

ROVER PMS OVERLAY RESTART GUIDE

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StayNTouch Support

OUR HELPDESK PORTAL

StayNTouch's [Helpdesk portal](#) is a centralized location for you to open, track, and respond to support requests—or tickets. Each ticket is assigned its own unique **case number** that allows you to track the ticket's progress and view closed issues. You can create a Helpdesk account yourself following the steps below:

1. Navigate to <https://stayntouch.freshdesk.com/support/home>.
2. Select the **Sign Up** button in the upper right corner of the page.
 - **(Note:** If you attempt to create a new ticket without logging in first, Helpdesk will prompt you to log in/sign up.)
3. Begin by entering your name and email address.
4. Next, enter the captcha code exactly as it appears.
5. Click **Register**.
6. Now, log into your email account.
7. Locate the email from Helpdesk.
8. Click on the URL provided in the body of the email.
9. A new window will open, prompting you to create a password for your account.
10. Your Helpdesk account has been activated once you assign a password to your account.
11. Save your username and password somewhere secure, and you're done!

Alternatively, please contact your CSM or implementations@stayntouch.com to get your StayNTouch Helpdesk login.

Please view [this video for assistance in getting started with Helpdesk](#).

In most cases, submitting a support ticket in Helpdesk will be the main channel used by you and your team to ask questions, problems, or issues. This method renders the fastest responses from our support team.

Please also see the following links for details outlining logging into Helpdesk for the first time, how to log a ticket, and checking the status on an open ticket through the customer web portal.

- [New User? Create an Account](#)
- [How to Submit a Support Request](#)
- [Check on Your Support Request](#)

CONTACT OUR SUPPORT TEAM

Support calls are directed to our support engineers located around the globe. Our highly-trained, knowledgeable support engineers will respond to your request as quickly as possible.

Unless you are experiencing a ***Priority 1 (P1)** issue (which should be called-in immediately to our support line), we recommend submitting a Helpdesk support request **before** calling the support number below. This will help our team with documenting issues and will allow for a more comprehensive follow-up.

USA Support Reception: 301-563-9473
APAC Support Reception: +61 2 8880 5102
EU Support Reception: +49 89 4120 7181

Helpdesk Support: <https://stayntouch.freshdesk.com/support/home>

Note: It's our top priority to respond to support requests as quickly as possible. We will do our best to assist you during your initial outreach; however, some issues may require supplemental research or additional team members' assistance (i.e., product experts, implementations specialists, development team, etc.).

HOW TO SUBMIT A SUPPORT TICKET

To open a ticket via our web portal, simply select the following link:
<https://stayntouch.freshdesk.com/support/home>, select **create a new ticket**, and follow the steps outlined below:

1. **Registered Email Address Only:** This field will pre-populate with your login email address. Please do not change.
 - **Add CC:** Click the **Add CC** link to include additional email addresses if desired.
2. **Your First and Last Name:** Enter your first and last name in this field.
3. **Hotel Name:** Enter the name of the hotel experiencing the issue.
4. **Subject:** Include a brief but descriptive title for the ticket.
5. **What Section Do You Need Support:** Indicate the section for which you need support. Select from one of the following:
 - Front Desk
 - Groups
 - Revenue Management
 - Housekeeping
 - Financials
 - Actions Managers
 - Reports
 - Settings and Configuration
 - Integrations
6. **Priority:** Select the urgency of your issue/request. Please choose the most appropriate option to receive the most efficient response.
 - ***Priority 1: Critical**
 - The platform is down, cannot access the system*.
 - Customer cannot check a guest in or out or book a reservation.
 - Customer cannot access the system.
 - **Priority 2: High**
 - Guests cannot check in or out from Zest Web.
 - Certain actions and data fields in Rover PMS are not functional.
 - **Priority 3: Low**
 - Informational cases.
 - Reporting.
 - Enhancement requests.

- **Feature Request/Customization**
 - Requests for new features or customizations.
- 7. **Description:** In the description space of your ticket, please be as detailed as possible. The more information you provide, the better we can respond to and resolve your tickets. Helpdesk's simple ticket support system allows you to include links and images right in the body of the ticket.
- 8. **Best Telephone Number to Reach You About This Issue:** Enter a phone number for us to contact you if necessary.

Don't Forget to Follow-Up

After you've submitted a support request in Helpdesk, it is not uncommon for a StayNTouch team member to follow-up with additional questions regarding your support request (i.e., what time the issue was noted, verification of intended functionality, the reservation's confirmation number, etc.). Your timely response will enable us to provide more efficient support.

