EMS Kiosk App

Installation, Configuration, & User Guides

April 2019

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CHAPTER 1: EMS Kiosk App Installation Guide

Important!

The Fall 2017 Release (V44.1, Update 17) contains extensive updates to the EMS Kiosk App. The EMS Kiosk App includes an enhanced user interface, as well as functionality that has simplified and expedited the booking process. Additionally, it is easier to project your brand. Both versions of EMS Kiosk will continue to be supported. Documentation for EMS Kiosk App prior to the Fall 2017 Release is referred to as EMS Kiosk App (Legacy) documentation.

The EMS Kiosk App is a powerful yet easy-to-use interactive tool for reviewing room availability, booking space, searching for a meeting location, and more. This EMS Everyday User Application allows users to see their reservations or make new ones from touch screen devices typically mounted near meeting spaces, lobbies, and at check-in areas. When paired with the optional EMS Floor Plans utility, you can give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one.

You must be licensed for this optional component. If you are unsure if your organization is licensed for EMS Kiosk App, or if you would like to learn more about it, please contact your Account Executive.

This Installation Guide provides guidance in administering EMS Kiosk for System Administration and IT users. Run on a touch-screen display unit, EMS Kiosk is a powerful yet easy-to-use digital room sign and interactive tool for reviewing room availability, booking space, searching for a meeting location and more. Mount the unit outside a room and/or make an EMS Kiosk available in a lobby or entryway. Pair with the optional Floor Plan module and give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one. Everyday users interact with kiosks to view today's events, make a reservation, view their existing reservations, locate a person who has reservations for today, and, if enabled, check into and out of a building.

To install EMS Kiosk App, you will need to do the following:

- Obtain the Installation Files for EMS Platform Services and EMS Kiosk App
- Verify that all system requirements and prerequisites for EMS Platform Services and EMS Kiosk App are met
- Install Platform Services
- Install EMS Kiosk App
- Launch EMS Kiosk App

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Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at Accruent Access.
- **Option 2:** Submit a case directly via Accruent Access.
- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.

Important!

If you do not have a customer login, register here.

CHAPTER 2: Obtain the Installation Files for EMS Kiosk App

To complete the installation for EMS Kiosk App, you will need to install files for EMS Platform Services and install files for EMS Kiosk App.

- EMS Platform Services Installation Files
- EMS Kiosk App Installation Files

EMS Platform Services Installation Files

EMS Platform Services must be installed on your Web server. For more information on Platform Services, see click here.

To obtain installation files for EMS Platform Services:

1. Log into Accruent Access.
2. Click **My Products**.
3. Under **EMS**, click **Downloads**.

   The downloads page opens in a new browser tab.
4. In the **Software Downloads** area, click the link for your version of software, for example, **V44.1 Releases & Patches**.

   A new page opens listing the downloads available based on your license.
5. Download the EMS Platform Services (**EMSPlatformServices.msi**) file.
6. Run this file on your web server.

> **Note:**
> You will need to enter the SQL server and EMS database, configured to allow external connections. Make a note of the database name. The typical install path is **C:\ProgramFiles**.

7. When all prompts have been completed, click **Install**. The API is installed on your web server.
8. You will also need a Virtual Directory Name (typical default is EMSPlatformServices). Make a note of the new site you have created.

EMS Kiosk App Installation Files

To obtain installation files for the EMS Kiosk App:

1. Log into Accruent Access.
2. Click **My Products**.
3. Under **EMS**, click **Downloads**.

   The downloads page opens in a new browser tab.
4. In the **Software Downloads** area, click the link for your version of software, for example, **V44.1 Releases & Patches**.

   A new page opens listing the downloads available based on your license.
5. Navigate to the EMS Kiosk App (**EMS.Kiosk.App.msi**) file and download. (Required for both first time installations and upgrades.)

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CHAPTER 3: System Requirements and Prerequisites for EMS Kiosk App

Important!

The EMS Kiosk App—which requires EMS Platform Services—has specific requirements in addition to the general EMS server and database requirements.

Review the Hardware and Software Requirements for EMS Platform Services. For more information on Platform Services, see here.

You must upgrade to EMS V44.1 Update 17 (released Fall 2017) to install the EMS Kiosk App. It is not available for earlier versions of EMS.

- Prerequisites for EMS Kiosk App
- System Requirements for EMS Kiosk App

Prerequisites for EMS Kiosk App

Prior to beginning the installation process, you will need to do the following:

- Install the EMS database server, web server, and EMS Platform Services. When installing, ensure the EMS Kiosk App system requirements are met.
- All application components must be on the same EMS version.

System Requirements for EMS Kiosk App

Software Requirements

Software Requirements
Internet Explorer 11
Google Chrome (latest)
ASP.NET Core 2.2.2* (EMS Update 32 and later)
ASP.NET Core 2.1.5* (EMS Updates 29–31)
ASP.NET Core 2.0* (EMS Update 28 and earlier)

Software Requirements
URL Rewrite 2.1 for IIS**

*The EMS Kiosk App is an ASP.NET core application. The ".Net Core Server Hosting Bundle" needs to be installed on the web server.

**URL Rewrite 2.1 for IIS needs to be installed on the web server.

Hardware Requirements
1920 x 1080 multi-touch monitor (16:9 aspect ratio, 24" or larger)*
Kiosk stand and enclosure for the screen
RFID badge reader (as needed)

*EMS Software tests the EMS Kiosk App on an HD touch-screen monitor that is run on a Windows 10 computer.

See Also: EMS V44.1 System Requirements

CHAPTER 4: Install or Upgrade the EMS Kiosk App

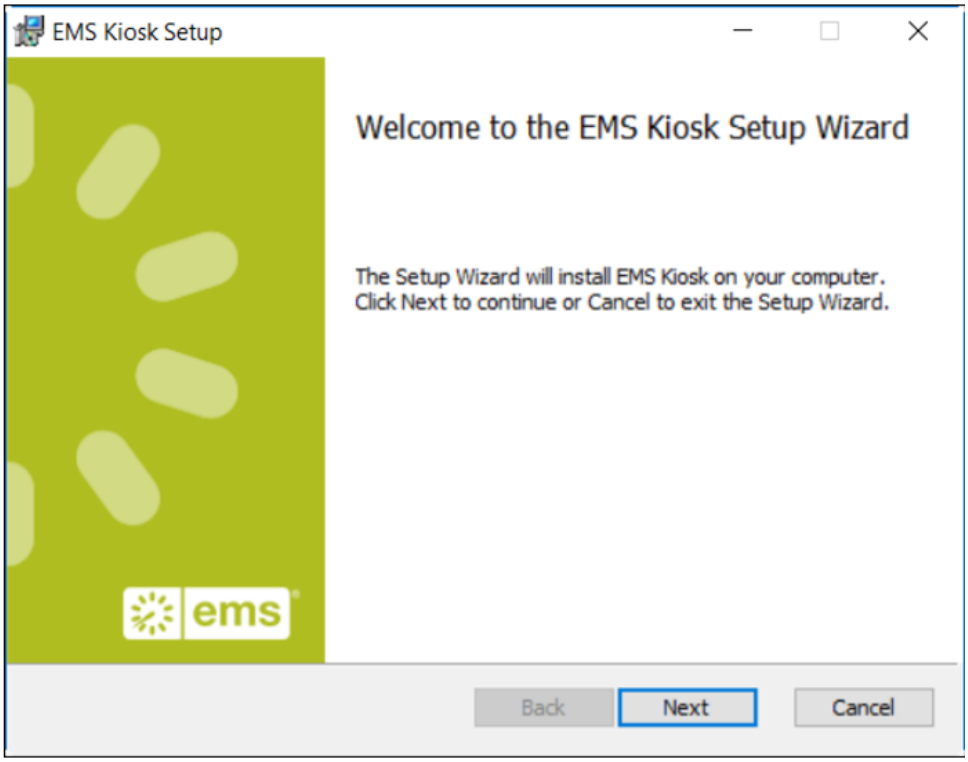
1. Verify that the System Requirements and Prerequisites for EMS Kiosk App have been fulfilled:
    a. Patches
    b. API
    c. .NET Core Windows Server Hosting Bundle:
        i. Run the installer.
        ii. When complete, open a CMD prompt as an Admin.
        iii. Right-click the **Start** button and select **Command Prompt (admin)**.
        iv. Type **net stop was /y** <enter>.
        v. Type **net start w3svc** <enter>.
    d. EMS Platform Services
        i. You might want to test that Platform Services is properly installed by navigating to the URL it created on install (http://localhost/EmsPlatform).
        ii. To ensure Platform Services is working correctly, connect to http://localhost/EmsPlatform/admin and use an Admin Everyday User to verify you can log in. If you see license info, everything is working properly.
2. Uninstall any old version of EMS Kiosk App.

> **Note:**
> We recommend that you take a moment now to record the IIS server, the SQL server name, the EMS DB name, etc. We also recommend creating a notepad file for the URLs that are generated for later reference.

3. Obtain the latest version of the installation files from the Downloads area in Accruent Access.

    To view the Downloads area, log into Accruent Access and click **My Products** > **EMS Downloads** (opens a new tab) > **V44.1 Releases & Patches** (in Software Downloads area).
4. Load the **EMS.Kiosk.App.msi** file onto the web server that will be running the EMS Kiosk App.
5. Run **EMS.Kiosk.App.msi**.

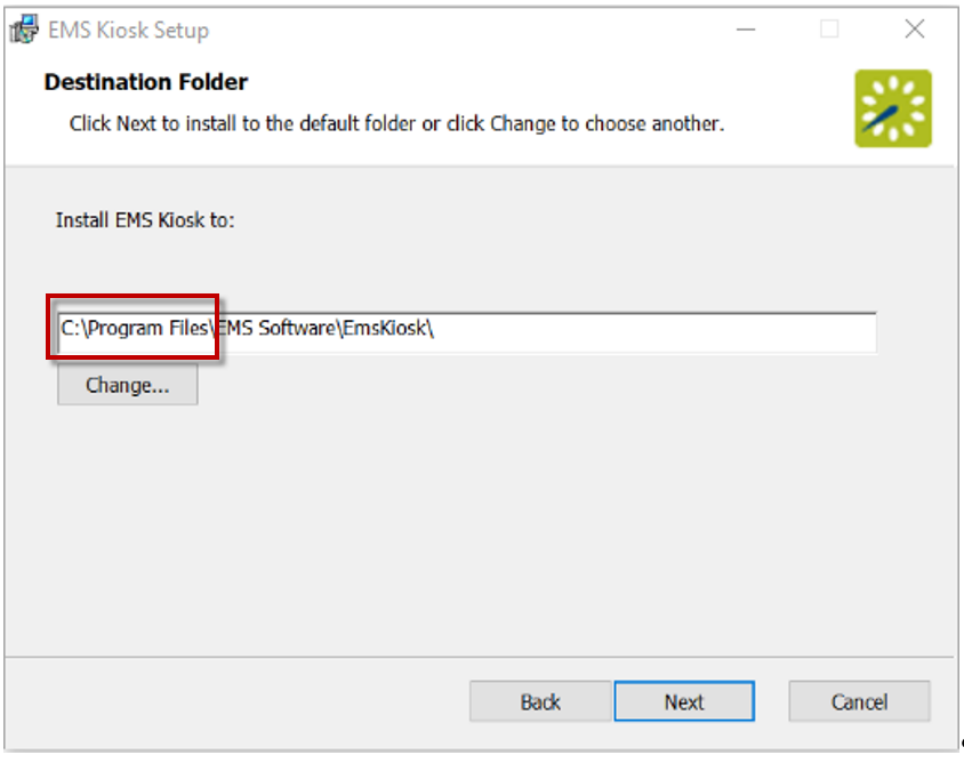
6. The first screen welcomes you to the EMS Kiosk Setup Wizard. Click the **Next** button to begin the installation process.



Welcome Screen to the EMS Kiosk Setup Wizard

7. The Destination Folder screen will appear.

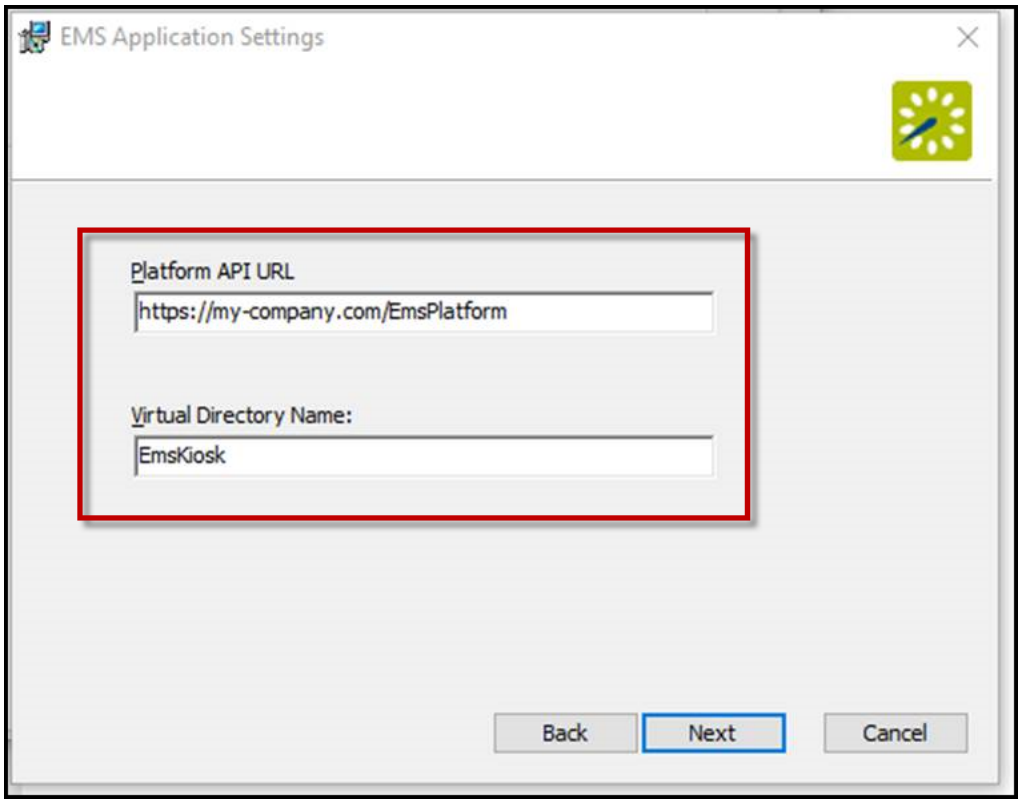
> **Note:**
> The default install folder for the EMS Kiosk App is not under wwwroot but under **C:\Program Files**. However, you can change the location of the default installation folder.



Destination Folder

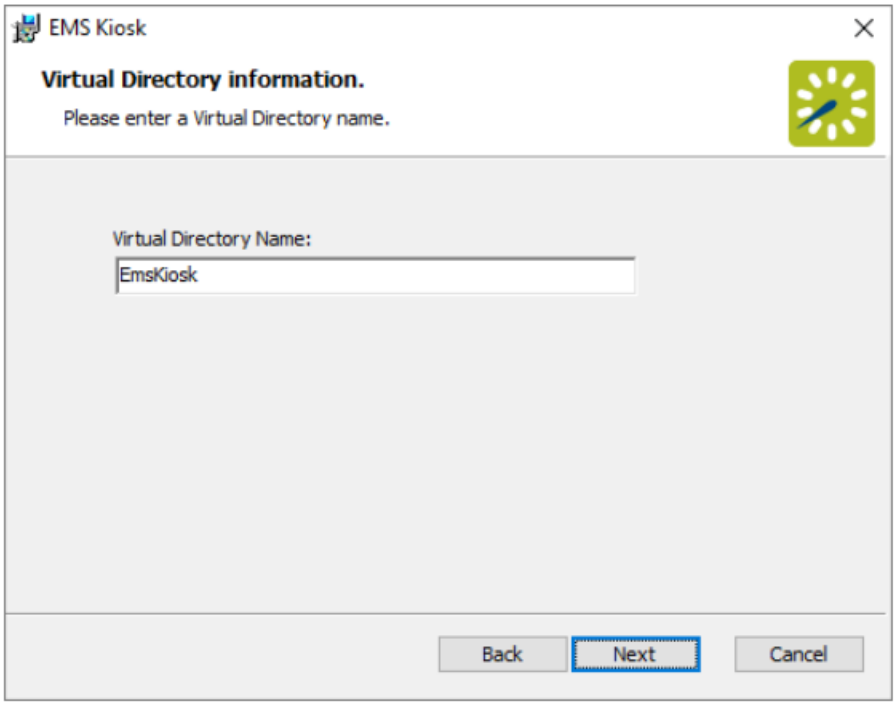
Note:
EMS Kiosk App should **not** be installed in the same physical directory as other EMS web-based products OR under a site running another version of the EMS Kiosk App.

