

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. In certain cases, the *Entry-Master®* 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.

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:

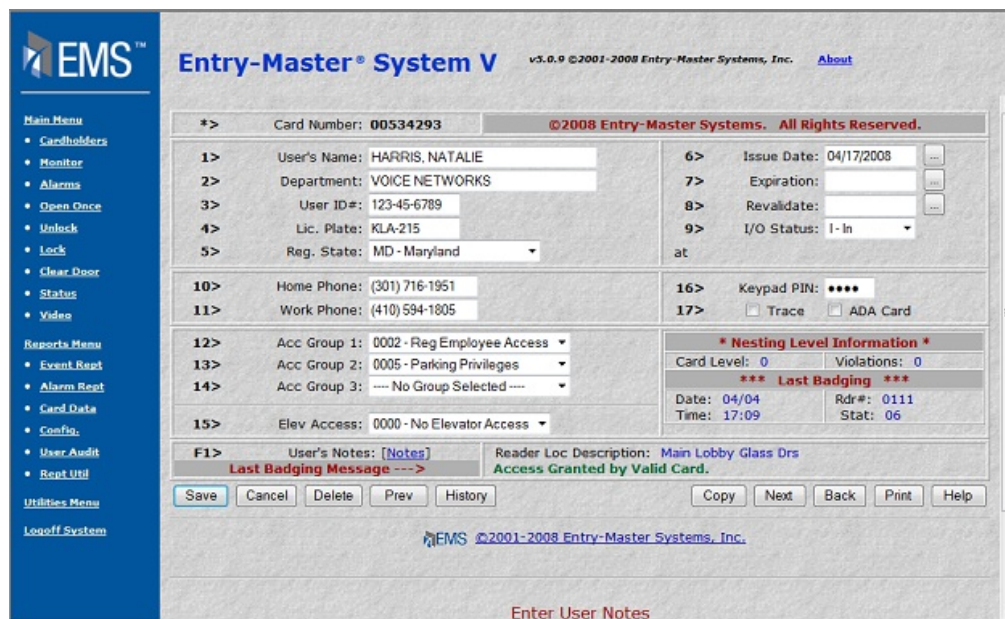


Figure 2-10.1 Cardholder Record for NATALIE HARRIS

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:

