

Centralized ICP

Customer Reference Guide

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

6/10/2014

Centralized ICP

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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>

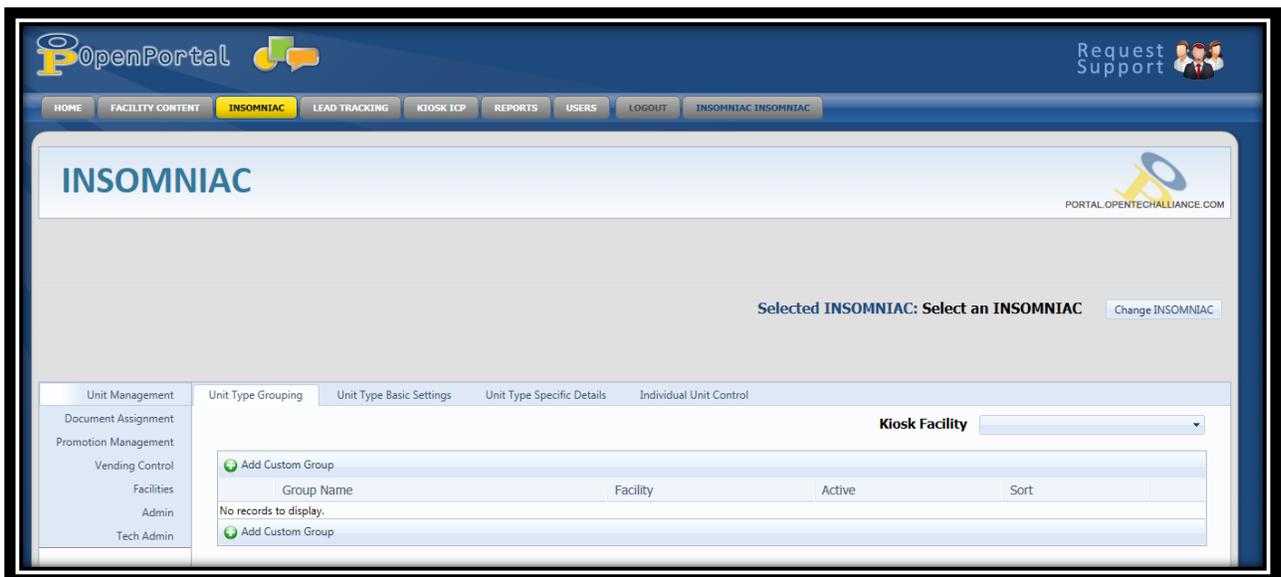
Logging In

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.



The screenshot shows the OpenPortal login interface. At the top left is the 'OpenPortal' logo with a speech bubble icon. At the top right is the 'Request Support' text with an icon of three people. Below the logo is a 'LOGIN' button. The main content area is titled 'Account Login' and contains two input fields: 'Username:' with the value 'insomniac' and 'Password:' with masked characters. Below the password field are two buttons: 'Login' and 'Forgot Password'.

Once logged in, you will then navigate to the INSOMNIAC Control Panel by clicking the INSOMNIAC button, shown below.



The screenshot shows the INSOMNIAC Control Panel. At the top left is the 'OpenPortal' logo. At the top right is the 'Request Support' text with an icon of three people. Below the logo is a navigation bar with buttons: HOME, FACILITY CONTENT, INSOMNIAC (highlighted), LEAD TRACKING, KIOSK ICP, REPORTS, USERS, LOGOUT, and INSOMNIAC INSOMNIAC. The main content area is titled 'INSOMNIAC' and features a 'Selected INSOMNIAC: Select an INSOMNIAC' dropdown menu with a 'Change INSOMNIAC' button. Below this is a table with columns: Group Name, Facility, Active, and Sort. The table is currently empty, displaying 'No records to display.' and 'Add Custom Group' buttons.

Group Name	Facility	Active	Sort
No records to display.			

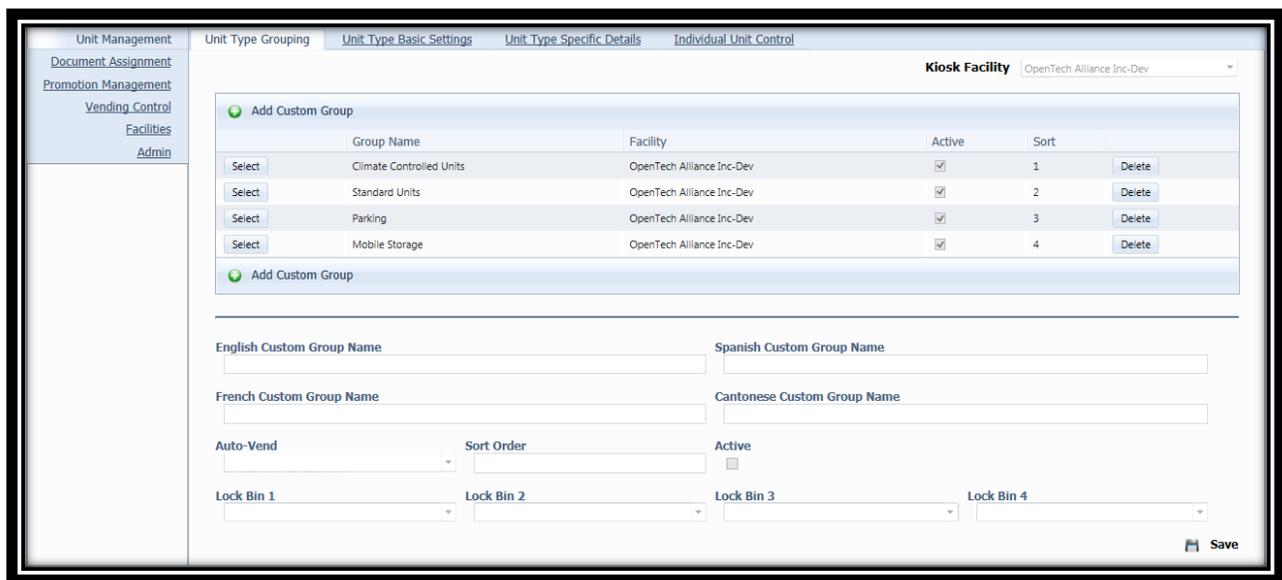
Unit Management

This is where you update and control custom groups, unit types, descriptions, images, and individual units.

Unit Type Grouping

Custom groups can be added by clicking the **“Add Custom Group”** icon. All information is entered below the table and then updated to the table by clicking save when finished.

To **edit** a specific custom group click the **“select”** button in the table and then modify the information below. **Don’t forget to click save!**



Controllable options:

English Custom Group Name	Active
Spanish Custom Group Name	Lock Bin 1
French Custom Group Name	Lock Bin 2
Cantonese Custom Group Name	Lock Bin 3
Auto-Vend	Lock Bin 4
Sort Order	

Unit Type Basic Settings

This section has a **multi-select** feature where you can modify features for more than one unit type at a time. Place a check mark in the box(s) you want to work with then click the **“Edit Selected”** button below the table.

All information is entered below the table and then gets updated to the table by clicking **save** when finished.

Unit Management	Unit Type Grouping	Unit Type Basic Settings	Unit Type Specific Details	Individual Unit Control																																																																																				
Document Assignment Promotion Management Vending Control Facilities Admin			Kiosk Facility OpenTech Alliance Inc-Dev State PMS Available & Kiosk Active																																																																																					
		<table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>PMS UnitType ID</th> <th>PMS UnitType Description</th> <th>PMS Available</th> <th>Kiosk Active</th> <th>Kiosk Group</th> <th>Max to Show</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>75</td><td>Climate Control 10.0 X 10.0 CC</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Climate Controlled Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>75</td><td>Climate Control 10.0 X 15.0 CC</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Climate Controlled Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>75</td><td>Climate Control 10.0 X 20.0 CC</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Climate Controlled Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>75</td><td>Climate Control 5.0 X 10.0 CC</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Climate Controlled Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>74</td><td>Parking 10.0 X 20.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Parking</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>74</td><td>Parking 10.0 X 30.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Parking</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>76</td><td>Pods 10.0 X 40.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Mobile Storage</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>73</td><td>Self Storage 10.0 X 10.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Standard Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>73</td><td>Self Storage 10.0 X 15.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Standard Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>73</td><td>Self Storage 10.0 X 20.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Standard Units</td><td>5</td></tr> <tr><td><input type="checkbox"/></td><td>73</td><td>Self Storage 5.0 X 10.0</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td>Standard Units</td><td>5</td></tr> </tbody> </table>	<input type="checkbox"/>	PMS UnitType ID	PMS UnitType Description	PMS Available	Kiosk Active	Kiosk Group	Max to Show	<input type="checkbox"/>	75	Climate Control 10.0 X 10.0 CC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Climate Controlled Units	5	<input type="checkbox"/>	75	Climate Control 10.0 X 15.0 CC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Climate Controlled Units	5	<input type="checkbox"/>	75	Climate Control 10.0 X 20.0 CC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Climate Controlled Units	5	<input type="checkbox"/>	75	Climate Control 5.0 X 10.0 CC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Climate Controlled Units	5	<input type="checkbox"/>	74	Parking 10.0 X 20.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Parking	5	<input type="checkbox"/>	74	Parking 10.0 X 30.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Parking	5	<input type="checkbox"/>	76	Pods 10.0 X 40.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Mobile Storage	5	<input type="checkbox"/>	73	Self Storage 10.0 X 10.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Standard Units	5	<input type="checkbox"/>	73	Self Storage 10.0 X 15.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Standard Units	5	<input type="checkbox"/>	73	Self Storage 10.0 X 20.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Standard Units	5	<input type="checkbox"/>	73	Self Storage 5.0 X 10.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Standard Units	5		
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		<input type="button" value="Edit Selected"/>																																																																																						
		Lock Bin 1 <input type="checkbox"/> Is Kiosk Rentable <input type="checkbox"/> Lock Bin 2 <input type="checkbox"/> Bypass Vending <input type="checkbox"/> Lock Bin 3 <input type="checkbox"/> Bypass Contract <input type="checkbox"/> Lock Bin 4 <input type="checkbox"/> Bypass Insurance <input type="checkbox"/>	Auto-Vending <input type="text"/> Max Units to Display <input type="text"/>	Custom Group Assigned <input type="text"/> <input type="button" value="Save"/>																																																																																				

Controllable Options:

Lock Bin 1	Bypass Contract
Lock Bin 2	Bypass Insurance
Lock Bin 3	Auto-Vending
Lock Bin 4	Max Units to Display
Is Kiosk Rentable	Custom Group Assigned
Bypass Vending	

Unit Type Specific Details

This section is where you add information pertaining to the unit type such as Descriptions, Images, and Sort orders.

