Resource Central

Kiosk Administrator Guide

For RC 4.3

Version: 1.21

Table of contents

CHAPTER 1.

Introduction

Background

The background for this solution was a request to develop a solution for visitor registration. With this solution, the visitor can register himself on the screen. He can also send a request in case he is not in the visitor list, or he is delivering mails or packages. In both situations, an email is sent to a distribution list for notification.

Overview

Kiosk Screen is a feature of the Resource Central system, which enables end user to register himself on a Kiosk screen (if he is a visitor) as well as request service (if he is not in the visitor list or he is delivering mails or packages).

This document is created to describe how the Administrator can be set up in order that Kiosk screen can work normally for the aforementioned purpose.

CHAPTER 2.

Setup Kiosk screens

The Kiosk Screen function is controlled by a parameter named: **Visitor.UseKioskScreen**.

This function also works under the influence of 2 parameters: **Visitors.Undeparted.AutoChange** and **Visitors.Undeparted.Interval**.

For more details about these parameters, please refer to *RC Parameter Guide*.

Settings in Kiosk Screens section

After the function is enabled, Kiosk Screen panel can be accessed by going to **RC backend → Designer → Kiosk Screens**:

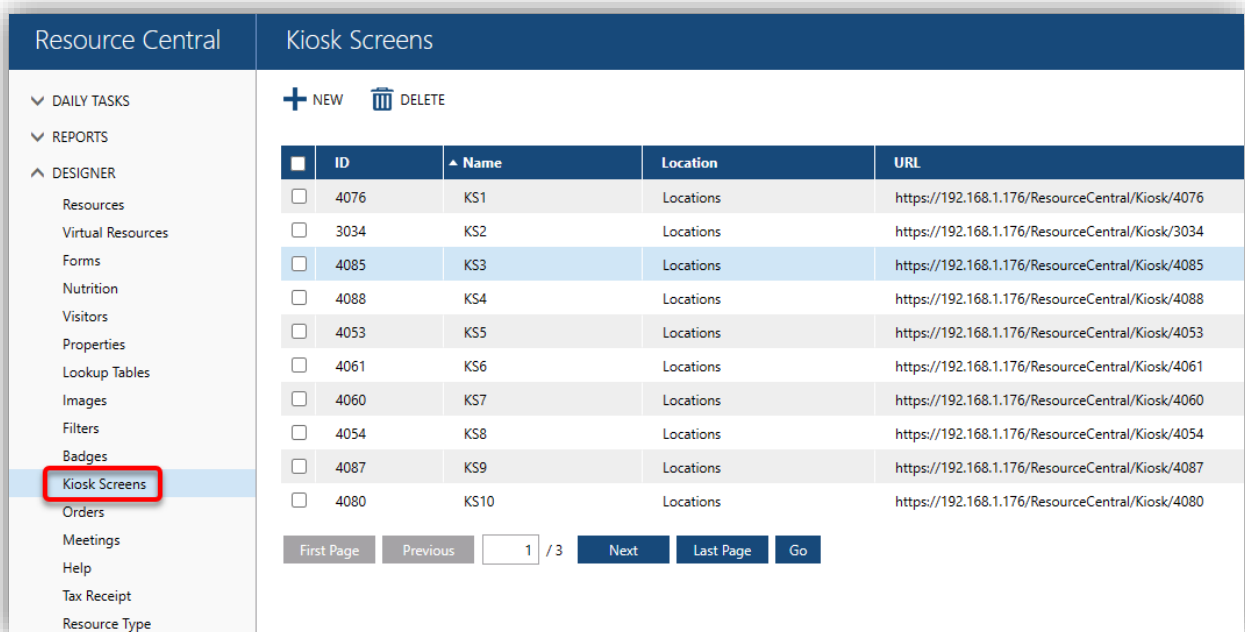**Figure 1.**   **List of Kiosk screens**

Button	Description
New	Create a new Kiosk screen
Delete	Delete the selected screen

Click [**New**] to create a Kiosk screen. Its details are divided into the following sections:

Kiosk Screen Details

LIST   SAVE   TEST PRINTER   SAVE CONFIGURATION

˄Kiosk Screen Details

Screen ID

4076

* Name

KS1

* Location

Locations\France   ...

Badge

None

Default Language

English (United States)

* Company Name

Our Company

* Printer Location

Locations\France\Paris   ...

Time Zone

(UTC+01:00) Amsterdam, Berlin, Bern, Rome,

Screen URL

https://rc1.add-on-company.com/ResourceCentral/Kiosk/4076

Privacy Mode

○ Use Registration Code ◉ Use QR Code ○ None

QR/BarCode Scanner Mode

Scanner with the [Next] button

Kiosk Mode

Visitors

Screen size

H   1000   W   1000

Screen QR size: 46%

QR Box size: 46%

Printer Name

None

Check Out function

◉ Yes ○ No

Fit to paper

◉ Yes ○ No

Parking

○ Yes ◉ No

Car registration

Reason for Visit edit

Parking area id

Figure 2.   **Kiosk Screen Details**

Field name	Description
Screen ID	ID established for this Kiosk screen
Name	Name of the Kiosk screen

Location	Location of the Kiosk screen
Badge	Badge selected for the screen, which will be use when visitor uses the self-registration feature or checks in for an existing meeting. You can only select among Badges that are designated at the same location as this Kiosk screen (for more details on badge design, refer to Resource Central Administrator Guide).
Default language	Language selected for the screen by default
Company Name	Enter company name. **NOTE**: This is only available when Privacy Mode is enabled Refer to this section for more details.
Printer Location	Select a location where the printer is installed.
Time Zone	Select a time zone for the Kiosk and its visitors. **NOTE**: • Visitors who register at any Kiosk will be in the same time zone as that Kiosk. • If the time zone is left blank, the Kiosk and its visitors will be using the RC system time zone.
Screen URL	The URL of this Kiosk screen
Privacy Mode	Enable this function to allow visitors to enter/scan a registration code or QR code when checking in and out. The registration code or QR code will be sent to the visitors by email when the meeting is created. Refer to this section for more details about this function. By default, a reminder email of registration code/QR code will be sent to visitor 2 days before the visit date. Refer to *RC.Visitor.email.workdaysbefore* parameter in **RC Parameter Guide** to learn how to modify the number of days before the visit date that the reminder email is sent to visitor.
QR/BarCode Scanner Mode	**NOTE**: This is only available when 'Use QR Code' is selected in **Privacy Mode**. There are 3 options via which the QR/Barcode of visitor is scanned to check in or out: • Camera: You can use the camera device to scan QR/Barcode to check in/out without any further actions. • Scanner: You can use scanner device to scan QR/Barcode to check in/out without any further actions. • Scanner with the [**Next**] button: You can use scanner device to scan QR/Barcode from the kiosk. The screen will also have a [**Next**] button that the visitor can press if the scanning only inserts the result into the screen and not auto-complete the process. Some scanners could block this step.
Kiosk Mode	Type of listing in Kiosk screen
Screen size	Enter Height and Width of the Kiosk screen
Screen QR size	The size of the pop-up window appearing when user wants to scan the QR code
QR Box size	The size of QR box on the QR Screen
Printer Name	Select Printer. This printer must be installed/shared on Resource Central web server. See chapter 4 on Printer setup
Check Out function	Control the availability of [**Check Out**] button on the screen

Fit to paper	Select Yes if you want to fit the print to the full physical paper size, cropping off any non-printable margins. **NOTE**: This setting should not be used when using VisionLine's Flexline Kiosk stand and its build-in printer.
Parking	Select Yes to enable parking permit. Refer to this section for more details on this feature.
Car registration	Select a Visitors field so that its value will be automatically used for this 'Car registration' field. (*This field is only available if 'Parking' field is Yes, and it requires that a custom visitor field (**Designer → Visitors**) is set to be displayed in the Kiosk)
Parking area ID	ID provided by parking company in order to send parking confirmation to visitors. **NOTE**: Make sure to enter the right ID format. (*This field is only available if 'Parking' field is Yes)

Notifications On Arrival

Figure 3.   Notifications On Arrival

Field name	Description
Request service – Email to …	Select person to send email to when the visitor request service
Visitors – Email to …	Select person to send email to when the visitor registers "Arrived"
Visitors – Notify Organizer	Select **Yes** to send email to Organizer when the visitor registers "Arrived"
Department Name	Enter the name of the department that receives arrival notification. This department name will be simultaneously applied for 'Email to' field. You can select existing name by clicking […] button or fill in manually. **NOTE**: This is only available when Privacy Mode is enabled. Refer to this section for more details.
Email to	Select email address that receives arrival notification. You can select existing email addresses by clicking […] button or fill in manually. **NOTE**: This is only available when Privacy Mode is enabled. Refer to this section for more details.

Images and background

Figure 4.   **Images and background**

Field name	Description
Top image	Select image to be displayed at the top of the Kiosk screen
Bottom image	Select image to be displayed at the bottom of the Kiosk screen
Border color	Select color for the border of the Kiosk screen
Background image	Select image for the background of the Kiosk screen. The original image size will be remained.
Background color	Select color for the background of the Kiosk screen
Screen saver image	Select image to be displayed as screen saver. The original image size will be remained. NOTE: if "Return to screen saver after" is set to 0 the screen saver is disabled.

