

# Oracle® Hospitality Cruise Shipboard Property Management System Mustering 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 Mustering application is a front-end application that radically cuts emergency passenger-handling time with the use of electronic hand-held devices. This new application enables cruise operators to manage the emergency mustering process by tracking each individual passenger and crew member, whilst simultaneously keeping officers on the bridge fully informed of the progress.

This application not only reduces human error on manual passenger/crews' registration at the designated mustering station, it also speeds up the process by 50%. The software uses the Radio Frequency Identification (RFID) scanning technology to scan the crew, visitor, or passenger's board card.

This enables the mustering process to be tracked in real time, reporting to the bridge progressively throughout the procedure. Both routine and emergency modes are available and crew in charge of the muster stations can readily identify if any of the passenger is missing and instinctively search for them at other muster stations.

## **Audience**

This document is intended for application specialist, IT Officers and end-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**

<b>Date</b>	<b>Description of Change</b>
October 2023	Initial publication.
March 2024	Added topic Resumed Network Connection/ Download File.

# 1

## Getting Started

Mustering is an add-on to Oracle Hospitality Cruise Shipboard Property Management System that simplifies the crew's access and tracks passenger and crew movements. It is ideal for handling crowd activity during drill or actual emergency. It provides accurate head count and real time passenger, crew and visitor status.

### Launching the Application

To launch the application on an Android device:

1. Turn on Near Field Communication (NFC) in the device settings.
2. Open your browser. See [Oracle Software Web Browser Support Policy](#)
3. Enter the URL for the application.
4. A notification **Add to Home Screen** appears. Press the button to add.
5. Enable **Allow NFC** from the browser settings to allow system to access NFC reader. You can change this setting via Chrome. Go to **Chrome browser, Settings, Site Settings, NFC devices**.

Figure 1-1 Login Page

The screenshot shows a login page for the Oracle Cruise Shipboard Property Management System Mustering. At the top, the Oracle logo is displayed. Below the logo, the text "Cruise Shipboard Property Management System" and "Mustering" is centered. There are two input fields: "Username" and "Password", both with "Required" labels to their right. Below the input fields is a "Sign In" button. At the bottom, there is a button labeled "Sign in with RFID" with an NFC symbol to its left.

To launch the application on a MICROS device:

1. Open your browser. See [Oracle Software Web Browser Support Policy](#)
2. Enter the URL for the application.
3. MICROS tablet works with a keyboard wedge, hence you need to ensure the settings is configured to automatically read RFID.

Parameters can be configured in **OHC Administration module, System Setup menu, Database Parameters, System**. These parameters are used in online mode only.

**Max Logins:** maximum number of login attempts before account is locked.

**Lockout Minutes:** number of minutes to wait after a lockout before a user is allowed to retry.

**Account Lockout Duration:** number of minutes before it resets the maximum login attempt count.

## Log in to the Application (Credential Login)

1. On the application page, enter your user name and password.

 **Note:**

The user name and password is case-sensitive

2. If you sign in with an incorrect user name, password or both, you will receive an error '**Invalid login, Please try again**', and the field color changes to red and the account will be locked.

 **Note:**

The number of failed attempts and lock duration is determined by the value set in **System, Max Login** and **Lockout Minutes** parameter.

3. Upon successful login, your user name and profile picture is displayed at the top right of the page, and navigate to the Register page.
4. To log out from the application, press the arrow down icon on the page and press the **Sign Out** button when shown, and navigate to the login page.
5. If the user account does not have permission to the application, a **Permission is required to view this application** shall prompt.
6. If full data download from the server to the device is in progress, you may experience slowness when registering/unregistering a profile in an *Online* mode.

## Log in to the Application (Contactless Login)

The application allows you to login with your RFID card. Below are the supported RFID card type.

MIFARE Classic 1K



MIFARE DESFire Card

MIFARE PLUS EV1

MIFARE Ultralight-C

MIFARE Ultralight EV1

1. On the login page, press the **Sign In with RFID** button and then the **Allow** button on the NFC confirmation pops up to enable NFC on the device.
2. If you have selected **Allow NFC** previously, the **Start sign in with RFID** button is greyed out, indicating that you can log in by tapping the RFID card.
3. To login with RFID card, you must successfully login once using your credential login. On the application page, enter your username and password and press the **Sign In** button.

 **Note:**

The username and password are case-sensitive.

4. To log in with RFID card, place the RFID card on the NFC sensor, at the back of the device.
5. Upon successful login, your user name and profile picture is shown at the top right of the page, and it brings you to the first page, for example, Register page.
6. If you log in with a valid RFID and system returns '*Something went wrong Error 403 – Please try again. If problem persists, contact your system administrator.*', then you need to log in using your credential.
7. If you log in with an invalid RFID card, an error '*Something went wrong Error 4xx – Please try again. If problem persists, contact your system administrator.*' shall prompt. The RFID login will lock after a few unsuccessful attempt.

 **Note:**

The number of failed attempts and lock out duration is determined by the value set in **System, Max Login** and **Lockout Minutes** parameter.

8. Once the RFID login is locked after the maximum login attempts, you can still log in using your credential, after which you can perform RFID login without waiting for lockout minutes to reset.
9. If you select to block the NFC at the confirmation box pop up, you will get a notification 'NFC device is blocked'.
10. If the device does not support RFID scanning, you will get a notification 'RFID not supported'.
11. If your account does not have a permission to the application, you will get an error page 'Permission is required to view this application'.

## Session Timeout

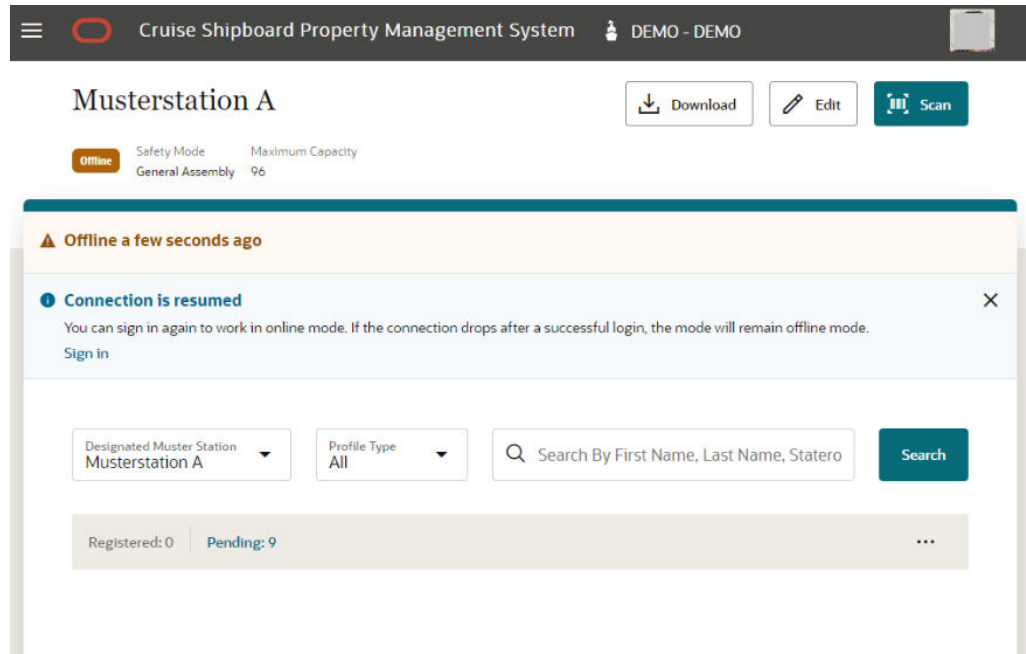
To secure the device from unauthorized access, the application will:

- Time out when there is no synchronization process running in the background and screen is left idle for 45 minutes, and prompts a 30 second countdown screen before expiring the session.
- If the user does not perform any action within the countdown period, system will log out the user automatically and redirects to the Login screen.
- If the **Sign Out** button is pressed, it signs out and redirects to the Login screen.
- If the **Continue** button is pressed, it remained signed in at the last visited screen.

## Resumed Network Connection

In an offline Safety mode, a message banner appears when the device detects the network connection has resumed, allowing user to decide whether to remain in an offline mode or need to sign out and sign in to reconnect.

**Figure 1-2 Network Banner**



- Press the **Sign In** button, then you will automatically be signed out by the System and navigate to the Login page. The safety mode becomes Online once the login is successful.
  - If the connection dropped after pressing on “Sign In” in the Login page, you will remain logged in an offline mode.
- The application remains in an offline mode:
  - If no further action is taken
  - When you press the banner message’s X icon, this will hide the banner of this page. If you navigate to other page, you will see this banner again.

## User Security Access

To access the Register to Unregister page, user must have the access to this function. See the assignment of user access by user groups in documentation 'Cruise Property Management System, Role Manager'.

- If the login user is granted with **Register Profile** access only, user is not allowed to access Unregister page but able to see **Register** and **Synchronization** from the menu.
- If the login user is granted with **Unregister Profile** access only, user is not allowed to access Register page, and able to see the **Unregister** and **Synchronization** from the menu.
- If the login user is not granted with both the **Register Profile** and **Unregister Profile** access, then user is not allowed to access Mustering application, and user is redirected to the permission page.

**Figure 1-3 Permission Page**

Permission is required to view this application.

Please contact your help desk to get access.

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# 2

## Mustering Mode and Functions

### Register

Before you begin registering from the Register page, you must select the **Safety Mode** and **Mustering Station/Lifeboat**.

- Safety Mode default selection value is based on parameter **Mobile–Mustering Mode**.
- For Safety Mode, go to **OHC Administration, Administration, System Setup, Labels Setup**, and use the GENASS for Emergency Passenger Drill, EMERCY for General Assembly, ASHSHP for Abandon Ship.
- To set up and define the Muster Station and Lifeboat, go to **OHC Administration, Administration, Safety Setup, Muster Station**, and **Lifeboat** respectively.
- Enable the below parameters in **OHC Administration module, System Setup, Database Parameters** if necessary.
  - **General - Use Resident** if parameter value is '1', the resident record is searchable and is included in analytic summary count
  - **General - Child Max Age**, the age separation for child or adult
  - **Mobile - Mustering Mode**, the value of Mustering Mode Selections



#### Note:

You can also set up **Mobile - Mustering Mode** in **Cruise Shipboard Property Management System, Dashboard, Mustering**, if you have been granted with **Edit** security rights.

### Safety Mode Selection

To access the Register page,

1. From the Menu, select **Mustering, Register**

Figure 2-1 Register Menu

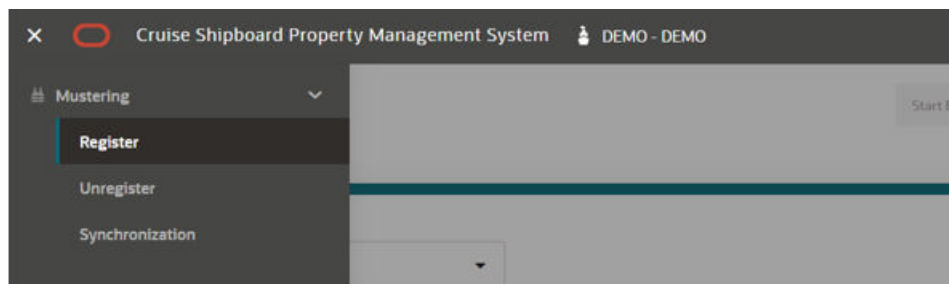


Figure 2-2 Register Page

The screenshot shows a web interface for the 'Register' page. At the top, there is a dark header bar with a hamburger menu icon, the text 'Cruise Shipboard Property Management System', and 'DEMO - DEMO'. Below the header, the word 'Register' is displayed in a large font, followed by a green 'Edit' button and a blue 'Start Registration' button. The main content area contains two dropdown menus: 'Safety Mode' and 'Muster Station'.

2. On the Register page, select a value for all the mandatory fields:
  - Safety Mode - value default in parameter Mobile - Mustering Mode
  - Muster Station or Lifeboat - the column name shown is according to the **Safety Mode** selection.
    - Muster Station is shown if the selected safety mode is “Emergency Passenger Drill” or “General Assembly”.
    - The Lifeboat is shown if the selected safety mode is “Abandon Ship”.
3. Select the **Start Registration** button and the system redirects to the Register page. In the page header, the system displays the selected value of muster station/lifeboat and safety mode.

 **Note:**

The default safety mode is according to the setting in **OHC Administration module, System Setup, Database Parameters, Mobile - Mustering Mode**.

- if the parameter value is '0', the default selection mode is Emergency Passenger Drill
- if the parameter value is '1', the default selection mode is General Assembly
- if the parameter value is '2', the default selection mode is Abandon Ship
- if the parameter value is 'Blank' or the value is not any of the above, the default selection mode is Emergency Passenger Drill

You may change the Safety mode after starting the registration. This will reset the earlier selected muster station/lifeboat and safety mode.

## Begin Register

The default page after selecting the safety mode when you begin registration is the Register page. The page header shows the selection you chose previously. Pressing the **Edit** button allow you to change your selection.

There are two methods to search for a profile - manual search and search by tapping the RFID card.

In addition, different safety mode has a different registration method.

