

Application User Guide

# Online Gatepass System

*A web based, real-time Port Access Pass Management System with workflows*

Client: APM Terminals Bahrain

Supplier: PKE Gulf

V.1.4

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## Application Background

APM Terminals has deployed the Online Gatepass System application system to streamline and ease up the application process to apply for a pass.

Generally, Pass applications are form and paper based and goes through various workflows internally at APM Terminals to be eventually approved. This is quite a tiresome process as it takes time, may carry errors on the information provided and can be easily lost at times, partially or completely.

Online Gatepass System is a web-based software application which allows organizations to firstly, register with APM Terminals security department (a PDF based form is available online and can be sent with relevant documents) and after approval, username and passwords are provided to login.

Two more important business functions are also available within this software which are Online Payment via credit or debit card and to apply for Safety Induction Training (Applicable to specific applicants).

In the following pages, the introduction and 'how to use' guidelines will be provided. Yet, you may have further questions and on the same website, you can reach out to the support desk via email.

## Basic Workflow.

Applicants apply online at <https://gatepass.bahrain.apmterminals.com/>

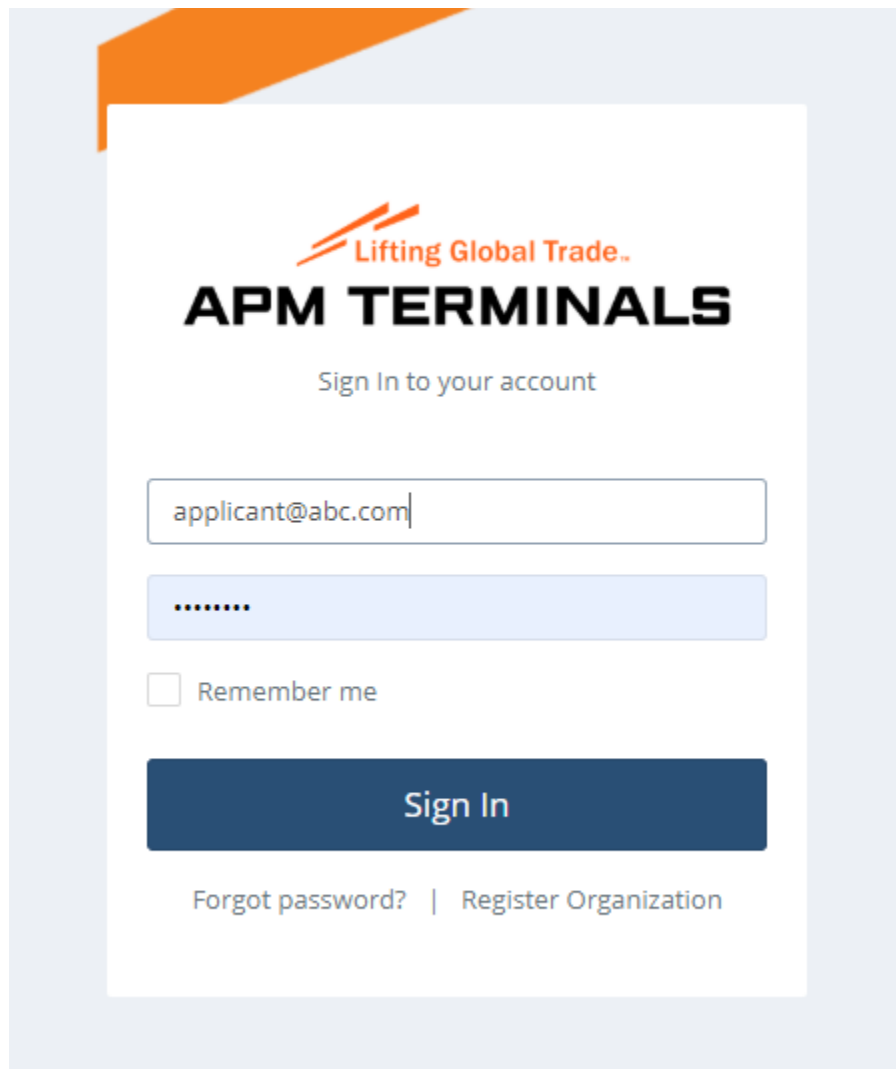


- Approved applications go to Safety Induction Training process (Permanent Pass Applicants Only)
- Applicants attend the trainings
- Notifications are sent to Applicants to collect their passes

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## Applicant login and Dashboard