You can see unit types that are not available by using the state drop down selection. After you add or modify any of the below settings, make sure to **click save** to update the changes.

Unit Management	Unit Type Grouping	Unit Type Basic Settings	Unit Type Specific Details	Individual Unit Control
Document Assignment				
Promotion Management				
Vending Control				
Admin				
			Kiosk Facility OpenTech Alliance Inc-Dev State PMS Available & Kiosk Active Unit Type: Climate Control 10.0 X 10.0 CC Friendly Description: Climate Control 10.0 X 10.0 Kiosk Sort Order: 2 Unit Type Image: <input type="text"/> <input type="button" value="Select"/> unittype726.jpg English Description: Climate Control 10.0 X 10.0 Spanish Description: <input type="text"/> French Description: <input type="text"/> Cantonese Description: <input type="text"/>	
				 Save

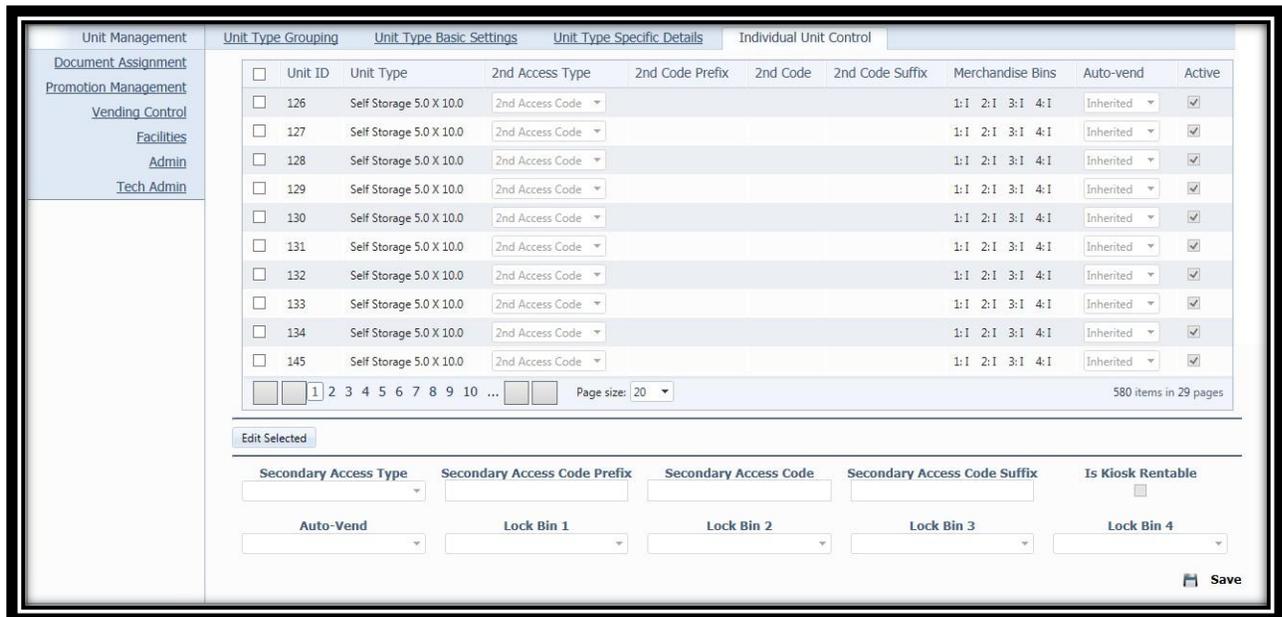
Controllable Options:

Friendly Description	Spanish Description
Kiosk Sort Order	French Description
Unit Type Image	Cantonese Description
English Description	

Individual Unit Control

This section has a **multi-select** feature where you can modify features for more than one unit at a time. Place a check mark in the box(s) you want to work with then click the **“Edit Selected”** button below the table.

All information is entered below the table and then gets updated to the table by **clicking save** when finished.



The screenshot shows the 'Individual Unit Control' section of a management interface. It features a table with columns for Unit ID, Unit Type, 2nd Access Type, 2nd Code Prefix, 2nd Code, 2nd Code Suffix, Merchandise Bins, Auto-vend, and Active. Below the table is an 'Edit Selected' form with fields for Secondary Access Type, Secondary Access Code Prefix, Secondary Access Code, Secondary Access Code Suffix, Is Kiosk Rentable, Auto-Vend, Lock Bin 1, Lock Bin 2, Lock Bin 3, and Lock Bin 4. A 'Save' button is located at the bottom right of the form.

Unit ID	Unit Type	2nd Access Type	2nd Code Prefix	2nd Code	2nd Code Suffix	Merchandise Bins	Auto-vend	Active
<input type="checkbox"/>	126	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	127	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	128	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	129	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	130	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	131	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	132	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	133	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	134	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>
<input type="checkbox"/>	145	Self Storage 5.0 X 10.0	2nd Access Code			1:1 2:1 3:1 4:1	Inherited	<input checked="" type="checkbox"/>

Controllable Options:

Secondary Access Type	Auto-Vend
Secondary Access Code Prefix	Lock Bin 1
Secondary Access Code	Lock Bin 2
Secondary Access Code Suffix	Lock Bin 3
Is Kiosk Rentable	Lock Bin 4

Document Assignment

This is where you assign documents to facilities, unit types, and units.

*Before you can assign a document, one must be uploaded in the **Tech Admin** section under **Document Management**.

Facility Assignment

If the kiosk has multiple facilities appended to it, you can change the facility by using the **Kiosk Facility** drop down menu.

To assign a document click on the “Add New Assignment” icon and then select the document below the table to assign it. **Remember to click save!**



The screenshot shows the 'Facility Assignment' section of the OpenPortal interface. On the left is a navigation menu with options: Unit Management, Document Assignment, Promotion Management, Vending Control, Facilities, Admin, and Tech Admin. The main area has tabs for Facility Assignment, Unit Type Assignment, and Unit Assignment. Under 'Facility Assignment', there is a 'Kiosk Facility' dropdown menu currently set to 'OpenTech Alliance Inc-Dev'. Below this is a table with columns for 'Facility Documents ID', 'Facility', and 'Document Name'. A 'Select' button is next to the ID '14'. The facility name is 'OpenTech Alliance Inc-Dev' and the document name is 'Facility Lease'. A 'Delete' button is next to the document name. Above and below the table are 'Add New Assignment' buttons with a green plus icon. At the bottom, there is a 'Document' dropdown menu set to 'Arizona Lease' and a 'Save' button with a floppy disk icon.

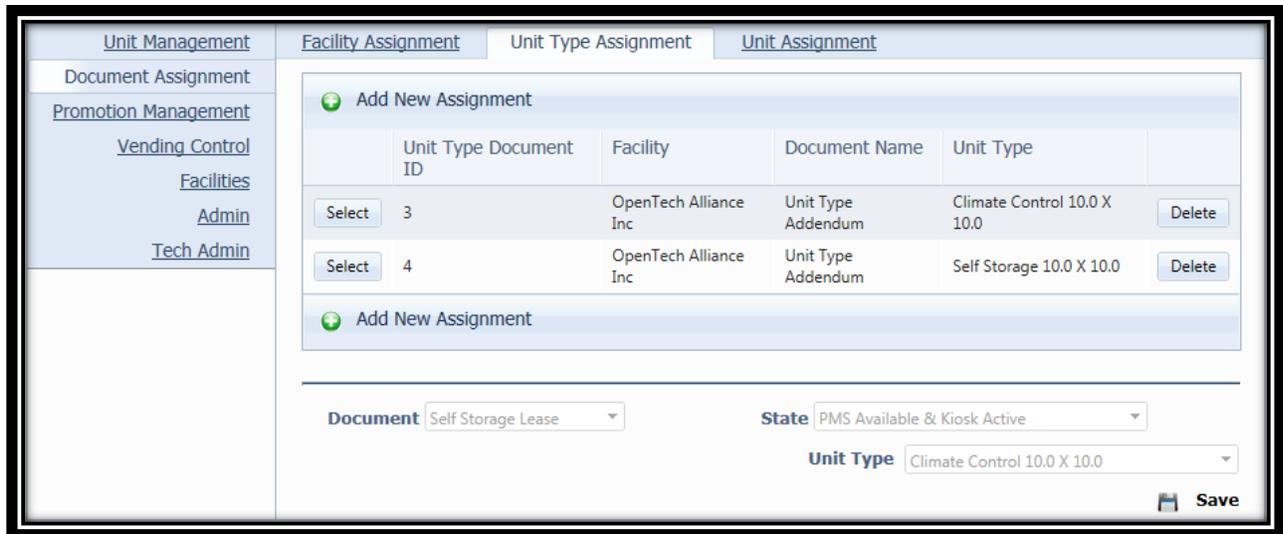
Facility Documents ID	Facility	Document Name
14	OpenTech Alliance Inc-Dev	Facility Lease

Unit Type Assignment

You can assign documents to unit types as long as they have been added under **document management**.

