



# 2GO Travel's Wi-Fi

# **PassCess Shore Control Panel Manual** (Management Portal Manual)







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The PassCess Shore Control Panel is an onshore web-based tool intended for support staff. This allows access to Voucher Management, Vessel Management, Reports, Help and more.

This manual will help support staff in familiarizing themselves with the shore portal.

# **Logging in to PassCess Control Panel**

- 1. To log in to the PassCess Control Panel, open a web browser (Chrome or Firefox) and type in the URL: https://passcess.net
- 2. The PassCess log in screen should be displayed.



3. Enter the Username and Password to log in.

Important Note: Username and Password are case sensitive.

# **Navigating PassCess Control Panel**

The Menu is located at the left side of the landing page of the PassCess Shore Control Panel screen.

- 1. To navigate, select from the menu.
- 2. To hide/show the menu, click the toggle menu sidebar.



# **Voucher Management**

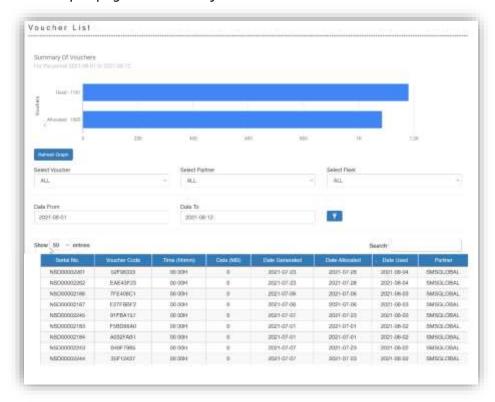
The Voucher Management menu is composed of the following features:

- Voucher List
- Allocate Voucher
- Edit Voucher

#### **Voucher List**

The Voucher List displays all the vouchers in the shore server.

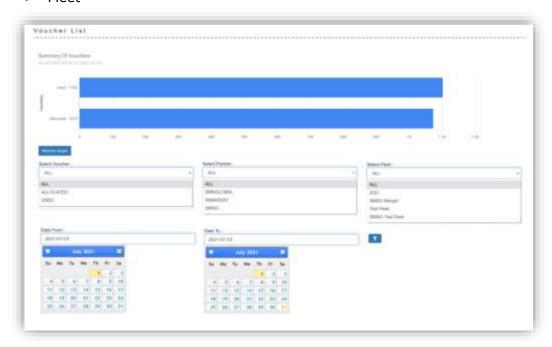
- 1. Select Voucher List in the menu.
- 2. The default screen will display the list of all the vouchers of all partners and fleets in the selected period. The voucher type, partner, fleet, period and number of vouchers per page could be adjusted as needed.



Hover the mouse cursor over the Used or Allocated bar graph to show more info.

- 3. The graph of Summary of Vouchers can be changed using the filters below:
  - Voucher
  - Partner
  - Fleet

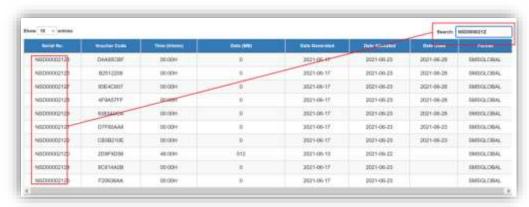
- Date From
- Date To



Click the Filter icon

## Search Vouchers

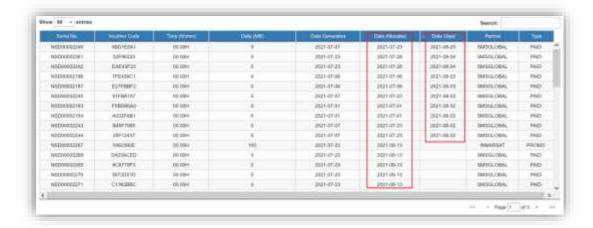
1. To search for a specific voucher, click on the Search box at the upper right corner and enter the voucher being searched. As the voucher code characters are typed, suggested vouchers are displayed that show the details and status.

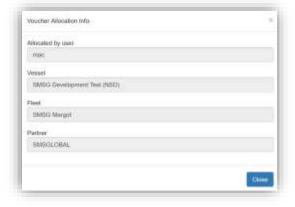


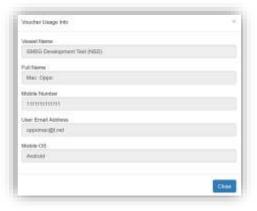
2. The report can be sorted by clicking on any column field header.



3. Click the date under "Date Allocated" or "Date Used" columns of a specific voucher to show more info about that voucher.







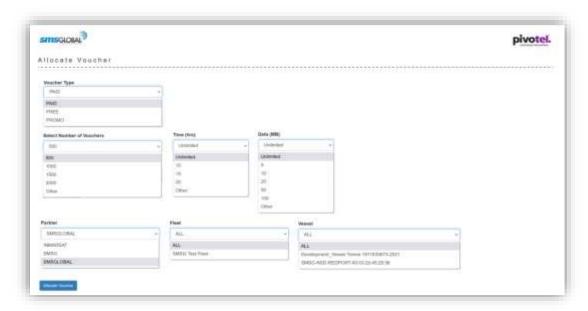
#### **Allocate Voucher**

Voucher allocation option sets the corresponding values (time and data limits) to the vouchers.

