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BDR Mobile Application
Quick User Guide

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Technical Support

If you require assistance, please contact the Scantek Customer Service team.

Phone	1300 552 106, option 4
Email	support@scantek.com.au
Support Hours	Monday to Sunday, 11:00 AM to 8:00 PM AWST (includes public holidays, except Christmas day, Good Friday and before 12:00PM on ANZAC Day)

1. Getting Started

To set up your device:

a. Remove the BDR Device (iPad) from the box.
b. Power on the device by holding and pressing the button at the top right-hand corner (*Figure 1*).

Figure 1

Important: Place the BDR Device (iPad) on charge a minimum of 4 hours before opening time.

1.1. Network Connection

Before using your BDR Device (iPad), please connect the device to your venue's secure Wi-Fi network.

a. From the BDR Mobile Device's (iPad) Home screen, tap *Settings* (*Figure 2*).

Figure 2

b. In the left panel, select *Wi-Fi* (*Figure 3*).

Figure 3

c. To search for nearby wireless networks, move the Wi-Fi slider to on/green (*Figure 4*). Select your venue Wi-Fi network from the list.
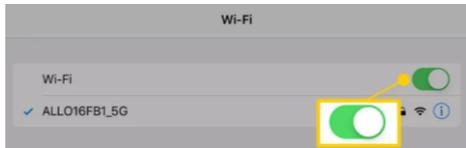

Figure 4

d. Enter the Wi-Fi username and/or password (*Figure 5*).

Figure 5

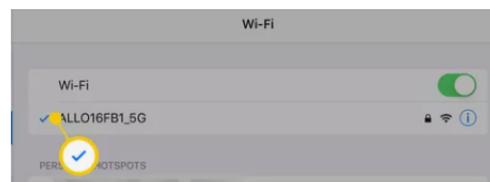e. A blue tick will appear next to the Wi-Fi Network once the BDR Mobile Device (iPad) is connected (*Figure 6*).

Figure 6

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1.2. Device Passcode

Upon receiving your BDR Mobile Device (iPad), you will be prompted to setup a new passcode (Figure 7).

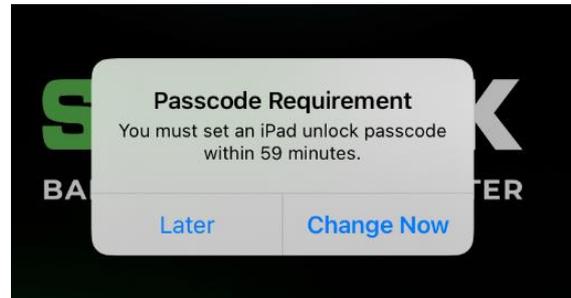This code will be used to unlock the iPad.

Figure 7

If a passcode is not entered within the hour, the device will enforce a passcode and cannot be used until the passcode is set. To set a passcode:

a.   Unlock the iPad.
b.   A *Passcode Requirement* prompt will appear (*Figure 7*).
c.   Select *Change Now*.
d.   Enter a 6-digits code, confirm, and tap *Set Passcode*.

1.3. Logging In

Logging In

a.   Unlock your BDR Device (iPad) and tap the screen to access the login screen.

b.   On the login screen, enter your email and password, and tap *Login* (*Figure 8*).

c.   Where enabled, enter the one-time, authentication code (refer to *Setup Mobile Authentication* for instructions to set this up), then tap *Submit*.
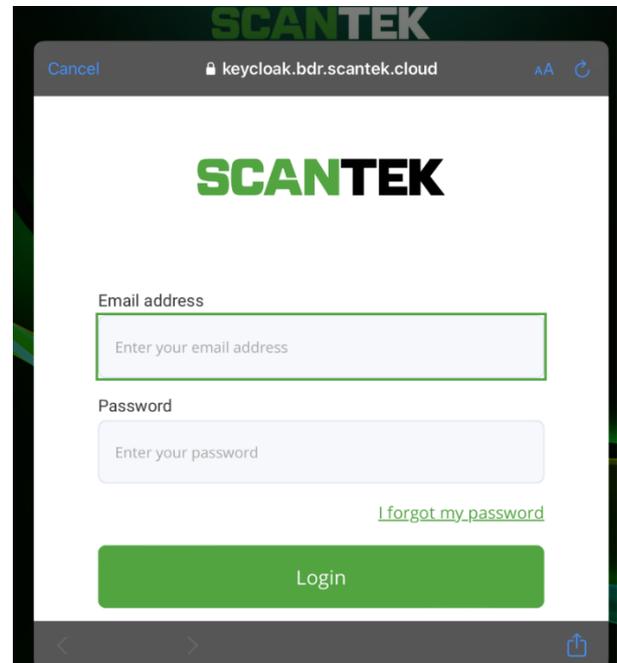

Figure 8

Resetting your password

a. Unlock your BDR Device (iPad) and tap the screen to access the login screen.

b. On the login screen, tap *I forgot my password* (*Figure 8*).

c. Enter your email address and select *Send recovery details.* You will receive an email with instructions to create a new password.

d. Click the link in the email.

e. Enter your new password and click *Submit* (*Figure 10*).

Figure 9

2. Scan ID

Before you scan an ID, make sure that the text on the physical document is clear and not obstructed. This obstruction could be caused by residue, dirt, normal wear & tear, or fading.

If the document cannot be cleaned, please ensure to manually correct the missing details using the *Edit* button for accurate scan results, following the instructions provided below.

a. Tap the *Scan* button (*Figure 10*).

b. Align the physical ID between the viewfinder's guidelines. The BDR Mobile app will automatically detect and capture the ID.

Figure 10

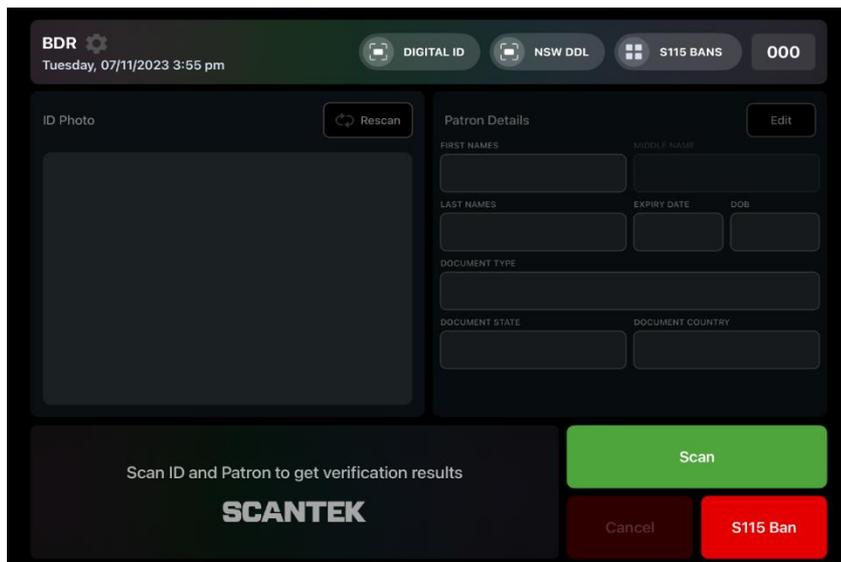c. The results screen (*Figure 11*) will display the captured ID image and the patron's details.

