System Galaxy Quick Guide
INSTALLATION & USER INTERFACE

Galaxy Mobile **PersonPoint**

GUIDE FOR THE MOBILE APP

JAN 2021

SG 11.7.0
to
Current

Galaxy
PersonPoint
Mobile App

How to Install and Use the PersonPoint mobile app.

The information in this document is subject to change without notice.

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Revision / Date	Changes
SG 10.4.9	MIN VERSION FOR MOBILE APP
SG 10.5.1	New cover for new release version
SG 10.5.6	New cover for new release version

# 1   Introduction to the Galaxy PersonPoint Mobile App

The Galaxy **PersonPoint** mobile app allows an operator to monitor and report cardholder activity from a mobile phone. PersonPoint uses an SSL connection via private wireless network or public internet network.

The PersonPoint app includes the ability to activate or deactivate a cardholder from the mobile phone. The app provides search & filter capabilities to allow an operator to narrow the criteria used to find a cardholder.

1.1   PERSONPOINT CAPABILITIES LISTED:

- **Connect to System Galaxy database** via *private* or *public network* (valid **SSL Certificate** is required)
- **Search / Find Cardholders** (by name, by department, or by specified field*)
- **Filter search results** (by "Active" or "Inactive" or "All", or by specific letters)
- **Activate or deactivate cardholders** (with a single-swipe).
- **View cardholder activity** (by date range)
- **Report card activity** via email account.

* Search by *specified field* includes text, date, and checkboxes. See the appropriate chapter for a complete list of the available fields.
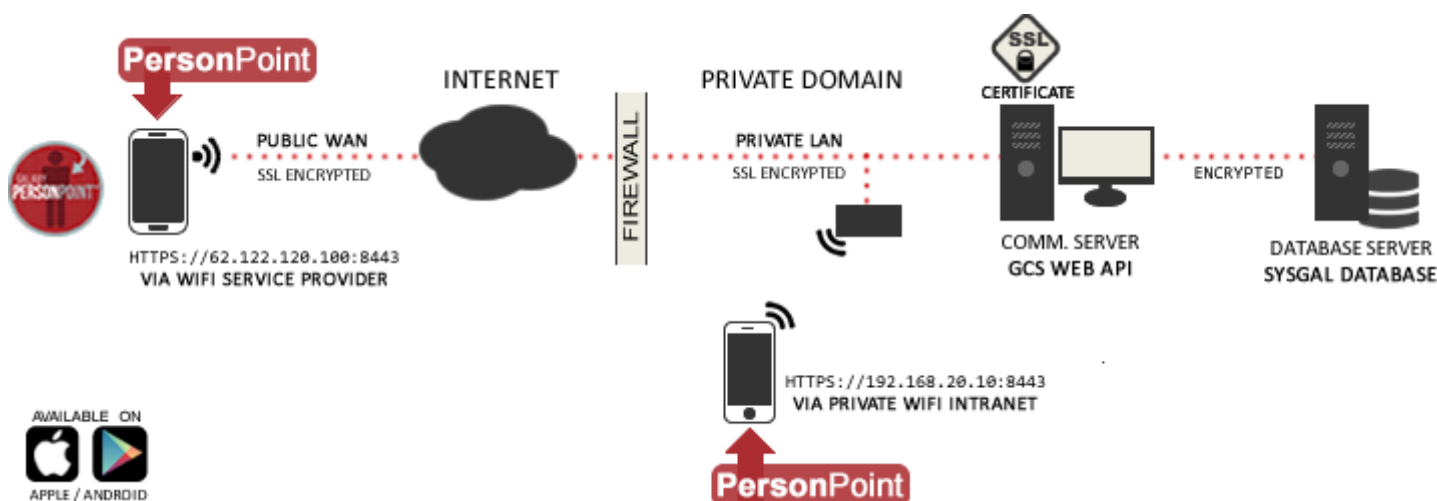
1.2   ABOUT THIS GUIDE

Information in this user guide covers the following …

1. Introduction: Features & Capabilities, Planning and Requirements
2. Installation: Downloading / Installing PersonPoint
3. Using PersonPoint App
4. Error Handling

1.2.1   RELATED DOCUMENTATION

- **Galaxy DoorPoint User Guide** (covers installing and using the DoorPoint mobile app)
- **GCS Web API Server Guide** (covers installing and configuring the Web API Service)
- **System Galaxy User Guide** (covers configuring and using the System Galaxy software)

1.3   REQUIREMENTS

The **GCS Web API Service** and GCS Communication Services are designed to run the SG Communication Server (running on a Windows Server OS, or a Windows-7/ Windows-8 OS).

