ATLAS

Version 1.2 Guest Service Attendant User Guide

PK3534

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Procedure 1 – Log on to GSA Application

Make sure that your name has been entered into the System at the GSA level by your supervisor and that there is an activated encoder for your PC. If the login screen does not appear, your internet security settings may need adjusting; inform your supervisor immediately.

1. To select a different encoder from the list of available encoders, see
   Procedure 10 – Select/Clean Encoder

2. The following screen appears.

3. Enter login name

4. Enter password

5. The computer Name is already configured. If no computer name is Configured, refer to *Procedure 9 – Set Computer Name* on page 24

6. Click Login or press Enter on your keyboard.

7.   The main screen for making Guest keycards appears on the next page

Procedure 2 – Enter Guest Information

1.   Enter guest's name.

2.   Enter folio number if applicable. Some hotels use a folio number to track guest preferences, or to post charges from Point-of-Sale locations such as restaurants, bars, casinos or other paying services to the correct guest account. If folio numbers are enabled by the Access Control Administrator, enter the guest's folio number of up to 19 digits.

Folio Number	12234567

3.   Enter Check-in Date/Time **ONLY** if different from current date (Feb 3) by clicking on the calendar icon.

A popup calendar appears

◄		January 2006				►
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

4.   Select a Check-in Date/Time of **no more than ten days in the future from current date.** The field for Start date becomes filled in.

Check-in Date/Time	02/03/2006	11 ▼	AM ▼

5.   There are two ways to select Check-out date/time

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- Enter the number of nights in the next field. Check-out time is adjusted according to the number of nights you selected.

OR

- Click on the calendar icon next to the Check-out field. When the calendar icon pops up, click on the day for the end of the stay. The example below shows 7 nights, therefore from Feb 3 to Feb 10.

Check-in Date/Time	02/03/2006	11 ⌄	AM ⌄	
Number of Nights	7			
Check-out Date/Time	02/10/2006	12 ⌄	PM ⌄	

The check-out date/time is set to a default but you can change it if you wish.
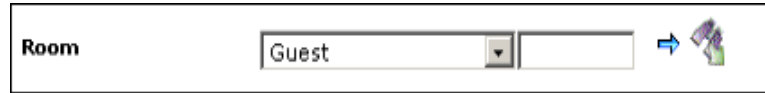
6. Now you have entered the guest information on the ATLAS registration form, continue with the next few fields, *Procedure 3 – Enter Guest Preferences* on the following page 6

Procedure 3 – Enter Guest Preferences
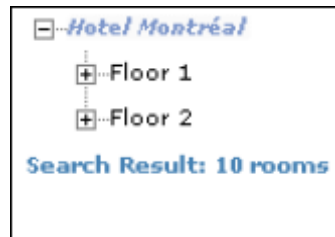
1.   Select Room Type, Guest in this example.
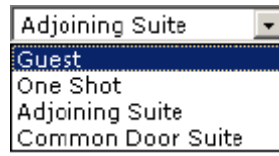
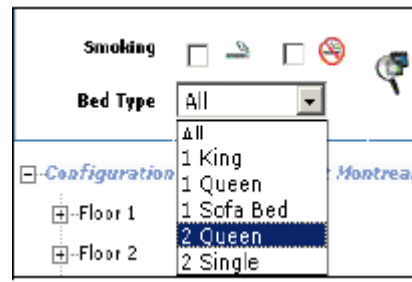2.   Click on the icon next to the Room field

3.   The Room Tree panel appears on the right of your screen

Note: The Room Tree shows **all** rooms, regardless of whether they are currently occupied or not. Please verify with your PMS that the room selected for a new guest Check-In **is available**
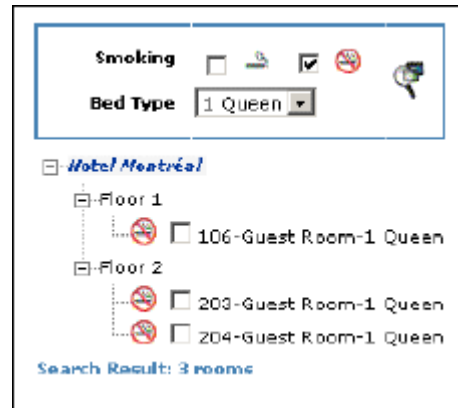
4.   Click the + sign in order to see the individual rooms
5.   Select Smoking or Non-Smoking or both if the guest doesn't care.