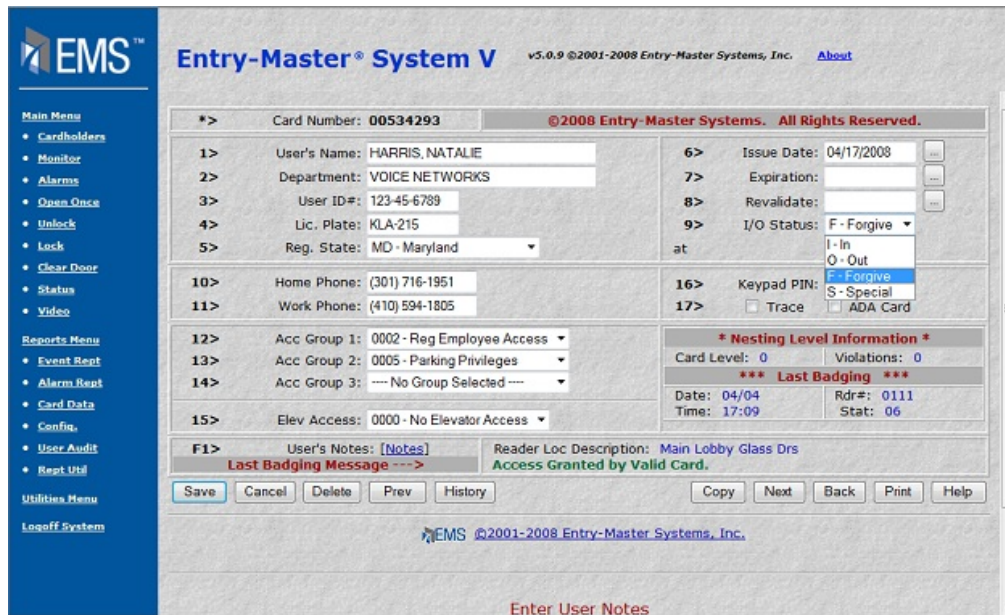


Figure 2-10.2 I/O Status Drop-Down List

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

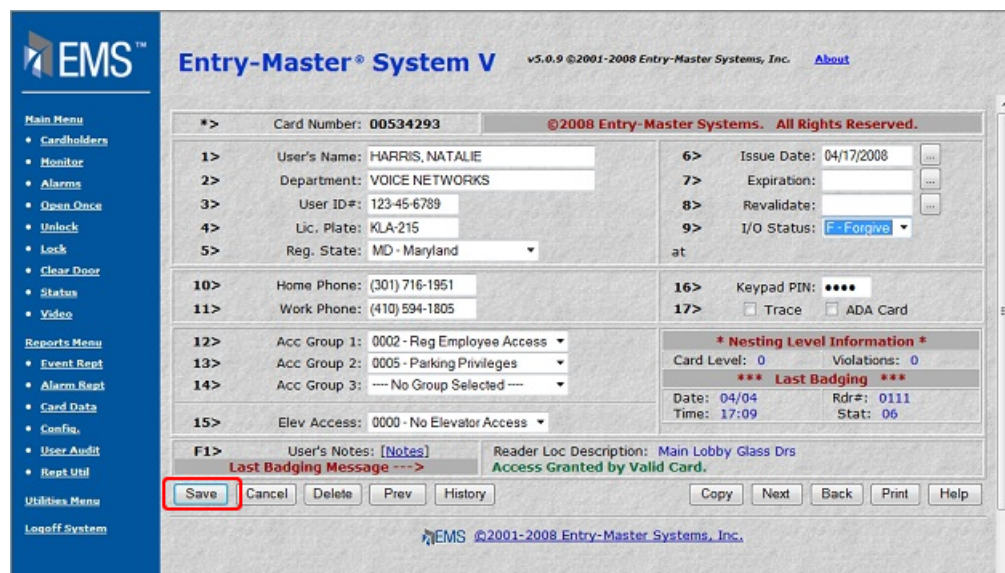


Figure 2-10.3 Cardholder I/O Status is now “Forgive”

- Click on the Save button to save your changes.
- To return to the *Entry-Master*® 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*® System as described in Lesson 1 on page 18. The *Entry-Master*® Main Menu should be displayed as shown in next.

