

# Student Recreation Center GateKeeper

A How-to Guide

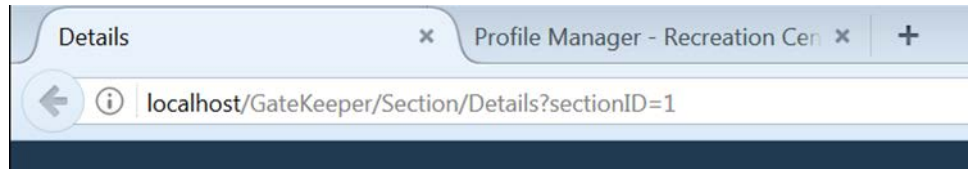


Created by: S.Blackwell  
Last edit: August 29, 2017

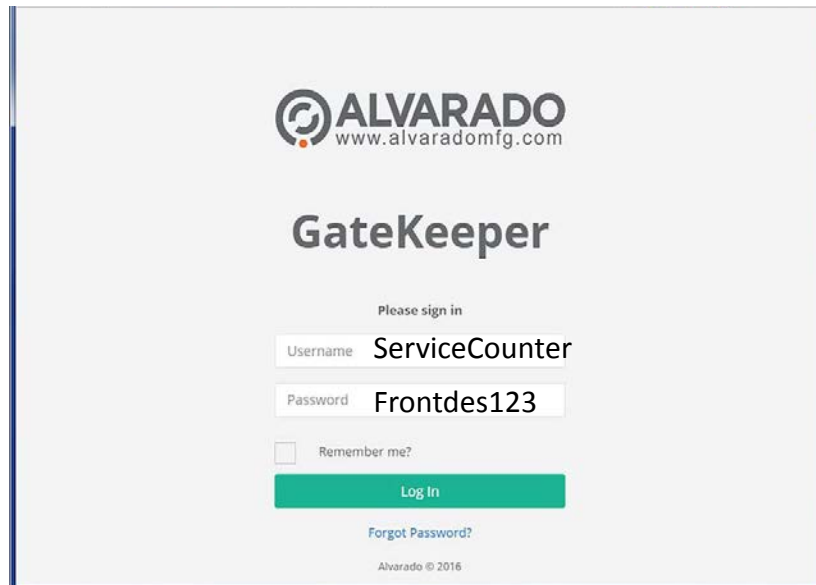
# Logging into GateKeeper

To log into GateKeeper,

1. Open a web browser. GateKeeper and Profile Manager should automatically display.

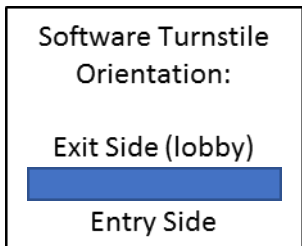
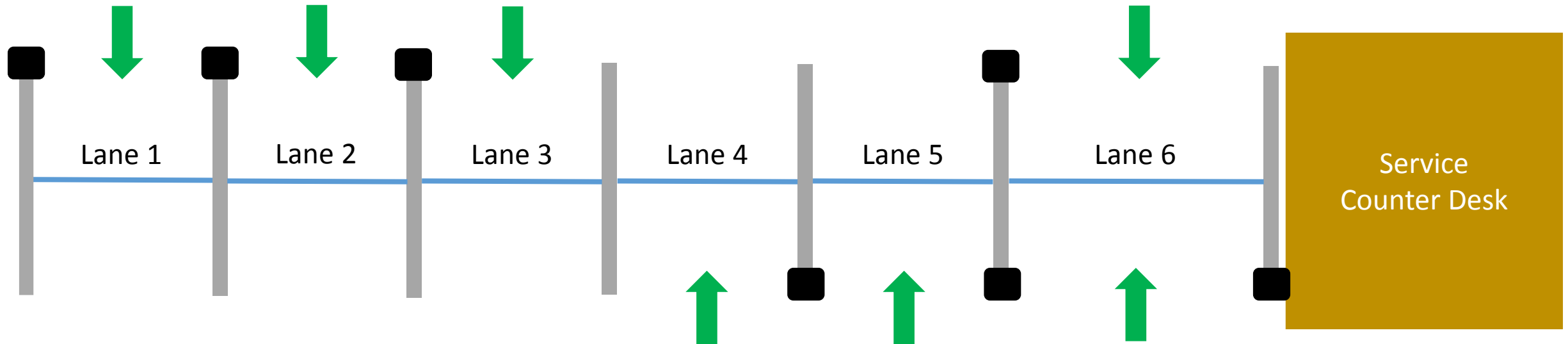