6. Select Bed Type from pulldown menu, or leave it at All if bed type is not important for the guest.

7. Click on Search icon .

8. The Room Tree panel refreshes and now shows a tree of rooms that match your criteria – Non-Smoking and Queen bed in the example below.

9. Click on the checkbox next to the room name to select it or type it into the text field (this is possible only for Guest or One-shot keycards). The selected rooms appears on the right on the Room field.

10. Select the required number of keycards – from 1 to 127. These are all new keycards, identical to each other (so that they are all valid in the lock) and have all the same information, but have a different sequence number

Number of Keycards	1 ▾

11. Select All or None or specific amenities requested by the guest. Grayed out (non-selectable) amenities are automatically added to the guest's keycard

> **Note:** Some rooms/suites may have certain amenities permanently assigned to them. Access to these amenities is automatically encoded on the guest's keycard. These amenities are viewable only on a Verify Keycard screen display of that guest's keycard.

12. Select Disability or Salesman Lockout (available on E-760 locks only), if requested. Your supervisor should explain these features.

Options	☐ Salesman Lockout	☐ Disability
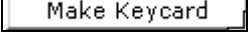
13. Click on Make Keycard button [Make Keycard]

Procedure 4 – Make Guest Keycards

Procedures 2 and 3 must have been completed before starting this procedure.

1. Verify that the name of the encoder is shown.

2. Ensure that the status bar reads "Ready".

Encoder Station:	KIMWX139	Requester station:		Status:	●●● Ready.
Encoding Number:	***	Requester name:		Coercivity:	Low

3. Click on the Make Keycard button [Make Keycard]

4. After the encoder gives two short beeps and/or the Ready LED flashes green, insert a blank keycard into the slot with the magnetic stripe on the right-hand side of the card and facing downwards. The status bar will show the cartoon keycard going into the slot at the bottom right.

The Encoder will "grab" the card when it is inserted and push it out when the encoding is finished.

5. During the encoding, the Status bar will show a yellow light and say "Busy".

Encoder Station:	KIMWX139	Requester station:	KIMWX139	Status:	⚪⚪⚪ Busy.	
Encoding Number:	1 Of 1	Requester name:	rking	Coercivity: Low		
Login Name: rking		Operator Level: Guest Service Attendant			Friday, January 20, 2006	

Note: Click the Abort button [Abort] at the bottom of the screen during encoding, if you have made a mistake or if the Guest decides not to take the room, to take another one or to change some amenities.

6. When the card is encoded, the status changes to "Ready" and the cartoon disappears.

| Encoder Station: | KIMWX139 | Requester station: | | Status: | ⚪⚪🟢 Ready. |
| Encoding Number: | *** | Requester name: | | Coercivity: Low | |

✔ **Reminder**

Keycards must be swiped in the locks for the rooms or suites as soon as possible to prevent any unauthorized entry.

Other Keycard Types

If you select **one-shot** for a guest room, enter the name of the room that the person wants a one-shot access to. The following screen will appear. "Room" is the **only** field selectable for a one-shot card

If you select a type of keycard other than "Guest", different fields will appear for you to fill in. Some examples are shown below.. Click on Make Keycard to encode a one-shot keycard that will grant access to the selected room only once.

✔ **Reminder**

A One-shot keycard does not give access to amenities.

