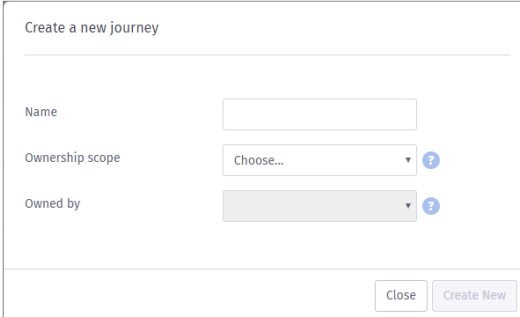## ACCESS JOURNEY

This area will be blank when first accessed but all custom access journeys will be displayed once created, from here you can publish and set any access journey specific options.

Your Journeys

1. To create a new access journey, click the button.
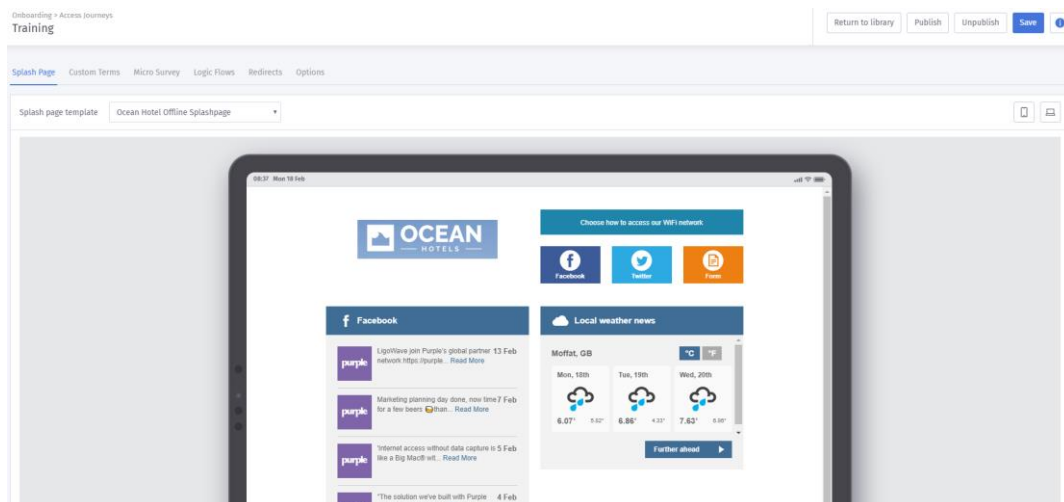
2. The following window will open:

3. Enter the name of this new journey.

4. Select the Ownership scope from the drop down.

5. Select the Owned by from the next drop down, this drop down will populate when the first option is selected.

6. The Access journey screen will load:

7. This area is split into 6 different sections, these are:

- **Splash Page** – This is where your splash page is displayed, with the option to select different splash pages if required.

- **Custom Terms –** Ability to turn on and create custom end user terms.

- **Micro Survey** – Ability to assign a published Micro Survey to the journey.

- **LogicFlow –** Ability to assign a previously created LogicFlow to the journey.

- **Redirects** – This is where you can setup your redirect once the end users have authenticated. You have the option to redirect to a URL or online splash page.

- **Options** – Set specific options specific to the access journey.

Splash Page

1. Your splash page will be displayed onscreen but you can access any created splash page you wish to use for the access journey.
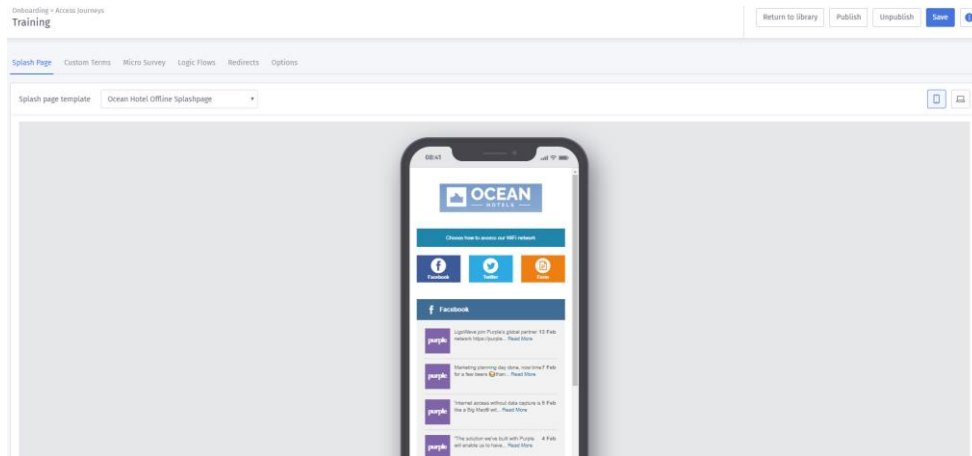
2. Click the Splash page template drop down.