For optimal scan results, device stability and appropriate lighting conditions are essential.

Device Stability	Lighting Conditions
Try to keep the mobile device as stable as possible. This will minimise blur in the document being captured. Blurry scans may result in inaccurate scan results and will require manual entry and/or a recapture of the document.	Ensuring proper lighting during document capture is crucial. Avoid extremely dim or overly bright conditions. Excessive or uneven lighting can result in glare, which may appear as a red highlight on the scan screen. If you notice light reflecting on the document, consider moving to a different location or adjusting your scanning angle. These adjustments will improve the captured scan results.

Manual Entry

If an ID did not scan correctly, it is possible to enter the patron's details manually.

a. To begin manual entry, press the *Edit* button (*Figure* 11) or tap on the text field to make changes.
b. Once you have completed entering the information required press the *Update* button.

2.1.   Capturing Digital IDs

To scan Digital IDs, the scanning terminal must be connected to the network and have an available internet connection.

Scanning Australia Post Digital ID	Scanning NSW Digital IDs

a. Patron's phone will display the QR Code in the App.
b. Place the phone face-down in the scanning terminal.
c. Ensure the top of the phone is pointing into the scanner.
 	
If the scanning terminal doesn't detect the phone, tap the *Trigger Scan* button at the bottom-right of the scanning interface to initiate a scan.
	a. Tap the *Digital ID* button from the main screen (see *Figure 10*).
	b. Follow the on-screen instructions; the patron must scan the displayed QR code with their phone:
	
	    i. Log in to the Service NSW App, Select the driver license,
	    ii. Tap the dots in the right-hand corner,
	    iii. Click Sign into a venue,
	    iv. Follow the process and scan the displayed QR code.
	
	The patron ID details will display on the main screen.

2.2. Scan Result Display

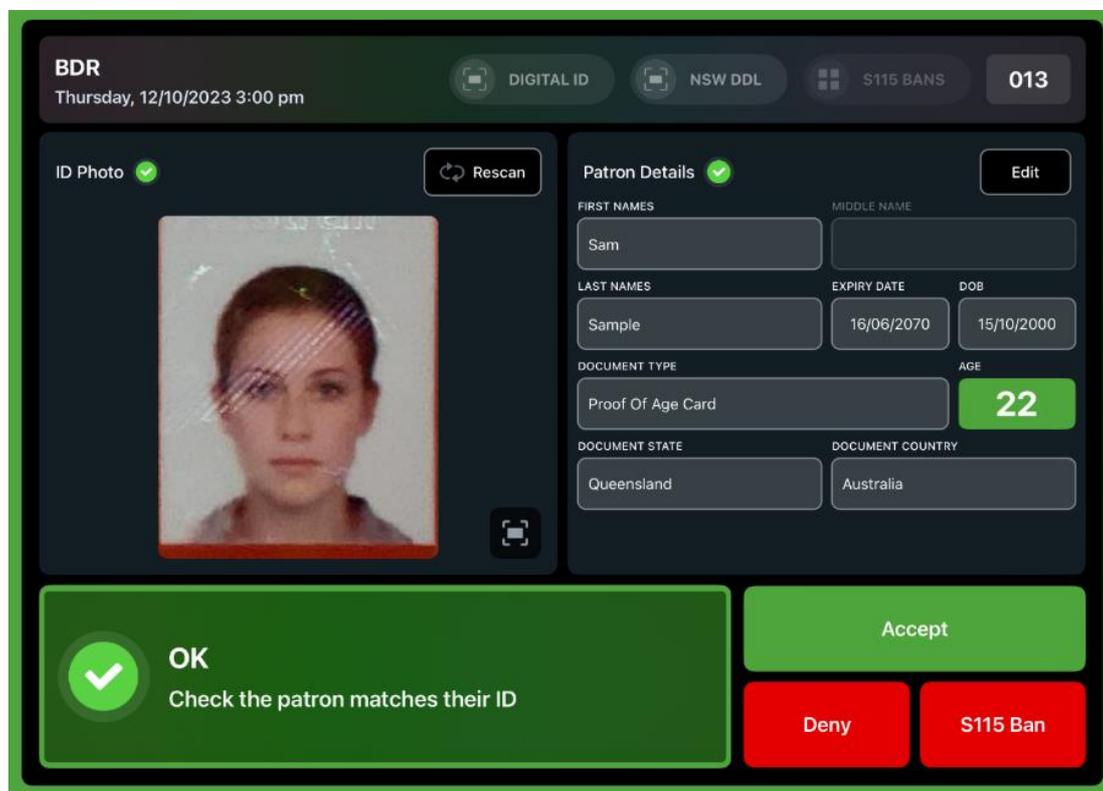Once an ID is scanned and validated, the results will be displayed in the format as shown in *Figure 11*.

Figure 11

#	Function	Description
1.	Venue Name	Displays the venue name.
2.	Date and Time	Current, local device date and time.
3.	Settings	Provides access to the user preferences, user manual and the option to logout of the app. (see *Figure 10*)
4.	Digital ID	This allows operators to capture digital IDs where a QR must be scanned from the Patron's device, such as AusPost Digital ID.
5.	NSW DDL	This allows operators to scan the NSW Digital IDs. On-screen instructions will display to scan the digital ID.
6.	S115 Bans	View the list of S115 Bans as well as previous scans from earlier that day.
7.	Scan Count	Automatically increments for every scan regardless of the action performed by the operator.
8.	ID Photo window	Displays the captured ID image.