If you select Common Door Suite you will see only that type of suite listed, giving the common door and inner doors of each one. Click on the Suite and select the inner doors.
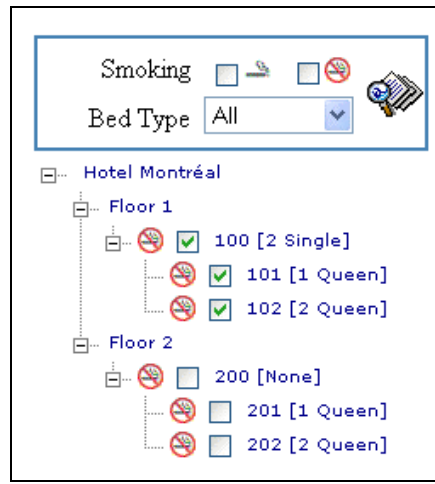
If you select Adjoining Suite you will see only guest rooms on the room tree. You must then select at least two of these rooms.
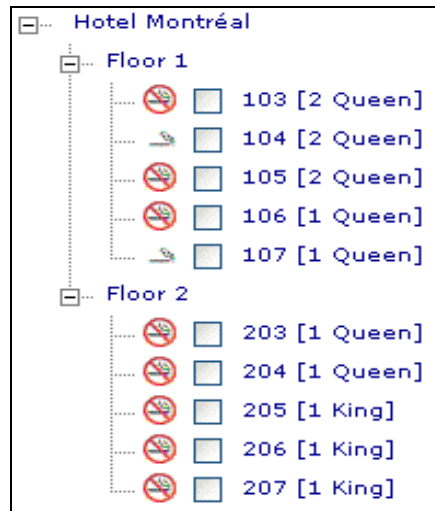
Procedure 5 – Verify Guest Keycards

1. Select Verify Keycards from Guest Menu.
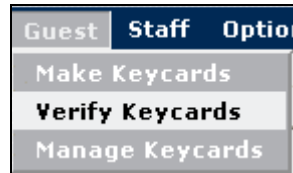
The following screen appears.
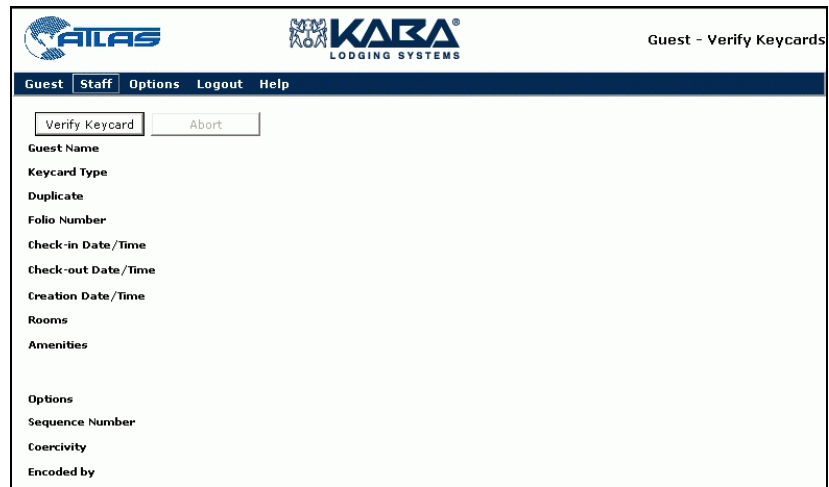
2.   Click on Verify Keycard and insert keycard into encoder. The information on the keycard should appear at left, as shown in the screen below.

Now you know who owns the keycard and you can read the other information encoded.

✔ **Reminder**

- After you have verified the keycard, never leave this Information sitting on the screen where unauthorized people could see it; click on the Guest > Make Keycard menu again to return to the main screen.
- Always destroy discarded keycards (bent or scratched) to prevent unauthorized use.
- Undamaged used keycards may be re-encoded

Procedure 6 – Manage Guest Keycards

As GSA, you may need to encode more that just regular guest keycards for guests registering for a stay. There are four cases where you may need to encode other keycards for the guest in addition to their basic guest room card.

