

Oracle Hospitality Cruise Property Management System

Mustering User Guide



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ORACLE®

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Preface

The Mustering application is a front-end application that radically transform emergency passenger-handling time by leveraging cutting edge electronic hand-held devices.

With the ability to track passengers and crew member in real-time, it empowers cruise operators to manage the emergency process more efficiently while keeping officer on the bridge fully updated on the process. This powerful application reduces manual errors in passenger and crew registration, speeding the process by 50% with the use of Radio Frequency Identification (RFID) to scan the boardcard.

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

Date	Description of Change
October 2025	Initial publication.

1

Getting Started

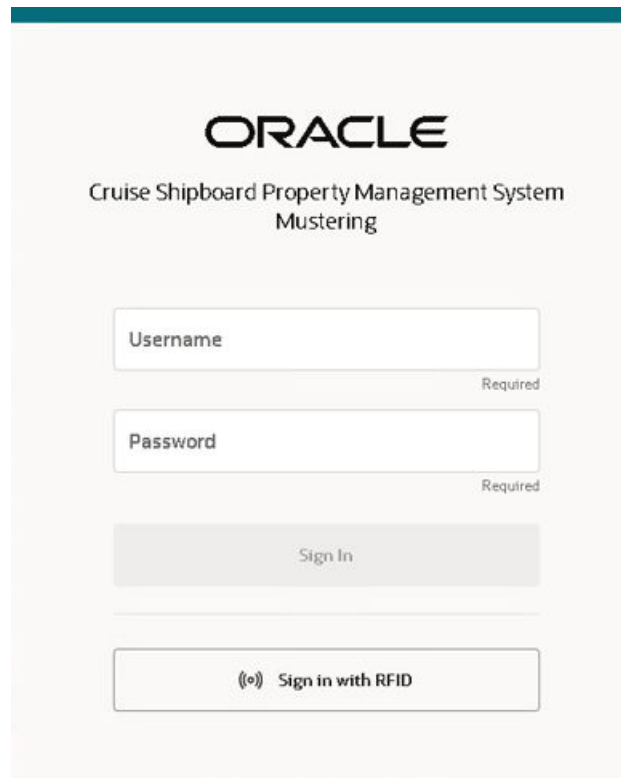
The Mustering module is an add-on to Oracle Hospitality Cruise Shipboard Property Management System that simplifies crew access and tracks movements of passenger and crew. It is ideal for managing crowd activity in an emergency drill or actual emergency, ensuring efficient handling of such situations. The module provides accurate head counts and real time status updates for 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](#) for more information.
3. Enter the URL for the application.
4. A notification **Add to Home Screen** appears. Tap the button to add.
5. Enable **Allow NFC** from the browser settings to allow system to access NFC reader. You can change this setting in Google Chrome. Go to **Google Chrome browser, Settings, Site Settings, NFC devices**.

Figure 1-1 Login Page



The screenshot shows the login page for the Oracle Cruise Shipboard Property Management System Mustering module. The page has a light gray background with a teal header bar at the top. The Oracle logo is centered at the top. Below the logo, the text "Cruise Shipboard Property Management System" and "Mustering" are displayed. There are two input fields: "Username" and "Password", both with "Required" labels to their right. Below the password field 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, and enter the URL for the application. See [Oracle Software Web Browser Support Policy](#)
2. MICROS tablet works with a keyboard wedge, hence you need to ensure the settings is configured to automatically read RFID.

The below parameters are configurable in **OHC Administration module, Administration, System Setup, Database Parameters, System** and is used in online mode only.

Max Logins: maximum logins attempt before account is locked.

Lockout Minutes: number of minutes the lockout expires for 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 before locking the account.

Note

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

3. Upon successful login, the user name and profile picture is shown at the top right of the page, and navigates to the Register page.
4. To log out from the application, select the **arrow down** icon on the page and then the **Sign Out** button when shown, before navigating to the login page.
5. For user account that does not have permission to the application, a **Permission is required to view this application** shall prompt.
6. When a full data download from the server to the device is in progress, you may experience slowness during 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 and 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, clicking the **Sign In with RFID** button and the **Allow** button on the NFC confirmation prompt would 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 sign in with RFID card, you must first login successfully with your credential login at least. On the application page, enter your username and password and click the **Sign In** button.

 Note

The username and password are case-sensitive.

4. To log in with RFID card, place the card on the NFC scanning of your 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. When logging with a valid RFID card and system returns '*Something went wrong Error 403 – Please try again. If problem persists, contact your system administrator.*', this would mean you need to log in using your credential.
7. When the system detects the login using an invalid RFID, an error '*Something went wrong Error 4xx – Please try again. If problem persists, contact your system administrator.*' shall prompt. It will lock the access after a few unsuccessful attempts.