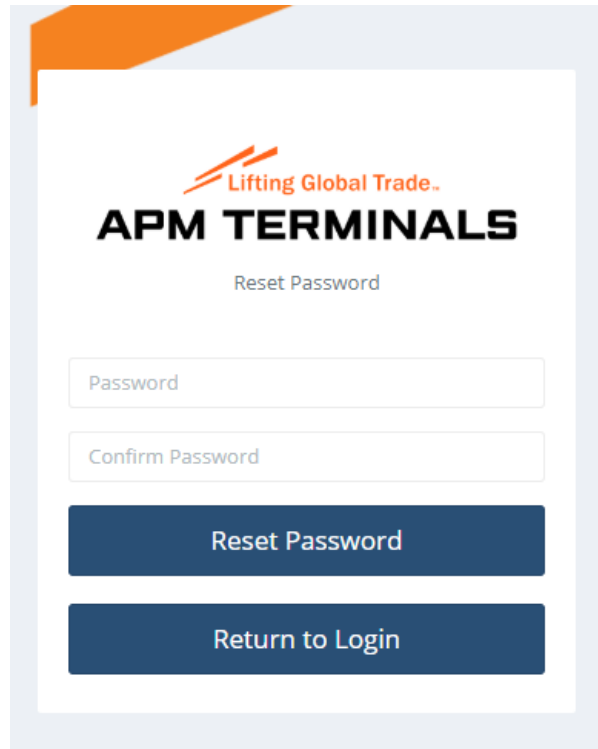
By clicking on the link, you will arrive at a secure page which allows all users to login to the application dashboards depending upon their roles and criteria.



The image shows a login page for APM TERMINALS. At the top, there is a logo with the tagline "Lifting Global Trade." and the text "APM TERMINALS". Below the logo, it says "Sign In to your account". There are two input fields: the first contains the email address "applicant@abc.com" and the second contains a masked password "\*\*\*\*\*". Below the password field is a checkbox labeled "Remember me". A large blue button labeled "Sign In" is positioned below the checkbox. At the bottom of the form, there are two links: "Forgot password?" and "Register Organization".

Once your organization is registered with APM Terminals to use Online Gatepass System, you as an authorized person will receive an email to activate your account. Please click on Activate account button within the email which will take you to the Online Gatepass System login page.

You must then create a secure password and enter it here.



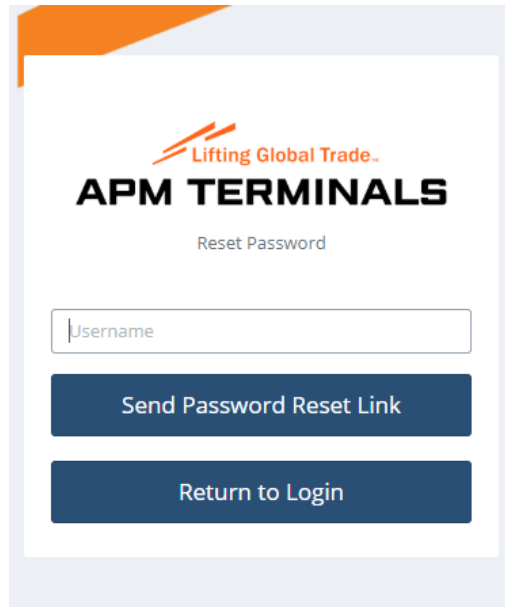
The image shows a screenshot of the APM Terminals 'Reset Password' form. The form is centered on a white background with a light blue border. At the top, it features the APM Terminals logo with the tagline 'Lifting Global Trade.' Below the logo, the text 'Reset Password' is displayed. There are two input fields: 'Password' and 'Confirm Password'. Below these fields are two dark blue buttons: 'Reset Password' and 'Return to Login'.

Once you login and logout from the application, on the main page, you will find some other features to assist you:

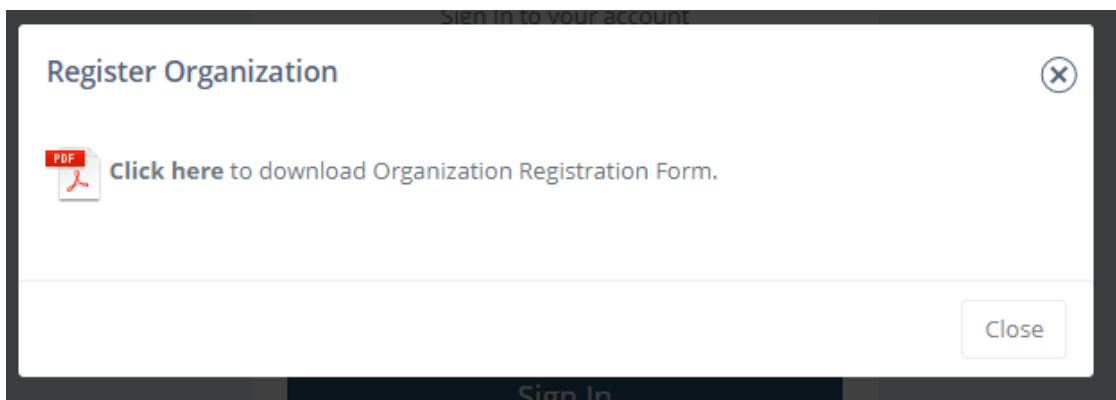
‘Remember me feature’ feature on login page is meant for frequent users. Please note that as a security policy, you may be forced to change your password on periodical basis.