To **Assign** a document click on the “**Add New Assignment**” icon and then select the document below the table to assign it. **Remember to click save!**

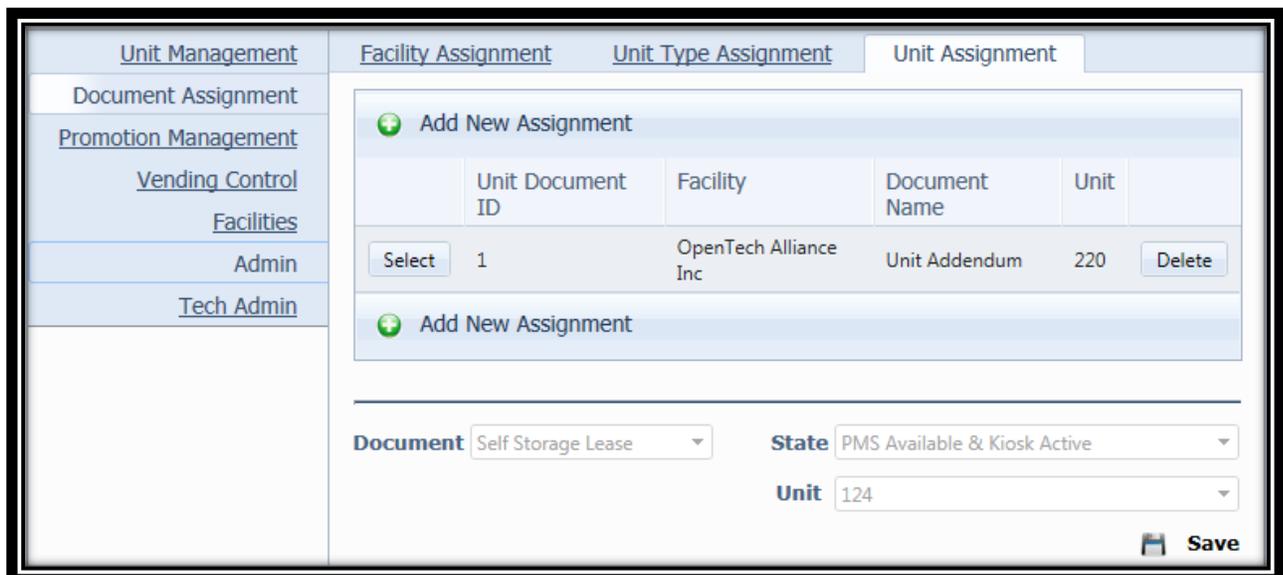
To **Edit** a document assignment you can click the **Select** button or the **Delete** button to un-assign it.



The screenshot shows the 'Unit Type Assignment' tab in a web application. On the left is a navigation menu with options: Unit Management, Document Assignment, Promotion Management, Vending Control, Facilities, Admin, and Tech Admin. The main content area has tabs for Facility Assignment, Unit Type Assignment, and Unit Assignment. Under 'Unit Type Assignment', there is an 'Add New Assignment' button with a plus icon. Below it is a table with columns: Unit Type Document ID, Facility, Document Name, Unit Type, and a Delete button. The table contains two rows: one with ID 3, Facility 'OpenTech Alliance Inc', Document Name 'Unit Type Addendum', and Unit Type 'Climate Control 10.0 X 10.0'; the other with ID 4, Facility 'OpenTech Alliance Inc', Document Name 'Unit Type Addendum', and Unit Type 'Self Storage 10.0 X 10.0'. Each row has a 'Select' button on the left and a 'Delete' button on the right. Below the table is another 'Add New Assignment' button. At the bottom, there are dropdown menus for 'Document' (set to 'Self Storage Lease'), 'State' (set to 'PMS Available & Kiosk Active'), and 'Unit Type' (set to 'Climate Control 10.0 X 10.0'). A 'Save' button is in the bottom right corner.

Unit Assignment

You can also assign documents to individual units as long as they have been added under **document management**.



The screenshot shows the 'Unit Assignment' tab in a web application. The navigation menu and tabs are the same as in the previous screenshot. Under 'Unit Assignment', there is an 'Add New Assignment' button with a plus icon. Below it is a table with columns: Unit Document ID, Facility, Document Name, Unit, and a Delete button. The table contains one row: ID 1, Facility 'OpenTech Alliance Inc', Document Name 'Unit Addendum', and Unit '220'. This row has a 'Select' button on the left and a 'Delete' button on the right. Below the table is another 'Add New Assignment' button. At the bottom, there are dropdown menus for 'Document' (set to 'Self Storage Lease'), 'State' (set to 'PMS Available & Kiosk Active'), and 'Unit' (set to '124'). A 'Save' button is in the bottom right corner.

Promotion Management

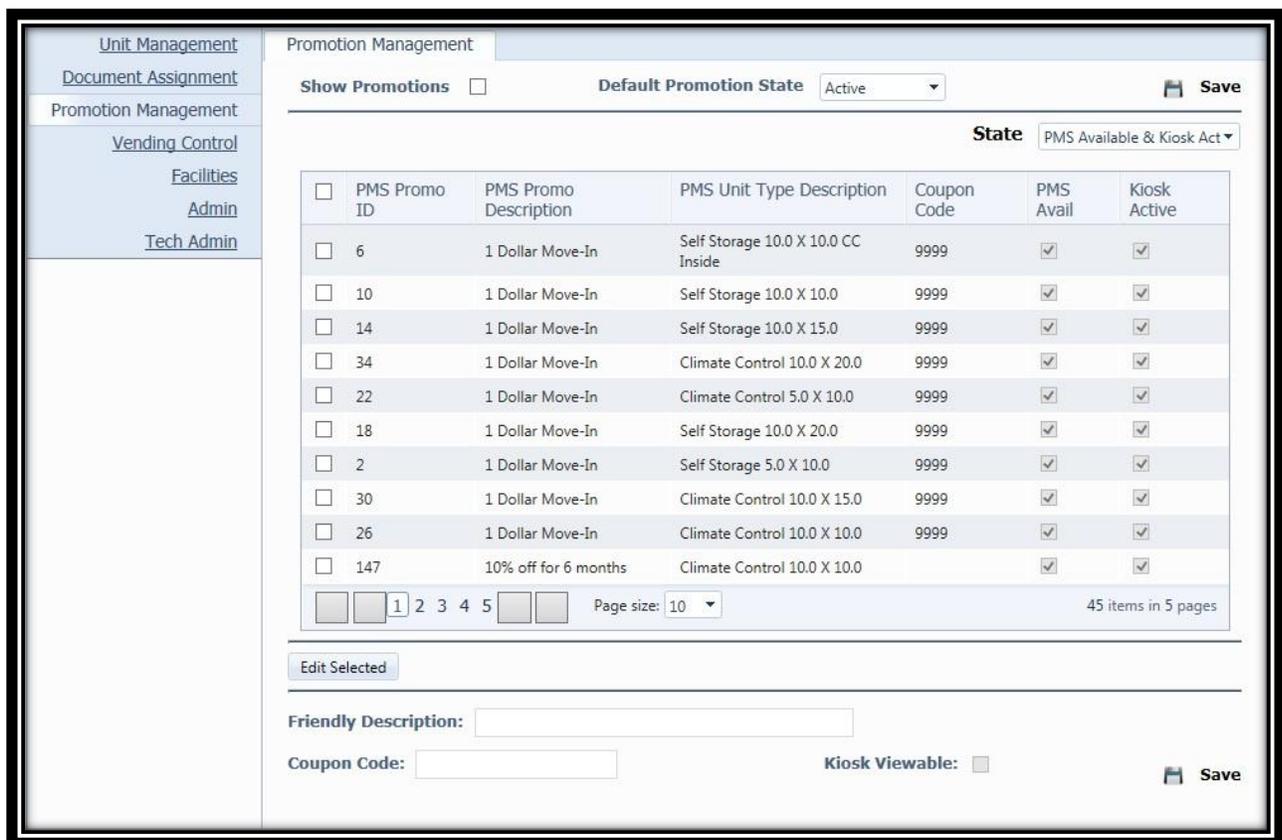
Promotion management is where you enable promotions to be shown. You will need to decide which promotions show available at the kiosk. You can also set Coupon Codes that can be given to the customer for redemption at the kiosk.

This section also has a **multi-select feature** where you can modify features for more than one unit at a time. Place a check mark in the box(s) you want to work with then click the “Edit Selected” button below the table.

All information is entered below the table and then gets updated to the table by **clicking save** when finished.

***Hint: You can sort any column by clicking the column header.**

****Hint: Change the State to see promotions that may not be active**



The screenshot shows the 'Promotion Management' interface. On the left is a sidebar with navigation links: Unit Management, Document Assignment, Promotion Management, Vending Control, Facilities, Admin, and Tech Admin. The main area is titled 'Promotion Management' and includes a 'Show Promotions' checkbox, a 'Default Promotion State' dropdown set to 'Active', and a 'Save' button. Below this is a table with the following columns: PMS Promo ID, PMS Promo Description, PMS Unit Type Description, Coupon Code, PMS Avail, and Kiosk Active. The table contains 12 rows of data, including '1 Dollar Move-In' promotions and a '10% off for 6 months' promotion. At the bottom of the table are pagination controls (1-5) and 'Page size: 10'. Below the table is an 'Edit Selected' button, a 'Friendly Description' field, a 'Coupon Code' field, and a 'Kiosk Viewable' checkbox, followed by another 'Save' button.