The Analytic summary count provides a summary view of the Registered/Pending Register in the Register page:

- **Registered:** the number of profiles registered in the current muster station/lifeboat. Select this **Registered** link, system redirects to the Registered page. See the [Registered](#) section for more information.
- **Pending:** the number of profiles expected to register in current muster station/lifeboat. Select this **Pending** link, system redirects to the Pending page. See the [Pending](#) section for more information.

The Analytic summary count refreshes automatically when the below activity takes place in the Register page:

- page navigation to Register page
- browser refresh
- editing the profile type from Profile Type field
- pressing the **Search** button
- selecting any record in the Profile listing
- tapping the RFID card
- pressing the special needs hyper link in the card view.
- pressing the ellipsis (...) button next to Analytic Summary Count
- scanning a barcode

 **Note:**

The summary count presented varies depending on the parameter value in **General - Use Resident**. If the value is set to 1', this would include the resident count in the analytic summary.

## Registration Summary

The Registration Summary gives you an overview count of the registration. The count presented in the summary varies depending on the value set in parameter **General - Use Resident**.

The mustering mode view is filtered based on the value selected in the Profile Type drop-down list.

- **Emergency Passenger Drill:** All, Guest, or Resident
  - **General Assembly:** All, Guest, Resident, Crew, or Visitor
  - **Abandon Ship:** All, Guest, Resident, Crew, or Visitor
1. On the Register page, press the ellipsis (...) button next to the Analytic summary.
  2. Select the **Registration summary**. This opens the Registration Summary drawer, showing the below count summary.

Figure 2-3 Registration Summary

	Registered	Pending	Total
<b>Registered</b>	<b>1</b>	<b>4</b>	<b>5</b>
<b>Registration by profile type</b>			
	Registered	Pending	Total
Guest	1	4	5
<b>Registration by age group</b>			
	Registered	Pending	Total
Adult	0	0	0
Minor	1	4	5
<b>Registration by special needs</b>			
	Registered	Pending	Total
Special Needs	0	1	1

- Grand total of Registered count, Pending count and Total count in current muster station/lifeboat
- Registration by profile type - Registered count, Pending count and Total count filter by profile type in current muster station/lifeboat
- Registration by age group - Registered count, Pending count and Total count filter by adult/minor in current muster station/lifeboat
- Registration by special needs - Registered count, Pending count and Total count filter by special needs in current muster station/lifeboat

## Pending

The Pending page gives you an overview count of the pending registration. The count presented in the pending summary page varies, depending on the value set in parameter **General - Use Resident**.

- On the Register page, select the **Pending: (total number) link**. This opens the pending page, showing the summary (total adults, minor, special needs, and unassigned count) and a list of profiles pending registration in the the current safety mode and muster station/lifeboat. Pending Registration count shown depends on the filters by All, Adults, Minors, and Special Needs.

### Note:

The Crew Manning Number and Department will only appear in the General Assembly and Abandon Ship mode.

Figure 2-4 Muster Register

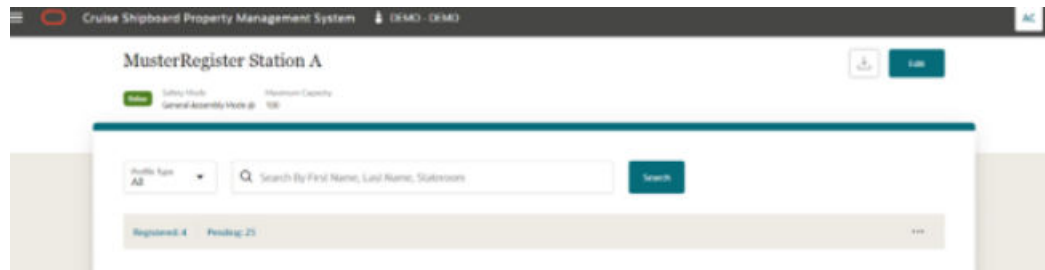
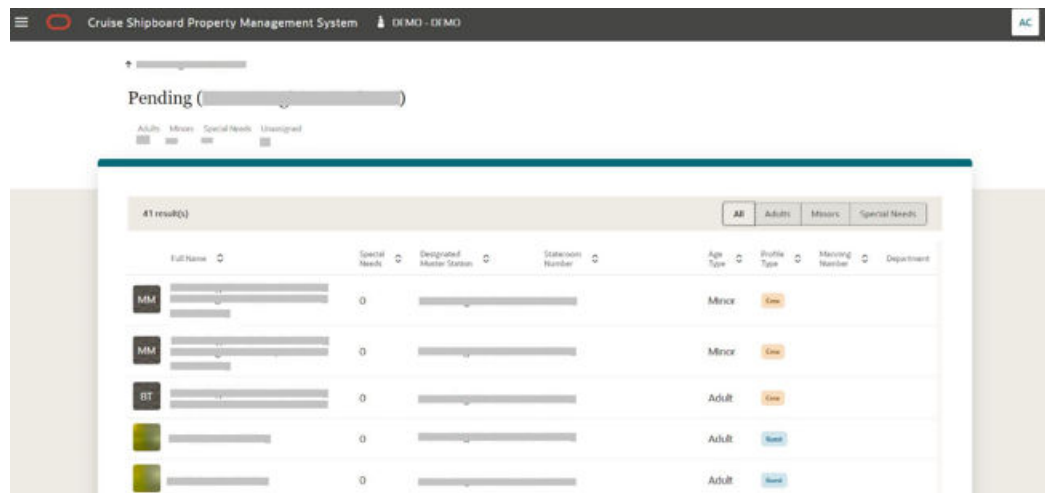


Figure 2-5 Pending



toggling the **All**, **Adults**, **Minors**, and **Special Needs** option will give you a different result view. However, if you select the **Special Needs** hyperlink of the profile, this opens the Special Needs drawer, listing the special needs assigned.

- total special needs count
- selected special needs
- remarks

## Registered

The Registered page gives you an overview count of the registered status. The count presented in the registered summary varies depending on the value set in parameter **General - Use Resident**.