- Additional - for another person joining the guest in their room or suite

- Replacement - for a lost or stolen card

- Modified Stay - new keycard for an existing guest who wants to extend his stay beyond what is encoded on his current card..

- Reset keycard - to lock out the previous guest keycard until a new keycard is made, if, for example the guest has lost his/her keycard while away from the hotel and cannot come to the desk to have a new one (replacement) made

1.   Select Manage Keycards from Guest menu.

The following screen appears.

2. Click on the Search button and the following screen appears.

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3.	To make one of any of the four types of extra keycards for a Guest room, first select the room by Clicking on Select (room 106 in the example). Guest information appears in the screen below. The room reservation period is shown.
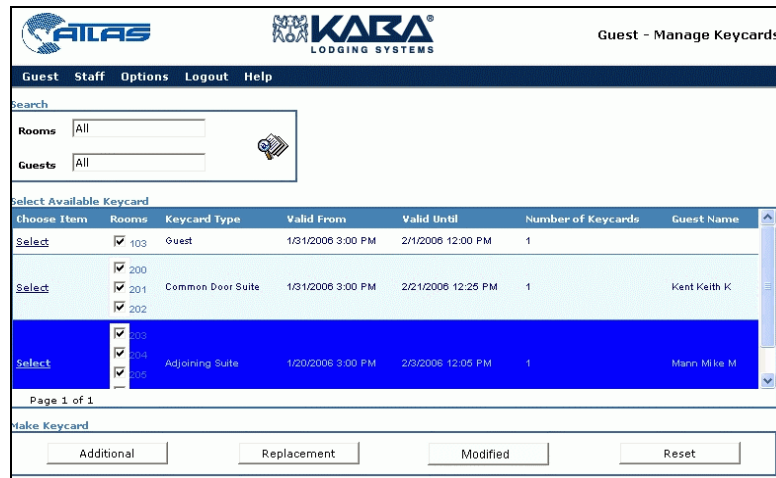
4.	Select the room or rooms for which you want to make another keycard by clicking on Select.
5.	Click on Additional, Replacement, Reset or Modified Stay.

Fields that can be modified on each keycard type

Additional	Replacement	Modified Stay	Reset
Number of keycards, Amenities and Options	Number of keycards	All*	Number of keycards

*except name, check-in date/time, room and folio number.

Note: Because the room cannot be changed, you can only make an Modified Stay keycard if that particular room is free for the time period that the guest wants. If it is not free and he/she must change rooms, make a new keycard.

4. The Guest > Make Keycard screen appears. At the top right of the screen, you will see the type of keycard you are making.

8. Click on Make Keycard.

✓ Reminder

- If you are dealing with a common door or Adjoining Suite like the one shown below, usually all the checkboxes are selected.
- If you de-select one or more suite doors, you can only make Reset keycards for the selected doors. When making the other keycards, you want the guest to have access to all the same rooms for which the original keycards were made, but may want to invalidate (reset) only one or several of the doors in the suite.
- Only the Reset button will be activated.

Note: If you have a Dual USB encoder and you encode a Reset keycard, the card will be encoded as a Hi-C keycard and not Lo-C like all the other Guest keycards

Note: If you have a Dual USB encoder and you encode a Reset keycard, the card will be encoded as a Hi-C keycard and not Lo-C like all the other Guest keycards.

Procedure 7 - Make Staff Keycards

As GSA, you can make the Battery Test Keycard by following the procedure below and the following Reset keycards by following the *Procedure 6 – Manage Guest Keycards* on page 15.

- Reset Guest
- Reset One-shot
- Reset Adjoining Suite
- Reset Common Door Suite

1. Under the staff menu, select Make Keycards

The following screen appears

2. Enter number of keycards required

3. Click on [Make Keycard]. You have now created a Battery Test keycard.

✓ **Reminder**

When the Battery Test keycard is inserted in the lock, the low battery Condition is indicated by both red and green LEDs flashing together. A single green flash indicates an acceptable battery.

