



# TZ Networked Day Lockers User Guide

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## 1. Preliminaries

### 1.1 Disclaimer

This Guide is intended to assist customers with the use of their TZ Networked Day Locker System.

Customers acknowledge that these guidelines are not intended to be an exhaustive statement of all relevant user information.

While TZ Limited (TZ) has used all due care and skill to ensure that the information contained in this document is accurate, correct, and current at the time of publication, it does not warrant or represent that the information is free from errors or omissions and does not accept responsibility for any error, omission, or defect in the information.

### 1.2 Purpose of Document

This document provides a User Guide for the TZ Networked Day Locker System. Accordingly, this document presents the basic information required to reasonably understand how to use the System as a User.

Notwithstanding the above, this document is not intended to be an exhaustive statement of all relevant data. If any additional information should be required, please contact your local Sales Representative.

### 1.3 Important Notes

This document should be used by competent professional personnel with the knowledge, experience, and authorisation to administer the TZ Networked Day Locker System.

The contents of this document may be updated from time to time and therefore please ensure that you are using the current edition of the guide.



## 2. Introduction

This User Guide provides information on the usage of the TZ Networked Day Locker System, from the perspective of a normal User.

*This document is a Guide for Users only. There are separate Guides for Concierges and Admins.*

There are two major components to the TZ Networked Day Locker System:

- > The Locker Banks themselves, which comprise columns of Lockers, with a touch screen and primary scanner at a central area, and secondary scanners at various other locations. Locker Banks are typically located in multiple places of an Organisation, grouped into Neighbourhoods. Users can reserve Lockers, then access them by scanning their card or entering their PIN
- > A web-based Portal, where Permanent Staff can login and manage their Locker Reservations or change their PIN

There are four types of people who interact with the System:

- > Permanent Staff – employees based in a neighbourhood who can have exclusive use of a Locker within the same neighbourhood
- > Visitors – these may be employees from other neighbourhoods, or external visitors. Visitors can temporarily reserve a Locker
- > Concierges – these are Permanent staff members who also have management privileges. They can:
  - > Manage Reservations on behalf of other Users
  - > Manage Shared Lockers
  - > Add or Edit Users
  - > View Reports
  - > Open any Locker at a Locker Bank
- > Remove the contents of a Locker and end its Reservation
- > Admins – these are special Users who can change the configuration of the System

*Where this document refers to **Users**, it is specifically referring to **Admin Staff**.*

There are five types of Locker Reservation supported by the System:

- > **Permanent** - these are created/managed/cancelled only by a Concierge
- > **Flexible** - these are created and managed by an employee, and they don't expire.
- > **Visitor** - these reservations have an Expiry Date and are intended for temporary use by transient employees or external visitors.
- > **Shared** - these are shared Lockers with an Expiry Date.
- > **Single Use** – these are short term Reservations that can be used only once, i.e. for storage while using a gym

*Permanent Staff are restricted to at most one Permanent/Flexible, one Visitor and one Single Use Reservation in the System at any time. Permanent Staff can have multiple shared reservations.*



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## 3. Becoming a User of the Day Locker System

Permanent staff will have a User account registered on their behalf by Administrators of the System. When this happens, you will be informed of the account creation via email. This email will also contain your PIN number. You will need this PIN to login to the Employee Self-Service Portal (described in Section 5.1), or to access your Locker Reservations without scanning your card (described in this document).

*If you have lost your account details, or are unsure whether you even have an account, please contact a Concierge. The Concierge can create new User accounts and can edit existing accounts to change your PIN or your card number. They can even make Locker Reservations on your behalf.*

Permanent Staff may have a Permanent Locker pre-allocated to them (if so, their account creation email will mention the Locker Bank and the Locker number). If not, they will have to reserve their own Locker, either via the self-service reservation process at a Locker Bank, via the Employee Self-Service Portal, or via the Concierge.

Permanent Staff from outside the local Neighbourhood can also use the local Locker Banks. The System will recognise when staff try to access a Locker outside of their Neighbourhood and will automatically create a Visitor Reservation for them that will expire according to the current expiry period setting in the System.

Visitor accounts for external visitors can be created on demand by the Concierge. Visitors can then either make their own self-serve Visitor Reservation at a Locker Bank, or have the Concierge create one for them.

### 3.1 More info about Reservations

Permanent Staff accounts are based on their Personnel ID (a unique employee number). This account is linked to a list of card numbers, so that Permanent Staff members can make or access reservations by scanning their cards at the Locker Bank.

*If your card is lost or replaced with another, please ask your Concierge to update your account appropriately, so that you can access your Reservations with your new card and that no-one else can access your reservations with your old card.*

Permanent Staff also have PIN numbers. This allows you to access the Employee Self-Service Portal, or to access your Locker without using your card, by instead entering your Personnel ID and PIN. You can change your PIN within the Employee Self-Service Portal, or have it reset if you have forgotten it. You can also ask the Concierge to change your PIN.

*Please keep your PIN confidential. If someone knows your Personnel ID and PIN, they can access your reservations.*

Permanent Staff may be allocated a Permanent Reservation which can only be managed by the Concierge. Alternatively, permanent staff can also create their own reservation which can be moved between Lockers (this is referred to as a Flexible Reservation and does not expire).

When moving a Flexible Reservation, the previous reservation becomes a Visitor Reservation. Note that Permanent Staff are restricted to at most one Permanent or Flexible Reservation. and one Visitor Reservation and one Single Use Reservation in the System at any one time.

If a reservation is being made by a Permanent Staff member at a Locker Bank outside of their Neighbourhood (i.e. if they are visiting a different site), such reservations will automatically be made as a Visitor Reservation.

Visitor Reservations will expire according to the current expiry period setting in the System, although there is a grace period in which the owner can access the Locker one last time to retrieve the contents. Visitors can also approach the Concierge to ask for their reservation to be extended if required. Once expired, the Locker can no longer be accessed. Any belongings left in the Locker can only be recovered by the Concierge, who can also reset the Locker to make it available for re-use by someone else.



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Permanent Staff can also delegate access of a reservation to another User.

Permanent Staff can also make Single Use Reservations at those Locker Banks that are configured to accept them. These are short term reservations that can be used only once, i.e. for storage while using a gym.

It is also possible to ask the Concierge to make a Shared Reservation; such a reservation is 'owned' by one staff member but can be accessed by other members of a team.



## 4. Using the Locker Banks

### 4.1 Basic Locker Bank Usage

All interaction with a Locker Bank is either through the touchscreen interface, or via one or more RFID scanners located at the Locker Bank.

*Permanent Staff who have an existing reservation at the Locker Bank do not need to use the touchscreen, they can simply scan their card at any scanner linked to the Locker Bank to immediately open their Locker. They can even access their Locker while someone else is interacting with the touchscreen.*

For any other situation, the touchscreen must be used. When interacting with the touchscreen, only security badge scans at the scanner next to the touchscreen are accepted.

