User Manual

ASSA ABLOY Hospitality
Mobile Access App & Front Desk Portal

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Table of contents

1. Introduction

The *front desk portal* is used for registration of guests and issuing of mobile keys. The guest uses a *mobile access app* from which he/she can check in and then get a mobile key to his/her phone.
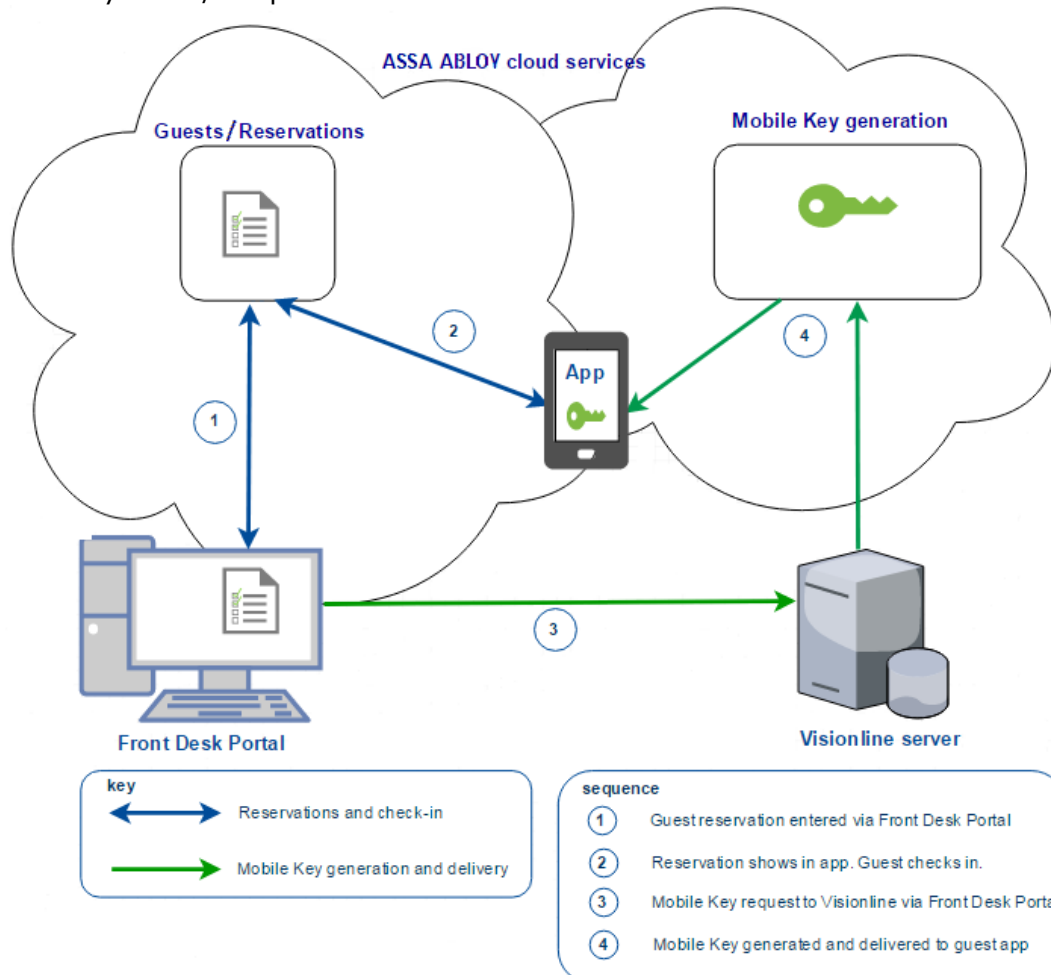

Figure 1

1.1 Prerequisites

- Visionline 1.17.1 or higher
- An e-mail address for logon to the front desk portal to get the system registered and to receive access credentials
- *For live installations:* a Visionline software option, which in turn includes options for *mobile access* and *web service* (Art. No e.g. 0070074; different variants exist, discuss with your ASSA ABLOY Hospitality business unit/business partner)
- *For live installations:* a license for the front desk portal (Art. No 4826358)
- *For demo installations:* a demo license for the front desk portal (Art. No 4826359)

2. To set up Visionline

1. Make sure that Visionline is installed as a server.
2. Add at least a few guest rooms and preferably also one or more common rooms.
3. Details*) and passwords for mobile access accounts, and also UUID, must be set via an option code. To get the option code, follow the steps below:
   - If it is an existing installation, go to **System settings** under the **Reports** tab in the Visionline navigation window. **System settings** is available even if you are not logged on. Communicate the system code to your ASSA ABLOY Hospitality business unit/business partner (see order acknowledgement for phone number and e-mail address) or enter the system code in the *Ordering web page*. You will get an option code in return; go to **Tools/Option code**, enter the option code and click **Apply**.
   - If it is a new installation, the option code can instead be included in the license code. In this case, the option will be set when you set system ID in Visionline; see *Setup manual Visionline* for details.

*) Regarding the **Name** of the account, make sure to choose something intuitive/descriptive to label the particular mobile access connection. The name does not need to match any external information and it is for use
- when issuing a mobile key from within Visionline
- when an attached integrator, e.g. the front desk portal or PMS, makes a call to Visionline to issue a mobile key and a mobile access account must be specified

The name is even more important when Visionline has more than one mobile access connection. *Example: If Visionline can issue mobile keys to two different apps, the names for the mobile access connections could reflect the respective app names.* **Note:** If nothing else is chosen, the default mobile access account is used. Default is the firstly added account, or any other account for which 'Set as default account' has been marked in the **Mobile access account details** dialog in Visionline.