3. All created splash pages will be available, select the appropriate pages.

4. The screen will update automatically with the different splash page, it will display as **Desktop** by default.
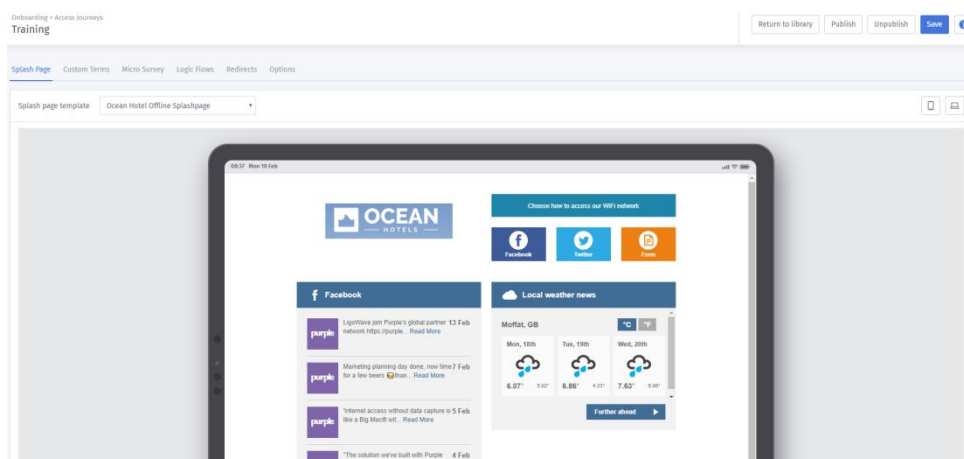
5. You can change the display view of the splash page by clicking either the icons.

Custom Terms

1. By default, the option is turned off, to turn this option on:

2. Click the toggle button to on .

3. The following additional fields will become available:

4. In **Specify new terms name** enter the new terms name.

5. In **Specify your terms link text** enter the new terms link text. (this is what will show on the authentication process screen)

6. In **Copy and paste your new terms text here** enter the text in the large text box below the heading.
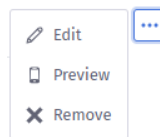
7. Now click the button.

8. The new terms will be displayed on the right of the screen.

Terms name	Link text	Version	
Training	Training Terms	1.0	...

9. Clicking the menu [...] button will allow you to, Edit, Preview or Remove the new terms created.
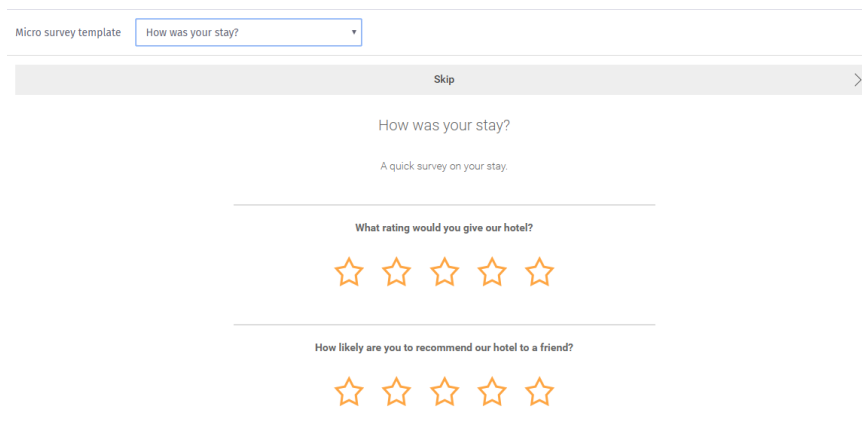

Micro Survey

1. When accessing the micro survey tab, the screen will advise that no surveys have been selected. At the top of the screen will be a drop-down menu.

No surveys have been selected
Please select a published survey

2. Clicking this drop down will display any published micro surveys, select the appropriate survey from the list.

3. The screen will update and the micro survey selected will be displayed.

Micro survey template | How was your stay?

Skip

How was your stay?

A quick survey on your stay.

What rating would you give our hotel?