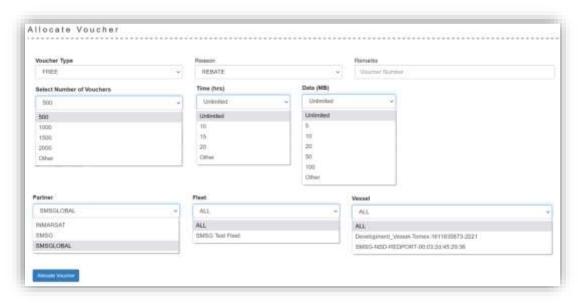
- 1. To allocate vouchers, set the following:
  - Voucher Type (Paid, Free, & Promo)
  - Number of Vouchers to Allocate
  - Time and Data Allowances
  - Partner, Fleet and Vessel Assignment

- FREE Vouchers (Reason and Remarks)
- PROMO Vouchers (Promo Title and Promo Value)

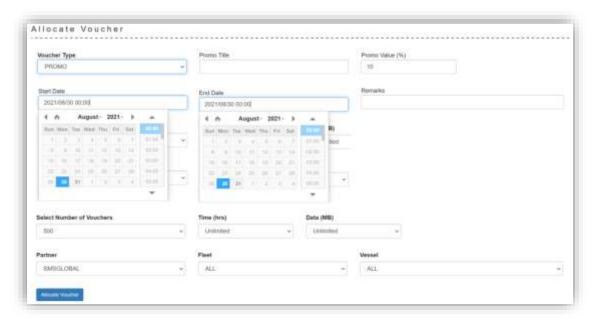
#### Paid Voucher



#### Free Voucher



#### Promo Voucher

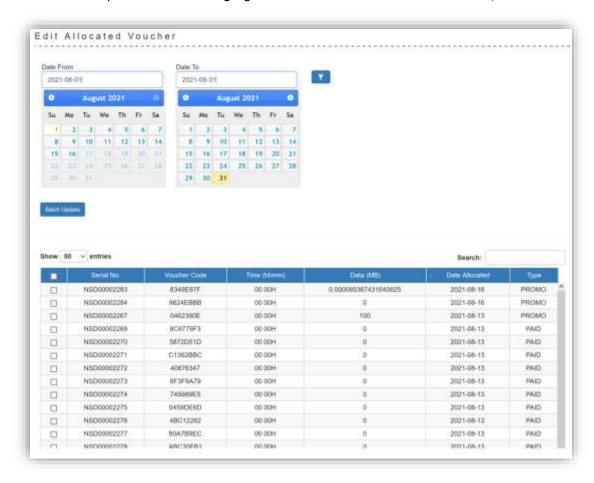


Click "Allocate Voucher". The following screen will be displayed showing the list of newly-allocated vouchers. You may download the list or copy it to the clipboard.



#### **Edit Voucher**

Edit voucher option allows changing the values of the allocated voucher/s.



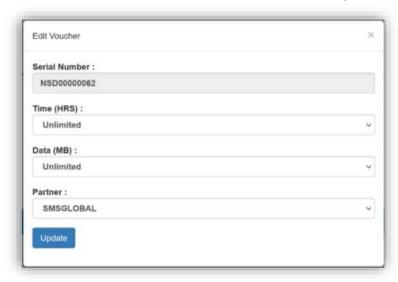
To filter the vouchers displayed, select new date by clicking the "Date From" and "Date To", then click the Filter icon".



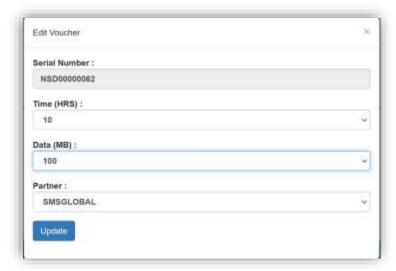
Allocated vouchers may be edited in two ways: specific voucher or a batch of vouchers.

## Edit a specific voucher

1. Click the voucher from the list to edit. The following screen should be displayed:



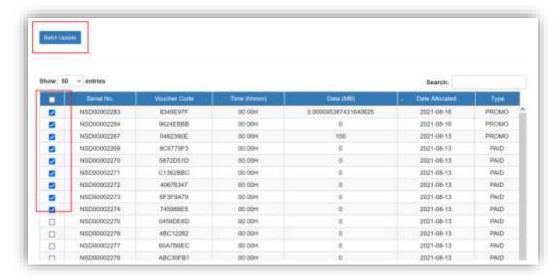
2. Set the new value/s then click the "Update" button.



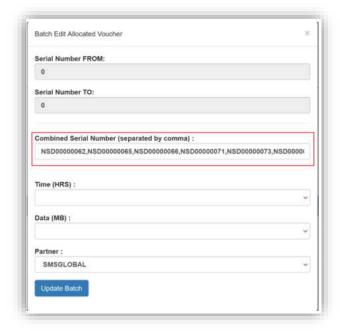


#### Edit a batch of vouchers

1. Select vouchers from the list then click the "Batch Update" button.



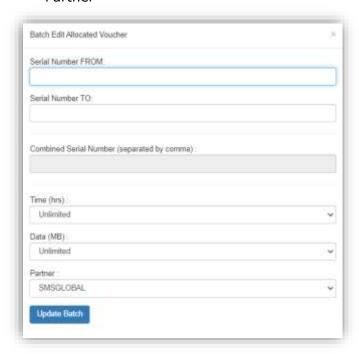
2. The following screen should be displayed:



Notice that the Combined Serial Numbers to be updated are listed separated by comma (,).

3. Set the new value/s (Time, Data and Partner) then click the "Update Batch" button.

- 4. You can also click "Batch Update" button manually by entering the following fields:
  - Serial Number FROM
  - Serial Number TO
  - Time
  - Data
  - Partner



Click the "Update Batch" button to save changes.

