Tablets in reception and Wireless tablets

Customer Experience & Business Process 08/2025



















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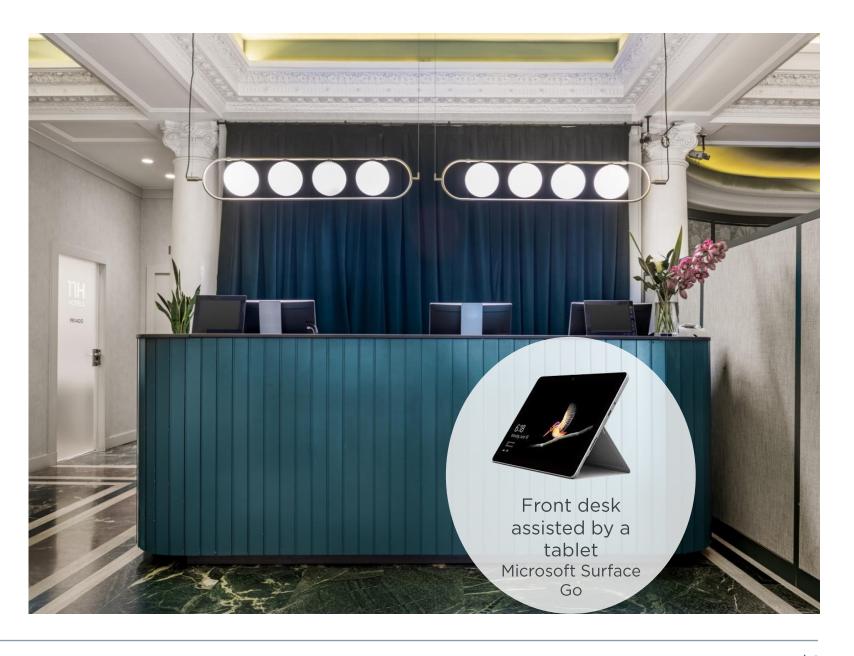




Project description

A new screen (tablet) accessible to our clients that in an integrated way with the reception computer allows:

- To display on a screen information to our guest, so they can verify that everything is correct (personal data...).
- Our guest will be able to update the GDPR and MINOR DISCOVERY clauses in the tablet, these changes will be managed automatically in TMS.
- To perform a digital signature (registration form, police file).
- Perform a paper free Check-in process.





















Project description

Check-in process:

- Registration form: our client will be able to check all the information of the RF on the tablet and confirm that everything is correct.
- Police record (for countries applying).
- GDPR consent and MINOR DISCOVERY
- Digital signature: the client will sign on the tablet and the signature will be digitally stored.

Check-out process:

- Pro-forma or invoice: our client will be able to check all the information of the invoice.
- Our client will be able to check all the information of the POS Ticket

Data Quality Verification



Digital Documents & Signature



GDPR and MINOR DISCOVERY consent



Display, POS ticket pro-forma and invoice





















Project description



Objectives & Benefits

Enhance Experience Customer



Paperless process: eco-friendly process and reduction of hotel OPEX costs (no print and store paper)

Improve the quality of CRM and billing data quality (email, telephone, fiscal address, etc.)



Legal Liability: it is required to have a digitally stored registry for GDPR/Police. Today we are doubling the work printing paper and introducing data manually.

Time saving, improve efficiency of check-in process



MINOR | DISCOVERY

Enhance MINOR DISCOVERY registration



















MINOR

New check-in and check out interaction with guest

















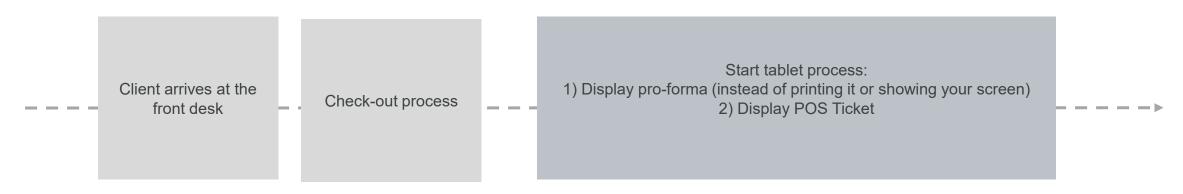
New check-in and check out interaction with guest



Check-in process:



Check-out process:























Marketing materials

















Marketing materials



As registration form is digital, we do not need to print it.

A new card has been created to inform our guests about the most important information:





usuario / usuario: NH

contraseña / password: wifi

desayuno / breakfast

lun-vier / Mon-Fri: 07:00 - 10:30

sáb-dom / Sat-Sun: 13:00 - 16:00 / 20:00- 23:00

horario de restaurante / restaurant opening hours

lun-vier / Mon-Fri: 13:00 - 16:00 / 20:00- 23:00





ON THE FRONT

- Room number : handwritten
- Wi-Fi user and password
- Breakfast schedule (optional)
- Restaurant schedule (optional)

THE WARDS IS NOW



ULTIMATE LOYALTY PROGRAM

Join now



NH Madrid Zurbano Calle de Zurbano, 79-81, 28003 Madrid. Tlf: +34 91 441 4500



• StayAPP access (only if this service is available at the hotel)

















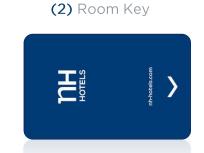


Marketing materials

Once check-in is done, deliver to guest:

- 1. Welcome folder
- 2. Room key
- 3. New card





usuario / usuario: NH
contraseña / password: wifi
desayuno / breakfast
lun-vier / Mon-Pri: 07:00 - 10:30
sab-dom / Sat-Sun: 13:00 - 16:00 / 20:00 - 23:00
horario de restaurante / restaurant opening hours
lun-vier / Mon-Pri: 13:00 - 16:00 / 20:00 - 23:00









































How will the tablet help us in our main processes?

The **CHECK-IN** process is now more efficient and interactive:

- The guest will be able to update by itself the GDPR and MINOR DISCOVERY clauses, these changes will be managed automatically in TMS. Manual actions are not necessary!
- The Registration Form will be showed in the screen to the guest according to the clauses selected.
- The Registration Form and Police Record (where it applies) can be signed on the tablet screen. No more printing paper!
- We will be able to check on TMS the documents signed through the tablet. It reduces the documents storage!

The **CHECK-OUT** process has been improved:

- We can show the client the proforma and invoice quickly, this allows the user to check if everything is correct. No more rotating our screen and printing paper!
- We can show the client the POS Ticket too.















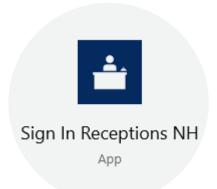






Once you turn on a tablet, take into consideration:

- When the tablet is turned on, there is an automatic process, so the program will automatically open.
- Do not close the pop-up window that appear, since it is an automatic process prepared to work directly.
- If they tablet run out the battery or you switch off it, when the tablet is turned on, Sign In App will automatically be opened.



Processes

Registration Form
Police Record
Proforma
Invoice
POS ticket

What about user & password?

A unique user has been configured for each device. No login is needed

What if the program is closed?