The **Description** field for the mobile access account could contain any extra information, notes etc; this field is not mandatory to fill in.
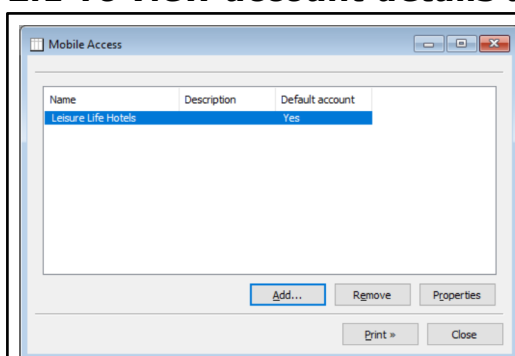
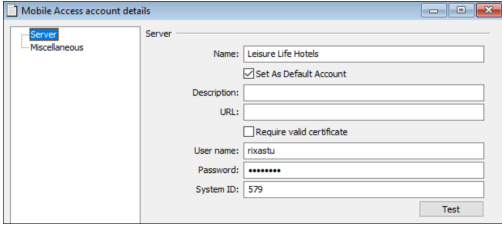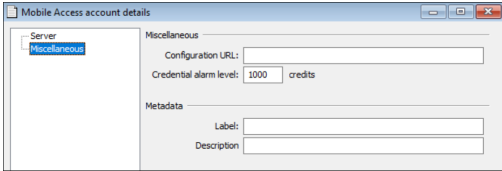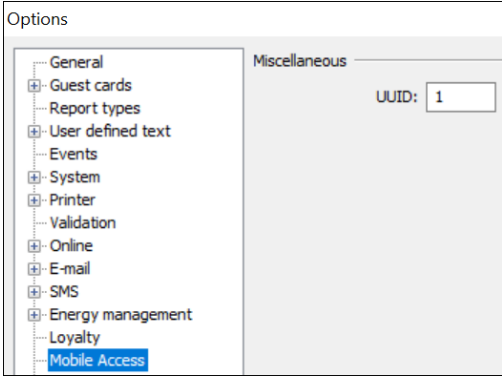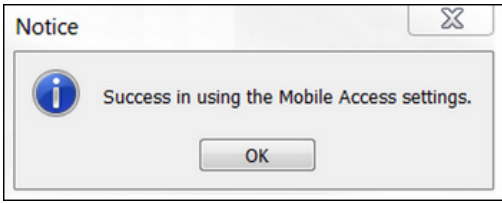## 2.1 To view account details and UUID

Figure 2

1. Double click on **Mobile Access** under the **Lists** tab in the navigation window.
2. Mark the concerned mobile access account in the list and click **Properties**.

 Figure 3	3. In the **Mobile Access account details** dialog, information for the concerned mobile access account will be shown. ***Note:*** 'Require valid certificate' must always be checked.
 Figure 4	4. Under the **Miscellaneous** tab, information about **Configuration URL** and **Metadata** will if applicable be shown. ***Note:*** The BLE configuration data for the lock must be transferred from Visionline to the locks at initiation; mark the checkbox 'Include BLE configuration data' under **Initialize lock** in Lock Service 3G (see *Quick reference guide Lock Service 3G* for details).
 Figure 5	5. The UUID is shown at **Tools/Options/ Mobile Access**.

2.2 To test an account

 Figure 6	1. Click the **Test** button to verify the account; this applies for live systems as well as for demo systems.

3. To set up the front desk portal
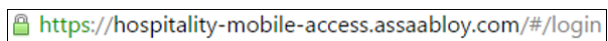
Figure 7
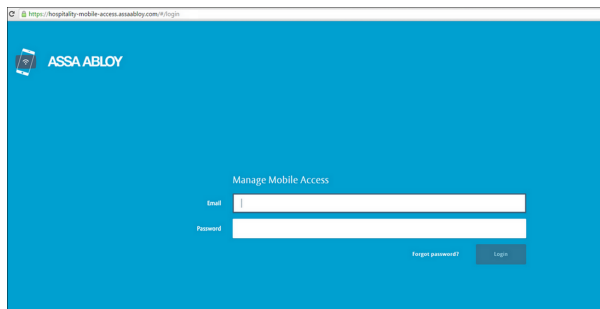
Figure 8

1. From the web browser on the Visionline server computer, go to the address https://hospitality-mobile-access.assaabloy.com/#/login
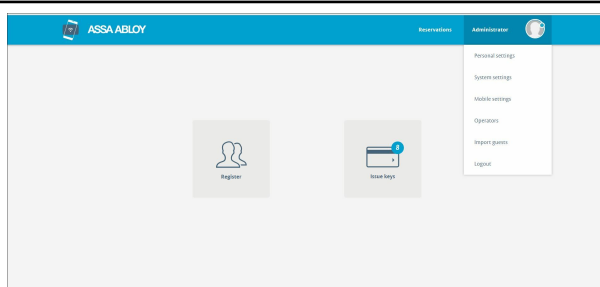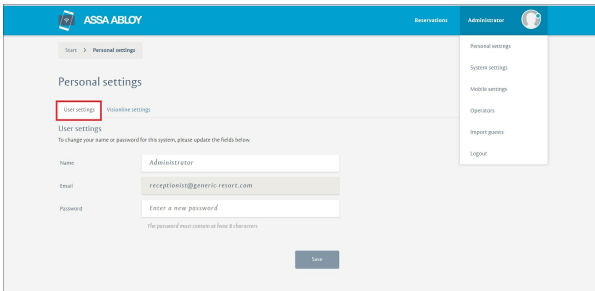2. Log in with the admin e-mail address provided with your order.