8. In the EMS Application Settings screen, enter the EMS Platform Services URL and specify the Virtual Directory Name. See Also EMS Platform Services Installation Guide.



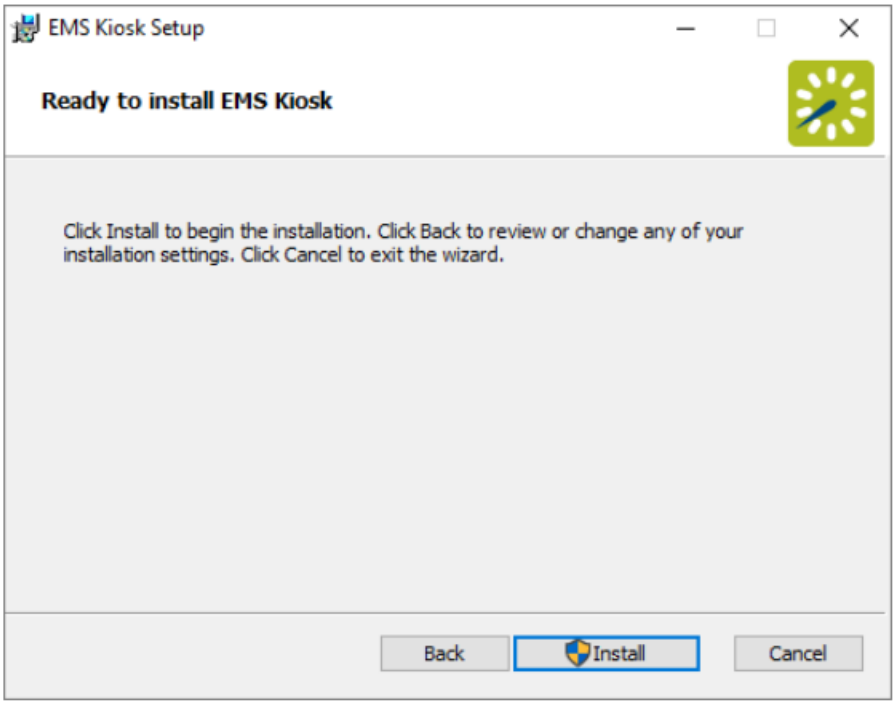
EMS Application Settings Screen

9. Enter your EMS Kiosk App path and click **Next**. The Virtual Directory screen will appear.



Virtual Directory

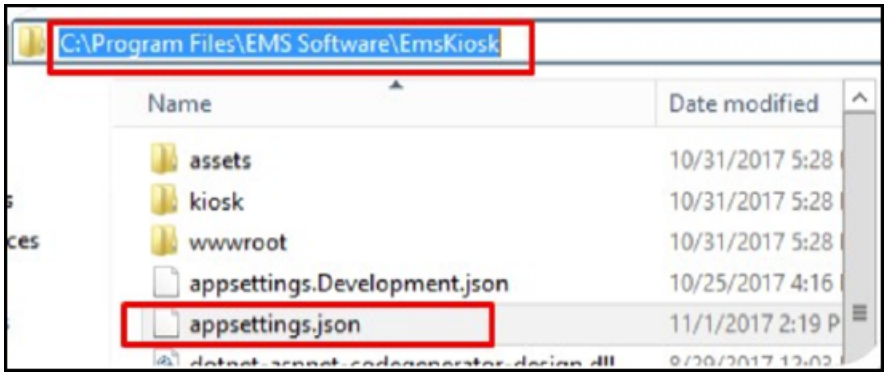
10. Enter the name you want to give to the virtual directory. Click **Next**. The Ready to Install screen will appear.



Ready to Install Screen

11. Click the **Install** button to install EMS Kiosk App.

12. Open the **appsettings.json** file in Notepad. This file can be found in C:\Program Files\EMS Software\EMSKiosk.



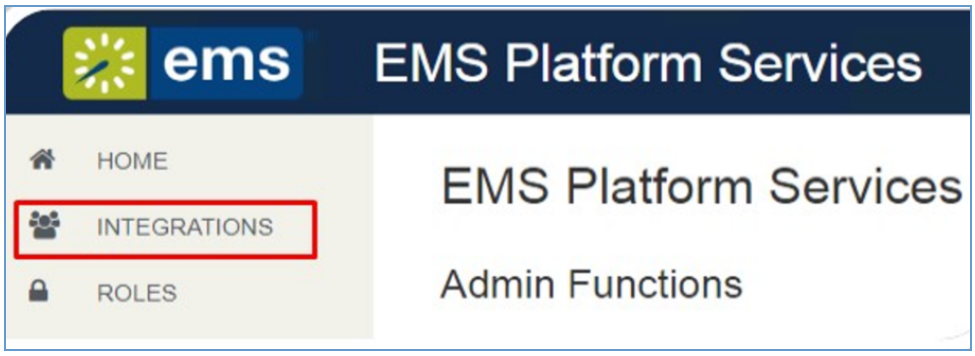
13. Search for the section, "Platform Options." DO NOT EDIT ANYTHING except the next steps. If there are multiple (load balanced) nodes, you need to apply the Client Secret to all of them.

14. Add a new line below the first {.
    Type in:
    “SecureCookies”: false,

```
"PlatformOptions": {
    "SecureCookies": false,
    "PlatformUrl": "http://localhost/EmsPlatform",
    "ClientID": "btSqC2c1QKqCJ3R2ynjj-w",
    "ClientSecret": "",
    "DeviceBufferSize": 200,
    "LogBufferSize": 10,
    "LogLevels": [
        "Warning",
        "Error"
    ]
}
```

15. Navigate to your Platform Services URL and log-in.

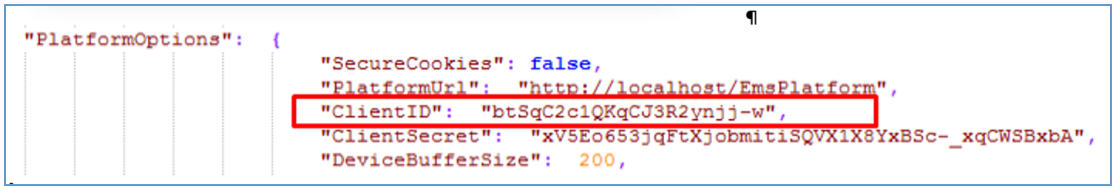
16. Choose the **Integrations** Area.



17. Select the EMS Kiosk service.

    a. Copy the Client ID.

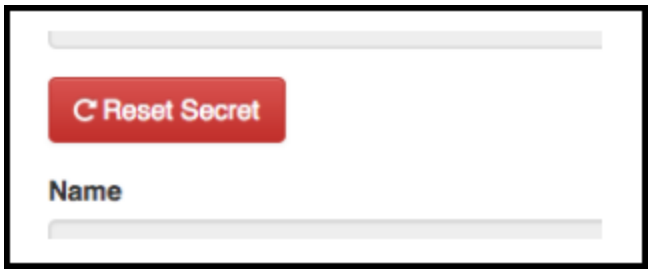
    b. In your notepad file, replace the Client ID area between the quotation marks. Do not delete the commas.



18. Reset the client secret in the EMS Platform Admin UI:

    a. Visit the Admin UI for you EMS Platform Services install (e.g., https://my-company.com/EmsPlatform/admin). You will need a Web User login with Administrative permissions to perform this step.

    b. Click the **Reset Secret** button.



c. A new Client Secret is generated following the reset.



d. Copy the generated Client Secret after successful reset.

> **Note:**
> You will not be able to retrieve this secret later, instead you will have to reset the secret again to generate a new secret.

e. In your notepad file, replace the blank area between the QUOTES "" of ClientSecret with this code. Ensure that the quotations remain before and after the ClientSecret and that there are no spaces.



Sample ClientSecret Value

19. Save and close the file. Overwrite the existing appsettings.json file. Ensure your overwrite worked by checking the date (your file should reflect the current date and time.)

20. Reboot your server. Conversely, you could:

    a. Open a CMD prompt as admin.

    b. Type: **net stop was /y** <enter>

    c. Type: **net start w3svc** <enter>

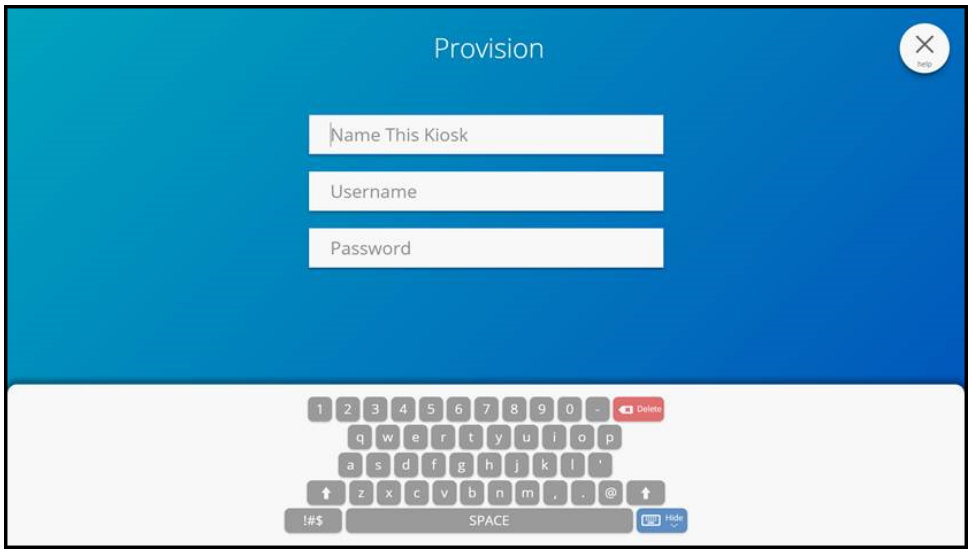
21. Clear the temp cache by closing your EMS Kiosk App browser window.
22. Return to the EMS Platform Admin and set the Active, Enable Logging, and User Auth to **CHECKED**.
23. Click **Save**.

CHAPTER 5: Launch EMS Kiosk App

Note:
This section assumes you have already configured profiles in the EMS Desktop Client.

1. To launch the EMS Kiosk App, browse to the URL you set during installation (i.e., http://[Server-Name]/EMSKiosk).
2. The first time you access the page, you will see a Provisioning Page.

Important!
Permissions are required to log into the EMS Kiosk App as an Administrator and enable provisioning. If permissions have not been configured, create an Everyday User Security Template in the EMS Desktop Client, assign it the Kiosk Provisioning role, and apply it to the appropriate Everyday User Account.



Provisioning Page

Important!
If the EMS Kiosk App has already been provisioned and during the provisioning process, the Profile Selection page did not appear, add #/config to the end of your Kiosk App URL. You will be redirected to the Profile Selection screen.

3. In the **Name This Kiosk** field, provide a unique name for this particular Kiosk (e.g., 3rd Floor Lobby). This name will help identify this instance in the logfiles.

Important!

Please note that each provisioning instance of the EMS Kiosk App requires a unique name.

4. Enter your Everyday User Name and Password.

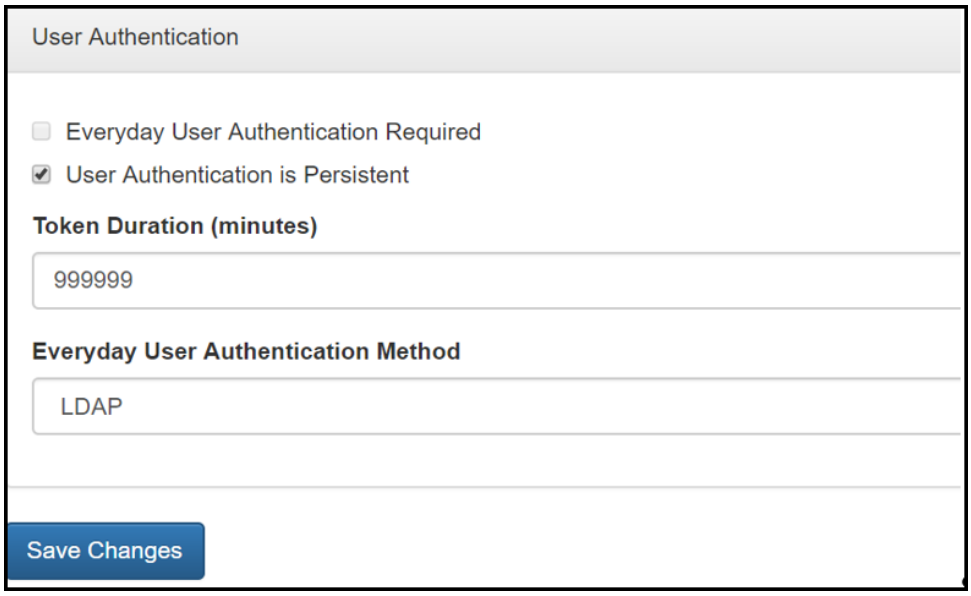
Note:

The provisioning screen will only be displayed when the Kiosk instance is not provisioned: when cookies have been cleared on the Kiosk device that was previously provisioned; a second instance of EMS Kiosk App launched on the same device in a browser in incognito mode; or during the required yearly re-provisioning). For example, the Kiosk Name for initial provisioning might be 3rd Floor Lobby_1; the Kiosk Name for 2nd provisioning would be 3rd Floor Lobby_2).

If you have configured the EMS Platform Services for LDAP, you must use LDAP credentials. Otherwise, enter the credentials for an everyday user (formerly known as Web User) in the username and password field. The username is typically your email address, but is ultimately set by the 'Field Used to Authenticate Everyday User' parameter in the EMS Desktop Client.

Note:

If any of your Kiosk profiles use LDAP authentication, the EMS Platform Services must also be configured for LDAP. You would then also use those credentials on the above provisioning screen. The everyday user must have the Web Admin security template assigned to it.

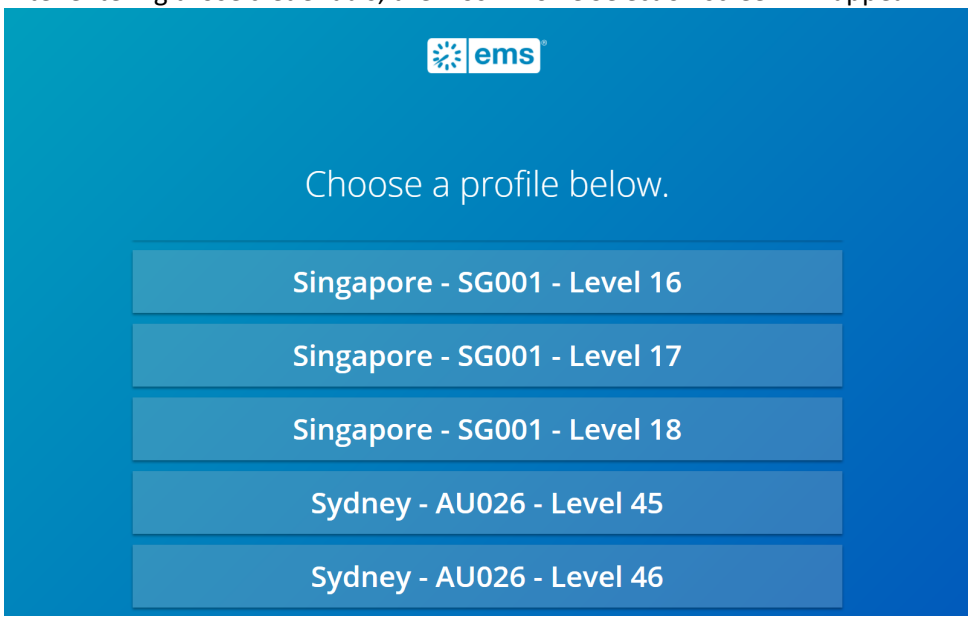


Platform Services User Authentication

Important!