1. **System Galaxy 10.4.9 (minimum version)**
2. System Galaxy database must already be installed and must be running before you install the Web API Service.
3. A **valid/current SSL Certificate** must be installed on the *System Galaxy Communication Server*.
   The private key must be visible on the Certificate (if for any reason you need to redo the certificate installation, the privacy key may not be enabled – in which case you will have to manually restore the privacy key. See the SG Web Service Guide for details.
4. The **GCS Web API Service** must be installed on the main *System Galaxy Communication Server*.
   - The service has no dependencies. Therefore it is not affected by (and does not affect) other GCS services.
   - The installation of the Web API Service is covered in the SG Web Service Guide.
1. *GCS Web API Service* must be using a unique port number. **It cannot share port 80 or 443 with IIS or other apps**.
   » 8000 is default HTTP port (configurable) – useful for testing environment only
   » 8443 is default HTTPS port (configurable) – for live/production environment
5. The smartphone must have a valid account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider
6. The **Galaxy PersonPoint mobile app** can be downloaded from Google Play or Apple Store.
   The app is not supported on a Windows smartphone OS.
7. The Cardholder must be properly enrolled through the System Galaxy software before it is available in the PersonPoint app. Enrolling a cardholder is covered in the System Galaxy User Guide.
8. The **Galaxy PersonPoint mobile app** operator must use a valid System Galaxy operator login. It is recommended you create/use a specific operator login for the mobile app, which is created through the operator configuration in the System Galaxy software. It may be advisable for each operator/phone have a unique login that is specific to the mobile app for security and administrative purposes, this way you know which operator and/or which device (i.e. a command issued from a mobile device as opposed to from the workstation.
9. You must use HTTPS secure socket connections with an SSL Certificate for your Galaxy Mobile Apps in the live production environment. This will encrypt the communications regardless of which method of network access you choose.
   » **Private Access:** Galaxy Apps to connect to a *private wireless router* when the smartphone is within range.
   » **Public Access:** Galaxy Apps to connect to a *public network router* using a Public Cellular Provider.

2 Installing the PersonPoint App

This section covers how to install the PersonPoint app. A mixture of iPhone and Android screenshots are shown throughout these instructions. This guide assumes the operator has a basic understanding of smartphones.

IMPORTANT: The System Galaxy Web API Service must be properly installed and running.
IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

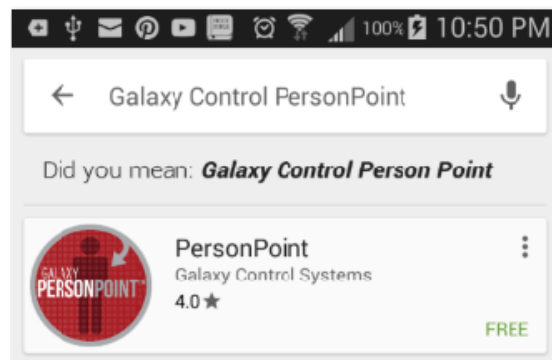| *Steps to Install PERSONPOINT:*	*Screenshots*

1. **LAUNCH YOUR PHONE'S APP STORE.**

   Google Play or Apple Store).

   The app store will open.
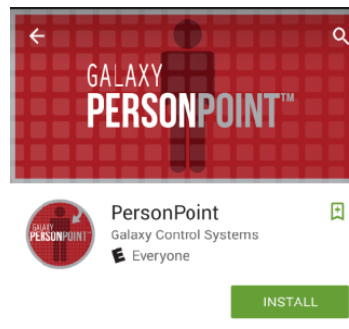
2. Search for "Galaxy Control PersonPoint"

3. Tap on the (free) **Galaxy PersonPoint** tile to view it in the App Store.

4. Tap READ MORE to confirm the minimum requirements for the app.

   The app size is 1.15MB.
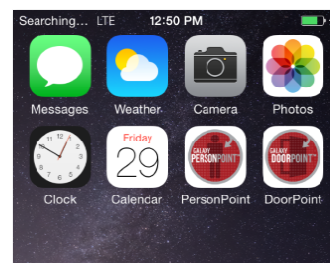   *Available through Galaxy Control Systems*

5. Tap the **INSTALL button** to begin downloading.

6. Tap to confirm download requirements.

You can place your DoorPoint icon where ever is best for you. Typically a tap/hold will enable you to move your icon.