Time out limits

Figure 5.   **Time out limits**

Field name	Description

Return to listing after	Will return to the listing page when screen is inactive for the set period
Return to default language	Will return to the selected default language when screen is inactive for the set period
Return to screen saver after	Will return to the screen saver when screen is inactive for the set period **NOTE**: if it is set to 0 the screen saver is disabled

Font and Style

Meeting time

Size	Color				
15	#525252	☐ Bold	☐ Italic	☐ Underline

Meeting subject

Size	Color				
15	#474747	☐ Bold	☐ Italic	☐ Underline

Meeting Organizer

Size	Color				
15	#707070	☐ Bold	☐ Italic	☐ Underline

Visitor names

Size	Color				
15	#474747	☐ Bold	☐ Italic	☐ Underline

Label for input field

Size	Color				
20	#474747	☐ Bold	☐ Italic	☐ Underline

Input field text

Size	Color				
15	#474747	☐ Bold	☐ Italic	☐ Underline

Background
#ffffff

Text - Check out

Size	Color				
15	#474747	☐ Bold	☐ Italic	☐ Underline

Figure 6.   Font and Style

Select fonts and styles for the texts on the Kiosk screen. These selections will be applied on the screen as shown on the following example:
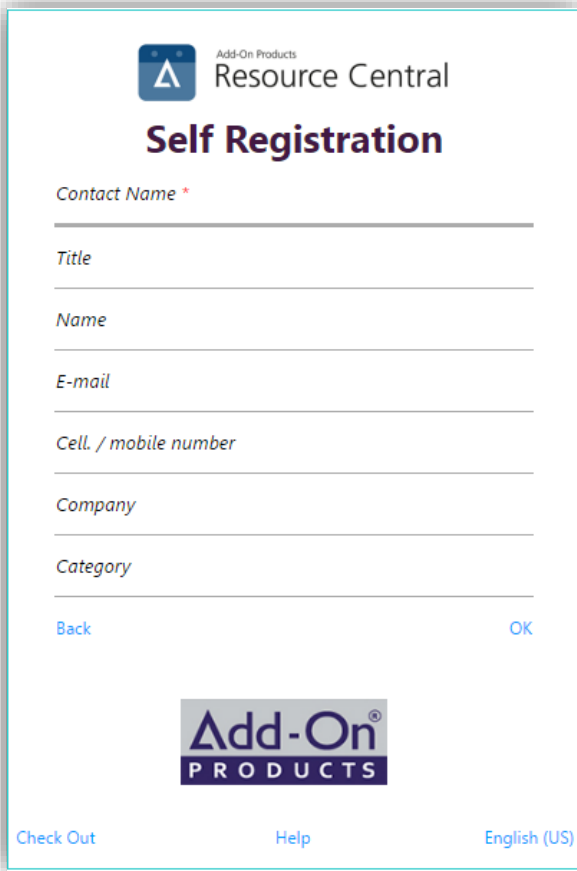
Figure 7.   Kiosk screen

How to configure the button

The '**Buttons**' section in **Font and Style** allows you to configure button appearance.

Field name	Description
Size	Size of the button
Border width	Thickness of the button border
Border radius	The round level of the button corner
Color	Color of the button text
Background	Background color of the button
Border color	Color of the button border

NOTE: The '**Border radius**' field is designed to configure the button corner. If the value of this field is 0 then the button corner is squared. The greater this value gets, the more rounded the button corner becomes.

Border radius = 0   *Border radius = 7*

Text

Figure 8.   Text

In the text box, you can fill in the **default text** which allows you to customize the different kiosk screens to your needs.

NOTE: Texts related to Parking is greyed out (disabled) if value of 'Parking' field (in Kiosk Screen Details) is No.

If you click [**Language**] button next to each text box, a new window is displayed, in which you can fill in the translations for the selected text:
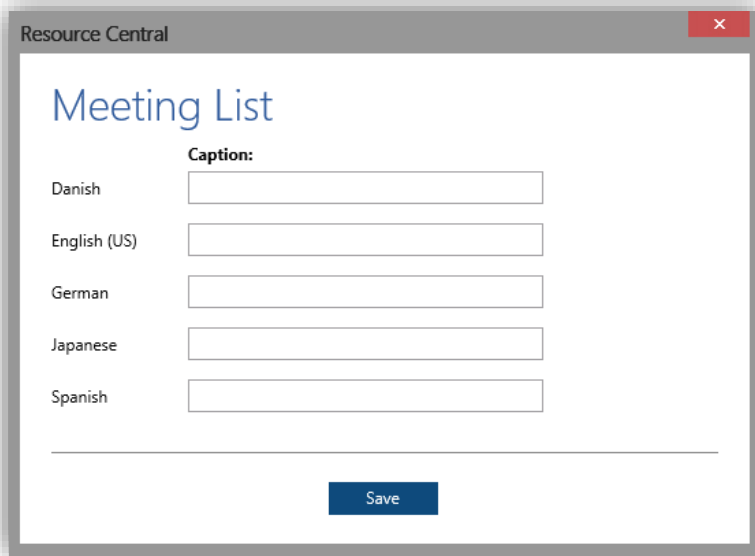
Figure 9. **Customized translations**

E.g., In the above figure, you can input translation for 'Meeting List' in 5 languages. When a language is selected in "Default Language" field (Kiosk Screen Details section), the corresponding translation in this window is selected and displayed on the screen. If there is no translation for the selected language, the **default text** is selected.

NOTE: The number of languages displayed in this list is controlled in **Resource Central backend → System → Languages**.

After the Kiosk screen function is enabled, there will be a new columned named 'Customized texts' in Languages section as shown in the following figure. Check on the corresponding languages in 'Customized texts' column to enable multi-language captions and texts.
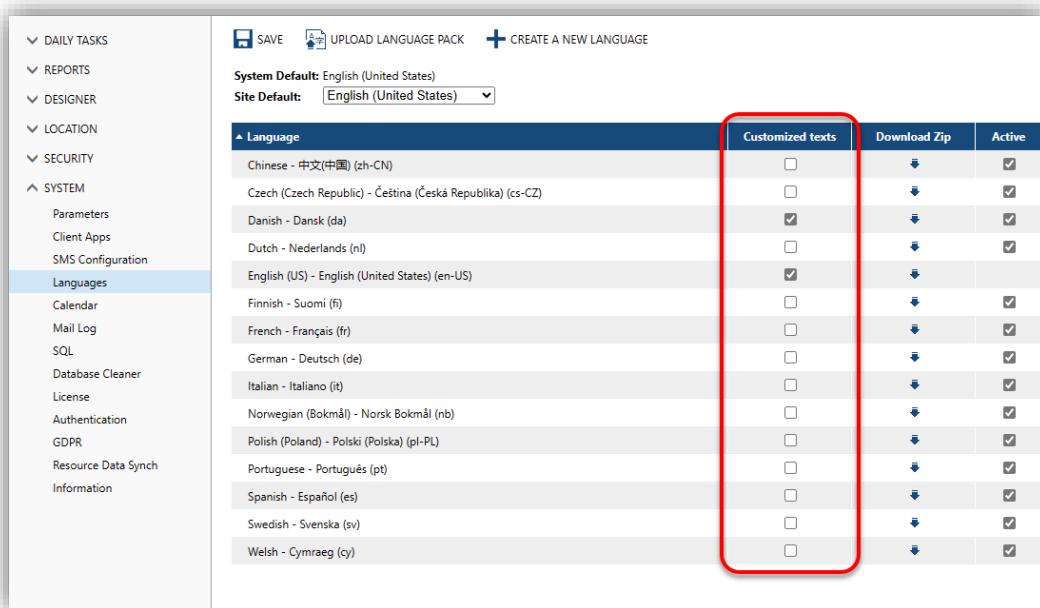
Figure 10. **Languages section**

Button

Figure 11. **Button**

Similar to **Text** section, you can fill in the default **button label** as you wish. If you click [**Language**] button next to each text box, a new window is displayed, in which you can fill in the translations for the selected button label.

NOTE: 'Button – Parking' is greyed out (disabled) if value of 'Parking' field (in Kiosk Screen Details) is No.

After filling in all necessary details, click [**Save**] to finish. Go back to the Kiosk Screen List, you can see the one you have just created with assigned URL.

Figure 12.   **Kiosk Screen List**

Contact Name Details

In this section, you can select what properties can be displayed together with a contact name.

Figure 13.   **Contact Name Details**

The properties selected here will be displayed when you search for a contact in the kiosk.
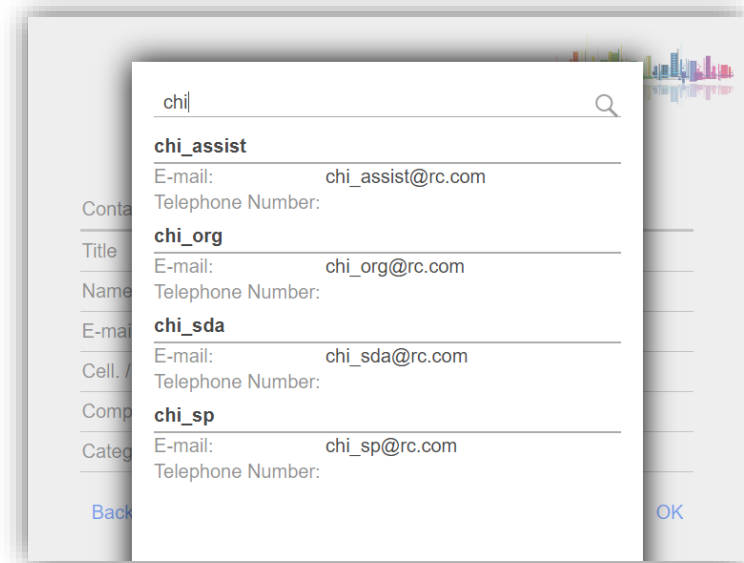
• If 'Title' is selected, you can select at most 2 other properties.
• If 'Title' is NOT selected, you cannot select more than 2 properties at the same time.