The program is available on the menu and shortcut, you only need to double click on the icon



Restarting the tablet, the program will be started automatically





















HOST



Sign In Receptions NH

Арр

Registration Form
Proforma
Invoice
POS ticket
Police Record
(Just in some countries)























The whole process

✓ For the first guest:



- If there are more than one guest with the ID informed, click icon RF and follow the same steps.
- ✓ For the first guest in countries with a police file, the RF and Police file will be displayed together, and it will be necessary just one signature.



















MINOR HOTELS

Check in process













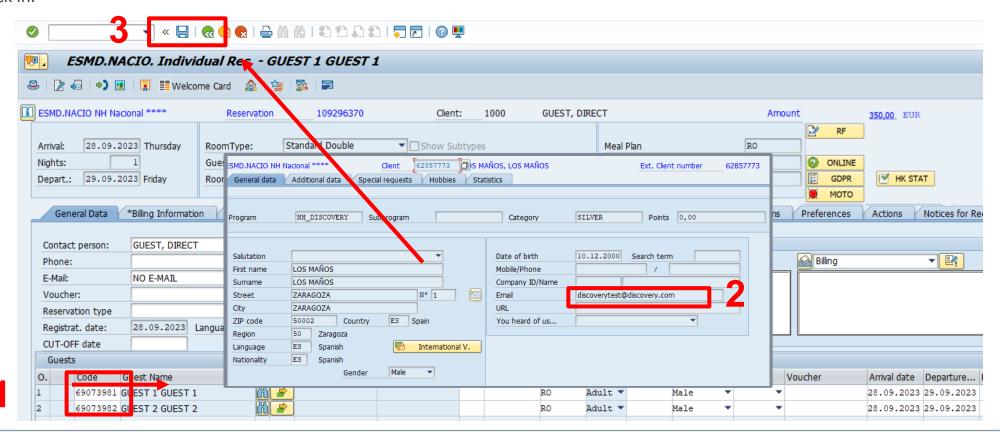






Before starting the tablet process

- Guest ID must be informed.
- Check if the customer is a MINOR DISCOVERY member. If not, you can offer to join the Program later.
- Review if the guest has an email informed. If not, ask the customer to provide a valid email and save the information in CRM (so that the acquisition is valid).
- If customer doesn't have all the information in CRM (for example express enrollment), tablet won't work properly depending on the country of the hotel and their legal requirements. Keep in mind with the MINOR DISCOVERY enrollment in our website.
- Save the check in.























Starting the tablet process

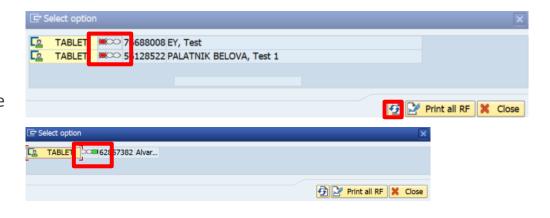
Once the check-in is saved → you will get this pop up with the tablet icon preselected.



There is a "traffic light" by customer. Depending on the color it means:

- Green: RF has been signed properly.
 - Yellow: it is pending to upload.
- Red: it hasn't been signed or the process has been cancelled (run out of the time).

This "traffic light" only updates if you click on the icon "refresh".



TAKE INTO CONSIDERATION

- If the Guest ID is not informed, the tablet icon won't be available
- Save the check in before clicking the icon "Tablet", Otherwise, you will get this message:























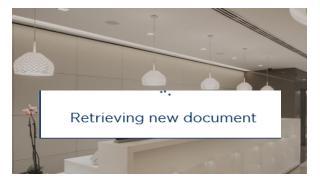
• Once first customer has signed on the tablet, you must click on the registration form icon and the second guest will be preselected.



• The tablet will upload automatically the information of the reservation, between 8 and 12 seconds.

• For security reasons, the information will disappear from the screen after 30 seconds if no action is done. If this happens, click on the "RF" icon again and

repeat the steps.





















STEP 1 and 2: Clauses



The Tablet displays the GDPR & MINOR DISCOVERY clauses according to the information on the guest's CRM file.

Consent Type Ouestion Yes Marketing Consents I.I consent to receive personalised marketing communi. ☐ ☐ ✔ 2.I consent to receive personalised marketing communi. 6.I would like to receive personalized promotions and sp... 7.I would like to receive special offers and promotions fr... Marketing Consents Marketing Consents 8.I would like to receive special offers and promotions fr... Lovalty Consents 3.MINOR DISCOVERY: I agree to you informing me by... 4.MINOR DISCOVERY: I agree to you informing me by... Lovalty Consents

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities tels com/en/companies. I accept privacy policy and I can unsubscribe at any time as pe Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD

Terms of personal data management

Minor Group*as joint data controller otels Group Limited, Minor Hotel Europe & Americas S.A. and Minor Hote

Accept or decline all GDPR clauses.

Consent Type Question Yes 1.I consent to receive personalised marketing co... Marketing Consents 2.I consent to receive personalised marketing co... Marketing Consents 6.I would like to receive personalized promotions . Marketing Consents Marketing Consents 7.I would like to receive special offers and promo... 8.I would like to receive special offers and promo. Marketing Consents 3.MINOR DISCOVERY: I agree to you informing Loyalty Consents 4.MINOR DISCOVERY: I agree to you informing Loyalty Consents



I would like to rece

*Minor Group: Minor

I want to join Minor DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences. I have read and accepted the Terms and Conditions, the Privacy Policy, and agree to receive relevant communications and promotions of Minor Hotels by electronic means, knowing that I can unsubscribe from future communications at any

DISCOVERY

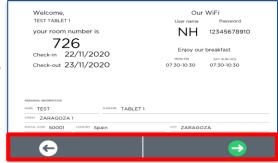
MINOR



Only **MINOR DISCOVERY** Confirm clauses. email is informed in CRM.

Consent Type Question Yes No Marketing Consents 1.I consent to receive personalised marketin... Marketing Consents 2.I consent to receive personalised marketin... 4 Marketing Consents 6.I would like to receive personalized promoti. Marketing Consents 7.I would like to receive special offers and pr.. Marketing Consents 8.I would like to receive special offers and pr.. Loyalty Consents 3.MINOR DISCOVERY: I agree to you infor... Loyalty Consents 4.MINOR DISCOVERY: I agree to you infor.





om/en/privacy-policy

The clauses step is not displayed. The process skips to validating the guest information.



















Procedure manual (consents)



Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 1: GDPR Clauses:

Once the customer has selected the options, the



will be activated.

Terms of personal data management

I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities included in the Group https://www.minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per https://www.minorhotels.com/en/privacy-policy.

*Minor Group: Minor Hotels Group Limited, Minor Hotels Europe & Americas S.A. and Minor Hotels Australasia LTD.



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The form will be printed in one language only: in the hotel's language for guests with the same language as the hotel and in English for guest a different language.



















Procedure manual (MINORDISCOVERY)



Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 2: Discovery Clauses:

Once the customer has selected the options, the icon



will be activated.