When not in active use, the Locker Bank touchscreen displays a screen saver. This screen saver can be dismissed at any time by touching the screen, at which point the Locker Bank will display its Home Screen:

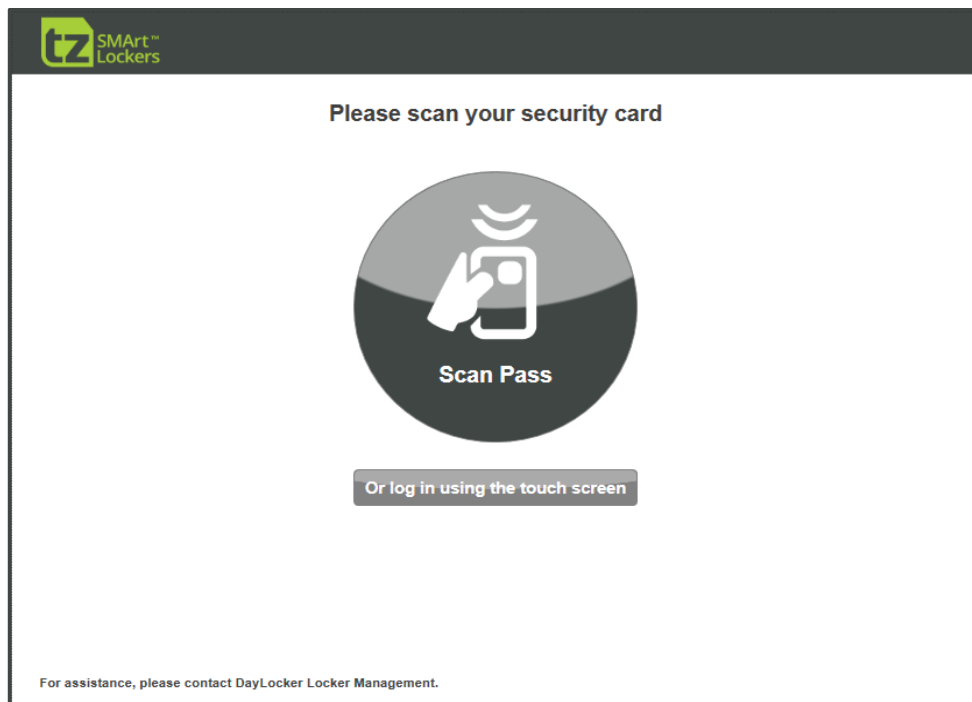


Figure 1: The Locker Bank Home Screen

When the Locker Bank Home screen is shown, the User can begin accessing features by either:

- Swiping their card at the RFID scanner next to the touchscreen
- Manually enter their User details (refer to Section 4.7 for more information on this alternative)





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If the card owner is known (or if User details were manually entered and are correct), then the Welcome screen will be shown, with the following options:

- > Access to my Locker(s)
- > Reserve a Locker
- > Locker Location Directory

If no reservations exist at the Locker Bank for that User, the *Access to my Locker(s)* option will be disabled.

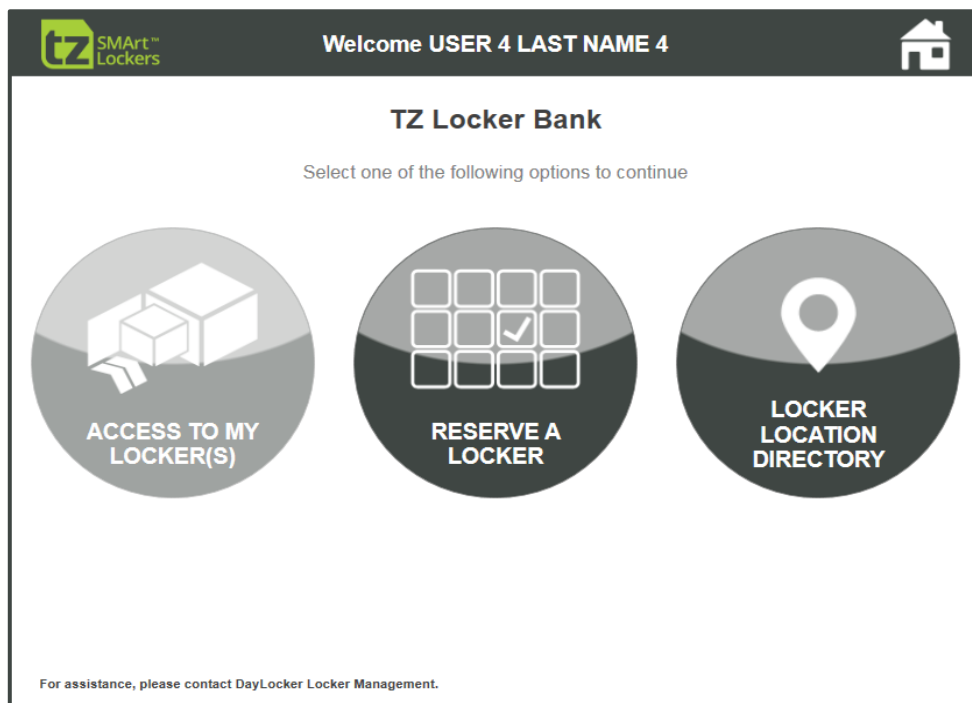


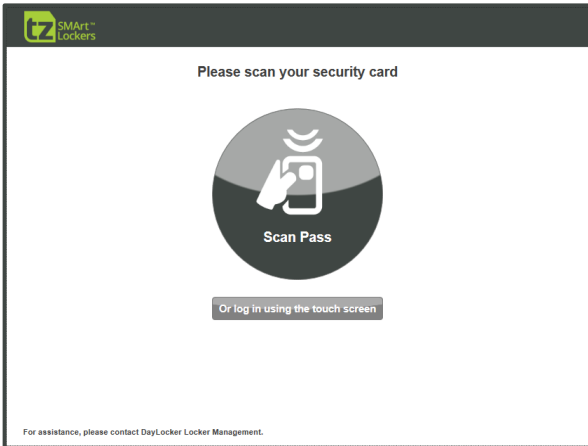
Figure 2: The Locker Bank Welcome Screen



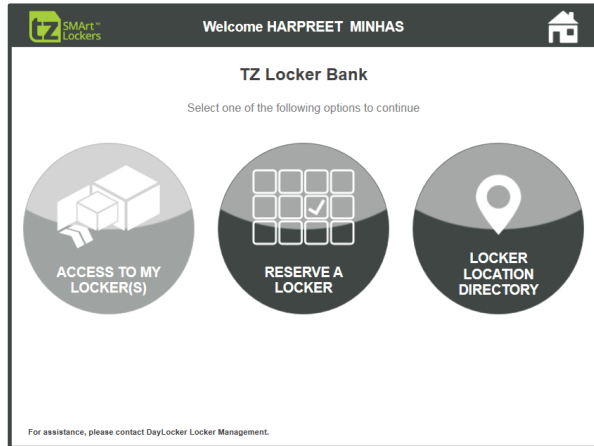
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## 4.2 Making Self-Service Reservations at the Locker Bank

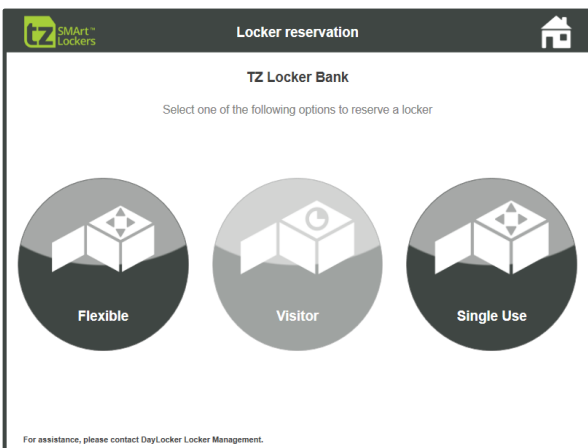
The table below shows the workflow for making reservations once the Locker Bank Home screen is shown:



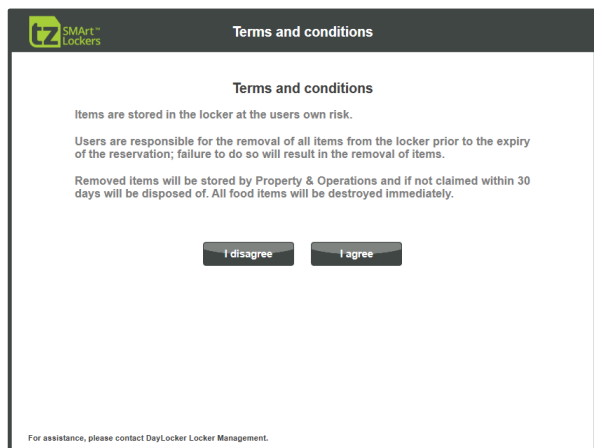
Step 1: At the Locker Bank Home screen, User scans their card