 Note

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

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

Session Timeout

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

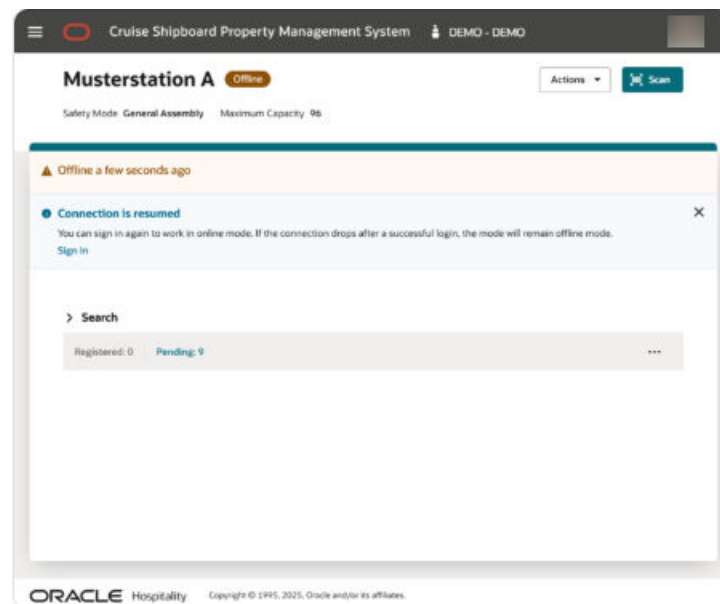
- Time out when there is no synchronization process running in the background and screen is left idle for 45 minutes, before prompting a 30 second countdown screen and expiring the session.
- If the user does not perform any action within the countdown period, system will log out the user automatically and redirects to the Login screen.

- If the **Sign Out** button is clicked, it signs out and redirects to the Login screen.
- If the **Continue** button is clicked, 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 you to take action to remain in an offline mode or sign out and sign in to reconnect.

Figure 1-2 Network Banner



- Tapping **Sign In** button at the Login Page will automatically sign you out and navigate to the Login page. The safety mode becomes *Online* when you re-login successfully. However, if the connection drops after tapping the **Sign In** button, it will remain logged in as *Offline* mode.
- The application remains in an offline mode:
 - If no further action is taken
 - When you tap the **X** icon of the banner message, this will hide the banner and re-appear when you navigate to other page.

User Security Access

To access the Register to Unregister page, user must have the access granted to this function. See [Cruise Property Management User Guide, Role Manager](#) section for assignment of user access by user groups.

- For login user granted with **Register Profile** access only, user cannot access the Unregister page but able to see **Register** and **Synchronization** from the menu.
- For login user granted with **Unregister Profile** access only, user cannot access the Register page, and able to see the **Unregister** and **Synchronization** from the menu.

- For login user not granted with both the **Register Profile** and **Unregister Profile** access, the user cannot access Mustering application, and will be redirected to the permission page.

2

Mustering Mode and Functions

The Mustering Mode comprises of functions such as Register, Unregister and Mustering Data File download.

Register

Before you begin registering from the Register page, you must select a **Muster Station/Lifeboat**.

- Safety Mode default selection value is based on the **Mobile–Mustering Mode** parameter.
- 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.
- If needed, enable the below parameters in **OHC Administration module, System Setup, Database Parameters**.
 - **General - Use Resident** - when the 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 shows the current safety mode in use.

Note

You can also set up **Mobile - Mustering Mode** in **Cruise Shipboard Property Management System, Dashboard, Mustering**. It is possible to edit the mode if you have **Edit** access rights.

Safety Mode Selection

To access the Register page,

1. From the menu, click **Mustering, Register**

Figure 2-1 Register Menu

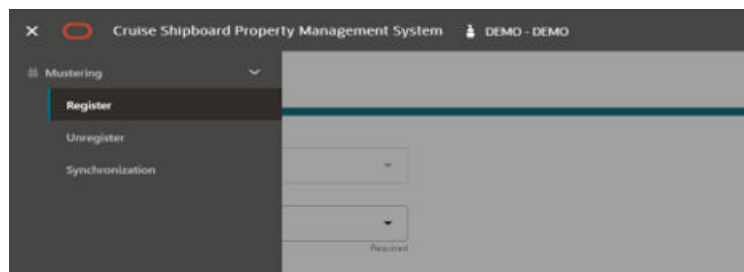
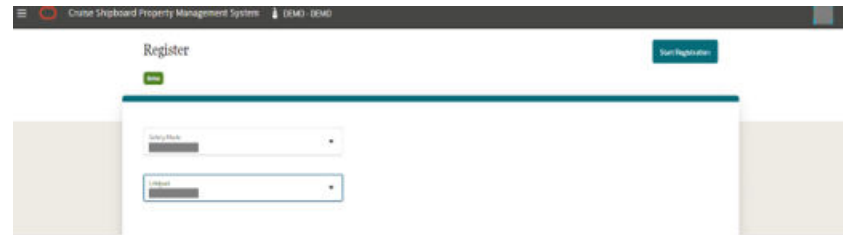


Figure 2-2 Register Page

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

Note

The default safety mode is based on the settings in **OHC Administration module, System Setup, Database Parameters, Mobile - Mustering Mode** settings.