# **Vessel Management**

Vessel Management menu is composed of the following features:

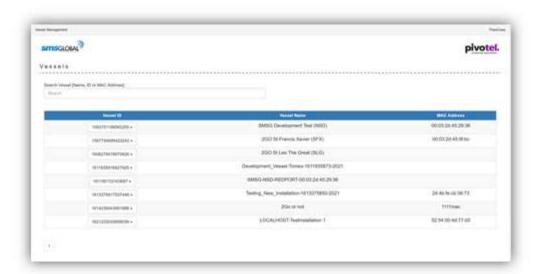
- Vessel Listing
- Network Settings
- Firewall Settings
- Voyage Scheduling

- Control Panel User
- News/Announcements
- Survey

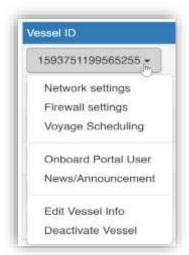
#### **Vessel List**

Vessel Listing shows the list of all registered vessels in the PassCess System.

1. To configure the settings of a vessel, click the vessel ID. The drop-down arrow will list all available controls.



- Network Settings
- Firewall Settings
- Voyage Scheduling
- Onboard Portal User
- News/Announcement
- Edit Vessel Info
- Deactivate Vessel

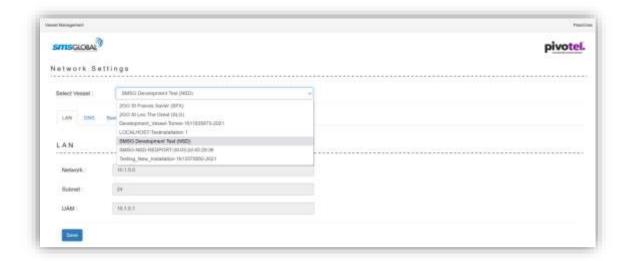


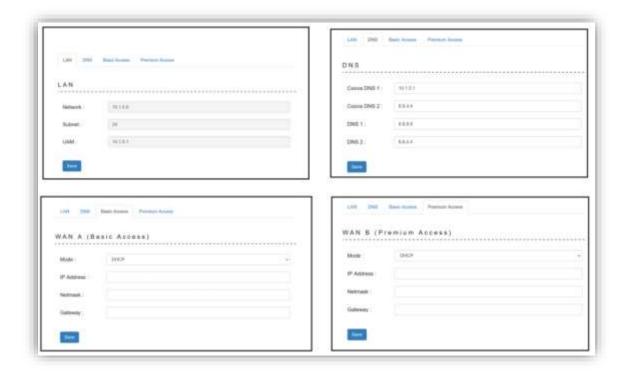
#### **Network Settings**

Displays the network set up of each vessel and displays the type of WAN mode.

- LAN
- DNS
- Basic Access

- Premium Access
- BIZ
- 1. Search the vessel from the drop-down list to configure settings:





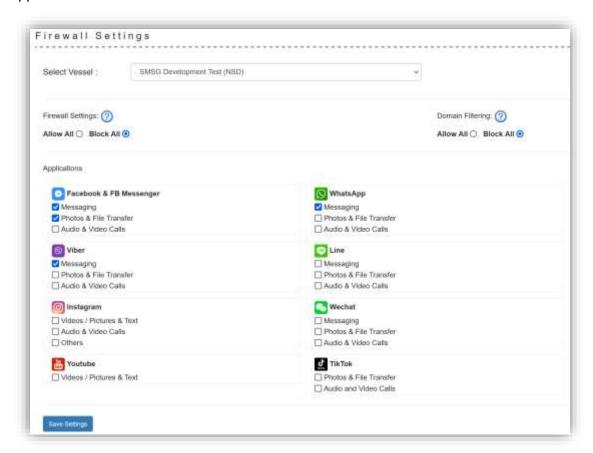
2. To edit Network Settings, enter the new setting then click the "Save" button for every change made to confirm the new values.

Changes made in the Network Settings via the PassCess Shore Control Panel will automatically be uploaded/synchronized in the router every 30 minutes.

#### Firewall Settings

Displays the firewall set up for each vessel and regulates what websites and applications that are allowed Internet access.

- Firewall
- Domain Filtering
- Applications
- 1. To change Firewall Settings, tick the boxes corresponding to the allowed applications.



2. Click the "Save Settings" button to confirm the changes.

Changes made in the Firewall Settings via the PassCess Shore Control Panel will automatically be uploaded/synchronized in the router every 30 minutes.

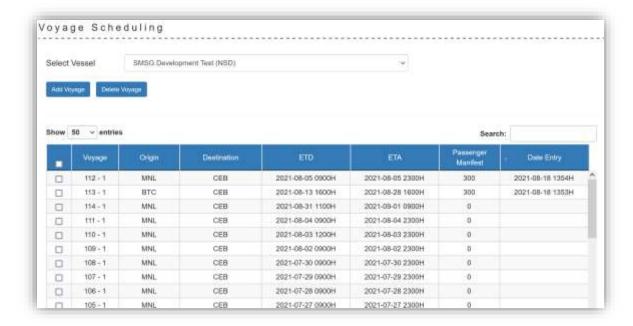
# **Voyage Leg Scheduling**

Displays the scheduled and completed voyage legs with the following information.

- Voyage & Leg
- Origin
- Destination

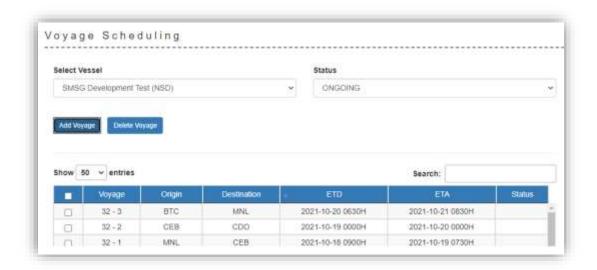
- Departure
- Arrival

Scheduled voyage legs can be updated/edited. New voyage legs can be added.