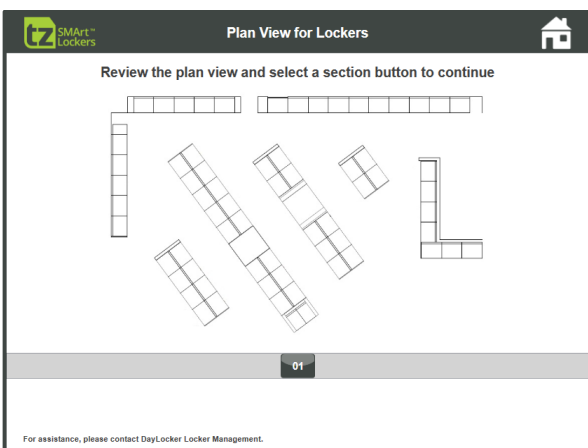
Step 2: User touches the Reserve A Locker button from the Welcome screen



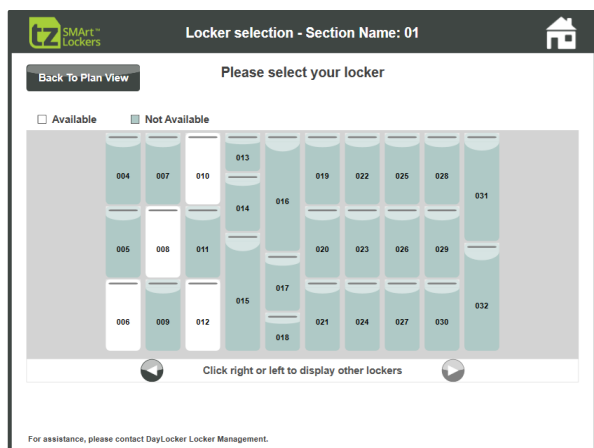
Step 3: User touches the Flexible or Visitor or Single Use button (the Reservation Types allowed are dependent on business rules and Locker allocation)



Step 4: User touches the I Agree button if they accept the Terms and Conditions.



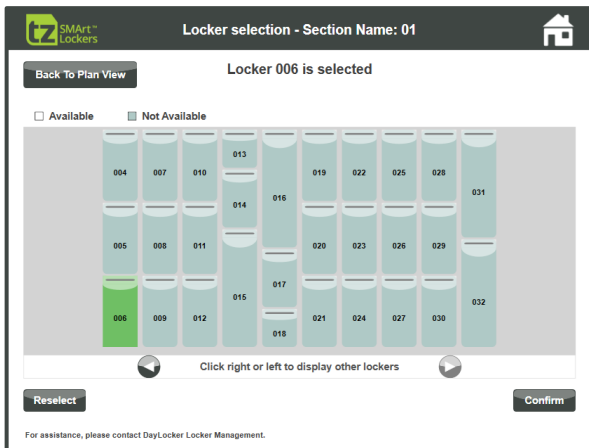
Step 5: User selects a section button from the Plan view (skip this step if no plan view is shown)



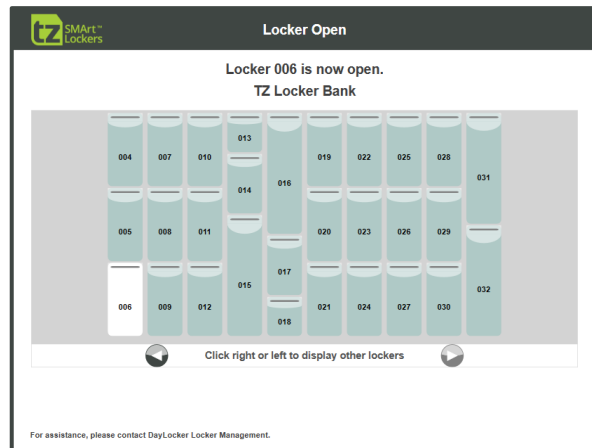
Step 6: User selects from the available Lockers by touching one



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**Step 7:** User confirms their Locker selection by touching Confirm, or can return to the Locker selection screen by touching Reselect



**Step 8:** The Locker will open. This screen will automatically disappear after the Locker is closed or the screen times out, after which the Locker is considered reserved.

Also, after step 3 above, if a Flexible Reservation is being made and the User already has one, the Locker Bank will first warn that proceeding to make a new Flexible Reservation will convert the previous Flexible Reservation to a Visitor Reservation which has an expiry. The User then has a choice to Continue or Cancel.

*Note that for Visitors to be able to make self-service reservations, Visitor specific Lockers must have previously been set aside for their exclusive use. In addition, Visitor Reservations are time limited (the period and expiry time that are applied are customisable). This Expiry Date and time will be displayed to the Visitor on the bottom of the screen at Step 7, prior to confirmation.*

*Similarly, for Single Use Reservations to be possible at a Locker Bank, Lockers must have been previously set aside by an Admin for their exclusive use.*



## 4.3 Accessing existing Reservations

At any Locker Bank, there may be multiple reservations accessible by the User:

- > The User's own reservations (Permanent, Flexible, Single Use or Visitor)
- > Any reservations owned by other Users who have delegated access to this User
- > Any shared reservations to which the User has access

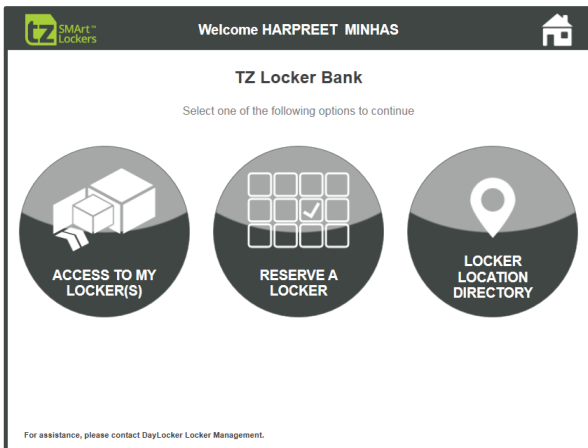
If there are any accessible reservations for the User, they can be listed by touching the *Access to my Lockers* button on the Welcome screen. The list of available reservations will be displayed, with a Select button next to any that are currently active. The User proceeds by touching one of the Select buttons, whereupon they will be prompted to open the Locker.

*If a User with multiple reservations scans their card at one of the other scanners, the Locker Bank will automatically open the Locker associated to their Permanent or Flexible Reservation if they have one (if no such Reservation exists, the scan is ignored). In this case, nothing is displayed on the touch screen, so such a scan can be performed even when someone else is currently using the touch screen to make a reservation.*

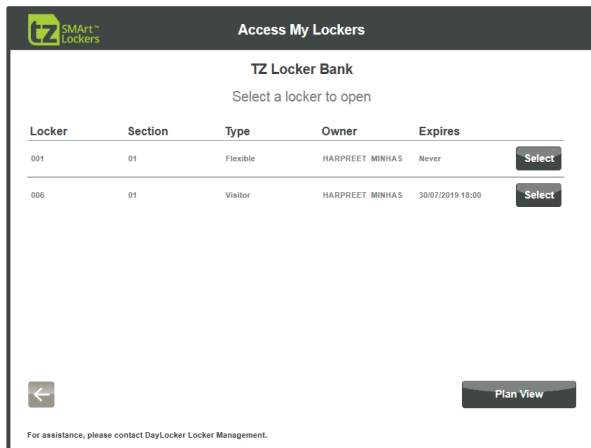
When accessing a Visitor Reservation, the expiry time for the Reservation will be displayed on-screen. When opening the Locker, the User may have a choice of open buttons; a normal *Open* button, or an *Open & End Booking* button, which not only opens the Locker but also ends the reservation. The Visitor should only use this button when it is their last use of the Locker.

*Once a Visitor Reservation has entered the grace period, the Open button will be disabled, forcing the Visitor to use the 'Open & End Booking' button. After this time, the reservation is officially expired, and any further attempts by the User to access the Locker will display a message that the reservation has expired and to contact the Concierge.*

When accessing a Single Use Reservation, the only choice of open button is an *Open & End Booking* button, hence the name Single Use. The User must remove the Locker contents prior to closing the Locker door.



