NIGHTKEY MINi

USER MANUAL

SEPTEMBER 2020 V1.7P

nightkeymini.com.au

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ABOUT

DEVELOPED BY HOSPITALITY FOR HOSPITALITY

NightKey provides venue owners with the tools to operate a safer venue by quickly identifying problem patrons, stamping out antisocial behaviour and keeping underage patrons out. NightKey was designed to comply with Federal Privacy Laws. Built from the ground up by people who have many years of experience in all aspects of the hospitality industry. It has been developed to give venues the best tool possible for managing patrons at a license venue.

OPERATIONAL OPTIONS

After over a decade of success, we now offer a suite of choices when it comes to providing NightKey to your business. From traditional terminals to mobile apps, we have a solution which will suit your business and keep your patrons happy.

FOR THE TIMES: CONTACT TRACING

We are also providing COVID-19 options for a range of different businesses who need to perform contact tracing but do not want the overhead of data management and compliance requirements.

NIGHTKEY MINI

ONLINE PORTAL

The NightKey Mini Online Portal is where you can:

▷ Set statuses against Patrons (Banned, VIP etc)

▷ Correct customer details

▷ Filter customers to find a person of interest

▷ Download to Microsoft Excel for reporting functions

OVERVIEW

The NightKey Mini Online Portal is where you can:

- Set statuses against Patrons (Banned, VIP etc)
- Correct customer details
- Filter customers to find a person of interest
- Download to Microsoft Excel for reporting functions

LOGIN

1. In your internet browser of choice, on your preferred computing device, visit the following URL: https://nkmini.acr.ai
2. Use the Manager credentials supplied by NightKey to login.
3. The username and password are case-sensitive. The username will always be in lowercase.
4. When finished using the portal, remember to click the "Log out" menu item in the top right hand corner of the screen. This will ensure all your customer data is secure and safe.

PERFORMING A SEARCH

- Underneath the table headings, and above the details for the last customer scanned, you can filter your results by any of the available fields. This can be used to list out all of the customers you have set a status on, search for people by name, search for customers who visited your business on a particular date or search for individuals by age by choosing a range in the Date of Birth section.
- Enter in your search criteria in any of the fields
- When complete, hit the Enter/ Return key
- The results will be displayed
- These results can be downloaded to a CSV or XLS file

EDITING A RECORD & SETTING STATUS

1 Manually find a person of interest or use the Search functionality to determine which record to edit.

2 Click on their name.

3 You will now see an expanded view of their record which will include:

▷ Their cropped photograph

▷ A list of all the dates they have visited your venue (including their temperature if this has been recorded).

▷ Three buttons:

1. ADD STATUS
Clicking this button allows you to change the status of a customer and include notes on why they have this status applied. This can be used to ensure your door staff are prepared to communicate to the customer why they have been Banned or to perhaps provide them with a complimentary service on arrival.

2. ADD NOTES
This section is used to record internal notes on a customer which you do not want displayed on the NightKey Mini App. Where you might be brief in your status notes for your door staff, this section can be used to include more detailed information on particular incidents or events.

3. SHOW EDIT FORM
Selecting this allows you to correct any information which may not be accurate.

4 When you have finished editing a customers record, be sure to click the "Save Edit Form" button or "Hide Edit Form" if you do not wish to commit the changes.

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REPORTING

Using Office Productivity software such as Microsoft Excel or Google Sheets, you can download your customer information and create useful reports to determine:

▷ How many visitors attended your business between particular times or dates

▷ The gender ratio of your customers

▷ A list of customers you have banned or assigned different statuses on

▷ The amount of times a particular customer may have visited your premises

NEW ACCOUNTS

If your business needs multiple secure accounts to access customer data, additional accounts can be requested by contacting us via sayhello@nightkey.com.au.

If you have a frequent requirement to create or disable accounts, you can ask us to create a "Site Admin" account so you can perform this task as often as needed.