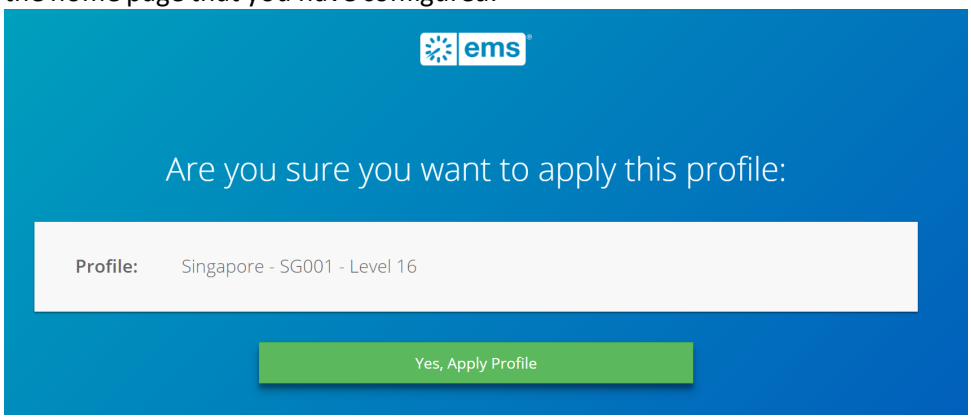
The EMS Kiosk App will remain provisioned for 1 year. For security reasons, it must be re-provisioned on a yearly basis.

5. After entering those credentials, the Kiosk Profile Selection screen will appear.

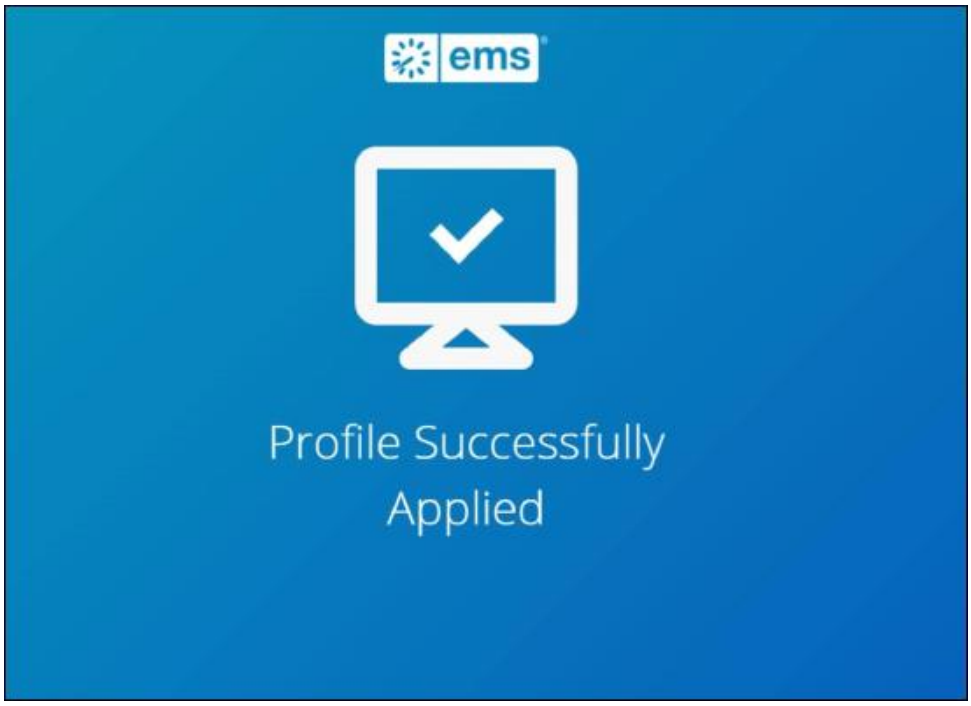


EMS Kiosk Profile Page

6. Click on a profile. You will be asked to confirm that you want to apply the selected profile. To confirm, click **Yes, Apply Profile**. You will see two confirmation screens (shown below) before being brought to the home page that you have configured.



Confirmation Screen #1: EMS Kiosk Confirm Profile Page



Confirmation Screen #2: Profile Successfully Applied



Configured Home Page of EMS Kiosk App

CHAPTER 6: EMS Kiosk App Configuration Guide

EMS Kiosk App is a powerful yet easy-to-use interactive tool for reviewing room availability, booking space, searching for a meeting location, and more. This EMS Everyday User Application allows users to see their reservations or make new ones from touch screen devices typically mounted near meeting spaces, lobbies, and at check-in areas. When paired with the optional EMS Floor Plans utility, you can give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one.

To configure EMS Kiosk App:

1. Establish EMS Kiosk Profiles which you can use to control functionality on your kiosks
2. Customize EMS Kiosk Menus (optional)
3. Adjust EMS Kiosk parameters to fine-tune behavior

This guide includes information on:

- Authentication Options for EMS Kiosk App
- Configure EMS Kiosk App Profiles
- Configure EMS Kiosk App Menus
- Customize the Logo and Background on EMS Kiosk App

See Also: EMS Kiosk Parameters

Note:
You must be licensed for this optional component. If you are unsure if your organization is licensed for the EMS Kiosk, or if you would like to learn more about it, please contact your Account Executive.

Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at Accruent Access.
- **Option 2:** Submit a case directly via Accruent Access.
- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.

Important!
If you do not have a customer login, register here.

CHAPTER 7: Authentication Options for the EMS Kiosk App

An Everyday User account is required prior to provisioning the EMS Kiosk App. The following authentication methods are supported for the EMS Kiosk App. See Also: EMS Kiosk App Parameters.

Primary Authentication

1. Badge
2. Group Name/Email (Standard)
3. Group Field (Exact Match)
4. LDAP

> **Note:**
> Badge authentication provides the best user experience and most secure authentication.

Secondary Authentication

If Badge is the Primary Authentication, the Secondary Authentication options are:

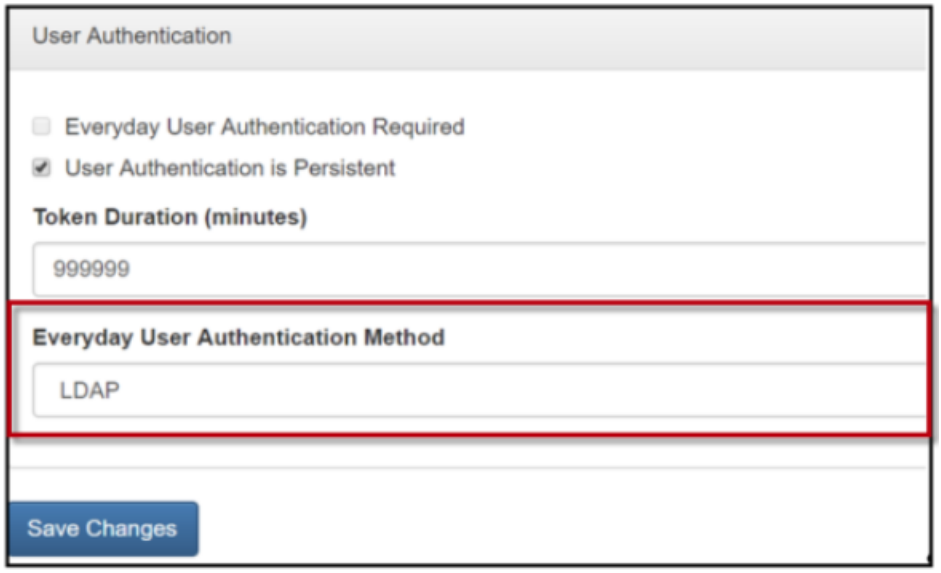
1. Group Field (Exact Match)
2. LDAP
3. Group Name/Email (Standard)

Provisioning Authentication For the EMS Kiosk App

> **Note:**
> For provisioning authentication in the EMS Kiosk App, only LDAP and EMS Native authentication methods are supported.

1. Navigate to **EMS Platform Services Admin Portal** > **Integrations** tab and select the EMS Kiosk App client for provisioning authentication. Then, in the **Everyday User Authentication Method** field, select either LDAP or EMS Native from the drop-down list.

- If selecting LDAP, ensure LDAP is configured per EMS LDAP authentication requirements.
- If selecting Native authentication, configure the username and password field in the EMS Desktop Client menu bar (click **Configuration** > **Everyday User Applications** > **Everyday Users**).



User Authentication Section of the Integrations Tab (EMS Platform Services Admin Portal)

2. Click **Save**.

> **Note:**
> This setting controls the authentication method for EMS Kiosk App provisioning only. Everyday User authentication and validation within the EMS Kiosk App is managed per profile per Security Parameter. For more information on Profile Security Parameters, see Parameters Tab.

3. Clear cache in EMS Platform Services and in the EMS Web App Admin Portal.

Note:

By default, the EMS Kiosk App uses secure cookies. We strongly recommend you use this approach in your production environment. However, you might want to test without SSL. To disable secure cookies in your test environment, add the following to appsettings.json inside the "PlatformOptions" section:



CHAPTER 8: Configure EMS Kiosk App Profiles

When you configure the EMS Kiosk App on a specific touch-screen device, a Kiosk profile controls the functionality that will be available on the device. You configure an EMS Kiosk profile through the EMS Desktop Client.

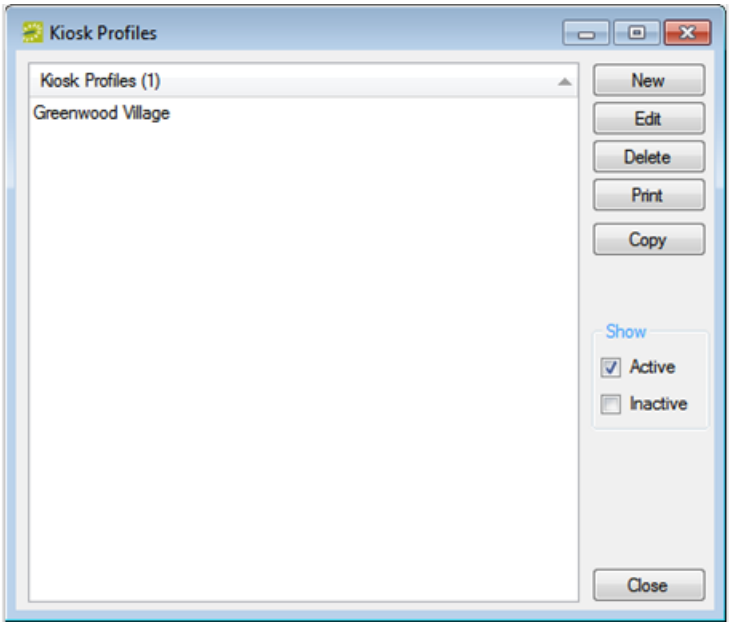
You can set parameters and default language translations and floor plans at the Global level (these set defaults for all Profiles) or for just one Kiosk Profile (on the tabs below). This topic guides you in configuring one Kiosk Profile.

To configure an EMS Kiosk Profile, you will:

- Navigate to the Kiosk Profiles area.
- Create a new EMS Kiosk Profile.
- Configure how Rooms, Menu Items, Translations, Images, and Help Text display on Kiosks that have this profile.
- Set parameters (as needed) for this profile.

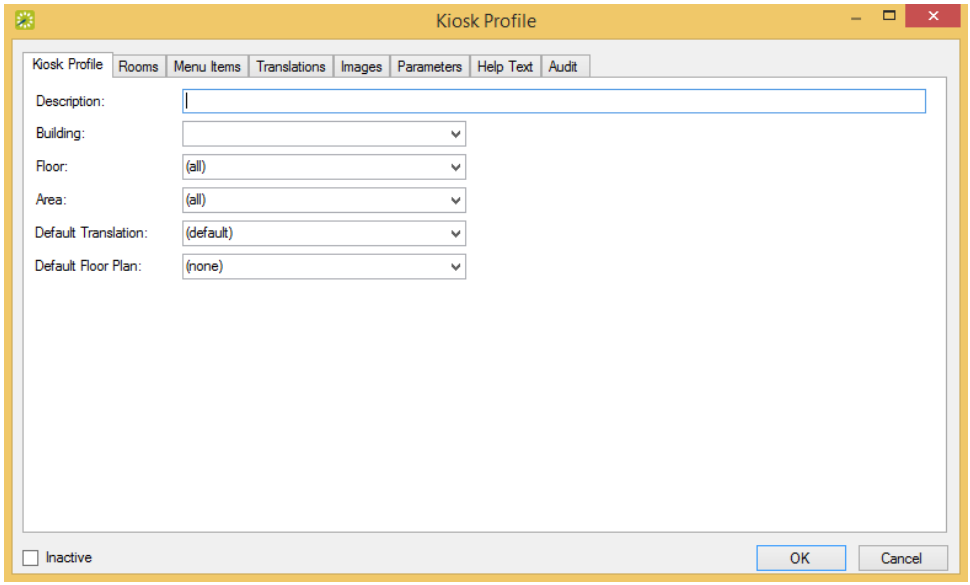
Navigate to the Kiosk Profiles Area

1. From the EMS Desktop Client menu bar, click **Configuration** > **Kiosk** > **Kiosk Profiles**. The Kiosk Profiles window opens, listing all active Kiosk Profiles.



Kiosk Profile Window

2. Click **New**. The Kiosk Profile dialog box opens. The **Kiosk Profile** tab is the active tab.



Kiosk Profile

3. Enter the information for the new profile on the **Kiosk Profile** tab.

Kiosk Profile Tab

Fields on the **Kiosk Profile** tab are described below.

Option	Description
Description	The name or description for the Kiosk profile (maximum of 50 characters, including spaces).
Building Floor Area	Select the default building, and floor, for the current day's events. The area is used to define the scope of the event display on the Today's Events page. EMS Kiosk App users will be able to see events across all the buildings that are included in the selected area. **Note:** Building is a required value.
Default Translation	A translation is the language in which the menu items, menu text, and Help Text are displayed on a Kiosk page. If you leave this field set to "(default)", then this Kiosk Profile will inherit the language setting in EMS Kiosk global parameters (and if these are not specified, the default language is US English). In order to set a default language for this

Option	Description
	Kiosk Profile, you will need to first add one or more languages on the Translations tab; then you can select a language on this dropdown to be the language in which the Kiosk automatically displays. If you add multiple languages on the **Translations** tab for users to choose from, your selection in this field sets the default to display unless they choose another language. **Note:** If the language you want is not available in this dropdown field, then the translation must be defined globally for EMS Desktop Client (see Configure Language Translations). Global parameters can be accessed under **System Administration** > **Settings** > **System Parameters**. Additionally, in order to make alternate languages available on your kiosks, you must enable the Language Selection menu for EMS Kiosk App.
Default Floor Plan	Select the default floor plan that is to be displayed for the current day's events in the selected **Building** (above). **Note:** This is an add-on feature that is only available if floor plans have been configured using the optional EMS Floor Plans utility.
Inactive	Leave this option blank to keep the profile active. Select this option to inactivate the profile.