7. Tap the **[Personpoint] icon** to open the app.

GO TO THE NEXT SECTION TO SEE INSTRUCTIONS ABOUT STARTING AND LOGIN INTO THE MOBILE APP.

3   Signing into the PersonPoint App

This section covers how to sign into the PersonPoint app. A mixture of iPhone and Android screenshots are shown throughout these instructions. This guide assumes the operator has a basic understanding of smartphones.

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

| **Steps to Sign-in to PERSONPOINT:**	*Screenshots*

The operator must provide the correct URL for the System Galaxy Communication Server using secure socket layer (HTTPS).

IMPORTANT: The Web API Service must have already been installed and must be running. The phone must be able to connect.

1. Tap the PersonPoint icon to start the app.

2. Type the appropriate **HTTPS URL address** for the SG Comm Server inside the **URL field** and.

3. Click **[SUBMIT] button** to connect.
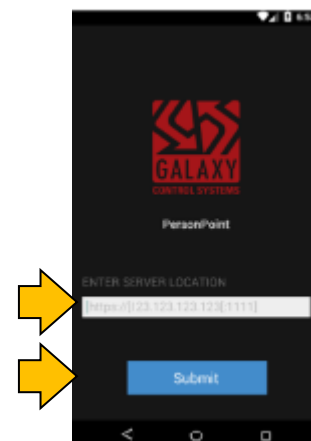
IMPORTANT: The Web API Service must have already been installed and must be running. The phone must be able to connect.
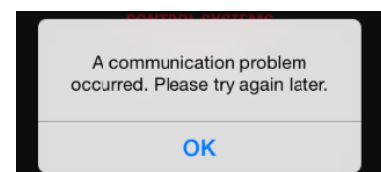
If the connection is successful, user will be prompted to log into System Galaxy with valid SG Operator login credentials.

1. Type the USERNAME & PASSWORD for the appropriate SG operator into the login fields.

2. Tap **[LOGIN]** button to sign in to SG.

   If valid login credentials are used, the home screen displays. If invalid login credentials are used, the mobile app will return a login error and user will try again.
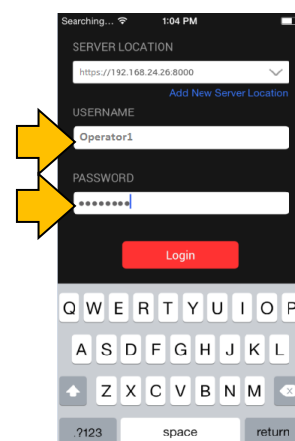
4   Finding a Cardholder in the PersonPoint App

This section covers how to Find, search and filter cardholders in the PersonPoint app.

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running. The cardholder must already be enrolled into System Galaxy.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

4.1   SEARCHING FOR A CARDHOLDER BY NAME

Steps to use PERSONPOINT:	*Screenshots*

The PERSONPOINT home screen defaults to the NAME SEARCH.

The operator can choose to search by department or by specific field if the name field is not successful.

1. Tap the **Name** button at top of screen as needed.

2. Enter part or all of a cardholder's first or last name.

   The app will only pull back names that match the criteria you provide.

   - **If you are not sure of spelling, try part of the name.**

   - **If you pull back a list that is too long, you can add letters to the FIRST NAME field or more letters to the LAST NAME in order to narrow your search.**