DOWNLOADING

The Online Portal provides you with two options for file download:

▷ CSV (Comma Separated Values) This file format contains only the absolute raw data for your records. Excellent for report analytics

▷ XLS (Excel Spreadsheet) The XLS format provides you with all the information contained in the CSV file report but also includes the customer's cropped ID photograph

KEY INFORMATION

POLICE REQUEST FOR INFORMATION

The NighKey Mini Portal does not provide businesses with the ability to view telephone numbers, email addresses or residential addresses. The reason for this is to protect the private details of your customers and to also ensure that any requests from authorities for information adheres to our strict processes.

If your business ever has a need to provide the details of an individual to a law enforcement agency, please send through all relevant information (such as name, DOB, the email address of the requesting officer, and the reference number from the requesting agency) to via our online form at www.nightkey.com.au/policereport. We will handle the secure transfer of private customer details from our database to the requesting agency.

CUSTOMER REQUESTS TO REMOVE INFORMATION

While it is important for you business to record identifying information for potential contact tracing or due to a safety and security issue, any request to remove personal information from the database is easily actioned through our simple data removal request process.

So long as the customer has not been involved in an incident, or not be required for 14 day contact tracing, NightKey can process a customer request for the removal of their data, easily and simply.

A customer wishing to have their information removed can visit www.nightkey.com.au, visit the "Manage my data" section of our website, provide us with their information and we will remove their data as soon as we have confirmed with the venue that their information is no longer required.

TROUBLESHOOTING

If you ever experience issues when using the NightKey Mini app, typically these can be resolved by restarting the device. To restart the tablet, hold down the power button on the top of the right-hand side of the tablet. After a few seconds, an option will appear on screen to restart.

Note: When the tablet restarts back to the NightKey Mini App, it may take a minute or so for it to reconnect to the Telstra Mobile Network. If you have difficulties logging in, wait a few seconds before trying again.

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TABLET APP

IDEAL OPERATING CONDITIONS

NightKey Mini functions under a range of environmental factors. However, scanning accuracy is greatly improved with adequate lighting conditions. If possible, use Nightkey Mini in a well-lit environment or purchase a product to increase ambient light.

NightKey can supply your business with a custom-built stand, with lighting.

Please contact sayhello@nightkey.com.au for more information and a quote.

BATTERY

At present, it is not possible to immediately determine the battery level of the tablet (this will be resolved in a future release). To check the battery level, plug the device on charge and the percentage charged will be briefly displayed on the screen.

▷ 01

Turn on the tablet by holding down the button on the top right of the device for a few seconds or wake it from sleep by quickly pressing the same button once.

▷ 02

Select which type of ID you are attempting to scan. If the ID is a passport, the "Any Passport" button will need to be selected. All other options are for ID cards only

▷ 03

Login using your Operator details.
The username and password are case-sensitive. The username will always be in lowercase.

▷ 04

Hold the tablet over the ID (or if using a supplied stand, place the ID on the tray) and select scan.

▷ 05

Verify that the information on the screen is correct and aligns to what is on the ID. If the ID did not scan correctly, press the Reset button at the bottom of the screen.

▷ 06

Enter either "M" or "F" in the Gender Field

07

Click Confirm. If the next screen does not appear, make sure that the ID Number and the Gender fields have been completed. These will appear in red if blank (or if a value other than M or F is in the Gender field).

08

If the customer has visited before, you will be presented with a "Last Status" screen. This will provide you with information on:

- Status (i.e. whether this person has been banned or is a VIP)
- Date/Time (when the person last attended the venue)
- Notes (Any information relating to their last visit e.g. "Refer to Duty Manager before admitting for entry").

09

Depending on the circumstance, click:

- Deny if the customer is banned
- Proceed if the customer is of good standing

10

The Additional Info screen will be presented allowing you to capture information such as:

- Phone Number
- Email Address
- Temperature
- Any notes you wish to make regarding their entry

11

Click Confirm once all required information is entered.

12

A very quick "processing data" message is displayed and you will be returned to the Main Menu, ready for scanning the next ID.

ADDITIONAL SUPPORT

FEEDBACK

If you need to report any issues with your NightKey Mini tablet or would like to provide suggestions for improvement, please drop us a line at sayhello@nightkey.com.au.

CONTACT

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