2. Enter your Username and Password and click Log In to go tot the GateKeeper Location List Page.

A screenshot of the GateKeeper login page. At the top is the Alvarado logo with the website 'www.alvaradomfg.com'. Below the logo is the title 'GateKeeper'. The login section is titled 'Please sign in' and contains two input fields: 'Username' with the value 'ServiceCounter' and 'Password' with the value 'Frontdes123'. There is a 'Remember me?' checkbox which is unchecked. A green 'Log In' button is below the password field. At the bottom of the login section is a link for 'Forgot Password?'. The footer of the page says 'Alvarado © 2016'.

Username: ServiceCounter  
Password: Frontdesk123

# Turnstile Orientation



# Turnstile Controls

The controls area allows operators to change passage and barrier modes and to manually activate the turnstile.

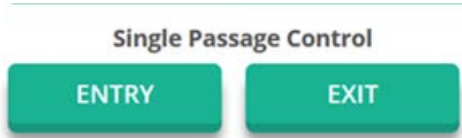


## Entry/Exit Direction

- **Emergency** – Barriers stay open and all turnstile lights turn off.
- **Normal** – Barriers stay closed until the turnstile receives an authorization signal. After the user passes through the lane, the barriers close again.
- **Free Passage** – Barriers stay closed, but the turnstile does not require an authorization signal to open the barriers. Instead, the barriers open when a user enters the lane. After the user passes through the lane, the barriers close again.
- **No Passage** – Barriers are closed, and remain closed.
- **Visitor** – Barriers open and remain open to allow visitors and groups without credentials to pass through the turnstile.

# Turnstile Controls *(continued)*

The controls area allows operators to change passage and barrier modes and to manually activate the turnstile.



## Single Passage Control

- **Entry** – The turnstile opens in the exit direction(exit facility into lobby) and closes once a user passes through.
- **Exit** – The turnstile opens in the entry direction (enter facility from lobby) and closes once a user passes through.

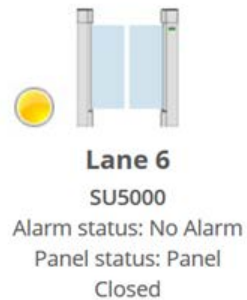
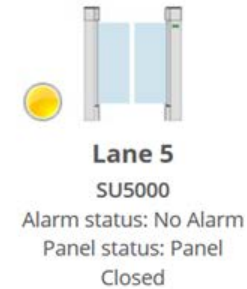
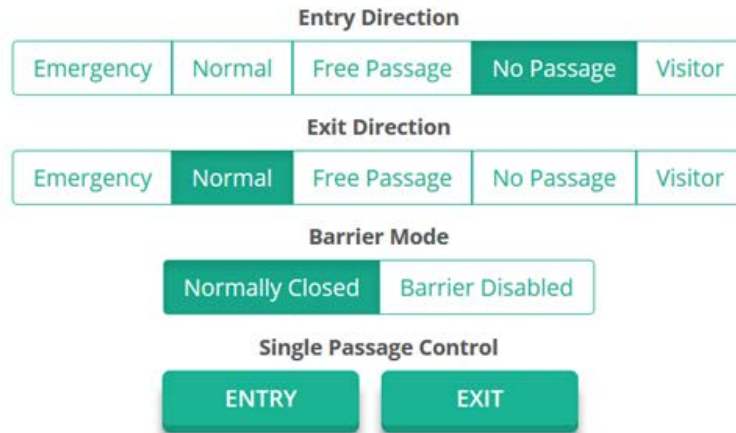
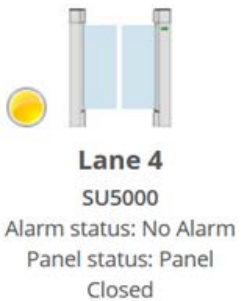
GSU REC CTR

☐ Apply requests to all turnstiles in this section

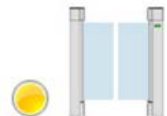
## All Turnstile Passage Control

In order to manually control all turnstiles at the same time, click “Apply requests to all turnstiles in this section.” Then, select which turnstile control you would like to use for all turnstiles. When complete, return each turnstile to the Standard Setup found on the next page.