BEFORE YOU CALL

Determine if the problem is a Priority 1 (P1) issue. A P1 issue is a rare situation where StayNTouch is experiencing an unplanned system outage OR when check-ins/check-outs are disabled in Rover PMS. While both P1 and P2 issues are treated as issues requiring "urgent action", please report P1 level issues immediately to StayNTouch's support team at +1 301 563-9473 (USA), +61 2 8880 5102 (APAC), or +49 89 4120 7181 (EU).

BEFORE YOU SUBMIT A TICKET

- **Verify that the problem is actually related to StayNTouch's software.** Problems can arise as the result of third party vendors, interfaces, or network/connectivity issues. Begin by verifying that the problem is not the result of issues associated with another vendor. StayNTouch support does not provide support for non-StayNTouch products, but we will do our best to work with you and the third party to quickly resolve these issues.
- **Check if an update is required.** If you are working from an older version of our app, you may need to upgrade the version of the software you are using. Learn more [here](#).
- **Attempt to reproduce the problem.** Take a moment to recreate the issue. Reproducing the issue allows you to confirm that the problem can be recreated and is also an opportunity for you to take screenshots of the potential issue. Please share the screenshots you gather when submitting your support ticket, so our team can use them as a point of reference when investigating the issue.
- **Collect as much information as possible.** Details, details, details. The more information you can share with us, the better. If you can determine when the issue first began, share the reservation's confirmation number (when applicable), and/or tell us what you believe to be the scenario's expected behavior, and we will be much better equipped to respond to the problem.
- **Review all relevant documentation.** Lastly, do take a moment to check for a solution or answer in our Knowledge Base. We have helpful guides and videos that may assist you in a pinch.

KNOWLEDGE BASE

For us to provide you with the most up-to-date, accessible support, we are pleased to introduce you to our [Knowledge Base](#) (located in Helpdesk). This resource allows you to view and search a repository of knowledge about all things Rover and Zest, including tips, how-to guides, helpful videos, and release notes. Please check this site for the latest and most current information regarding your product-related questions.

To review our comprehensive Client Care Support Guide, [click here](#).

Rover PMS Overlay

In addition to ensuring that your OPERA PMS is current, please follow the steps below to guarantee Rover PMS Overlay is communicating successfully.

- Ensure the OWS server is switched on and services are running. If your OWS service is hosted by Oracle, this should already be the case.
- If your OWS server has been moved on the network, it may be necessary to re-establish connectivity/port forwarding on your network. You can find the public IP/URL Rover is using to connect in Rover under **Settings > Integrations > External PMS WEB Services > Access URL**.
- Open Rover and ensure the business date matches OPERA PMS. The Rover business date appears at the top of the screen when you log in.
- If you've added any additional charge codes, rate codes, or room numbers since last using Rover, these can be imported to Rover with the import utility. The import utility can be found in the following locations:
 - o **Settings > Rooms > Room Types > Import from PMS**
 - o **Settings > Financials > Charge Codes > Import from PMS**
 - o **Settings > Rates > Rates > Import from PMS**
- Create a test reservation in OPERA PMS and ensure you can successfully complete a check-in and check-out in Rover (including key cutting if this is an option you have enabled).
- Check that StayNTouch reports on OPERA report scheduler are set to be sent at periodic intervals to StayNTouch.
- For properties using Zest Web, please refer to the [Zest Web section](#) in our Knowledge Base for recommendations on further testing.

Review [Part 1](#) and [Part 2](#) of our Overlay Troubleshooting Tips for steps to execute some common OWS issues.

Integrations

YOUR PAYMENT DEVICES AT THE FRONT DESK

If you are working with an iPad, we recommend you pair it with either an iCMP device to perform credit card swipes and key creation or an MagTek iDynamo device to perform credit card swipes. The below articles explain how to complete connection with these devices.

- [How to Pair the iCMP Device and iPad](#)
- [MagTek iDynamo 5 Secure Card Reader Authenticator](#)
- [MagTek iDynamo 6 Secure Card Reader Authenticator](#)

If, however, you are working with a desktop computer, we recommend you first install the Rover Service File. The Rover Service File is required to be installed on any workstation (Windows/Mac) where users are required to process credit cards using an EMV terminal or MagTek device. Both the Windows and Mac files can be found [here](#). Once the service has been installed, it is important to log into Rover on the workstation as a Hotel Admin user, which will prompt you with a workstation creation screen. To add a workstation, refer to [this article](#). You can then connect the desktop to a [MagTek Dynamag](#) device to perform credit card swipes using a USB connector.

