VRS Scanner App User Guide

Introduction

The new version of the VRS Scanner app (the "App") is now available for VRS-subscribed departments to scan VRS-issued QR codes. The App now supports the use of department-owned devices.

This guide provides a brief overview of the App's features.

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I. App installation

- 1. Get the apk file (Please contact ITSC)
- 2. Browse the folder contains the APK file



3. Install the app



II. Reader registration

1. Open the VRS App, and login with your CUHK OnePass Account that has access to the VRS system



- 2. After completing the login process, the "Select Department" page will be shown up.
 - a. Select the department
 - b. Enter the device name (user defined for device management, for device rented from ITSC please use ITSC #xxx (xxx is the number sticked on the device)).



3. After clicking "Confirm", the following screen will be shown.



Your DeviceId:

Please capture this screen and send to ITSC for further approval.



- 4. Take screenshot on your device of the above screen (usually press "Vol -" & "Power" button at the same time). Submit the registration request at ITSC service desk (General Enquiry ITSC Service Desk, Select "Visitor Registration System" at Category) with the screenshot attached.
- 5. Please wait for ITSC reply for the device registration result.
- 6. After ITSC approved your registration request, the following screen will be shown, and you can start using the device to scan QR codes



III. Scan QRcode

1. Click App icon



2. Enter PIN (Please ask ITSC for the PIN)

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CUHK VRS Scanner		CUHK VRS Scanner			
To start using VRS Scanner	To start us	ing VRS Scar	iner, please en	ter the PIN.	
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3. Click Scan QRcode



4. Click "Allow when used" for first time usage, and scan QR code



IV. Update device settings

To change the device department/update other settings, press the "Settings" button in the menu page and login with the CUHK OnePass account **used to register this device**:

<	Login	\$			
001					
Login ID					
OnePass Pass	word				
登入	Неір				
Chang	e Password Forgot Password	rd			
O Alumr	i ID Inquiry / Password Rese	t			
Conta	ct ITSC				
Mainte	enance Schedule				
CADS (CADS	Reference Number: 233)				
Refresh					

After login, the following screen will be shown for setting

Settings				
Select Department				
Administrator Testing	>			
Server Path				
https://vrs.itsc.cuhk.edu.hk/ ReaderRevServices/	>			
Revert to default server path				
Check Update				
Unregister this device				
If you would like to pass the device for another admin to manage, please click the below Unregister button. All data will be cleared from the device. Unregister				
Cancel Sav	'e			

- <u>Select Department</u>: Click to change the device department (if any)

- <u>Server Path</u>: Click to update the VRS server path (usually remains unchanged unless ITSC notice)

- <u>Revert to default server path</u>: Click to revert the VRS server path to default value
- <u>Check Update</u>: Click to check if a new version of VRS app is available to update
- <u>Unregister</u>: Click to unregister this device so that this device can be passed to another admin to manage (New registration is needed)
- Please note that the settings are only effective after the "Save" button is clicked

V. Change device owner

If the colleague leaves CUHK, the device owner needs to be changed for updating device setting

1. a. Ask the original owner to login to the "Settings" page and unregister the device



b. If the original owner already left, please contact ITSC with the device name and department info to disable the device



2. Register the device again described in section II.

VI. Troubleshoot

1. Camera Permission

"Permission denied "after clicking "Scan QRCode"

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	Permission denied	

This happens when the device "Camera Permission" is set to denied for the VRS scanner app. Please go to the device settings and allow the VRS app to access the camera. You may refer to the following screenshots for reference (the actual screen/wordings may vary slightly on different devices)



Appendix

- A. Configure Device lock with PIN
- 1. Tap Settings > Security & privacy > Device unlock > Screen lock.
- 2. Tap PIN, then enter a PIN.
- 3. Tap Next, enter the PIN again, then tap Confirm. If prompted, select which content you want to display on the lock screen, then tap Done