How likely are you to recommend our hotel to a friend?

LogicFlow

When a LogicFlow is assigned within an Access Journey this will take precedent over any Access Journey settings. If the LogicFlow criteria is not matched then any settings in the Access journey will be used instead.

1. The area will display a drop-down for an Offline and Online Logic Flows. These will contain all the validated Logic flows. There will also be a button to allow you to create a new Logic Flow.

2. Click the drop-down and select the required LogicFlow from the list, as advised only validated Logic Flows will appear in each list. If no drop-down is available this means you have not validated the logic flow.

3. Once selected a green message banner will appear at the top of the screen advising **Flow assigned successfully**.

4. You can also click if you wish to access the LogicFlow area to create a new Logic Flow or edit an existing Logic Flow.
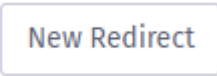

Redirects

1. From here you can set your redirect once the end user has authenticated, you can create multiple redirects if required. You have two options to select depending on what you have created.

2. If you have created just an offline splash page in your library you will only have a URL redirect available.

3. If you have created an online splash page also you will have the option to redirect to a URL or the online splash page.

4. You can also set conditions to allow you to redirect customers based on specific information, these conditions can be either:

- **Age**
- **Gender**
- **Number of visits to Venue**
- **Birthday**
- **Last visit**
- **Platform**
- **Browser**

5. To create a redirect, click the [New Redirect] button.

6. The screen on the right-hand side will load.

7. The first option is to give the redirect a name.

Name | New Redirect

8. Now select the type of redirect from the drop-down menu. (online Splashpage will only appear if one has been created already)

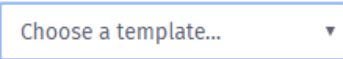Select redirect type | Url redirect ▾
Url redirect
Online splash page template

9. The previous selection will determine the next field to complete. For URL redirect enter the URL address. If the Online splash page was selected you will have a drop down to select the required online splash page.

Specify your url | http://

Select a splash page template | Choose a template... ▾

10. You can now set the conditions, click the [⊕ Add new rule set] button.

11. The following will appear:

12. You can now add the first condition, click the drop-down menu and select the required condition.

13. Once the first condition is set you can either add another condition or create an OR condition. This means you can have two different conditions that must be met for this redirect to activate.

14. Create as many conditions as required.

15. Once the final condition has been completed click the button.

16. A green tick will appear to advise that the redirect has saved. The redirects will be displayed on the right-hand side of the screen.

17. Your redirect is now set up and is displayed on the left.
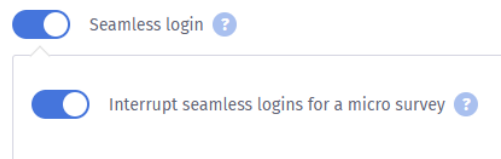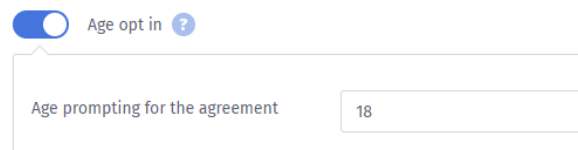
Options

Within options you can set access journey specific options, these are:

1. **Seamless login** - Turning the toggle button to 'On' provides faster access onto your WiFi for repeat users.

    a) **Interrupt seamless logins for a micro survey** – This will make the survey available to be completed even when seamless is turned on

2. **Age opt in** – Turn on to enable an opt-in age restriction for your marketing campaigns.

    a) Turned off as default, click the toggle button to switch on.

    b) The area will expand allowing you to enter the required age.

3. **Ask for Facebook 'Like'** - Turning this option to 'On' will prompt Facebook users to 'Like' your Facebook page before accessing your WiFi.

4. **Ask for a Twitter 'Follow'** – Turning this option 'On' will prompt Twitter users to 'Follow' your Twitter page before accessing the WiFi.

5. **Ask user to opt-in to marketing material?** - Turn on if you require your visitors to specifically opt-in to receiving marketing material from you.

    a) Turn on or off the 'By default, users agree to accept' option.

    b) You have the ability to enter your own text for prompting for the agreement.
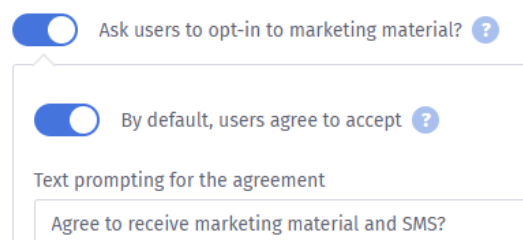
6. **COPPA enabled (Region Specific)** - COPPA (Children's Online Privacy Protection), if enabled then users under the age restriction will not be able to access the WiFi network.

a) When this option is switched on you can set the age restriction limit by clicking the drop down and selecting the appropriate age level.

b) You can also enter the text that will be displayed when someone under the age limit tries to access the WiFi.