Figure 9

The menu on the homepage has the following alternatives:

Personal settings
System settings
Operators
Mobile settings
Import guests
Log out

3.1 Personal settings

Under **Personal settings**, two tabs are available; see sections 3.1.1 and 3.1.2.

3.1.1 User settings

 Figure 10	1. Under **User settings**, it is possible to change the name and/or password that is used for you in the system.

3.1.2 Personal settings

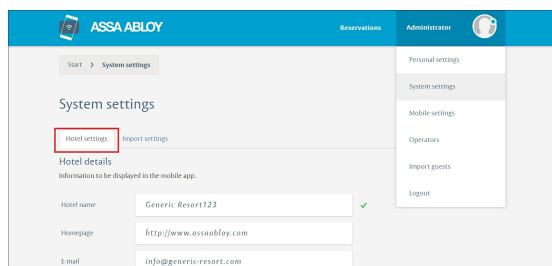|	
 Figure 11	1. Under **Visionline settings**, type in your **Username** and **Password** for Visionline. If more operators are later added, each operator should be set up here. ***Note:*** For demo purposes, the default *sym*, *sym* (or other demo credentials, if they have been changed) can be used.

3.2 System settings

Under **System settings**, two tabs are available; see sections 3.2.1 and 3.2.2.

3.2.1 Hotel settings
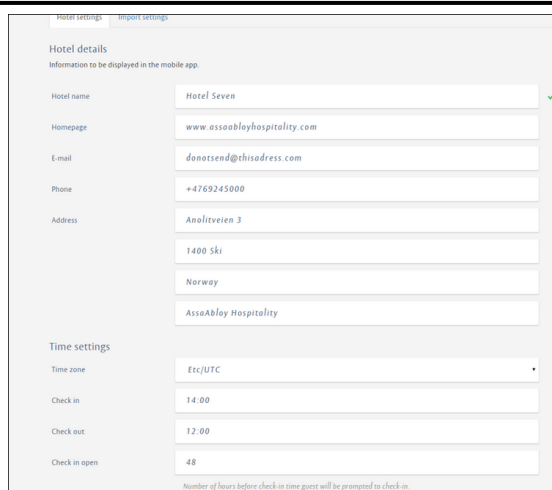
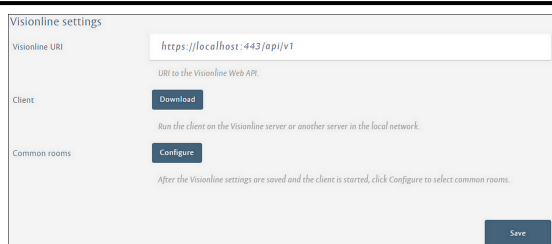|	
Figure 12	1. Under **Hotel settings**, the property information can be configured.
Figure 13	2. All fields under **Hotel details** are mandatory to fill in. **<u>Note:</u>** The information which is entered here is what the guest will see in the mobile access app. Make sure that the address is correct since the mobile access app will use the *Google Maps* app to find the location. **<u>Note:</u>** **Check in open** states the number of hours prior to arrival that a guest can check in through the mobile access app.
Figure 14 *Figure 15*	3. Scroll down below the **Hotel details** shown in Figure 13 to see the **Visionline settings** as in Figure 14. 4. At **Visionline URL**, enter *- if the client (demo or sharp) is running from the Visionline server*: the localhost URL. For simplicity, use the default local host https://localhost:443/api/v1 *- if the client is running from another server/computer*: a publicly accessible IP address of the Visionline server. 5. Click the **Save** button; the message 'Hotel updated' will be shown.
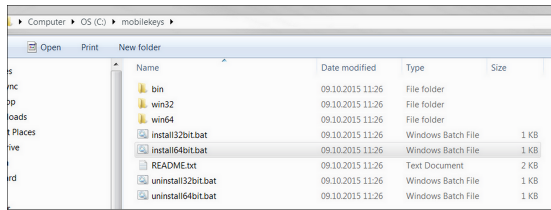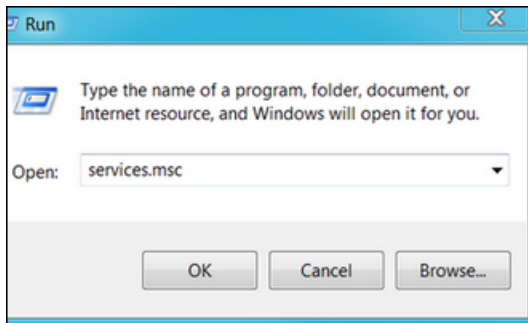
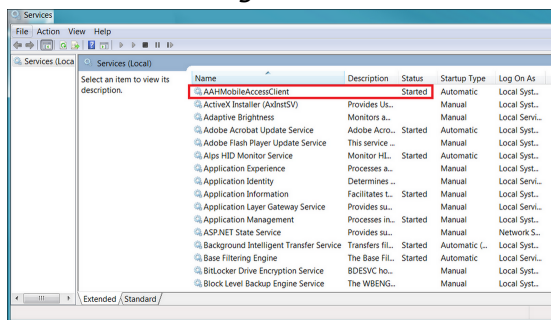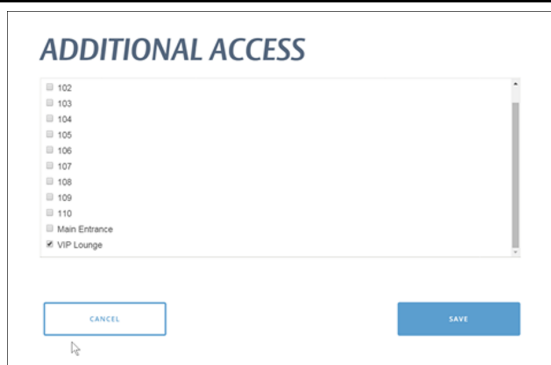|	
 Figure 16	6. Click the **Download** button shown in <u>Figure 14</u> to save the **Mobile_access_visionline_client.zip** file to your server. 7. Unzip all files in **C:\mobileaccess**; if the directory does not exist, create it. 8. Run either the **install64bit.bat** or **install32bit.bat** file from the **mobileaccess** folder, depending on your operating system.
 Figure 17 *Figure 18*	9. Enter *services.msc* in the **Run** dialog of Windows and click **OK**. 10.In the **Services** dialog, verify that the service *AAHMobileAccessClient* is running.
 Figure 19	11.Click the **Configure** button shown in <u>Figure 14</u>; a dialog **Additional access** with all doors from the Visionline database will be shown. ***Note:*** It is recommended to click the **Configure** button even if there is no additional access, since clicking the button without getting an error ensures a valid connectivity between front desk portal and Visionline. 12.Select the applicable common doors. ***Note:*** There is no need to select guest entrance doors since these are included by default, based on the guest room range. 13.Click **Save** in the **Additional access** dialog.