For the administrator role, we highly recommend administrators NOT TO USE this feature.

‘Forgot Password’ enables you to reset your forgotten password and using this feature, the system will send a new secured link to your designated email address.



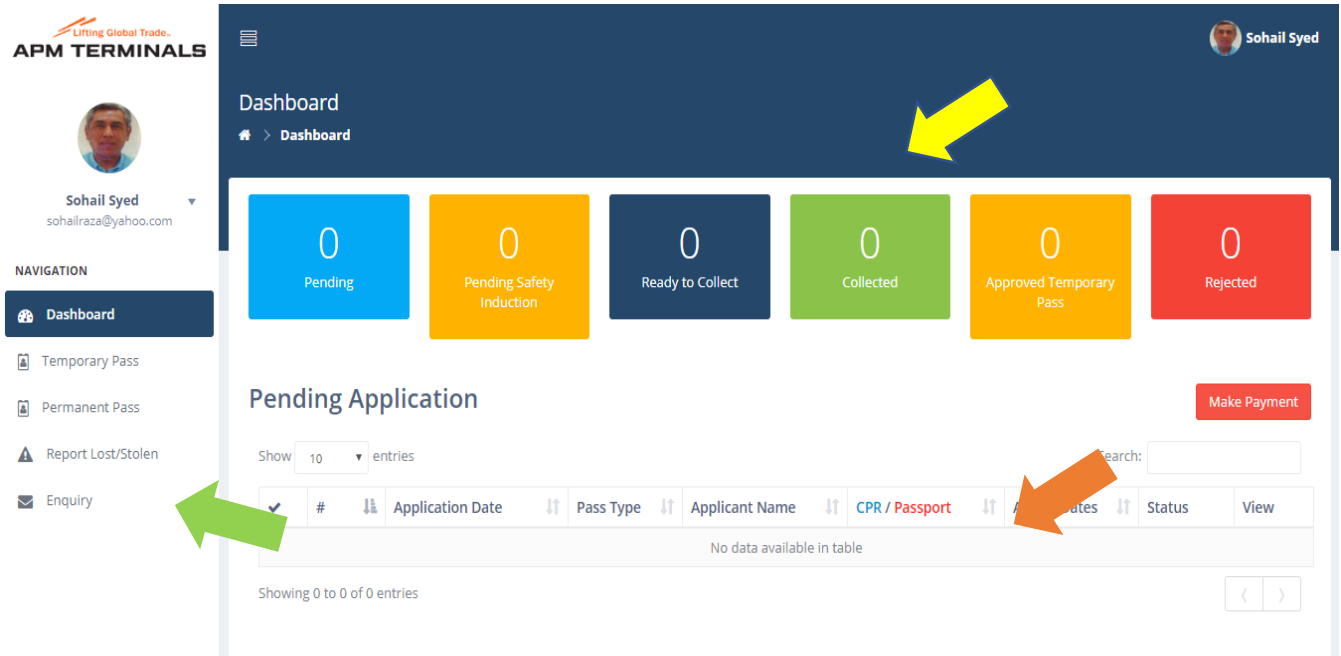
‘Register Organization’ option allows an organization, who wishes to carry out various tasks at the KBSP Port, to register itself one time.



The organization simply needs to download the Registration Form, fill it up carefully and submit it to the Security Department of APM Terminals.

The APM Security department will review and approve a registration and forward it to you. Please refer to ‘Creating and managing Organizations’ section.

## Your Dashboard and functions



The dashboard interface includes a navigation menu on the left with options: Dashboard, Temporary Pass, Permanent Pass, Report Lost/Stolen, and Enquiry. The main content area features six process indicators: Pending (0), Pending Safety Induction (0), Ready to Collect (0), Collected (0), Approved Temporary Pass (0), and Rejected (0). Below these is a 'Pending Application' section with a 'Make Payment' button, a search bar, and a table with columns: #, Application Date, Pass Type, Applicant Name, CPR / Passport, Application Date, Status, and View. The table currently shows 'No data available in table'.