- If the parameter value is '0', the default safety mode is Emergency Passenger Drill;
- If the parameter value is '1', the default safety mode is General Assembly;
- If the parameter value is '2', the default safety mode is Abandon Ship;
- If the parameter value is 'Blank' the default safety mode is Emergency Passenger Drill;
- If the value is not any of the above, the default safety mode is 'Blank'.

You *cannot* change the Safety mode from these pages - Register Selection page, Register page, Unregister page in Online mode.

In Offline mode, you can select a value for Safety Mode in Register Selection page, Register page, Unregister page.

Begin Register

When you begin the registration, the default page is Register Page. The page header shows the prerequisites in Register topic. Clicking the **Edit** button allows you to change your selected Muster Station or Lifeboat.

There are three methods to search for a profile - manual search, search with an RFID card, search with a barcode using device camera or supported build-in barcode scanner such as MICROS Handheld 500.

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. Clicking the **Registered** link will redirect you to the Registered page. See [Registered](#) section for more information.
- **Pending:** the number of profiles due to register in current muster station/lifeboat. Clicking the **Pending** link will redirect you to the Pending page. See [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
- clicking the **Search** button
- selecting any record in the Profile listing
- tapping the RFID card
- clicking the special needs hyper link in the card view.
- clicking 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.

Note

Captain or Crew Officer can update Safety Mode from dashboard or other module like OHC Administration.

When performing an action on the Register page and the safety mode field value on the page is outdated, a prompt 'Current safety mode changed to <SAFETY MODE>' appears. After clicking **Change**, it will redirect you to the Register selection page. You need to re-select the Muster Station or Lifeboat field value and click on the **Start Registration** button to continue.

If the current Safety Mode is updated when you select Register menu, it will redirect you to the Register selection page with an updated safety mode value.

Registration Summary

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

The view of the mustering mode is filtered based on the filter value of 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, click 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

Registration summary

Registered

0

Pending

9

Total

9

Registration by profile type

	Registered	Pending	Total
Guest	0	4	4
Crew	0	5	5
Visitor	0	0	0
Resident	0	0	0

Registration by age group

	Registered	Pending	Total
Adult	0	9	9
Minor	0	0	0

Registration by special needs

	Registered	Pending	Total
Special Needs	0	1	1

- Registration Summary 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, click 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 current safety mode and muster station/lifeboat. Pending Registration count shown depends on the chosen filters - 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

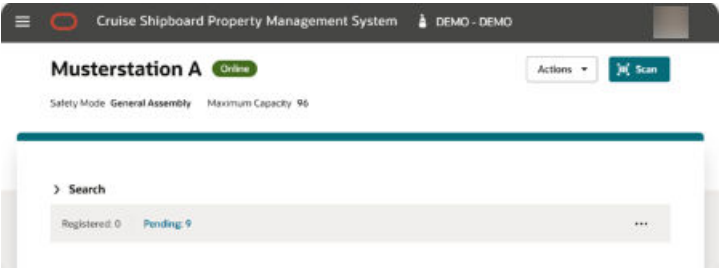
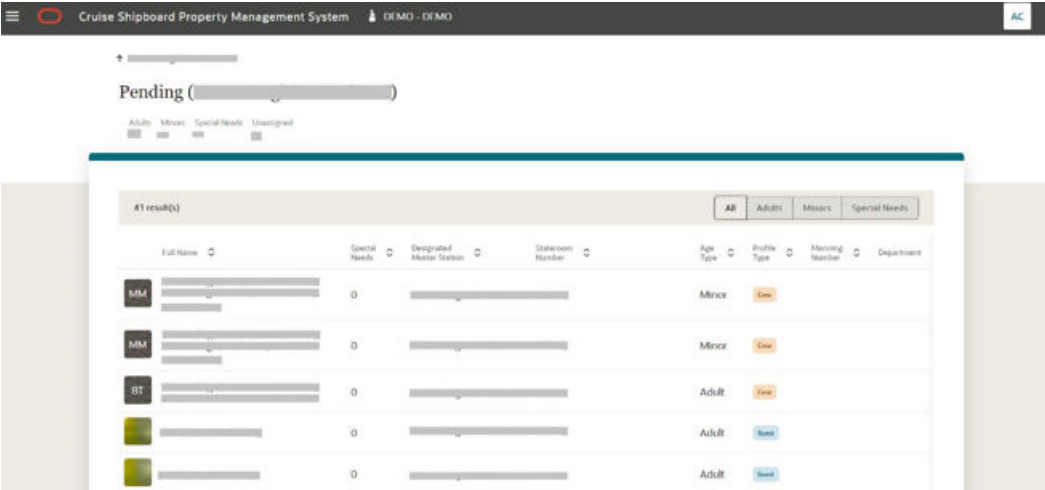


Figure 2-5 Pending



Toggling the **All**, **Adults**, **Minors**, and **Special Needs** option will give you a different result view. However, when you click 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**.