   EXAMPLE: if you type "Johns" into the LAST name field,

The app will pull back …	The app will NOT pull back …
Johns	John
Johnson	Jonson
Johnston	Johnathan
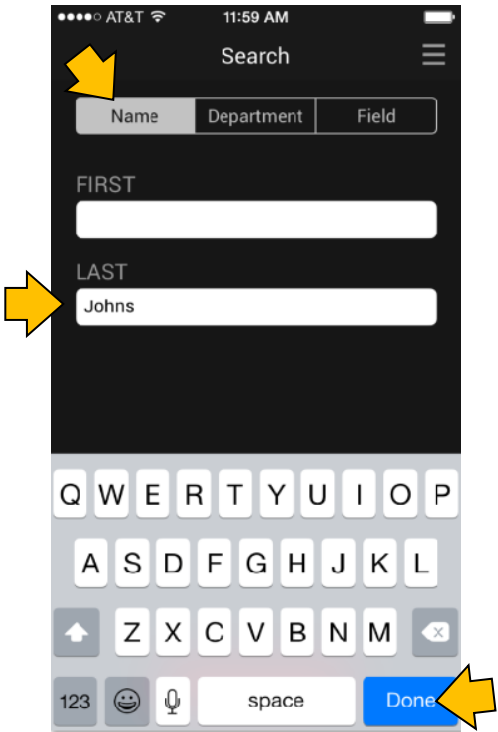
3. Tap [**DONE**] to query the cardholder names.

The app will list the matching cardholders in alphabetical order by last name.

4. Operator can filter the cardholder list further for the desired name by entering any letter(s) into the SEARCH field at the top of the screen.
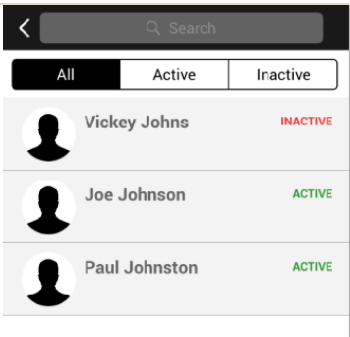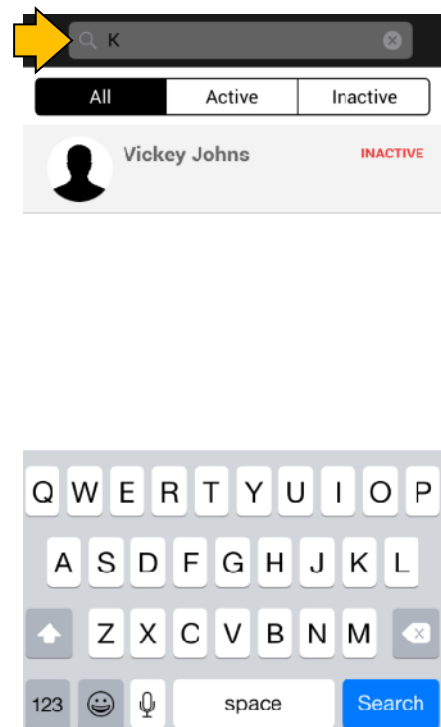
4.2   FILTERING THE SEARCH LIST

Operator can filter the cardholder list using the SEARCH field at the top of the screen.

1. Enter any letter(s) into the SEARCH field at the top of the screen.

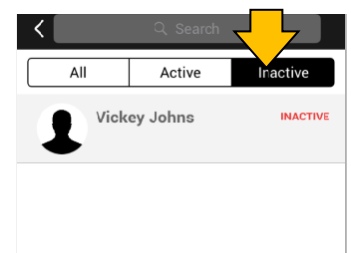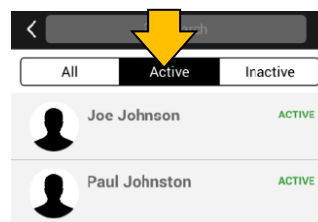2. Tap the SEARCH button to reissue the search.

> **EXAMPLE: if you type "K" into the SEARCH field,**
>
> | The list will include … | The app will omit … |
> |---|---|
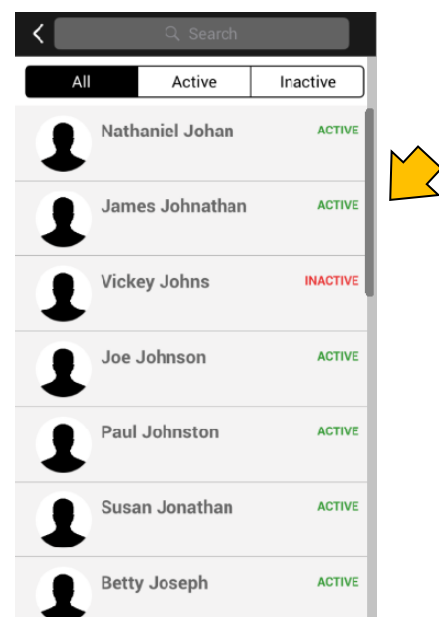> | **Vicky Johnston** | Joe and Paul |

3. Tap the ACTIVE or INACTIVE buttons to filter out the active or inactive cardholders.

A scrollbar appears on the right side of screen when you scroll the list..