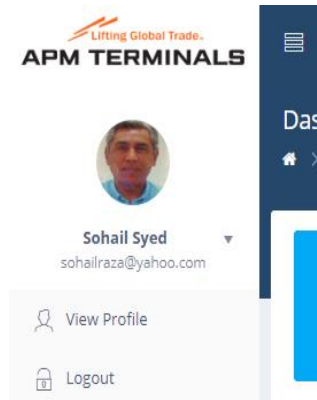
Once you login, the main dashboard and functionality areas are there. Primarily, we have made three key sections of your dashboard.

- a. Detailed view area where you can see pending applications
- b. Process Indicators
- c. Menu on the left pane

Beside these two key working areas, your dashboard also carries options to manage your profile where you can.



By clicking on View Profile, you can edit the name, phone numbers, address and password.



## Applying for a Pass

On the left menu you will notice two primary options given i.e. Temporary Pass and Permanent Pass. Its very important to select carefully what pass you would like to apply and for what purpose.

Temporary Pass is used for a very limited duration to access KBSP seaport and its restricted areas. Permanent pass is for fixed 1 year and 2 years durations respectively.

### Applying for a Temporary Pass

You can simply click on this choice in the menu and it will take you to a form which needs to accurately filled out and uploaded with required documents, photograph and other personal credentials of the person who this application is for.

This form has two sections.

The first section request info about your intended access requirements and the second section requires personal information of the actual cardholder.

### Temporary Pass

 1. Pass Details

 2. Applicant Details

Select which zones you are requesting for the access to be granted with. Dates of intended access and the reason for accessing KBSP seaport.



1. Pass Details

Access Zone  **A**  
 **B**  
 **C**  
 **D**  
 **E**

Date of Entry

Reason for Entry

Once you select a date of first entry, you will need to select from the dropdown menu the number of days, this temporary pass is required for.

Access Zone  **A**  
 **B**  
 **C**  
 **D**  
 **E**

Date of Entry

Reason for Entry

Valid To

- 1 day - BHD 2,000
- 2 days - BHD 4,000
- 3 days - BHD 6,000
- 4 days - BHD 8,000
- 5 days - BHD 10,000
- 6 days - BHD 12,000
- 1 week - BHD 14,000
- 2 weeks - BHD 28,000

Click next and personal and commercial related form will be there. Please fill it up very carefully and read the instructions for each document upload area as in many cases, applications are rejected due to improper or incomplete uploaded documents.

### Applicant #1

Choose an ID Document  CPR  Passport

CPR Number

CPR File   
Allowed file size is: 500 KB

Nationality

First Name

Job Title

Contact Number

CPR Expiry Date

Smart Card File   
Allowed file size is: 500 KB

Residence Permit File   
Allowed file size is: 500 KB

Last Name

Photo   
Allowed file size is: 500 KB

Additional Document Upload   
Allowed file size is: 500 KB

Need Vehicle Access  Yes

You will also see the above button. This button allows you to add multiple applicants under one single application ID or application case number. PLEASE REMEMBER that it only works, if you have a group or staff selected earlier through Zones.



Click finish after reviewing it carefully as once you finish submitting the application, it is not possible to edit it or to delete it from your portal.

Once the application is approved, it will be pending for payment in your dashboard. Please refer to the last section of this document 'Dashboard' to understand the payment proces and options.

Pending Application

[Make Payment](#)

Show 10 entries

Search:

✓	#	Application Date	Pass Type	Applicant Name	CPR / Passport	Access Dates	Status	View
<input checked="" type="checkbox"/>	10076	2019-11-13	Temporary	Ahmed Zahid	782323432	2019-11-15 to 2019-11-15	Submitted	<a href="#">View</a> Payment Failed

Showing 1 to 1 of 1 entries

< 1 >

Upon successful payment system will take you to the invoice page and you can download, print or save this invoice for future references:

[Print](#) [Close](#)

Tax Invoice



APM Terminals Bahrain B.S.C.  
Bldg.107 Rd13 Hidd 115, P.O. Box 50490  
Kingdom of Bahrain  
Tel: +973 1736 5500  
Fax: +973 1736 5505  
Email: recbah@apmterminals.com  
VAT Reg. No: 200000745600002  
Website: www.apmterminals.com

Invoice No: SG19000051 Invoice Date: 13-Nov-2019  
Customer Name: Ref No: GATE PASS  
Cash Customer hussain OU Payment Due: 13-Nov-2019  
Manama, Bahrain

Description	Quantity	Unit Price	Amount	Tax %	Taxable Amount	Gross
Daily Port Pass	1 Personel(s)	2.000	2.000	0%	0.000	2.000
Pass# 10076						
Total Excluding Tax:						2.000
Total Amount:						2.000
Invoice Rounding:						2.000
Total Amount Due					BHD	2.000

Remarks:

Press 'Close' to come back to the dashboard and you will notice the application status changes 'Submitted'.