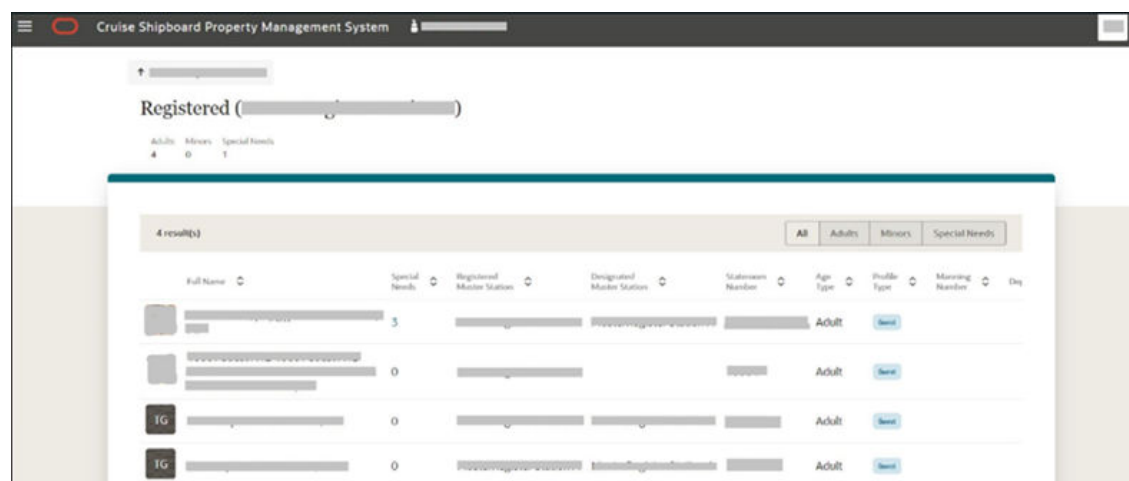
On the Register page, click the **Register: (total number)** link to open the registered page and the page shows:

- 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, when you click 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. Click 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, click the **Close** button or “X” icon.

Note

The Special Needs link is only visible in the card view when there is special request in the profile.

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. When the scanned RFID card number matches a profile, it performs the registration. Once the registration completes, whether it is a success or failure, a card view will be displayed.
3. If the scanned RFID card number matches multiple profiles, a list of matching profiles appears in the result grid with a message, “We couldn't register. Multiple records found”. Proceed to register with the [Manual Profile Search](#), step 3.

With Barcode

1. On the Register page, click **Scan** button.
2. This opens the camera, launches the scan function, and hides the manual search section.
3. To scan the barcode, point the camera at the barcode.
4. When the scanned barcode matches a profile, it performs the registration. Once the registration completes, whether it is a success or not, a card view will be displayed.
5. If the scanned barcode matches multiple profiles, a list of matching profiles will appear in the result grid with a message, “We couldn't register. Multiple records found”. Proceed to register with the [Manual Profile Search](#), step 3.

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

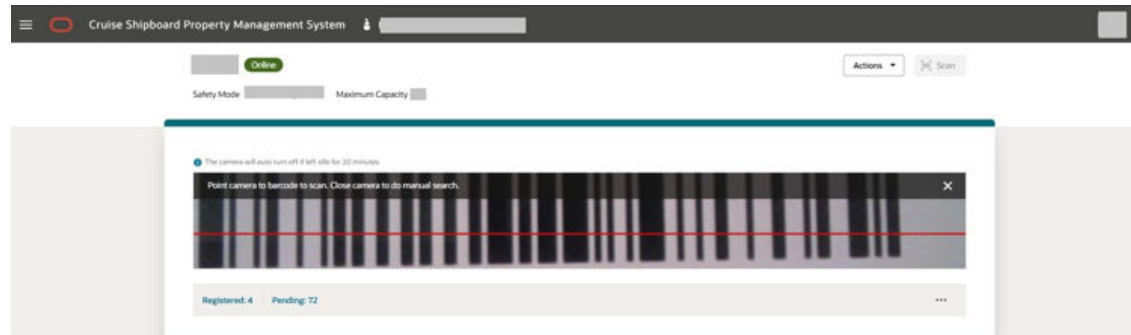
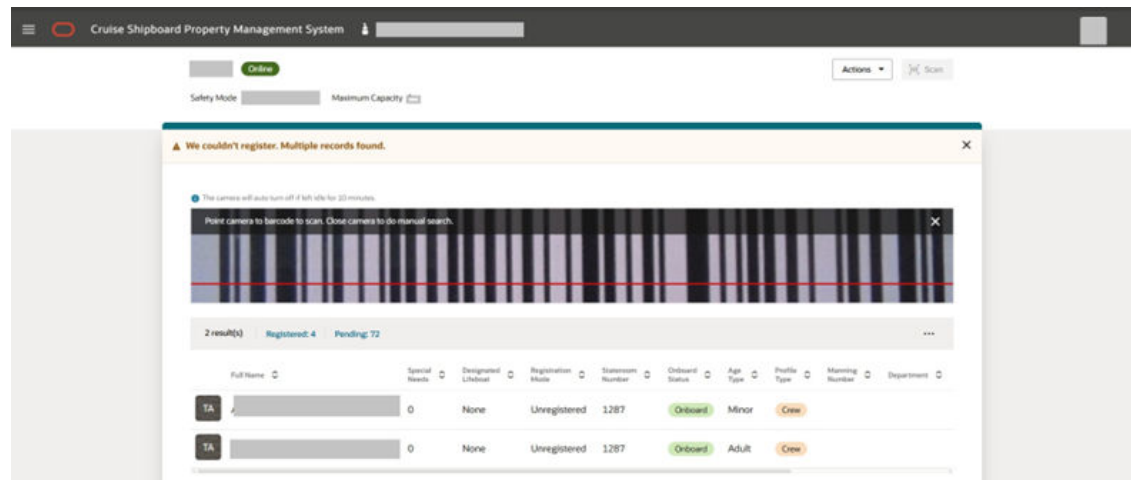