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9.	Rescan	To re-take the ID photo.
10.	Patron Details	Displays the captured ID details.
11.	Edit	To rectify incorrectly captured ID details.
12.	Scan Status	Indicates whether the patron ID is acceptable or fraudulent; if patron is underage or banned.
13.	Action Buttons	To begin scanning, tap the *Scan* button. On the scan result screen, select if the patron has been allowed entry, rejected, or create a S115 Ban.
14.	Other Information	Displays the app version, device name, network speed and the date the ban list last synced to the scanning device. Where the device does not have an internet connection, the network speed will be replaced with an *Offline* status. A network connectivity indicator will display if the scanning device is communicating with the Scantek Cloud for up-to-date information.

3. Scan Results

3.1.   BDR Scan Results

The scan takes approximately three seconds, after which the ID information screen will appear. Scan time may vary depending on your internal network.

OK

You will see a green screen if a patron's ID is valid – you can proceed with the sale by tapping '*Accept*'.

Figure 12

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Banned

The red screen indicates that the patron is banned.

The patron should not be permitted to enter the venue.
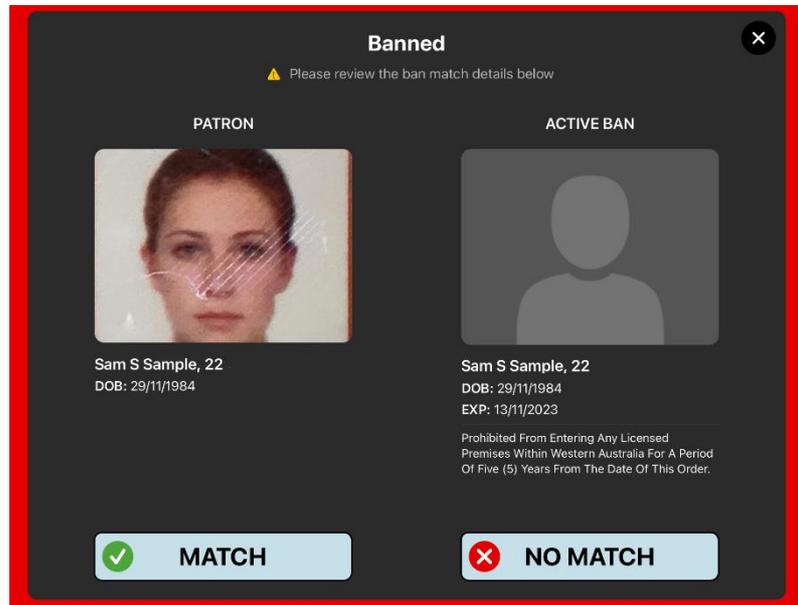
Figure 13

Possible Ban

This screen indicates that the captured details are very similar to a banned Patron.

If the patron matches the ban, select *Match*.

The patron must be refused sale and the ban match confirmed.

Figure 14

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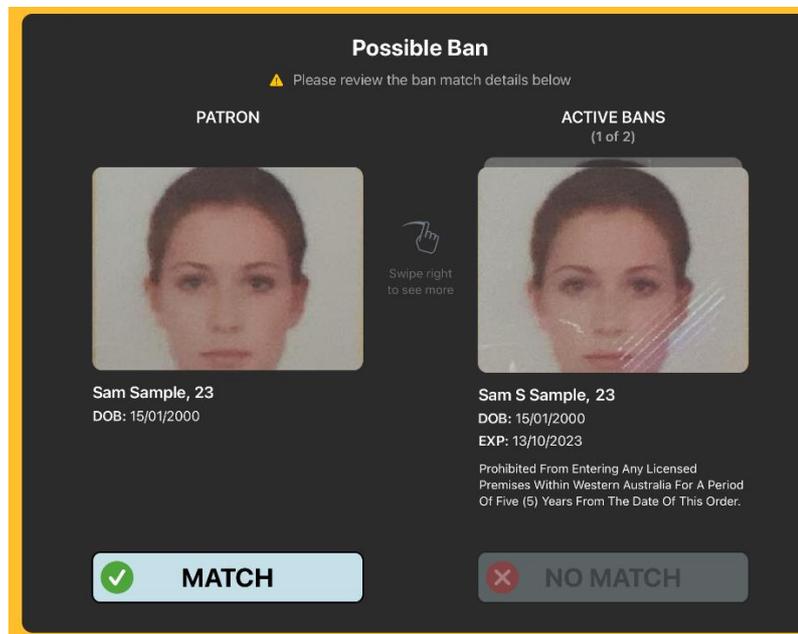
S115 Banned

This orange screen indicates that the patron has been banned from the venue by the Licensee (refer to *6 - S115 Ban*).

If the patron matches the ban, select *Match*.
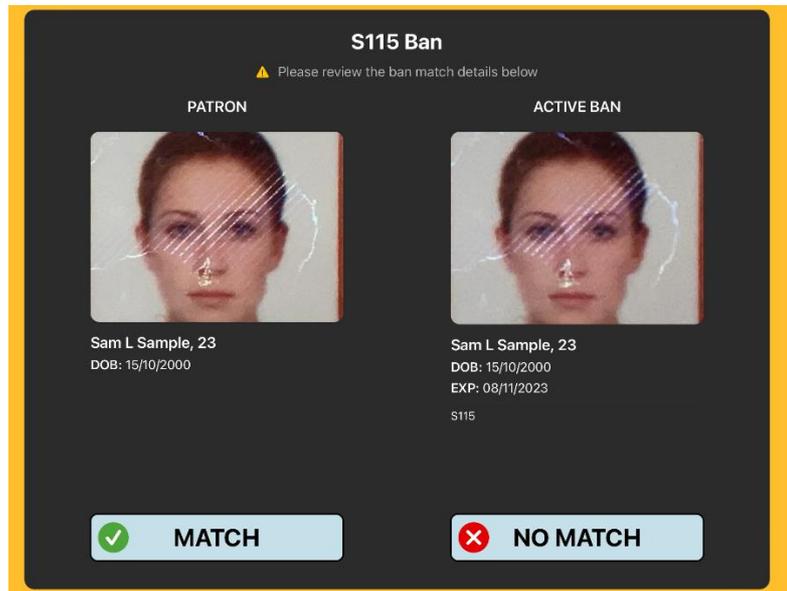
Figure 15

Possible S115 Ban

This screen indicates that the patron's details are very similar to a patron that has been banned by the venue.

If the patron matches the ban, select *Match*.