I want to join Minor DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences. I have read and accepted the <u>Terms and Conditions</u>, the <u>Privacy Policy</u>, and agree to receive relevant communications and promotions of Minor Hotels by electronic means, knowing that I can unsubscribe from future communications at any time by sending an email to dataprotection@minor-hotels.com







I want to join



KEEP IN MIND

Customer can go back to modify the GDPR consents any time by clicking the white circle.

This screen is available for all brands.

















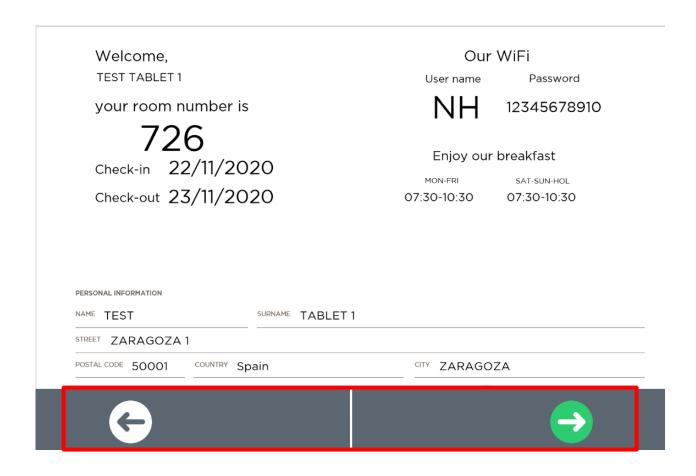




Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 3: View RF

Once the customer has clicked "the green circle", they will see the information of the current Registration Form in printable format, including the MINOR DISCOVERY Dollar's balance.



KEEP IN MIND

Customer can go back to modify the consents any time by clicking the white circle.



















Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 3: View RF

Once the customer reads the document, they can flag in the green circle, on the bottom of the screen, and tablet will upload the option to sign on it.



BASIC II	NFORMATION ON DATA PROTECTION LINKED TO THE NH DISCOVERY PRIVACY POLICY
Data controller	1.MINOR HOTELS EUROPE & AMERICAS, S.A., Tax number: A28027944 Registered Office: Calle Santa Engracia 120, 7º 28003 Madrid, España. Email: dpo@nh-hotels.com
Purpose	1.To manage the Loyalty Programme and process your application for membership, to assign your member number, your access codes to your private area online and to allow you to earn and redeem your DISCOVERY dollars. 2.To customise Loyalty Programme services to Members' preferences and tastes, and to get feedback on the service provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS. 3.To send communications relating to your account, including but not limited to, DISCOVERY dollars balance, category of your card, notifications and anything else which will keep you informed about the status of your account. 4.To send customised commercial communications via email or equivalent methods, about offer and services relating to the Proamme, unless you object to such processing.
Legal	1. Execution of the contract signed by both parties. 2.Legimated interest.
basis	2.Legitimated interest. 3.Execution of the contract signed by both parties. 4.Legitimated interest.
Recipients	is necessary for the correct provision of services linked to the NH DISCOVERY Programme, so that they know the conditions of your stay (price, dates, services included) in order to provide different offers, benefits and experiences. They will also be informed about your ac count, balance, points and your category. Some of which will be located outside European Economic Area (included in countries where there is no comparable level of protection), as this access is necessary for conducting their normal bussiness. All these entities are listed in the following link: https://www.ghadiscovery.com/our-brands.
	2. All entities belonging to the MINOR HOTELS EUROPE & AMERICAS for the same purposes as the ones mentionated in the above paragraph. The list of such entit ites can be found by checking the following link: https://www.nh-hoteles.ey/terminos-y-condicionesy/included-hotels.
Data transfer	We hereby inform you that your data will be transfered to third-party countries located outside of the European Economic Area and specifially to the USA, India and the Philipines. The aforementionated transfer will be made as a result of the services provided by MINOR HOTELS EUROPE & AMERICAS by Accenture which regard to the management of the back office relating to the company's invoicing. In this regard, we hereby in form you that this will be regulated by means of standard contractual clauses which have been previously authorised by the Spanish Data Pro tection Agency.
Rights	Access, rectification, deletion, objection, limitation of processing and portability of data. You may make the pertinent complaints to the
	Spanish Data Protection Agency
Additional	Additional detailed information about our Data Protection Policy can be found by checking
Information	https://www.nh-hotels.com/en/nhdiscovery/privacy-policy

Booking details





I have read and agree to sign this document

















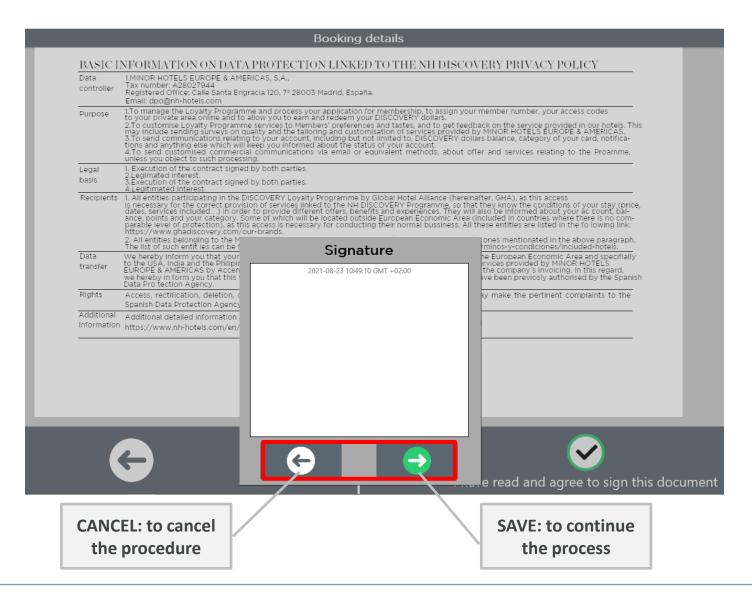


Registration form STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 4: Signature

On the "Signature" window, the customer will need to sign and save by clicking the green circle.























Procedure manual (RF and Police File, only Spain)



Registration form and police file STEP 1 | STEP 2 | STEP 3 | STEP 4

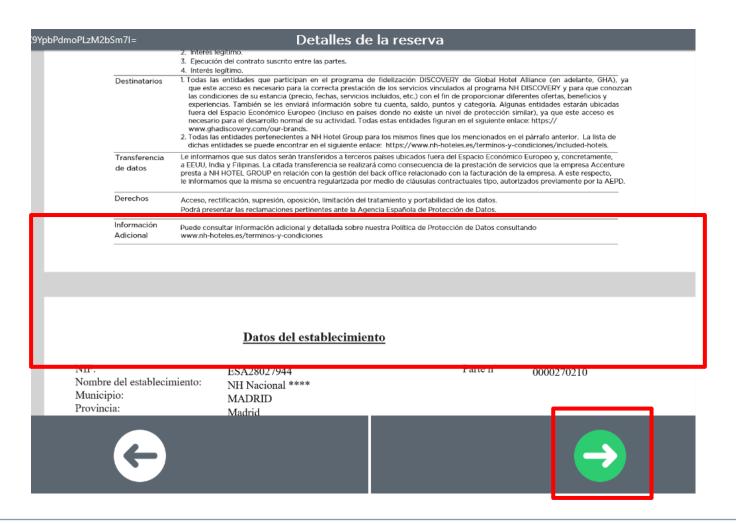
STEP 3: View RF and Police File if it applies

The customer will display both documents consecutively.