Figure 2-8 Register Barcode Scanning for Multiple Matching Records



Search using MICROS Handheld 500 Build-in Barcode Scanner

1. On the Register page, without placing the cursor at the search profile field, click the **Scan** button on the device and a green light emits from the barcode scanner. Point the barcode scanner to a barcode.
2. When the scanned barcode matches a profile, the system will perform the registration. Once the registration completes, whether it is a success or not, a card view will be displayed.
3. When the scanned barcode does not match a profile, the system will display “We couldn’t register. Please check the card and try again”.
4. When the scanned barcode matches multiple profiles, a list of matching profiles appears in the result grid with a message, “We couldn’t register. Multiple records found”. Proceed to register with the [Manual Profile Search](#), step 3.

Manual Profile Search

1. Click the Muster Station/Lifeboat, and enter either **First Name, Last Name, Stateroom Number, Manning Number, Board Card Number, External Board Card Number, or Contactless ID** in the search bar.
2. Click 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 is it a success or not, a card view is shown.
 - Select **Cancel** to end 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 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 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 input a Last Name, First Name, Stateroom Number, Board Card Number, External Board Card Number, or Contactless ID in the search bar.

Figure 2-9 Register Page Search Profile

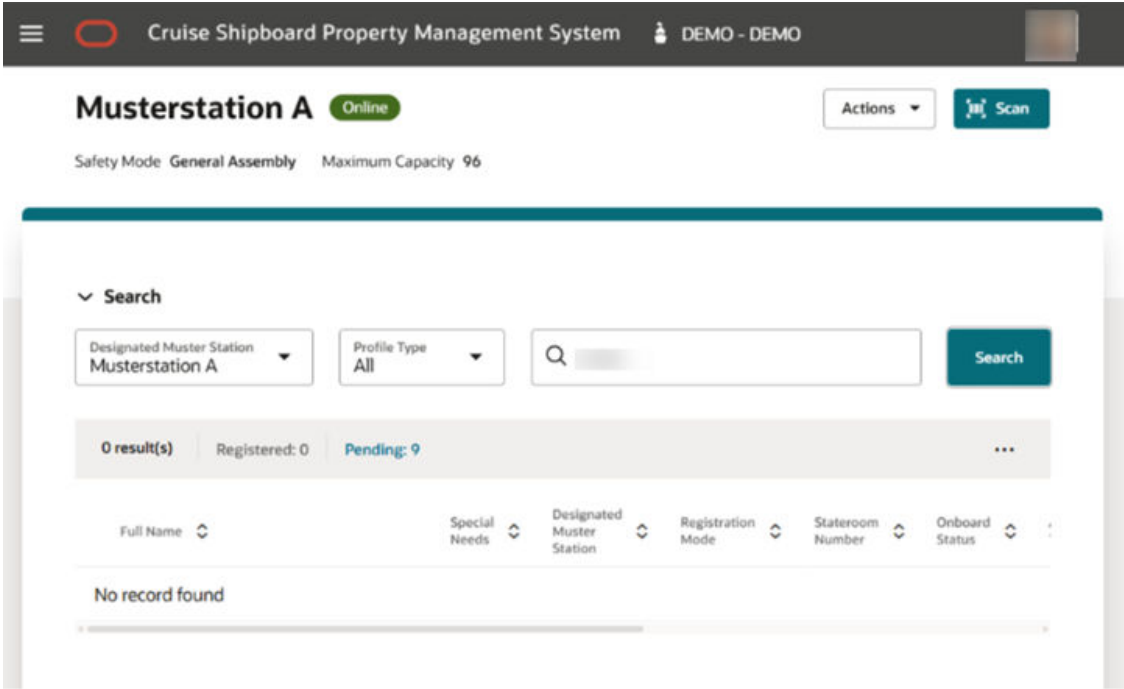
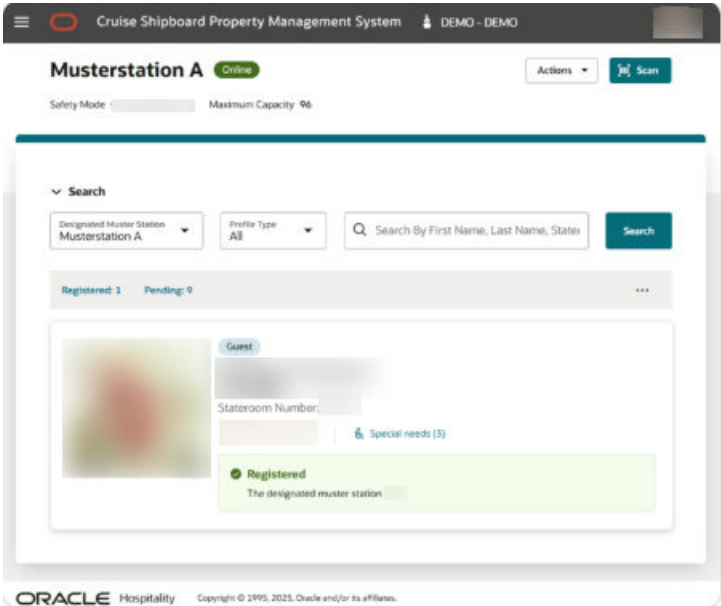