Where there is more than one ban match, swipe right on the *Active Ban* to see the next match

Figure 16

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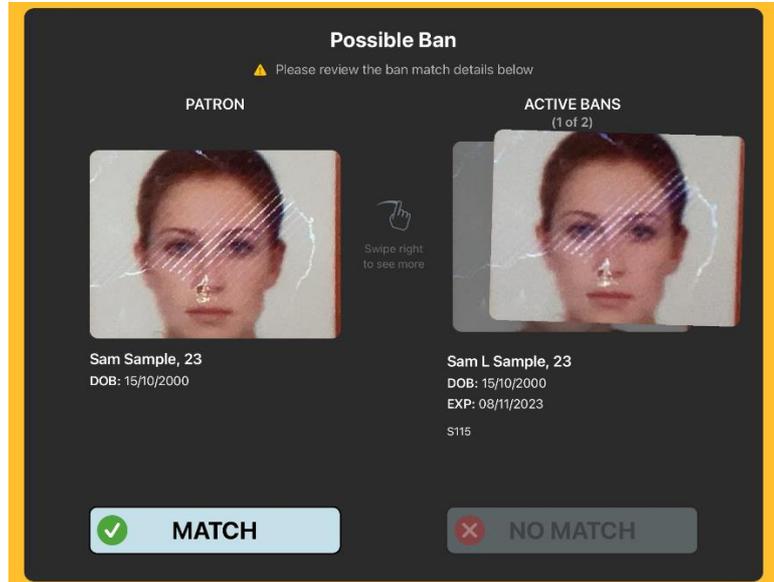
Under 18

This screen warns that the Patron is under 18 and should not be allowed to make an alcohol purchase.

Figure 17

Unrecognised

This screen warns you that the ID scanned is not recognized by the system, and a new ID must be scanned.

Figure 18

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Rescan

This orange screen warns you that the ID document was incorrectly scanned; or there was a misread scan.

Figure 19

DOB Not Read

This orange screen warns you that the date of birth could not be read from the ID document.

Rescan the document or try another document.

Figure 20

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3.2.   TAMS Only Scan Results

Where TAMS has been enabled, once the system determines the patron is not banned, the system will also determine whether a patron is entitled to purchase alcohol, depending on what they have already purchased that day.

The possible result for a TAMS enabled system are outlined in this section.

OK

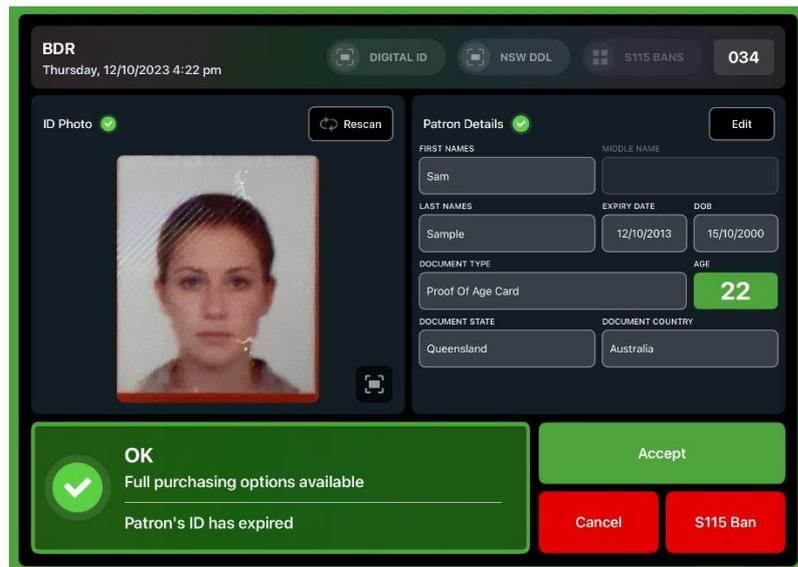You will see a green screen if a patron's ID is valid, and you can proceed with the purchase.

Figure 21

Warning

This orange screen warns you that previous purchases have been made by the patron you have scanned in.
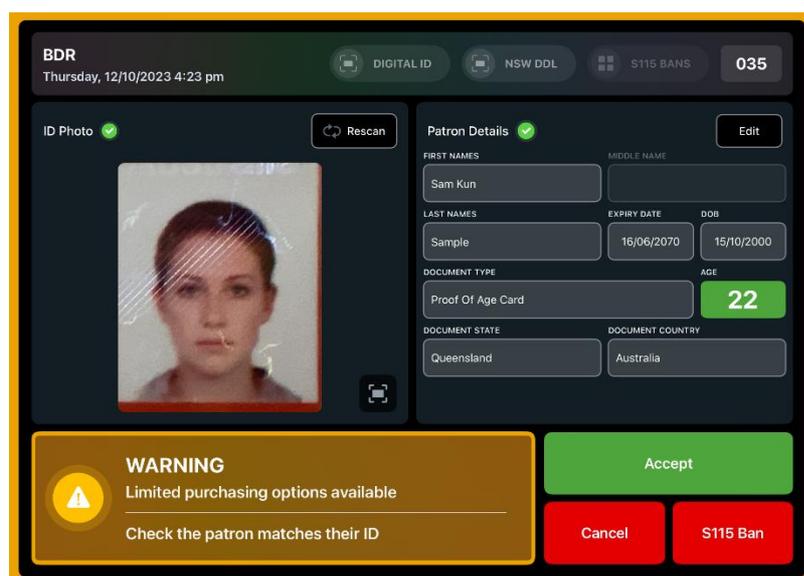
Figure 22

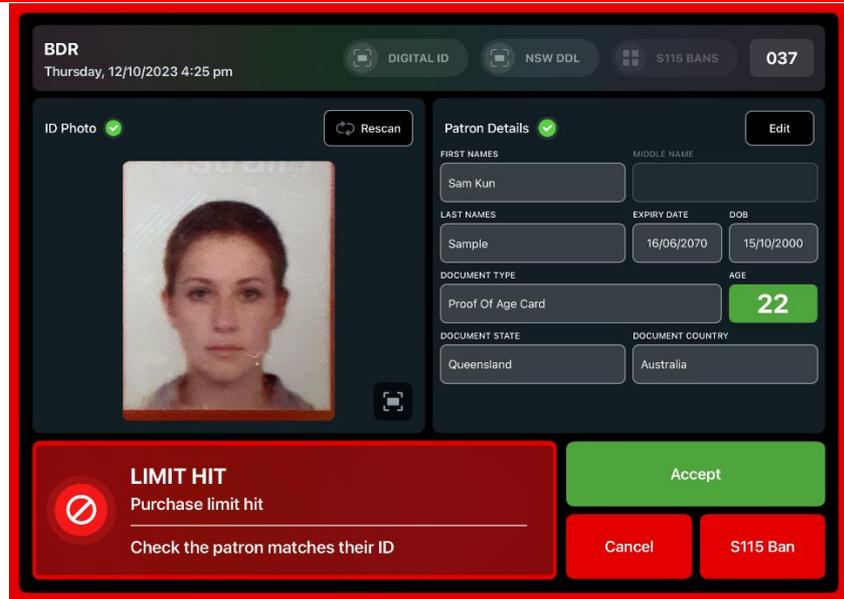This red screen indicates that the patron has reached their daily purchase limit.