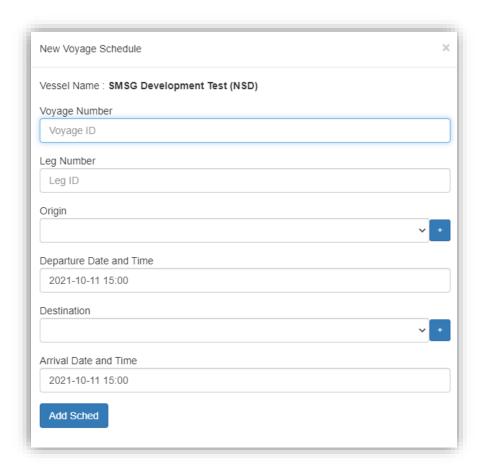


## Add Voyage Leg

1. To add voyage leg, click "Add Voyage".



2. The following pop-up will be displayed. Provide the needed info and click "Add Sched". The added voyage leg would then be listed as the topmost voyage leg.

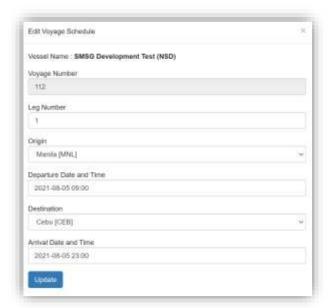


# Edit Voyage Leg

1. To edit voyage leg, click on any of the entries in the voyage leg schedule.



2. The below pop-up shall appear. Provide the needed info then click "Update".





## **Onboard Portal User**

This feature allows an Administrator to create additional users for the PassCess Shore Control Panel with assigned access rights.

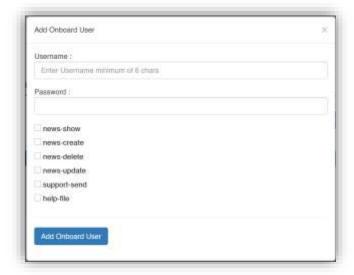


#### Create New Account

1. To add a new user account, select the vessel in the list then click "Add New Account".



2. The following screen will be displayed:



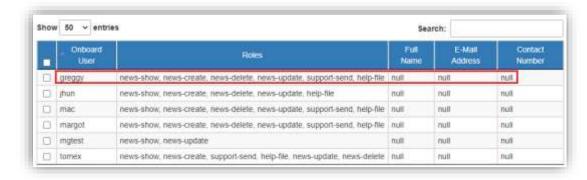
3. Select the access rights for the new user.

Please take note of the following:

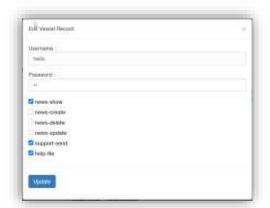
- Username and Password are case-sensitive.
- User can only access features that are set during account creation.
- 4. Click the "Add Onboard User" button to save the new onboard user.

#### Edit Onboard User

1. To edit an onboard portal user, click on any field information of the specific user.

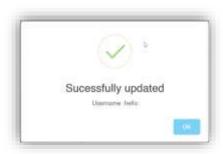


2. The following screen will be displayed:



Change the existing value then click the "Update" button.

3. The following screen will be displayed:



#### Delete Onboard User

1. To delete onboard portal users, select the user from the list then click the "Delete" button.



2. The following screen will be displayed:



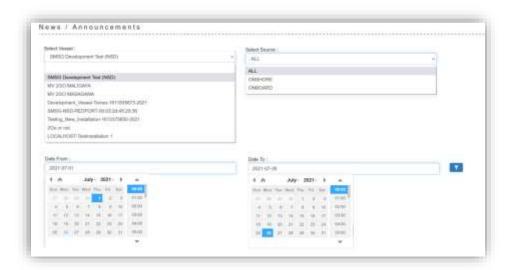
Click "YES" button to confirm, "NO" to cancel.

#### **News / Announcements**

This feature displays the News and Announcements for the fleet/vessel. Users can add news, promos, etc, exclusive for a particular Vessel, Fleet, and Partner.

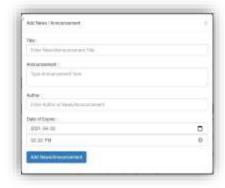
Provide the desired info and click the Filter icon





## Add News/Announcement

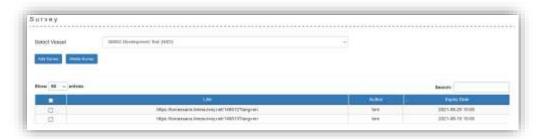
1. To add news or announcement, click "Add News/Announcement".



Enter the following information and then click the "Add News/Announcement" button. Please note that all fields are required.

#### Survey

The Survey feature is focused on collecting data to gain information and insights from 2GO Travel's Wi-Fi users.



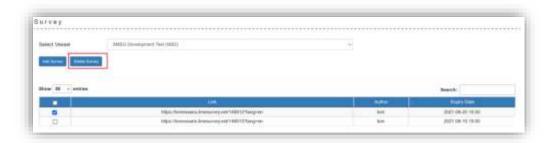
1. To add survey, click the "Add Survey" button.



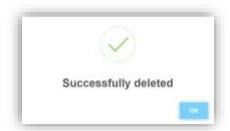
2. Provide the needed information then click "Add Survey".



3. To delete a survey, click the check box "Delete Survey" button.



4. A confirmation pop-up will appear.



5. To edit a survey, click any entry under the Link, Author or Expiry Date column fields.



6. The following pop-up will appear.



Provide the needed information then click "Update".