## Permanent Pass

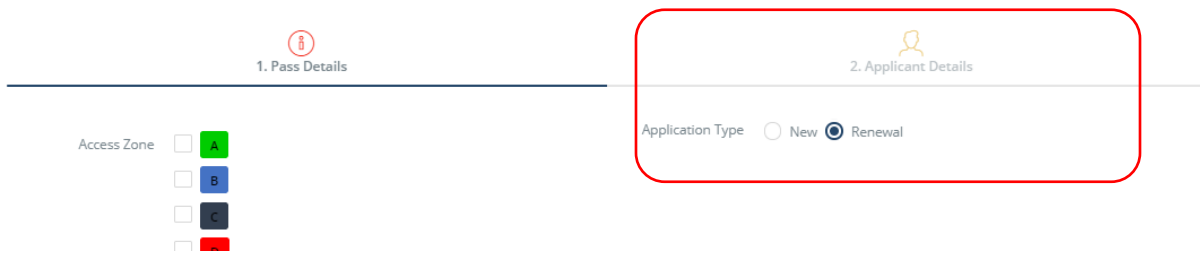
Just like the Temporary pass, permanent pass has main two segments which require selections and providing mandatory information.

### Applying for Permanent Pass (Renewal)

Prior to deciding to apply for a permanent pass, you must determine if you are applying for a particular cardholder for the first time or if a previously issued pass is nearing expiry date.

To ease the application process for permanent cardholders (pass holders), a renewal feature has been provided which will assist you with pre-filled data fields on stage two of the application. Rest of the process remains as applying for a new pass.

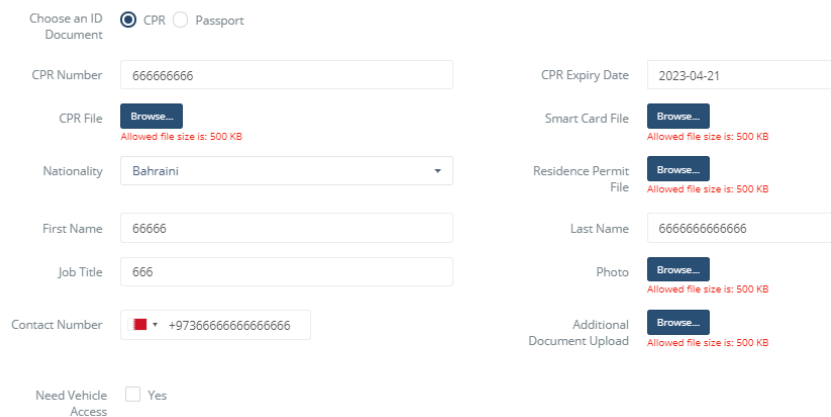
#### Permanent Pass



The screenshot shows a two-step application process. Stage 1, '1. Pass Details', includes an 'Access Zone' section with four color-coded options: A (green), B (blue), C (grey), and D (red). Stage 2, '2. Applicant Details', is highlighted with a red rounded rectangle and shows the 'Application Type' section with radio buttons for 'New' and 'Renewal', where 'Renewal' is selected.

Once you enter the CPR or Passport number, all data fields will be automatically filled up. However its important to update some fields such as address, phone numbers etc. as these might have changed during the last 1 year or so.

#### Applicant #1



The 'Applicant #1' form contains the following fields and options:

- Choose an ID Document:** Radio buttons for 'CPR' (selected) and 'Passport'.
- CPR Number:** Text input field containing '66666666'.
- CPR File:** 'Browse...' button with a note 'Allowed file size is: 500 KB'.
- Nationality:** Dropdown menu set to 'Bahraini'.
- First Name:** Text input field containing '66666'.
- Job Title:** Text input field containing '666'.
- Contact Number:** Text input field containing '+9736666666666666'.
- Need Vehicle Access:** Checkboxes for 'Yes' and 'No'.
- CPR Expiry Date:** Text input field containing '2023-04-21'.
- Smart Card File:** 'Browse...' button with a note 'Allowed file size is: 500 KB'.
- Residence Permit File:** 'Browse...' button with a note 'Allowed file size is: 500 KB'.
- Last Name:** Text input field containing '66666666666666'.
- Photo:** 'Browse...' button with a note 'Allowed file size is: 500 KB'.
- Additional Document Upload:** 'Browse...' button with a note 'Allowed file size is: 500 KB'.