Search Configuration

In this section, you can select the search condition when searching for a contact in the kiosk.
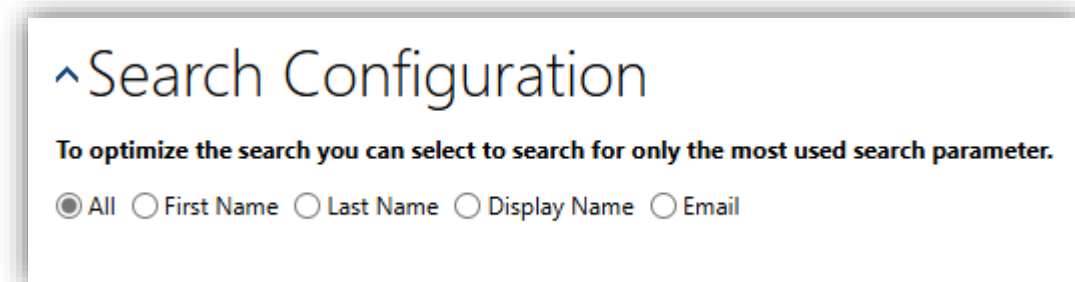
Figure 14.　　　**Search Configuration**

Toolbar button

Open a kiosk screen's details, you can see the following toolbar buttons:

| Button	Description
List	Displays the list of kiosk screens.
Save	Saves the data in the Input fields.
Test Printer	Print the badge sample to check if the printer is working.
Save Configuration	The values in all of the fields will be saved so that the next time when the user clicks NEW to create a new kiosk screen, all of the fields will be pre-populated with those saved values (value in the 'Name' field will not be saved).

Compose Kiosk URL with specific time zone

When time zone of client is different from server's, you might want to set time zone for the Kiosk screen on client side.

Kiosk URL has the following format:

<RC URL>/Kiosk/<Kiosk ID>/<Time Zone ID>

In which:

+ **Kiosk ID**: Taken from Screen ID in Kiosk Screen panel from Resource Central backend
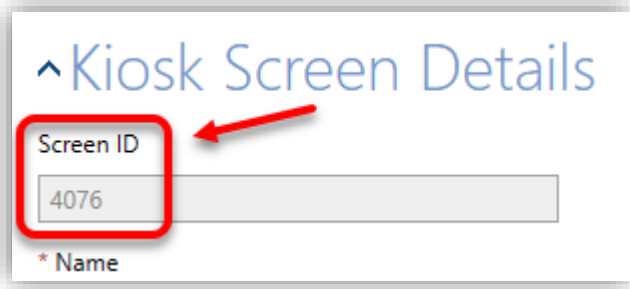
+ **Time zone ID**: Taken from the list of time zones:
https://msdn.microsoft.com/en-us/library/ms912391(v=winembedded.11).aspx

For example:

A Kiosk URL might be like this:

http://192.168.1.176/ResourceCentral/Kiosk/1/Central%20European%20Standard%20Time

In which:

1 = Kiosk ID

Central European Standard Time = Time zone ID

NOTE: If server side (backend) and client side (kiosk screen) use the same time zone, it is not necessary to enter Time zone name to the URL, e.g. ***http://192.168.1.176/ResourceCentral/Kiosk/1***

Settings in Visitors section

In Visitors section, you can decide the sort order and visibility of the fields. Also, you can add custom fields.

After the Kiosk Screens function is enabled, there will be a new tree node named "Attendees" which can be accessed by going to **RC backed → Designer → Visitors**:

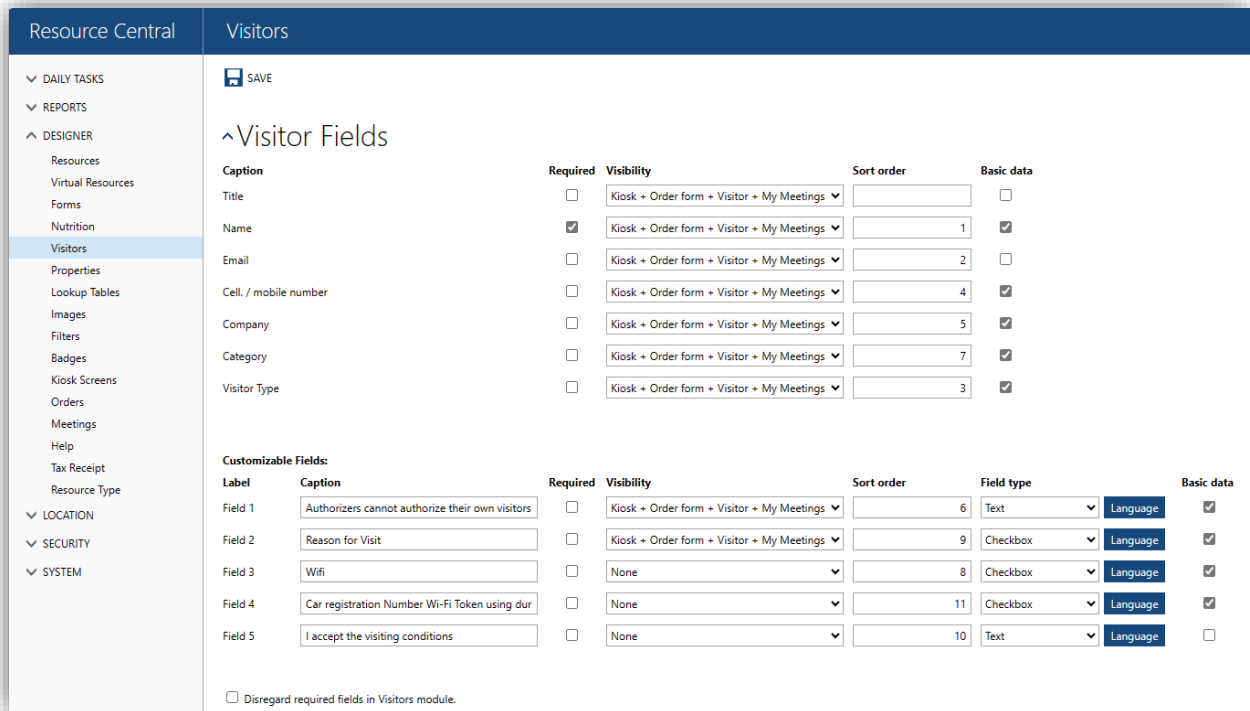**Figure 15.**   **Visitors settings**

In this panel, you can decide the sort order and visibility of the fields and add custom fields as well.

The visibility of **Required** column is controlled by the parameter **Visitor.EnableRequiredField.** When you check on a box in this column, the relevant field will be set as a required field.

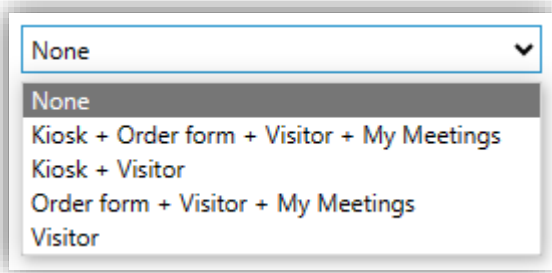In **Visibility** column, you can select where you want the relevant field to be displayed:

Figure 16.   **Visitors – Visibility**

You can also add more fields and select where you want the added field to be visible in **Customizable Fields** section.

By checking the option '**Disregard required fields in Visitors module**', all required fields that have been checked will be ignored.

Click [**Save**] to finish.

Handling private appointments

Private meetings and their visitors are excluded from the kiosk screen if Exchange is configured correctly. For more information on setting of Resource Scheduling for the Exchange resource(s) see the knowledge base article in the below link: ***How to handle private appointments in Resource Central***

CHAPTER 3.
Set up Kiosk screens to work with different platforms

In platforms like Android and iOS, kiosk applications are needed to work with this Kiosk solution. We have completed the testing on SureFox, a secure browser that supports this Kiosk solution on Android, iOS and Windows devices. Refer to this KB for more details: ***Set up SureFox in Kiosk mode***.

Please note that are a variety of different kiosk applications that can do the same as Surefox, that might fit your needs better on solution features or prices. We are not as such recommending Surefox but it was chosen out of convenience as it supports both Android and iOS. Add-On Products kiosk solution has been tested on Surefox and it will fulfil the basic needs for a kiosk solution. So please do investigate the market before purchasing your kiosk application as there are many other suppliers.

CHAPTER 4.
Set up printer for Kiosk feature

In order to connect Resource Central with a printer on external unit like a kiosk station or a local computer, a tool has been built to facilitate the printing service. This service will expose all local or network printers associated with the computer to Resource Central Kiosk print. One or more of these printing services can be installed depending on the printer infrastructure.

The tool **Resource Central Printing Service** must be installed on the computer associated with the printer. After the installation, the tool Resource Central Print Configuration can be launched from your desktop.

