# Lesson 10 – Forgiving Cardholders

ccasionally you may need to *Forgive* an individual cardholder or all cardholders because a power failure occurred or some other system malfunction occurred. In certain cases, the *Entry-Master*<sup>®</sup> System automatically **Forgives** cardholders. Forgiving cardholders resets the *anti-passback* status of the cardholder(s). For more information about anti-passback, see *Global Anti-Passback* on page 2 and also see the description for field 9 of the Cardholder Record screen in Appendix A, *The Cardholder Record Screen*, on page 146.

Contents

This lesson teaches you how to Forgive individual cardholders and all cardholders. The lesson also includes information about automatic Forgiving.

## 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*, on page 57.

1. For this lesson we will use the cardholder record for NATALIE HARRIS. Once you have displayed the cardholder record for NATALIE HARRIS, your screen should look like the following:

Cardholders	*>	Card Number:	00534293	©2008 Er	ntry-Master Sy	stems. All Rig	hts Reserved	1.
Monitor	1>	User's Name:	HARRIS, NATALIE		6>	Issue Date:	04/17/2008	-
Alarms	2>	Department:	VOICE NETWORK	(S	7>	Expiration:		
Open Once	3>	User ID#:	123-45-6789		8>	Revalidate:		
Unlock	4>	Lic. Plate:	KLA-215		9>	I/O Status:	I-In 🔻	1000
Lock	5>	Reg. State:	MD - Maryland	-	at		Tel al faite	
Clear Door								
Status	10>	Home Phone:			16>	Keypad PIN:	A COLUMN TWO IS NOT THE OWNER.	
Video	11>	Work Phone:	(410) 594-1805		17>	Trace	ADA Card	
Reports Menu	12>	Acc Group 1:	0002 - Reg Emplo	yee Access 💌	1	* Nesting Leve	Information	n *
Event Rept	13>	Acc Group 2:	0005 - Parking Priv	vileges -	Card L	avel: 0	Violations:	0
Alarm Rept	14>	Acc Group 3:	No Group Selected *		*** Last Badging *			
Card Data					Date: Time:		Rdr#: 0111 Stat: 06	
Config.	15>	Elev Access:	0000 - No Elevator	r Access 🔹	Second Contraction		1.1.1.1	
User Audit				ription: Main Lobby Glass Drs				
Rept Util	La	st Badging Messa	age>	Access Granted b	by Valid Card.			
	Save	Cancel Delete	Prev Histor	N	Co	py Next	Back Print	Help

#### Figure 2-10.1 Cardholder Record for NATALIE HARRIS

2. To change the I/O status to Forgive, click on the arrow to the right of the I/O Status entry field to display the I/O Status drop-down list. Your screen should now look like the illustration below:

ain Menu Cardholders	*>	Card Number:	00534293	©20	08 Entry-Master Sy	stems. All Rig	hts Reserved	
Monitor	1>	User's Name:	HARRIS, NATA	LIE	6>	Issue Date:	04/17/2008	
Alarms	2>	Department:	VOICE NETWO	RKS	7>	Expiration:		-
pen Once	3>	User ID#:	123-45-6789		8>	Revalidate:		
nlock	4>	Lic. Plate:	KLA-215		9>	I/O Status:	F - Forgive *	120
ask	5>	Reg. State:	MD - Maryland	•	at		I - In O - Out	
ear Door	10>	Home Phone:	(301) 716-1951	NO. CONTRACTOR	16>	Keypad PIN:	F - Forgive	
atun deo	11>		(410) 594-1805		17>	Trace	S-Special ADA Card	
rts Menu	12>	Acc Group 1:	0002 - Reg Employee Access - * Nesting Level Infe				l Information	*
ent Rept	13>	Acc Group 2:	0005 - Parking P	Privileges -	Card L	evel: 0	Violations: 0	)
rm.Rept	14>	Acc Group 3:	No Group Se	elected +	88388 <u></u>		adging ***	
<u>d Data</u> 1fig.	15>	Elev Access:	0000 - No Eleva	tor Access 💌	Date: Time:		Rdr#: 0111 Stat: 06	
er Audit	F1>	User's Notes			Description: Main Lob Ited by Valid Card.	by Glass Drs		
es Henu		Cancel Delete		tory	Co	py Next	Back Print	] [ н
f System					try-Master Systems,			