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Applying for Permanent Pass (New)

First part of the form addresses importantly two things. The duration, i.e. 1 Year or 2 Years. Relative to your selection, the tariff also changes.

If you already have a permanent pass but its expiring soon, you can apply for a renewal of the pass at least three months earlier.

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1. Pass Details

  
2. Applicant Details

---

Access Zone  A

B

C

D

E

Valid From

Reason for Entry

Application Type  New  Renewal

Valid To  1 Year  2 Years

Click next and personal and commercial related form will be there. Please fill it up very carefully and read the instructions for each document upload area as in many cases, applications are rejected due to improper or incomplete uploaded documents.

### Applicant #1

Choose an ID Document  CPR  Passport

CPR Number

CPR File   
Allowed file size is: 500 KB

Nationality

First Name

Job Title

Contact Number

Need Vehicle Access  Yes

CPR Expiry Date

Smart Card File   
Allowed file size is: 500 KB

Residence Permit File   
Allowed file size is: 500 KB

Last Name

Photo   
Allowed file size is: 500 KB

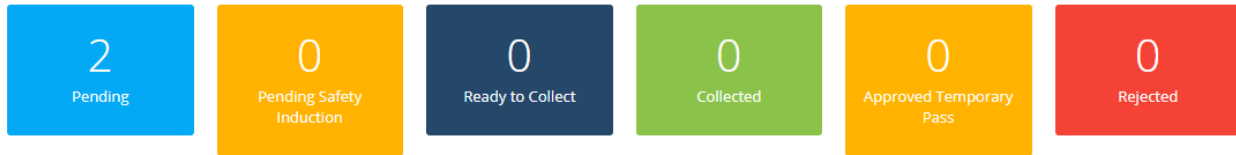
Additional Document Upload   
Allowed file size is: 500 KB

You will also see the above button. This button allows you to add multiple applicants under one single application ID or application case number. PLEASE REMEMBER that it only works, if you have a group or staff selected earlier through Zones.





## Status Dashboards



### Pending

All passes are paid and pending approvals

### Pending Safety Induction

Passes are approved and waiting for Safety Induction Training certification

### Pending for Payment

After submission and all approvals, you can view your dashboard for 'Pending for Payment' indicator highlighted in Red Color. Select the application and click on Make Payment Button.

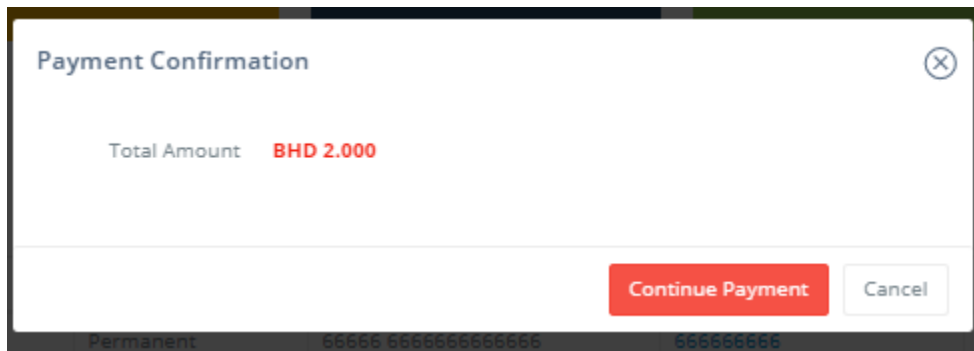
#### Pending Application

Make Payment

Show  entries Search:

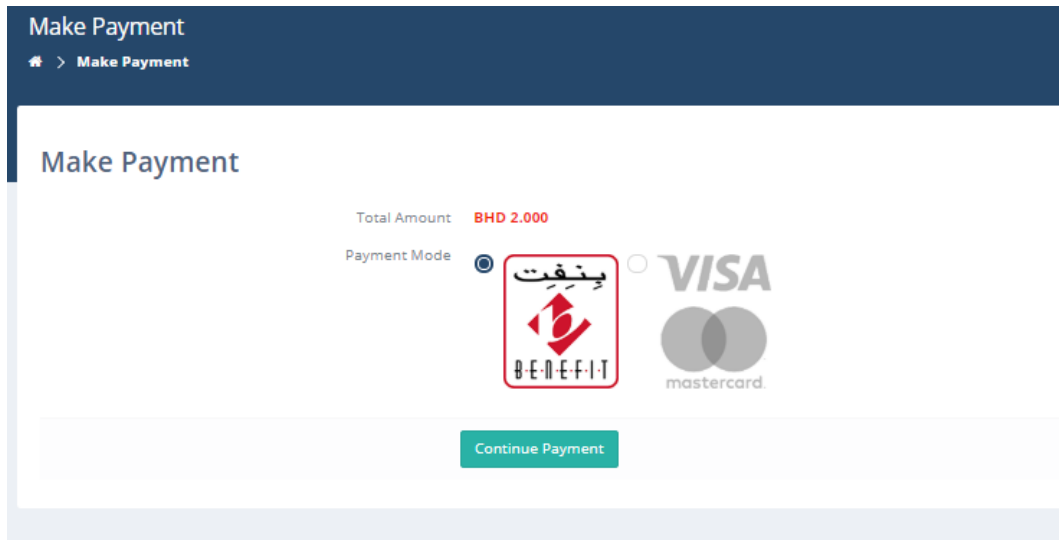
✓ #	Application Date	Pass Type	Applicant Name	CPR / Passport	Access Dates	Status	View
10008	2019-07-22	Permanent	66666 66666666666666	666666666	2019-07-22 to 2020-07-20	Submitted	<a href="#">View</a>
10013	2019-07-30	Permanent	5555555 5555555	555555555	2019-07-30 to 2020-07-28	Submitted	<a href="#">View</a>
<input checked="" type="checkbox"/> 20030	2019-10-10	Temporary	First Last	121313131	2019-10-10 to 2019-10-10	Payment Pending	<a href="#">View</a>
<input type="checkbox"/> 20035	2019-10-11	Temporary	77777777 77777777	777777777	2019-11-01 to 2019-11-05	Payment Pending	<a href="#">View</a>

The System takes you to Payment confirmation window. You may click on Confirm Payment Button.

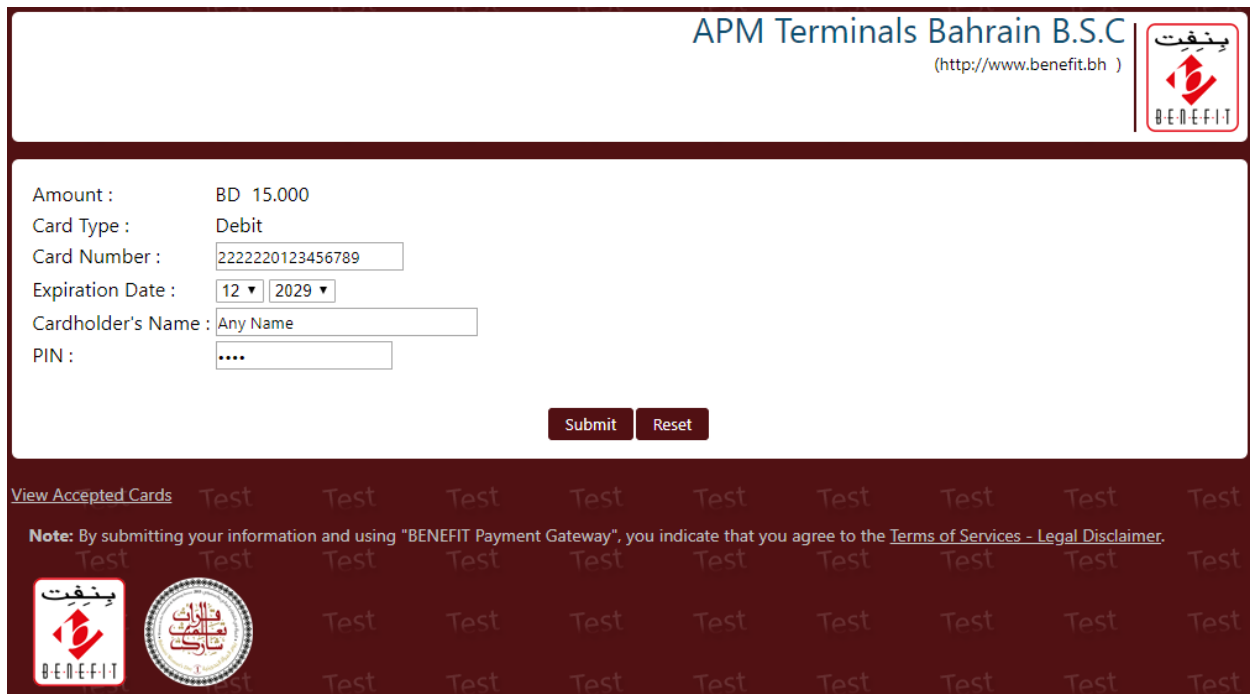


Selecting the Payment methods:

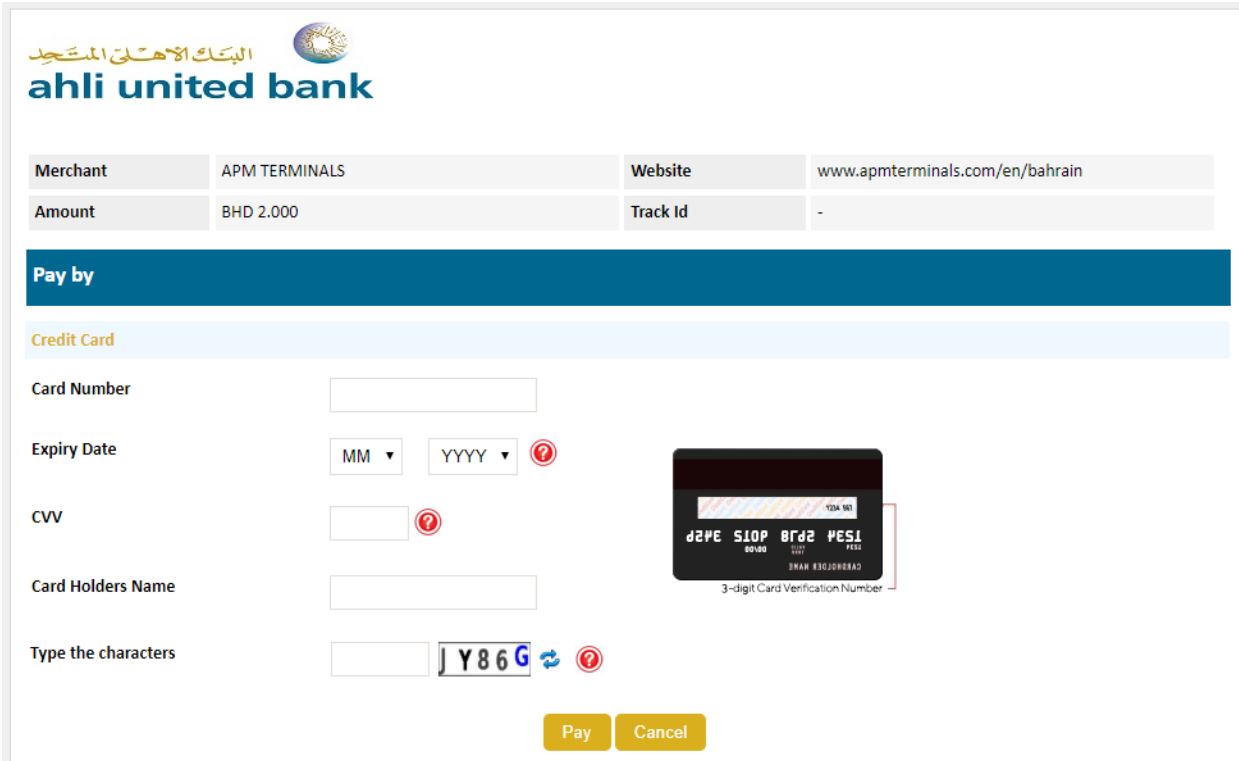
You can choose if payment will be through a debit card (Benefit) or via Credit Card.



Debit Card Payment Portal.



Credit Card Payment Portal



**ahli united bank**

Merchant	APM TERMINALS	Website	www.apmterminals.com/en/bahrain
Amount	BHD 2.000	Track Id	-

**Pay by**

**Credit Card**

Card Number

Expiry Date   ?

CVV  ?

Card Holders Name

Type the characters  ?

Upon successful payment process, you will be returned back to your dashboard.

Commercial Tax Invoice is displayed for printing, to be save as PDF. Click Close to come back to the working dashboard.

Now you can see the status of all your applications as Submitted and awaiting approvals.

[Ready to Collect](#)

Passes approved, Safety Induction finished and are ready with APM Terminals Security Department front desk to be collected.


[Collected](#)

Status show the number of passes you have successfully applied and collected to be used

[Approved Temporary Passes](#)

Number of approved Temporary passes your organization has so far applied. The further process may or may not have been finished.

### Rejected

Are those passes which have been applied but were rejected for one or various reason. To enquire about it, you can always contact APM Terminals by clicking  [Enquiry](#)

### Lost Or Stolen

In the even the 'Collected' pass has been lost by the cardholder or stolen, it is extremely important that you immediately to APM Terminals Security Department by selecting all collected passes from the below menu:

#### Report Lost/Stolen

Show  entries Search:

#	Pass Type	Application Date	Applicant Name	CPR / Passport	Access Dates	View	Action
No data available in table							

Showing 0 to 0 of 0 entries

This will help APM Terminals security to take immediate actions such as blocking the pass etc.

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