NOTE: The service is running on a local system account, and hence any changes you make to print preferences (margins etc.) must be made for default settings and not for the logged in user. You can access printing defaults under "printer properties → Advanced → Printing Defaults..." for the specific printer in control panel in Windows.
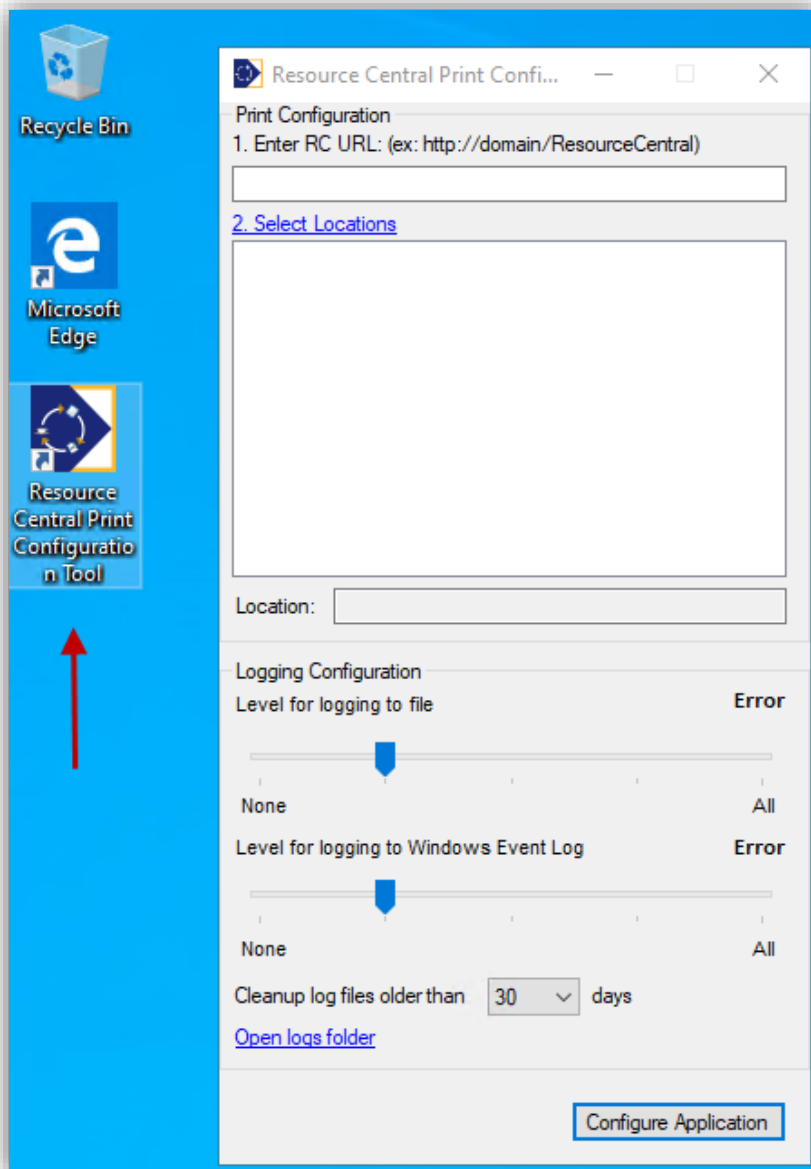
Follow these steps to set up printer:

1. Open RC Print Configuration tool and enter necessary information:
    a. Enter RC URL
    b. Select a location
    c. Configure logging
    Then click [**Configure Application**] button.
2. Go to **RC backend → Kiosk Screens**. Open an existing Kiosk screen or create a new one.
3. Select **Printer Location.** Any location with printers will have a **Printer** icon next to it.
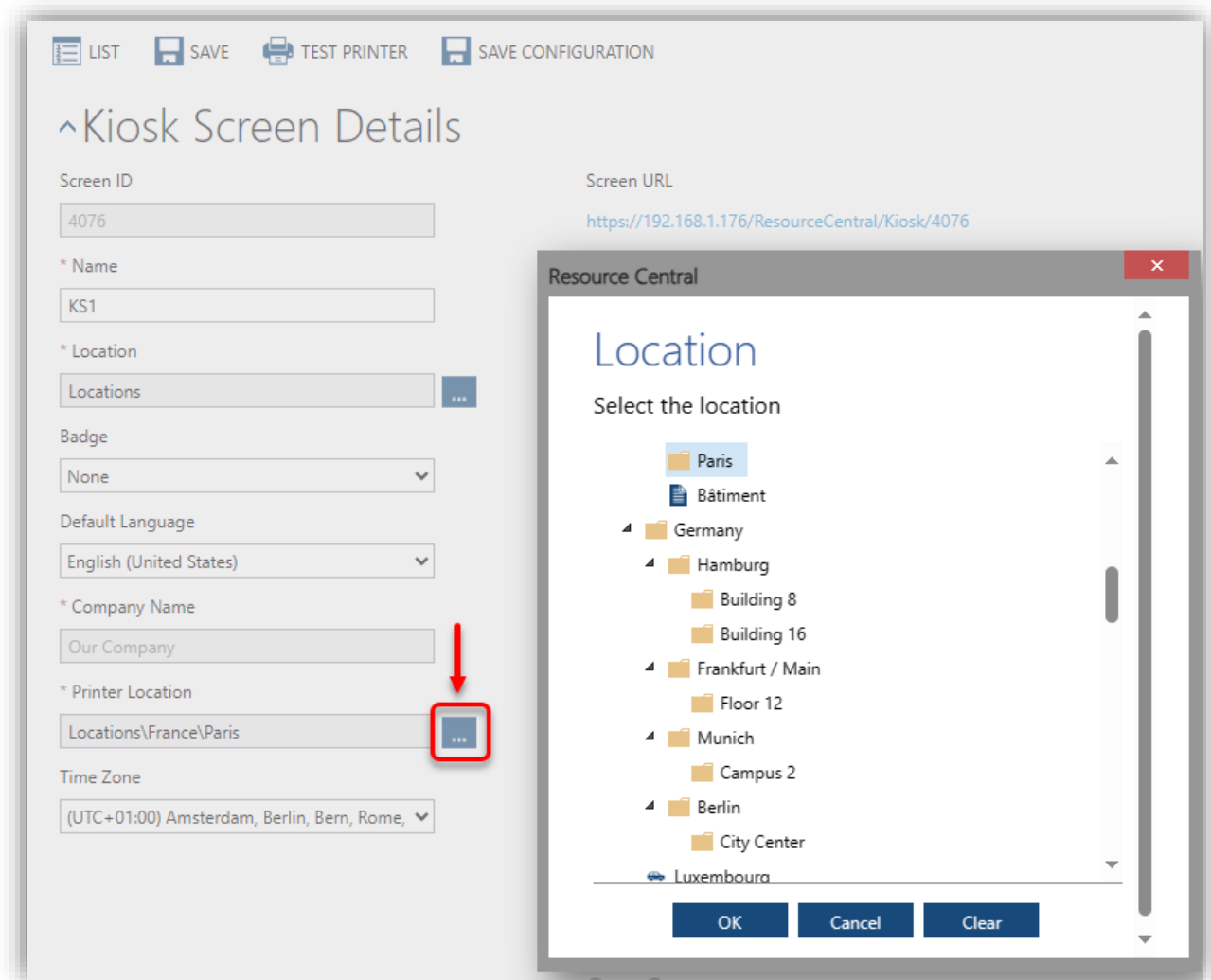
4. Select **Printer Name** from the drop-down list, all printers from the selected location are displayed here.
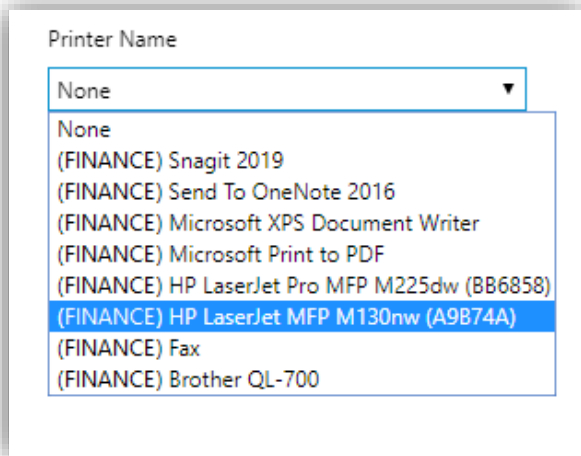
5. Click [**Save**] to finish.

NOTE: On Kiosk screen details, you can select **Yes** for 'Fit to paper' option if you want the size of the printed badge to fit the size of the print paper.
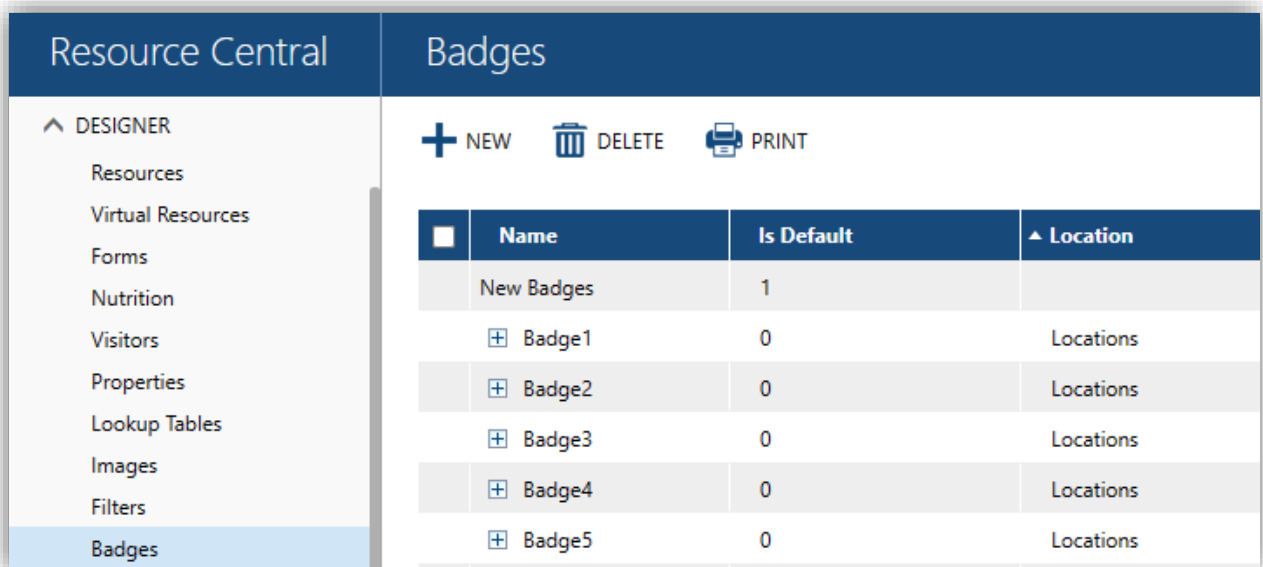
CHAPTER 5.
Appendices

