ashore Deny List Handling

This alert is prompt when passenger or crew are listed on the denied list in **Management, Deny Ashore List**. You can add a reason why they are denied to go ashore in the comment field. See *Management User Guide, Ashore Deny List* on how to setup the list.

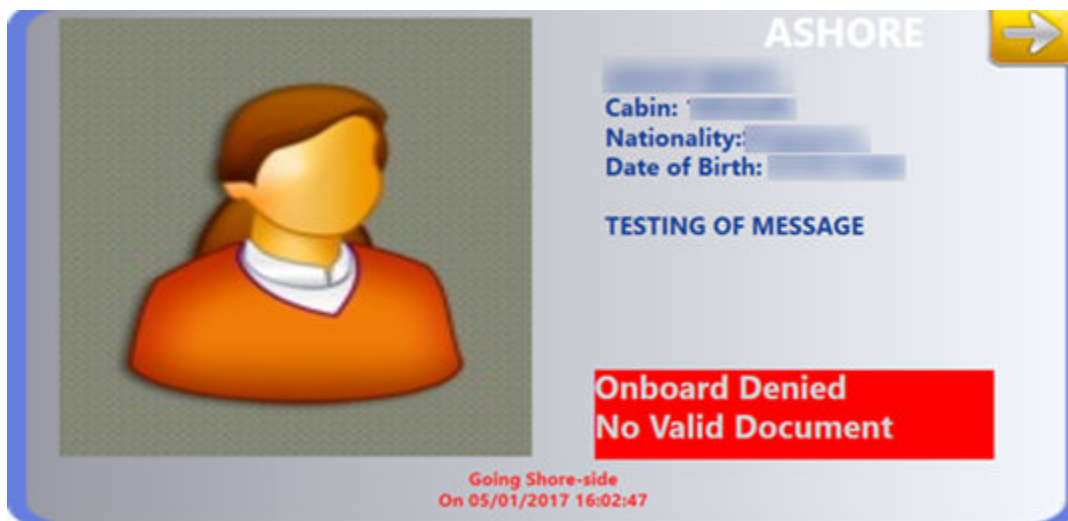
Figure 5-3 Ashore Denied Notification



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

Figure 5-4 Onboard Denied Notification

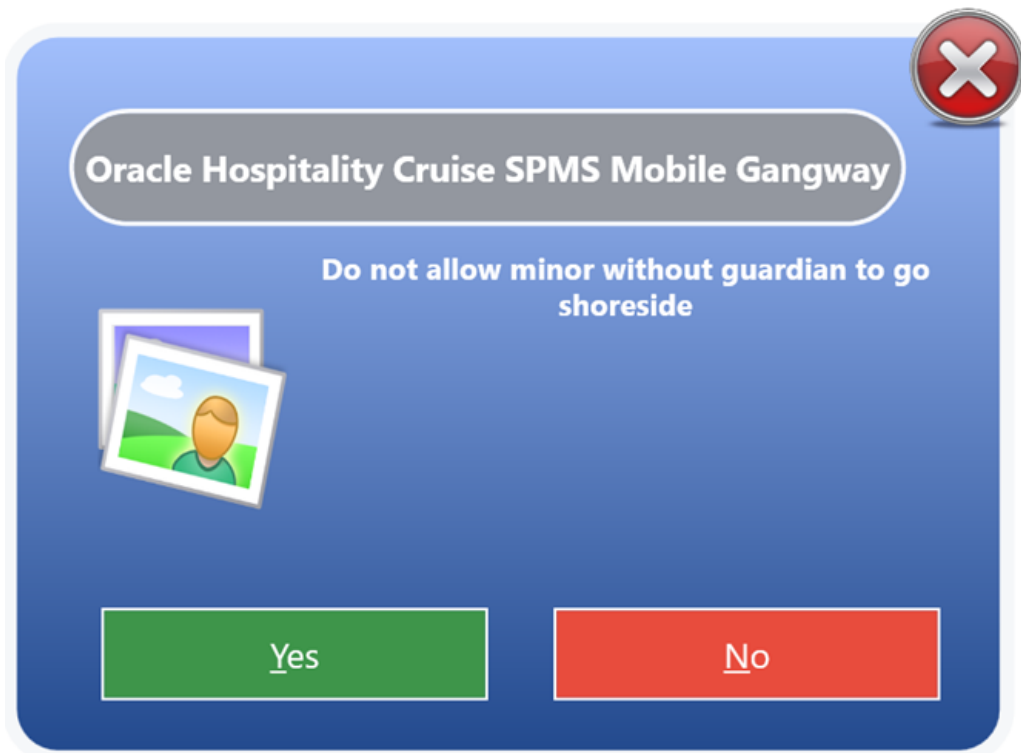


There are occasions when passengers, crew or visitors are denied to go onboard the ship, and this could be due to invalid travel document, the assigned board card has expired, or assigned to shore duty.