They can scroll down to review them or click on the white flag to go to the end.

In this image you can see the end of registration form and the beginning of the police file.

Just in countries with this legal requirement.





















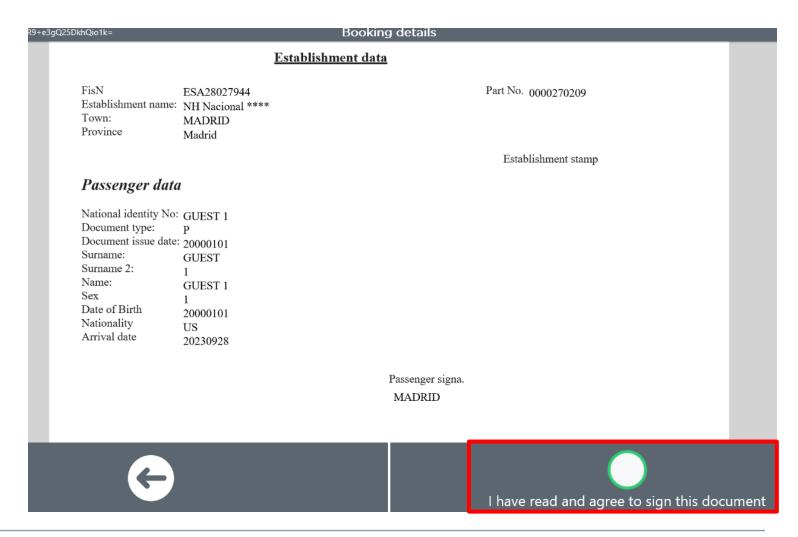
Procedure manual (RF and Police File, only in Spain)



Registration form and police file. STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 3: View RF and Police File if it applies

Once the customer reads the document, they can flag in the green circle, on the bottom of the screen, and tablet will upload the option to sign on it.





















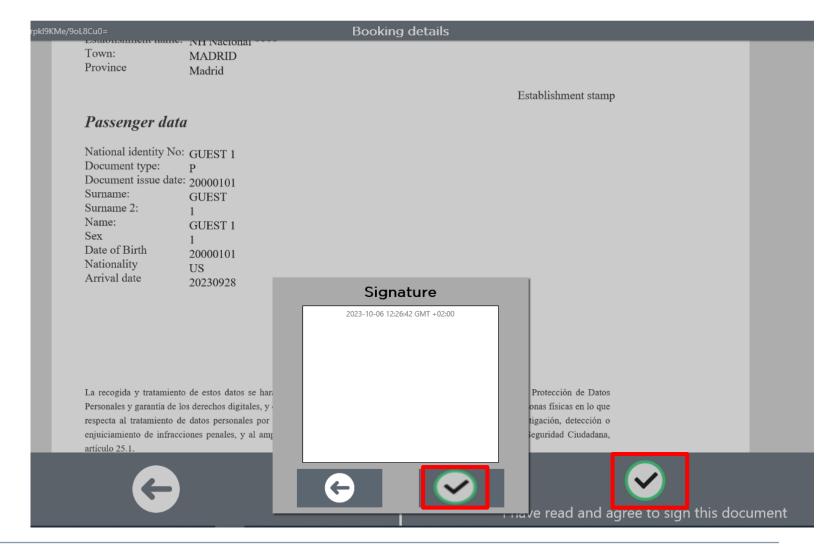
Procedure manual (RF and Police File only in Spain)



Registration form and police file. STEP 1 | STEP 2 | STEP 3 | STEP 4

STEP 4: Sign

- Sign and save the signature.
- You don't need to print out RF nor Police file.
- The police file will be sent as usual





















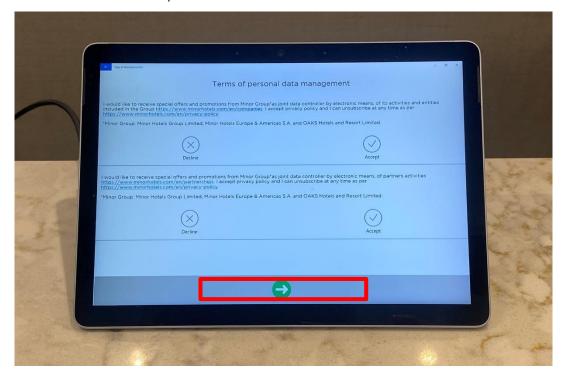
Summarize check in (tablets)



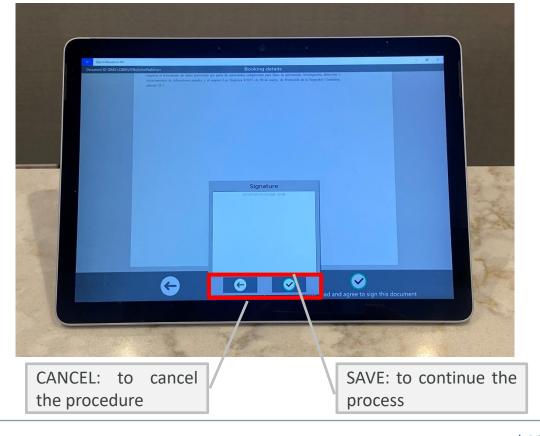
After check in has been saved in TMS, customer(s) can accept/decline their consents and enrolment to MINOR DISCOVERY program and sign the Registration Form (Police file if applies) on the tablet.

These documents are storage TMS, and the consents are updated automatically in CRM.

Accept or decline consents



Option to sign the RF





















MINOR DISCOVERY and consents

- Please remember to ask for the email and offer to join MINOR DISCOVERY program to our customers during the check in process, as usual.
- The consents clauses will be automatically updated in TMS several times every day, it is automatically now no more scanning documents!
- All the documents are digitally stored in TMS!



• If our guests wish to join MINOR DISCOVERY anytime during their stay, you can do it through the tablets by clicking the icon "RF" in TMS and following the steps mentioned before. Check if the email is informed in CRM profile.





