Appendix A – Privacy Mode features

The Privacy Mode set on a kiosk provides multiple useful features, including:

Allowing to send email of Registration Code / QR Code to registered visitors

If a visit is created in a location that allows Privacy Mode, registered visitors will receive an email with a personal registration code or QR code that can be used to check in/out that visit, e.g.:
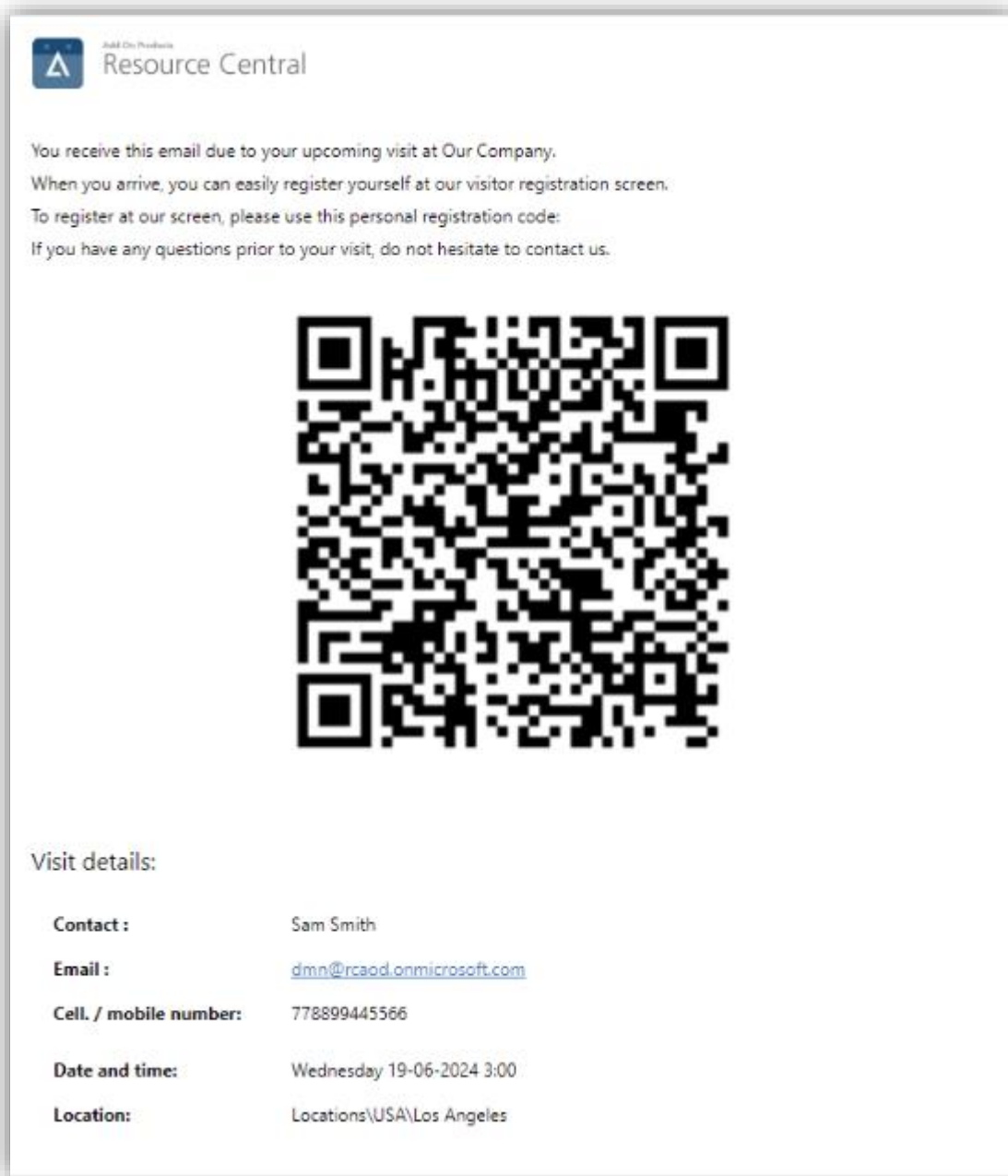
Figure 17.   Email of QR code
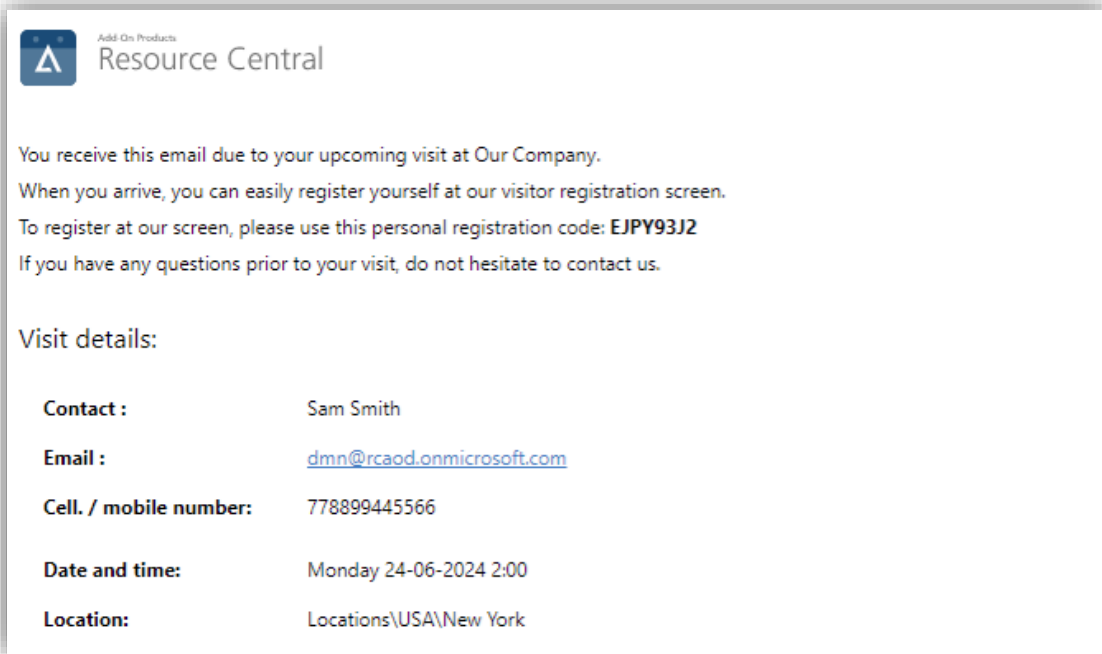
Figure 18.   **Email of Registration Code**

This email can by default be resend as a reminder email to the visitor two days before the visit date. This is beneficial in cases where the visitor invite is done month in advance of the actual visit. Refer to **RC.Visitor.email.workdaysbefore** parameter in **RC Parameter Guide** to learn how to modify the number of days before the visit date that the reminder email is sent to visitor.

Using Registration Code/QR Code to check in/out

If 'Use Registration Code' or 'Use QR Code' is selected in **Privacy Mode** area, visitors can use their Registration Code or QR Code to check in/check out. The codes makes this process easier and furthermore protect the visitor's personal data from other visitors using the kiosk.
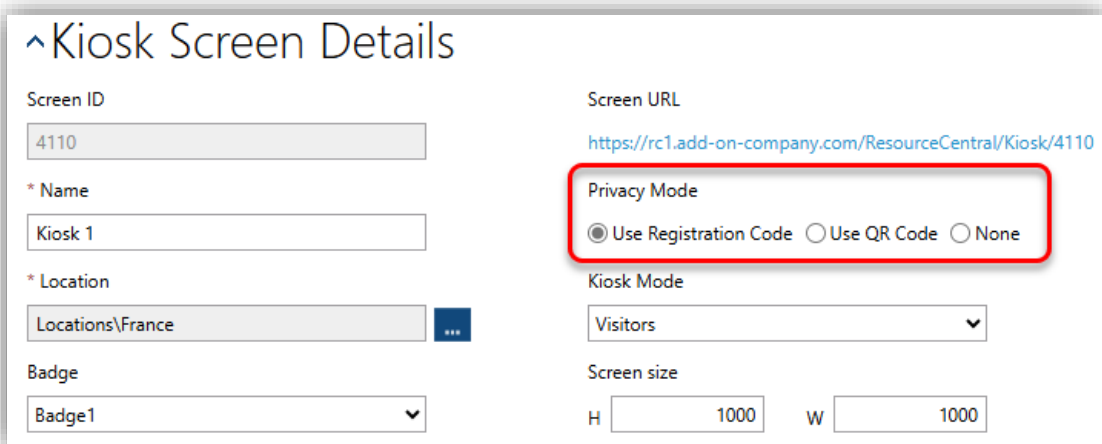
Figure 19.   **Privacy Mode enabled**

Setting up Company Name and Department Name/Email to

The following will describe how to set up company name in the registration email and how to add additional buttons to the privacy screen if 'Use Registration Code' or 'Use QR Code' in **Privacy Mode** is selected.