Controllable Options:

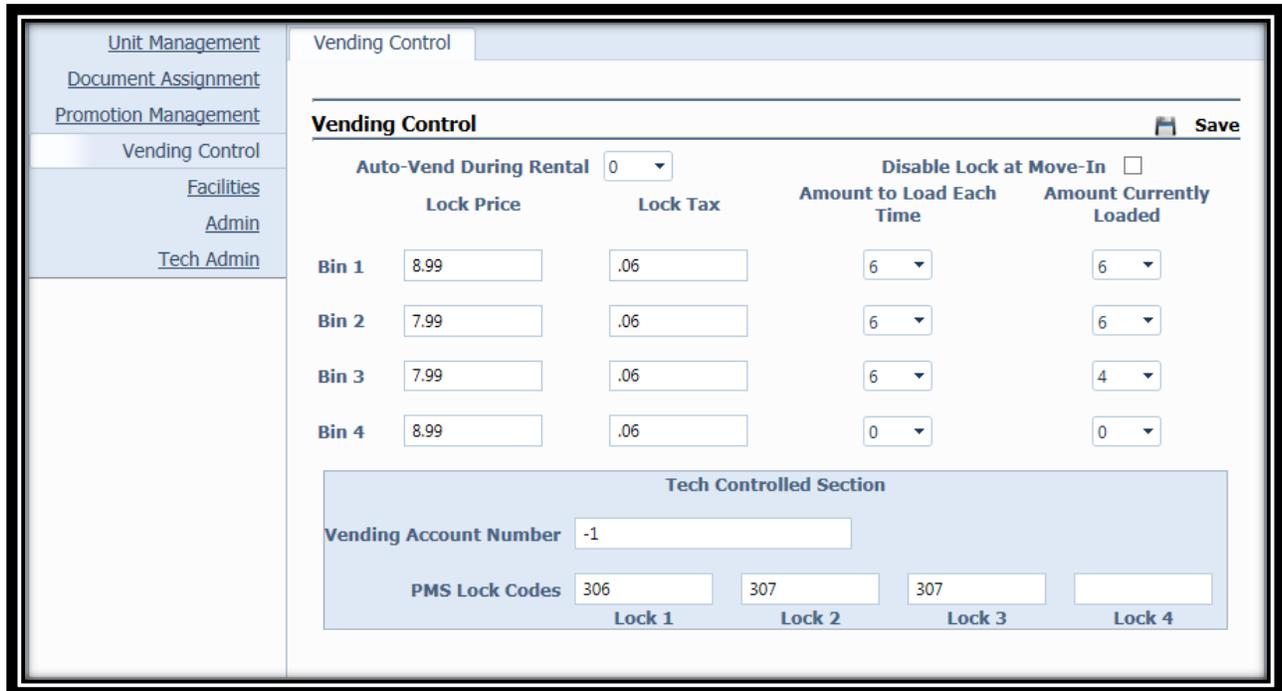
Show Promotions	Friendly Description
Default Promotion State	Kiosk Viewable
Coupon Code	

Vending Control

This is where you configure what locks are dispensed, how much they cost, what tax rate is applied, and how many to show available.

Dispense a free lock at the end of the rental by selecting a bin number from the auto-vend drop down list. **You must select “Disable Lock at Move-In” to use this feature.**

The *Tech Controlled Section* is a preview window only and is configured in the **Tech Admin** section under **Vending & Insurance**. You must have a Tech authorized role to interact with that section.



Bin	Lock Price	Lock Tax	Amount to Load Each Time	Amount Currently Loaded
Bin 1	8.99	.06	6	6
Bin 2	7.99	.06	6	6
Bin 3	7.99	.06	6	4
Bin 4	8.99	.06	0	0

Tech Controlled Section

Vending Account Number: -1

PMS Lock Codes: 306 (Lock 1), 307 (Lock 2), 307 (Lock 3), (Lock 4)

Controllable Options:

Auto-Vend During Rental	Disable Lock at Move-In
Lock Bin 1 Price	Lock Bin 1 Tax
Lock Bin 2 Price	Lock Bin 2 Tax
Lock Bin 3 Price	Lock Bin 3 Tax
Lock Bin 4 Price	Lock Bin 4 Tax
Amount to Load Each Time	Amount Currently Loaded

Admin Section

*****You must have an admin security role to interact with this section*****

This section contains multiple modules to configure the features of the INSOMNIAC kiosk. Some of the modules will have an **“Apply Settings To”** drop down that allows you to save the settings across each facility assigned to the kiosk. Some of them will only have a save button if the settings cannot apply across multiple facilities.

Display Settings

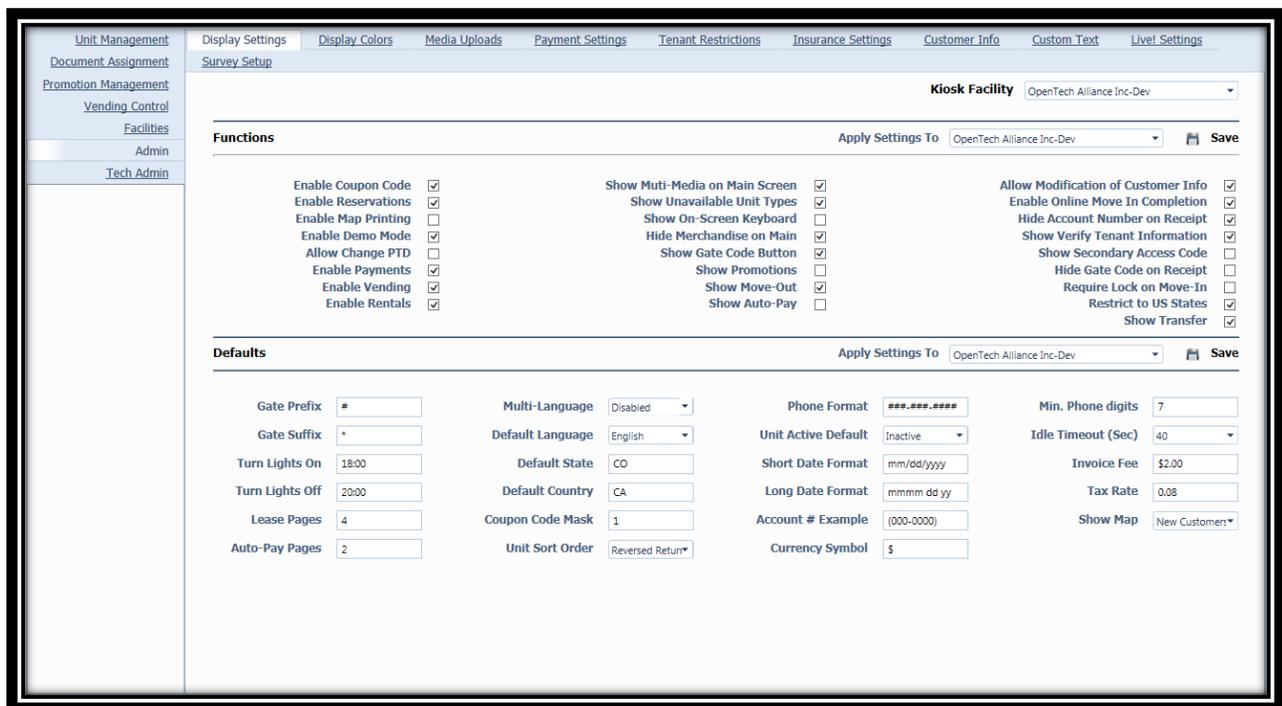
This module supports multi-facility assignment.

Display settings control many of the features that are presented to the customer. This module has been broken up in three different sections which are functions, defaults, & Colors.

Each section needs to be saved independently!

Functions: Features such as reservations, rentals, promotions, and coupon codes are enabled in this section.

Defaults: This is where you control the state and country, gate prefix and suffix, when lights are turned off and on, idle time-out, etc...



The screenshot displays the 'Display Settings' configuration page for 'OpenTech Alliance Inc-Dev'. The page is divided into two main sections: 'Functions' and 'Defaults'. Both sections have an 'Apply Settings To' dropdown menu set to 'OpenTech Alliance Inc-Dev' and a 'Save' button.

Functions Section:

Enable Coupon Code	<input checked="" type="checkbox"/>	Show Multi-Media on Main Screen	<input checked="" type="checkbox"/>	Allow Modification of Customer Info	<input checked="" type="checkbox"/>
Enable Reservations	<input checked="" type="checkbox"/>	Show Unavailable Unit Types	<input checked="" type="checkbox"/>	Enable Online Move In Completion	<input checked="" type="checkbox"/>
Enable Map Printing	<input type="checkbox"/>	Show On-Screen Keyboard	<input type="checkbox"/>	Hide Account Number on Receipt	<input checked="" type="checkbox"/>
Enable Demo Mode	<input checked="" type="checkbox"/>	Hide Merchandise on Main	<input checked="" type="checkbox"/>	Show Verify Tenant Information	<input checked="" type="checkbox"/>
Allow Change PTD	<input type="checkbox"/>	Show Gate Code Button	<input checked="" type="checkbox"/>	Show Secondary Access Code	<input type="checkbox"/>
Enable Payments	<input checked="" type="checkbox"/>	Show Promotions	<input type="checkbox"/>	Hide Gate Code on Receipt	<input type="checkbox"/>
Enable Vending	<input checked="" type="checkbox"/>	Show Move-Out	<input checked="" type="checkbox"/>	Require Lock on Move-In	<input type="checkbox"/>
Enable Rentals	<input checked="" type="checkbox"/>	Show Auto-Pay	<input type="checkbox"/>	Restrict to US States	<input checked="" type="checkbox"/>
				Show Transfer	<input checked="" type="checkbox"/>

Defaults Section:

Gate Prefix	#	Multi-Language	Disabled	Phone Format	###.###.####	Min. Phone digits	7
Gate Suffix	*	Default Language	English	Unit Active Default	Inactive	Idle Timeout (Sec)	40
Turn Lights On	18:00	Default State	CO	Short Date Format	mm/dd/yyyy	Invoice Fee	\$2.00
Turn Lights Off	20:00	Default Country	CA	Long Date Format	mmm dd yy	Tax Rate	0.08
Lease Pages	4	Coupon Code Mask	1	Account # Example	(000-0000)	Show Map	New Customers
Auto-Pay Pages	2	Unit Sort Order	Reversed Return*	Currency Symbol	\$		

Controllable Options:

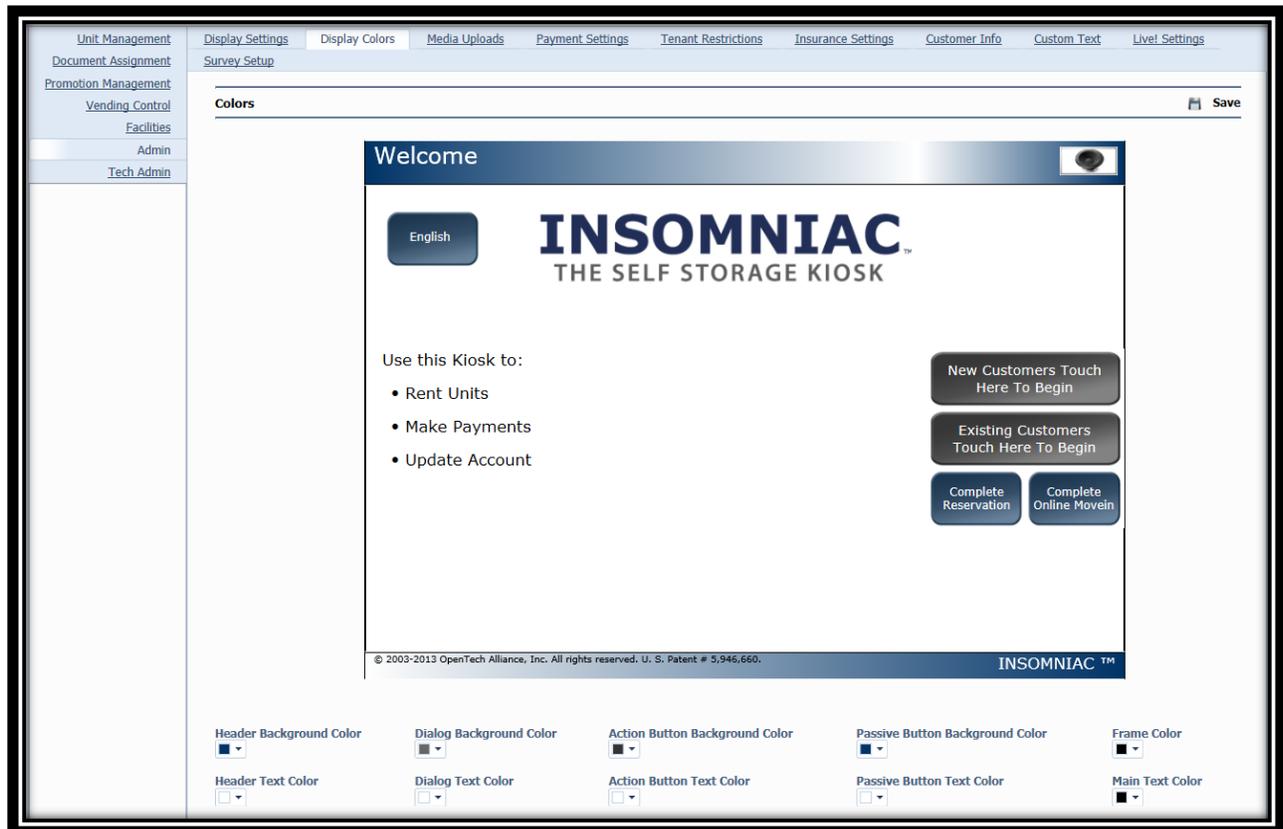
Functions		
Enable Coupon Code	Show Multi-Media on Main	Allow Modification of Cust Info
Enable Reservations	Show Unavailable Unit Types	Enable Online Move-in Complete
Enable Map Printing	Show On-Screen Keyboard	Hide Account Number on Receipt
Enable Demo Mode	Hide Merchandise on Main	Show Verify Tenant Information
Allow Change PTD	Show Gate Code Button	Show Secondary Access Code
Enable Payments	Show Promotions	Hide Gate Code on Receipt
Enable Vending	Show Move-Out	Require Lock on Move-In
Enable Rentals	Show Auto-Pay	Restrict to US States
Show Transfer		

Defaults			
Gate Prefix	Multi-Language	Phone Format	Min. Phone Digits
Gate Suffix	Default Language	Unit Active Default	Idle Timeout (Sec)
Turn Lights On	Default State	Short Date Format	Invoice Fee
Turn Lights Off	Default Country	Long Date Format	Tax Rate
Lease Pages	Coupon Code Mask	Account # Example	Show Map
Auto-Pay Pages	Unit Sort Order	Currency Symbol	

Display Colors

This is where you define the look and feel of INSOMNIAC by selecting colors for different items such as the header color, button color, text color, etc...

You can click on different areas such as the text, buttons, and headers and it will pop up a pallet for you to pick a color. Once you have created your color scheme, click the **Save** button for your changes to go into effect.



Controllable Options:

Header Background Color	Action Button Text Color
Header Text Color	Passive Button Background Color
Dialog Background Color	Passive Button Text Color
Dialog Text Color	Frame Color
Action Button Background Color	Main Text Color

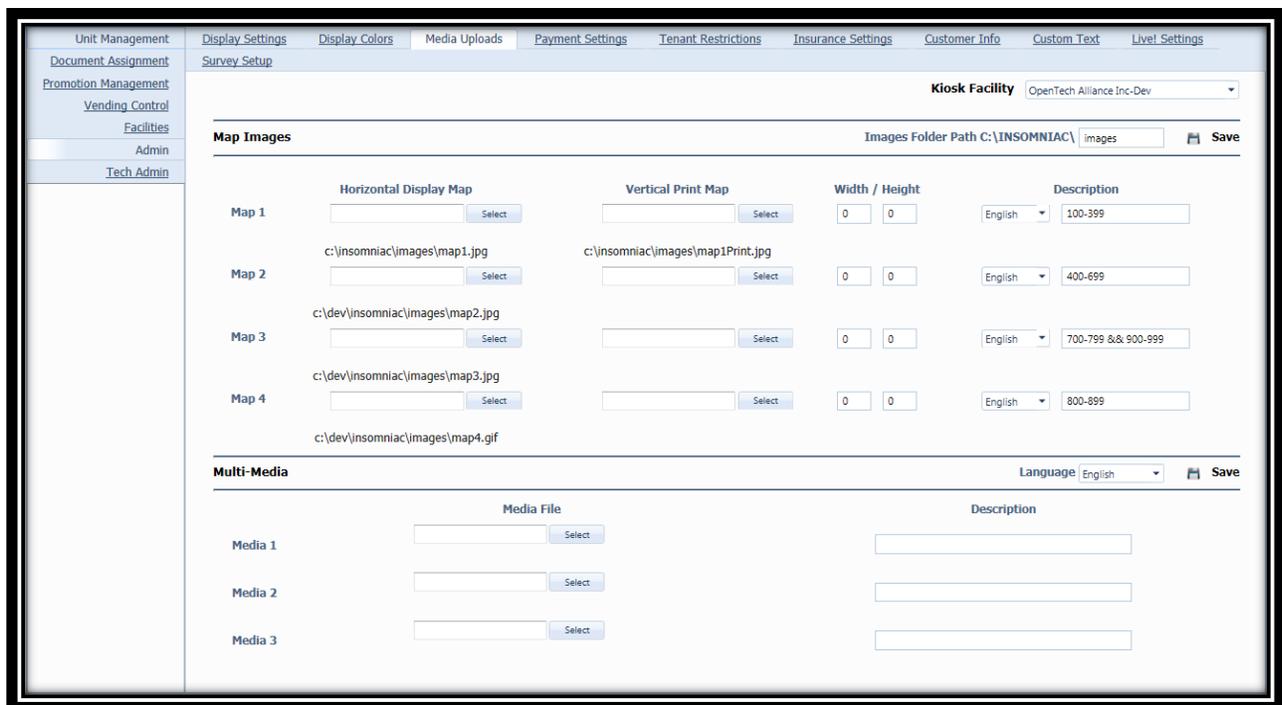
Media Uploads

Media uploads is where you upload maps and main menu videos. Just like in the original ICP you will need to set the appropriate Image Folder Path for the facility you are working with. If you have multiple facilities you can switch between them by using the **Kiosk Facility** drop down.

Remember to click **Save** at each section to complete your changes!

For example:

- The First facility folder path would be c:\insomniac\images
- The Second facilities folder path would be c:\insomniac\images\2
- The Third facilities folder path would be c:\insomniac\images\3
- Etc....



The screenshot shows the 'Media Uploads' configuration page for a Kiosk Facility. The page is divided into two main sections: 'Map Images' and 'Multi-Media'.