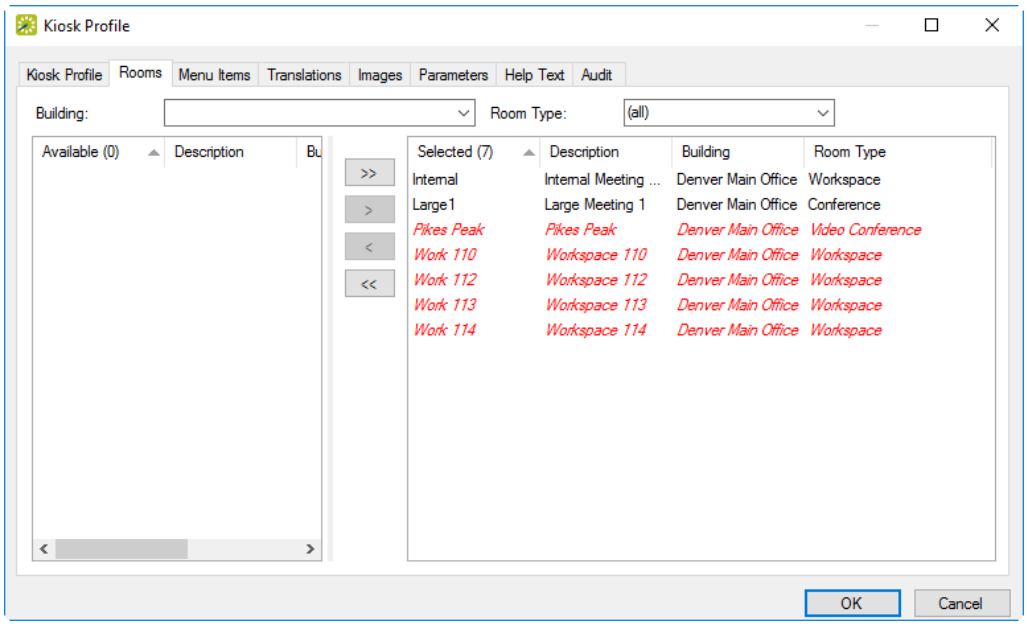
Continue with any other configuration tabs (below) for the profile as needed:

- Rooms Tab
- Menu Items Tab
- Translations Tab
- Images Tab
- Parameters Tab
- Help Text Tab

> **Note:**
> On any tabs in this configuration, you can click **OK** to save your changes and close the Kiosk Profile dialog box. Your newly configured profile will then be listed in the list of Kiosk Profiles.

Rooms Tab

Rooms selected in the **Rooms** tab will appear under Today's Events, and users can reserve them from the Make Reservations page.



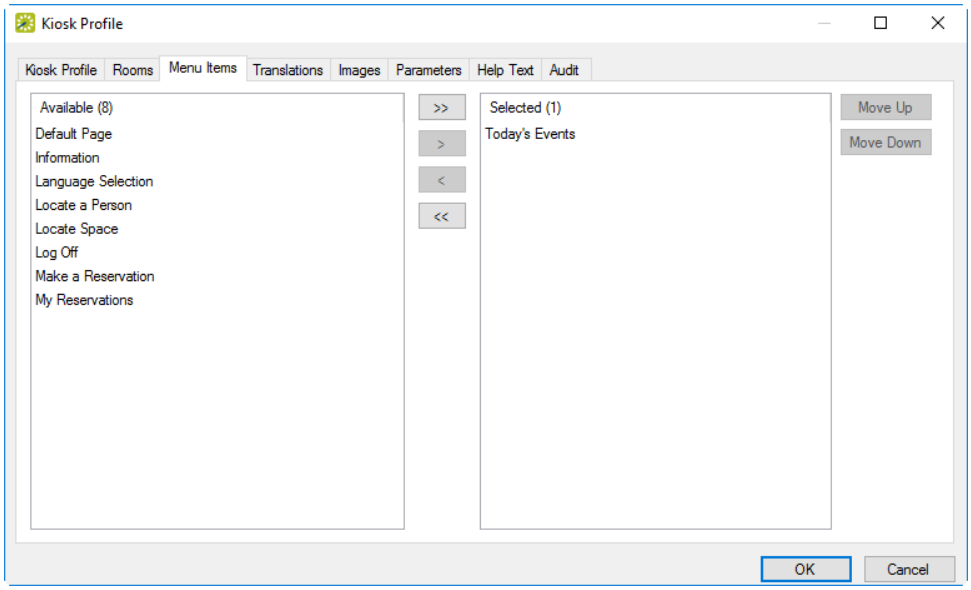
Rooms Tab

1. On the Building drop-down list, select the applicable building.
2. On the Room Type drop-down list, leave the default value of (all), or select the appropriate room type. The Available list displays all the rooms that meet your search criteria.
3. On the Available list, select the room, or CTRL-click to select the multiple rooms that a user can book from the Make Reservation page, and then click the **Move** (**>**) button to move the selected rooms to the Selected list.

Menu Items Tab

You use the **Menu Items** tab to select the menu items that are to be available to the users of EMS Kiosk App. Menus are displayed as buttons at the top of EMS Kiosk App pages.

1. On the Available list, select the menu item, or CTRL-click to select the multiple menu items that are to be available to an EMS Kiosk user.
2. Click the **Move** (**>**) button to move the selected items to the Selected list.
3. Click **OK**.



Menu Items Tab

Translations Tab

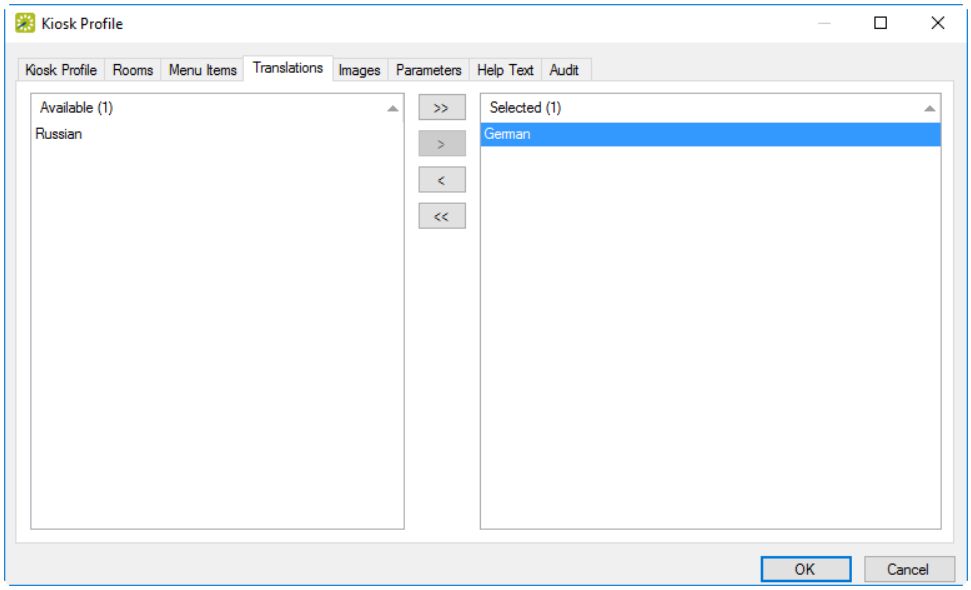
A translation is the language in which the menu items, menu text, and Help Text are displayed on a Kiosk page. If you select one or more languages here, then this Kiosk Profile will inherit the language setting in EMS Kiosk global parameters (and if these are not specified, the default language is US English). If you add multiple languages here for users to choose from, you can set a language as the default to display on the kiosk unless they choose another language on the Kiosk Profile Tab.

Note:

If the language you want is not available in this dropdown field, then the translation must be defined globally for EMS Desktop Client (see Configure Language Translations). Global parameters can be accessed under **System Administration** > **Settings** > **System Parameters**. Additionally, in order to make alternate languages available on your kiosks, you must enable the Language Selection menu for EMS Kiosk App.

> **Note:**
> The EMS Kiosk App time format, 12-hour vs. 24-hour, is tied to the default profile language or the language users select in the app using the **Change Language** button. For example, if the default language for your EMS Kiosk profile is Russian, or users select Russian on the EMS Kiosk App, the 24-hour format will be used. If the default/selected language is English, the 12-hour format will be used.

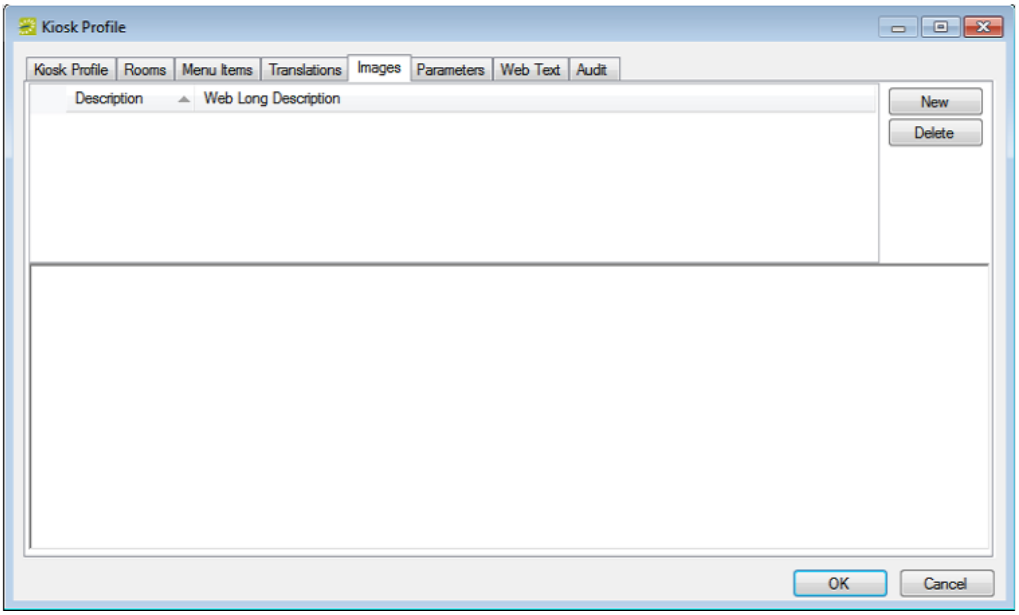
1. To add a translation to your Kiosk Profile, in the Available list, select the language (or CTRL-click to select the multiple languages to be available on the Kiosk).
2. Click the **Move** (**>**) button to move the selected items to the Selected list.
3. Click **OK**.



Translations Tab

Images Tab

Use the **Images** tab to select the images (map of area, image of building, and so on) that show in the Information area of EMS Kiosk.



Images Tab

1. Click **New** to open the Find Image dialog box, and then browse to and select the image to be displayed in the Images area of EMS Kiosk App. The Find Image dialog box closes. You remain on the **Images** tab with an entry for the image displayed on the tab. The image must be in one of the following formats—.gif, .jpeg, .jpg, .bmp, .wmf, or .png.
2. Optionally, do one or both of the following:
   - Edit the description for the image.
   - In the Web Long Description field, enter a description of the image. The value that you enter here defines the "long desc" attribute for web content accessibility.
3. Continue with any other configuration for the profile as needed; otherwise, click **OK** to close the Kiosk Profile dialog box and return to the Kiosk Profiles window. The newly configured profile is displayed in the window.

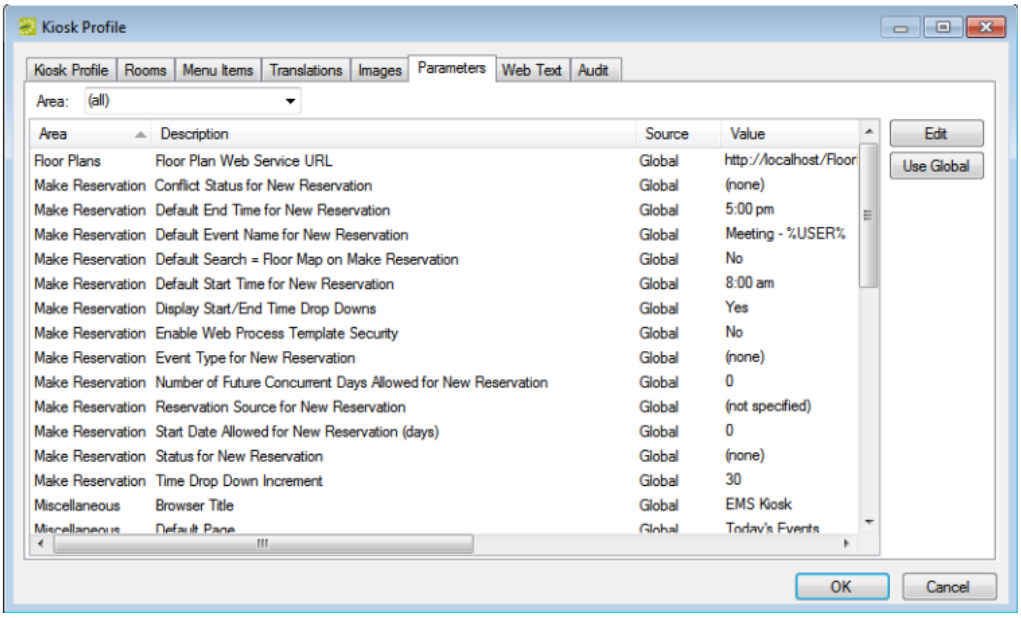
Parameters Tab

You can set *global* parameters to affect all Kiosk Profiles, or you can set parameters for a single Kiosk Profile. See Also: EMS Kiosk App Parameters.

Note:
Click the **Use Global** button to inherit settings from Global parameters.

The parameters on this tab are grouped based on the functional areas that they affect. You can click **Edit** to change the parameter settings as needed on this tab.

> **Important!**
>
> There are certain parameters that no longer impact the current version of the EMS Kiosk App (release in Fall of 2017). They will still be visible to Administrators because these parameters are being utilized by previous versions of the EMS Kiosk (Legacy). See the table below for more information regarding these parameters.



Parameters Tab

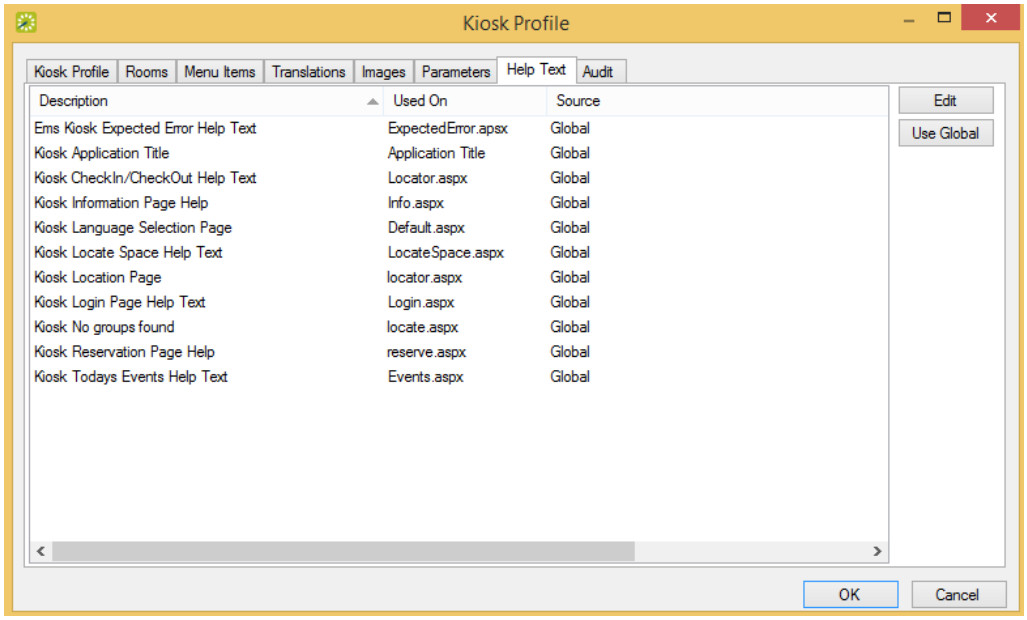
Parameters No Longer Used by Current Version of the EMS Kiosk App

Parameter Area	Description
Miscellaneous / Browser Title	The redesigned EMS Kiosk App no longer displays a browser title.
Miscellaneous / Display Cancel Button for Group Searches	This parameter is not used in the new design.
Security / Show 10 Key As Modal	In the redesigned EMS Kiosk App, the 10-key keyboard does not appear as a modal. Therefore, this parameter is ignored in the redesigned

Parameter Area	Description
	version.
Floor Plan / Floor Plan Web Service URL	The Floor Plan URL is now provided by the EMS Platform Services and does not have to be set separately in the EMS Kiosk App. This parameter will thus be ignored.
Log Off (Menu Items tab)	User logoff is handled differently in the redesigned EMS Kiosk App, which eliminates the need for a distinct 'Log Off' button. This menu item will thus be ignored.
Default Page (Menu Items tab)	The 'Default Page' is a way to configure the home screen. However, it is not a specific button that a user can press. Thus, this option will not apply to the redesigned EMS Kiosk App.