The two specific options to configure are:

- Company Name
- Department Name/Email to

Company name

What you type in 'Company Name' field will be displayed in the email sent to the visitor:
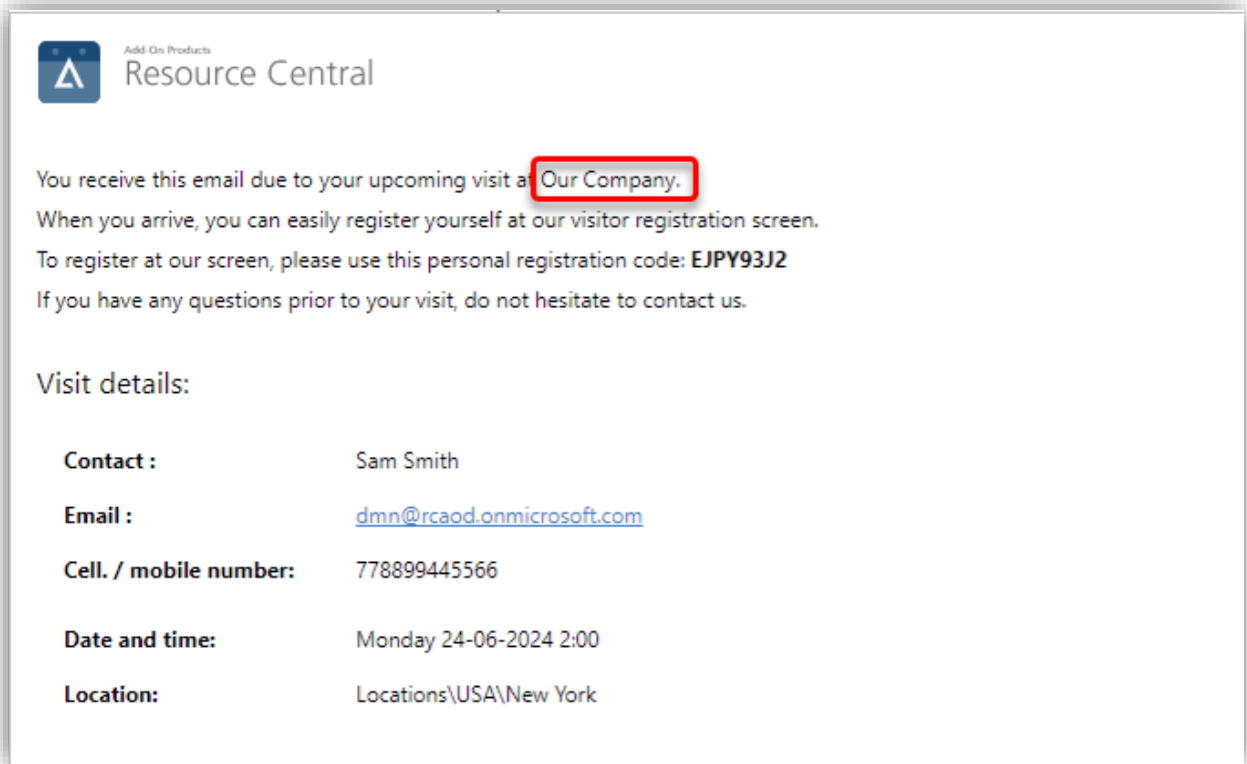
Figure 20.   **Email with Company Name sent to visitor**

Department Name/Email to

Department Name and **Email to** can be used to add additional buttons to the kiosk screen, for example, for an internal department or external company that visitors are there to meet. Adding an external company could be useful if this company uses the same entrance as your company and would like to have their visitors use the Kiosk as well.

The **Department Name** can be selected from the configured departments (by clicking [**…**] button) or typed into the field. The corresponding **Email to** field holds the email-address that will receive the visitor arrival emails.
 You can add several departments by clicking [**+**] button:
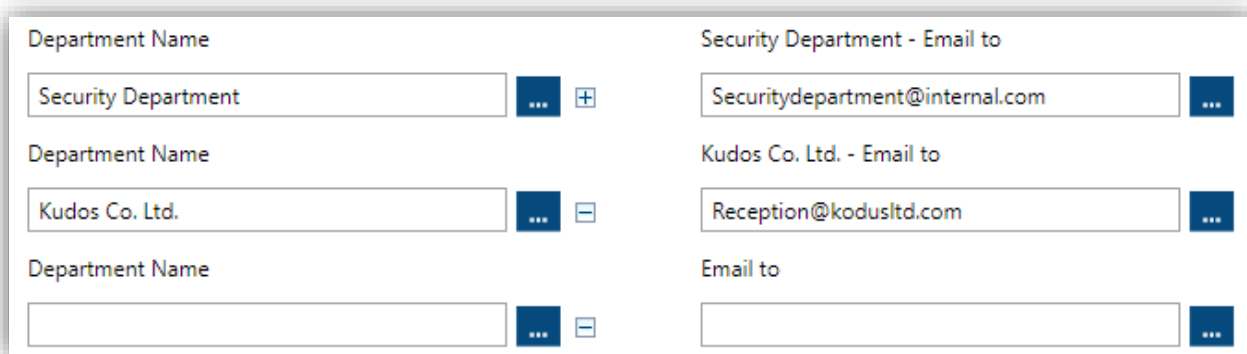
Figure 21.   **Department and relevant email**

You can configure layout of the default privacy buttons like all other buttons in the Kiosk.

The departments will receive notifications on visitor's arrival sent to the registered email addresses.

This is a kiosk screen with **Privacy Mode** turned on, one department and an external company:

Privacy Mode screen

I have a code.

I do not have a code.

Security Department

Kudos Co. Ltd.

Check Out   Help   English (US)
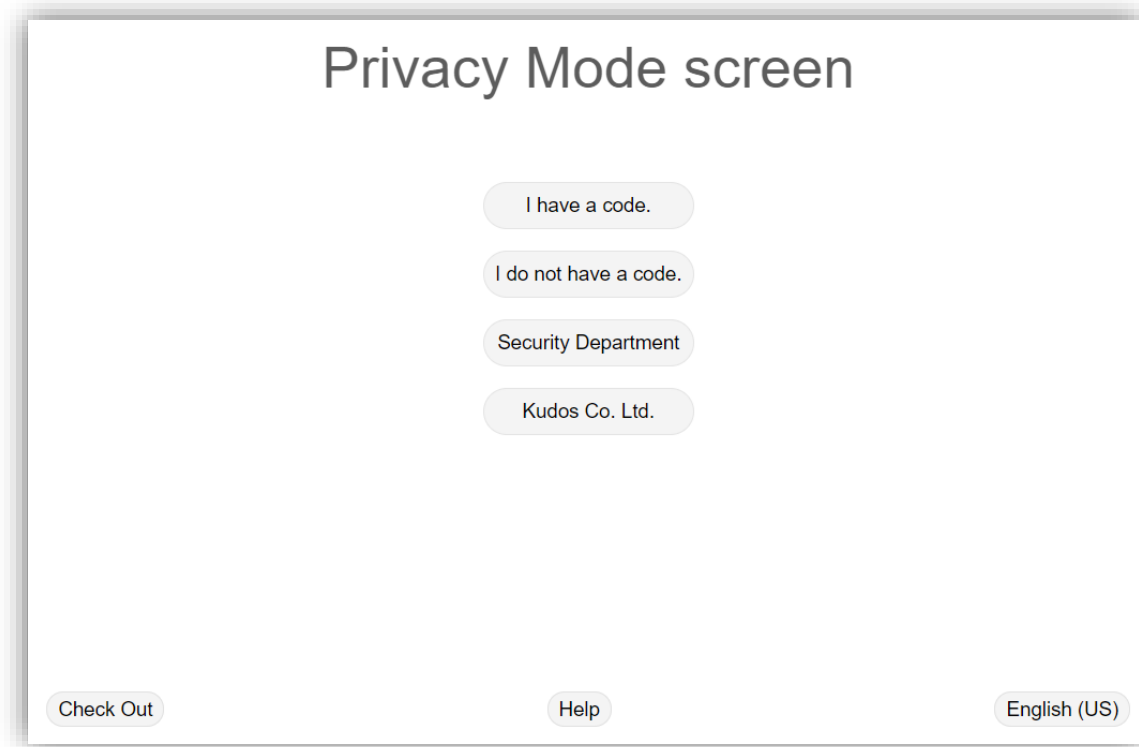
If the visitor pushes "Kudos Co. Ltd." button, the following screen is displayed:

Kudos Co. Ltd.

