

## Self-Service Kiosk

### Introduction

### Project Overview

There is a need to facilitate refugees at registration center(s) where refugee can print their documents in order to see their data, so they can fix the information before going for any interview and get the updated documents. Or POCs can print the documents directly in case if there is no need to change any information.

### Requirements

#### Hardware Specifications

#### Components

#### Hardware and Software Requirements.

##### Hardware and software

##### Server Hardware

- Server Machine (Existing G9 will be used as server)
- Wi-Fi Router Nighthawk 1200 (Available)
- Network switch 16 port Gigabit ethernet unmanaged
- Cat5 Network Cable (100meters roll)
- USB Flash disk 32GB (Kingston or corsair)
- IRIS Cameras

##### Server Software

- SQL database server standard
- IRIS

##### Client Hardware

- HP EliteDesk 800 G3 - mini desktop - Core i5 7500T 2.7 GHz - 4 GB - 500 GB
- LCD 19-inch Touch screen (DELL / HP / LG)
- Laser monochrome Printer, Dual Paper tray (Brother HL-L5200DWT or HL-L6200DWT)
- APC Smart UPS 620VA AC 220Volts
- USB to USB extension Hub (4 USB ports)
- Power cord for hardware power (5 Power sockets 2000 Watts)
- Iris Scanner

### **Client Software**

- Microsoft Windows 7/10 OS
- Antivirus McAfee latest version

### **Key Functional and Structural Requirements:**

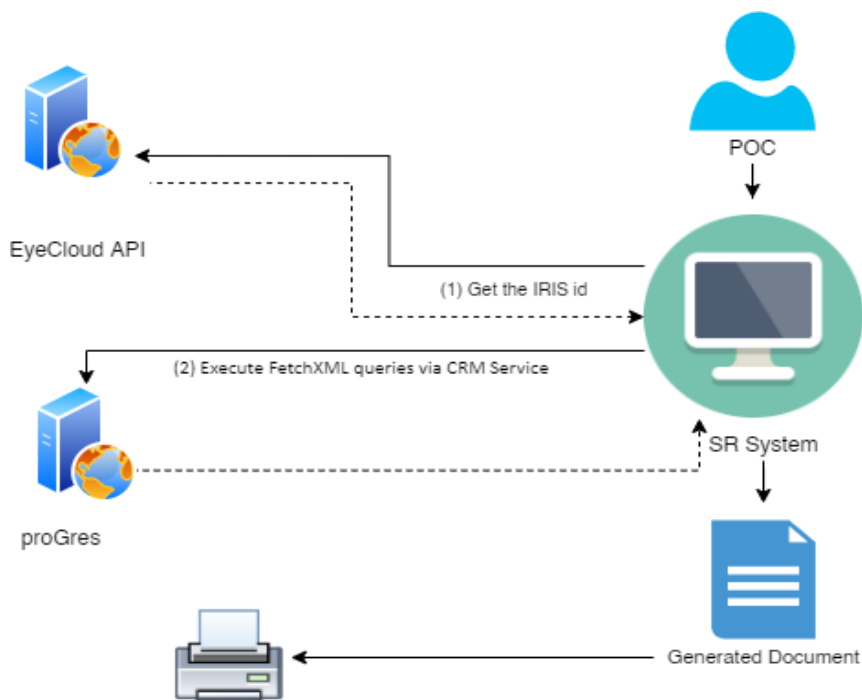
The self-renewal process consists of the following steps:

- PoCs arrive at the Registration Centre for a documentation renewal interview and approach the SR kiosks based on queuing number sequence.
- Registration staff assist PoCs at the kiosks, inform them about the procedures, ensure that all family members with a biometric identity share in the procedures and assist illiterate PoCs as well as PoCs with other specific needs throughout the SR process.
- Each Registration Group member above the age of five and without eye trauma identifies their iris through the Eyehood camera.
- Once the iris biometric is verified, a pre-populated form/document is generated and printed according to the selected option, with data extracted from proGres.
- The PoCs review, validate and update data as needed and sign the physical form if the change the required.
- Displayed posters guide the PoCs through the steps of the process, including data elements which need to be validated and updated.
- If there is a need to change the information, the Registration Group will proceed to the renewal interview after providing their documents and the self-renewal forms to a receptionist.
- A Registration caseworker adds the changes from the physical form on proGres and asks additional questions not reflected on the SR form, relating to specific needs, affiliations and claim updates. The interviewer also double-checks all provided documents and updates photographs as needed. After the interview, the Registration Group receives an updated document.
- Vulnerable PoCs, or those who for other reasons do not feel comfortable with the process, will go through the regular renewal process.