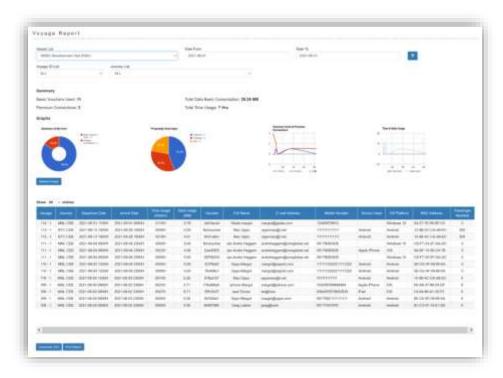
# **Reports**

This feature generates and displays reports on the voyage leg details of the vessel/s.

- Voyage Leg Report
- Vessel Report
- App Usage Report

## **Voyage Leg Report**

Voyage Leg Report displays voyage leg details and graphical summary of the vessel per voyage leg and vouchers used.



Select from the Vessel List and then generate reports based of the following filters. Click the drop-down arrow to view more entries.

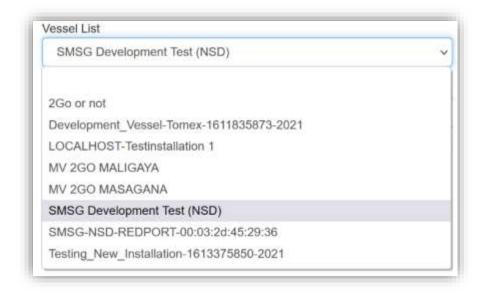
- Vessel List
- Date From and Date To

- Voyage ID List
- Journey List



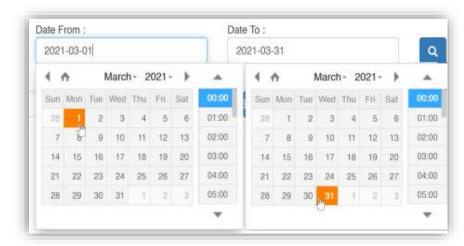
#### **Vessel List**

The Vessel List contains all of the vessels in the shore server. Click the drop-down arrow to view more entries.

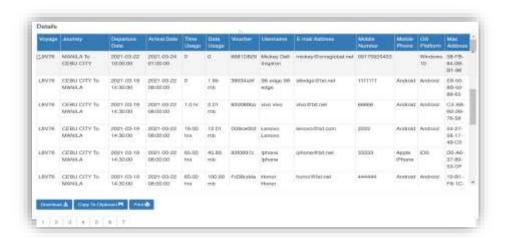


#### **Date Parameters**

- a. By default, the date is set to the 1<sup>st</sup> day of the month to the current day.
- To query 1-month report date, select the date by clicking the drop-down calendar list.



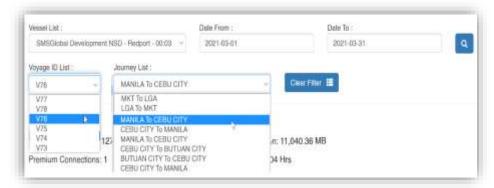
c. The following screen be displayed:



The report displays all the voyages within a one-month period.

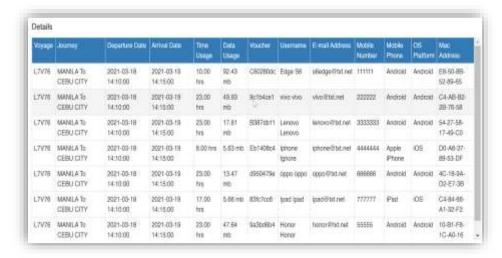
## Voyage ID List & Journey List

a. To query a particular Voyage Leg and Journey, select from the drop-down list.



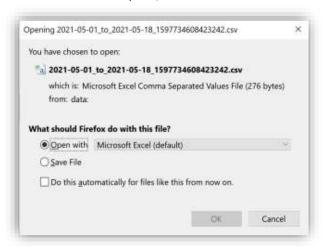
(e.g., Voyage 76, Journey MANILA to CEBU CITY for the month of March)

b. The following screen will be displayed:



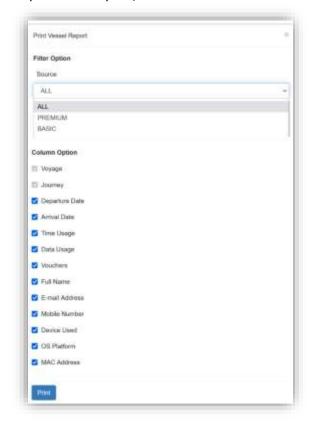
The report displays all the Voyages on a particular journey for a one-month period. The report also displays voyage details such as:

- Voucher code (time and data used)
- User (name, e-mail address, mobile number)
- Device Information (OS and MAC Address of the device used)
- c. To download the report, click the "Download" button at the bottom of the page.



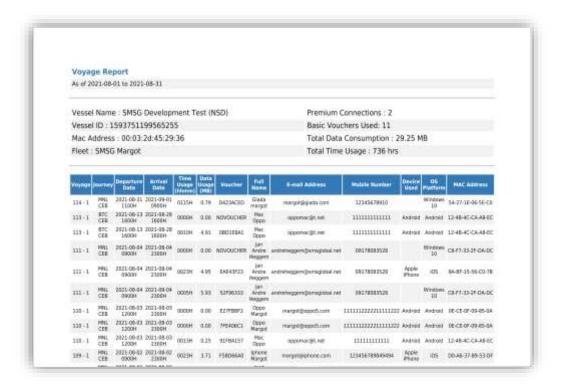
Choose between open or save file then click "OK".

d. To print the report, click the checkbox of the desired Column Option.



