

# QTrak Smart Locker Guide

QTrak's smart lockers are a safe, simple and effective way to store packages in communal, public or professional spaces where individual mailboxes or drop-offs are not feasible. They connect to and work with the QTrak web portal and/or mobile app to allow for the storing and retrieval of packages and tracking and accountability for any tracking number that is entered into the QTrak system. They are highly customizable package solutions that can come in various configurations and be set up as front or rear-loading depending on the requested specifications. Packages are stored using the QTrak mobile app.

## Front Loading

To store a single package for one recipient in front loading lockers, follow the below steps:

1. Tap "Route Packages"
2. Scan the package label and press done
3. Select the recipient from the "To:" field dropdown and add any additional relevant information
4. Press "Store in Locker"
5. If there are multiple locker banks you will be prompted to first select the locker bank from the "Locker Bank List", and then the size locker you wish to store the package in. A locker of the selected size will pop open and allow you to store the package. Close the door when finished and press "Done."
  - a. If the package does not fit in the locker size you selected, press "Doesn't fit" and choose a larger size.

To store additional packages for a recipient with an item already in a locker, follow the below steps:

1. Tap "Route Packages"
2. Scan the package label and press done
3. Select the recipient from the "To:" field dropdown and add any additional relevant information
4. Press "Store in Locker"
5. A prompt will pop up saying the recipient already has a package stored and provide the locker number and locker size. If you wish to put the package in the same locker, press "OK" on the prompt and complete the transaction as usual.
  - a. The package recipient will receive a Package Stored notification for the new package with the same Access Code.
6. If you need a different number or size locker, press "CANCEL" on the prompt and pick the size locker you need to open a new locker, then complete the transaction as usual.
  - a. The recipient will receive a Package Stored notification for the new package with a new Access Code.

On the web portal, users will be able to see both packages as separate transactions.

## Rear Loading

To store a single package for one recipient in rear loading lockers, follow the below steps:

1. Tap "Route Packages"
2. Scan the package label and press done
3. Select the recipient from the "To:" field dropdown and add any additional relevant information
4. Press "Store in Locker"
5. The scanner function of QTrak will open. Scan the QR code for the locker you wish to use.
  - a. If the QR code will not scan you can manually enter the locker number.
6. Once you have scanned the QR code or entered the locker number the transaction will process, and you will be able to see the details in the Packages tab in the web portal.

To store additional packages for a recipient with an item already in a locker, follow the below steps:

1. Tap "Route Packages"
2. Scan the package label and press done
3. Select the recipient from the "To:" field dropdown and add any additional relevant information
4. Press "Store in Locker"
5. A prompt will pop up saying the recipient already has a package stored and provide the locker number and locker size. If you wish to put the package in the same locker, press "YES" on the prompt and complete the transaction as usual.
  - a. The package recipient will receive a Package Stored notification for the new package with the same Access Code.
6. If you need a different number or size locker, press "NO" on the prompt and scan the QR code or enter the new locker number manually, then complete the transaction as usual.
  - a. The recipient will receive a Package Stored notification for the new package with a new Access Code.

On the web portal, users will be able to see both packages as separate transactions.

## Storing via the Kiosk

Packages can be stored/re-stored using the locker kiosk if Supervisor Mode is enabled. Lockers can also be managed from the Supervisor menu. Please follow the below steps:

1. Press the "Supervisor" button, typically located in the lower left of the screen.
2. You will be prompted to enter your user code. This is set in the QTrak web portal under Kiosk Locker -> Supervisor. You may have multiple supervisors.
3. Click "Store a Package"
4. Enter the recipient's name, if storing for the first time or in a new locker, or the Unit # if storing a new package in an existing locker.
  - a. If the recipient already has a package stored, you will see a prompt. If you want to store the new package in the same locker, click "Yes." If you want to store the package in a new locker, click "No."

5. Select the locker size and allow the system to process, then press "Next"

## Locker Management

Users with kiosk supervisor codes can manage lockers directly from the kiosk. Please follow the below steps:

1. Press the "Supervisor" button, typically located in the lower left of the screen.
2. You will be prompted to enter your user code. This is set in the QTrak web portal under Kiosk Locker -> Supervisor. You may have multiple supervisors.
3. Click "Locker Management"
4. A list of the locker units in that back will display on the screen. It will show the Locker Number, Size, Status, time last updated, Routed To, Actions and whether the locker is flagged as "overflow."

An example use for this menu is to remove a package due to an error or need for consolidation. To remove a package:

1. Click "Open" under the Actions menu – this will open the locker door.
2. Click "Remove" and remove any packages currently stored in that locker
  - a. Unless the packages are restored in another locker unit, they will show as "Removed" in the QTrak web portal until delivered to the recipient.

## Picking Up a Package

There are several ways for recipients to retrieve their packages from QTrak's smart lockers. The most common is by way of a randomly generated access code. This access code will be included in the Package Stored notification but can also be viewed in the package details on the Packages tab in the QTrak web portal.

Recipients using an access code need only press the "Pickup a Package" button on the locker kiosk screen and enter the code. Any lockers assigned to that access code will open.

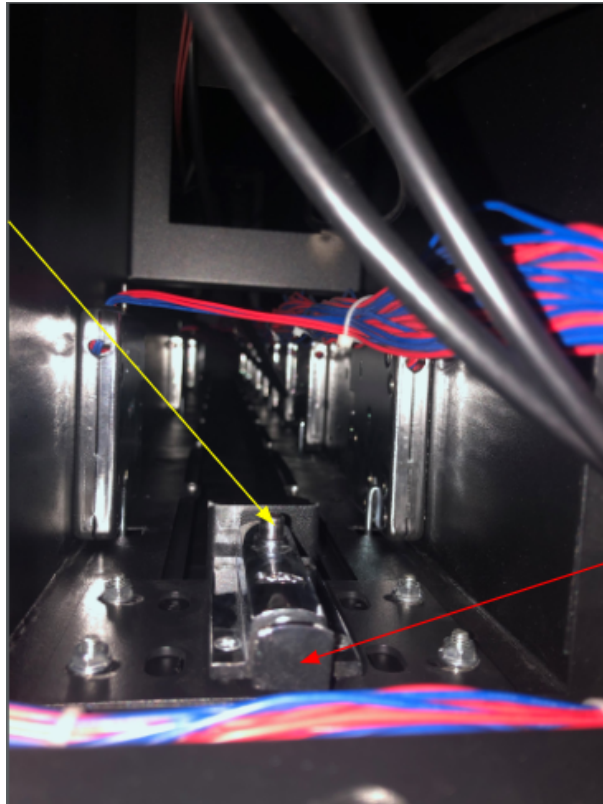
It is also possible to configure QTrak's lockers to work with RFID card tap, QR codes sent in the notification emails, or via QTrak's MyMailServices app.

## Opening the Kiosk

Click Here to watch a video: <https://youtu.be/Y8lyTW1J6xw>

If you need to open the kiosk door to reach the computer for troubleshooting purposes, follow the below steps:

**Step 1:** Using the provided keys, open the top of the kiosk. Inside there will be a silver button/latch (yellow arrow) that you pull towards you to open the front kiosk panel where the computer is housed.



**Step 2:** Plug a USB keyboard and mouse (combo or separate) into the available USB ports on the front of the metal unit housing the computer. You may temporarily unplug a cable if needed. We recommend using a keyboard with a built-in track/touch pad.



**Step 3:** If the QTrak software is running, press CTRL+ALT+DELETE and open Task Manager, then use "End Task" to close the software. This will put you on the Windows desktop and you may troubleshoot any hardware/software issues as necessary.