

## Lesson 10 – Forgiving Cardholders

Occasionally you may need to “Forgive” an individual cardholder or all cardholders because a power failure occurred or some other system malfunction occurred. To “Forgive” means that a cardholder is allowed “Free” ingress/egress. The system resets the IN/OUT status of the card upon the “free” use.

### **IMPORTANT NOTE:**

This Lesson ONLY applies when an organization has **IN and OUT** readers (such as a facility with a monitored parking lot). This is a situation where cardholders must badge **IN and OUT** of the facility, and failure to do so will restrict their access. If your organization does not monitor **IN and OUT** status of each cardholder, you can ignore this Lesson.

### Global Anti-Passback

Global anti-passback provides additional security to the system. Card readers are designated as *IN* or *OUT*. This means that you can only enter the facility through a card reader designated as *IN*, and you can only exit the facility through a card reader designated as *OUT*.

In addition, each card is assigned a changeable *IN* or *OUT* status code. This means that when you enter the facility, your card is assigned a status code of *IN*. If you try to re-enter the facility when your card has a status code of *IN*, you will be denied access, the door (or gate) will not open, and the following message is logged in the activity log and displays on the monitoring console screen:

**PASS-BACK ATTEMPT: Card already IN Facility.**

Each *IN* movement must be followed by an *OUT* movement and vice versa. The anti-passback feature prevents a cardholder from entering a facility or garage and then passing the card back to allow another individual access to the facility or garage. Hence, the name *passback*.

### Special Anti-Passback for Individual Cards

You can specify a Passback Mode for individual cards as either *passive* or *active*. An active status denies the cardholder access if the In/Out status of the card is incorrect. A passive status allows access regardless of the In/Out status of the card. (This is an optional feature.)

## Card Access Nesting

This feature prevents cardholders from remaining in an unauthorized area longer than is necessary and simply to pass through the area. For example, a parking garage may have four levels for parking and the first level is closest to the facility entrance. Each cardholder is assigned a specific level in which they must park. However, someone who is assigned to park in Level 3 must pass through Levels 1 and 2 to get to Level 3. Most people would be tempted to park in Level 1 if there was a spot available.

The nesting feature allows the cardholder that is assigned to Level 3 to pass through Levels 1 and 2 to get to Level 3. However, the cardholder is only allowed to remain in Levels 1 and 2 long enough to pass through these levels. If the cardholder attempts to remain in Level 1 or 2 for a longer period than is allowed by the system to pass through the level, an alarm sounds and the guard is alerted to the violation.

The **Entry-Master** System is designed to accommodate a variety of nesting requirements. There are nine (9) nesting levels which can be defined, but literally hundreds of nested areas can be created through the use of access level restrictions. The system is designed to allow nested tiers to be interchangeable or to restrict tier-to-tier movement. Call your dealer for more details on the nesting configuration possibilities.

Cardholders can be programmed to be allowed access into multiple nested areas depending upon user-programmed time zone restrictions. For example, during business hours a cardholder may be required to park in Level 2, but after hours and on weekends that cardholder may be permitted to park in Level 1.

Optional billing can also be set up for nested violators, based upon a programmable rate structure. Using this option, a garage operator can allow nesting violators to leave the garage freely, thus preventing a traffic backup. However, at the end of the week, end of the month, or whenever is desirable, an invoice can be generated for each violating cardholder, complete with a detailed transaction listing of when and where the violation occurred.

It is also possible to STOP nesting violators at the garage exit and require them to pay the required fees immediately. This fee can also be calculated automatically by *Entry-Master* based on a programmable rate structure.

The next section of this lesson teaches you how to “**Forgive**” individual cardholders and all cardholders.

## Forgiving an Individual Cardholder

To Forgive an individual cardholder, you must display the cardholder's record. Follow the procedure described in [Lesson 7 – Searching for a Cardholder's Record](#).

For this lesson we will use the cardholder record for CINDY BARKER. Once you have displayed the cardholder record for CINDY BARKER, your screen should look like the following (*Notice the I/O Status is "O-Out"*):

CARDS		Entry-Master® v5.1.2 Cardholder Database Screen		09/23/2017	
*>	Card Number:	00000763		©2001-2017 by Entry-Master Systems. All Rights Reserved.	
1>	User's Name:	BARKER, CINDY			
2>	Department:	UMBC - MARKETING			
3>	User ID #:				
4>	Photo File ID:	00128650			
5>	Type of Card:	26 - Std. 26-bit format			
6>	Issue Date:	12/24/2017	Calendar		
7>	Expiration:	05/01/2018	Calendar		
8>	Revalidate:		Calendar		
9>	I/O Status:	O - Out		at	
10>	Home Phone:	(703) 555-5488		16>	Keypad PIN:
11>	Work Phone:			17>	<input type="checkbox"/> Trace <input type="checkbox"/> ADA Card
12>	Acc Group 1:	0012 - O/M Admin Office		<b>Nesting Level Information</b> Card Level: 0      Violations: 0	
13>	Acc Group 2:	---- No Group Selected ----		<b>*** Last Badging ***</b> Date:                      Rdr#:	
14>	Acc Group 3:	---- No Group Selected ----		Time:                      Stat:	
15>	Elev Access:	0000 - No Elevator Access		F1> User's Notes: [Notes]      Reader Loc Description:	
<b>Last Badging Message ---&gt;</b>					
Save   Cancel   Delete   Prev   History   Copy   Next   Back   Print   Help					

Figure 2-10-1. Cardholder Database Screen for Cindy Barker

To change the 9> I/O Status field to Forgive, click on the arrow to the right of the 9> I/O Status field to display the drop-down list. Click on the "Forgive" option (see Figure 2-10-2 below):