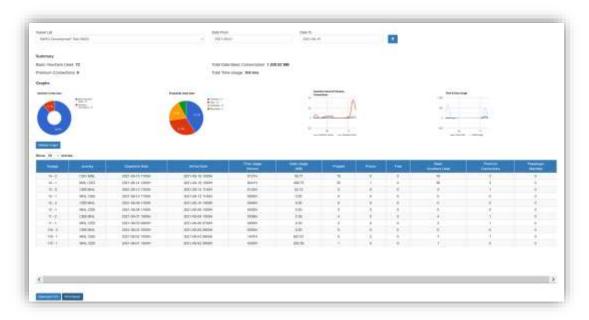
Then click the "Print" button at the bottom of the page.

e. A new tab will open with the preview:



## **Vessel Report**

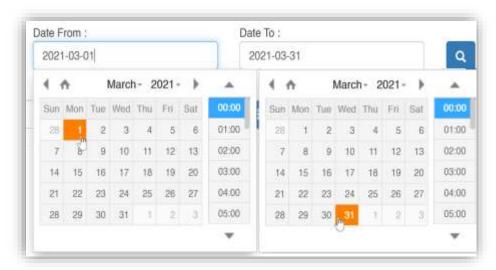
The Vessel Report shows a graphical summary of the Total number of Vouchers and Premium Connections per vessel. Click the drop-down arrow to view more.



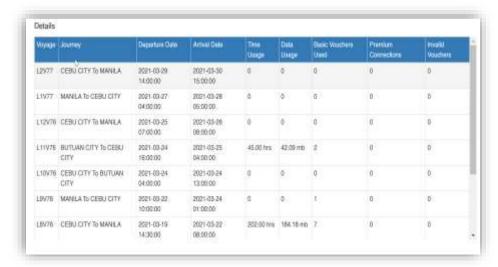
You may generate reports based of the following filters:

#### **Date Parameters**

- a. By default, the date is set to the 1<sup>st</sup> day of the month to the current date.
- To query a 1-month report date, select the date by clicking the drop-down calendar list.



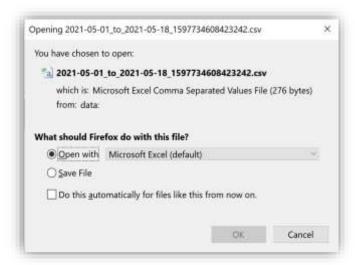
c. The following screen should be displayed:



The report displays all the voyages and journeys of the particular vessel within the 1-month period.

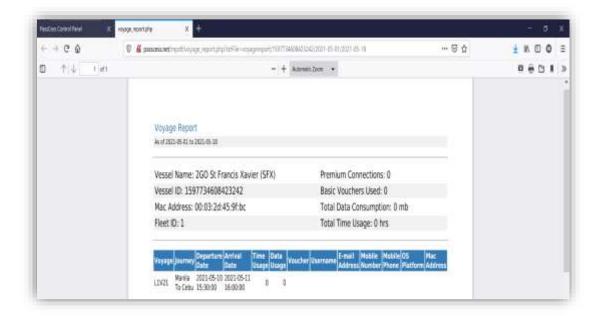
- Total Time used
- Total Data used
- Total number of Basic Voucher used
- Total number of Premium connections
- Total number of Invalid vouchers

d. To download the report, click the "Download" button at the bottom of the page.



Choose between open or save file then click "OK".

e. To print the report, click the "Print" button at the bottom of the page. A new tab will appear with the details below:



#### **App Usage Report**

The App Usage Report shows a graphical summary of the domains accessed per voyage, vessel and voucher/user levels.

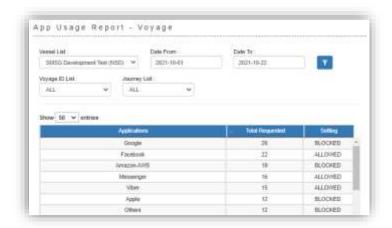
#### Voucher

Enter the voucher code, choose the Date From and Date To and click the Filter icon



# Voyage

Click the Vessel List dropdown arrow and choose the date range to show information for other vessels and dates.



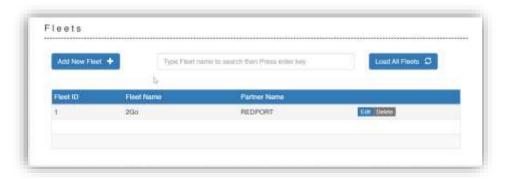
#### Vessel

Click the Vessel List dropdown arrow and choose the date range to show information for other vessels and dates.



# **Fleet Management**

Fleet Management allows the user to create, edit and delete fleets.



## **Add New Fleet**

1. To add a new fleet, click the "Add Fleet" button.

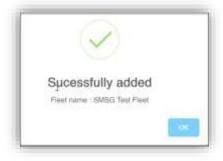


2. The following screen shall appear:



Type the following details, the click the "Add Fleet" button.

3. The following screen shall appear to confirm new fleet creation.

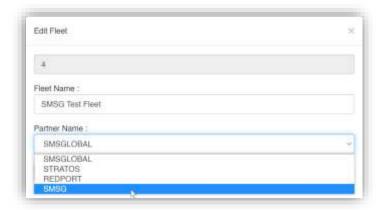


#### **Edit Fleet**

1. To edit an existing fleet, look for the fleet to edit then click the "Edit" button.

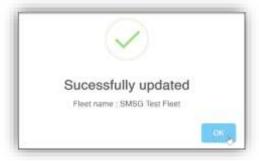


2. The following screen shall appear:



Enter the new value the click the "Update" button.

3. The following screen shall appear to confirm new changes.



Click the "OK" button.