Help Text Tab

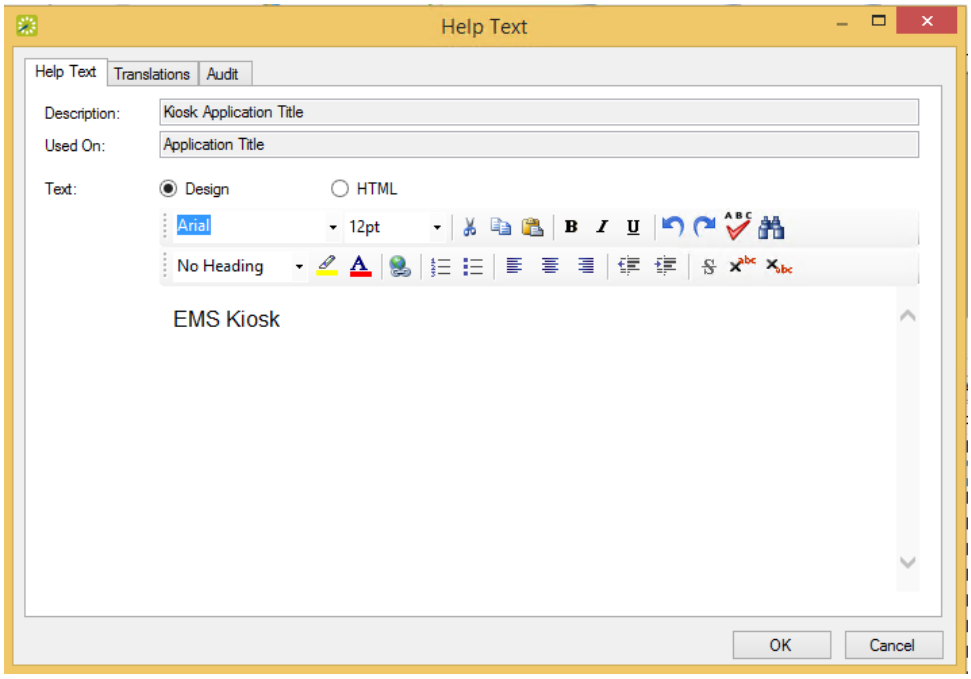
Help Text is custom help text or policies and procedures that are specific to your organization that is displayed on various pages in EMS Web App and EMS Kiosk. Help Text is defined at the global level under **Configurations** > **Everyday User Applications** > **Help Text**. (See Configure Help Text.) You use the **Help Text** tab to override the global setting for a help text and customize the help text for a specific Kiosk Profile.



Help Text Tab

To customize help text on the **Help Text** tab, complete these steps:

1. Select the Help Text that you are customizing, and then click **Edit**. The Help Text dialog box opens. The **Help Text** tab is the active tab. The tab contains options for entering and configuring the Help Text.
   - Design is selected by default. Use the standard Windows plain text formatting options to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want in the headers and footers.
   - Select HTML and enter the necessary HTML code to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want in the headers and footers.



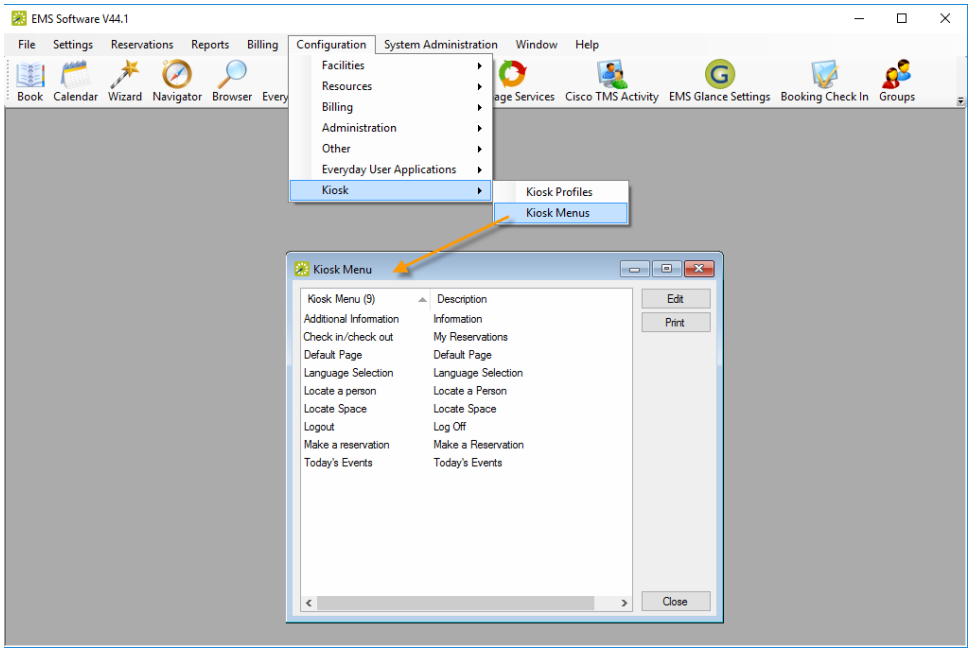
Selecting Design in the Help Text Tab

2. If Help Text translations have been defined for web templates or kiosk pages (see Configure Language Translations for Everyday User Applications), then open the **Translations** tab, and for each translation, click in the Text field, and enter the appropriate translation for the Help Text item.
3. Click **OK**. The Help Text dialog box closes. You return to the **Help Text** tab with the newly configured Help Text item automatically selected in the tab.
4. Continue with any other configuration for the profile as needed; otherwise, click **OK** to close the Kiosk Profile dialog box and return to the Kiosk Profiles window. The newly configured profile is displayed in the window.

CHAPTER 9: Configure EMS Kiosk App Menus

EMS Kiosk menus are displayed as buttons at the top of EMS Kiosk pages. You can customize and rename EMS Kiosk menus through the EMS Desktop Client.

1. On the EMS Desktop Client menu bar, click **Configuration** > **Kiosk** > **Kiosk Menus**. The Kiosk Menus window opens. This window lists EMS Kiosk menus; the **Description** is the text that appears on the menu button at the top of EMS Kiosk pages.

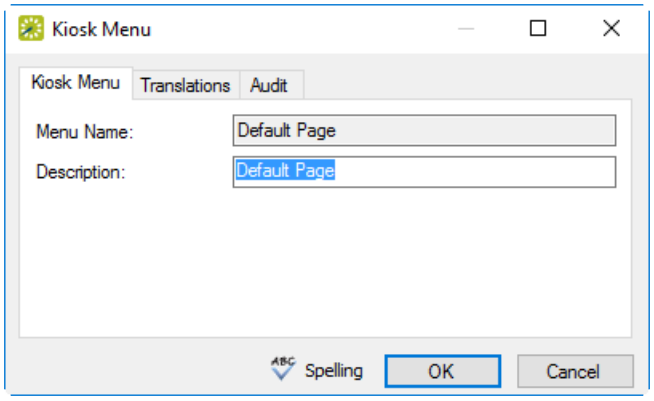


EMS Kiosk Menus Dialog Box

2. If translations have been defined for your implementation and you want to make them available on kiosks, enable the **Language Selection** option.

3. Select the menu and click **Edit**. The Kiosk Menu dialog box opens, showing the menu name and its current description. You cannot edit the menu name.

4. In the Description field, edit the description for the kiosk menu (maximum of 50 characters, including spaces).



Description in the EMS Kiosk App Menu

5. If translations have been defined for your implementation and you enabled the **Language Selection** option (in Step 1 above), open the **Translations** tab. For each translation, enter the appropriate description that is to be translated.

> **Note:**
> The EMS Kiosk App time format, 12-hour vs. 24-hour, is tied to the default profile language or the language users select in the app using the **Change Language** button. For example, if the default language for your EMS Kiosk profile is Russian, or users select Russian on the EMS Kiosk App, the 24-hour format will be used. If the default/selected language is English, the 12-hour format will be used.

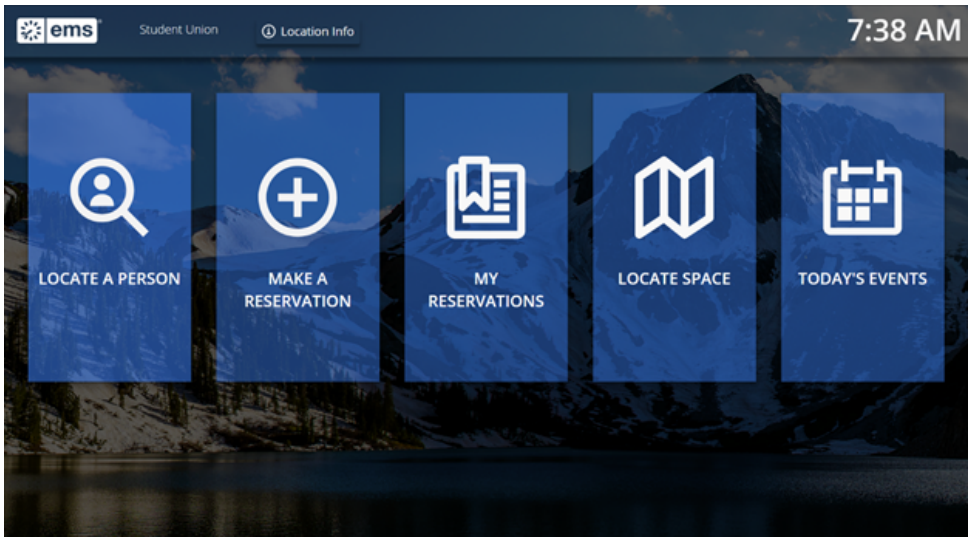
6. Click **OK**. The Kiosk Menu dialog box closes, and you return to the Kiosk Menus window with the newly configured menu automatically selected.

CHAPTER 10: Customize the Logo and Background in the EMS Kiosk App

Administrators might update the pre-loaded logo and background by adding new files in a specific folder in the EMS Kiosk App installation. Users can change either the logo, the background, or both.

> **Note:**
> EMS Cloud Customers who want to customize the logo and background on their EMS Kiosk App will need to contact Customer Support.

1. The EMS Kiosk App ships with a default logo and background.

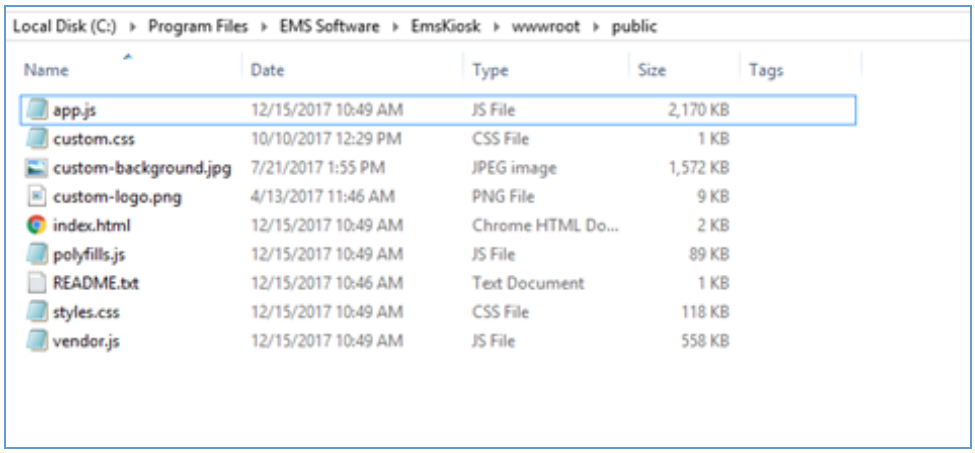


EMS Kiosk App Screen with Default Logo and Background

2. To change the pre-loaded logo, users must create a new file named, “custom-logo.”
3. To change the pre-loaded background, users must create a new file named “custom-background.”

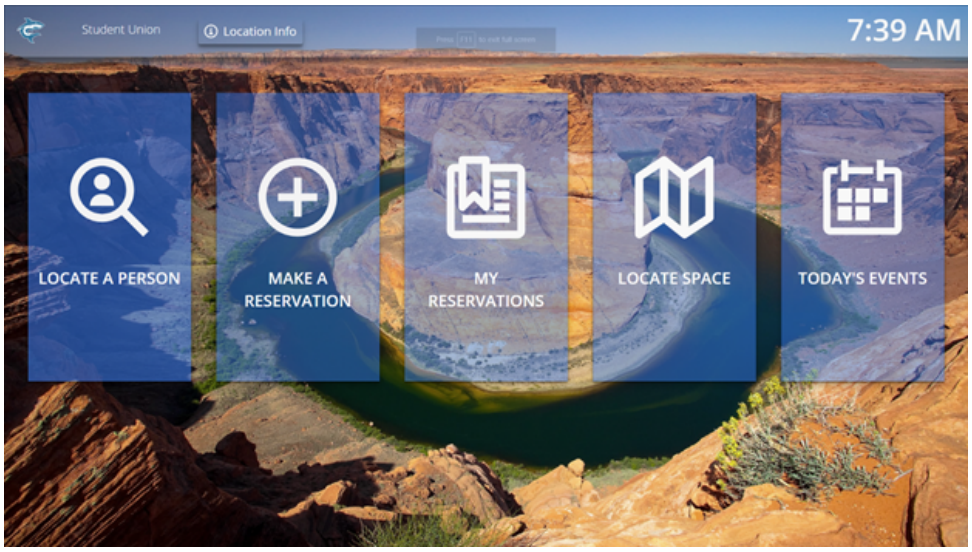
> **Note:**
> The EMS Kiosk App only supports the following file extensions for custom logos and backgrounds: .JPG, .GIF and .PNG.

4. Place these newly created files in the following directory under the EMS Kiosk App installation: **\EmsKiosk\wwwroot\public**.



Directory Location for Customized Logo and Background Files

5. Changes to an EMS Kiosk App require a hard refresh of each Kiosk page (Ctrl + F5 in Chrome).
6. After the hard refresh, the EMS Kiosk App will display the custom logo and/or background.



Example of EMS Kiosk App Screen with Customized Logo and Background

CHAPTER 11: Configure Language Translations in EMS Kiosk App

If you need to add language translation capability to your EMS Kiosk pages (menu text, menu items, and help text items), then you must configure language translations.

To configure a language translation, follow these steps:

1. Configure your language translations in EMS Desktop Client.
2. Add the language translation to the EMS Kiosk App profile.
3. After configuring your language translation and adding your language translation to your EMS Kiosk App profile, create a new JSON translation file to apply your translation to EMS Kiosk App:
    a. Navigate to the root folder for your EMS Kiosk installation and locate the en.json file in the translations folder.

       Example Installation Path: *C:\Program Files\EMS Software\EmsKiosk\wwwroot\kiosk\translations*.

    b. Copy and rename the en.json file according to your desired language.

       For example, if you are translating to Spanish, you would rename the copied file es.json.

    c. Update the en.json file with your desired culture code.

       To determine the culture code, refer to the language tag listed in the Microsoft language table (you will need to scroll down the page to locate the table).

       Note:
       EMS Kiosk App is able to use specific culture codes, such as French Canadian (fr-CA); however, if you do not provide a json translation file for fr-CA, EMS Kiosk App will use the base French (fr) as long as the base French translation files have been provided.

    d. Add the new JSON translation file to the translations folder.

CHAPTER 12: EMS Kiosk App User Guide

EMS Kiosk enables space management and information display on room signs, so users can check in, end, and cancel meetings directly at the meeting locations.

This guide provides information about the following topics:

- Get Started with EMS Kiosk App
  - Overview: The EMS Kiosk App Window
- View Your Reservations and Check In to EMS Kiosk App
- Book a Desk or Workspace in EMS Kiosk App
- Locate a Person in EMS Kiosk App
- Locate a Space in EMS Kiosk App
- View Today's Events in EMS Kiosk App

Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at Accruent Access.
- **Option 2:** Submit a case directly via Accruent Access.
- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.



Important!

If you do not have a customer login, register here.

CHAPTER 13: Get Started with EMS Kiosk App

EMS Kiosk App is a powerful yet easy-to-use interactive tool for reviewing room availability, booking space, searching for a meeting location, and more. This EMS Everyday User Application allows users to see their reservations or make new ones from touch screen devices typically mounted near meeting spaces, lobbies, and at check-in areas. When paired with the optional EMS Floor Plans utility, you can give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one.

Note:

The Fall 2017 Release (V44.1, Update 16) contains extensive updates to the EMS Kiosk App. The EMS Kiosk App includes an enhanced user interface, as well as functionality that has simplified and expedited the booking process. Additionally, it is easier to project your brand. Both versions of EMS Kiosk will continue to be supported.