3.2.2 Import settings

Figure 20

Under **Import settings**, information from a csv file can be imported to the front desk portal.
1. Click **Select CSV file** and choose the applicable file.
2. For each of the fields under **Guest**, **E-mail** etc that are shown in Figure 20, click the arrow to the right in the field and choose the applicable corresponding heading that is used for the field in the CSV file.
3. When step 2 has been performed for all fields, click **Save**.

3.3 Operators

Figure 21

1. In the **Operators** section, additional operators can be added to the front desk portal. ***Note:*** There are two operators levels; "regular" *operator* and *system manager*. An operator can only issue mobile keys while a system manager also can configure the front desk portal.

Figure 22

2. In the **Add Operator** dialog, fill in the fields.
3. If the operator should be a system manager, drag the **System Manager** checkbox to the right.
4. Click **Save**.

3.4 Mobile settings

3.4.1 App branding

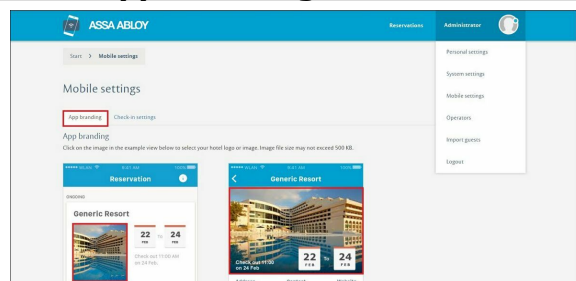*Figure 23*

1. In the **App branding** section, it is possible to add an image for the hotel; click the button marked with red in Figure 23.
__Note:__ The aspect ratio for the image differs from device to device. There is however a general requirement for the maximum image size; 500KB.
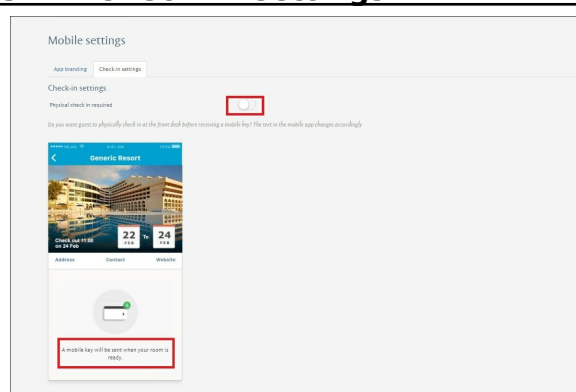
3.4.2 Check-in settings

Figure 24

In the **Check-in settings** section, it is possible to change the physical check-in required configuration of mobile app from front desk portal. This feature gives the hotel or hotel operator an option to tell the guest that he/she needs to be physically present at the front desk for receiving a mobile key, instead of walking past the front desk and go directly to the room.
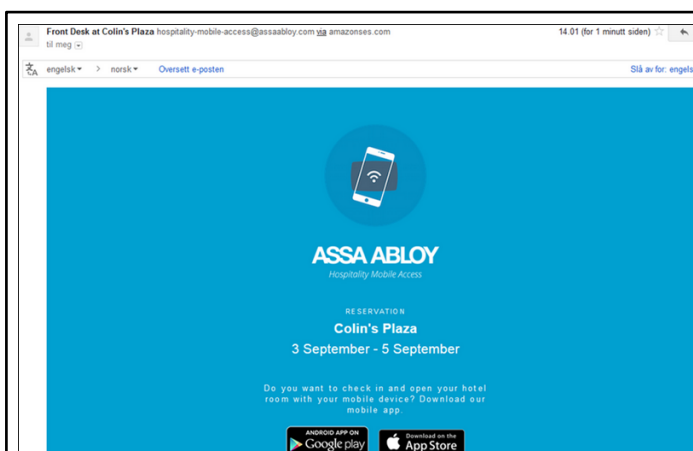
4. To use the mobile access app