On the Register page, select the **Register: (total number)** link to open the registered page and the page shows:

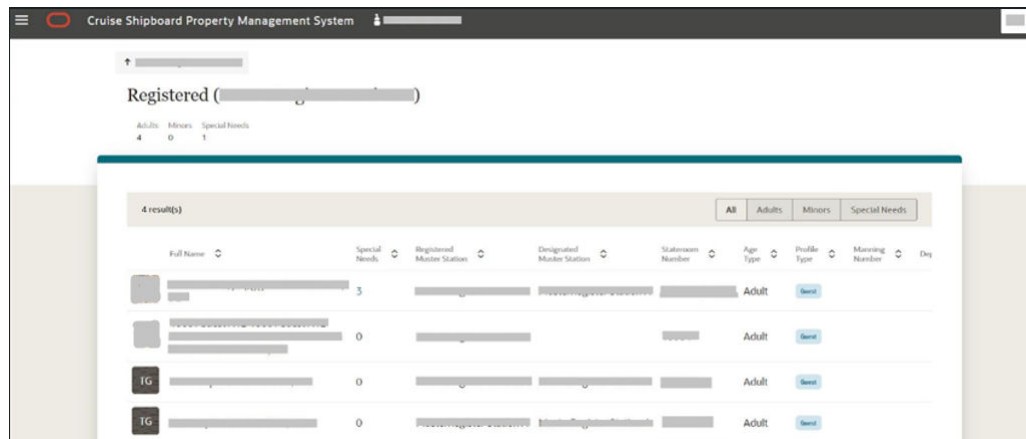
- a summary and a list of registered profiles of the current safety mode and muster station/lifeboat
- the total count for adults, minors, and special needs in current muster station/lifeboat
- the number of registered counts shown will depend on the filters - by All, Adults, Minors, and Special Needs



 **Note:**

The Manning Number and Department will only show in the General Assembly and Abandon Ship mode.

**Figure 2-6 Registered**



Toggling the **All**, **Adults**, **Minors** and **Special Needs** option will give you a different results view. However, if you select the **Special Needs** hyperlink of the profile, this opens the Special Needs drawer, listing the special needs assigned.

- total special needs count
- selected special needs
- remarks

## Special Needs

1. Select the **Special needs link** in the card view.
2. A Special Needs drawer opens from the right, showing the assigned special needs.
  - total special needs count
  - selected special needs
  - remarks
3. To close the special needs drawer and return to the previous screen, select the **Close** button or "X" icon.

 **Note:**

If the profile has no special needs, the **Special Needs link** is disabled in the card view.

## Search and Register a Profile

Although the registration steps using an RFID card or through the manual search function are the same, the behavior and information presented in each mustering mode varies, depending on the parameter used in each setting.

### With RFID Card

1. On the Register page, without placing the cursor at the search profile field, place the RFID card at the tablet's RFID sensor.
2. If the scanned RFID card number matches a profile, the system will perform the registration. Once the registration completes, whether it is a success or failure, a card view will be displayed.

### With Board Card

1. On the Register page, click **Scan** button.
2. This opens the camera, launches the scan function, and hide the manual search section.
3. To scan the barcode, point the camera to the barcode.
4. If the scanned barcode matches a profile, the system will perform the registration. Once the registration completes, whether it is a success or failure, a card view will be displayed.
5. If the scanned barcode matches multiple profiles, list of matching profiles will appear in result grid with a message, "We couldn't register. Multiple records found".

#### Note:

The scanning section and camera switches off when the device is left idle for 10 minutes or more, and a message will appear.

**Figure 2-7 Register Barcode Scanning**

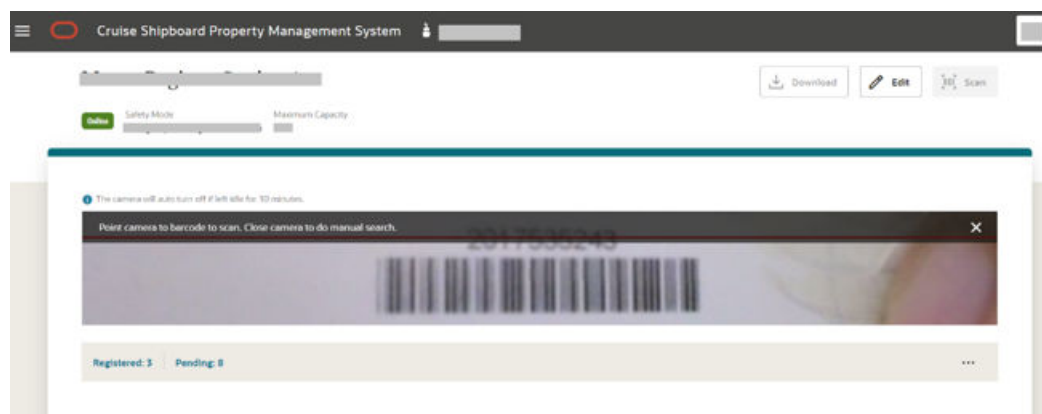
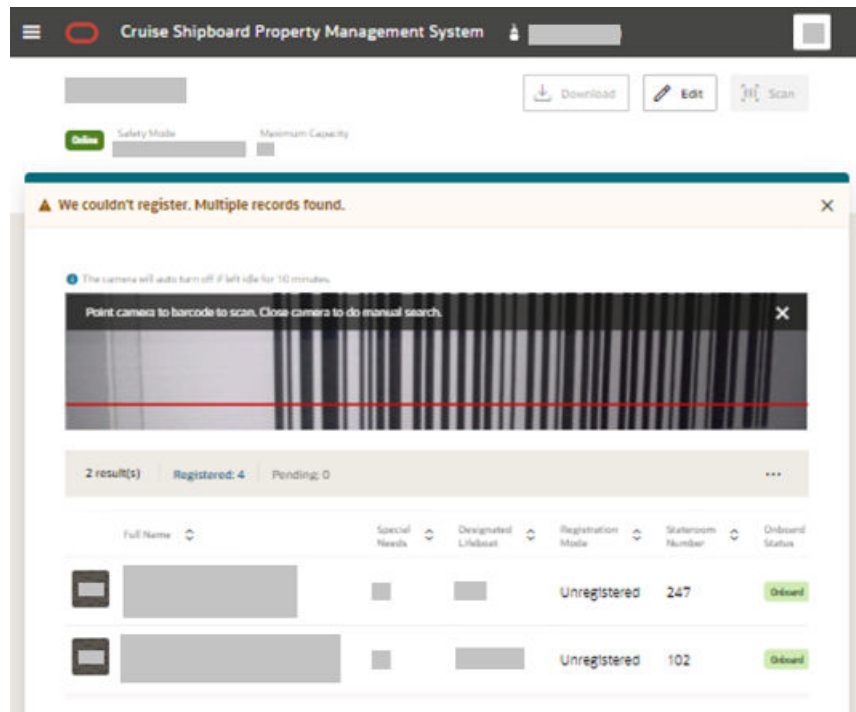


Figure 2-8 Register Barcode Scanning for Multiple Matching Records



## Manual Profile Search

1. Select the Muster Station/Lifeboat, and enter either **First Name, Last Name, Stateroom Number, Manning Number, Board Card Number** or **External Board Card Number** in the search bar.
2. Press the **Search** button. All the matching records are shown in the results view.
3. Select a record.
4. The system shows a confirmation message.
  - Select **Register** to continue. Once the registration completes, whether it is a success or failure, a card view is shown.
  - Select **Cancel** to terminate and return to the search result page.
5. Repeat the above steps for the next registration.