Documentation for EMS Kiosk App prior to the Fall 2017 Release is referred to as **EMS Kiosk App (Legacy)** documentation and can be found see .

Run on a touch-screen display unit, EMS Kiosk App is a powerful yet easy-to-use digital room sign and interactive tool for reviewing room availability, booking space, searching for a meeting location and more. Kiosks are typically mounted outside a room and/or in a lobby or entryway. Everyday users interact with kiosks to view today's events, make a reservation, view their existing reservations, locate a person who has reservations for today, and, if enabled, view floor plans and check into and out of a building.

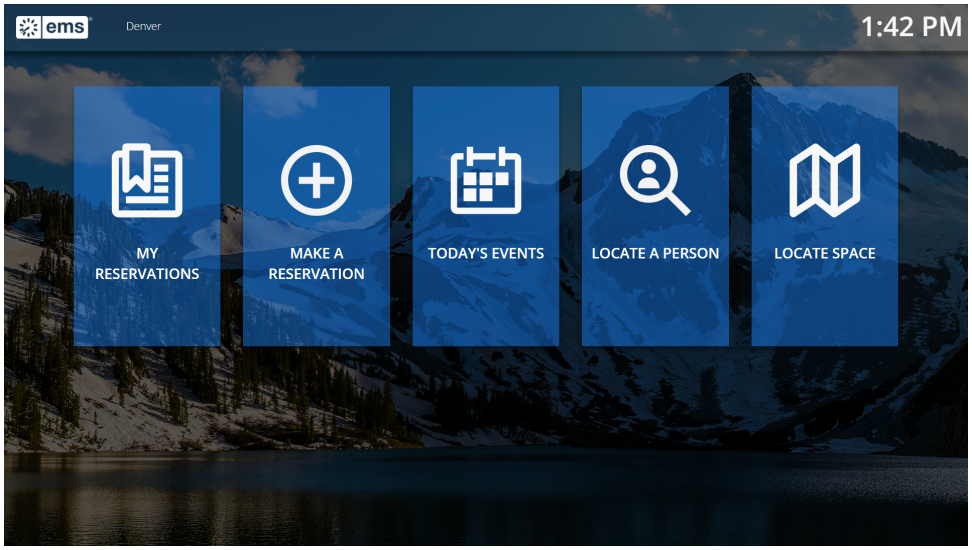
You must be licensed for this optional component. If you are unsure if your organization is licensed for the EMS Kiosk, or if you would like to learn more about it, please contact your Account Executive.

See Also: Overview: EMS Kiosk App

CHAPTER 14: Overview: EMS Kiosk App

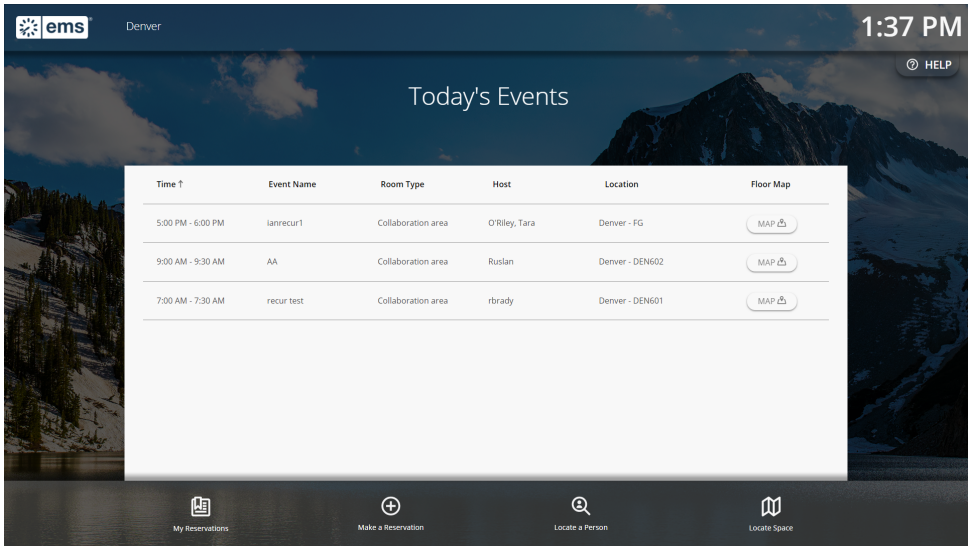
The EMS Kiosk App is a touch-screen application. The Home Page of the EMS Kiosk App is highly configurable. Any of the major functions can be the 'Default Page'. That is, you can configure the first thing users see to be Today's Events, My Reservations, Create a Reservation, Locate Person, or Locate Space. You set the Home Page with the 'Default Page' parameter in the EMS Kiosk profile screen in the EMS Desktop Client.

1. If you choose the 'Default Page' as the Home Page, then users will see this display:



EMS Kiosk Default Page as Home Page

2. If you choose 'Today's Events' as the Home Page, then users will see this display:



EMS Kiosk Today's Events as Home Page

Overview of EMS Kiosk App Options

The following features are available for the EMS Kiosk App and are displayed depending on configuration.

Core Features

My Reservations

The My Reservations page allows users to check in to their eligible reservations and view their upcoming reservations.' For instructions using this page, see View Your Reservations and Check Into the EMS Kiosk App.

Make a Reservation

The Make a Reservation page provides the necessary functions for making a reservation for yourself. For instructions using this page, see Book a Desk or Workspace in EMS Kiosk App.

Locate Space

The Locate Space page provides a broad perspective of all the available/unavailable space in the building. For instructions using this page, see Locate a Space in EMS Kiosk App.

Locate a Person

The Locate a Person page provides a search feature for locating a person who has reservations scheduled for today. For instructions using this page, see Locate a Person in EMS Kiosk App.

Today's Events

The Today's Events page lists all the events that are currently scheduled for today. Typically, the Today's Events page is the default page (the page that opens first) when you start the EMS Kiosk. For instructions using this page, see View Today's Events in EMS Kiosk App.

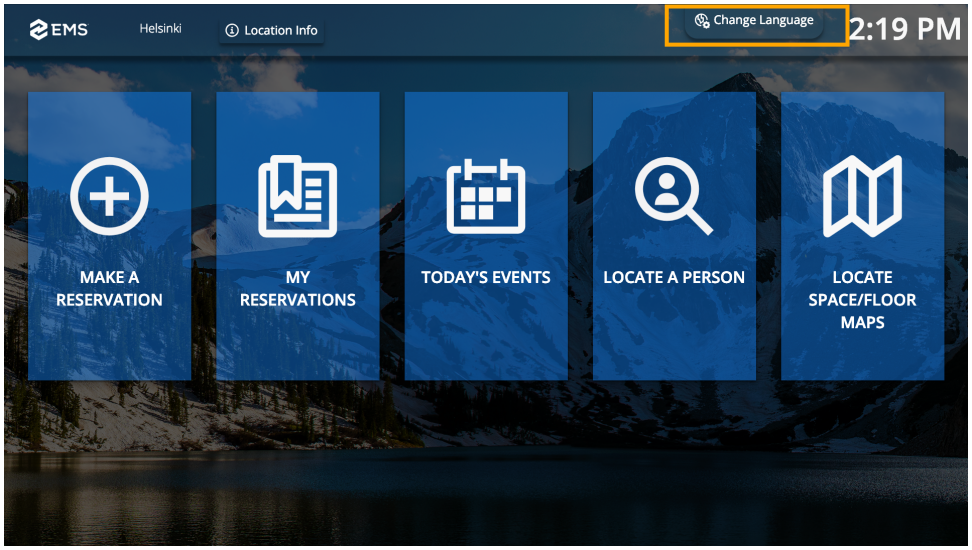
Additional Features

Language Selection

You can use the options on the Language Selection page to change the display language for all the pages in the EMS Kiosk.

To change the display language for the EMS Kiosk:

1. Select the **Change Language** button.



2. Choose the appropriate display language from the list of available languages.

> **Note:**
> The EMS Kiosk App time format, 12 hour vs. 24 hour, is tied to the language you select. For example, if you select Russian for the display language, the 24-hour format will be used. If you select English, the 12-hour format will be used.

See Also:

- Configure Language Translations
- Configure EMS Kiosk Profiles: Translations Tab

- Configure EMS Kiosk App Menus: Enable Language Selection

Information

The Information page provides links to information that your organization has made available to EMS Kiosk users. For instructions in using this page, see View Information.

CHAPTER 15: View Your Reservations and Check Into the EMS Kiosk App

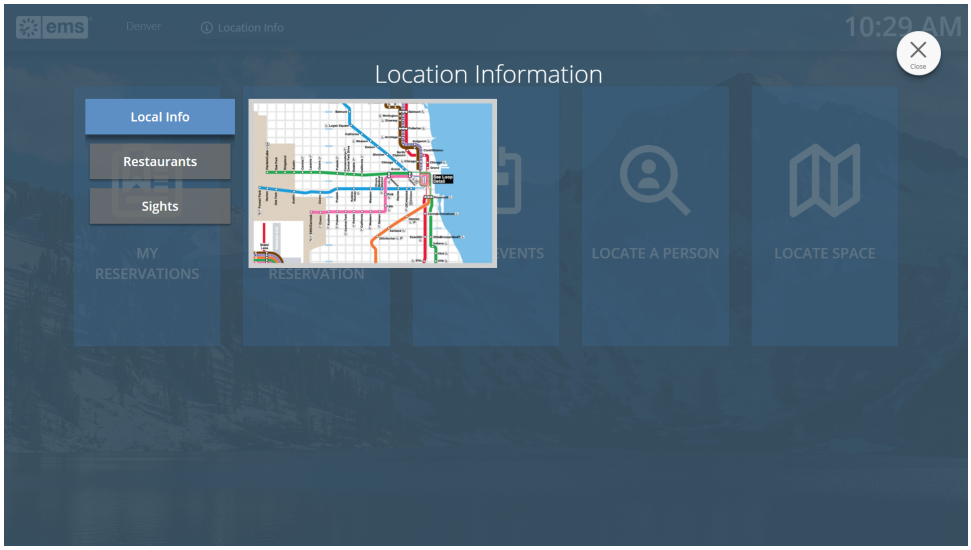
This topic will provide instructions for the following tasks:

- View Information
- View and Check in to an Event
- View Floor Maps

View Information

The Information page is customizable and displays links to additional information that your organization has made available to EMS Kiosk App users.

1. To view specific information, click the **Information** icon at the top of the screen. The popup appears and typically includes information such as Local, Restaurant, and Sight Information.



Information Page

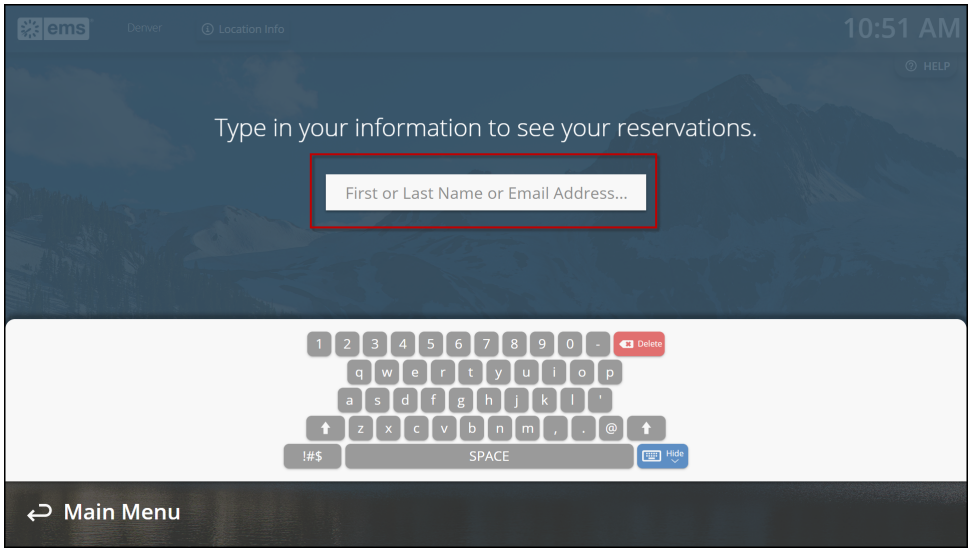
2. To return to the **Main Menu**, click **Close** at the top of the Information screen.

View and Check in to an Event

1. To view your current reservations or check in to your workspace or meeting, click on **My Reservations**. You will be brought to a login page.

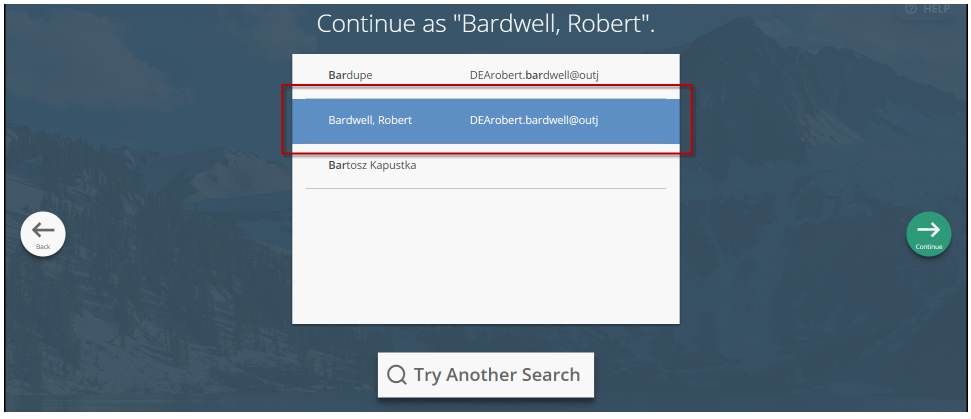
> **Note:**
> Depending on how your EMS Kiosk is configured, you might be required to enter a personnel number or employee ID instead of a user name.

2. In the search field, enter a user/group or personnel number and click **Search**. A list of all groups/people that meet your search criteria is displayed. The search is limited to the exact order of the characters in the string, but the string can be found anywhere in the search results and is not case sensitive.



Searching for Reservations

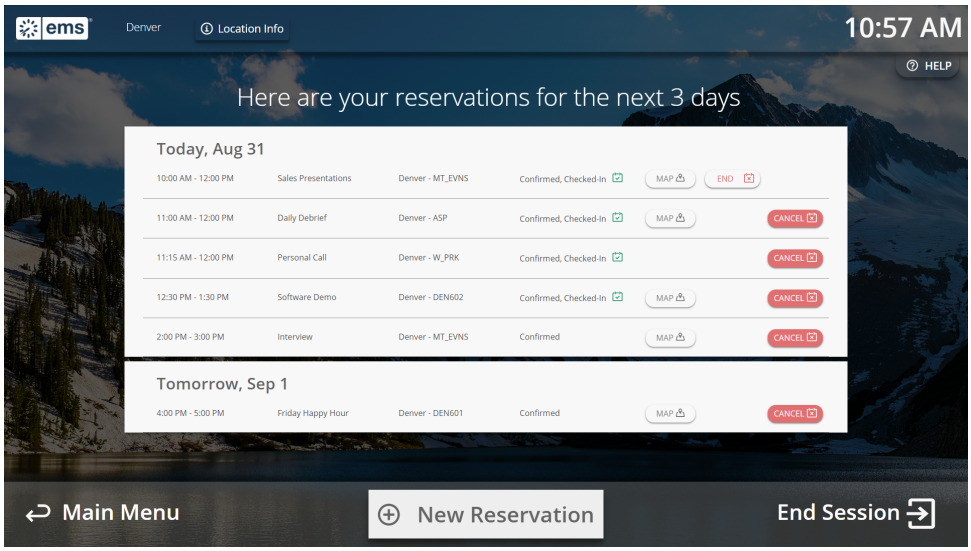
3. Click your name in the search results.



Search Results

4. After successfully logging in, you will see your reservations for which you are the host.

> **Note:**
> Your administrator controls how many days of reservations you can see. The administrator also controls whether you can end an ongoing reservation, or cancel a future one.