Figure 23

3.3.   Make a Purchase

Where TAMS has been enabled, the system will also determine whether a Patron is entitled to purchase alcohol, depending on what they have already purchased that day.

Recording a Purchase:
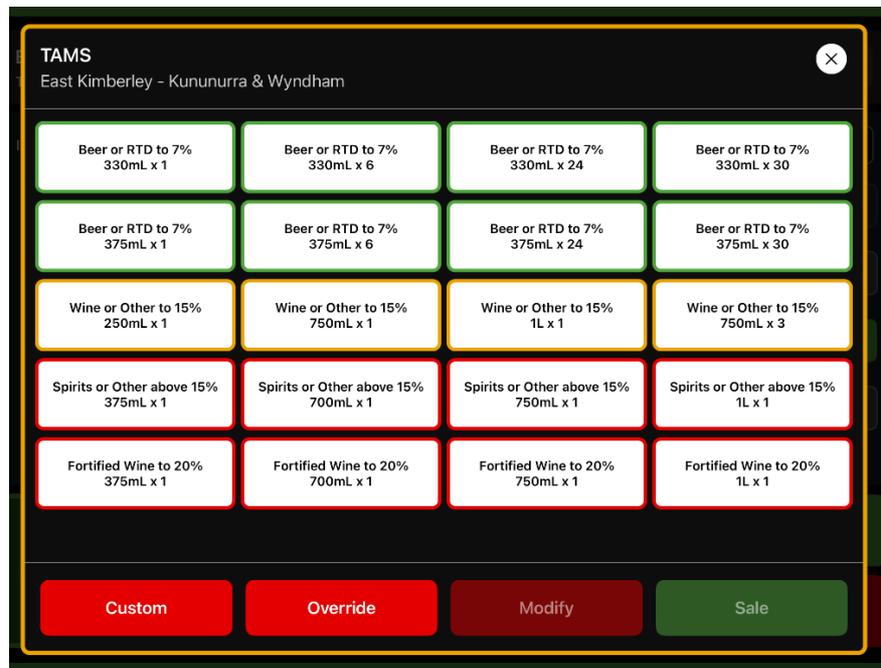
a. Select the appropriate options and tap '*Sale*'.

Figure 24

b. Review the listed items and tap '*Save*' to complete the purchase.

This will update the patron's alcohol purchase history on all online devices.
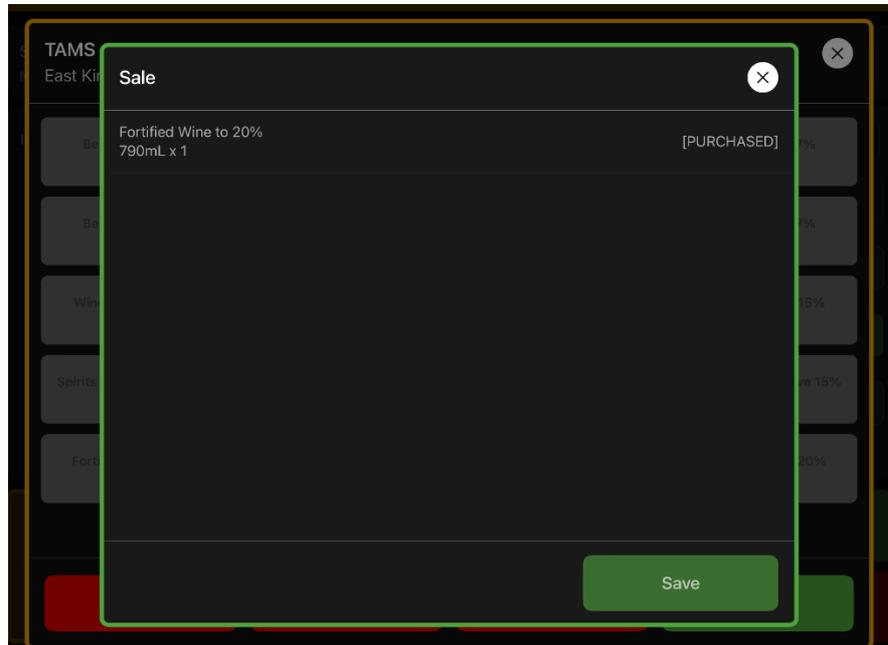
Figure 25

Custom Purchases

a. Manually enter a purchase by tapping on '*Custom*' and selecting the '*Type*' of purchase from the dropdown.

b. Then enter the 'Size' (in mL) of the item and the 'Amount' the patron has purchased.
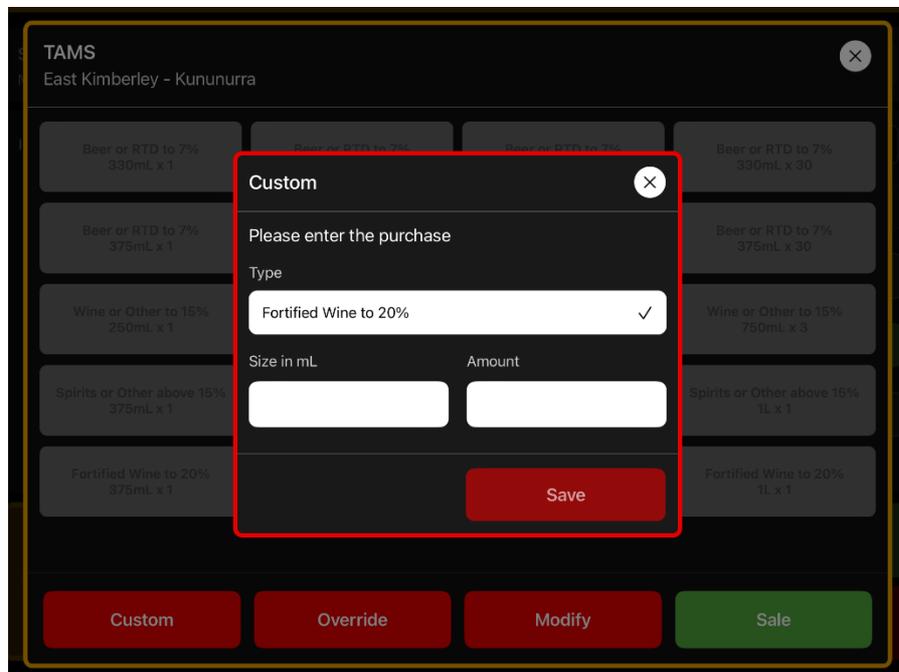
c. Once complete, tap '*Save*'.