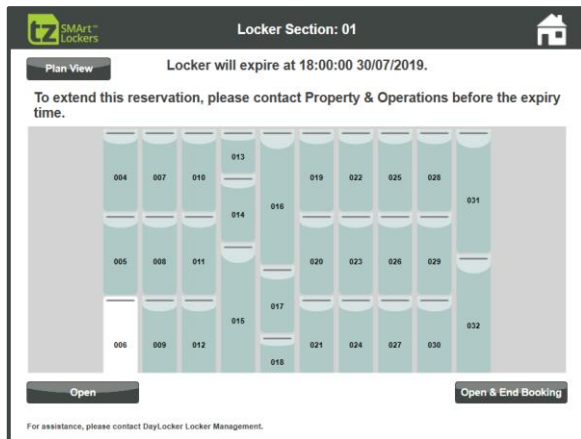
**Step 1:** User touches the Access to my Locker(s) button from the Welcome screen



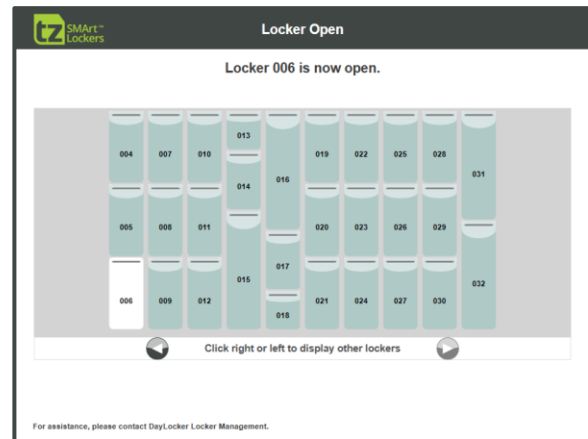
**Step 2:** User selects which Reservation to access



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**Step 3:** The User proceeds by touching either the Open button or the Open & End Booking button, as applicable (dependent on the Reservation Type)



**Step 4:** The Locker will open. This screen will automatically disappear after the Locker is closed or the screen times out.

## 4.4 Extending Reservations that have an Expiry Date

For those reservations that have an Expiry Date (such as a Shared or Visitor Reservation), then the reservation can be extended by approaching a Concierge who can edit the Expiry Date of the reservation via the Concierge Portal.

*Note that reservations that are expired will not be accessible. Expiry Date extension is not possible once the reservation has passed its Expiry Date. The User will have to see the Concierge to gain access to an expired reservation.*

## 4.5 Releasing Reservations

Users with either Flexible or Visitor or Single Use Reservations can access and release their own reservation by selecting the *Open & End Booking* button on their last use of the Locker, provided the reservation has not yet expired. After this time, only the Concierge can open the Locker and release the reservation.

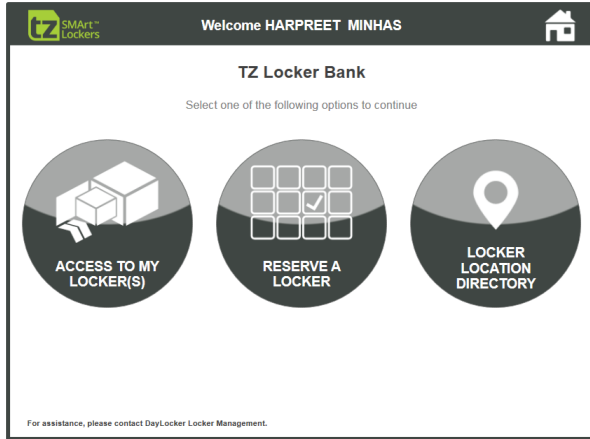
Where Users are not given an option to *Open & End Booking* (i.e. Permanent Reservations), they will need to see their Concierge to have the reservation released.



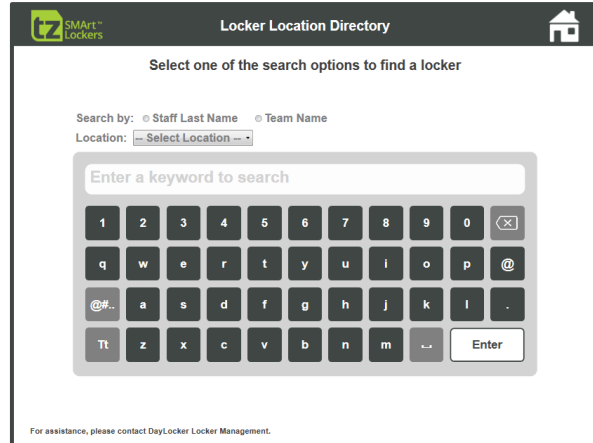
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## 4.6 Locker Location Directory

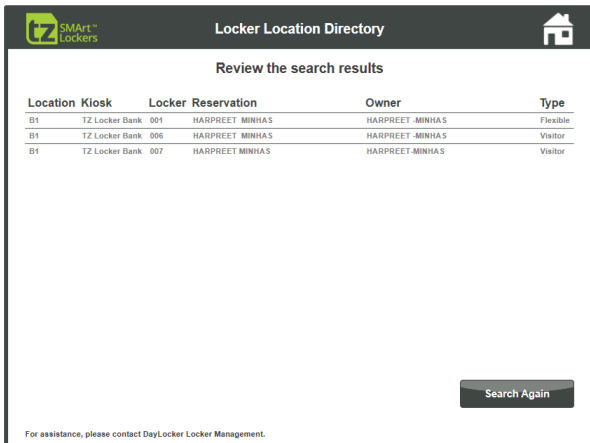
Users can search for the Locker of another User or team by selecting the *Locker Location Directory* button on the Welcome screen. The workflow for this feature is shown in the table below:



**Step 1:** User touches the Locker Location Directory button on the Welcome screen



**Step 2:** Select Search by option (by Staff name or by Team name), select Location, enter the search term, then touch the Enter button



**Step 3:** Review the search results. If desired, touch the Search Again button to return to the previous step



## 4.7 Accessing the Locker Bank without using a card

Usually a security badge scan would be used to access an existing reservation or to make a new one.

However, the User may have forgotten their card, or the scanner may not be working.

It is also possible to access a Locker Bank by entering both a Personnel ID and a PIN, or if AD authentication is enabled, by entering both an AD username and AD password.

To use the Locker Bank without a security badge scan, at the Home screen, rather than scanning a card, the User can touch the button labelled *Or log in using the touch screen*.

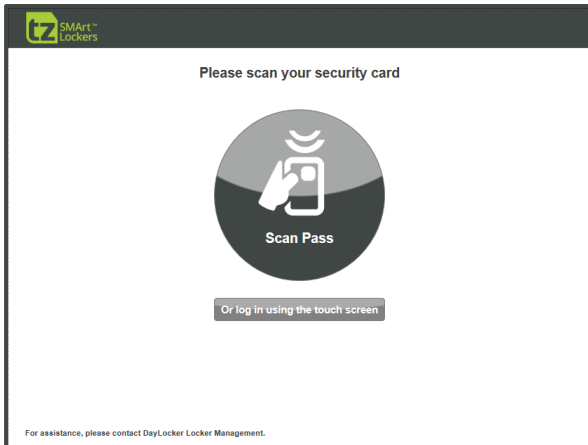
This presents an on-screen keyboard where first the Personnel ID and then the PIN can be entered, or if AD authentication is enabled, where first the AD username and then the AD password can be entered.

If these matches those of a registered User, (or in the case of AD authentication, the AD server positively authenticates the entered credentials), then the User will be welcomed and can proceed normally.