Figure 2-10 Register Page Registered Successful in Emergency Passenger Drill



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 appears, allowing you to override the decision and accept an 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 above parameters 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 if,

- 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 appears, allowing you to override the decision and accept an unregistered person whose designated muster station/lifeboat does not match the station/lifeboat.

Unregister

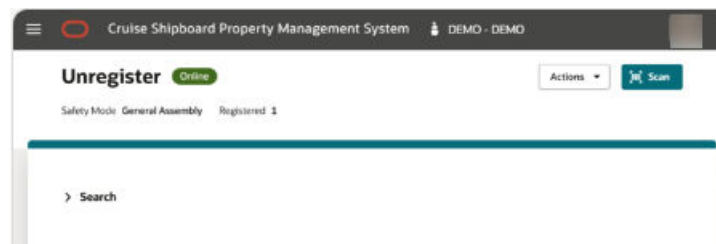
Note

- The Safety Mode value follow the current safety mode in the Mustering Dashboard, which is the parameter value in **Mobile – Mustering Mode**.
- The parameter is configured in **OHC Administration module, System Setup** menu, **Database Parameters, Mobile - Mustering Mode**.

To access the Unregister menu,

1. From the Menu, click **Mustering, Unregister**.

Figure 2-11 Unregister Page



2. You will be redirected to the Unregister page where the Safety Mode appear at the top of the page.

Begin Unregister

The Unregister page is where you will unregister a profile. At the top of the page, the Safety Mode shown is displayed, reflecting the value set in Mustering Dashboard. The Registered count shows the total number of registered profile for the selected Safety Mode in real-time when the device is in Online mode. If it is on Offline mode, the count shown is the number stored on the device. You can search for a profile manually or by tapping a RFID card, as described in the steps below.

Note

Captain or Crew Officer can update Safety Mode from dashboard or other system like OHC Administration.

When performing an action on the Unregister page and field value shown in the Safety Mode is outdated, the system prompts safety mode has changed message box. After clicking the **Change** button, you can view the Unregister page with the updated Safety mode value.

If the current Safety Mode is updated when you select Unregister menu, it will redirect you to the Unregister page with an updated Safety mode value.

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 chosen in the Register page. If you have not begin registration in the Register page, it uses the mode set in **Mobile, Mustering** parameter. Clicking the **Safety Mode** button would allow you to change to the mode of your choice.

The Registered count shows the total number of registered profile for the selected Safety Mode in real-time when the device is in an Online mode. If it is on an Offline mode, the count shows the number stored on the device.

You can search for a profile manually or using an RFID card or barcode, and the steps are similar to [Register a Profile](#).

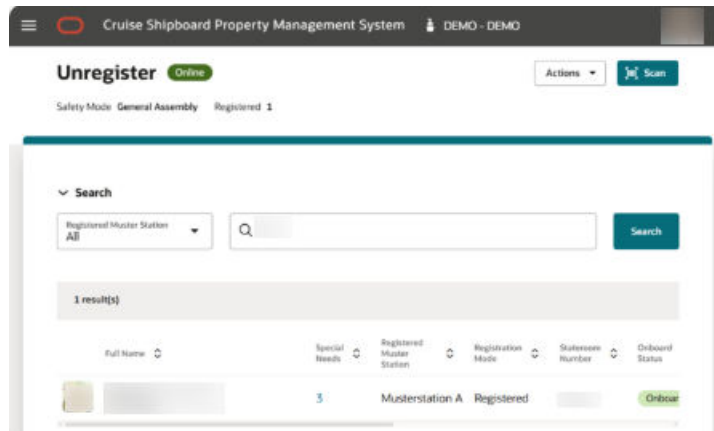
Manual Profile Search

1. Click the Muster Station/Lifeboat, and enter either **First Name, Last Name, Stateroom Number, Manning Number, Board Card Number, External Board Card Number** or **Contactless ID** in the search bar.
2. Click 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.