7. **Verify identity via SMS** - Turning this option to 'On' provides faster access onto your WiFi for repeat users.

a) The area will expand, toggle buttons will appear next to each login method to turn on or off SMS verification.

Saving

1. You can save the access journey at any point by clicking the button.

2. A drop down will appear giving you the option to either:
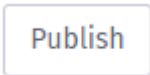
a) Save Journey.

b) Create a language version.

3. Select **Save journey** from the list to save.

Publish

1. Now you can publish the Access journey to make it live.

2. Click the button.

3. A **Public Setting** window will open.

Publish Settings

What would you like to apply this template to?
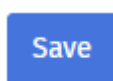
Select an option ▼

Close   Publish

4. Clicking the drop down will display the available options for your login. As mentioned, your login will determine where you can publish the splash pages. When a selection is made, an additional drop down will appear, giving different options dependent on the first selection.

5. Available levels for assigning splash pages are:

- **Customer Level** - This will assign the splash page(s) to all the venues belonging to this customer.

- **Group Level** - This will assign the splash page(s) to the specific group selected, a group can contain multiple venues or just one.

- **Venue Level** - This will assign the splash page(s) to a specific venue, you can have different splash pages for different venues if required.

- **Hardware Level** - This will assign the splash page to a specific AP at the venue, this allows for different splash pages to be displayed in different locations at the same venue.

- **Custom SSID Level** – If you have turned on and created a custom SSID's in the Management area you can assign splash pages to the SSID; this gives extra flexibility in the number of splash pages you can have live.

6. Select the appropriate level and then click Publish to make the splash page live.

Language version

You can create a language version of your access journey, once you have saved your completed access journey an additional option will appear in the 'Save' drop down called 'Create language version'. This will then allow you to create this same access journey but in multiple languages if required.
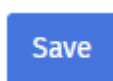
1. Click the button.

2. Select 'Create language version' from the drop down.
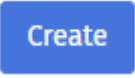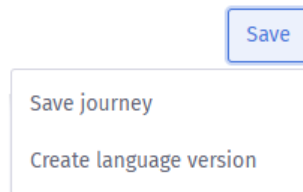
3. The following window will open.

4. From here we have a number of options to select, the first is a drop-down box asking what language you would like to translate the journey into.

5. Click the drop-down menu and select the appropriate language. (All supported languages will be available to select)

6. The next option is a toggle button to turn on or off '**Would you like us to carry out the translation for you now?**

7. If this option is off the system will create a language version but not translate any freeform text boxes.

8. If this option is on you will receive additional options to select, these are:

   • **Which language is currently being used on your splash page** - A drop-down box to select the language being used.

9. The next toggle switch will only appear if the option is turned on within the access journey.

   • **Would you like to us to translate your custom terms?** – If a custom term has been created and this option is turned on it will also translate.

10. There will be a message displayed within the window advising that this translation is machine translated and so not always 100% accurate.

11. The final option is another toggle switch to turn on or off, this time asking if you would like to use the original splash page for any updated journeys.

12. Once these options have been set you can click the button.

13. The portal will start the translation process and when complete display the below message.

Create a language version

English language version created successfully!

The new language version was created successfully. Would you like to edit the new journey now?

No   Yes

14. If you wish to view the language version now, click **Yes** otherwise click **No**.

15. If yes was selected the journey would open, this is the ideal opportunity to check the translation is correct. You can also make any amendments to this journey, these would only be seen by the end users using that specific language.

16. If no was selected then you will still be in the main journey you created originally.

17. Click the to return to the library.

Template Library

1. Back in the library the journey would have updated to now have a sub journey, this sub journey will be the language version. If you have created multiple language version they will also be displayed.

Template name	Language	Owned by	Date created	Use	Type	
∨ Training Online	1	Ocean Hotel, Conference Center ...	10/02/2016	Online	Standard	...
Training Online (English)	English	Ocean Hotel, Conference Center ...	01/03/2016	Online	Standard	...

2. Back in the splash page library there will also be language versions of any splash pages used in the access journey. This mean if you notice a mistake in the translation on the splash page you have the option to access and amend as required.