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

### Security Alert Handling

Figure 5-5 Security Alert Notification



The Security Alert handling notifies the Security Officer according to the potential security breach defined in **Administration, Security Alert Setup**, enabling them to act according to the ship's policy. In the following example, a minor below x age 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.

# 6

## Immigration Gate Handling

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

### Setting up Immigration Gate

Figure 6-1 Immigration Onboard Status



When the WPF program is launched, the Security Officer need to determine the location of the checkpoint, gate type and the traffic direction. See [WPF Security](#) section for gate type.

The passenger and crew are 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.

### Resetting the Immigration Gate Status

A status reset is performed at the end of each Immigration clearance check and the user assigned to perform this task must have the privilege #685 – *Reset Immigration Counter* assigned to him.

1. At the end of the Immigration clearance check, click the **Reset Immigration** button at the Toolbar of the application main window.
2. Once login, at the confirmation dialog box, click **Yes** to proceed or **No** to abort.
3. A prompt showing 'Immigration reset done' when the reset is successful.

## Internal Gate Handling

The Internal Gate function is used to manage the crew training movements or assigned duties at restricted area or shore duty.

When the WPF program is launched, Security Offices need to determine the location of the gate, gate type and traffic direction. See [WPF Security](#) section for gate type.

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.

## Special Need Handling

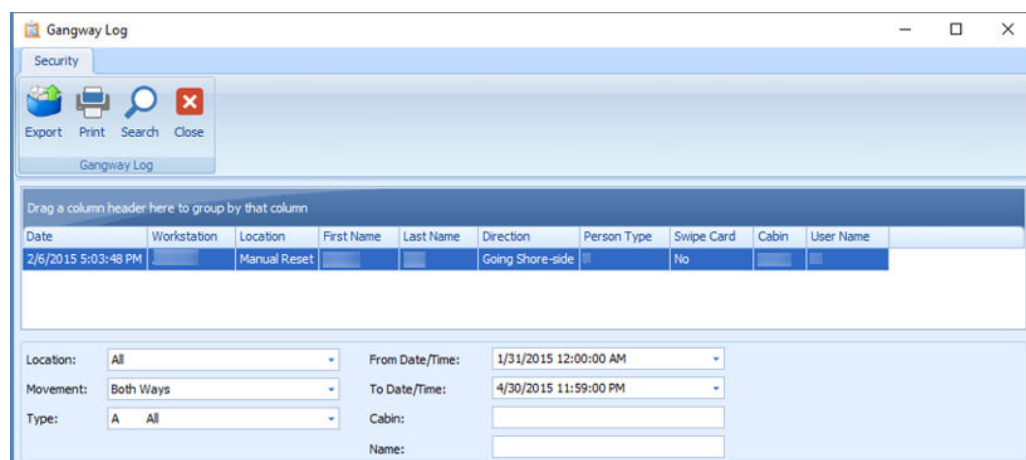
A special needs passenger requiring assistance whilst on board is assigned with an accessibility code when a reservation is made. There are occasions that this information is not up-to-date and are added on ad-hoc basis at the Security Gate. In order to update the accessibility code on ad-hoc basis, the codes must be pre-configured in the **Administration** module and made available for use in WPF Security.

1. When a special need passenger swipes their board card on the MSR, click the **Accessibility** button at the Toolbar. This launches the Accessibility Status Assignment dialog box.
2. At the dialog box, select a special need code from the list by checking the **Mark as Accessibility** radio button and click **Save**.
3. To deselect, mark the special need code and click **Mark as Accessibility** 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 can be exported to a text file, report, or Microsoft Excel sheet.

**Figure 6-2** 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:<br>A – All<br>P – Passenger<br>C – Crew<br>V – Visitor |
| From Date       | Start date of the search   |
| To Date/Time    | End date of the search   |
| Cabin           | Cabin Number   |
| Name            | Name of the person you want to search                                |

1. At the WPF Security Toolbar, click the **Gangway Log**. This prompts for a re-login.
2. At the Gangway Log window, select the type of information to export/print using the drop-down list
3. Click **Search** at the ribbon bar to populate the information onto the grid.
4. You can sort information shown on the grid by the header name, by clicking the column name or right-click the header to bring up the customizable sort option.
5. Click **Print** to print the report or click **Export** to export the report template to other format.
6. Click **Close** to exit the Gangway Log window and return to WPF Security main window.