Map Images Section:

- Kiosk Facility:** OpenTech Alliance Inc-Dev
- Images Folder Path:** C:\INSOMNIAC\images
- Map 1:** Horizontal Display Map (Select), Vertical Print Map (Select), Width/Height (0/0), Description (English, 100-399). File path: c:\insomniac\images\map1.jpg
- Map 2:** Horizontal Display Map (Select), Vertical Print Map (Select), Width/Height (0/0), Description (English, 400-699). File path: c:\dev\insomniac\images\map2.jpg
- Map 3:** Horizontal Display Map (Select), Vertical Print Map (Select), Width/Height (0/0), Description (English, 700-799 && 900-999). File path: c:\dev\insomniac\images\map3.jpg
- Map 4:** Horizontal Display Map (Select), Vertical Print Map (Select), Width/Height (0/0), Description (English, 800-899). File path: c:\dev\insomniac\images\map4.gif

Multi-Media Section:

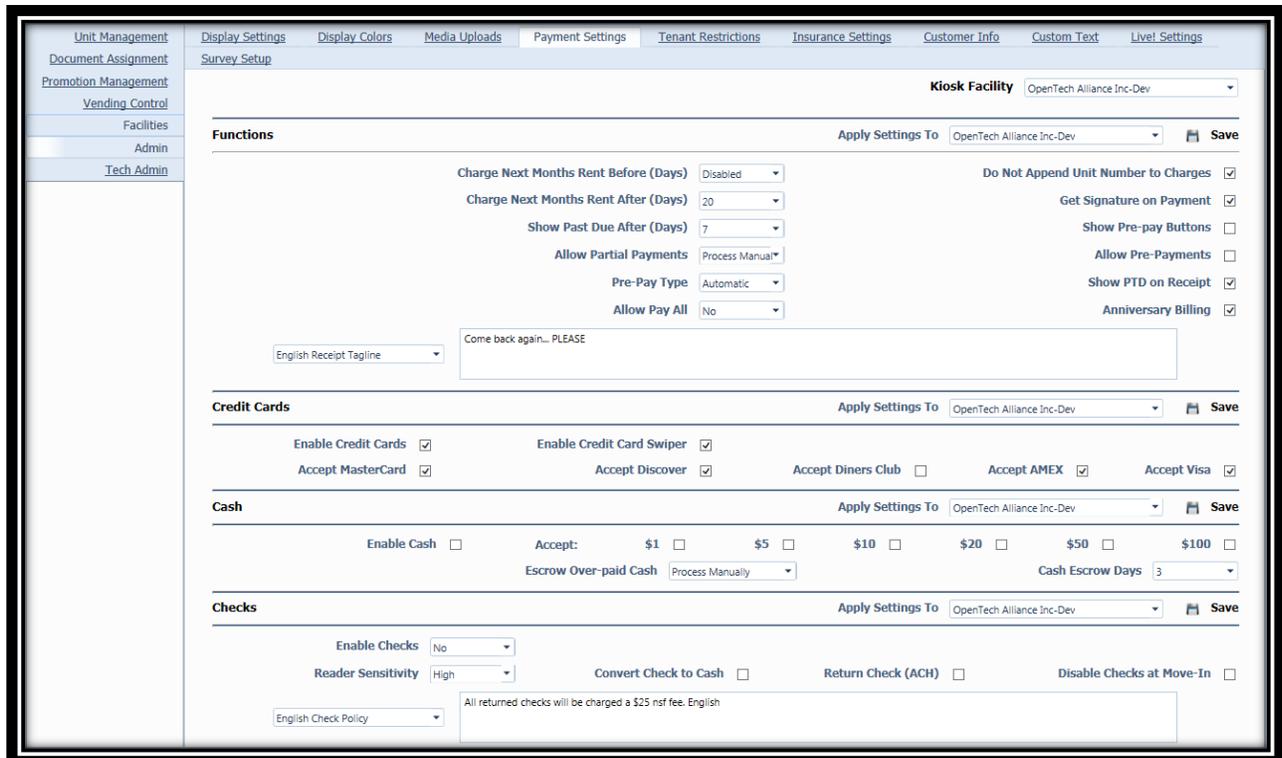
- Language:** English
- Media 1, 2, 3:** Each has a 'Media File' (Select) and a 'Description' field.

Payment Settings

This module supports multi-facility assignment.

This module is where you control the different options the customer has for payments. Settings such as Pre-Pay Type, Allow Pay All, Anniversary billing, etc are found in the functions sections. To see the settings for the other facilities assigned to the kiosk use the **Kiosk Facility** drop down.

Each sections needs to be saved independently.



The screenshot shows the Payment Settings page for 'OpenTech Alliance Inc-Dev'. It is divided into four main sections: Functions, Credit Cards, Cash, and Checks. Each section has its own 'Apply Settings To' dropdown and a 'Save' button.

- Functions:** Includes settings for 'Charge Next Months Rent Before (Days)' (Disabled), 'Charge Next Months Rent After (Days)' (20), 'Show Past Due After (Days)' (7), 'Allow Partial Payments' (Process Manual), 'Pre-Pay Type' (Automatic), and 'Allow Pay All' (No). It also has checkboxes for 'Do Not Append Unit Number to Charges', 'Get Signature on Payment', 'Show Pre-pay Buttons', 'Allow Pre-Payments', 'Show PTD on Receipt', and 'Anniversary Billing'. There is a text area for 'English Receipt Tagline' with the value 'Come back again... PLEASE'.
- Credit Cards:** Includes checkboxes for 'Enable Credit Cards', 'Accept MasterCard', 'Enable Credit Card Swiper', 'Accept Discover', 'Accept Diners Club', 'Accept AMEX', and 'Accept Visa'.
- Cash:** Includes a checkbox for 'Enable Cash', 'Accept' amounts (\$1, \$5, \$10, \$20, \$50, \$100), 'Escrow Over-paid Cash' (Process Manually), and 'Cash Escrow Days' (3).
- Checks:** Includes a dropdown for 'Enable Checks' (No), 'Reader Sensitivity' (High), checkboxes for 'Convert Check to Cash', 'Return Check (ACH)', and 'Disable Checks at Move-In'. There is a text area for 'English Check Policy' with the value 'All returned checks will be charged a \$25 nsf fee. English'.

Controllable Options

Functions	
Charge Next Month's Rent Before (days)	Do Not Append Unit Number to Charges
Charge Next Month's Rent After (days)	Get Signature on Payment
Show Past Due After (days)	Show Pre-Pay Buttons
Allow Partial Payments	Allow Pre-Payments
Pre-Pay Type	Show PTD on Receipt
Allow Pay All	Anniversary Billing
English, Spanish, French Receipt Tagline	

Credit Cards	
Enable Credit Cards	Enable Credit Card Swiper
Accept Master Cards	Accept Discover
Accept Diners Club	Accept AMEX
Accept Visa	

Cash	
Enable Cash	Accept \$50
Accept \$1	Accept \$100
Accept \$5	Escrow Over-Paid Cash
Accept \$10	Cash Escrow Days
Accept \$20	

Checks	
Enable Checks	Reader Sensitivity
Convert Check to Cash	Return Check (ACH)
Disable Checks at Move-IN	English, Spanish, French Check Policy

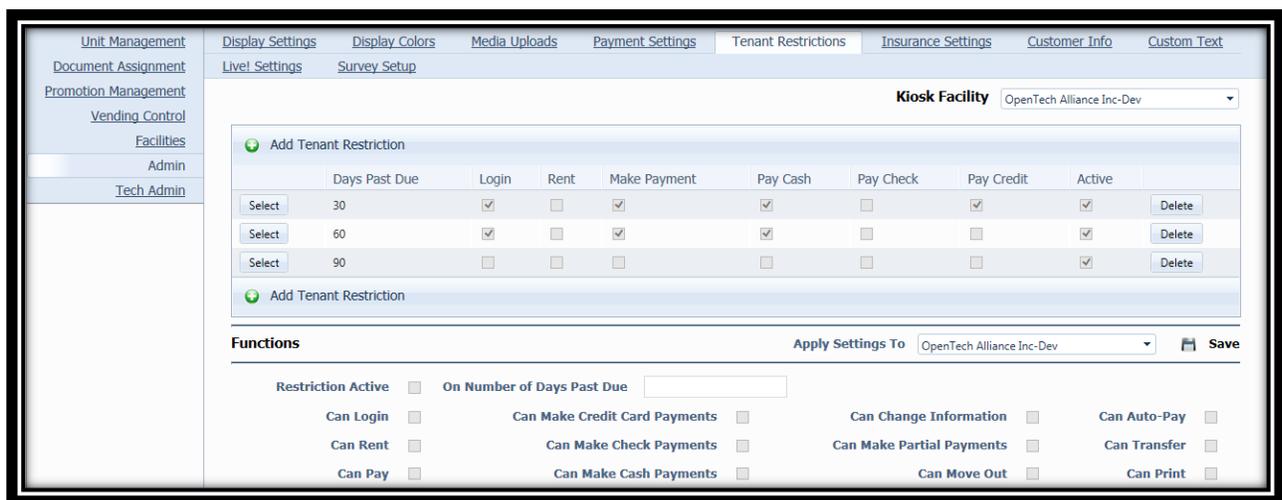
Tenant Restrictions

This module supports multi-facility assignment.

This is where you restrict options that are available to tenants after they have reached a past due status. You can setup as many restrictions as needed.

Tenant Restrictions can be added by clicking the “Add Custom Group” icon. All information is entered below the table and then updated to the table by clicking save when finished. You can also delete the restriction by clicking the **delete** button.