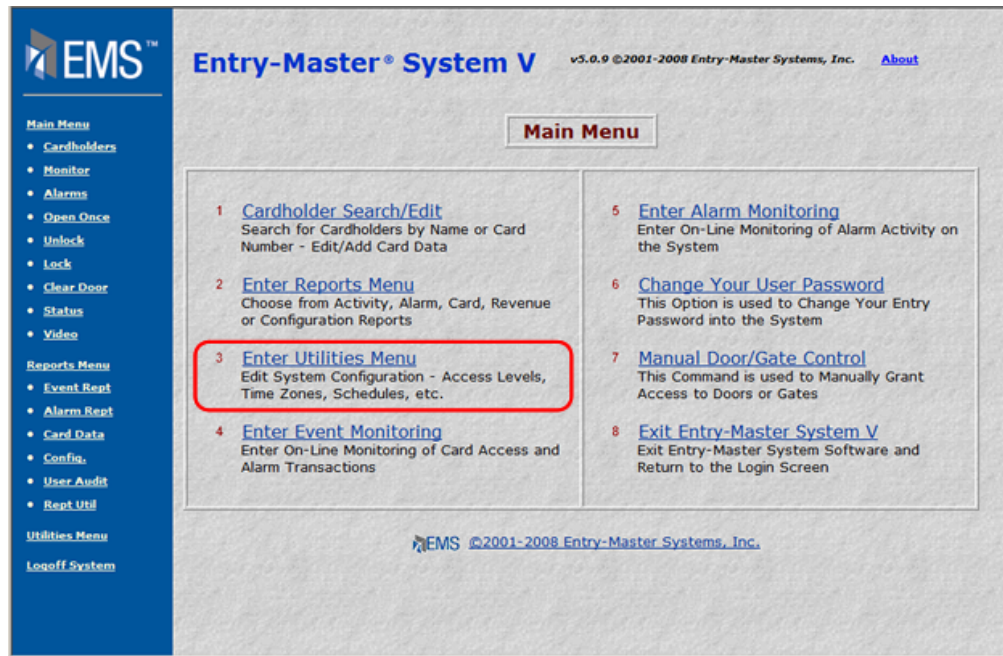


Figure 2-10.4 The *Entry-Master*® System Main Menu

1. Click on the [Enter Utilities Menu](#) link and the Utilities Menu displays as shown below:

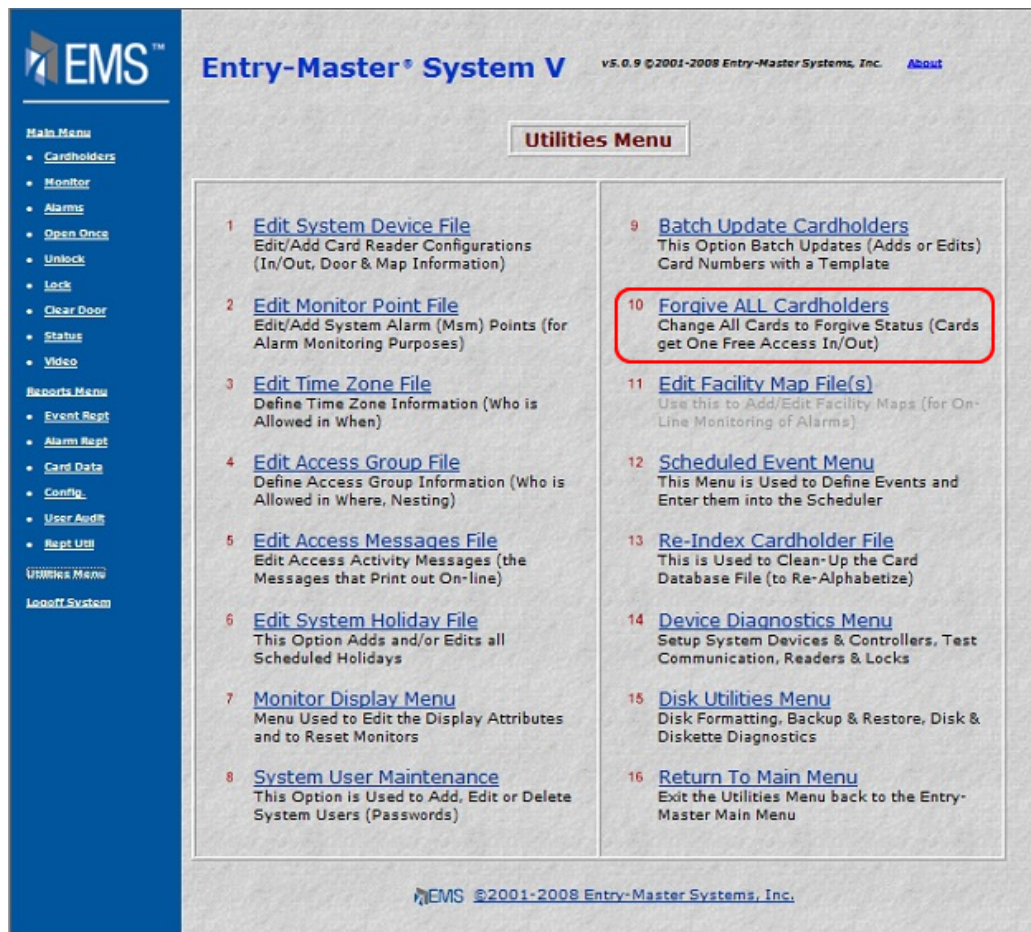


Figure 2-10.5 The *Entry-Master*® Utilities Menu

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

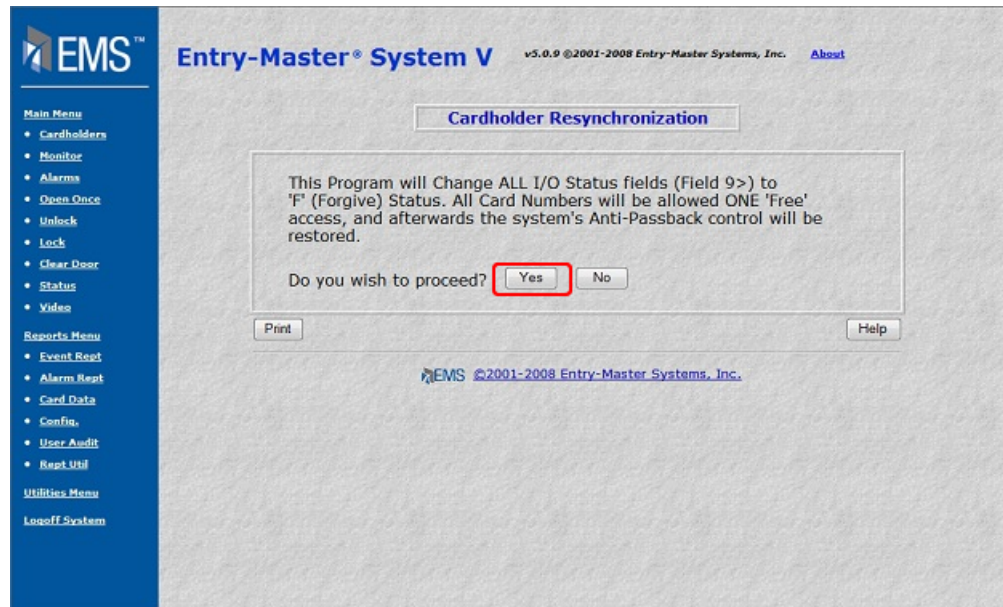


Figure 2-10.6 Cardholder Resynchronization Window

3. Click on the Yes button and the *Entry-Master*® 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*® System Main Menu, click on the [Main Menu](#) link.

Proceed to Lesson 11, *System User Maintenance*.