Procedure 8 – Verify Staff Keycards

As GSA, you can verify the Battery Test Keycard and the following Reset Keycards.

- Reset Guest
- Reset One-shot
- Reset Adjoining Suite
- Reset Common Door Suite

1. To verify these Reset keycards go to Staff > Verify Keycards

The main screen appears as below:

Note: The Abort button [Abort] only becomes active after you have clicked the Verify Keycard button. If you change your mind about the procedure you can cancel it by clicking on the Abort button.

3. Click on the Verify keycard button.

4. Insert the keycard into the encoder.

Note: You cannot read ILCO encoded keycards in the Verify Keycard function if the encoder is configured to read/encode THRIFT, nor read THRIFT encoded keycards if the encoder is configured to read/encode ILCO. You will receive an error message.

The encoder reads the keycard and then pushes it out. The following screen appears, containing all the information encoded on the keycard, including the date it was made and the person who encoded it.
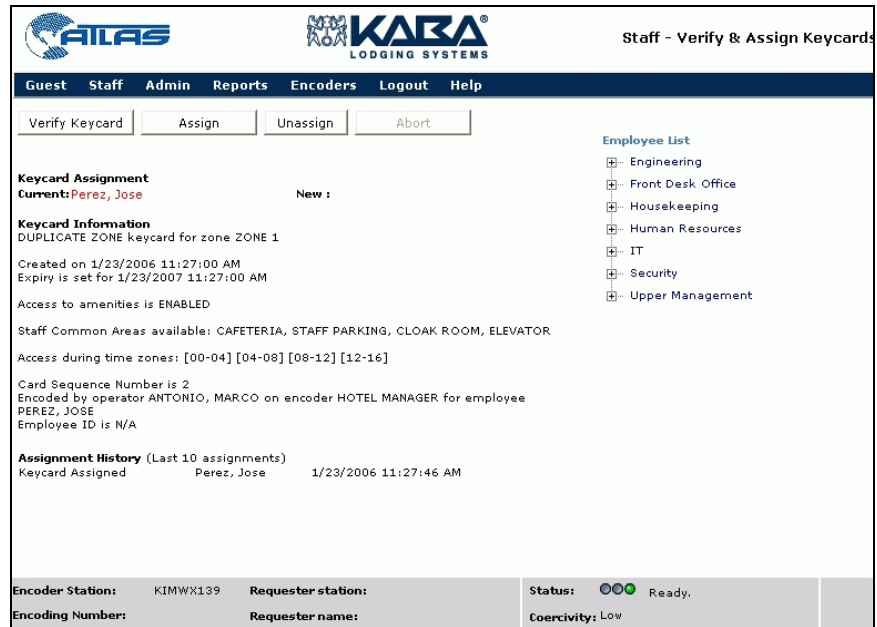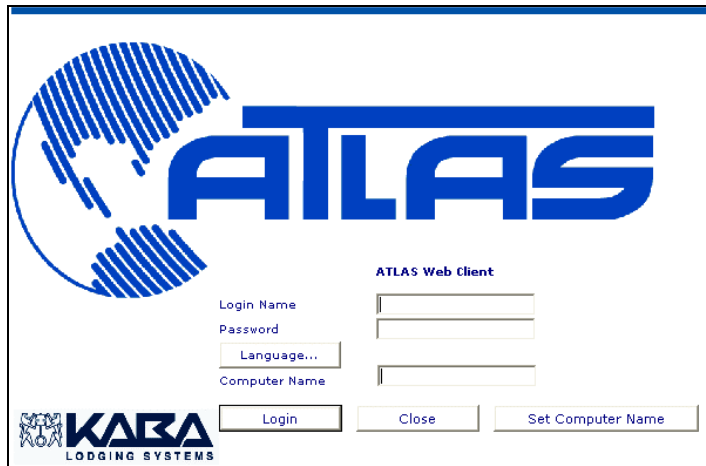
If you try to verify any other keycard, you will receive a message that you do not have the right to verify that card. In that case, call your supervisor.