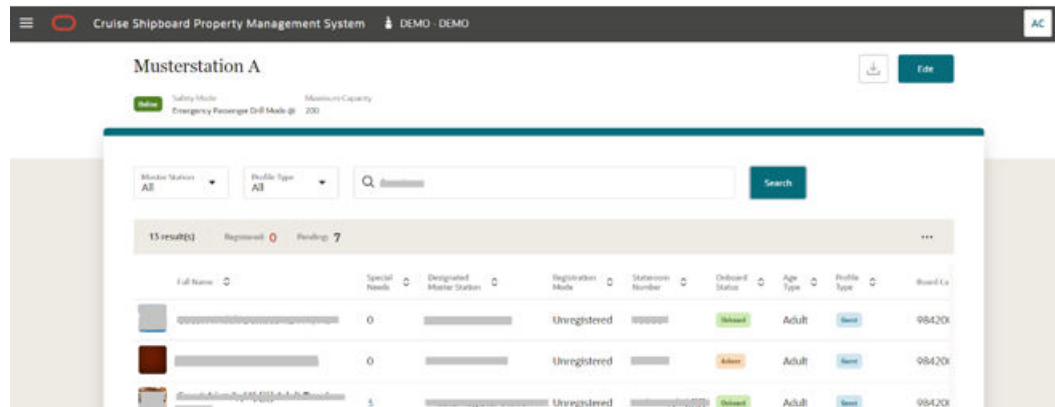
The manual search confirmation message appears in two scenarios:

1. If the person has no designated muster station/lifeboat assigned or the designated muster station/lifeboat assigned matches with the selected muster station/lifeboat, it prompts "Do you want to register this person?"
2. If the person's designated muster station/lifeboat assigned does not match with the selected muster station/lifeboat, it prompts "The designated muster station is <muster station name>. Do you want to register this person to muster station <muster station name>?" or "The designated lifeboat is <lifeboat name>. Do you want to register this person to lifeboat <lifeboat name>?"

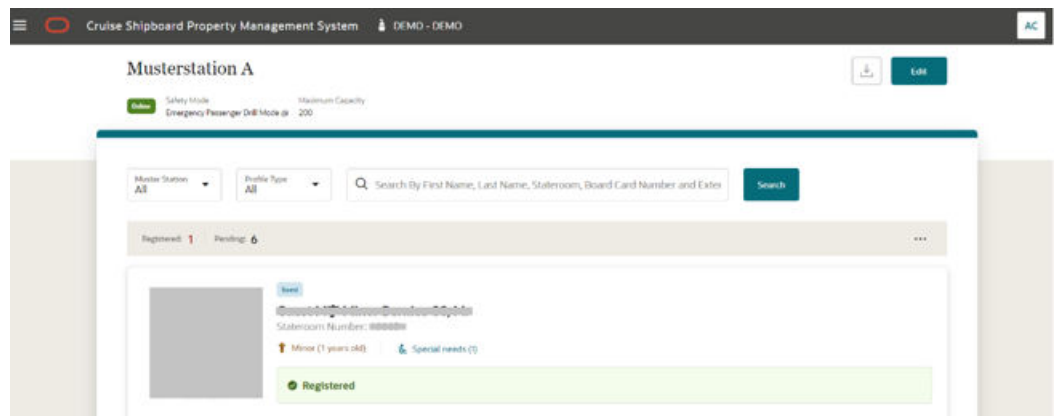
 **Note:**

In Emergency Passenger drill, you can only enter either Last Name, First Name, Stateroom Number, Board Card Number or External Board Card Number in the search bar.

**Figure 2-9 Register Page for Search Profile**



**Figure 2-10 Register Page for Registered Successful in Emergency Passenger Drill**



 **Note:**

- Age information is shown if the registered person is a minor
- Special needs link is disabled if the registered person does not have special needs

## Mustering Mode Principles

### Emergency Passenger Drill

See the [Manual Profile Search](#) section or [Search and Register a Profile](#) section for more information.

The system allows you to register when:

1. the expected unregistered person designated muster station/lifeboat matches the selected muster station/lifeboat.
2. the expected unregistered person has no designated muster station/lifeboat assigned.

### General Assembly Drill

See the [Manual Profile Search](#) section or [Search and Register a Profile](#) section for more information.

You are allowed to register in below parameter settings:

1. If parameter **Current General Assembly Handling Mode** value is **1**.
  - the expected unregistered person designated muster station/lifeboat matches the selected muster station/lifeboat.
  - the expected unregistered person designated muster station/lifeboat mismatch with the selected muster station/lifeboat.
  - the expected unregistered person has no designated muster station/lifeboat assigned.
2. If parameter **Current General Assembly Handling Mode** value is **2**.
  - the expected unregistered person designated muster station/lifeboat matches the selected muster station/lifeboat.
  - the expected unregistered person has no designated muster station/lifeboat assigned.
  - a confirmation message prompts, allowing you to override the decision to accept the expected unregistered person whose designated muster station/ lifeboat does not match with the selected muster station/lifeboat.
3. If parameter **Current General Assembly Handling Mode** value is **3**.
  - the expected unregistered person designated muster station/lifeboat matches the selected muster station/lifeboat.
  - the expected unregistered person has no designated muster station/lifeboat assigned.



#### Note:

The parameter is configured in **OHC Administration module, System Setup** menu, **Database Parameter, Mobile–Current General Assembly Handling Mode**.

### Abandon Ship

See the [Manual Profile Search](#) section or [Search and Register a Profile](#) section for more information.

You are allowed to register when:

- the expected unregistered person designated muster station/lifeboat matches the selected muster station/lifeboat.
- the expected unregistered person has no designated muster station/lifeboat assigned.
- a confirmation message prompts, allowing you to override the decision and accept the expected unregistered person whose designated muster station/lifeboat does not match the station/lifeboat you are in.

## Unregister

The Unregister function allows you to unregister passenger from the muster station. Before you begin un-registering from the Unregister page, you must select a **Safety Mode** in the Safety Mode selection.