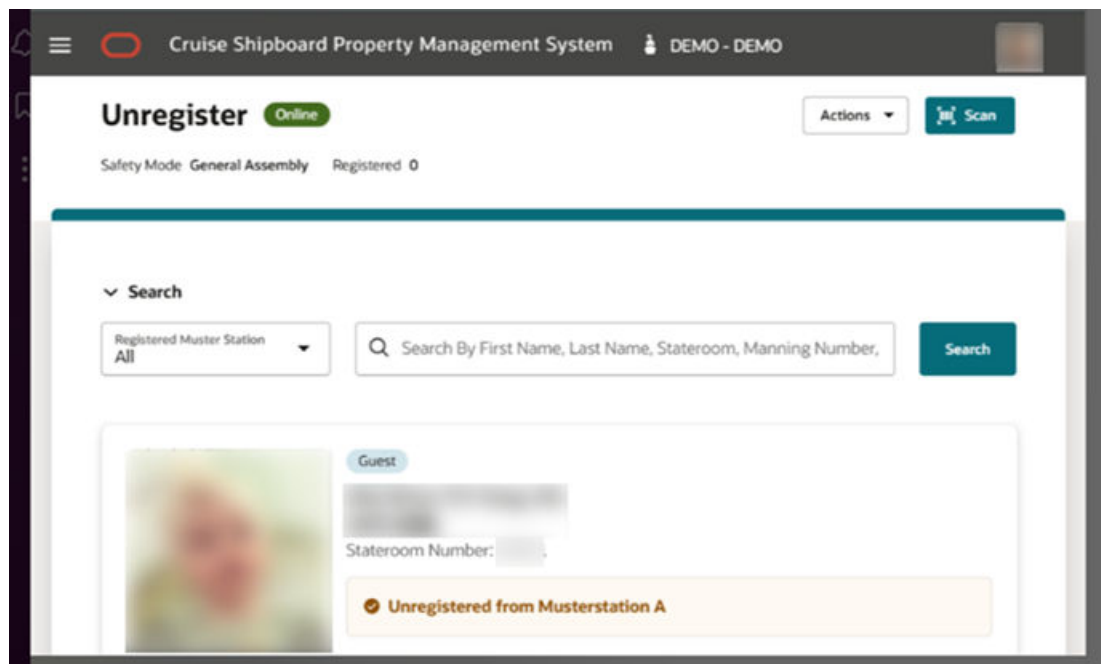
Figure 2-12 Unregister Page for Search Profile



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 2-13 Unregister Page 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 a registered person from the muster station/lifeboat.

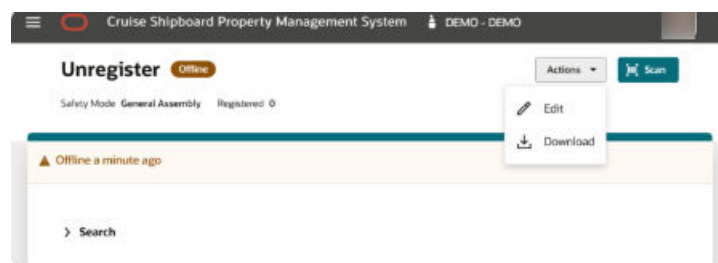
The Registered count refreshes automatically when activity below takes place in the Unregister page:

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

Downloading Mustering Data File

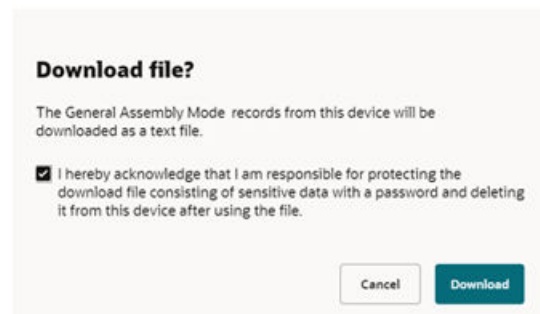
The **Download File** button at the header allows you to download the device mustering data of the current session from both page - Register or Unregister. This option is *enabled* in General Assembly, Emergency Passenger Drill, and Abandon Ship *offline* mode, and is disabled for online mode.

Figure 2-14 Download File



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

Figure 2-15 Download File Consent Message



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

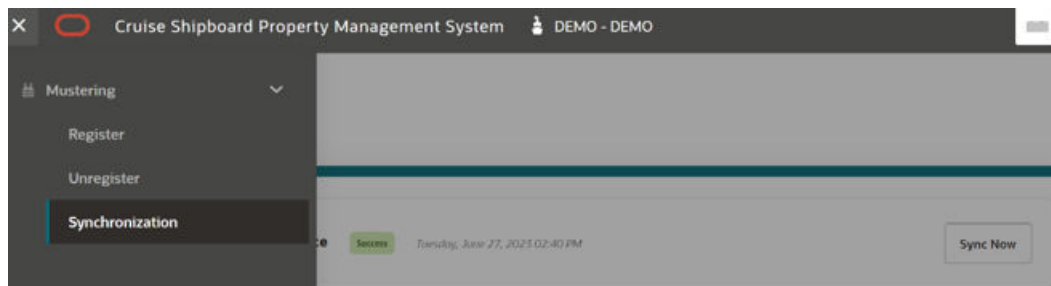
Click the **Cancel** button to end. The system navigates back to the Register page.