Figure 25

1. Guests who are first time users of the mobile access app will get an e-mail with a link to be able to download the app from *Appstore* or *Google Play*; the app is called *ASSA ABLOY Hospitality Mobile Access.*
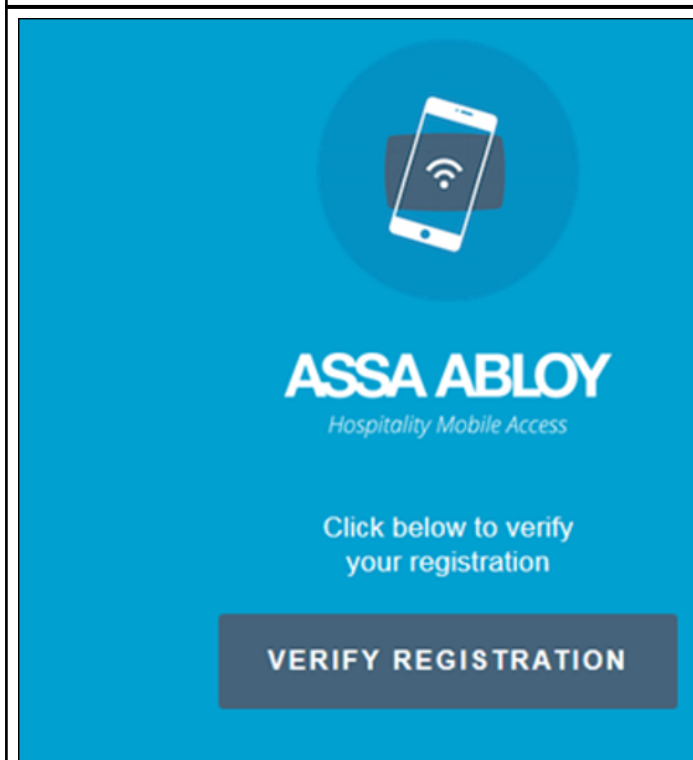

Figure 26

2. The guest installs the app and goes through the verification process (click **Verify registration**), using the same e-mail address as was used in step 1 above; once registered with the e-mail address, the app is ready to use.
3. Approximately 24 hours before the hotel stay, the guest will get an app notification for check-in.
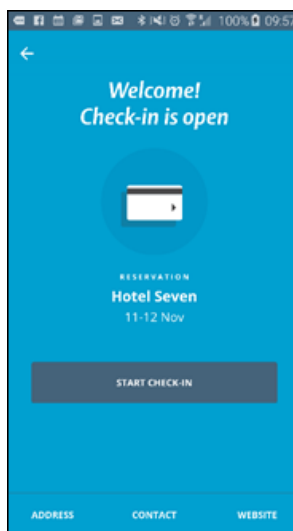
Figure 27
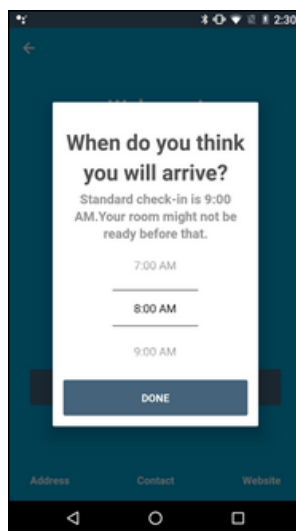
Figure 28

4. When the guest wishes to do so, he/she can check in through the app and estimate the time of arrival at the hotel. If the guest selects an arrival time which is before the hotel check-in time, an information message as in Figure 28 will be shown.
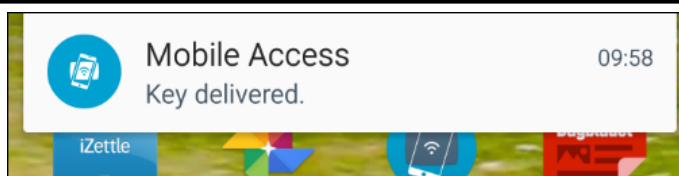

Figure 29

Figure 30

Figure 31

5. When the key for the guest has been issued according to section 5.3, a message as in Figure 29 will be shown in the app, and the actual key will be shown in the app as in the example in Figure 30. ***Note:*** By tapping the keycard, the user will see details about additional access; see example in Figure 31.
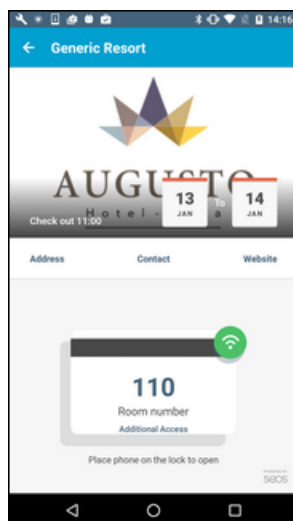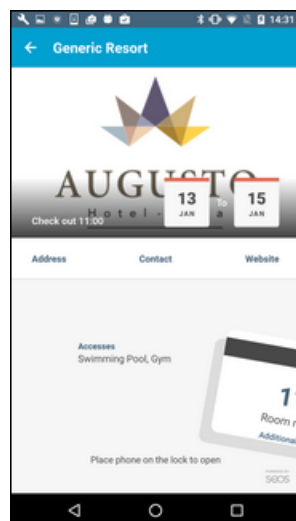
5. To operate the front desk portal