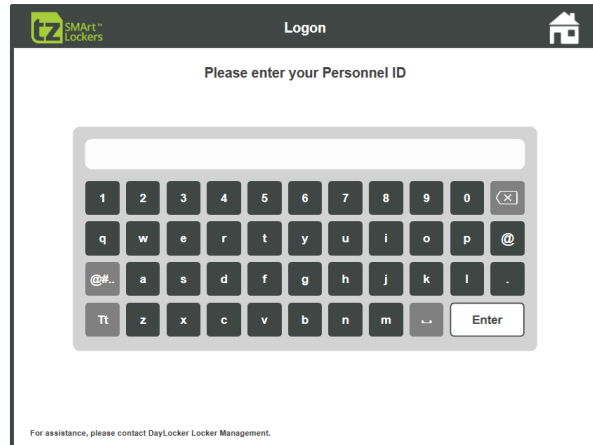
*Users are notified what their PIN is via an email when they are first registered. However, Users can reset or change their PIN through the Employee Self-Service Portal.*

*AD authentication for Locker Banks can only be enabled or disabled by an Admin; please refer to the User Guide for Admins for further information on this setting.*

The table below shows the workflow when using the Locker Bank without a security badge scan:



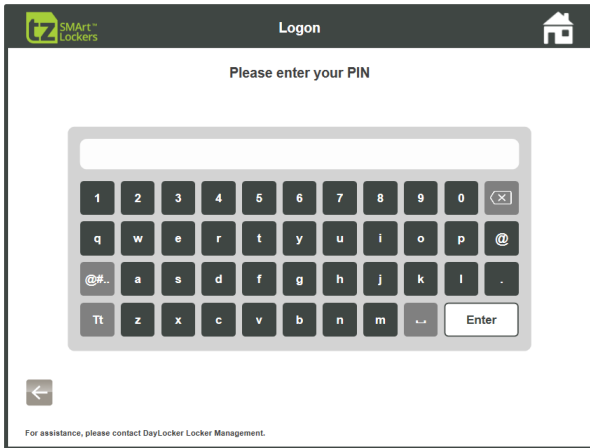
**Step 1:** Touch the button labelled 'Or log in using the touch screen'



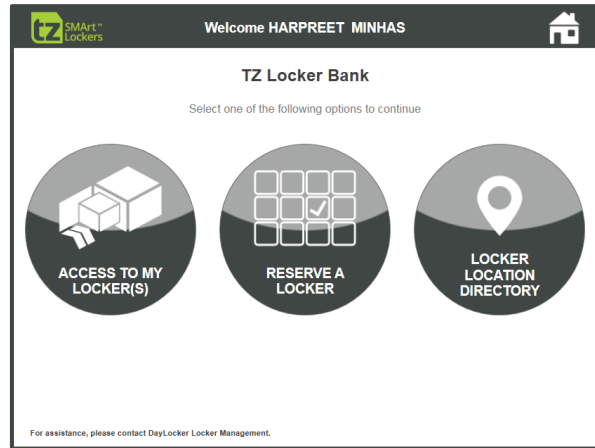
**Step 2:** Enter Personnel ID (or AD username if AD authentication is enabled) and touch the Enter button



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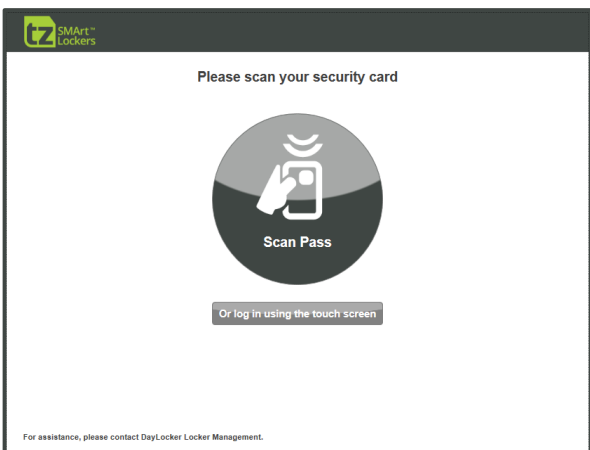
**Step 3:** Enter PIN (or AD password if AD authentication is enabled) and touch the Enter button



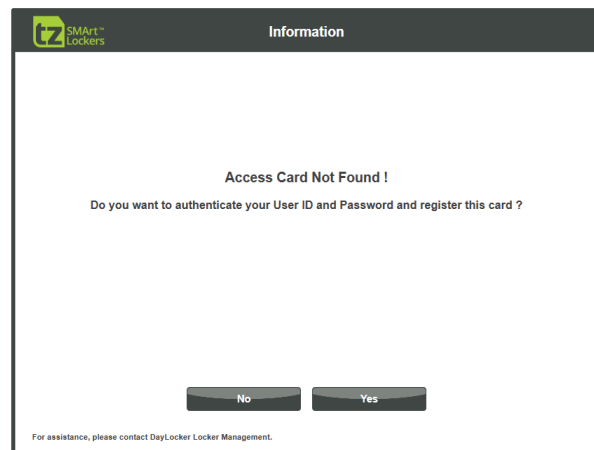
**Step 4:** If the entered User credentials match those of a registered User, then the Welcome screen will be shown

## 4.8 Card Onboarding Process (with Active Directory)

With AD Authentication for Locker Banks enabled, if the User scans a card at the Home screen which is not associated with any User, the Locker Bank will initiate a workflow that allows the User to authenticate themselves and then register the swiped card as their own. This is called Card Onboarding.



**Step 1:** Scan Card on Home screen

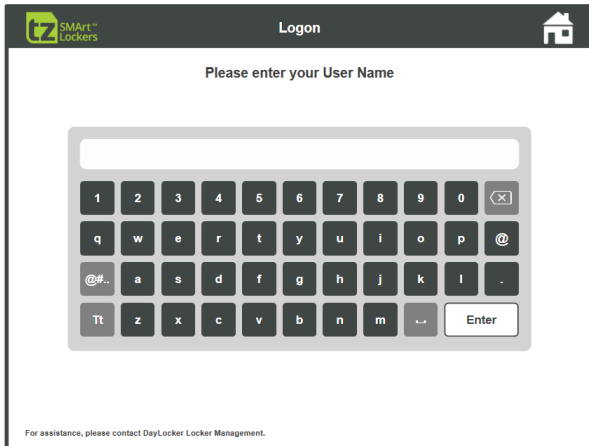


**Step 2:** Access card not Found screen appears. Click Yes if you want to authenticate this User and register the card.

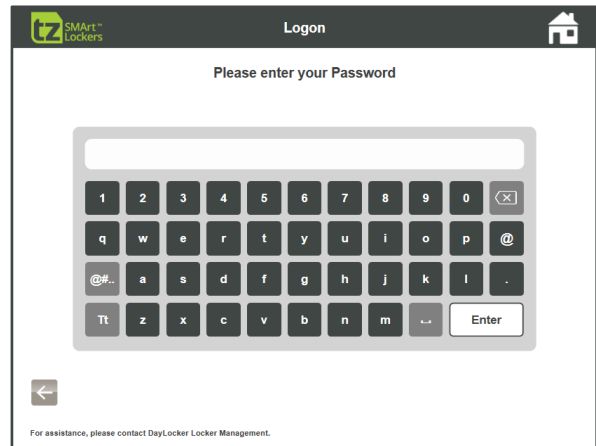




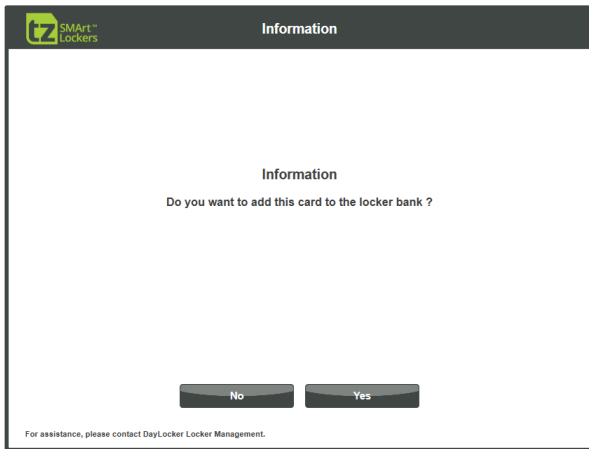
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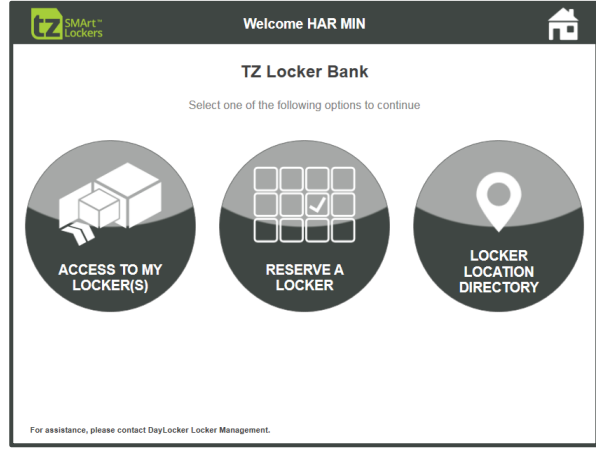
*Step 3: Enter the AD username to which this card will be associated.*



*Step 4: Enter the AD password for this User.*



*Step 5: Click Yes if you want to associate the card to the User .*



*Step 6: User is logged into the Kiosk. Now card is associated to this User. Next time, User can swipe the same card to immediately gain access to the Locker Bank.*

## 4.9 Offline Locker Banks

A Locker Bank is offline when it cannot communicate to the rest of the System. In such a situation, the following limitations apply:

- > Users who have reservations at the Locker Bank can still access their Lockers as normal.
- > It is not possible to make a new self-service reservation. If a card is scanned that is eligible for such a reservation, instead an error screen will be shown that explains that the reservation cannot be made at the Locker Bank at this time and to try again later.
- > It is not possible to access the Kiosk manually using AD credentials.