### Note:

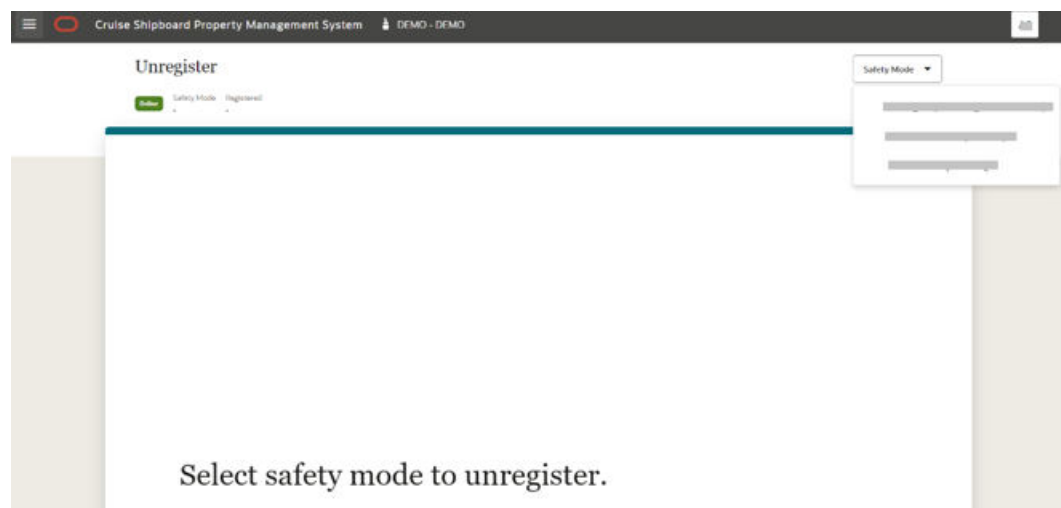
- The Safety Mode value follow the last selected safety mode of the Register page, then the parameter value in **Mobile - Mustering Mode**.
- It is compulsory that you select a safety mode value in Unregister page.
- The parameter is configured in **OHC Administration module, System Setup** menu, **Database Parameters, Mobile - Mustering Mode**.

## Safety Mode Selection

To access the Unregister menu,

1. From the Menu, select **Mustering>Unregister**.

**Figure 2-11 Unregister Page**



2. On the **Unregister** page, select a value for Safety Mode.
3. Once you select the Safety Mode, the system redirects to the Unregister page where the selections appear at the top of the page.

## Search and Unregister a Profile

The Unregister page is where you will unregister a profile. At the top of page, the **Safety Mode** shown is the mode you choose in the Register page. If you have not started any registration in the Register page, then the safety mode follows the parameter of **Mobile, Mustering** mode. Pressing the **Safety Mode** button would allow you to change your selection.

The Registered count total is registered profile of the selected safety mode in real-time if you are on an online mode. Otherwise, it will show the device count if the mode is Offline.

You can either search for a profile manually or by tapping the RFID card, as described in the steps below.

### With RFID Card

1. On the Unregister page, without placing the cursor at the search profile field, place the RFID card at the tablet's RFID sensor.
2. If the scanned RFID card number matches a profile, the system will perform the un-registration. Once the un-registration completes, whether it is a success or failure, a card view will be displayed.

### With Board Card

1. On the Unregister page, click **Scan** button.
2. This opens the camera, launches the scan function, and hide the manual search section.
3. To scan the barcode, point the camera to the barcode.
4. If the scanned barcode matches a profile, the system will perform the registration. Once the registration completes, whether it is a success or failure, a card view will be displayed.
5. If the scanned barcode matches a multiple profile, list of matching profiles will appear in result grid with a message, "We couldn't register. Multiple records found".

 **Note:**

The scanning section and camera switches off when left idle for 10 minutes or more, and a message will appear.

Figure 2-12 Unregister Barcode Scanning

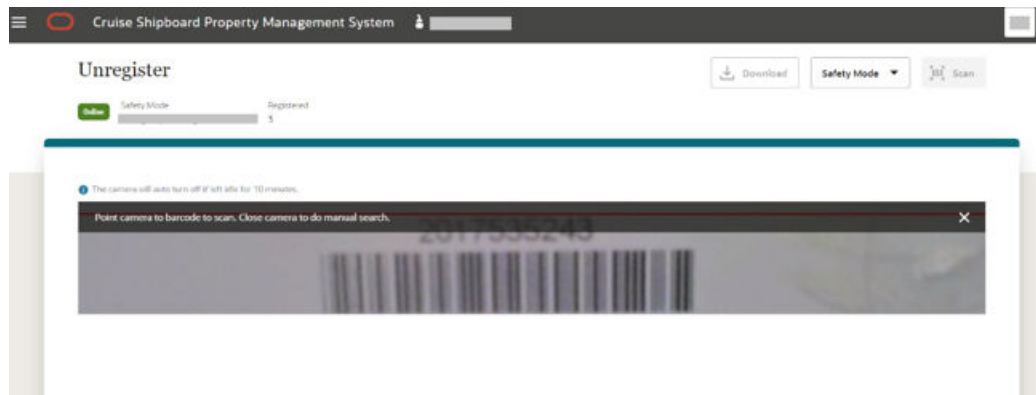
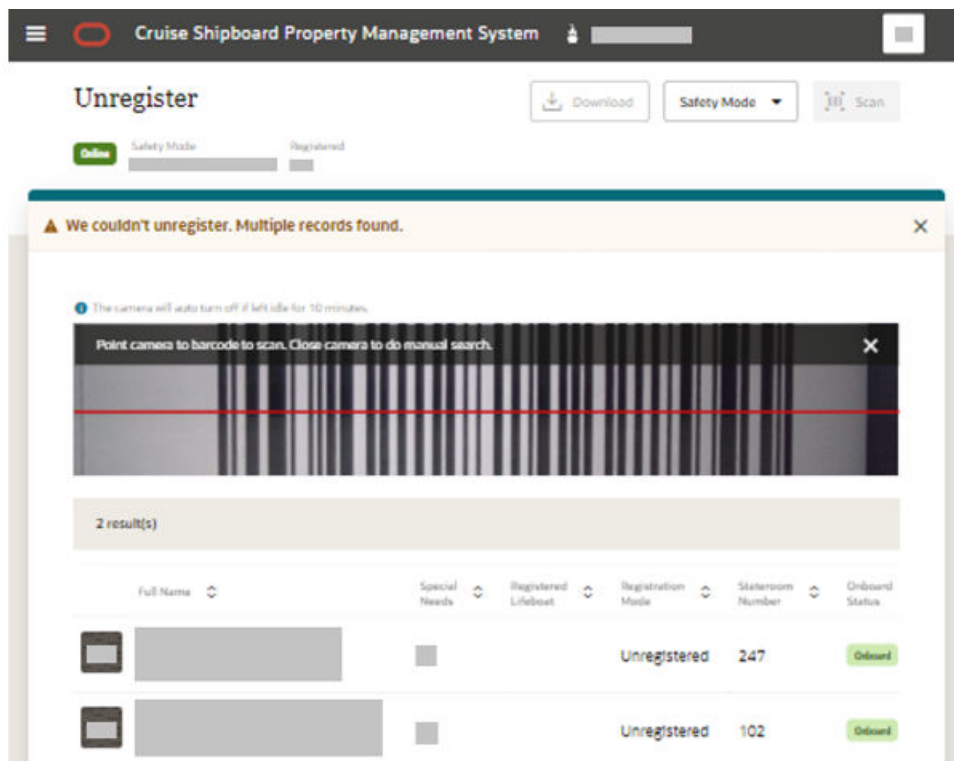