#### **Delete Fleet**

1. To delete a fleet, look for the fleet to delete then click the "Delete" button.



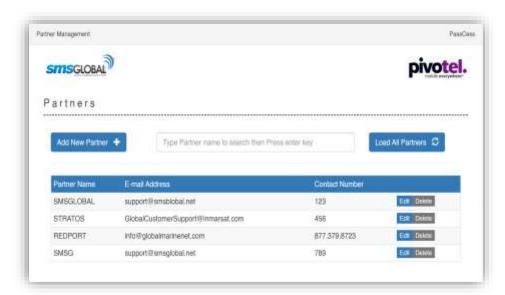
2. The following screen shall appear to confirm deletion:



Click "YES" to confirm or "NO" to cancel delete.

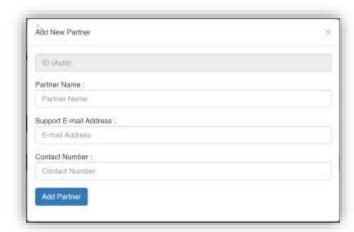
# **Partner Management**

Partner Management features allows the user to create, edit and delete Partner.



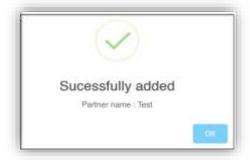
## **Add New Partner**

1. To add a new fleet, click the "Add New Fleet" button.



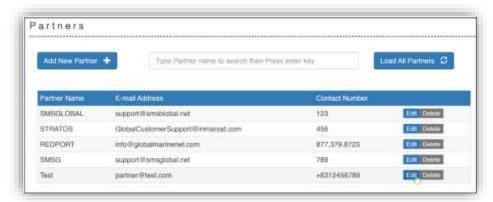
Type the following details, then click the "Add Partner" button.

2. The following screen shall appear to confirm new fleet creation:

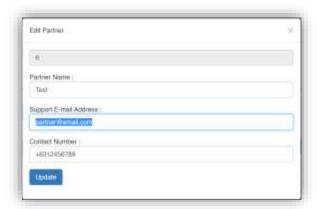


#### **Edit Partner**

1. To edit an existing fleet, look for the fleet to edit then click the "Edit" button.

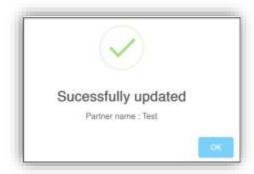


2. The following screen shall appear:



Enter the new value the click the "Update" button.

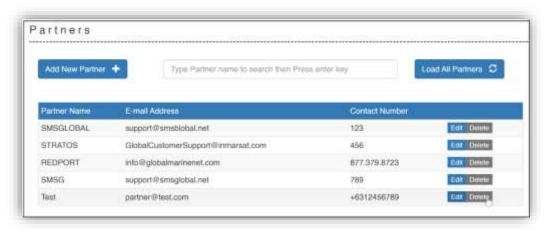
3. The following screen shall appear to confirm new changes.



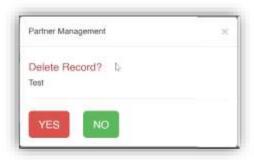
Click the "OK" button.

#### **Delete Partner**

1. To delete a fleet, look for the fleet to delete then click the "Delete" button.



2. The following screen shall appear to confirm deletion:



Click "YES" to confirm or "NO" to cancel delete.

# **System Settings**

- Port Code List
- App Settings
- Voucher Settings

- Control Panel User
- Service Watchdog
- System Logs

## **Port Code List**

Shows list of port codes designated for each destination.

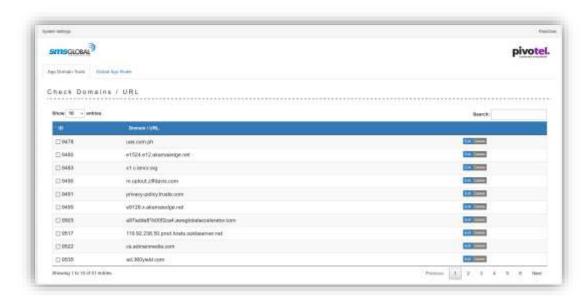


You can Add, Delete or Edit port codes for each destination.

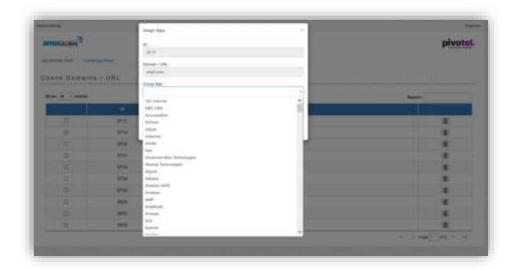
## **App Settings**

## **App Domain Tools**

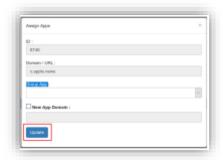
The App Domain Tools provides a list of all domains accessed by users onboard. This feature enables the categorization of App Domains accessed. All domains that have been previously categorized will automatically be classified into their respective categories.



1. To Edit, click the check box of the domain and click the "Edit" button.



2. A pop-up window will appear then select the "Group App" that the domains belong to, then click the "Update" button.



3. In the event that the entry does not belong to any of the domains in the existing list, you can click the "New App Domain" tick box to add a new entry.



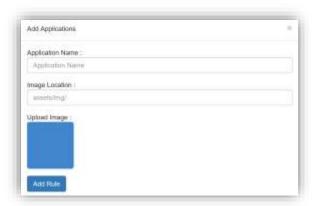
Type the new category then click the "Update" button

## **Global App Rules**

Global App Rules enables you to add new applications.