Procedure 9 – Set Computer Name

1. If you log in to your level of the ATLAS System and there is no computer shown on the login screen, enter your login name, password, and computer name as shown below.

2. Click on Login. This brings up the default page for your level, in the example, the Guest >

3. Log out.

4. The next time you log in, you will see the Login screen with your computer name (the computer name you entered) and Set Computer Name button for a time when you might want to change the computer.
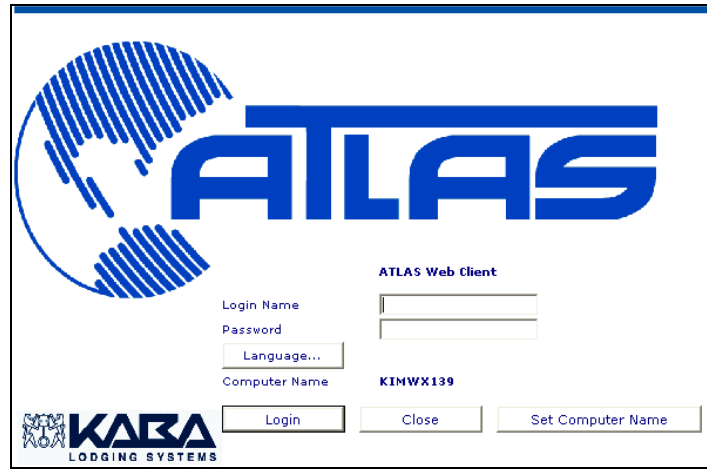
Procedure 10 – Select/Clean Encoder

Select Encoder
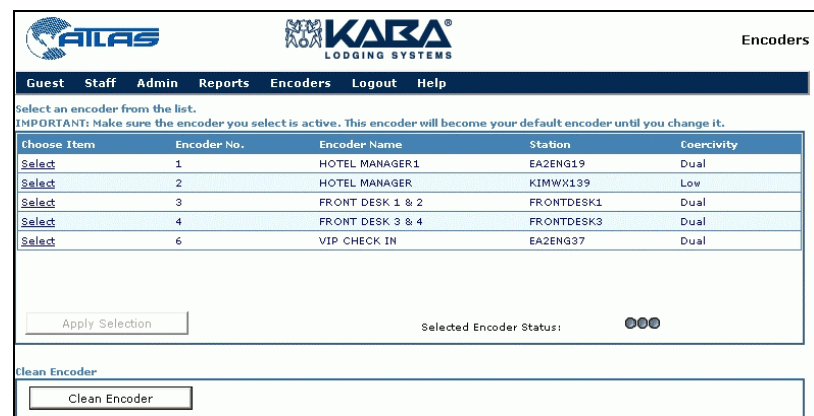
1. On the main menu, click on Options.

then Select Encoder

The following screen appears:

2. From the list of encoders available in your network, select the one you want your computer to use as a default. This will be the encoder that will always make keycards at your workstation unless you return to this page to change it.

3. When you select the encoder, check at the bottom of the list to make sure that this encoder is available for you to use. If it is not, select a different one. The following illustration shows an encoder that has been selected but is not available. The left-hand LED is red and the message is "Not Active".

4. When you have selected an active encoder, (the right hand LED is green and the message is "Ready") click on Apply Selection.

The encoder is now set up with your PC to encode keycards.

Clean Encoder

If you see the message "Clean encoder" on the right of the status line, it means that you should clean your encoder right now or risk incorrect encoding of keycards. If keycards are badly encoded they will not work in the locks.