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Check out process













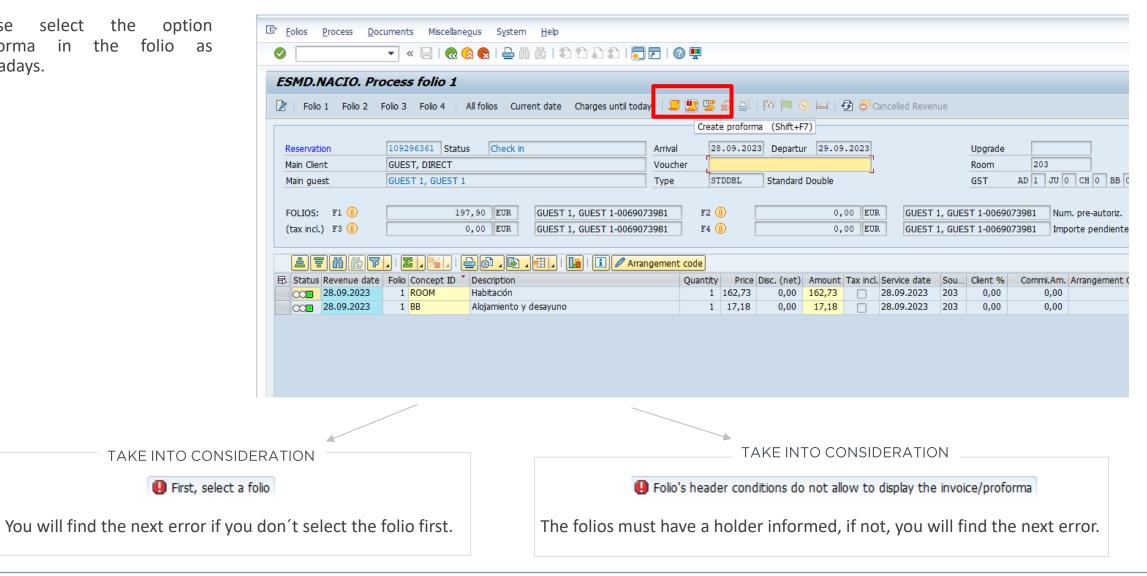




Check out process



select Please the option proforma in the folio as nowadays.

















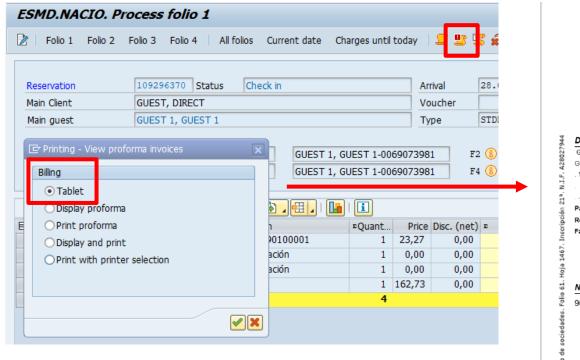




Check out process, view proforma



• When you click on the option, "create proforma" in the folios you will have a new option called "tablet"





The folios must have a holder informed, if not, you will find the next error.















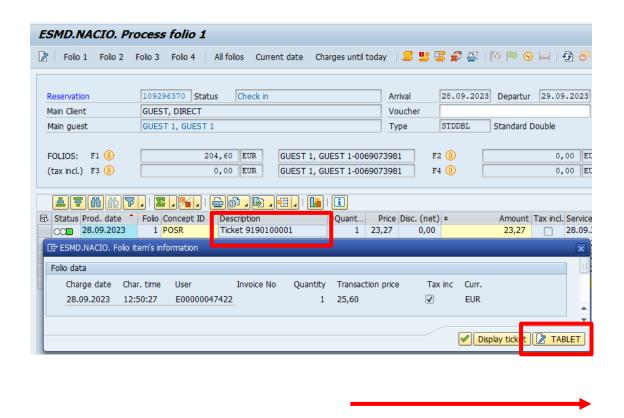


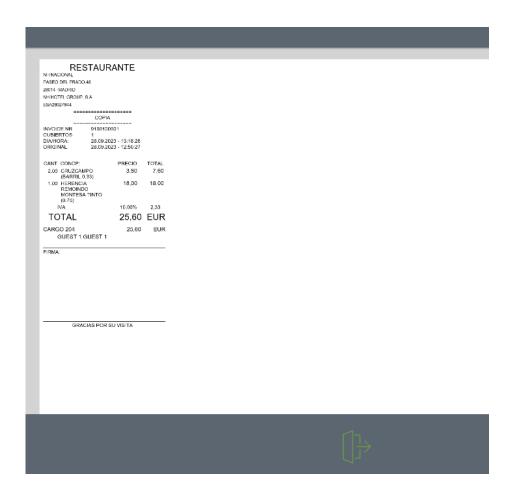


Check out process, view POS ticket



• By clicking on the line of the charge of the POS you will see a pop up. Now, you will find an icon called "tablet". Thanks to this icon, the POS ticket will be displayed on the tablet.



















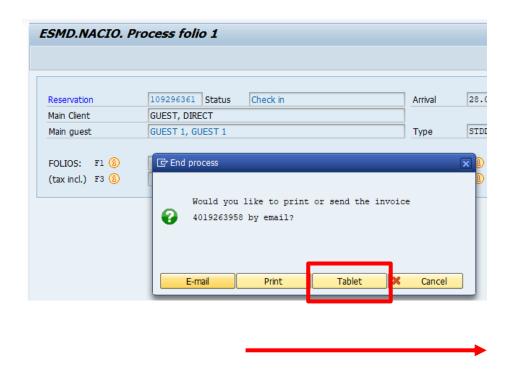




Check out process, view invoice



• After billing, you will find a new option in the pop up called "tablet". Invoice with "credit" payment method can't be displayed on the tablet

























Data storage procedures and reporting

















Data storage procedures and reporting (GDPR and police form)

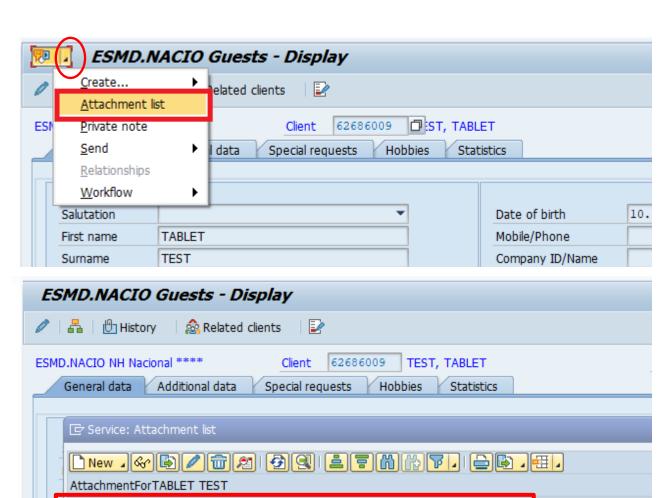


It is possible to get the signed document by clicking "attachment list". The documents are updated several times a day, it is not an automatic Process.

The Registration Form could take up to 24/48 hours to upload to CRM. After this time, please open a Ticket Jira with the booking and tablet number.

By clicking twice on the line of the PDF document.