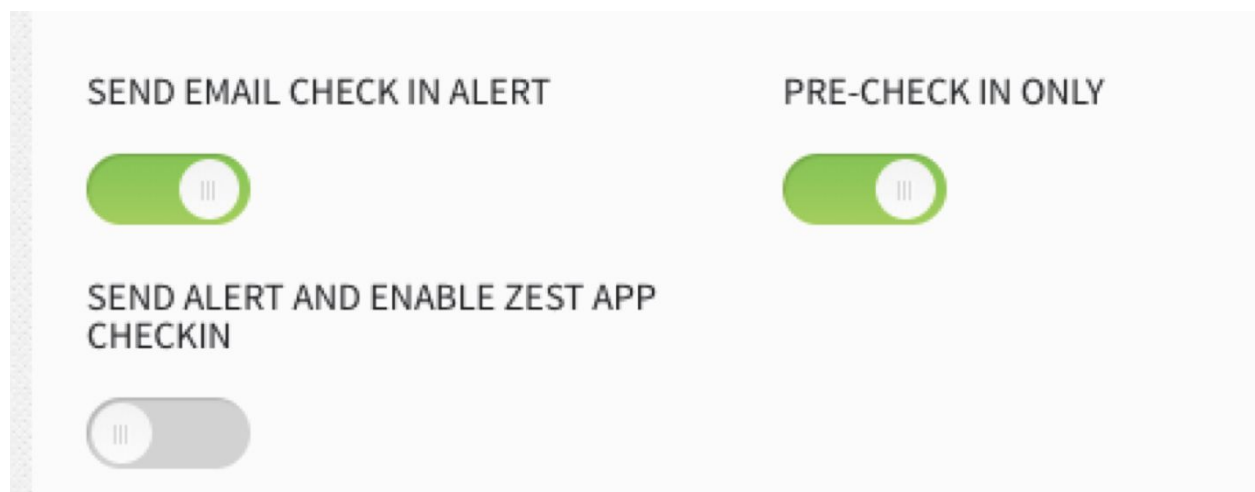
If you need assistance installing the Rover Service File, please [contact Customer Support](#).

Zest Web

ZEST WEB CHECK-IN

Please note, guests can only complete pre-check-in if they have a valid email address on their reservation.

If you have deactivated Zest Web mobile check-in, upon reactivating, we recommend completing a configuration refresh. Many of the settings can be simply toggled ON or OFF. The initial two primary settings are **SEND EMAIL CHECK-IN ALERT** and **PRE-CHECK-IN ONLY** (see below).



Please ignore any settings related to Zest App.

For a full list of Zest Web check-in configuration settings, including key configuration, please [click here](#).

[This video](#) demonstrates the Zest Web check-in flow.

ZEST WEB CHECK-OUT

For a full list of Zest Web check-in configuration settings, including key configuration, please [click here](#).

Please note, only room type exclusions are a part of the Zest Web check-out settings. There are no exclusions for rate code or block codes.

ADD-ONS & UPSELL

Many hotels have decided to offer add-ons and upsells to guests during the Zest Web and Zest Station process as a means of promoting contactless interactions.

For instructions about configuring add-ons and upsells, please see [this article](#).

Zest Station

ZEST STATION SETUP

To leverage contactless interactions, hotels may also choose to activate Zest Station. To utilize Zest Station, you **MUST** have an iPad utilizing the SNT Rover App (which can be downloaded [here](#) in the App Store).

Please note, we recommend an iPad Pro with the latest iOS version for best functionality.

Prior to configuring the settings, you must name your iPads when logging in for the first time. When a user with admin credentials logs in for the first time, they will be prompted with an **ADD NEW WORKSTATION** screen. Please enter a **WORKSTATION ID** in correspondence with that iPad workstation name. For example, "ZEST iPad 1".

SHOW ALL09-29-2019

ADD NEW WORKSTATION

WORKSTATION NAME*

WORKSTATION ID*

EMV TERMINAL

KEY ENCODER

ADD TERMINAL

If key encoders and EMV terminals are already in place, you can map them now, as well. If encoders and EMV terminals are not set up prior to naming the iPad workstation, you can see instructions [here](#) for linking the terminals to the iPad.

For properties that utilize iPads, we recommend an accessibility feature from iOS called **Guided Access**. **Guided Access** allows you to lock a particular application within the iPad and prevents users from migrating out of the selected application to another iPad application. A great example is preventing guests from using the iPad camera app when using the iPad for Zest Station check-in. To set up **Guided Access**, please see [this article](#).

For complete instructions on setting up Zest Station, please see the following articles:

- [Zest Station Setup: Part 1](#)
- [Zest Station Setup: Part 2](#)

LANGUAGE DOCUMENTS & MODIFICATIONS

During the Zest Station setup process, hotels can control what guests see while utilizing Zest Station. There are editable language documents that can be uploaded and modified to control the visual aspect of Zest Station. To view instructions about how to modify these documents, please see [this article](#).

StayNTouch also offers multi language support. If you choose to use languages other than English, please refer to [this article](#).

For a complete demonstration of the Zest Station flow, please see [this video](#).