To **edit** a specific restriction click the “select” button in the table and then modify the information below. **Don’t forget to click save!**



Controllable Options:

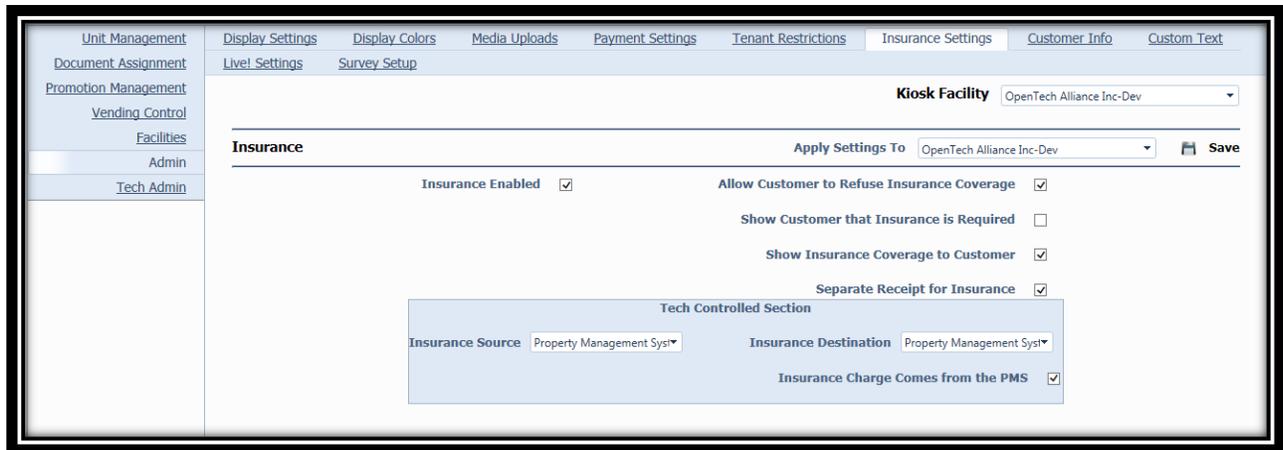
Restriction Active	On Number of Days Past Due	Can Login
Can Make CC Payments	Can Change Information	Can Auto-Pay
Can Rent	Can Make Check Payments	Can Make Partial Payments
Can Transfer	Can Pay	Can Make Cash Payments
Can Move Out	Can Print	

Insurance Settings

This module supports multi-facility assignment.

Insurance settings are where you enable insurance and control functions such as requiring insurance, showing coverage, allowing customer to refuse, as well as printing a separate receipt for Insurance.

The *Tech Controlled Section* is a preview window only and is configured in the **Tech Admin** section under **Vending & Insurance**. You must have a Tech authorized role to interact with that section.



Controllable Options:

Insurance Enabled	Allow Customer to Refuse Insurance Coverage
Show Customer that Insurance is Required	Show Insurance Coverage to Customer
Separate Receipt for Insurance	

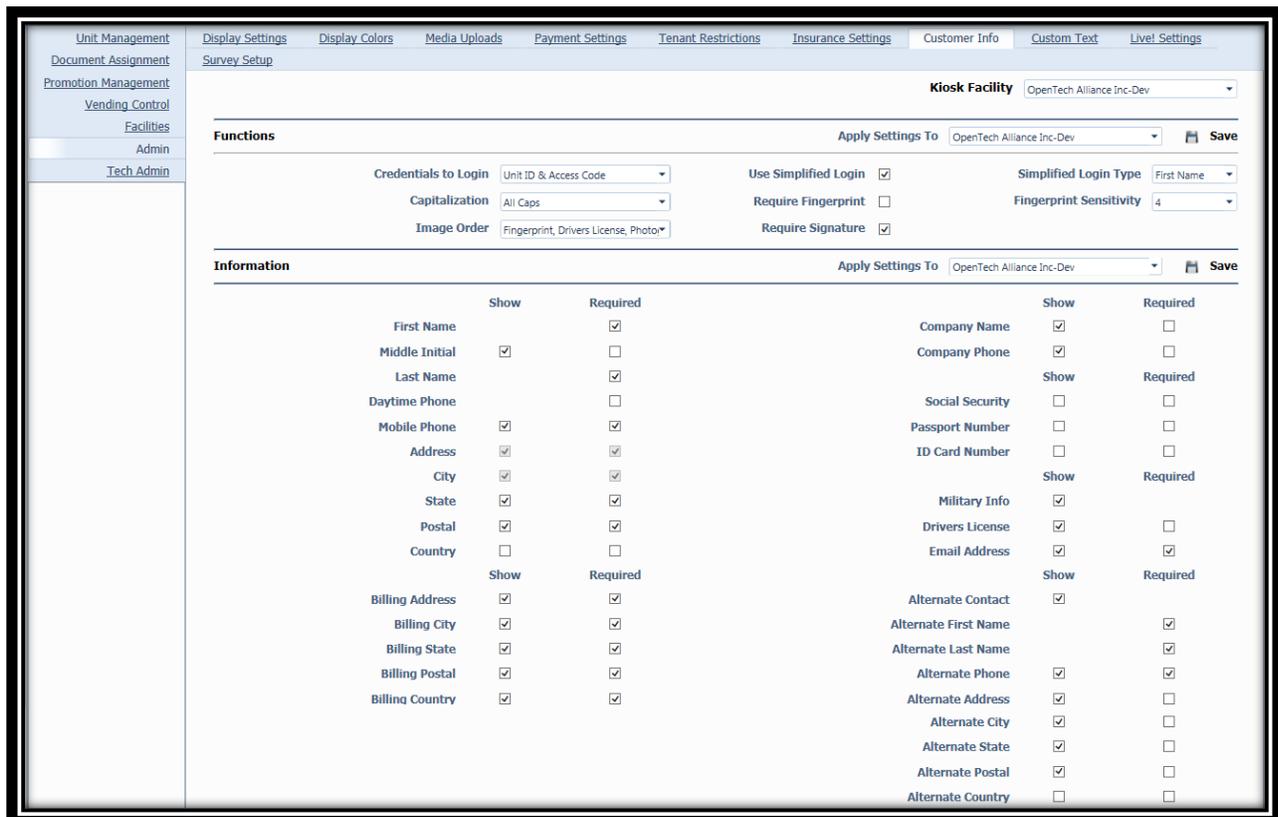
Customer Info

This module supports multi-facility assignment.

The **Function** section is where you control options such as the credentials for login, requiring a finger print, requiring a signature, simplified login and type, etc...You can view settings for additional facilities by using the “**Kiosk Facility**” drop down.

The **Information** section is where you set the personal information that the customer is able to enter as well as the information that is required to be entered.

Each section must be saved independently!



Controllable Options:

Functions		
Credentials to Login	Use simplified Login	Simplified Login Type
Capitalization	Require Fingerprint	Fingerprint Sensitivity
Image Order	Require Signature	

Information	
First Name	Company Phone
Middle Initial	Social Security
Last Name	Passport Number

Daytime Phone	ID Card Number
Mobile Phone	Military Info
Address	Drivers License
City	Email Address
State	Alternate Contact
Postal	Alternate First Name
Country	Alternate Last Name
Billing Address	Alternate Phone
Billing City	Alternate Address
Billing State	Alternate City
Billing Postal	Alternate State
Billing Country	Alternate Postal
Company Name	Alternate Country

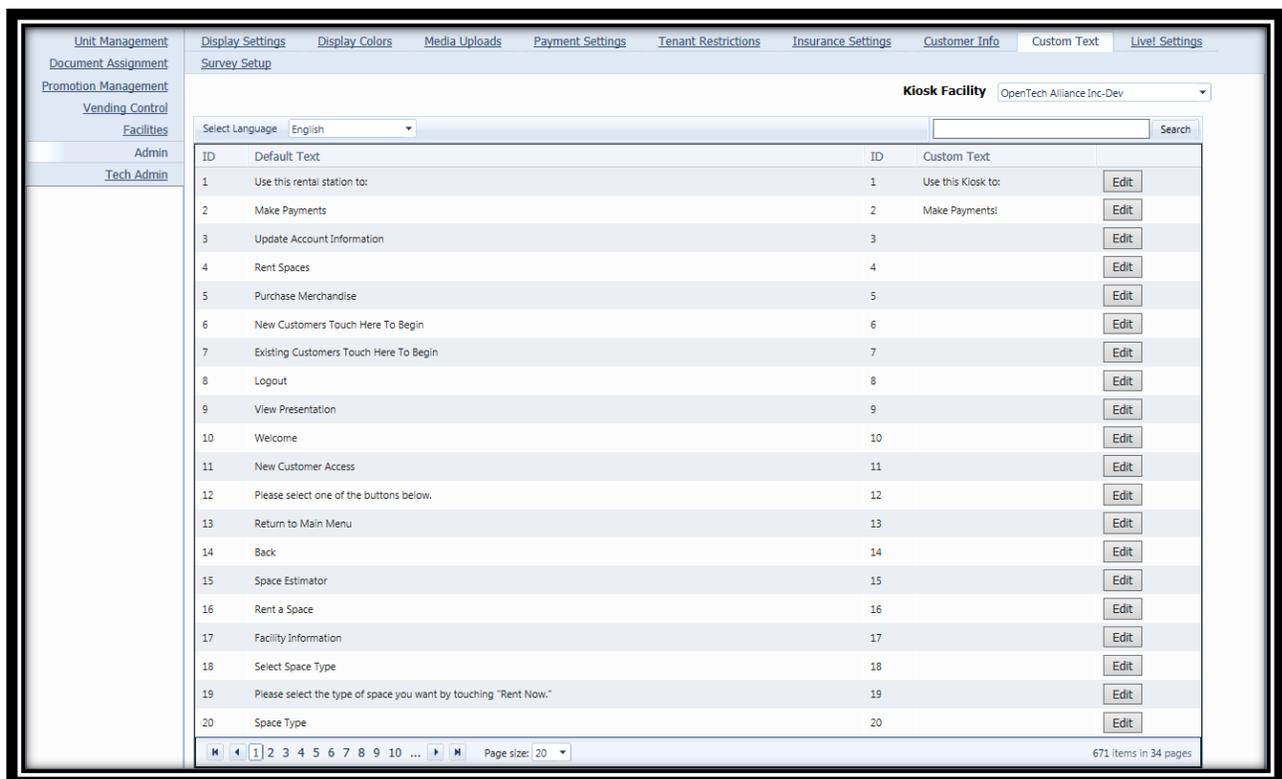
Custom Text

You can control the text throughout the INSOMNIAC application by editing the default text below. In order to find the proper text, write down the text you would like to change in INSOMNIAC prior to coming to this module.

