



# Centralized ICP

## Customer Reference Guide

This document is a reference for how to use Centralized INSOMNIAC Control Panel (ICP) and where the report settings for the INSOMNIAC Kiosk are located.

**7/16/2014**

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## What is Centralized ICP

Centralized ICP integrates the INSOMNIAC Control Panel into OpenPortal (see below for more information on OpenPortal).

### Benefits

- All kiosk data is now housed on servers hosted by OpenTech Alliance, this will eliminate the need for backups of the kiosk
- Port forwarding will no longer need to be configured in the router for remote access.

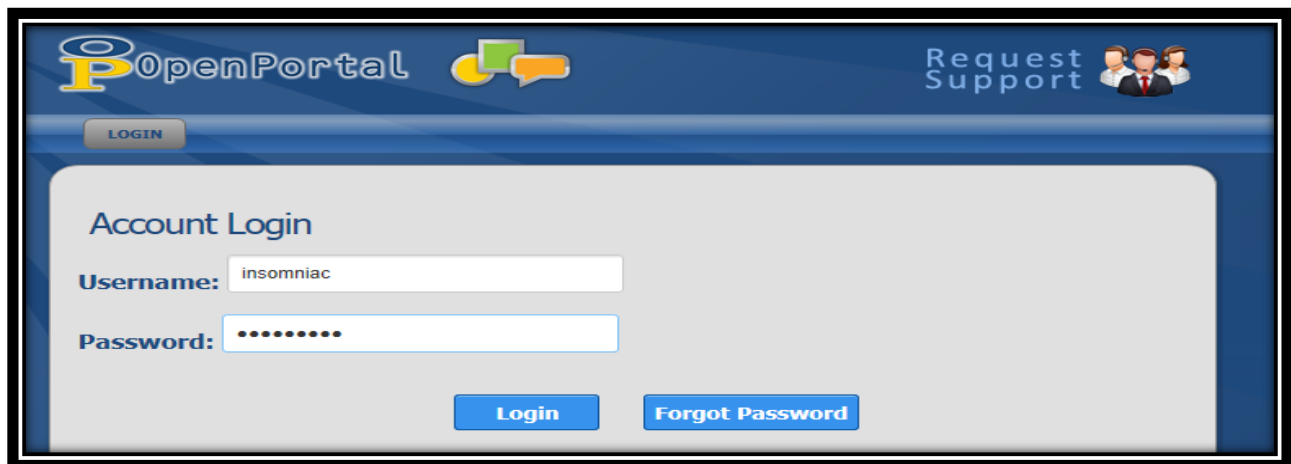
## OpenPortal

OpenPortal is a web based application that will allow you access to kiosk reports and the INSOMNIAC Control Panel. It also houses data and reports for other services with OpenTech Alliance.