1. To add new applications, click the "Add New Application" button.



2. Provide the needed fields and click "Add Rule".

## **Voucher Settings**

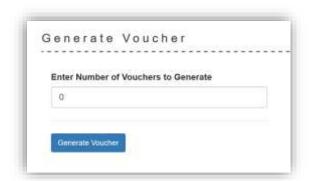
## Generate Voucher and Auto Generate Settings

This feature allows the user to generate new voucher codes. These voucher codes will then be allocated according to the requirement of the vessel. This also shows the Serial Number associated with each voucher.

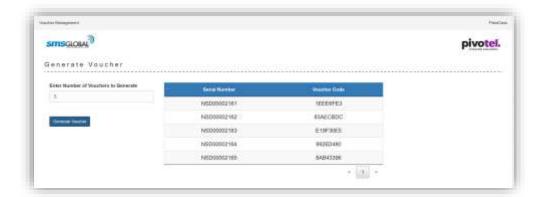


#### Generate Voucher

1. Enter the number of Vouchers to be generated and click "Generate Voucher".



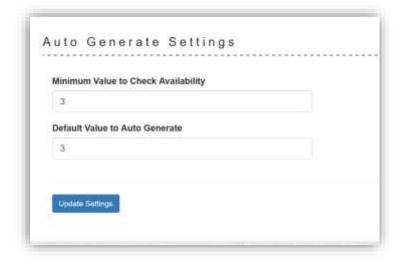
2. The following screen will be displayed:



Once generated, the vouchers are ready to be allocated.

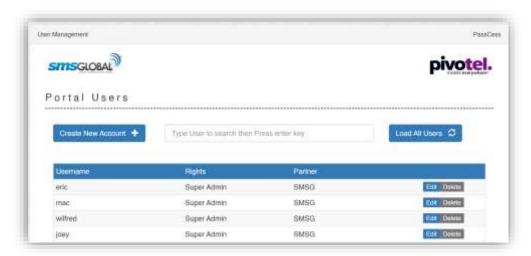
## Auto Generate Settings

This option will automatically generate new vouchers once the available vouchers in the pool has reached its set limit.



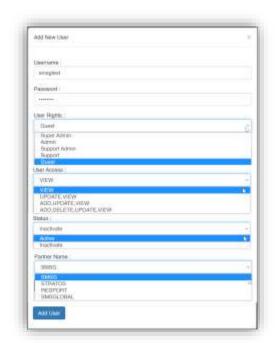
#### **Control Panel User**

The Control Panel User management feature can create, edit and delete users who have access to the Shore Control Panel. This also allows the admin to assign access rights per user on what features they are allowed to access.



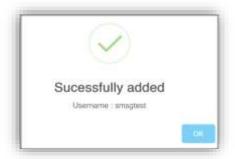
#### Add New Account

1. To add a new user account, click the "Create New Account" button.



Type the following details, and then click the "Add User" button.

2. The following screen shall appear to confirm new user account creation:



#### **Edit User Account**

1. To edit an existing portal user, look for the username to edit then click the "Edit" button.

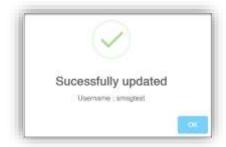


2. The following screen shall appear:



Enter the new value then click the "Update" button.

3. The following screen shall appear to confirm new changes.



Click the "OK" button.

#### Delete User Account

1. To delete a portal user account, look for the portal user to delete then click the "Delete" button.



2. The following screen shall appear to confirm deletion:

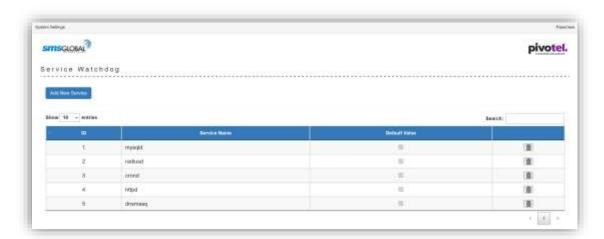


Click "YES" to confirm or "NO" to cancel delete.

#### **Service Watchdog**

The Service Watchdog feature helps check the running services in the PassCess NSD system. The PassCess System Service Watchdog or simply watchdog is a program that monitors important system processes for the PassCess system. PassCess relies on several system services to complete its function, thus, the integrity of every service is paramount for optimal performance. The Watchdog monitors all the services defined in its configuration file. If a service fails unexpectedly, the watchdog will restart the service or application.

Service Watchdog also has a cleanup function for orphaned and zombie processes. These processes can eat valuable system resources. The watchdog can find and kill these processes.



Below is the list of the watchdog features:

- Restart failed Service or Process
- Clean and Kill Orphaned and Zombie Process
- Detect and report missing process
- Full logging and rotation capability

#### Add New Service

1. To add new watchdog service, click the "Add New Service" button.



2. Provide the needed fields and click "Add Service".

#### **Edit Service**

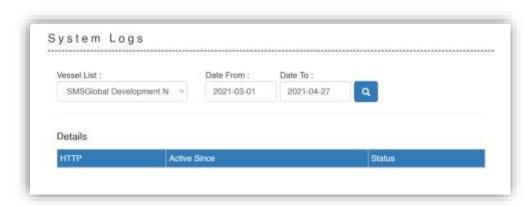
1. To edit existing service, click the "Edit Service" button.



2. Provide the needed fields and click "Update".

## **System Logs**

The System Logs contain events that are recorded by the PassCess NSD components. These events are often predetermined by the PassCess NSD itself. System log files may contain information about device changes, device drivers, system changes, events, operations, errors and more.



# <u>Help</u>

The Help feature lists all available manuals for 2GO Travel's Wi-Fi. Manuals can be viewed or downloaded in PDF format.

- Basic Access FAQs
- Premium Access FAQs
- Quick User Guide
- Onboard Tech Support
- Shore Control Panel