1. To clean the encoder, take one Cleaning Card pouch from the box supplied by KABA with ATLAS.
2. Remove card from pouch.
3. Click on the button "Clean Encoder" and insert the cleaning keycard into the encoder.
4. The encoder itself will pull the card in and push it out five or six times.
5. After the encoder stops pulling in and pushing out the card, remove it and wait a few seconds to allow the cleaning card to dry.
6. Re-insert it into the encoder one more time in case any stubborn dirt remains.
7. Discard the used cleaning card.
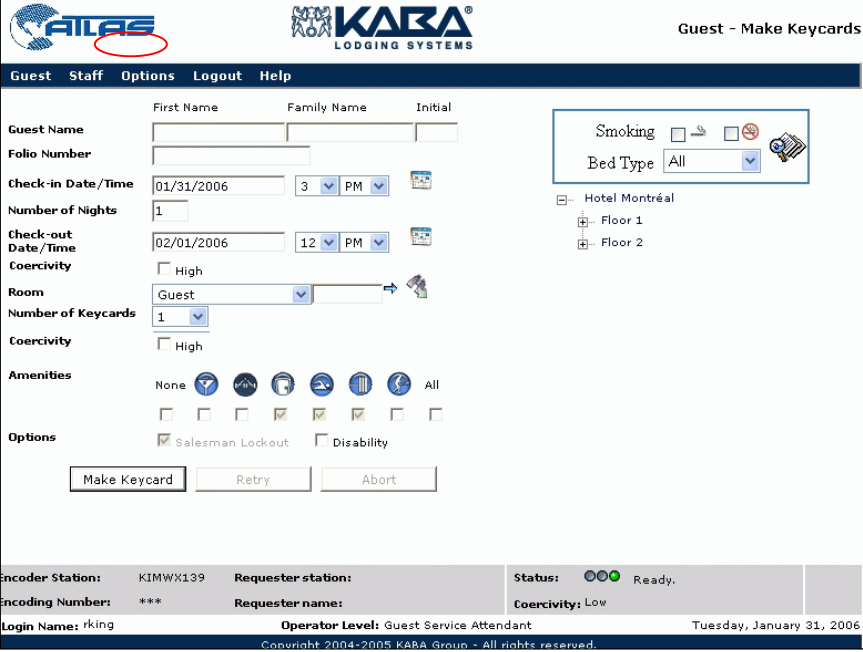8. The "clean encoder" icon will disappear from the status line.

 Caution: Flammable. Contains 99% isopropyl alcohol

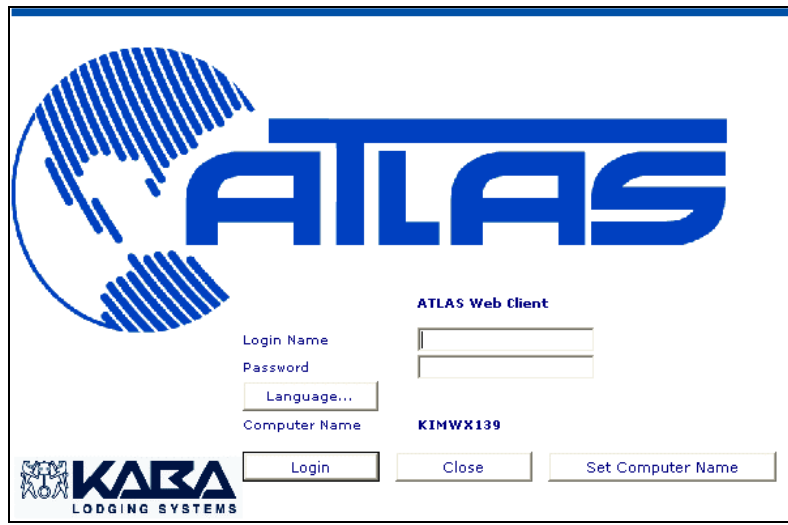Now you can use the encoder again

Procedure 11 – Log out

1. Select Logout from the menu bar whenever you want to log out

2. A prompt appears asking you if you are sure you want to log out

3. Click OK and the login screen appears again ready for your next session

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