OpenPortal can be accessed at: <http://portal.opentechalliance.com>

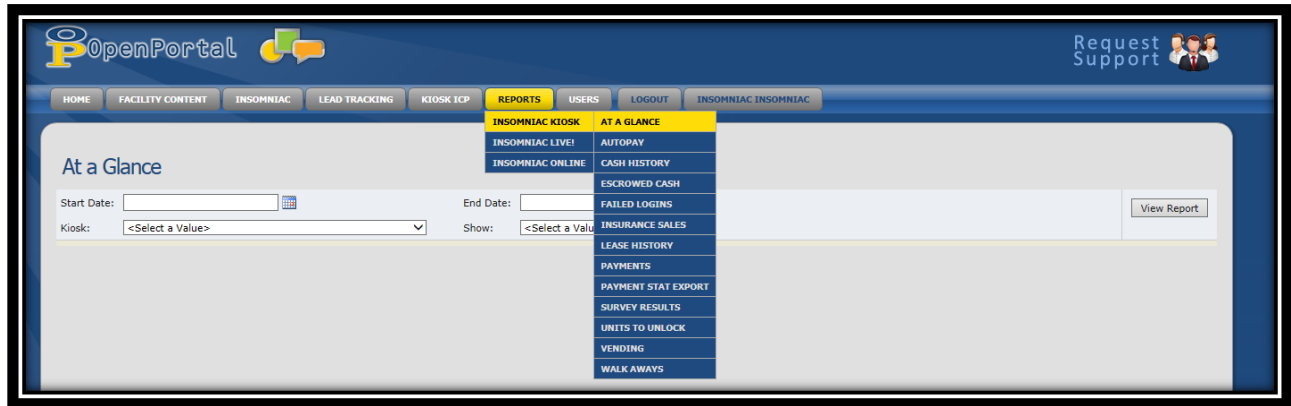
### Logging In

In order to access OpenPortal, you will be assigned a username and password. If you do not have login credentials, please contact the support department and they will assign one for you.

A screenshot of the OpenPortal login interface. The page has a dark blue header with the 'OpenPortal' logo on the left and 'Request Support' with a support icon on the right. Below the header is a 'LOGIN' button. The main content area is titled 'Account Login' and contains two input fields: 'Username:' with the text 'insomniac' and 'Password:' with a masked password of ten dots. At the bottom of the form are two buttons: 'Login' and 'Forgot Password'.

## Kiosk Reports

Kiosk reports are accessed by clicking the REPORTS button, shown below. Provided is a brief explanation of each report.



**At a Glance** – This report will give you an overview of all transactions done at the kiosk, in the order that they were complete.

**Autopay** – The Autopay Report lists which tenants have elected to sign up for Autopay during the rental process.

**Cash History** – This report shows which bills have been received by the kiosk. This report becomes particularly important if your facility has decided to not accept partial payments and yet one of your customers has attempted to make a partial payment using cash at the kiosk. Managers should print this report out and compare it to the total amount of cash transactions recorded in their management software. The “Removed” column will change to “Y” when cash has been removed using the “Remove Cash” button in the *Cash Out* report (shown below).

**Cash Out** – This report is generated by tapping the “Remove Cash” button and shows the number of bills that should be in the bill acceptor. Only tap this button and run this report when you remove cash, otherwise it will not agree with the number of bills you have removed. This report will modify the cash history report to indicate that the bills have been removed.

**Escrowed Cash** – INSOMNIAC (depending on the Property Management System) can be setup to credit overpayments to a tenant’s account or hold the funds in escrow. If INSOMNIAC is setup to hold overpayments in escrow, this report shows how much money is owed to each tenant. In reality, this report is seldom used because most facilities apply overpayments to a tenants account.

**Event History** – This report is a log of all information updated in your INSOMNIAC Control Panel

**Failed Logins** – If a tenant is unable to log into his or her account to make a payment, the “Failed Login Report” will show what information they entered. You should compare the data entered to the correct values in your Property Management System and advise the tenant appropriately.

**Insurance Sales** – The Insurance Report lists which tenants have elected to purchase insurance during the rental process. You can also print out a copy of their insurance addendum by clicking the “View” link.

**Lease History** – The lease History report shows which tenants have rented recently using the kiosk. Clicking the view link will display the actual lease. Many facilities like to print out these leases and store a hard copy for their files

**Payments** – The payment report is the first report managers should run in the morning. This report shows all transactions that have occurred at the kiosk for a given date range including move-ins, payments, and locks sold.

**Survey Results** – If your facility has tenants answer survey questions during the rental process, their answers appear in this report.

**Units to Unlock** – The “Units to be Unlocked” report will show which units are currently available to be rented on the kiosk and should be left unlocked for after-hours rentals.

**Vending** – The Vending Report will show how much merchandise you have sold through your kiosk. The Error column will indicate if there was a problem reporting the sale to your Property Management System.

**Walk Aways** – The Walk Aways report will show you any transaction at the kiosk that was not complete. You can view the iReplays for these and view any data that was collected during the rental/payment process.