Figure 2-13 Unregister Barcode Scanning for Multiple Matching Records



## Manual Profile Search

1. Select the Muster Station/Lifeboat, and enter either **First Name, Last Name, Stateroom Number, Manning Number, Board Card Number or External Board Card Number** in the search bar.
2. Press the **Search** button. All the matching records are shown in the results view.
3. Select a record.
4. The system shows a confirmation message:

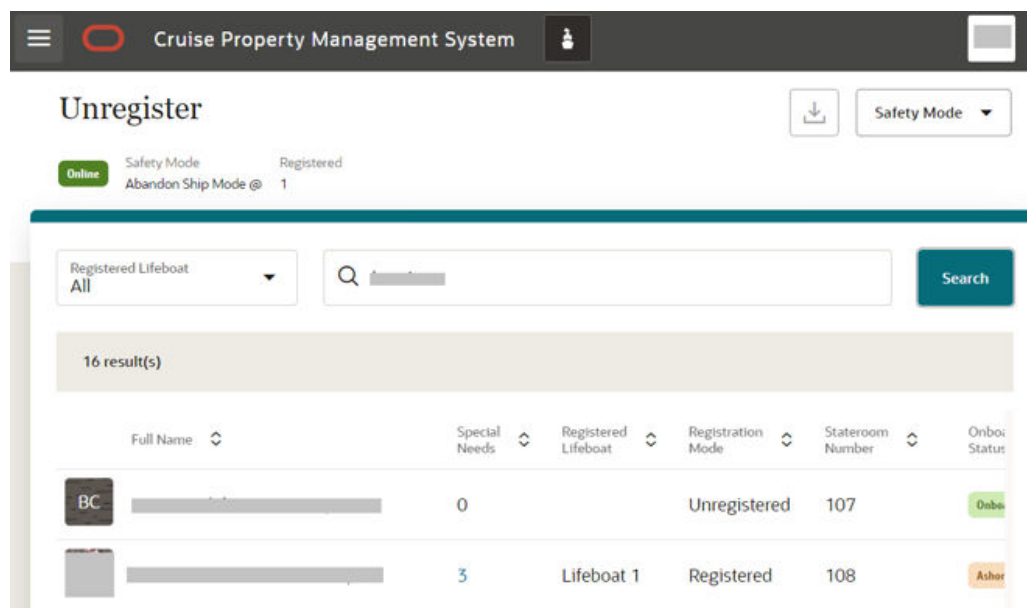


- Select **Unregister** to continue. Once the un-registration completes, whether it is a success or failure, it will show a card view before reverting to the default view.
- Select **Cancel** to terminate. The system navigates back to the search result.

 **Note:**

In Emergency Passenger drill, you can only enter either Last Name, First Name, Stateroom Number, Board Card Number or External Board Card Number in the search bar.

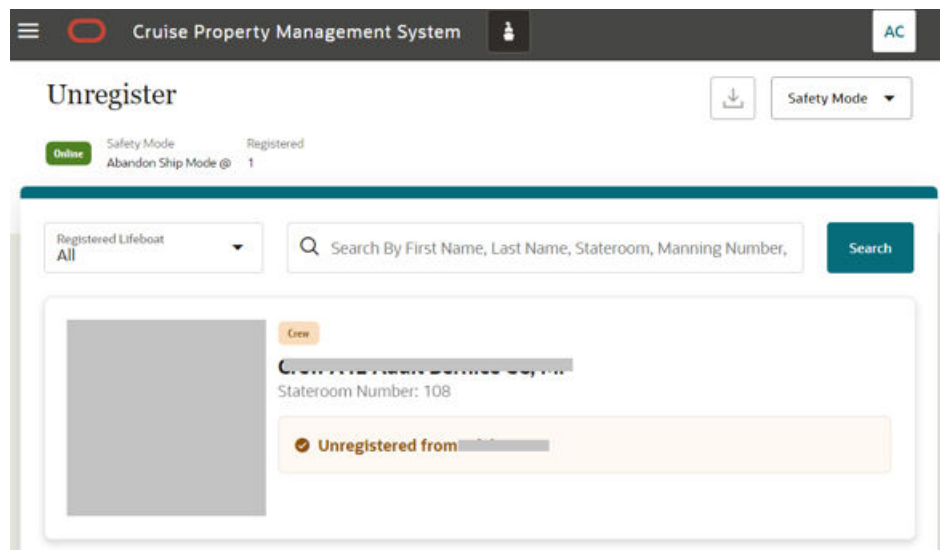
**Figure 2-14 Unregister Page for Search Profile**



 **Note:**

The search results presented varies depending on the parameter value in **General - Use Resident**. If the value is set to 1, the resident count is included in the result(s).

**Figure 2-15 Unregister Page for Unregistered Successful in General Assembly Drill**



## Unregister Profile in Emergency Passenger Drill / General Assembly Drill / Abandon Ship

Tap the RFID card or manually search for the record. See the [Manual Profile Search](#) section or [Search and Unregister a Profile](#) section for more information.

The system allows you to unregister if the unregistered person has registered to the muster station/lifeboat.

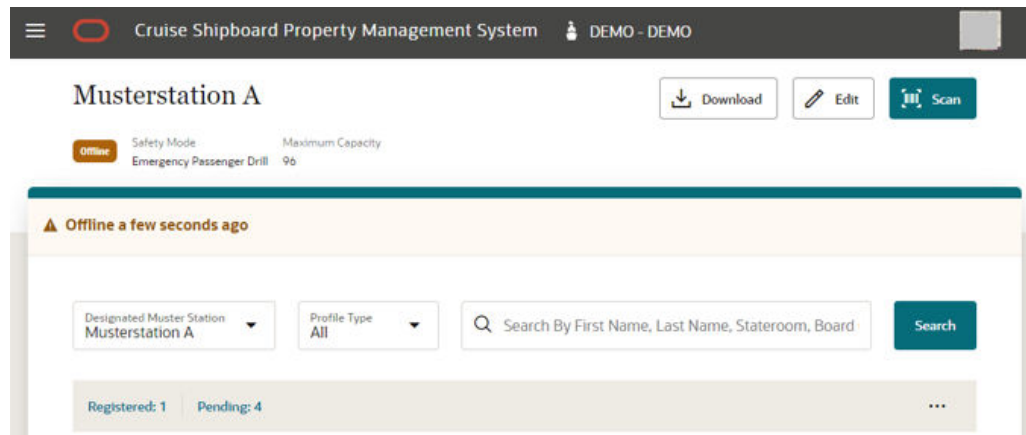
The Registered count refreshes automatically when activity below takes place in the Unregister page:

- page navigation to Unregister page
- browser refresh
- editing the muster station/lifeboat from Muster Station/Lifeboat field
- pressing the **Search** button
- selecting any record in the Profile listing
- tapping the RFID card
- pressing the Cancel/Unregister button in the confirmation message box
- scanning a barcode

## Downloading Mustering Data File

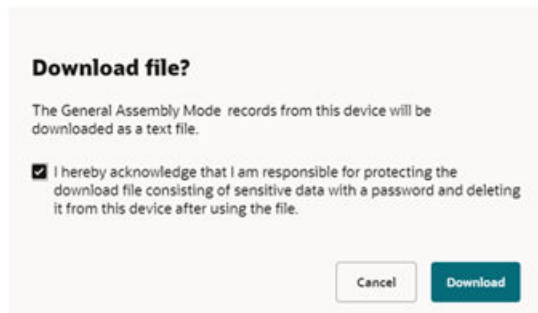
The Download File button at the header of both the Register and Unregister page allows you to download the device mustering data of the current session. This option is *enabled* in General Assembly, Emergency Passenger Drill, and Abandon Ship mode when the device is in an *offline* mode, and is disabled if the mode is online.

**Figure 2-16 Download File**



On the Register page, press the **Download File** button. A consent message appears.

**Figure 2-17 Download File Consent Message**



To download the file, check the acknowledgement checkbox and then select the **Download** button to proceed. The downloaded file format is JSON and it contains a full list of the current device safety mode.

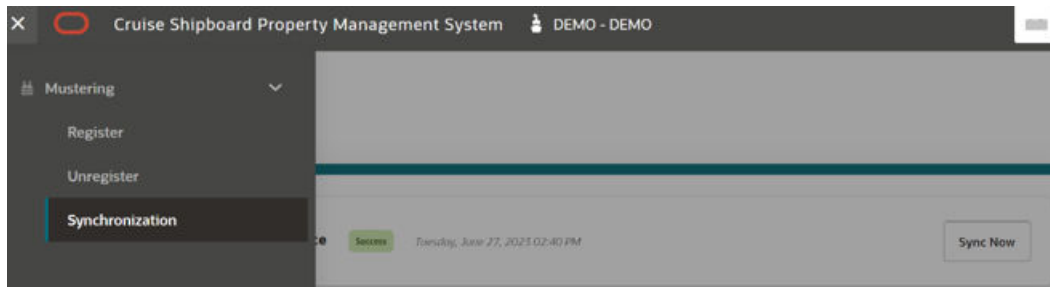
Select **Cancel** to terminate. The system navigates back to the Register page.

# 3

## Synchronization

The synchronization statuses from server to device and device to server are shown here, and you can also access the page from the main menu.

**Figure 3-1 Synchronization**



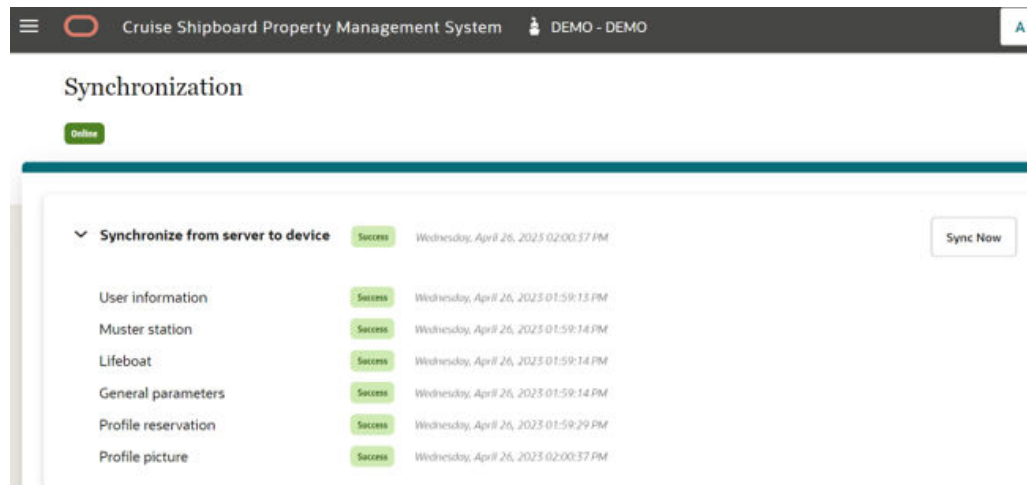
### Synchronize from Server to Device

When you log in, the system checks if this is a first-time login or succeeding. If it is a first-time login, it automatically triggers a full database synchronization. If the synchronization failed for some reason, the device could only run in an online mode. Once the full synchronization completes successfully, the status turns to *Success*, allowing the device to work in an offline or online mode thereafter.

 **Note:**

System provides the capability to work in an offline mode when network connection is dropped. Network connection here refers to device connection, server connection, VPN connection, API services, DB server, and Webapp service.

**Figure 3-2 Synchronization Page for Sync Data from Server to Device**



Pressing the **Sync Now** starts the data synchronization manually. This process clears the data in the device and then retrieves a new set of data from the server. Once this data synchronization completes successfully, only then the system is able to support in offline mode.

When the synchronization from the server to the device completes successfully, **Sync Now** is enabled, if not it will show **Retry**. The next delta synchronization is **triggered** every 30 minutes from the last synchronization completion date/time. At this point, you can still perform the registration in both online and offline mode.

Expanding the **Synchronize from server to device** gives you more information such as User information, Muster station, Lifeboat, General parameters, Profile reservation, and Profile picture.

## Synchronize Offline Data to Server

The system checks if there is any offline data stored in device that needs to be synchronized from device to server before able to sync the data. The synchronization from device to server can only happen in an online mode.

If the device is in an offline mode, the synchronization status turns to *Not started*, allowing the device to work in an offline or online mode.

If the device is in an online mode, the offline data is synchronized to the server automatically. When offline data is synchronized from device to server, the synchronization status will turn to *In progress*. Once the offline data synchronization completes successfully, the status turns to *Success*. Otherwise, the synchronization status turns to *Failed* and **Retry** is enabled.

Figure 3-3 Synchronization Page for Sync Data from Device to Server