Figure 2-10.2 I/O Status Drop-Down List

3. Click on Forgive and the drop-down menu disappears. Forgive now displays in the I/O Status field.

EMS <sup>**</sup>		-Master*	- your						
ain Henu	*>	Card Number:	00534293	©2008	Entry-Master Sy	stems. All R	ghts Re	served.	
Cardholders Honitor	1>	User's Name:	HARRIS, NATALIE		6>	Issue Date	: 04/17/2	008	
Alarms	2>	Department:	VOICE NETWORK	s	7>	Expiration	:		
Open Once	3>	and the second second second	123-45-6789	The states	8>	Revalidate	And in case of the local division of the loc		
Unlock	4>	Lic. Plate:	KLA-215		9>	I/O Status	F - For		2.2
Lock	5>	Reg. State:	MD - Maryland	-	at				
Clear Door							-		
Status	10>	Home Phone:	1		16>	Keypad PIN	And in case of the local diversion of the local diversion of the local diversion of the local diversion of the		
Video	11>	Work Phone:	(410) 594-1805		17>	Trace	AD/	A Card	
ports Menu	12>	Acc Group 1:	0002 - Reg Emplo	yee Access 🔹		* Nesting Lev	el Infor	mation *	
Event Rept	13>	Acc Group 2:	0005 - Parking Privileges  No Group Selected		Card Level: 0 Violations: 0				
Alarm Rept	14>	Acc Group 3:				Badging ***			
<u>Card Data</u> Config.	15>	Elev Access:	0000 - No Elevator	Access 💌		04/04 17:09	Rdr#: Stat	0111	
User Audit	F1>	User's Notes	: [Notes]	Reader Loc Desc	ription: Main Lot	by Glass Drs			
Rept Util	La	st Badging Messi	age>	Access Granted	by Valid Card.	Part of the			
lities Menu	Save	Cancel Delete	Prev Histor	ry J	C	ppy Next	Back	Print	Help

#### Figure 2-10.3 Cardholder I/O Status is now "Forgive"

- 4. Click on the Save button to save your changes.
- 5. To return to the *Entry-Master*<sup>®</sup> System Main Menu, click on the Main Menu link.

### **Resetting All Cards to Forgive**

To reset all cardholders to Forgive, log into the *Entry-Master*<sup>®</sup> System as described in Lesson 1 on page 18. The *Entry-Master*<sup>®</sup> Main Menu should be displayed as shown in next.

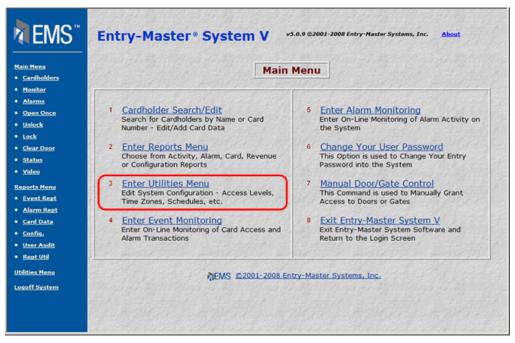


Figure 2-10.4 The *Entry-Master*<sup>®</sup> System Main Menu

1. Click on the **Enter Utilities Menu** link and the Utilities Menu displays as shown below:



Figure 2-10.5 The Entry-Master® Utilities Menu

2. Click on Forgive All Cardholders. The Cardholder Resynchronization screen displays as illustrated in the following figure:

EMS"	Entry-Master® System V v5.0.9 @2001-2008 Entry-Master Systems, Inc. Allowst
Main Nenu • Cardholders • <u>Monitor</u>	Cardholder Resynchronization
Alarma <u>Open Once</u> Unlock     Lock	This Program will Change ALL I/O Status fields (Field 9>) to 'F' (Forgive) Status. All Card Numbers will be allowed ONE 'Free' access, and afterwards the system's Anti-Passback control will be restored.
Clear Door     Status     Yideo     Reports Henu	Do you wish to proceed? Yes No Print Help
Event Rept     Alarm Rept     Card Data	資EMS ©2001-2008 Entry-Master Systems, Inc.
<ul> <li>Confia,</li> <li>User Audit</li> <li>Rept Util</li> <li>Utilities Menu</li> </ul>	
Logoff System	

Figure 2-10.6 Cardholder Resynchronization Window

- 3. Click on the Yes button and the *Entry-Master*<sup>®</sup> System V changes the I/O Status to Forgive in all cardholder records. An updating message briefly appears while the system is changing this information.
- 4. The Utilities Menu reappears when the update is completed.
- 5. To return to the *Entry-Master*<sup>®</sup> System Main Menu, click on the Main Menu link.

Proceed to Lesson 11, System User Maintenance.