## 4.10 Locker Bank System Rules

Users are only allowed one Permanent or one Flexible Reservation across the Locker Bank network at one time.

Permanent Reservations cannot be moved, but Flexible ones can by reserving an alternate Locker in the same Neighbourhood. Where a User reserves an alternate Locker (using the Employee Portal, via self-service reservation at the Locker Bank, or via Concierge Portal), their current Flexible Reservation will be converted to a Visitor Reservation which will expire according to the current expiry and grace period settings.

Visitors can only make one Visitor Reservation via self-service at a time. To make another, they either have to release their current reservation (using the *Open & End Booking* button as described in this document or approach a Concierge. Similarly with Single Use Reservations.

Only a small subset of Lockers is set aside for the use of Visitors and Teams and Single Use. If they are all in use, attempts to make Visitor or Shared or Single Use Reservations will fail with the message 'Lockers full'. This also applies to Permanent/Flexible Reservations, although there is usually a much larger pool of Lockers available for such reservations.



## 5. The Employee Self-Service Portal

The Employee Self-Service Portal allows Permanent Staff to manage their Locker reservations. The features available in the Portal are:

- > The User can view the Locker reservations they currently have
- > If the User does not have a Day Locker pre-allocated to them, they can reserve one via the Portal
- > If they do have a reservation at a Locker Bank, they can move it to a different Locker Bank.
- > The User can change their PIN, or have it reset if they have forgotten it

### 5.1 Accessing the Employee Self-Service Portal

To access the Employee Self-Service Portal, in the web address entry field of your browser, first enter the URL address for the Portal (this should have been provided to all Users). If successful, the following login screen will be seen:

SMART Lockers

Login

Personnel ID :

PIN :

Sign in

[Forgot PIN?](#)

Figure 3: The Employee Self-Service Portal Login Screen

*Note that the Employee Self-Service Portal is a web-based application. Please be aware that the browser experience may vary across different browsers. For best results, please always use the latest version of Chrome or Firefox only.*

To login, enter your Personnel ID and PIN, then press the *Sign In* button. Upon successful login, the Employee Self-Service Portal Home tab will be presented. The following subsections describe the capabilities of each tab.



## 5.2 If you have forgot your PIN

If you have forgotten your PIN, you can click the *Forgot PIN?* link below the *Sign In* button on the Login screen. This will take you to the PIN Recovery screen.

Figure 4: The PIN Recovery Screen

Enter your Personnel ID and your email address, then press the *Submit* button. If the email address matches that stored in the System for the Personnel ID, a confirmation dialog will be shown, and you will be emailed a new PIN.

## 5.3 The Home tab

The Home tab displays a list of your current reservations. If you do not currently have any reservations, the list will be blank and there will be a *Create new reservation* panel. If you do have reservations, they will be listed under the heading *Accessible Lockers*, with a *Change* button next to any that are of type Flexible.

Figure 5: The Employee Self-Service Portal Home tab (with No reservations)

Type	Reservation	Locker Bank	Locker Number	Expiry
Permanent	GEORGE FILLIPPOFF	Kiosk_TZ-LAP-123	003	
Shared	TZ_Team	Kiosk_TZ-LAP-123	009	18/08/2019 18:00:00(AEST)

Figure 6: The Employee Self-Service Portal Home tab (with existing reservations)

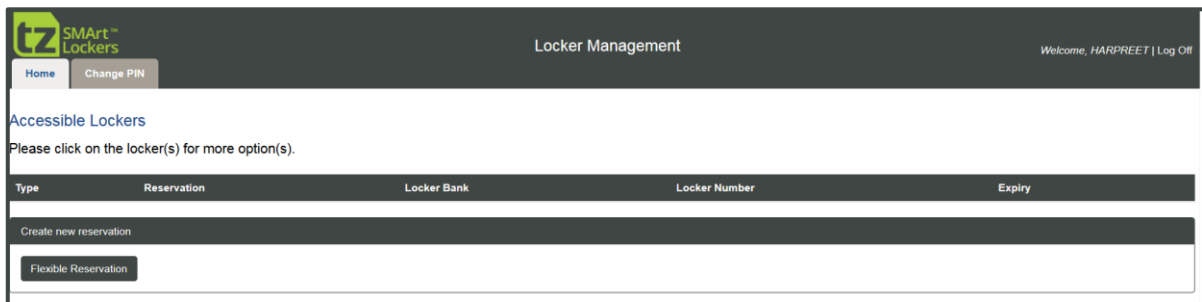


## 5.3.1 Create new reservation

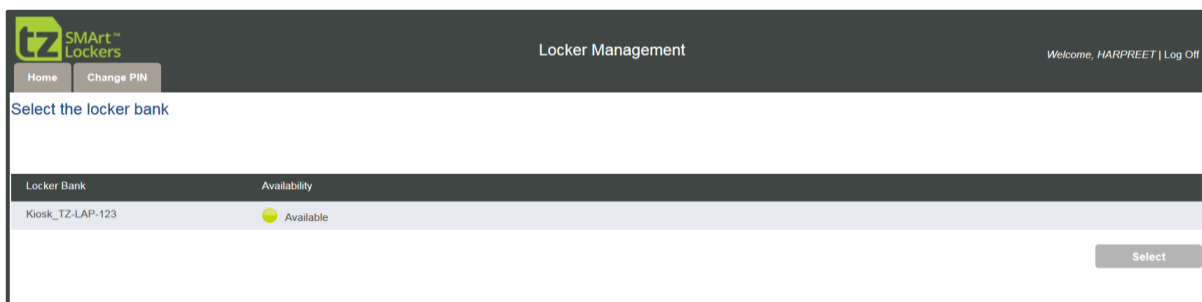
Only Concierge can create a permanent or shared Locker reservation for a User. A Permanent Reservation can only be released by a Concierge, but shared Locker reservations can be released by both Concierge and owner of the Locker. User can have either a permanent or flexible reservation at a time but not both at the same time i.e. if the User has an existing permanent reservation, he cannot make a flexible reservation and vice versa.