<u>*Note:*</u> It is not possible to check out mobile keys through the front desk portal.
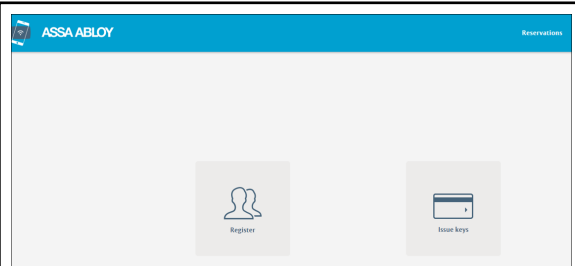
5.1 To register guests manually

Figure 32

1. If section 5.4 Import guests is not applicable, guests can instead be registered manually; click **Register** from the first screen shown after logging on to https://hospitality-mobile-access.assaabloy.com/#/login

Figure 33

Figure 34

2. Fill in the fields and click **Register**; the message **Reservation registered** will be shown.
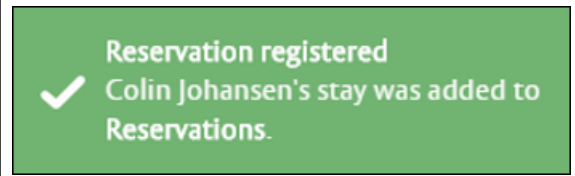
Figure 35

3. After registration, the guest will appear in the **Reservations** list. The guest will remain in this section until one day after the check-out date.

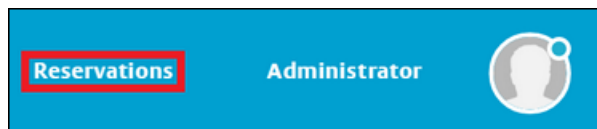## 5.2 To check the status for guest reservations
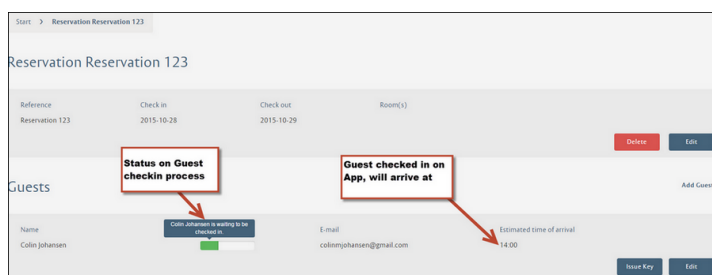

Figure 36

Figure 37

1. The front desk staff can follow the status of different reservations in the front desk portal. Click **Reservations** shown in Figure 36; a status view as in Figure 37 will be shown.
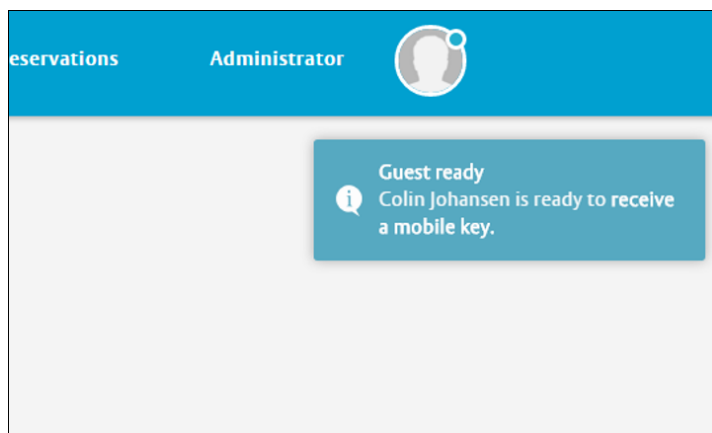2. When the room for a new guest is available, the staff can prepare a keycard for the room.

Figure 38

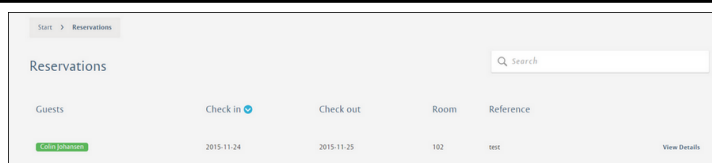3. When the guest has checked in via the app, a notification will be shown in the upper right corner of the page of the front desk portal.

Figure 39

4. When the guest name is marked with green in the reservation view (see example in Figure 39), the guest has received a key on his/her mobile phone. ***Note:*** To verify if the guest has arrived and used his/her mobile phone at the hotel, you must instead look at the status view (see Figure 37).
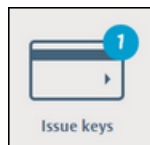
5.3 To issue a mobile key

<table>
<tr>
<td>

Figure 40

</td>
<td>

1. Click **Issue keys** on the first screen shown after logging on to https://hospitality-mobile-access.assaabloy.com/#/login, to find guests that are ready to receive a key.

</td>
</tr>
<tr>
<td>

Figure 41

Figure 42

Figure 43

</td>
<td>

2. In the **Issue mobile key** dialog, choose an available **Room number** and mark the applicable **Common rooms**, if any. Click **Issue key**.
 Note: If the room is already occupied, a popup as in Figure 43 will be shown.
3. The guest will get a popup on his/her phone, showing the room number.