# Standard Turnstile Setup – Entry (4, 5, 6)



# Standard Turnstile Setup – Exits (1, 2, 3)



**Lane 1**  
SU5000  
Alarm status: No Alarm  
Panel status: Panel Closed

**Entry Direction**

Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Exit Direction**

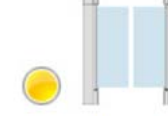
Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Barrier Mode**

Normally Closed	Barrier Disabled
-----------------	------------------

**Single Passage Control**

ENTRY	EXIT
-------	------



**Lane 2**  
SU5000  
Alarm status: No Alarm  
Panel status: Panel Closed

**Entry Direction**

Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Exit Direction**

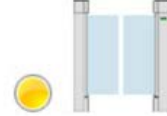
Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Barrier Mode**

Normally Closed	Barrier Disabled
-----------------	------------------

**Single Passage Control**

ENTRY	EXIT
-------	------



**Lane 3**  
SU5000  
Alarm status: No Alarm  
Panel status: Panel Closed

**Entry Direction**

Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Exit Direction**

Emergency	Normal	Free Passage	No Passage	Visitor
-----------	--------	--------------	------------	---------

**Barrier Mode**

Normally Closed	Barrier Disabled
-----------------	------------------

**Single Passage Control**

ENTRY	EXIT
-------	------

# What should I do if....

- A tour group approaches:
  - Select “Visitor” on Software for Lane six; allow the group to enter; Select “Normal” on Software for Lane six. Repeat for group when exiting facility.
- A delivery individual approaches:
  - Select “Visitor” on Software for Lane six; allow the group to enter; Select “Normal” on Software for Lane six. Repeat for group when exiting facility.
- An Individual with a cart:
  - Select “Visitor” on Software for Lane six; allow the group to enter; Select “Normal” on Software for Lane six. Repeat for group when exiting facility.

Entry Direction				
Emergency	Normal	Free Passage	No Passage	Visitor

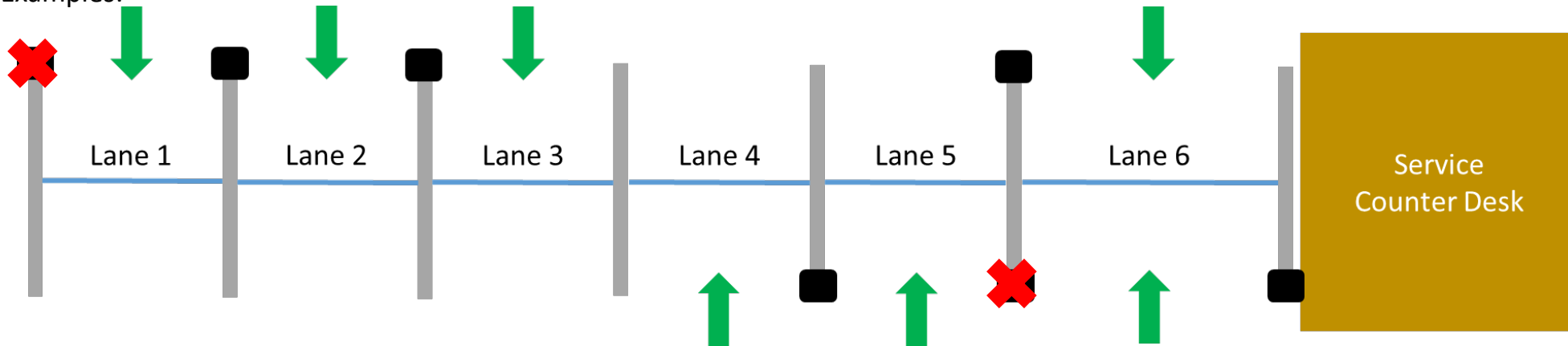
  

Exit Direction				
Emergency	Normal	Free Passage	No Passage	Visitor



# What should I do if *(continued)* ....

- ONE biometric reader freezes
  - Contact Sabra
    - Monday – Friday: 7:30 am – 4:15 pm
  - Contact ED
    - Saturday – Wednesday: 1:30 pm – 10:00 pm
- Examples:



## Example 1:

Lane one biometric reader freezes, if Sabra or Ed are unavailable:

1. Press "No Passage" on the Software
2. Place out of order sign over the biometric reader

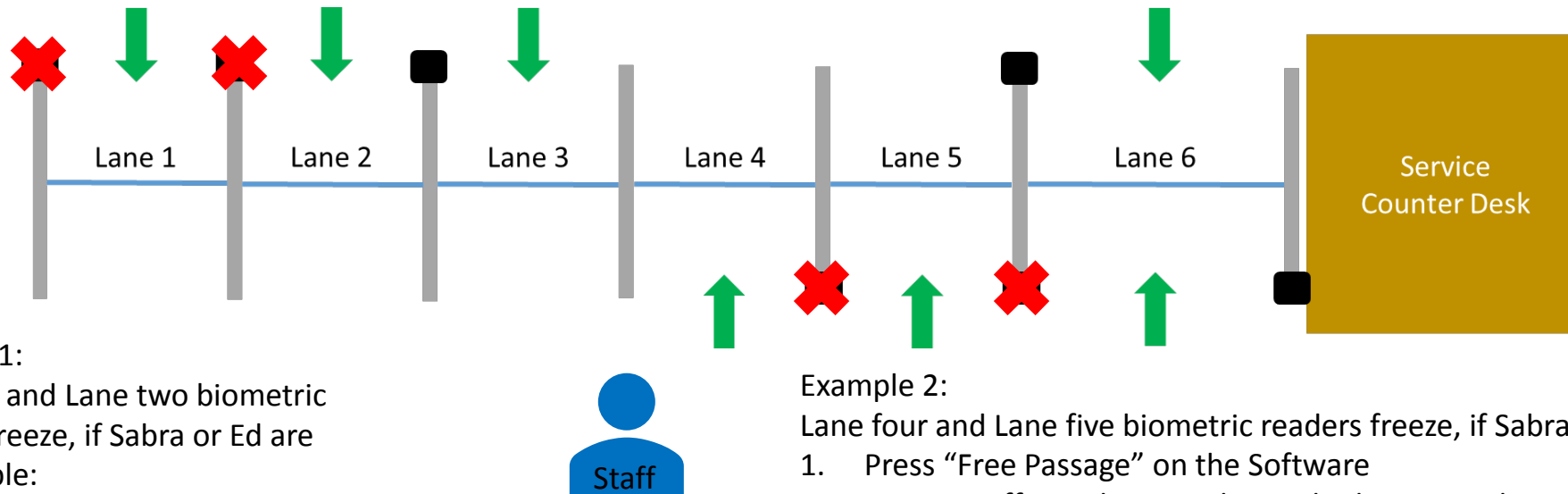
## Example 2:

Lane 5 biometric reader freezes, if Sabra or Ed are unavailable:

1. Press "No Passage" on the Software
2. Place out of order sign over the biometric reader

# What should I do if *(continued)* ....

- MULTIPLE biometric readers freeze on the same side
  - Contact Sabra
    - Monday – Friday: 7:30 am – 4:15 pm
  - Contact ED
    - Saturday – Wednesday: 1:30 pm – 10:00 pm
- Examples:



## Example 1:

Lane one and Lane two biometric readers freeze, if Sabra or Ed are unavailable:

1. Press “Free Passage” on the Software
2. Patrons will exit without authorization in lanes one and two. Patrons may still use biometrics on lane 3.

## Example 2:

Lane four and Lane five biometric readers freeze, if Sabra or Ed are unavailable:

1. Press “Free Passage” on the Software
2. Have a staff member stand outside the entry. The staff member will ask patrons if they have signed the waiver. If answered, yes, have them proceed to lanes four and five for entry. The barriers will automatically open and close behind them.
3. If the answer is no, have them sign the waiver and proceed through Lane six.

# Alarms

The following alarms are active:

- **Unauthorized Presence Entry** – An unauthorized user enters the turnstile in the entry direction
- **Unauthorized Presence Exit** – An unauthorized user enters the turnstile in the exit direction.
- **Unauthorized Entry Passage** – An unauthorized user successfully passed through the turnstile in the entry direction.
- **Unauthorized Exit Passage** – An unauthorized user successfully passed through the turnstile in the exit direction.
- **Blocked Sensor** – A sensor on the turnstile is blocked constantly for a period of time (15 seconds by default)
- **Door Held Opened** – The turnstile has reached the maximum time to allow a passage, but detects that there is still something in the lane.
- **Breakaway** – The turnstile barrier was forced open.
- **Impact** – The turnstile registered an impact on its barrier. An impact is when the barrier encounters resistance when it opens or closes.
- **Authorized Entry Passage** – An authorized user passed through the turnstile in the entry direction.
- **Authorized Exit passage** – An authorized user passed through the turnstile in the exit direction.