3

Synchronization

This page shows the synchronization status between the server and device. You can also access it from the main menu.

Figure 3-1 Synchronization

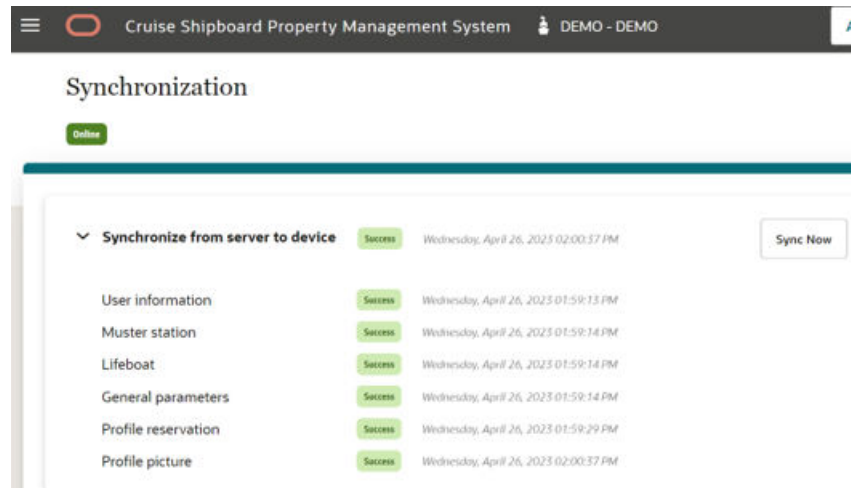


Synchronize from Server to Device

When you log in, the system checks whether 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 would only run in an online mode. Once a full synchronization completes successfully, the status turns to *Success*, allowing the device to work in an offline or online mode thereafter.

Note

The system can 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

Click the **Sync Now** button will start the data synchronization. This process clears the data in the device before retrieving from the server a new set of data. Once this data synchronization completes successfully, only then it is able to work in an offline mode.

When the synchronization from the server to the device completes successfully, the **Sync Now** button is enabled. Otherwise **Retry** button is shown. 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.

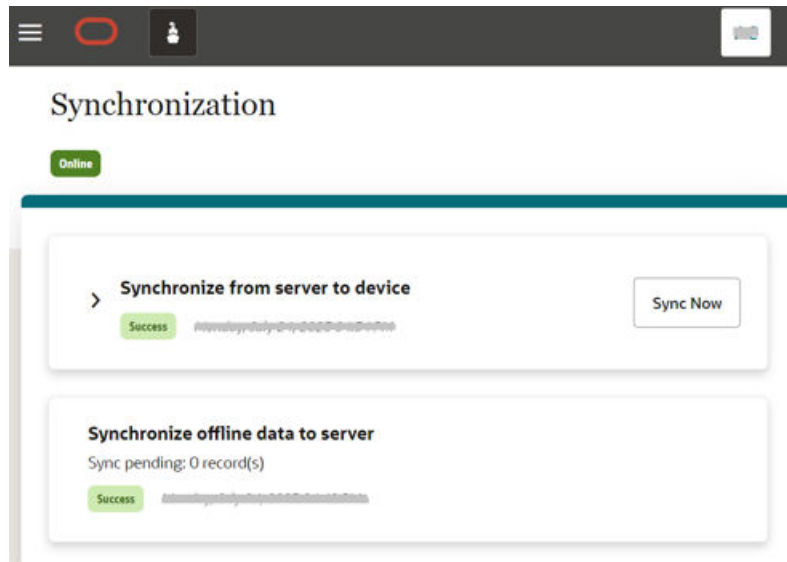
Expanding the **Synchronize from server to device** gives you more information such as User information, Muster station, Lifeboat, General parameters, Profile reservation, and Profile picture.

Synchronize Offline Data to Server

The system checks for any offline data stored on the device that needs to be synchronized with the server before starting the sync process. Synchronization from device to server can only occur in an online mode.

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

If the device mode is online, the offline data synchronizes to the server automatically. When syncing offline data 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

Offline Data Retention Period

For an enhanced data security and to protect personal information, the Mustering application will automatically clear its data from the device if it remains unused for ten (10) consecutive days (the threshold value).

A user session is ended when:

- the user has signed out from the app.
- the user session has timed out.

The the threshold count will reset to 0 when user sign-in to the app.

When the data is being cleared while the device is offline, the web browser will indicate (with error) that it was not able to connect to the application. This error persists until the device is online.

When the data is being cleared while the device is online, the user needs to manually log in with the username and password to allow the application to fetch the data from the server.