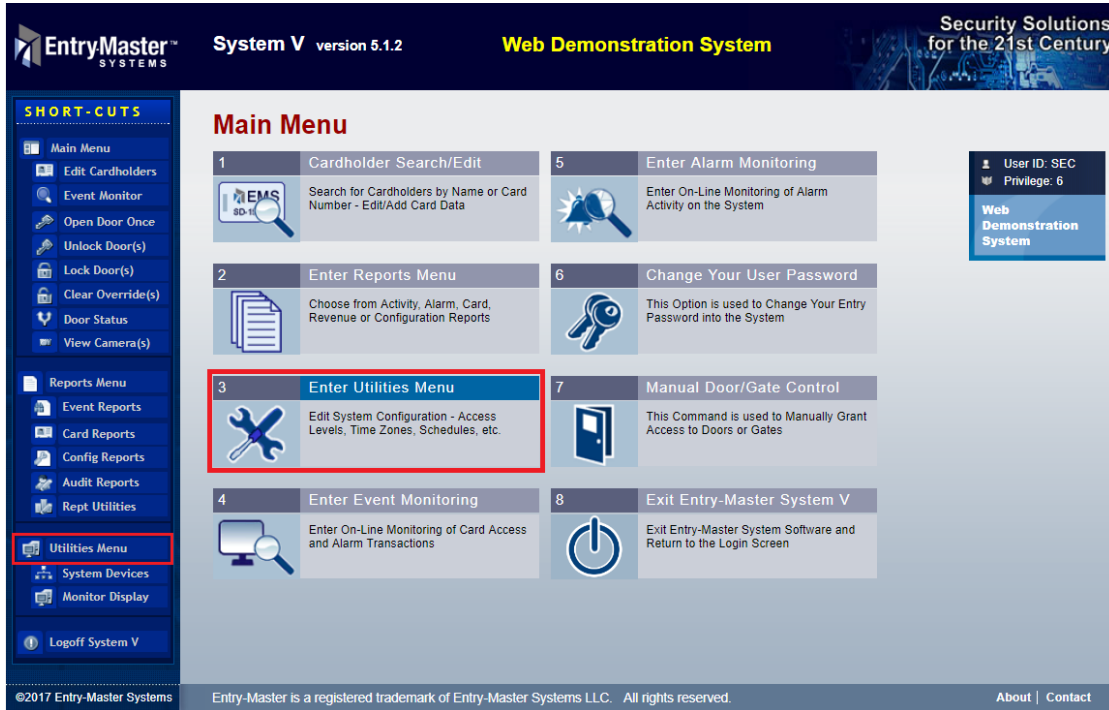
8>	Revalidate:		Calendar
9>	I/O Status:	O - Out	▼
		I - In	
		O - Out	
		<b>F - Forgive</b>	
		S - Special	
10>	Home Phone:		
11>	Work Phone:		
12>	Acc Group 1:	0012 - O/M Admin Office	
13>	Acc Group 2:	---- No Group Selected ----	

Figure 2-10-2. Selecting Forgive on a Card

Click the "Save" button and the Cardholder Screen will be displayed with the 9> I/O Status field set to "Forgive".

## Resetting All Cards to Forgive

To reset all cardholders to **Forgive**, select **Option 3 – Enter Utilities Menu** from the **Entry-Master Main Menu** (see **Figure 2-10-3** below):



**Figure 2-10-3. Selecting the Utilities Menu from the Main Menu**

On the *Utilities Menu*, click **Option 10 – Forgive ALL Cardholders** (**Figure 2-10-4**):



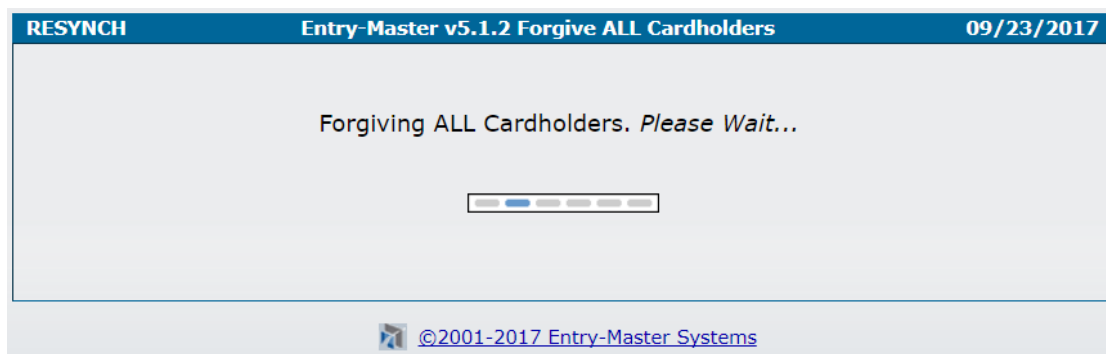
**Figure 2-10-4. Utilities Menu – Forgive ALL Cardholders**

The *Forgive ALL Cardholders* screen will be displayed (see **Figure 2-10-5** below):



**Figure 2-10-5. Forgive ALL Cardholders Screen**

Clicking the “No” button will return you to the *Utilities Menu*. Clicking “Yes” will begin the **Forgive** process, as shown in **Figure 2-10-6** below:



**Figure 2-10-6. Forgiving ALL Cardholders**

Once the **Forgive** process is completed, you will be returned to the *Utilities Menu*.

**IMPORTANT NOTE:**

In most systems that support the **IN/OUT** and **Passback** features, **rebooting** the server will have the same effect as forgiving all cardholders.