- ✓ These documents are saved in PDF format.
- ✓ These documents are stored automatically in TMS, you don't need to scan them.
- ✓ Documents with format JPEG are the ones scanned in the back office printer



Creator Name

SERVICE USER - S KE... 14,07,2020

Created On

















Icon Title

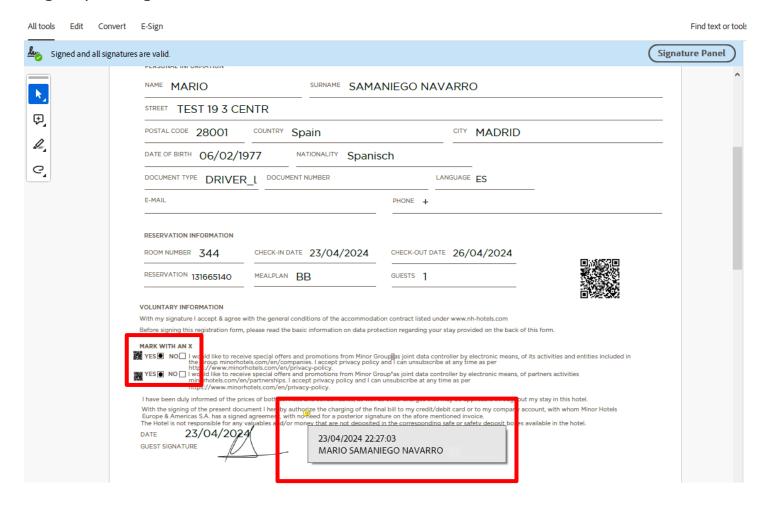


190071093 62686009.PDF

Data storage procedures and reporting (GDPR)



The signed document could be got by clicking on "attachment list".



The signed document is uploaded to CRM several times a day automatically. It is not a short process.















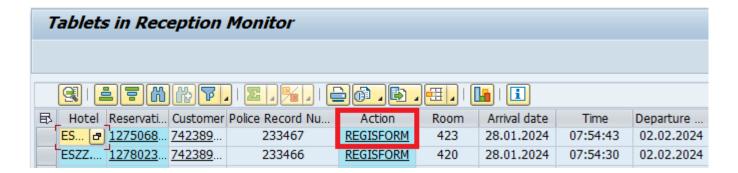




Data storage procedures and reporting (Registration form and Police file)



To see all check-ins made with a tablet, access the *Tablets in Reception Monitor* report located in the following path of the TMS menu: Front Office \rightarrow Information Systems \rightarrow ZEY TR MONITOR



You can print or display the registration form and the police record by clicking on "REGISFORM"

Police Record Nu	Action
233467	REGISFORM

You can go to the reservation and the CRM profile in display mode.

Reservation Client ID
74336615 23910376

TAKE INTO CONSIDERATION

Registration form signed digitally or scanned will be uploaded in CRM too.



















Data storage procedures and reporting (Registration form and Police file)



Meaning of status:

Process couldn't finish.

Document is pending to be uploaded in the cloud, but you can display it by clicking on "REGISFORM". Column "signed" will be flagged when the document is uploaded.

Process has finished completely; documents are in the cloud and column "signed" has the flag marked.

Signed: document has been signed properly.

Cancelled: the process has not been finished. Time to sign has been run out or we can send a new RF from TMS and overlapping the previous one.

Tablets in Reception Monitor													
艮	Reservation	Room	Arrival date	Departure Date	Time	Client Name	Customer	Nationality	Action	Police Record Number	Signed	Status	Cancelled
	142673635	403	24.11.2024	27.11.2024	17:16:48	ANA DEL R	78284963	Spanish	REGISFORM	261439		040	
	142673669	404	24.11.2024	27.11.2024	21:01:24			German	REGISFORM				✓
	142673669	404	24.11.2024	27.11.2024	00:48:48	LAURA RMI	78287618	Spanish	REGISFORM	261473	✓		
	142673673	406	24.11.2024	27.11.2024	22:20:06	SILVIA MAR	78288377	Spanish	REGISFORM	261463		040	
	142785965	123	24.11.2024	27.11.2024	00:49:38	SILVIA VILL	20873345	Spanish	REGISFORM	261461	✓	○	
	143032211	122	24.11.2024	25.11.2024	04:19:37	DANIEL MA	78283433	Spanish	<u>REGISFORM</u>	261427		©	















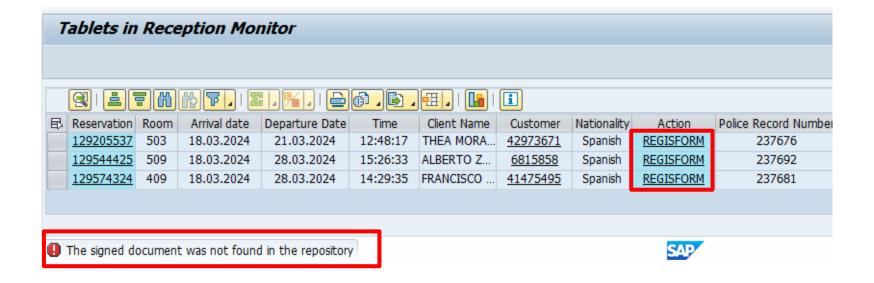




Data storage procedures and reporting (Registration form and Police file)



- If you click on "REGISFORM" and you get this message, the document is not yet uploaded or the process didn't finish.
- If you need any document urgently and it is not in this monitor, you can open a Jira ticket to request it.



















Data storage procedures and reporting (TMS Usage tablets)

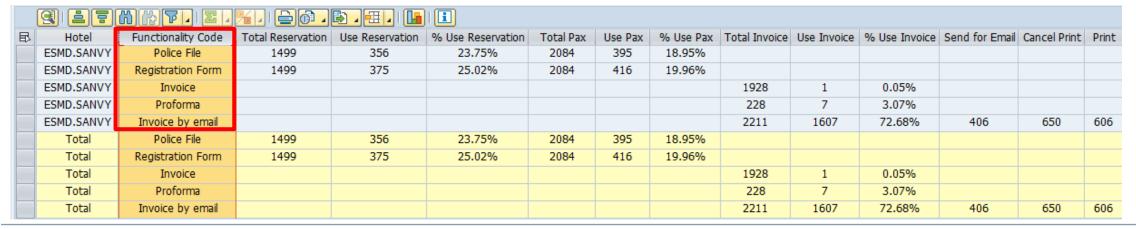


Information systems → Management Reports → Operational Management → Tablets in Reception Analysis
It is possible filtered by the next options

						_ , , ,			
Tablets in Reception Anal	Restrictions								
②									
Hotel	ESMD.SANVY		Hierarchy Hotel Sel.		Func Code	<u> </u>			
Process		to			POLICEFILE REGISFORM				
Date	010322	to	310322		INVOICE	Invoice			
					PROFORMA	Proforma			
					INVOICE_EM	Invoice by email			

You can see by functionality, but keep in mind this transaction shows all the reservation, without the segmentation of Transient:

- The total reservation
- Use reservation % (no filtered by segment)
- Total Pax





















Data storage procedures and reporting (Quest)



You can get the information of the KPI in power BI too. But you can display only past usage nor current nor future one.



























Tablet maintenance

















Tablet maintenance (Pencil)



- ✓ The pen has a small battery. If it doesn't work, please change the battery before opening a jira.
- ✓ There is an extra digitizer.



You will receive two pencils, but what should I do if want an extra pencil?