Title
Name
E-mail
Cell. / mobile number
Company
Category
Fax2
Company Address
Company Phone

Back   OK

Check Out   Help   English (US)
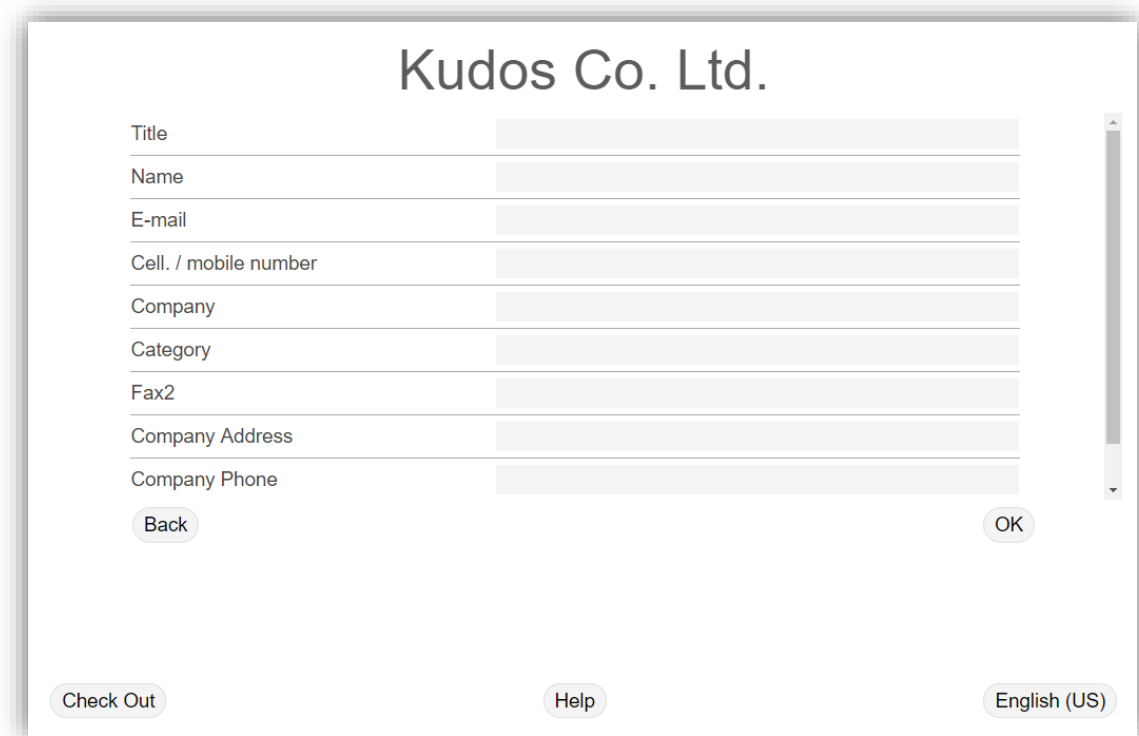
After filling in necessary information, clicking [**OK**] button will bring up the following screen:

If privacy mode is allowed, registration code/QR code will be sent to the registered visitor, e.g.:
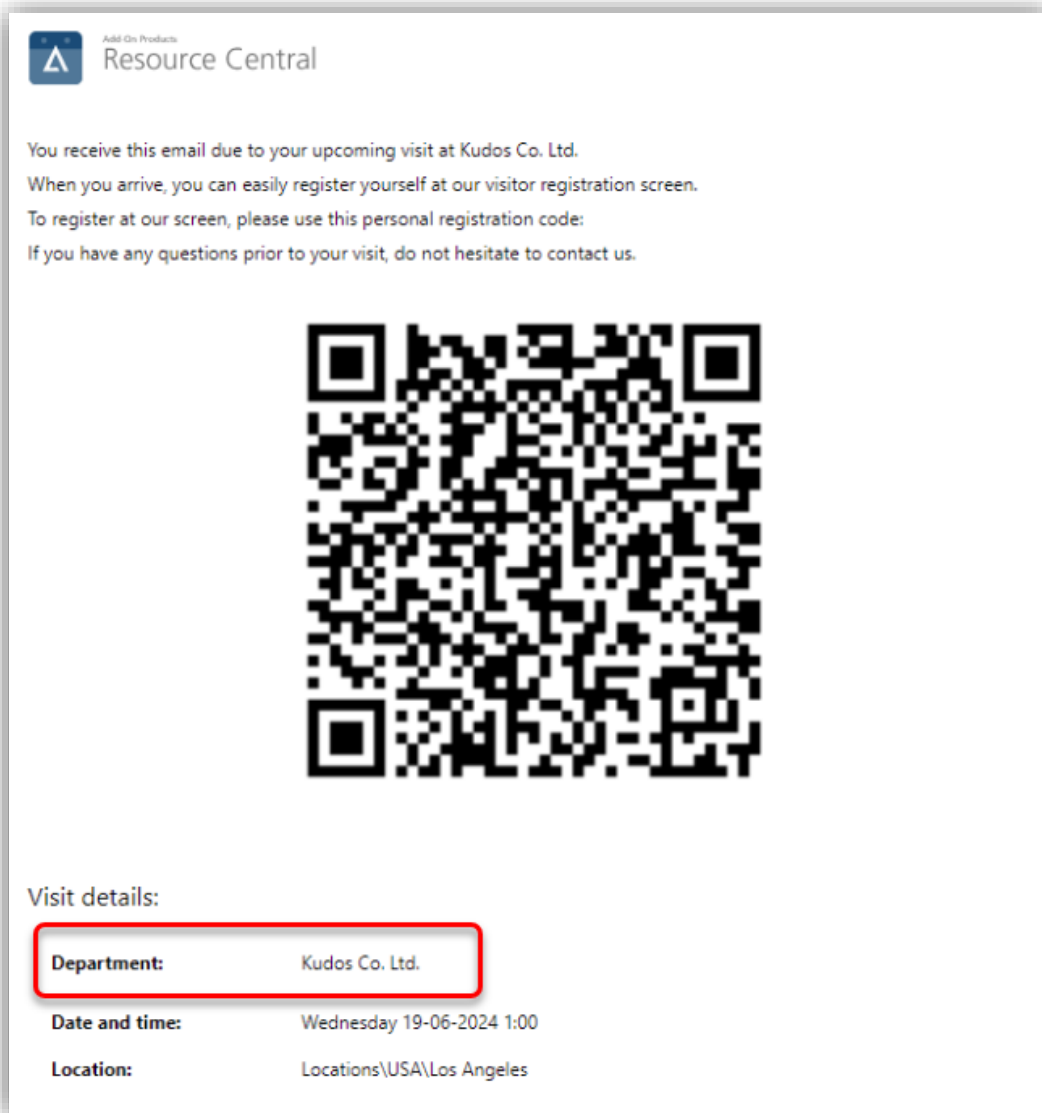
A reminder email of registration code/QR code will be sent to the visitor depending on the value of *RC.Visitor.email.workdaysbefore* parameter, Please refer to **RC Parameter Guide** for more information.

Appendix B – Parking permit

From RC 4.2 Hot Fix 8 and onwards, you can configure Plot Park parking permit, so that visitors can check-in and register their parking.

NOTE: In order for this feature to work properly, it is required that you have a parking agreement with the parking company Plot Park.

Parking Permit Configuration

To configure Parking permit feature, follow these steps below:

Step 1: Go to **RC backend → System → Parameters**. Then create two new parameters:

- KioskScreen.ApiCarParkingBooking
- KioskScreen.ApiKeyCarParkingBooking

For example:

The values of these parameters are provided by Plot Park. For more details on these parameters, refer to Parameter Guide.

NOTE: Make sure to enter the exact API link and API key provided by the parking company. If either value is incorrect, the Parking permit feature will not work properly.

Step 2: Go to **RC backend** → **Designer** → **Kiosk Screens**. Then in 'Kiosk Screen Details' section, choose **Yes** for 'Parking':

Figure 22.   **Enable Parking**

Step 3: On Kiosk Screen Details, select a 'Visitors' field (these are 'Customizable Fields' from **Designer** → **Visitors**) for 'Car registration'. The selected field should be the one used by visitors to enter their vehicle number.

Figure 23.   **Car registration**

When visitors enter their vehicle number on the 'Visitors' field added above, this number will be automatically used if they decide to register parking permit.

NOTE: In case the mentioned field is not created yet, on RC backend, go to **Designer → Visitors**. Then create a new Customizable Field (i.e., 'Car registration'):

Step 4: On RC backend → **Kiosk Screens → Kiosk Screen Details**, copy the 'Parking area ID' provided by Plot Park to this respective field, i.e.:

Figure 24.   Parking area ID

NOTE: This ID is necessary for visitors to be able to receive their parking permit confirmation (i.e., via email). The ID is provided by the parking company and you need to enter its exact value & format.

Step 5: On 'Kiosk Screens', go to '**Text**' section. You will see 4 new message fields enabled for Parking permit feature.
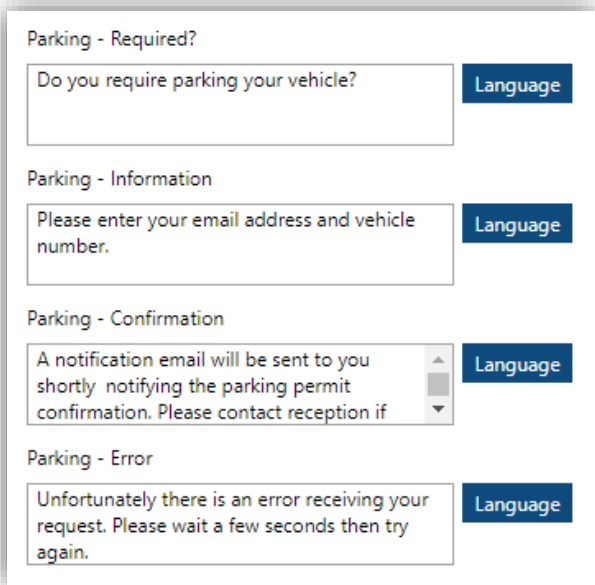

Figure 25. **Parking text messages**

Field name	Description
Parking – Required?	Message asking visitors whether they want to park their vehicle or not after they do self-registration on Kiosk screen.
Parking – Information	Header message for parking information screen if visitors choose to park their vehicle.
Parking – Confirmation	Message notifies that visitors' parking registration is successful.
Parking – Error	Message notifies that visitors' parking registration is failed.

By default, these Parking text fields are empty. Therefore, it is highly recommended to enter your own messages in order to guide your visitors through this process.