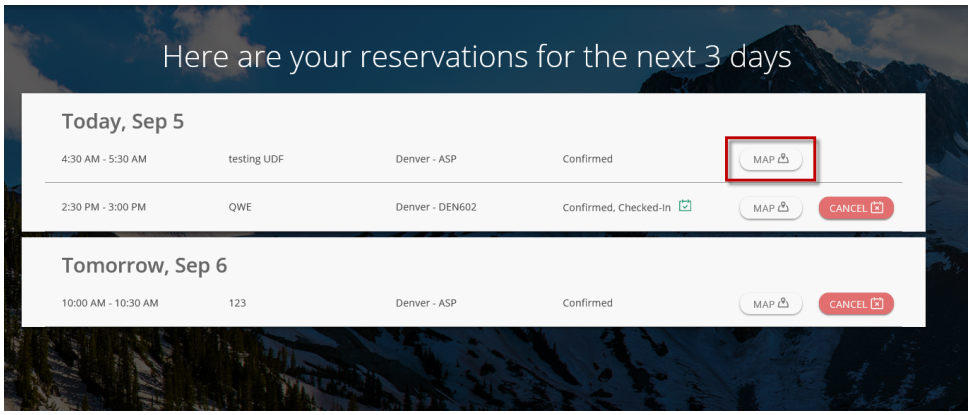
Your Reservations

5. You will also be *automatically* checked into your meetings/workspaces that are eligible for check in and that are in your building (e.g., if you are located in the Denver office, you will be checked into your Denver meetings only).

> **Note:**
> For an overview of options on this page, see Overview of EMS Kiosk App Options.
>
> The following options might also be available on this page:
>
> - View the event on a floor map.
> - End an in-progress event early by clicking the **End Now** icon for the event.
> - Cancel an event if you are not going to use the reserved space for the event by clicking the **Cancel** icon for the event.

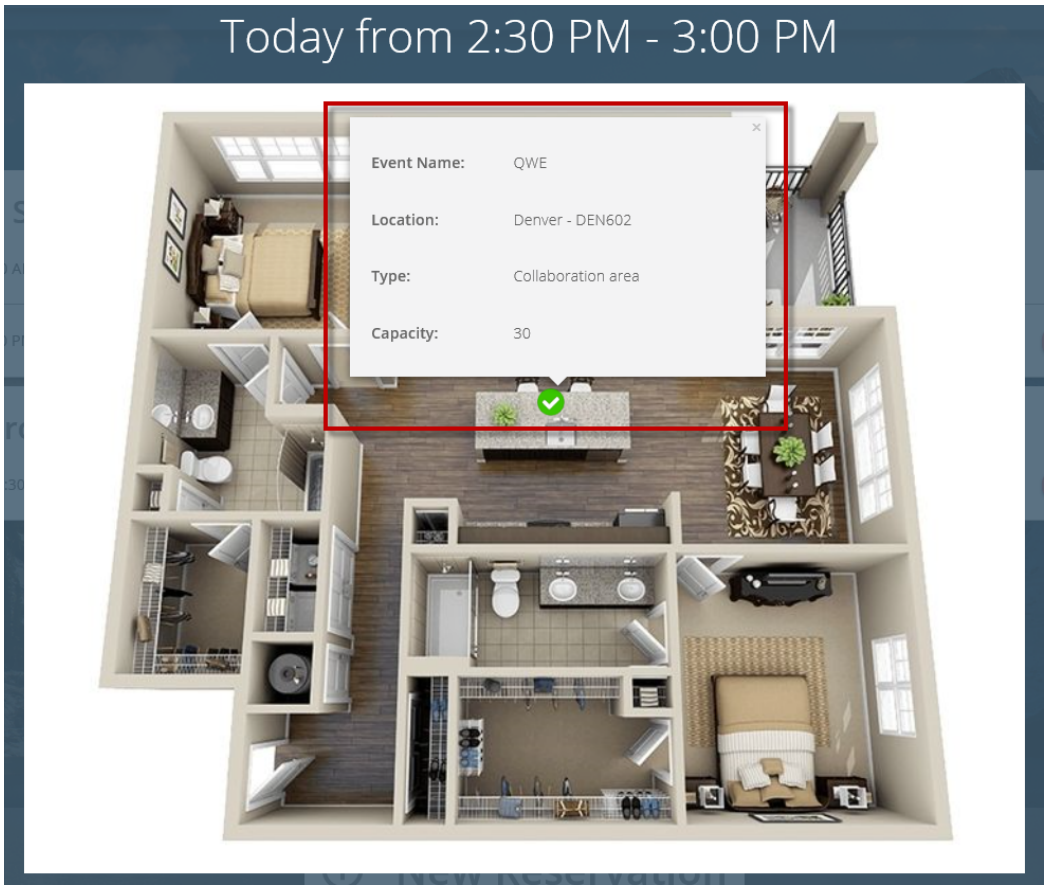
View Floor Maps

1. To view a floor plan of a building in which you have a scheduled event, find your event on the **My Reservations** page.



My Reservations Page

2. Click the **Map** icon for the event. The Floor Map dialog box appears.
3. Click on the **Available Room** icon (which is typically a green icon) to view information about the room.



Available Room Icon on Floor Map Dialog Box

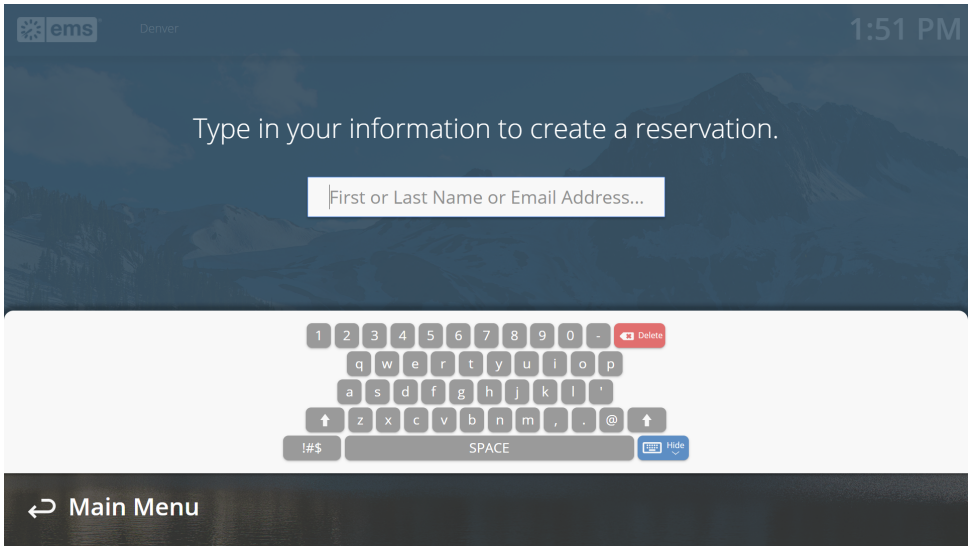
4. To return to the **My Reservations** page after viewing a floor map, click **Close** in the upper-right corner of the Floor Map dialog box.

CHAPTER 16: Book a Desk or Workspace in EMS Kiosk App

The **Make a Reservation** page in EMS Kiosk App allows you to make your own reservations for today.

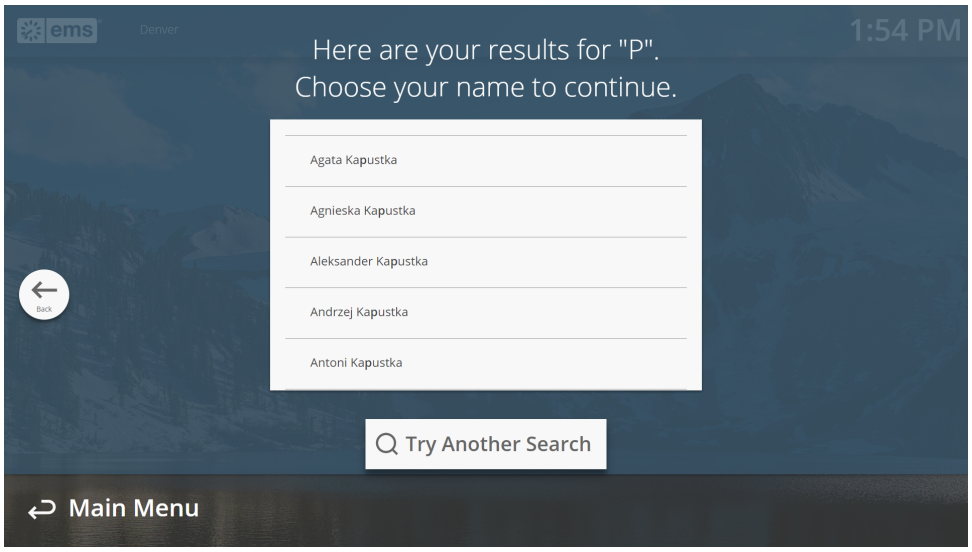
> **Note:**
> The following procedure is written from the perspective of a group search; however, depending on how your EMS Kiosk App is configured, you might be required to enter a personnel number/employee ID number for your search criteria.

1. Click **Make a Reservation**. A page opens where you find your user profile in the system (unless your system is set up to allow guest reservations).



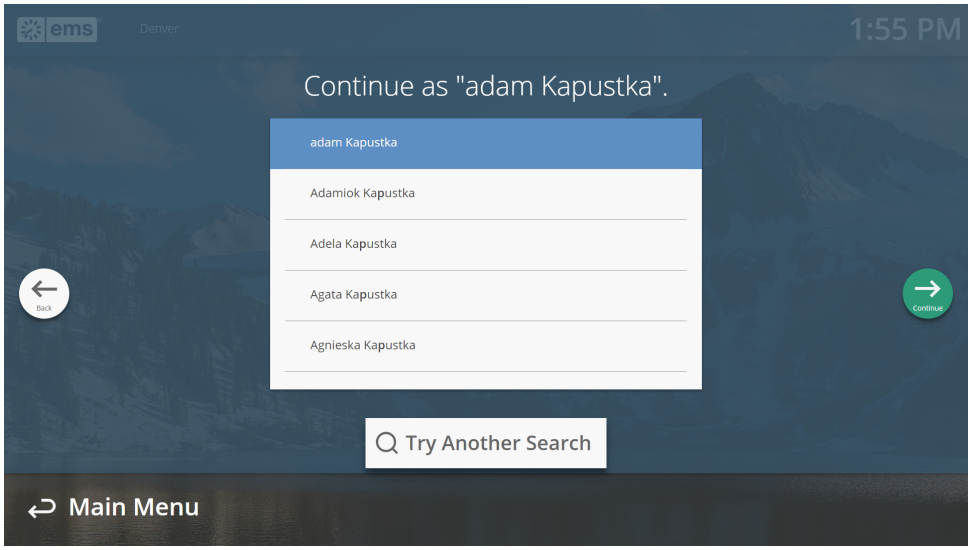
Group/Person Search Page

2. In the Group field (which might be labeled anything your Administrator prefers, such as "Employee"), enter your name, and then click **Search**. A list of all groups/people that meet your search criteria is displayed. The search is limited to the exact order of the characters in the string, but the string can be found anywhere in the search results, and it is not case-sensitive. For example, a search string of “de” returns both Anderson, Scott and Evans, Dean.



Example of Search Results for a Group/Person

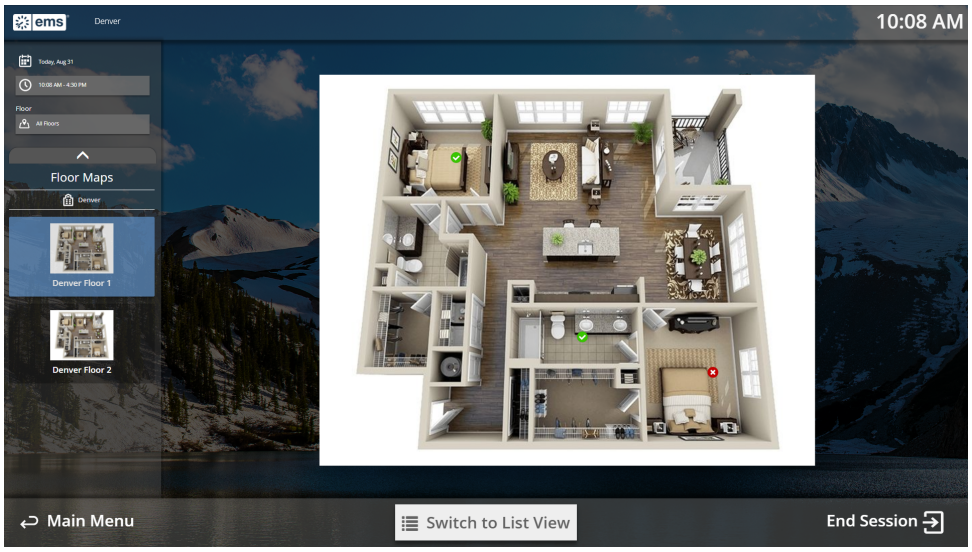
3. Select your name and then press **Continue**.



Continue Screen

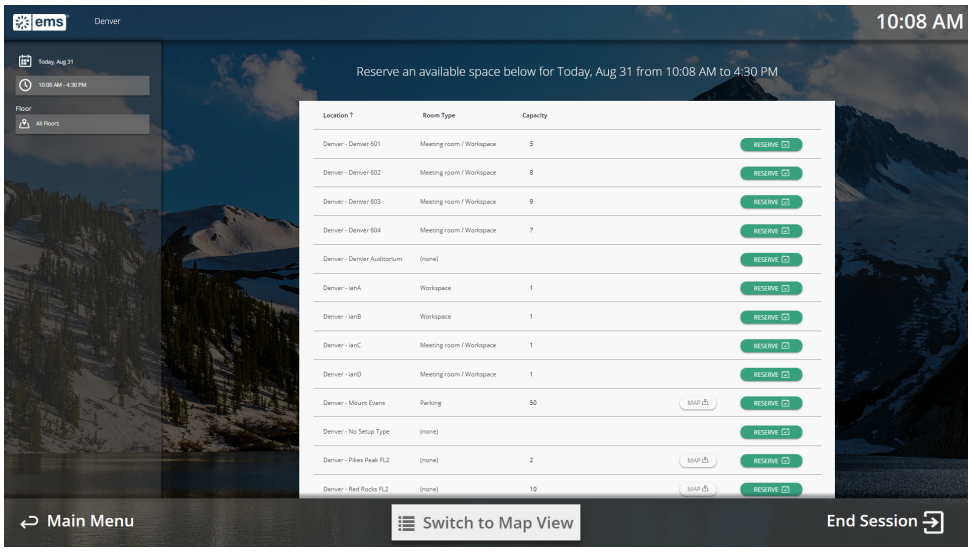
4. The **Make a Reservation** page opens.

> **Note:**
> Based on how your organization has configured EMS Kiosk, various fields might be available.



Make a Reservation Default Page

5. Modify the values for dates and times as needed.
6. If floor plans have been configured for any rooms in the Kiosk profile, then the floor plan view will show by default. You can view a list view of the available spaces by clicking the **Switch to List View** button at the bottom.
7. If your Admin has enabled filtering, you can restrict results by selecting a filter (e.g., you can filter by room type and floor).
8. To reserve from the Map View, select an available room and click the **Reserve** button.
9. To reserve space from the list, click the **Reserve** icon next to the space that you want to reserve for your event.

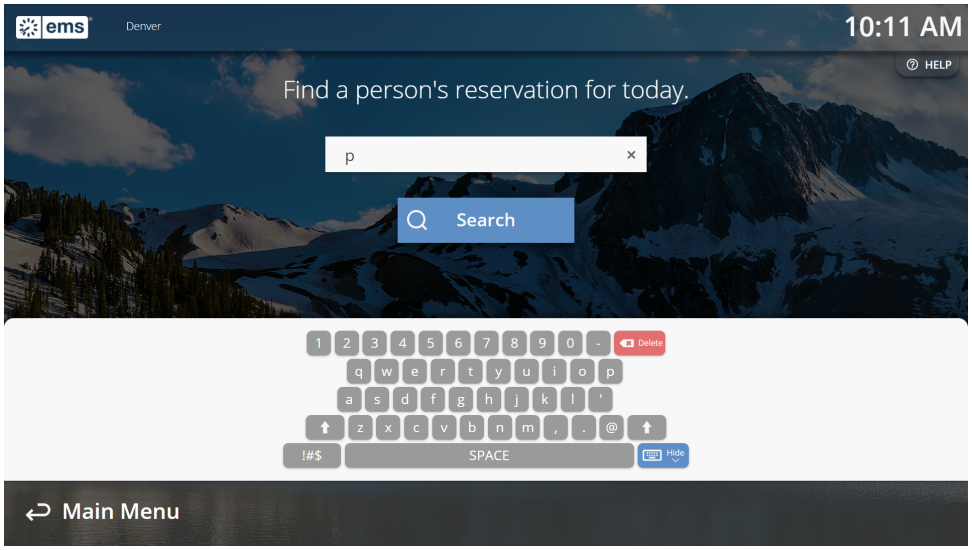


Reservation Screen

CHAPTER 17: Locate a Person in EMS Kiosk App

The Locate a Person page in EMS Kiosk App enables you to locate a person who has reservations scheduled for today. The page displays all of today's reservations for the selected person. You might also be able to view the person's check-in status on this page.