</td>
</tr>
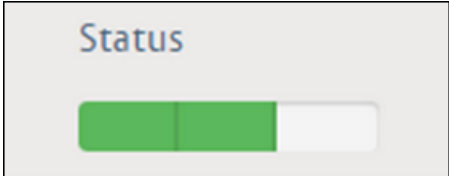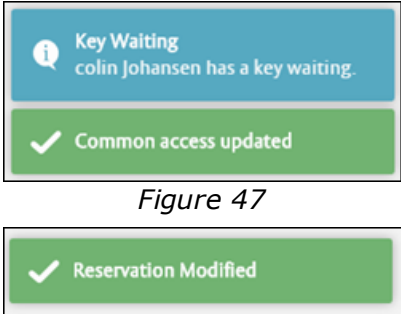</table>
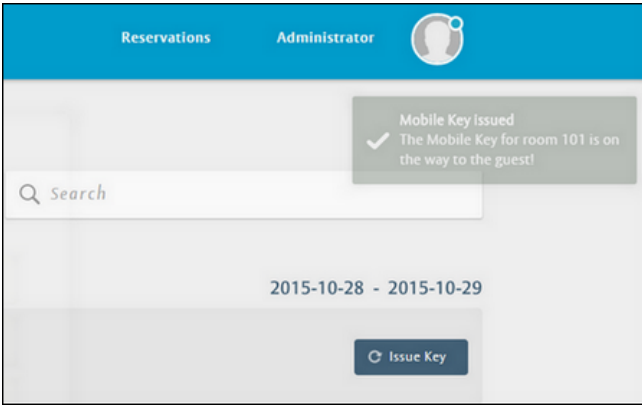
|	
 Figure 44	4. When the mobile key has been successfully issued, a message as in Figure 44 will be shown.
 Figure 45 *Figure 46*	5. By clicking on the **Status** window (see Figure 45) under the **Reservations** list, it is possible to follow the status of a guest (see Figure 46).
 Figure 47 *Figure 48*	6. After the guest has checked in and has received a key, you can from the reservation view: • extend the stay/change the check-out time • delete the reservation prior to default checkout • add or remove common doors

5.3.1 To issue a joiner key
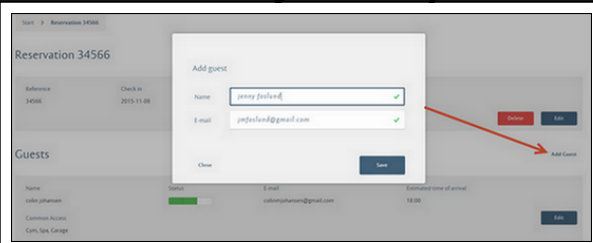
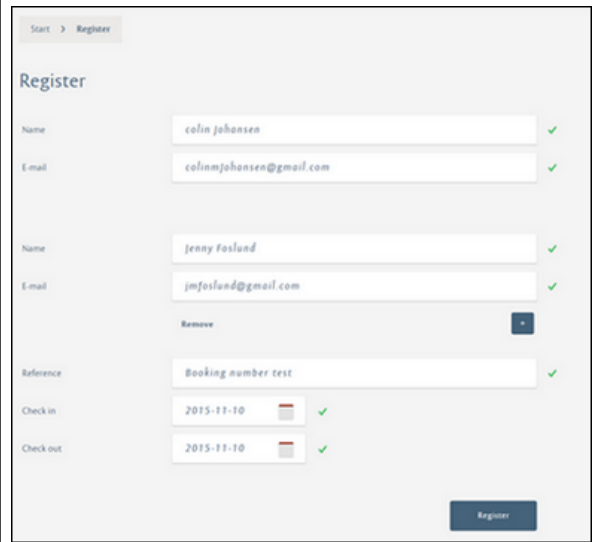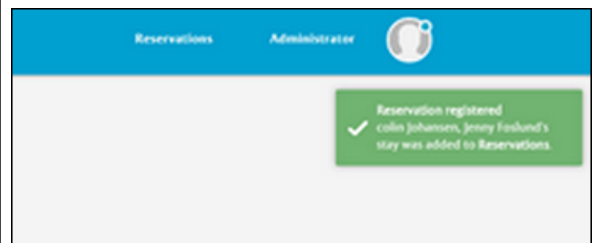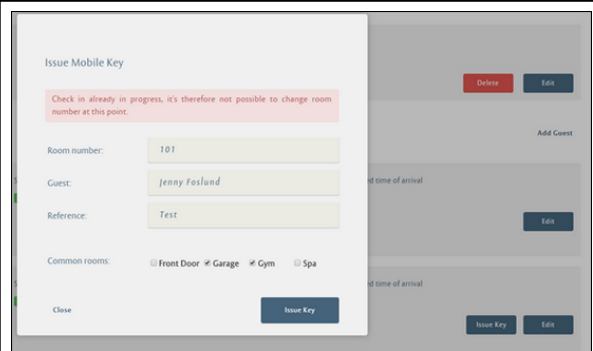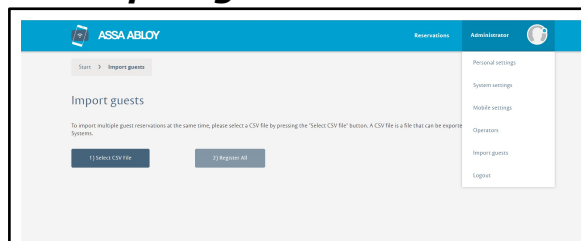|	
 Figure 49 *Figure 50*	1. Mobile joiner keys can be added during the first reservation, or after the first guest has checked in and have a key on the phone.
 Figure 51	2. A check-in update is sent.
 Figure 52	3. Issue a joiner mobile key; if desired, mark/unmark common rooms.