Figure 26

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Previous purchases

When a patron has already made a purchase earlier in the day, the '*TAMS*' screen displays the limited options now available for purchase for that patron
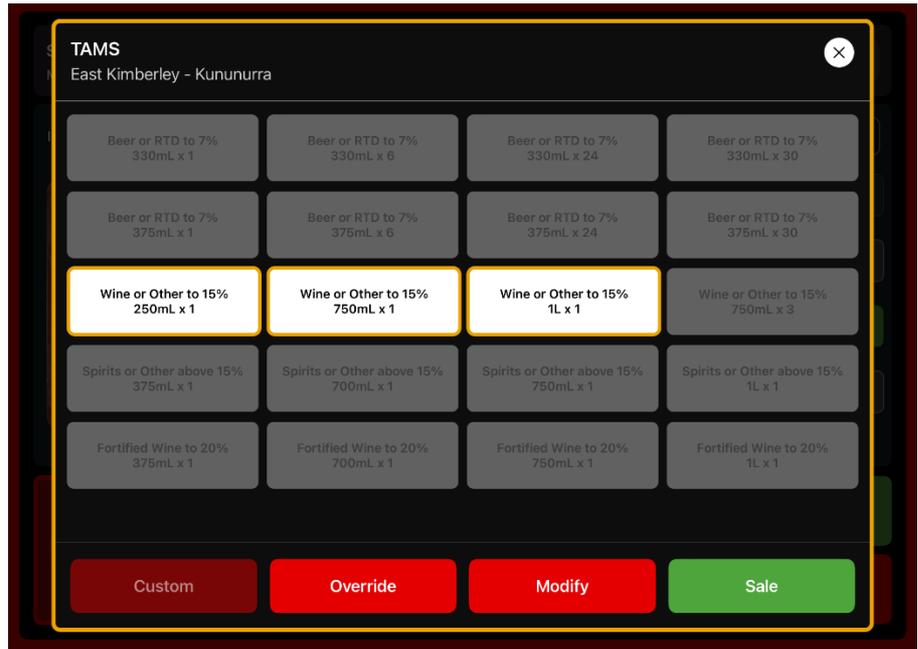
Incorrectly entered items:

a. From the TAMS purchase screen (*Figure 27*), select *Modify*.

b. Use the bin icon to remove individual items or '*Remove all*' button to clear the cart.
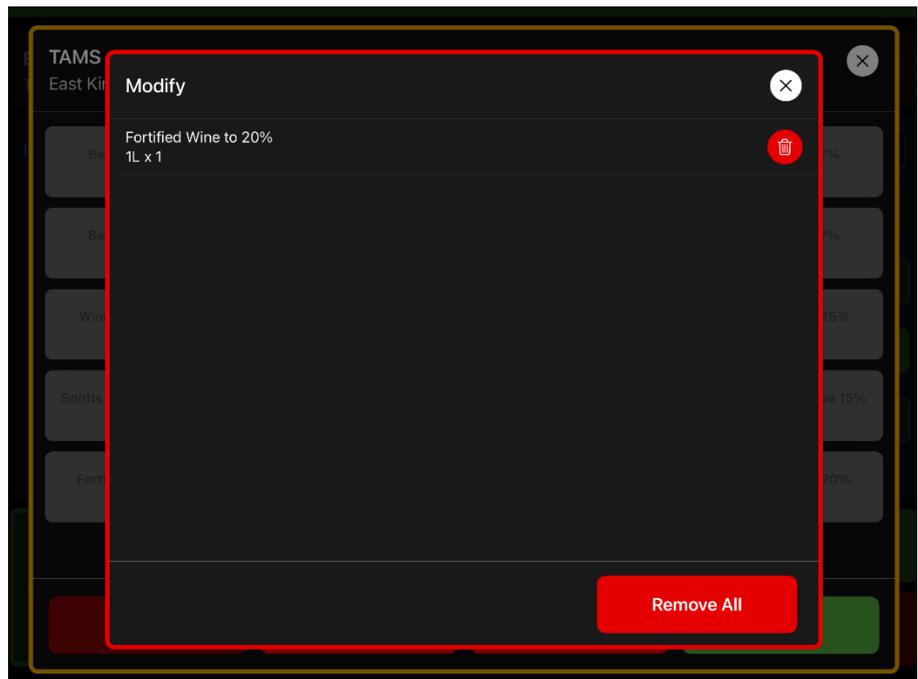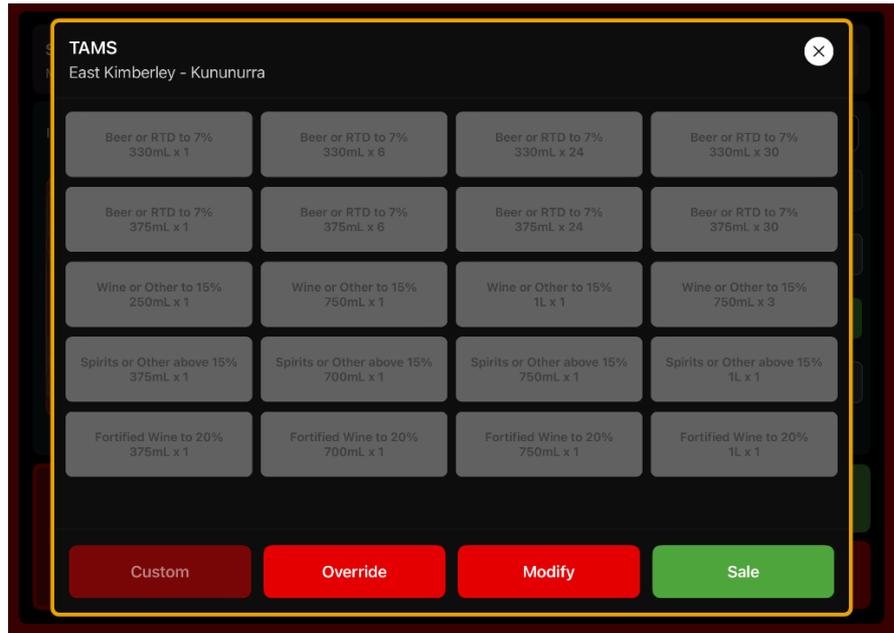
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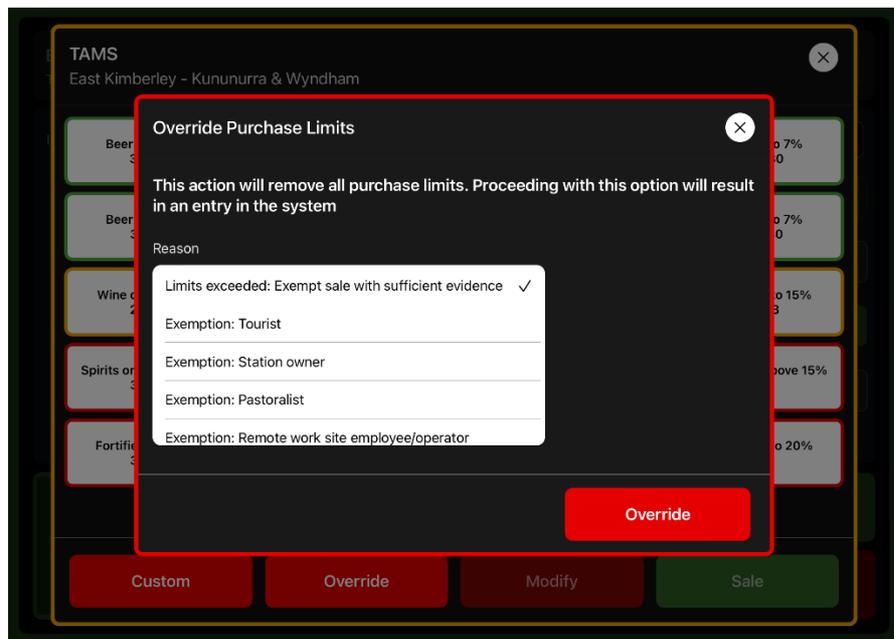## Daily Purchase Limits Reached