4. Tap-Hold to scroll up or down the list as needed to find the desired cardholder name.

4.3   SEARCHING FOR A CARDHOLDER BY DEPARTMENT

The operator can choose to search by department.
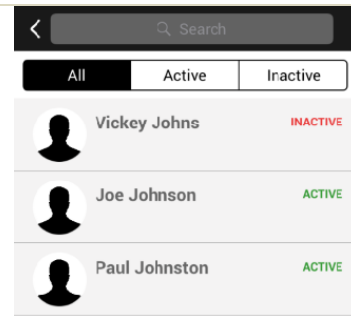
1. Tap the **Department** button at top of screen.

2. Tap the Department droplist to expand list.

3. Tap the desired department name.

4. Tap the SEARCH button.

    NOTICE: The app will only pull back the cardholders who belong to the department you choose.
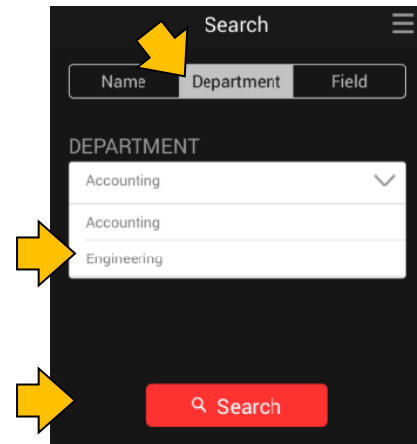
The app will list the matching cardholders in alphabetical order by last name.

5. Operator can filter the cardholder list further by …

    a. Enter letter(s) into the SEARCH field at the top of the screen.

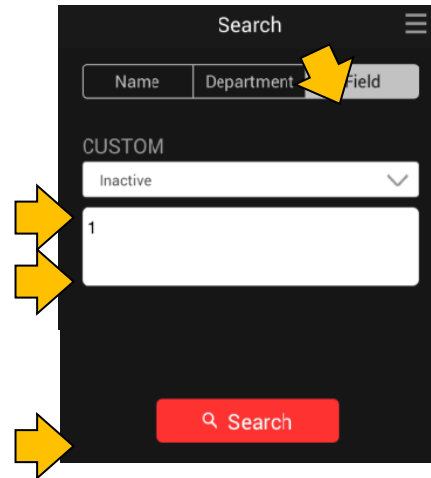   b. Tap the ACTIVE or INACTIVE buttons.

4.4 SEARCHING FOR A CARDHOLDER BY SPECIAL FIELD

The operator can choose to search by special field.

1. Tap the **FIELD** button at top of screen.

2. Tap the **CUSTOM** droplist to expand list.

3. Enter the *correct value* for the field you selected.

   - If the field you chose is a checkbox, then you will enter either a "1" (checked) or a "0" (unchecked)

   - If the field is a text field, then enter the text you are searching for.

4. Tap the SEARCH button.

   NOTICE: The app will only pull back the cardholders who match the criteria you choose.

The app will list the matching cardholders in alphabetical order by last name.

5. Operator can filter the cardholder list further by …

   a. entering letter(s) into the SEARCH field at the top of the screen.

   b. tapping the ACTIVE or INACTIVE buttons.
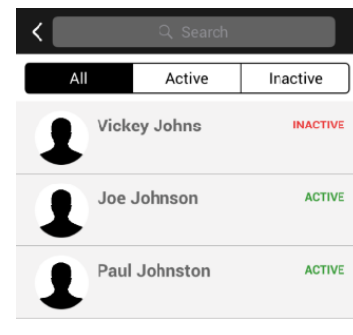
END OF SEARCH INSTRUCTIONS

5   Activating and Deactivating a Cardholder in PersonPoint

This section covers how to activate and deactivate cardholders in the PersonPoint app.