The broad sequence for adding a self-Reservation is:

- > On the Home tab, press the *Flexible reservation* button
- > Select the Locker Bank where you want the Reservation to be made
- > Select the Locker



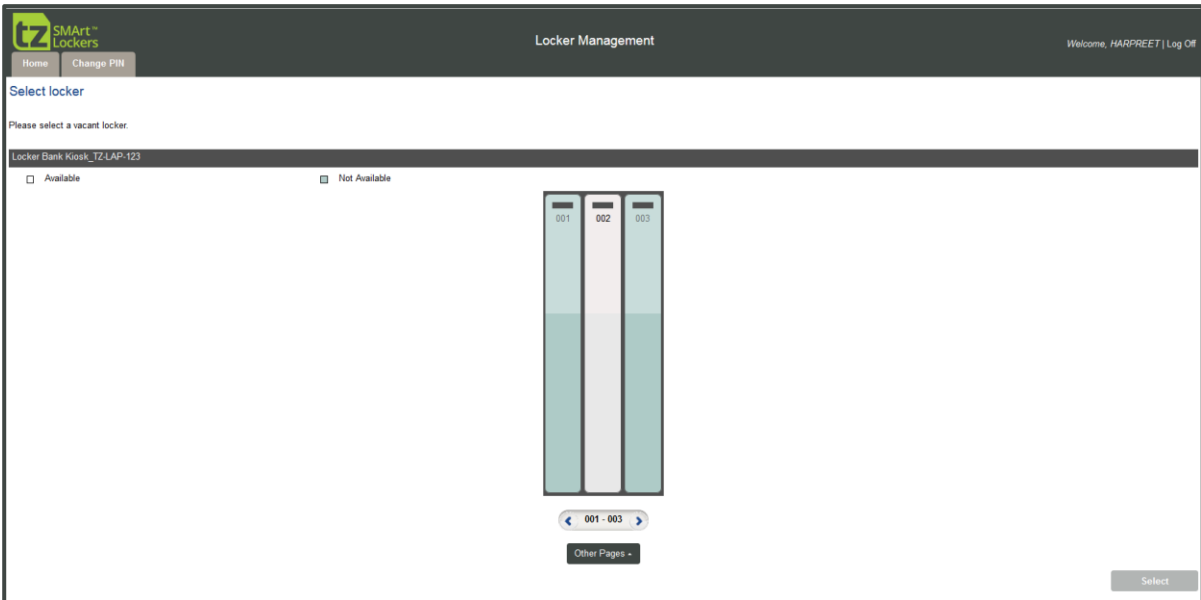
*Step 1: On the Home tab, press the Flexible reservation button under Create new reservation section*



*Step 2: Click on the desired Locker Bank, then press the Select button (only Locker Banks that are shown as Available can be selected)*

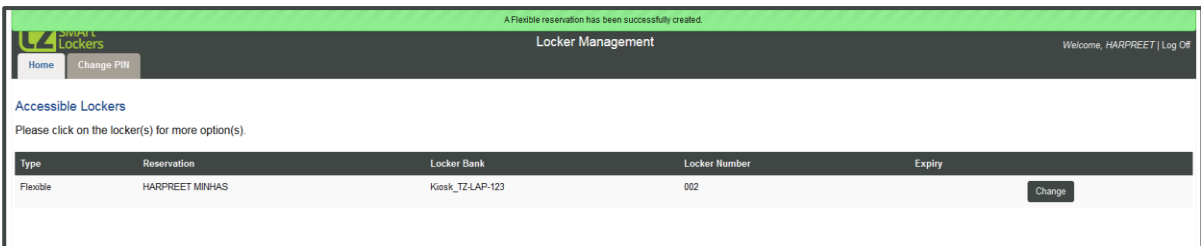


# TZ Networked Day Lockers User Guide

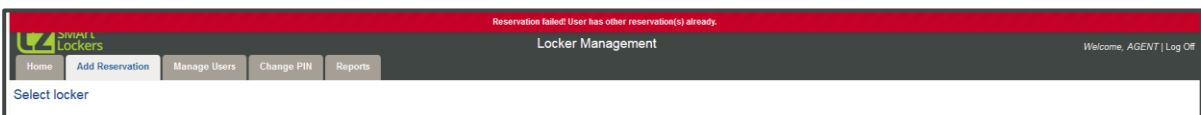


*Step 3: Click on an available Locker, then press the Select button*

If there is nothing stopping the creation of a reservation, then it will be created, and a green bar will be shown across the top of the web page for a few seconds:



If the reservation could not be made, the status bar will show red rather than green, together with the reason why.





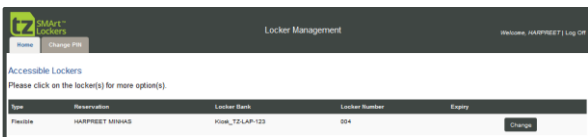
# TZ Networked Day Lockers User Guide

## 5.3.2 Changing a Flexible Reservation

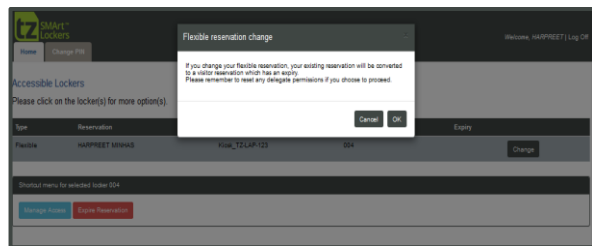
The broad sequence for moving a Reservation is:

- > On the Home tab, press the Change button present next to a Flexible type of reservation.
- > Confirm Flexible Reservation change
- > Select the Locker Bank where you want to reserve
- > Select the Locker

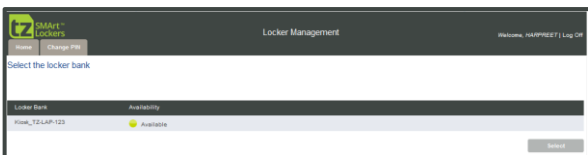
*Note that if you change a Flexible Reservation, your existing reservation will be converted to a Visitor Reservation with an imminent Expiry Date.*



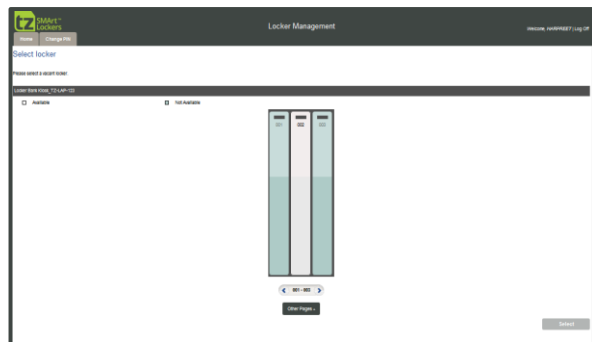
**Step 1:** On the Home tab, press the Change button present at Flexible type of reservation



**Step 2:** Confirm the change by pressing OK, or press Cancel to abort



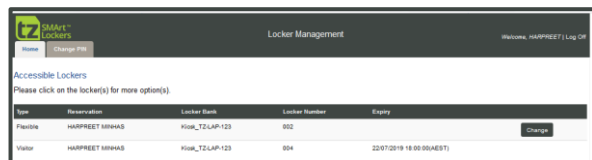
**Step 3:** Click on the desired Locker Bank, then press the Select button (only Locker Banks that are shown as Available can be selected)



**Step 4:** Click on an available Locker, then press the Select button



**Step 5:** New Flexible Reservation has been created



**Step 6:** Old Flexible Reservation has changed to Visitor

As when adding a reservation, if a reservation is successfully changed, a green bar informing of the success will be shown across the top of the web page, while a red bar and accompanying reason will be shown if there is a failure.



# TZ Networked Day Lockers User Guide

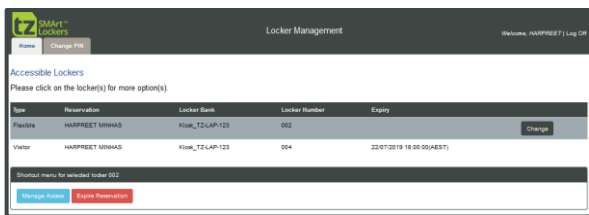
## 5.3.3 Delegating/Un-delegating Locker access to another User

Owners of reservations (except for Visitor Reservations, which cannot be delegated) can delegate access of them to other Users. These other Users can then access the delegated Reservations as if they are their own (except they will not be able to Open & End the reservation).

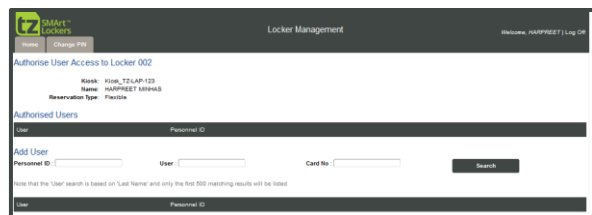
Delegation is mandatory for Shared Reservations by the team owner to make them accessible to other members of the team but is optional for owners of individual Permanent or Flexible Reservations. A typical use in the second instance is where a senior manager delegates to their personal assistant.