Step 6: On 'Kiosk Screens', go to '**Button**' section. You will see new Parking button field:

Figure 26.   **Parking text messages**

This button will appear on Kiosk screen, allowing visitors to request parking permit, i.e.:

Similar to 'Text' section, this button's text is empty by default. Therefore it is highly recommended to enter your own button text.

Once you are done, click [**Save**] to save your configuration.

How Parking Permit works on Kiosk screen

Scenario 1: Visitors click on Parking button

On Kiosk screen, Visitors can choose to request parking permit directly by clicking on Parking button (its text is determined by 'Button – Parking' field on **Designer → Kiosk Screens → Button**):

Figure 27.   Visitors click Parking button.

Clicking the button will open 'Parking – Information' screen where visitors enter their email address and vehicle number:
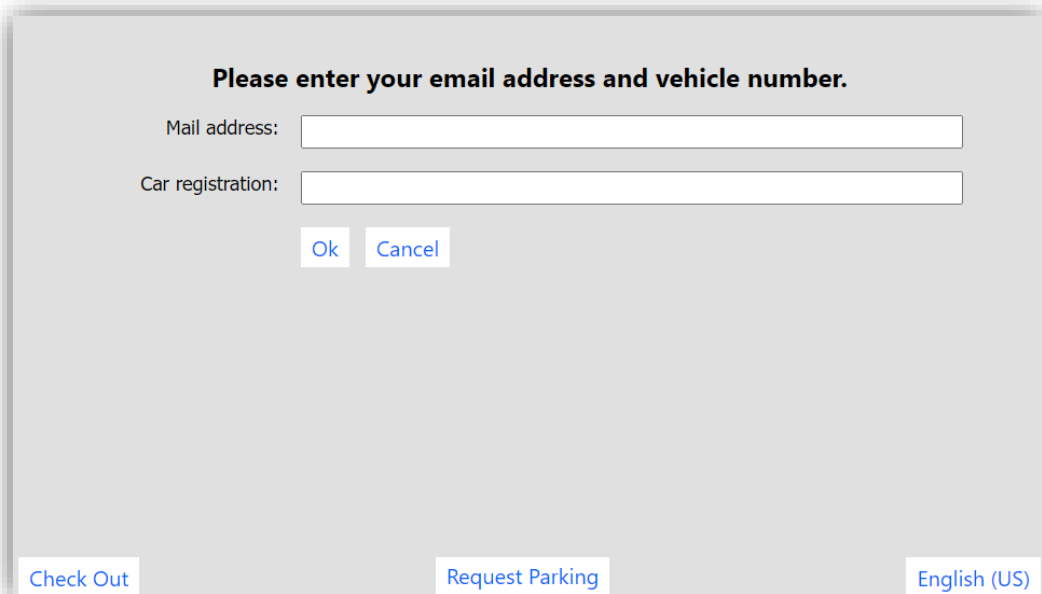

Figure 28.   'Parking – Information' screen.

After entering the information, on this 'Parking – Information' screen, visitors can either:

- Click [**Cancel**] if they want to cancel their request,
  - OR -
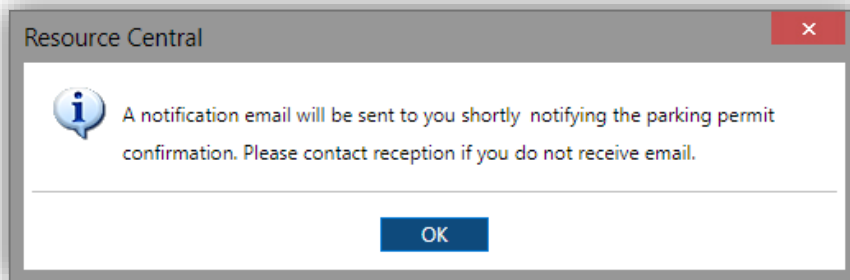- Click [**OK**] to confirm to proceed, in which they will receive the parking confirmation message:

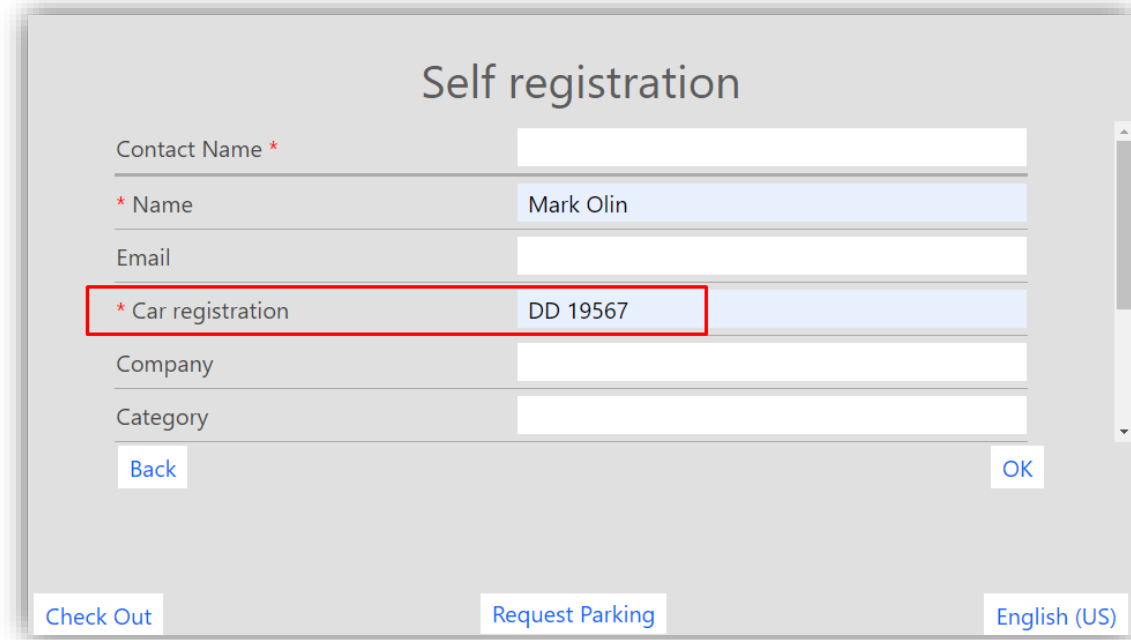
Figure 29.   **Parking confirmation message.**

After registering the parking in the kiosk as confirmation email wíll be sent to the visitor by Plot Park:

Figure 30.   **Parking confirmation email.**

Scenario 2: Visitors do self-registration

Supposed that visitors click [**My meeting/name is not on the list**] button which opens to'Self registration'
screen, they will see the new field to enter their vehicle number (from 'Parking Permit Configuration' section –
Step 3):

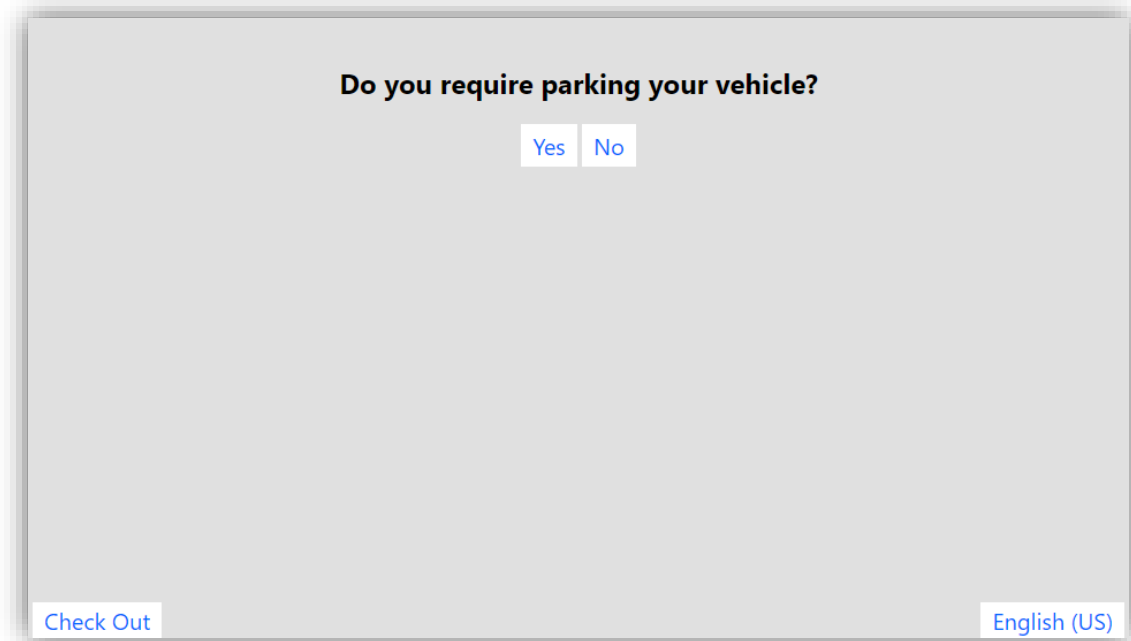**Figure 31.**   **Visitors enter vehicle number on Self registration screen.**

When they click [**OK**], a new 'Parking - Required?' screen will appear asking if they require parking, i.e.:

Figure 32.   **'Parking – Required?' screen.**

If the visitors click [**No**], the screen will show a confirmation message (as in Figure 28).

If the visitors click [**Yes**], it will open 'Parking – Information' screen:

Figure 33.   **'Parking – Required?' screen with 'Car registration' field filled.**

Notice that the visitors' vehicle number is already shown on 'Car registration' field. This is done thanks to the step 3 of Parking Permit configuration.

Now, the visitors simply enter their email address and click [**OK**]. They will then receive parking confirmation message similar to Figure 27, as well as the confirmation email (as in Figure 28).