Jira ticket: Central Service Desk New \rightarrow Hardware (IT Equipment) \rightarrow Tablet \rightarrow Include in "Summary" "request new pencil"



















Tablet maintenance (Pencil)



- ✓ The pen must be charged, after doing it, if the pen keeps not working, please open a jira.
- ✓ There are three extra digitizer.



You will receive one pencil, but what should I do if want an extra pencil?

Jira ticket: Central Service Desk New → Hardware (IT Equipment) → Tablet → Include in "Summary" "request new pencil"



















Tablet maintenance (issues in the tablet)



The tablets provider is the same as for all our hotel PCs and equipment's: **ECONOCOM**

For any issue with a tablet maintenance is the same as for the rest of items: **open a JIRA ticket** and IT Infrastructure department will manage it.

If the tablet is stolen, after informing Regional and make a report, open a Ticket jira to stop paying the renting of the tablet.

MINOR HOTELS EUROPE & AMERICAS / Central Service Desk New	
Central Service Desk New	
Welcome! You can raise a request for Central Service Desk New using the options provided.	
Contact us about	
Hardware (IT Equipment)	~
What can we help you with?	
Tablet Damaged (Hardware Issue), installation, and Configuration.	~
Required fields are marked with an asterisk*	
Raise this request on behalf of*	
MARIO SAMANIEGO NAVARRO (m.samaniego@minor-hotels.com)	o •
Comment	
Summary*	
Description	
Normal text ∨ B I ··· △ ∨ ≔ ≟≡ Ø @ © ⊞ <> ⑥ 59 + ∨	
Serial Number	
Model	















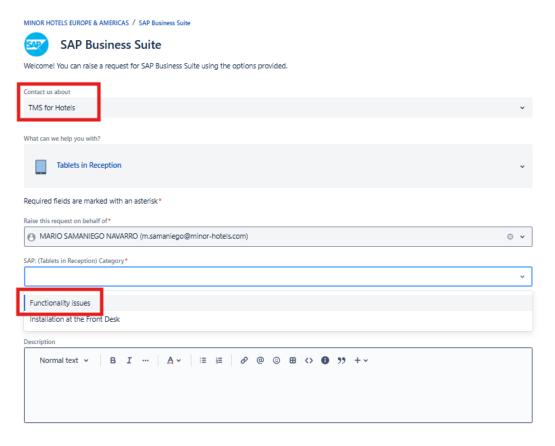




Tablet maintenance (issues in TMS and in the tablet)



For any issue with a tablet and TMS (questions about steps in TMS, information upload in CRM...) the procedure is the same as for the rest of items: **open a JIRA ticket** in this category: "functionality issues"



The category "Installation at the front desk" is just for the request of the installation.

You will receive the credentials when you open the Ticket Jira requesting the installation of the tablets.

















Tablet maintenance (Incidences)



Before opening a JIRA ticket, please check these options:

- 1) Confirm that tablet is connected with the "Wifi Corp". If there is no error, the connection should be made automatically.
- 2) Restart the tablet.
- 3) Confirm that app "sign in" is already opened and logged in with the user.
- 4) If the "Sign in" program does not generate the registration form and/or police file, make sure the customer has all the information in CRM.

In order to manage better the different types of issues, remember to always open a Jira ticket and follow these recommendations:

- 1) Say the *number and Host of the tablet* with the error.
- 2) Try to include as much information you can about the error.





















Screen saver













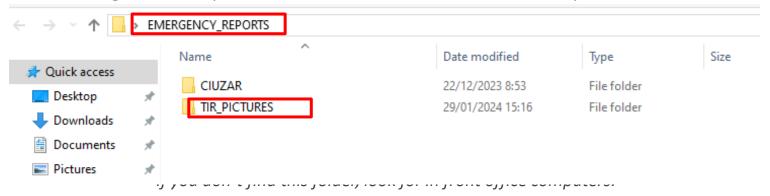




Screensaver (Update images on the tablet)



General Managers, Front Office managers and receptionists can access to this folder. This is the way.



- ☐ You will see your hotel folder as Emergency Report folder.
- ☐ Screensavers are already design per brand.
- ☐ If you need any extra screensaver, you should ask for it to the local Marketing team.

Please keep in mind the next important topics:

- 1) Before doing any change, contact to your local Marketing to confirm the new images.
- 2) After this approval, you can upload the photo in the folder TIR_PICTURES (see above) in format jpg or png.
- 3) No more than 10 photos.
- 4) The photos are showed randomly. They won't follow the order of the folder.
- 5) The images information of the tablet will be updated three times a day. It means the change are not applied automatically.





















Annex: Pre-installation user guide













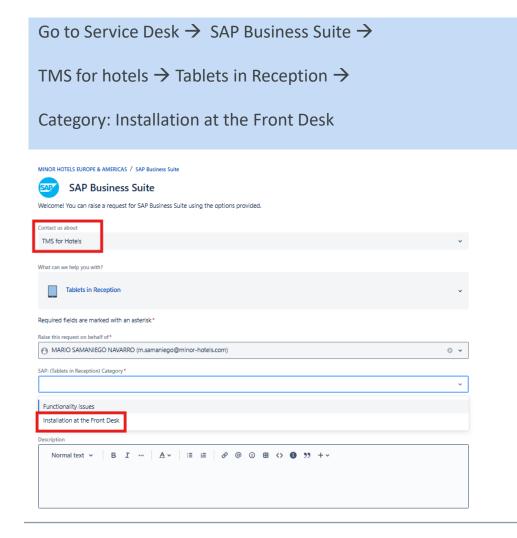




Annex: Pre-installation user guide



ONCE THE TABLETS HAVE ARRIVED, OPEN A JIRA TICKET TO REQUEST THE INSTALLATION





Where is the Host Information?

Computer: On the top right corner of the desktop of the computer.

Tablet: turn it on. The Host info is displayed on the top right corner of the desktop.



The device will automatically connect to the WIFICORP network, no password required.



















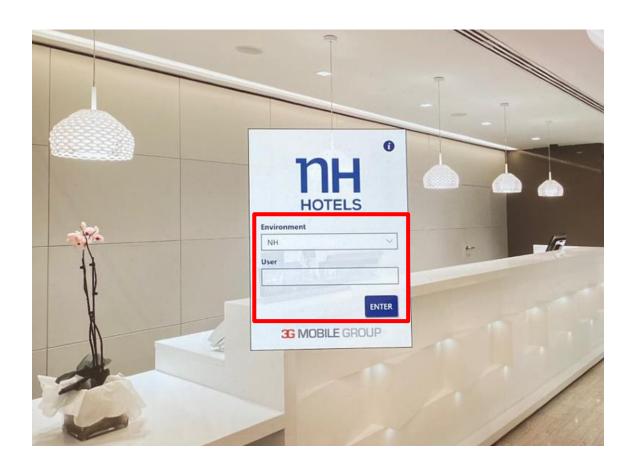
Annex: activation app Sign In app



First access to sign in

✓ Environment: NH

✓ User: it will be added in the ticket jira



Do I need to install any programs?