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running. The cardholder must already be enrolled into System Galaxy.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

5.1   ACTIVATING A CARDHOLDER

| Steps to use PERSONPOINT:	*Screenshots*

The Operator can activate or deactivate a cardholder.

1. Search for the cardholder using the desired search method – see chapter 4 for instructions if needed.

2. Tap the **NAME TILE** to open the cardholder profile.
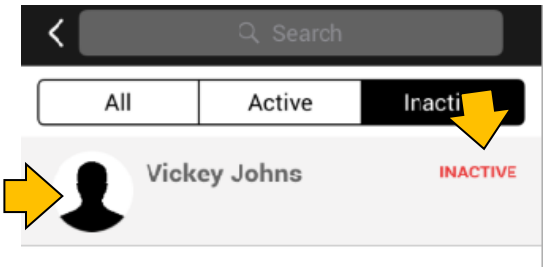
When the profile opens, you will see the INACTIVE button is red.

The cardholder will not be able to use any credentials to gain access to any door that are associated with this cardholder profile when it is inactive. If credentials are enrolled under a different cardholder record, they will not be affected by the status of this one.
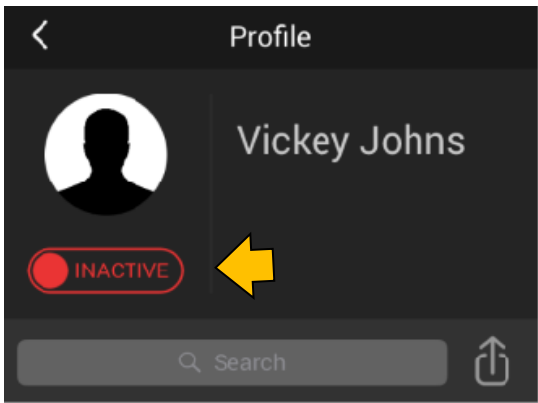
3. Tap and slide the **RED DOT** to the right to change the cardholder to ACTIVE

When the cardholder status changes to active, the button color will change to green.

The cardholder will be able to use any valid credentials to gain access to any door that they have been granted access to.
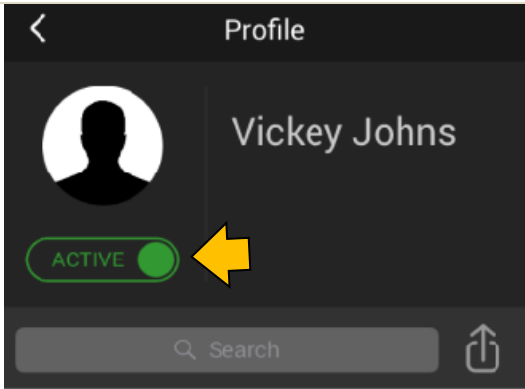
To change a cardholder back to inactive, simply TAP and SLIDE the green active button to the left. The button will turn red and the user will be unable to use any of their credentials to gain access to any door in the facility

END OF INSTRUCTIONS

6   View, Find and Send Cardholder Activity

This section covers how to view, find and send cardholder activity.

IMPORTANT: The System Galaxy Web API Service must be properly installed and running. The SG Database must be running. The cardholder must already be enrolled into System Galaxy.

IMPORTANT: The smartphone must have a valid network account and valid Wireless Router settings must be configured in the smartphone for the private wireless router, or the smartphone must have a wireless signal from an internet service provider in order to proceed.

IMPORTANT: The smartphone account must be set up with an email account.
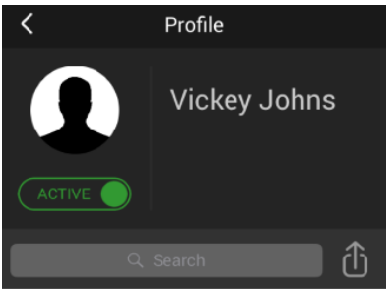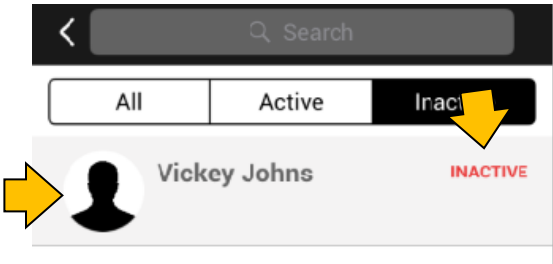
6.1   VIEWING CARDHOLDER EVENTS

Steps to use PERSONPOINT: *Screenshots*

The PERSONPOINT pulls back cardholder events.