When a patron has reached their daily purchase limit, all purchase options will be greyed out, indicating they are not available.

Override

Use the *Override* button to override purchase limits.

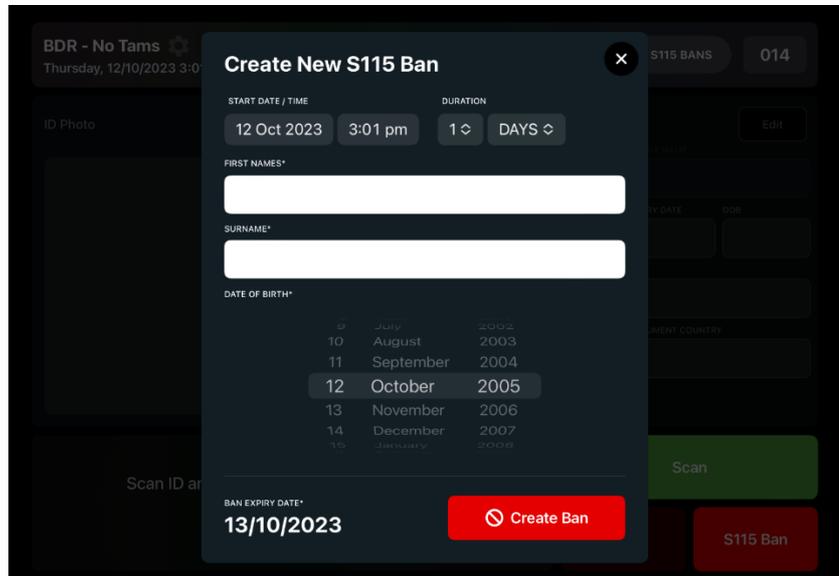Please check that sufficient evidence for exemption is available.

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4. S115 Bans

4.1.   Add a S115 Ban from Main Screen

To add a S115 ban, select the '*S115 Ban*' button.

This will display an empty S115 Ban form.

Enter the patrons full name, DOB, ban start date/time and the ban duration, then select *Create Ban.*

Figure 29

4.2.   Add a S115 Ban from a Scan

From the scan result screen, select the '*S115 Ban*' button.

This will display a *S115 Ban* form prefilled with the captured document information, including the patron's full name and date of birth (DOB).
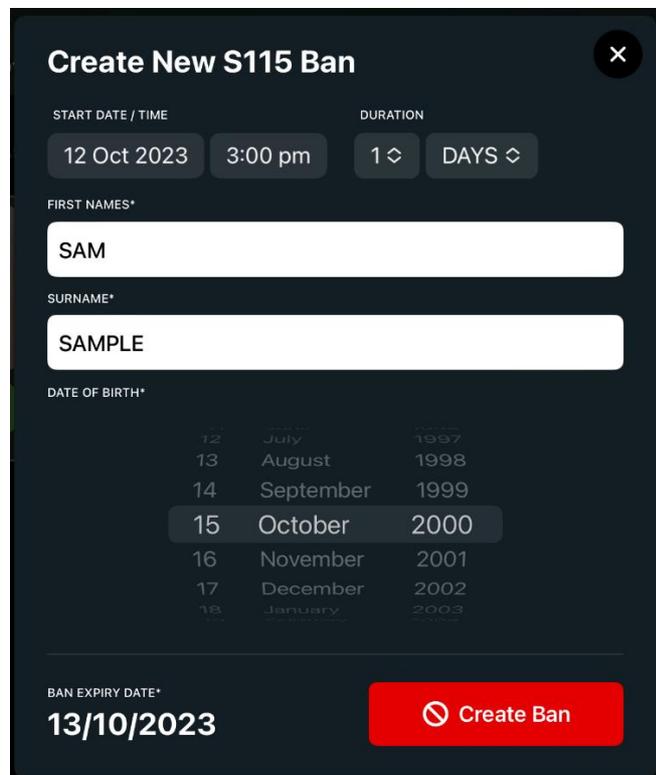
Figure 30

4.3. Remove a S115 Ban

To remove an existing
S115 Ban before its expiry
date:

1. select *S115 Bans*
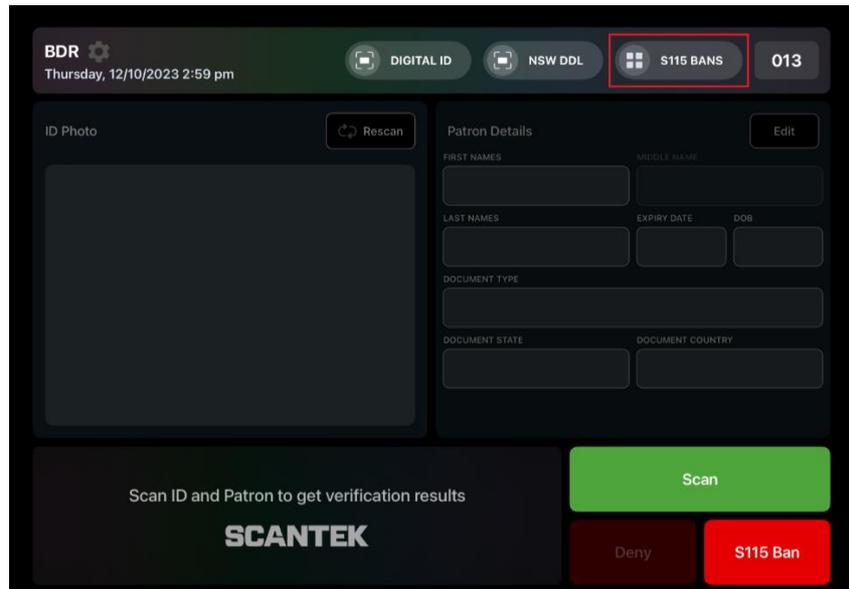   button from the main
   screen.

Figure 31

2. Select the *S115 Bans*
   tab.
3. Select the patron
   whose S115 Ban you
   want to remove.

This will display the
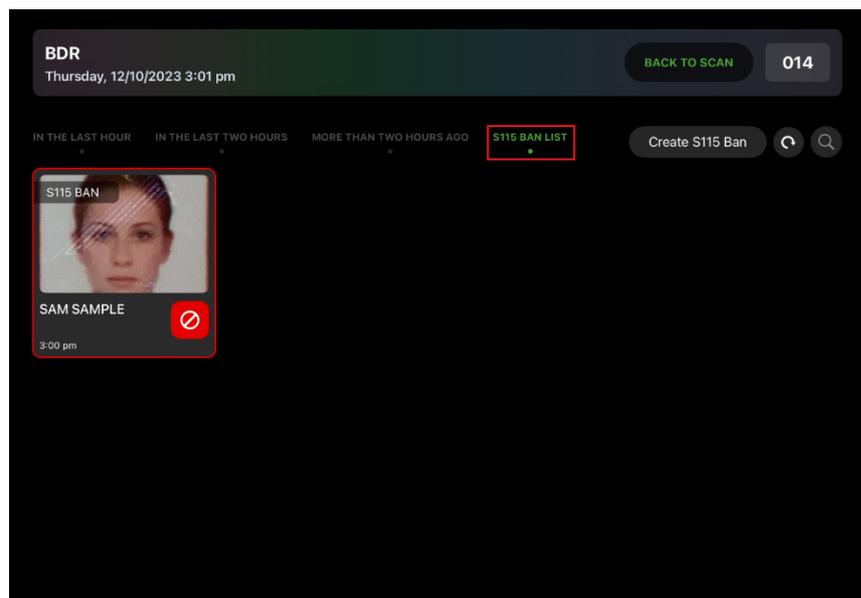patron's details, and a
button to remove the S115
Ban (*Figure 33*).

Figure 32

Figure 33

4. Select the *Remove S115 Ban* button to remove the ban from the system.

5. Settings

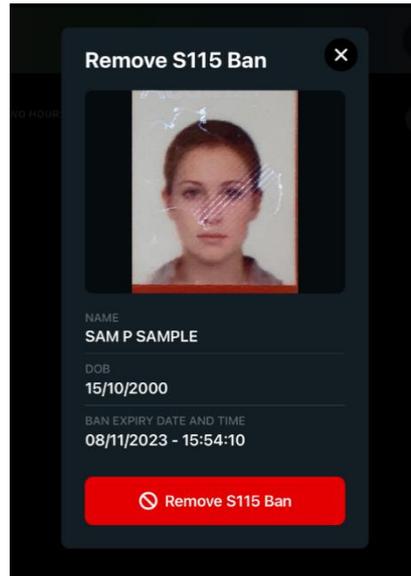*Figure 34*

User Manual

Selecting this will provide the user with documentation that provides instructions and assistance to the user with using the BDR Mobile app.

User Preferences

User preferences provide various settings that can be changed, based on user preference.
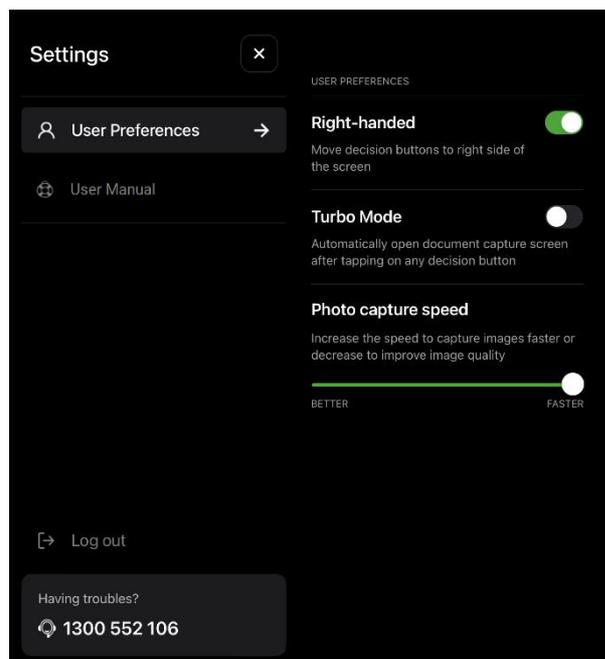
Feature	Description
Right-handed mode	**Enabled:** the action buttons on the screen are placed to the right-side of the screen. For reference, see *Figure 12*. **Disabled:** the action buttons will move to the left of the screen.
Turbo Mode	**Enabled:** once a scan has been actioned, the screen will immediately return to the document capture screen. **Disabled:** you must tap the Scan button to access the scanning interface.
Photo Capture Speed	Use the slider to choose between scan accuracy and document capture speed. By default, the functionality is set to the optimal position.

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