No, you don't. When the tablet is turned on, automatic processes are executed



















MINOR

FAQ













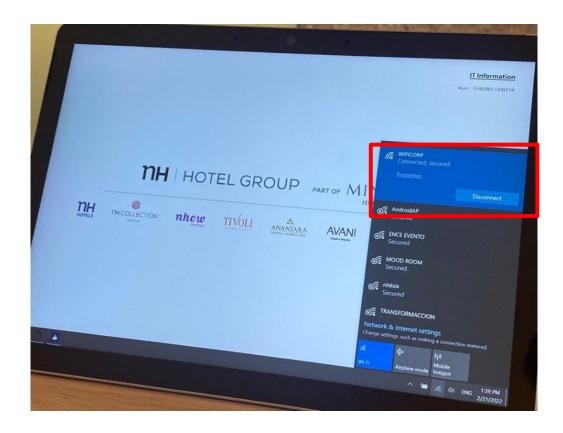


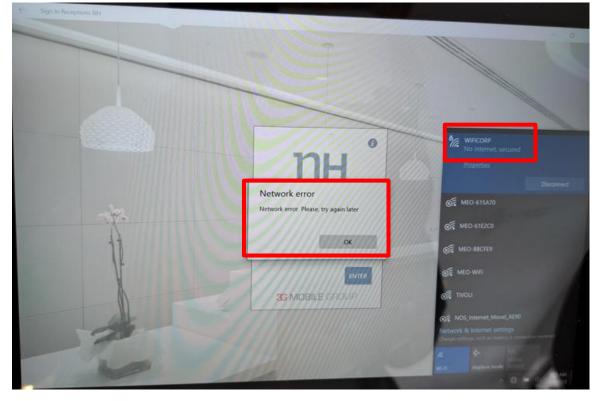




• The tablet should automatically connect to WIFI CORP, but what if it doesn't?

Jira ticket: Central Service Desk New → Communications → WiFi (Wireless Connection) → Select the category "not connection available"























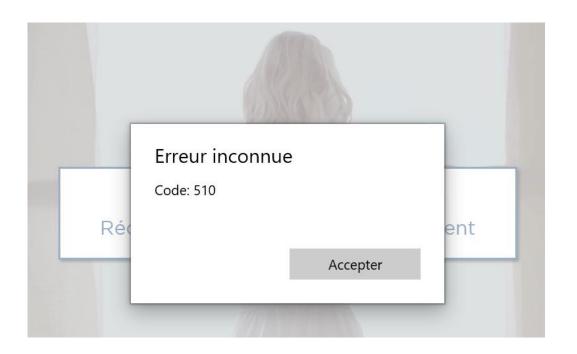




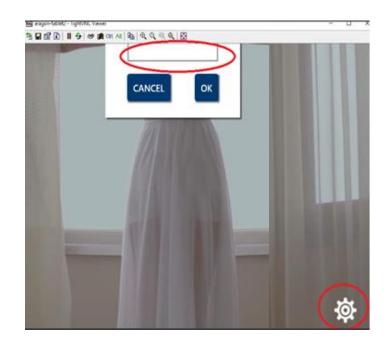
Procedure manual



If you find the error "510" means the user not informed properly.



You will have to log out and log in with the user of the app Sign in* by clicking on the "nut" at the bottom right of the screen



*The user of the app Sign In was informed in the activation ticket jira, and most of the times is the nemotecnic name of the hotel + the number of the tablet.















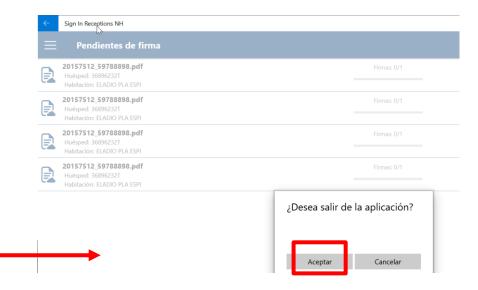




Procedure manual

Click on this white arrow and log out of the app





And log in again in the app Sign In, informing the user with the environment "NH" selected.

















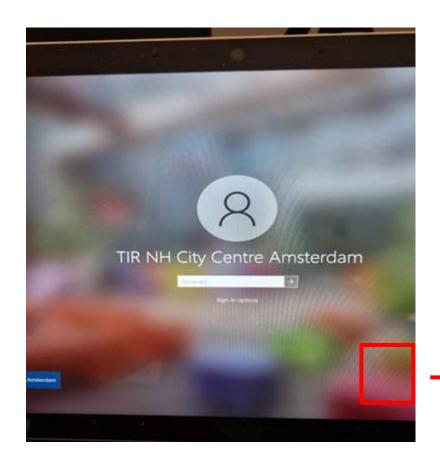


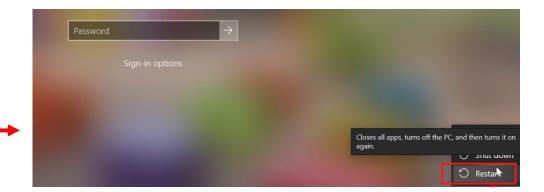




If the tablet request a password to access:

- Restart the tablet until you get the screen where the App Sign In is available.
- This happens because the tablet has been several days without any activity or because the battery has run out.
- The option to restart the tablet is on the right size.

























• How to secure the tablet in the Front Desk counter:

Use the provided safety cable to secure the device to the counter.



• What should I do if I need a new padlock?

Jira ticket: Central Service Desk New \rightarrow Hardware (IT Equipment) \rightarrow Tablet \rightarrow Include in "Summary" "request new padlock"





















• What should I do if the tablet is broken?

Jira ticket: Central Service Desk New \rightarrow Hardware (IT Equipment) \rightarrow Tablet \rightarrow

• What should I do if I have problems with functionalities?

Issues related to processes (Registration Form and Police Record), Jira ticket:

Central Service Desk New → SAP Business Suite → TMS for Hotels → Tablets in Reception → Category: Functionality Issues

General performance issues (it happens in all programs and operating systems) Jira ticket:

Central Service Desk New \rightarrow Hardware (IT Equipment) \rightarrow Tablet \rightarrow Description of the issue and the host of the tablet(s)

What could happen if the screen is black and tablet don't generate the RF?

Tablet doesn't have enough battery. Tablet can stay plugged in all time

What should I do if the tablet is stolen?

Please inform reginal and make a report. Afterwards open a ticket Jira including this report.





















Wireless tablets

















Wireless Tablet first steps



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.
- ✓ Never leave your tablet unattended! You can request a padlock with a Jira ticket.

ticket.

You can find all the steps in this process:

Wireless tablet activation | Minor - Organization Portal



















Wireless Tablet first steps



• How can I use this port hub just in the Wireless tablets?

This port hub can be used to connect a keyboard, monitor and network cable. This last option is necessary when the tablet has been without any activity for several weeks. (No for tablets in reception)



How can I do if when I log in in the wireless tablet there is a message with "error domain"?

Use the port hub to connect to the net of the hotel. This action is necessary when the tablet has been without any activity for several weeks. (No for tablets in reception)



















THANKS!

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