5.4 Import guests

Figure 53

Figure 54

Figure 55

The **Import guests** section allows you to import a csv file with reservation details for multiple guests at the same time. ***Note:*** The field explanation from section 3.2.2 is used.

1. Click **Select CSV file** and choose the applicable file; an example of CSV file is shown in Figure 54.
2. Click **Register all** to register details for all guests in the CSV file in the front desk portal. When this is done, it looks as in the example in Figure 55. If desired, one or more guests can be removed.

6. Troubleshooting

6.1 System requirements

The requirements for the local Visionline server to be able to connect successfully to the *Credential Services* server are:

1. **Firewall:** allow outgoing port 443 (standard https port); this port is used by Visionline for the connection to the *front desk portal*.

2. **Security:** Visionline is coded using Windows libraries included for Internet connection. In the **Internet Options** dialog, **Advanced** tab, mark the checkboxes 'Use TLS 1.0', 'Use TLS 1.1' and 'Use TLS 1.2'.
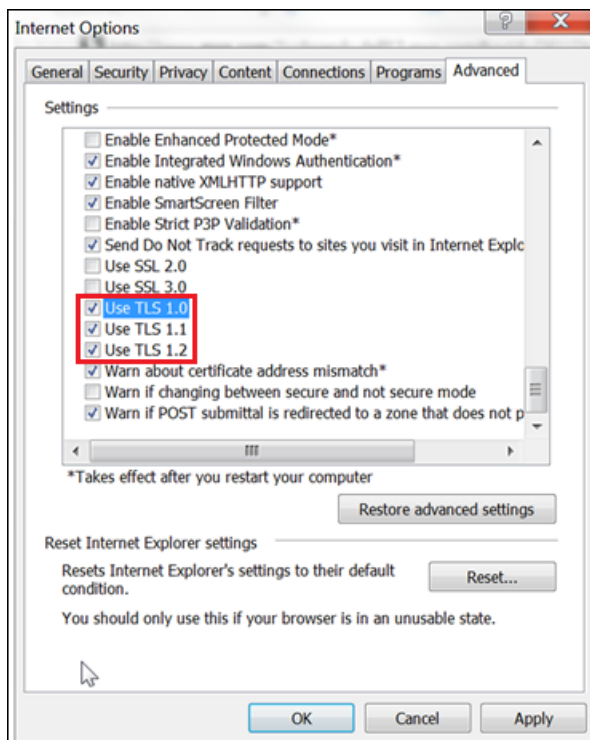   ***Note:*** Mobile access is backwards compatible to TLS 1.0.

Figure 56

6.2 To check the Visionline server connection

1. Browse to https://www.howsmyssl.com/
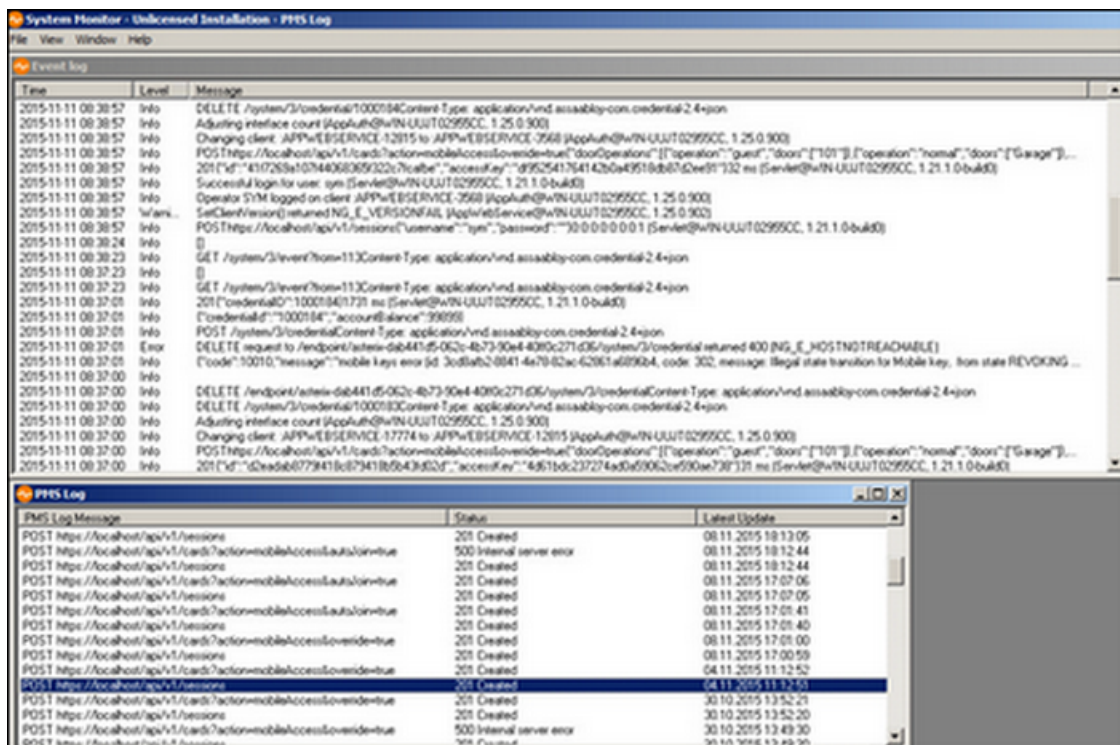
6.3 Event log and PMS log

Figure 57

The e*vent log* and the *PMS log* in SysMon can give valuable information when troubleshooting the front desk portal.

1. Choose **File/Event Log** and/or **File/PMS Log** in SysMon.

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