Enter the first couple of words in the search box and click search and this will take you to all entries containing that string of words you searched on. To make a change, simply click on the **Edit** button and type the new text then click **Update**.

Make sure the change shows up properly in INSOMNIAC by navigating to the location you changed.

There are 672 lines of default text. Page numbers are found below the table for you to navigate through more pages of text. You can also set the page size to show more lines on one page.



ID	Default Text	ID	Custom Text
1	Use this rental station to:	1	Use this Kiosk to:
2	Make Payments	2	Make Payments!
3	Update Account Information	3	
4	Rent Spaces	4	
5	Purchase Merchandise	5	
6	New Customers Touch Here To Begin	6	
7	Existing Customers Touch Here To Begin	7	
8	Logout	8	
9	View Presentation	9	
10	Welcome	10	
11	New Customer Access	11	
12	Please select one of the buttons below.	12	
13	Return to Main Menu	13	
14	Back	14	
15	Space Estimator	15	
16	Rent a Space	16	
17	Facility Information	17	
18	Select Space Type	18	
19	Please select the type of space you want by touching "Rent Now."	19	
20	Space Type	20	

Live! Settings

This module supports multi-facility assignment.

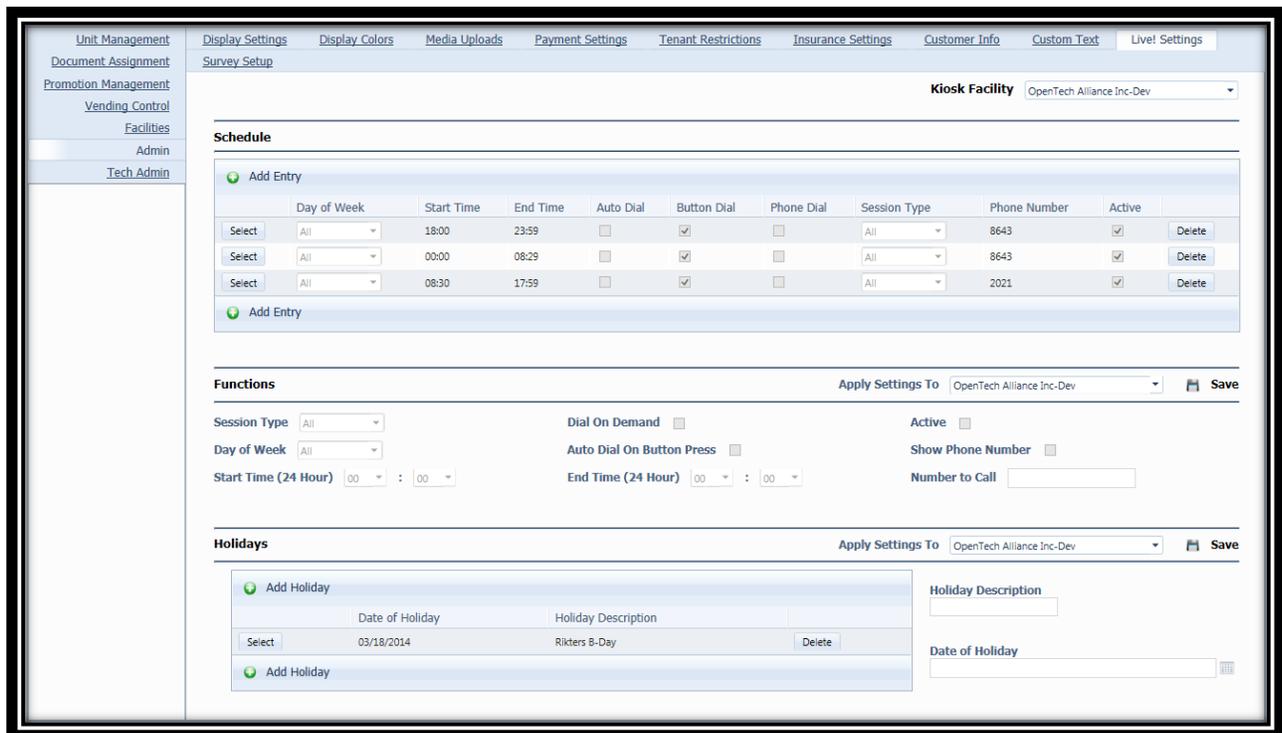
This is where you control when Live! Assistance is available. You can set the time of day to start and end as well as the days that it is available.

You can also control if Live! Assistance auto-dials on any button press or just when the customer presses the help button.

Holidays can also be added and it will render Live! Assist unavailable for those days set.

New Entries can be added by clicking the **“Add Entry”** icon. All information is entered below the table and then updated to the table by clicking save when finished. You can also delete the Entry by clicking the **delete** button.

To **edit** a specific entry, click the **“select”** button in the table and then modify the information below. **Don’t forget to click save!**



The screenshot displays the 'Live! Settings' interface for 'Kiosk Facility' (OpenTech Alliance Inc-Dev). It features a navigation menu on the left and a main content area with three sections: 'Schedule', 'Functions', and 'Holidays'.

Schedule Section: Contains a table with columns: Day of Week, Start Time, End Time, Auto Dial, Button Dial, Phone Dial, Session Type, Phone Number, Active, and Delete. Three entries are listed:

Select	Day of Week	Start Time	End Time	Auto Dial	Button Dial	Phone Dial	Session Type	Phone Number	Active	Delete
Select	All	18:00	23:59	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All	8643	<input checked="" type="checkbox"/>	Delete
Select	All	00:00	08:29	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All	8643	<input checked="" type="checkbox"/>	Delete
Select	All	08:30	17:59	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All	2021	<input checked="" type="checkbox"/>	Delete

Functions Section: Includes settings for Session Type (All), Day of Week (All), Start Time (24 Hour) (00:00), End Time (24 Hour) (00:00), Dial On Demand, Auto Dial On Button Press, Active, Show Phone Number, and Number to Call.

Holidays Section: Includes an 'Add Holiday' button and a table for existing holidays:

Select	Date of Holiday	Holiday Description	Delete
Select	03/18/2014	Riktors B-Day	Delete

Controllable Options:

Session Type	Dial on Demand	Active
Day of Week	Auto Dial on Button Phone	Show Phone Number
Start Time	End Time	Number to Call
Holiday Description	Date of Holiday	

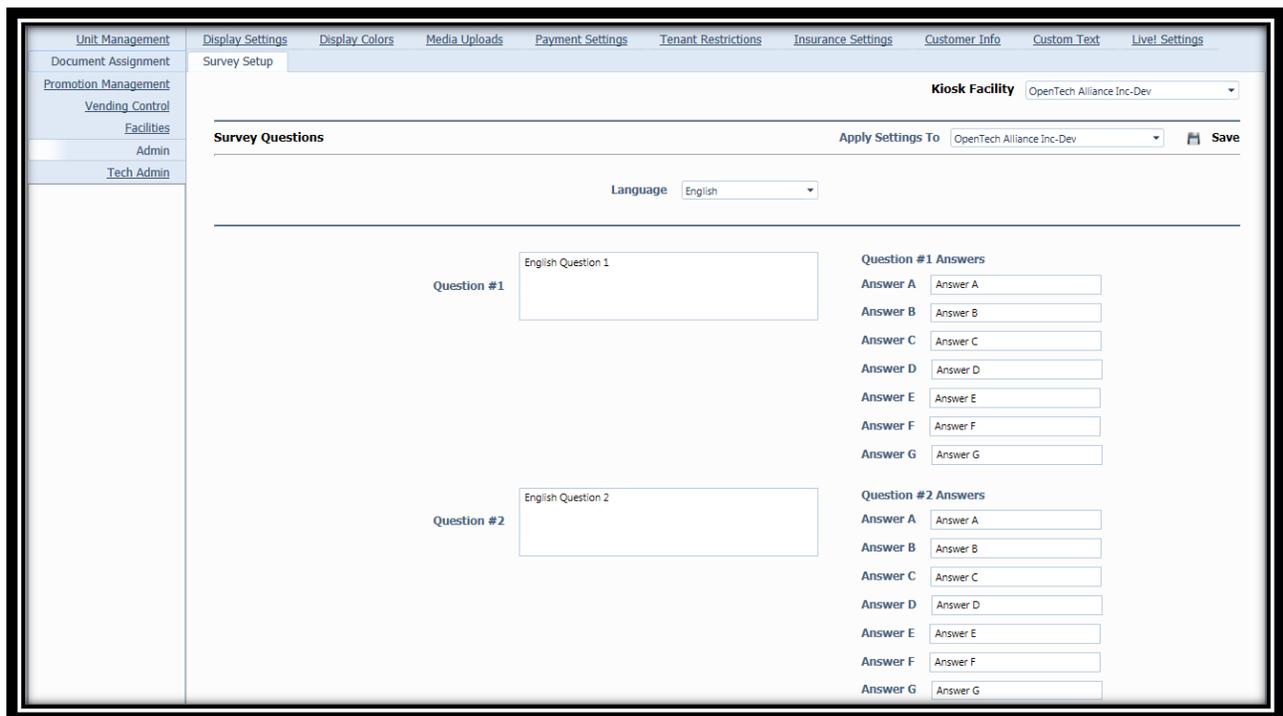
Survey Setup

This module supports multi-facility assignment.

This is where you enter Survey questions for the tenant to answer during the rental process. You can have 2 survey questions and up to 7 answers for both questions.

You can view other facilities assigned to the kiosk by using the **Kiosk Facility** drop down. You can also change languages by using the **Language** drop down if you are supporting bi-lingual tenants.

Remember to click **Save** when finished!



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.