



# WIRELESS TABLET ACTIVATION

Business Processes - Operations

November 2025

Responsible parties: Front Office Manager / Guest Relations Manager







When a wireless tablet (model **Microsoft Surface Pro**) arrives to your hotel:

- ✓ Define which Windows user(s) will use it.
- ✓ Log in with that Windows user or request a new one to access the tablet.
- ✓ This tablet works like a computer: you can use Teams, Outlook, SAP, web browser, etc.
- ✓ It has a detachable keyboard.
- ✓ It can work with a wireless pin pad (if the hotel works with Planet payment gateway).
- ✓ It has a hub port included, as you see in the image on the right. Thanks to this, you can connect the tablet to a screen, another type of keyboard, mouse and printer.
- ✓ Never leave your tablet unattended! You can request a padlock with a Jira ticket.



## MINOR Support Portal (JIRA Service Desk)

As each request is managed by different IT teams, find in the list below the corresponding categories and the information that you must include in each Jira ticket:

REQUEST	CATEGORY	INFORMATION TO INCLUDE & COMMENTS
 <b>New user to access the tablet</b>	Login & Access → Windows Login	Inform that the Windows user is for the <b>wireless tablet</b> .
 <b>Padlock</b>	Hardware (IT Equipment) → Tablet → New Pencil (use this until the new category padlock is created)	You will receive an Excel file to fill in your <b>billing information</b> .
 <b>User for the app "Sign in"</b> (app already installed)	SAP TMS (Tourist Management Suite) → Tablets in reception → Installation at the Front Desk	Inform the <b>Tablet host</b> (visible in the top right corner of the screen when the Tablet is turned on).
 <b>Hotels with payment gateway:</b> <b>Link the pin pad with the tablet to be able to bill, make pre-authorizations...</b>	TMS for Pay → Install Device	Add the <b>Location ID</b> of the pin pad and the host of the tablet.



### WIRELESS PIN PAD (Hotels with Payment Gateway)

- Request a wireless pin pad, ensuring it includes an **integrated SIM** card.
- Follow the standard procedure to request new pin pads.



### RECOMMENDATION:

Test the **Wi-Fi Corp** coverage on the wireless tablet in all the areas/rooms where you are going to use it (suites, lobby, terrace, garden,...).  
Check the Customer Journey



### THERE ARE 2 TABLET PROJECTS:

- **Tablets In Reception:** only to manage Registration Form, police file and display proformas, invoices and POS tickets.
- **Wireless tablets:** tablets where you can do all the tasks like on a computer.