Where a list is presented of the Reservations accessible by a User (for example, at the Locker Bank after pressing *Access to my Locker(s)*, or in the Employee Self-Service Portal), it will include not only those Reservations owned by that User, but also those delegated to that User.

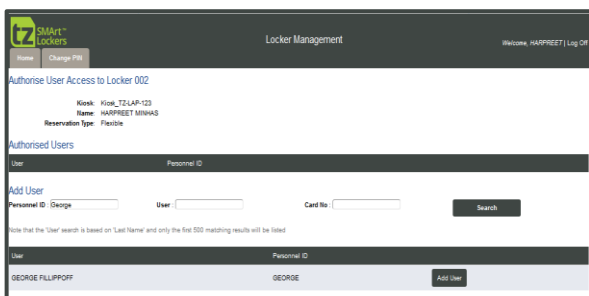
The process of delegating a Locker to another User in the Employee Self-Service Portal is as follows:



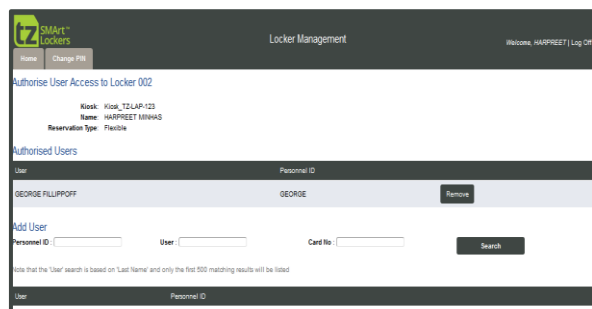
**Step 1:** On the Home tab, select the Reservation to be delegated. If it is eligible for delegation, a shortcut menu will appear below the list. Press the Manage Access button



**Step 2:** Any Users currently authorised as delegates will be listed. To choose a new delegate, enter a Personnel ID/User/Card Number and press the Search button to display a list of Users matching the search criteria



**Step 3:** From the list of Users shown, press the Add User button next to the desired User.



**Step 4:** The chosen User will be added to the Authorised Users list. Note that multiple authorised Users are allowed for the same reservation

The process to un-delegate a User is similar, except that rather than pressing the Search button at Sep 2 above, you would check the Authorised Users list and press the Remove button that corresponds to the User to be un-delegated.

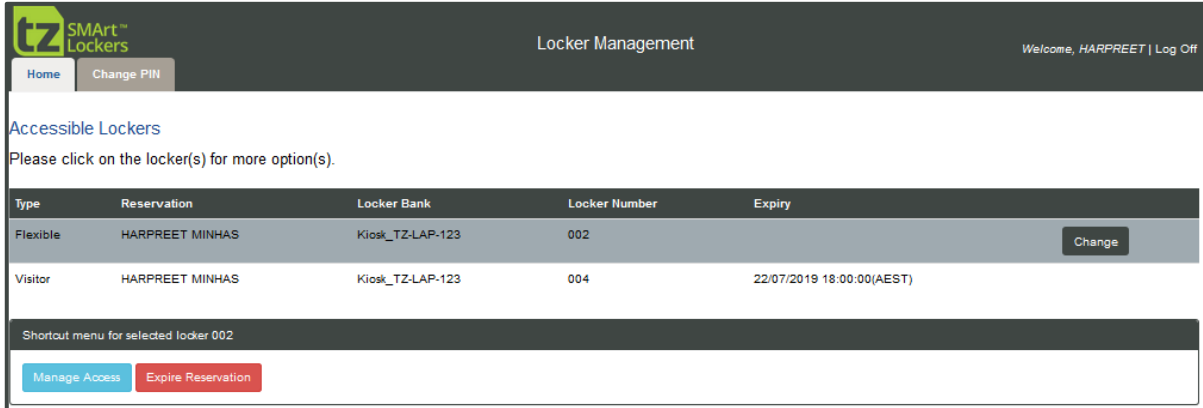
Whenever a User is delegated or un-delegated, they will get an email notification that provides information of the Locker and User (or Team) involved.



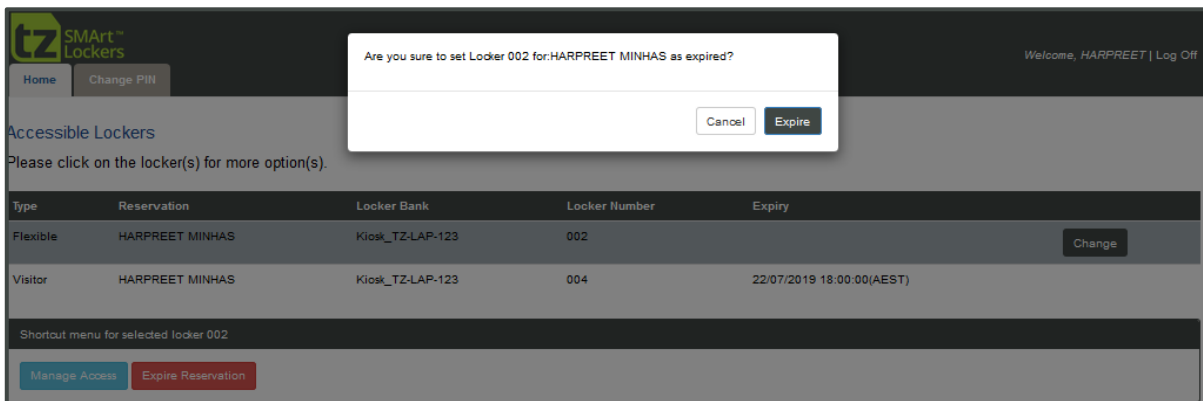


## 5.3.4 Expiring a Flexible Reservation

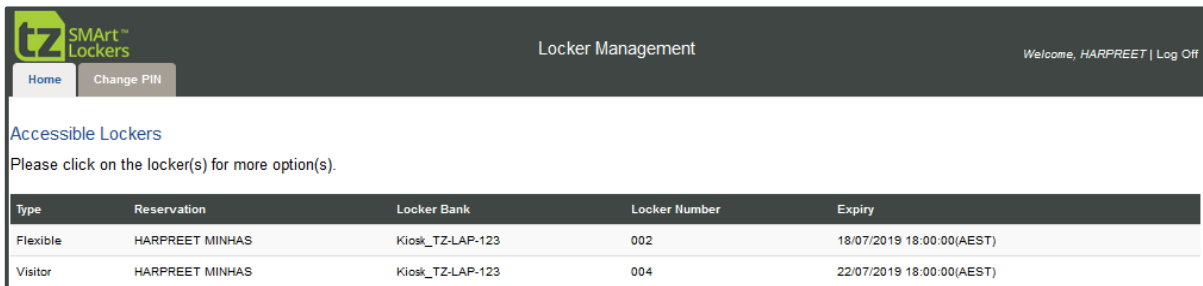
Owners of Flexible Reservations can expire them immediately. The process to do so is as follows:



*Step 1: On the Home tab, select the Flexible Reservation to be expired. A shortcut menu will appear below the list. Press the Expire Reservation button*



*Step 2: Confirm the change by pressing Expire, or press Cancel to abort*



*Step 3: The reservation will have been set as expired.*

Once expired, the reservation automatically enters its grace period. The User can access the Locker one last time prior to the current grace period in the System.



## 5.4 The Change PIN tab

The Change PIN tab allows you to change your PIN.

The screenshot shows a web interface for 'Locker Management'. At the top left is the 'tz SMART Lockers' logo. The page title is 'Locker Management'. On the right, it says 'Welcome, HARPREET | Log Off'. Below the header is a navigation bar with 'Home' and 'Change PIN' tabs. The main content area is titled 'Change PIN' and contains three input fields: 'Current PIN :', 'New PIN :', and 'Confirm New PIN :'. A 'Submit' button is located below the input fields.

To change the PIN, enter your current PIN, the new PIN, and confirm the new PIN. After the PIN has been changed, a confirmation dialog will be shown, after which you will be logged out, so that you can log in with the new PIN.

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