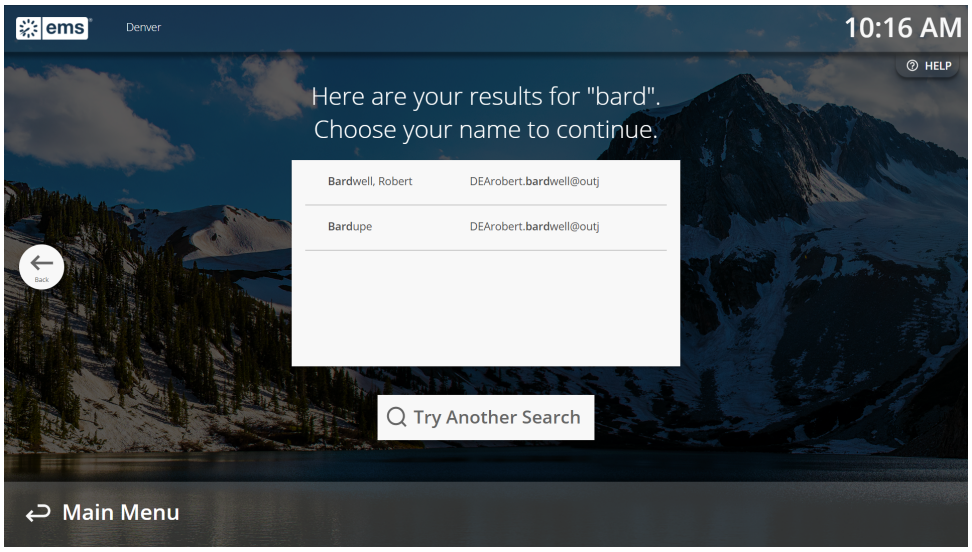
1. Click **Locate a Person**. A page opens with options for searching for a group/person.



Group/Person Search Page

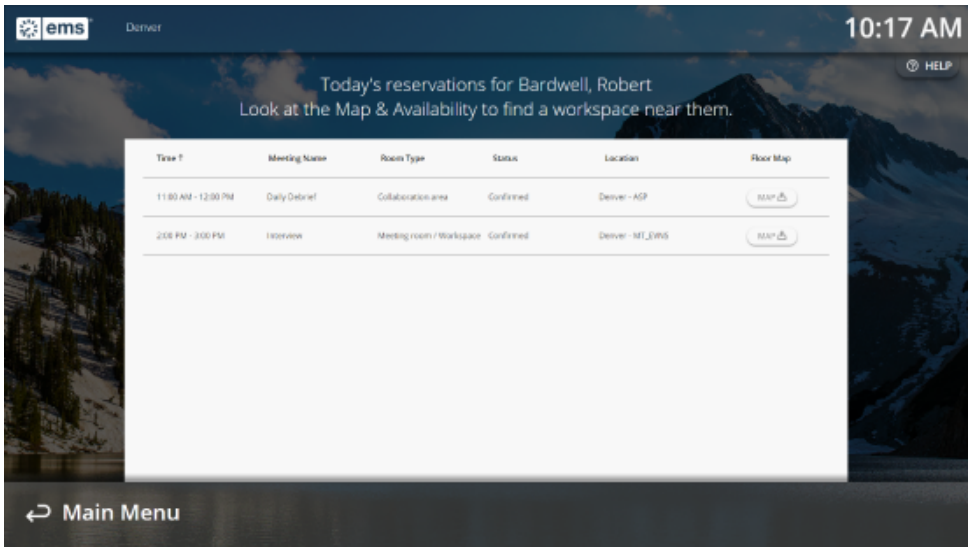
2. In the Search field, enter the person/group's **First Name**, **Last Name**, or **Email Address**. Click **Search**. A list of all groups/people that meet your search criteria is displayed.

> **Note:**
> The search is limited to the exact order of the characters in the string but the string can be found anywhere in the search results and it is not case-sensitive. For example, a search string of "ed" returns both Anderson, Scott and Phillips, Dean.



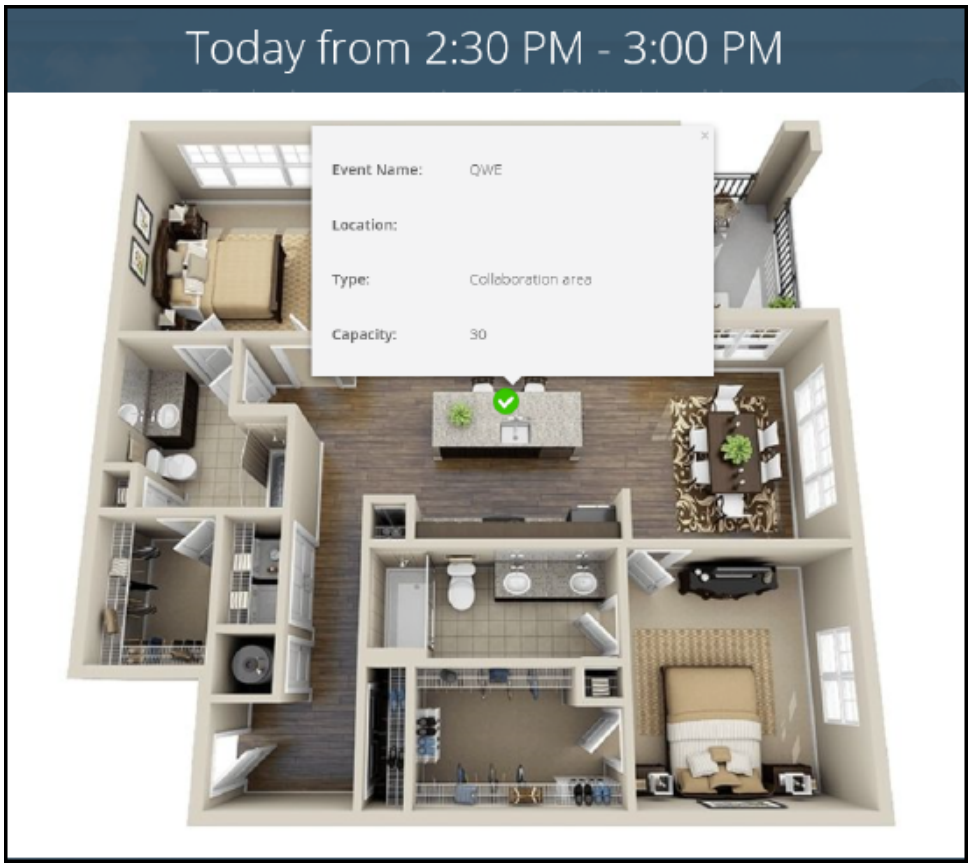
Sample Search Results for a Group/Person

3. Click the name of the appropriate group/person in the search results. The Locate a Person page displays all of today's reservations for the selected group/person. This page might also display the group's/person's status (checked into a building/checked out of a building).



Reservations for a Selected Group/Person

4. Optionally, to view a floor map in which an event for the selected group/person is scheduled, click the **Map** icon for the event.

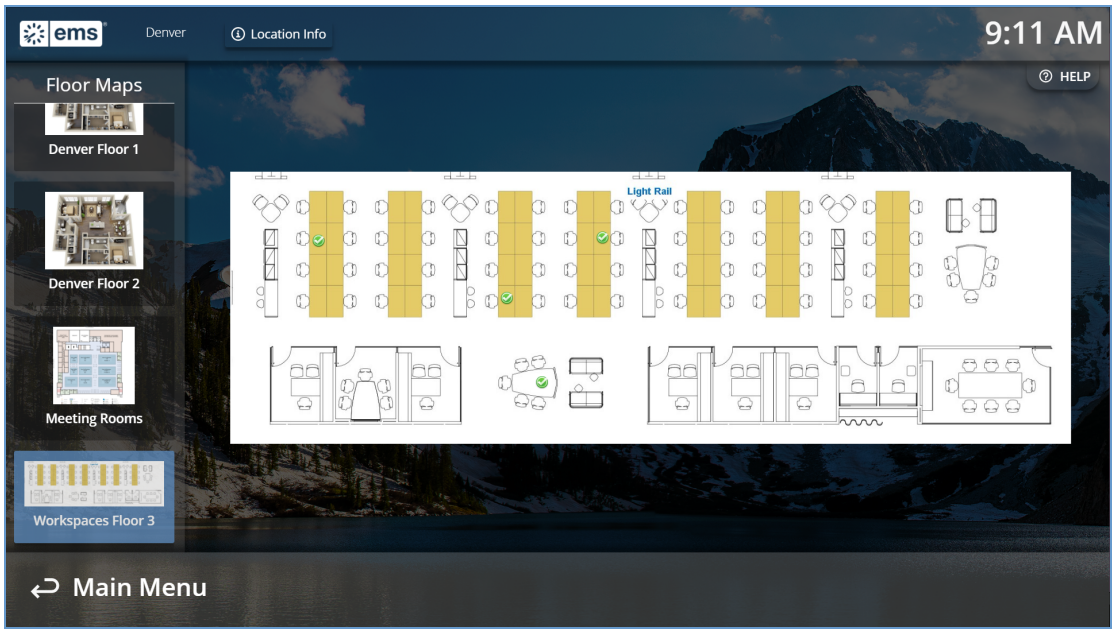


Sample Floor Map for a Scheduled Event

5. To return to the **Today's Reservations** page after viewing a floor map, click **Close** in the upper right corner of the Floor Map page.

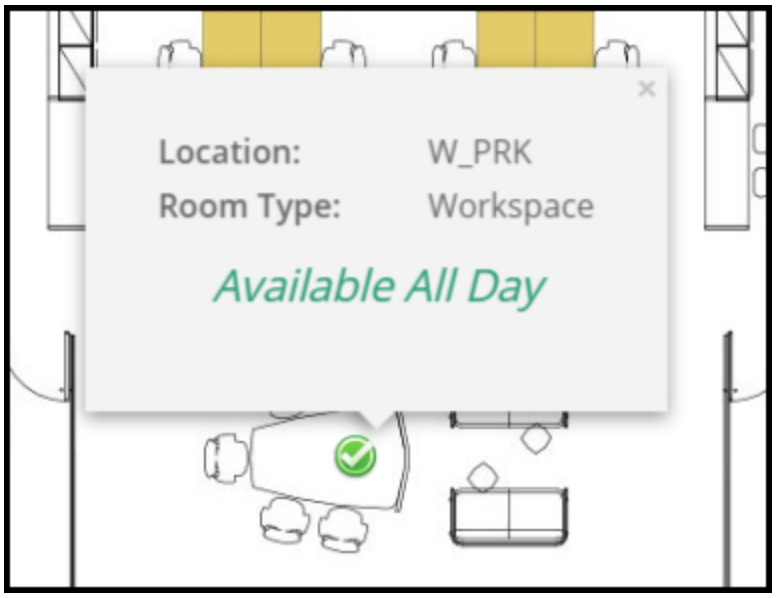
CHAPTER 18: Locate a Space in EMS Kiosk App

The Locate Space page in EMS Kiosk provides a broad perspective of all the available/unavailable space in the buildings in which today's events are scheduled.



Locate Space Page

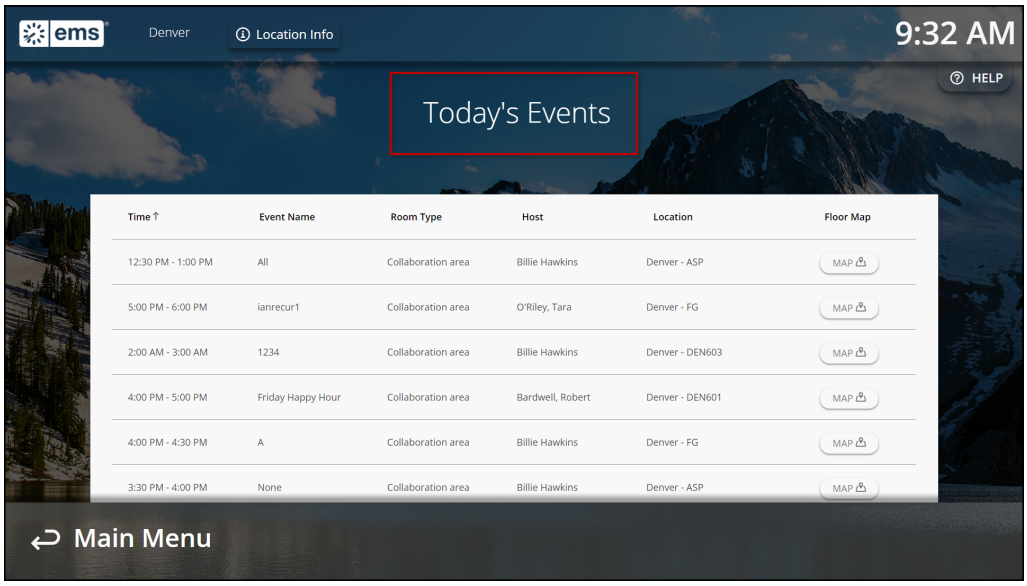
After you open a floor map, you can click on any Available Room icon (which is typically a green icon) or an Unavailable Room icon (which is typically a red icon) on the map to view information about the room and the event.



Viewing Information About an Available Room

CHAPTER 19: View Today's Events in EMS Kiosk App

The Today's Events page in EMS Kiosk lists all the events scheduled for today for rooms in the Kiosk profile.

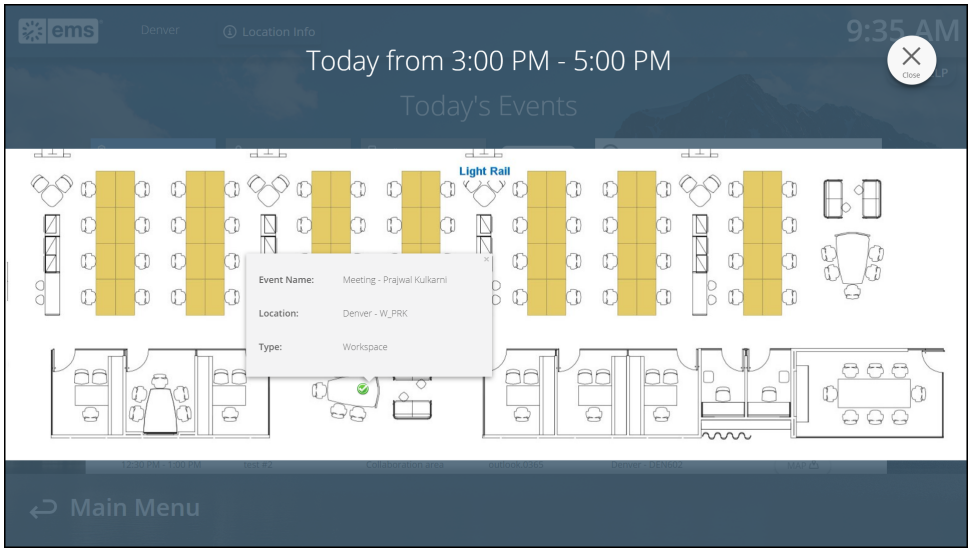


Today's Events Page

View Map

To view a floor map that shows the location of the scheduled event:

1. Click the View Map icon for the event.



Sample Floor Map for a Scheduled Event

2. To return to the Today's Event page after viewing a floor map, click **Back**, which is displayed in the upper-left corner of the Floor Map page.

EMS Kiosk App - April 2019

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