# 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 Registration Form

The screenshot shows the 'Visitor Setup' application window. The interface includes a toolbar with icons for Save, New, Edit, Undo, Delete, Take Picture, Print Card, Enable, Disable, Posting Status, Add Visit, Edit Visit, Remove, Show Log, Messages, and Close. The main area is divided into several sections:

- Selections (Row Count: 1):** Includes filters for 'By Validity Period' (From: Jun/07/2016, To: Jun/14/2016), 'By Category' (All Category), and 'By Type' (Show All Types). A search icon is also present.
- Table:** A table with columns: Name, Valid, Inactive, Onboard. The first row shows a visitor with Name 'Smith', Valid dates '06/07/16' to '06/07/16', Inactive 'No', and Onboard 'No'.
- Visitor Info:** A tabbed interface with 'Visitor Detail' selected. Fields include: Last Name, First Name, Middle Name, Other Name, Other First Name, Salutation, Passport/ID #, Valid From-To (Jun/07/2016 to Jun/07/2016), Birthdate, Visitor Category (PERM PERMANENT), Visitor Type (Generic, Named), Gender (Male, Female), System Account (None), Nationality, e-Mail, Booking No, Reservation ID, Allow Posting (Yes, No), Boarding Type (0-Normal Boarding), Board CC (9842000104142100), Slot ID, Company Represent, Purpose of Visit, Ship Operation CT, Ship Contact, and Early Boarding (Yes, No).
- Remove Visit:** A button to remove the visitor record.
- Remarks:** A large text area for notes.
- Document Snapshot:** A section with a 'Save Document Image' checkbox and a placeholder for 'No image data'.
- Visitor Picture:** A section with three sub-sections: 'Live Picture' (showing a black box), 'Stored Picture' (placeholder for 'No image data'), and 'Document Photo' (checkbox for 'Assign to Account' and placeholder for 'No image data').
- Name:** A text field containing 'Smith'.
- Notice and Consent:** A checkbox at the bottom.

### Visitor Registration

1. At the WPF Security main window, 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 and fill in the 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 the device is correctly setup in **Management, 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 starts the Batch Board Card Printing if the card failed to print.
6. Select the **Notice and Consent** checkbox located next to the **Name Search** field. If this checkbox is deselected, 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 window, search the visitor record using the filters or enter the last name in the name search field.
2. Click **Edit** at the ribbon bar.
3. 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 start the Document Add/Edit form. Manually enter the necessary information or scan the passport using a passport reader.
3. Click **Upload File** 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 window, search the visitor record using the filters or enter the last name in the name search field.
2. Click **Edit** at the ribbon bar.
3. Navigate to the **Future Visits** tab and at the ribbon bar, click **Add Visit**.
4. Select the visit date from the calendar and click **OK** to add.
5. To edit, click the **Edit Visit** and select a new date.
6. 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 click **Delete**.
2. At the Delete Visitor dialog box, click **Yes** to delete.

### Enable/Disable a Visitor Record

This function enables/disables 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 click **Disable** at the ribbon bar.

- At the dialog box, select **Yes** to disable the record. 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 window.

- At the Visitor Setup window, search the visitor record using the filters or enter the last name in the name search field.
- Double-click the selected account and when prompt, select **Yes**.
- This updates the **Onboard status** column in the search grid changes to **Yes**.

### Posting Status

A visitor may have an account assigned for 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.

**Table 7-1 Posting Status Definition**

| 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.  |

# 8

## Auto Update Pre-Register RFID Card on Online Door Lock System

This function is only applicable to ships running OHC VisiOnline in “*Online*” mode which allow registration of board card at QCIShore DB using the WebServices function ‘RegisterRFIDBoardCard’.

This function pushes the pre-registered RFID ID to VisiOnline System automatically, requesting an access to the door lock or call for an update of the RFID ID of the lock.

The following scenarios explain the process during the 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 and 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 not created 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 placed 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 is check in, the record will add to PVF, to be send to VisiOnline
4. 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 the registered card track 2 value,

1. Scan the card at Gangway.
2. System will show the card is not recognized.