1) Search for the cardholder using the desired search method – see chapter 4 for instructions if needed.

2) Tap the **NAME TILE** to open the cardholder profile.

   The app will display a list of door events depending on what the cardholder activity has been. App displays the date, time, door name and status of the event (such as valid access or invalid access).

   **If there has been no activity yet the app will report that there is no data available.**

3) The app will display a list of door events depending on what the cardholder activity has been.

   Profile displays door, date, time, & status of the event (such as valid access or invalid access attempt).

   TIP: T**ap-and-Pull** on the Event List to update/refresh it or to retry if you pulled back no data. Also if you exit and return the list will be updated. The list does not receive live updates.
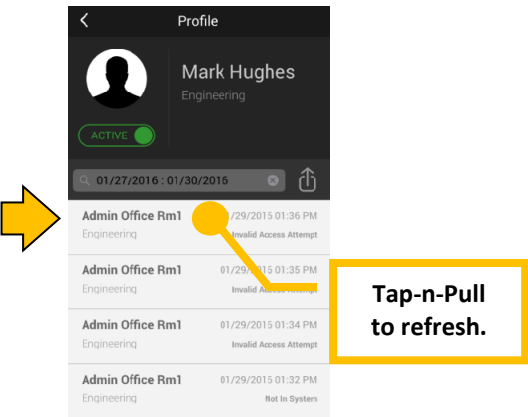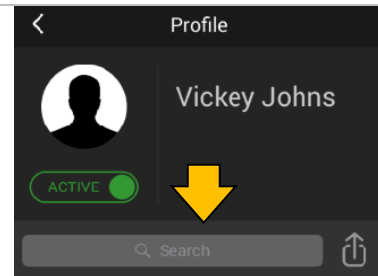
6.2   FINDING AND SENDING CARDHOLDER EVENTS

Steps to use PERSONPOINT:	*Screenshots*

1) Tap on the **SEARCH** button to begin pulling events by date range.

2) Enter a **start** and end **date** when prompted.


3) You can manipulate the month, day, year, hour, and minute fields individually by using your finger to scroll or spin the dates up and down.

4) Tap **Next** to get to the END Date and again choose the date and time you desire.

5) Tap **Previous** to go back to the START Date if needed.
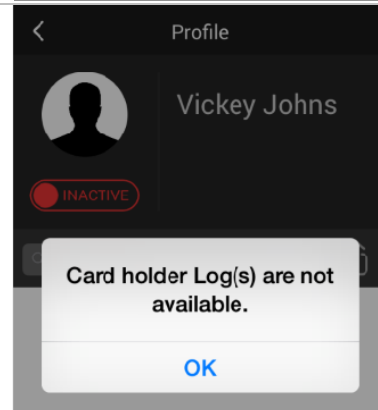
6) Tap **Done** to select the end date.
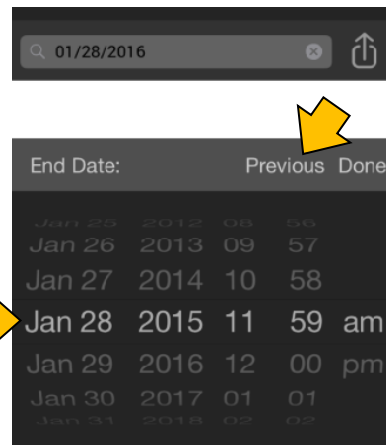
   The app will display a list of events (such as valid access or invalid access within the chosen date range.

7) Tap the SEND icon to forward the selected events.

8) Provide an email address when prompted.
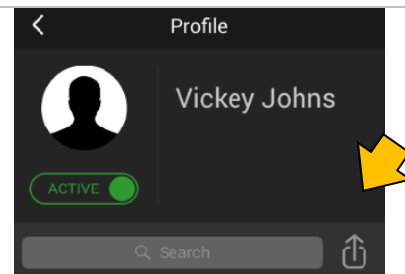
NOTE: A message stating cardholder has "no logs" will appear if there are no events for the date range you selected.

9) Tap OK to clear the event.

END OF INSTRUCTIONS