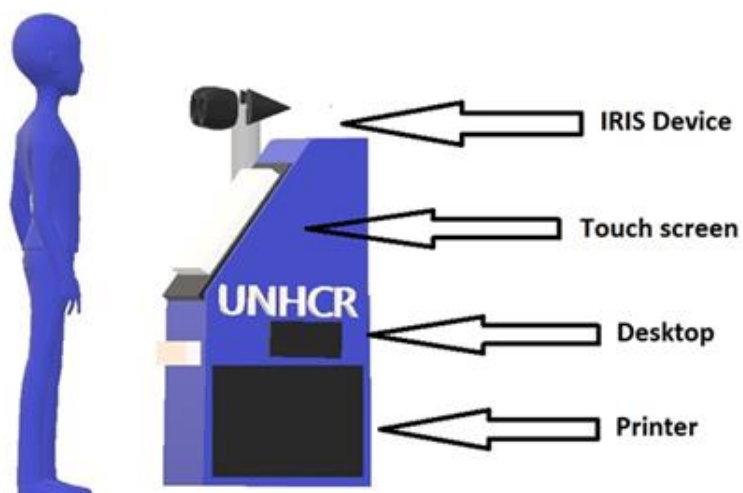
### **1. Technical components**

#### How it works

After the POC selects the language from the SR screen, the system scans and identifies the POC through the IRIS API using IRIS and returns the IRIS ID (person number) after that the SR system execute a defined FetchXML query that retrieves the information from proGres V3.



▪ **Machine components:**



1. An Iris camera for biometric verification
2. a monitor (touch screen)
3. printer.

▪ **System screens:**

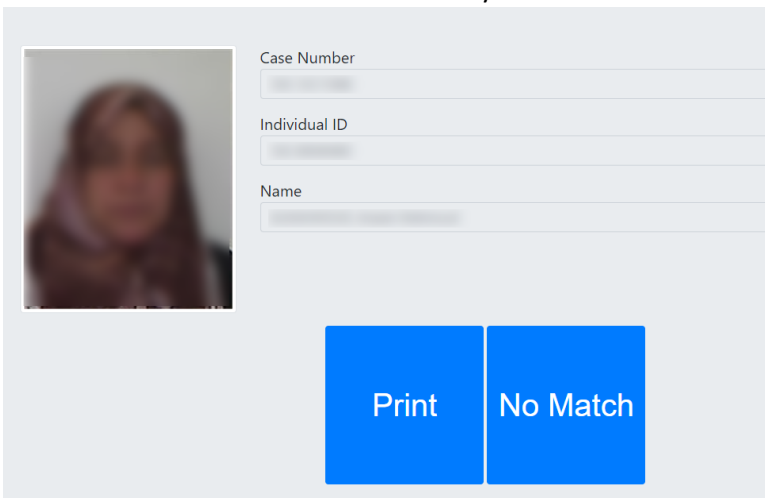
- 1- Languages screen: To choose the language the POC speaks well



- 2- IRIS scanning and identifying screen: to scan and identify the POC using their IRIS



3- Validation screen: to confirm the identity of POC



The validation screen features a light gray background. On the left, there is a square placeholder for a photo of a person with long brown hair. To the right of the photo, there are three input fields stacked vertically, each with a label above it: 'Case Number', 'Individual ID', and 'Name'. Each input field contains a blurred, illegible string of text. At the bottom right of the screen, there are two blue rectangular buttons with white text: 'Print' and 'No Match'.

4- Auto-print document screen: to print the generated document included the required information like (BIO, Address, Languages, education, occupations and documents)

**UNHCR**

المفوضية السامية للأمم المتحدة لشؤون اللاجئين

قسم التسجيل  
نموذج التحقق الذاتي

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يرجى التأكد من البيانات في جميع الخانات الخاصة بملفكم. في حال وجود خطأ، الرجاء تصحيح المعلومة في السطر السفلي لكل خانة.  
بعد التحقق من البيانات الخاصة بكم، الرجاء إدخال علامة "✓" في مربع التأكيد.

**البيانات الرئيسية**

<p><b>رقم الفرد :</b></p> <p><b>العائلة رب الأسرة :</b></p> <p><b>الجنس :</b></p> <p><b>تاريخ الميلاد (بـيوم/شهر/سنة) :</b></p>	<p><b>الاسم :</b></p> <p><b>العمر :</b></p> <p><b>بلد الأصل :</b></p> <p><b>مكان الولادة (مدينة، بلدة، قرية) :</b></p>	<p><b>بلد الولادة :</b></p> <p><b>الديانة والطائفة :</b></p> <p><b>الحالة الاجتماعية :</b></p>
<p><b>الجنسية :</b></p> <p><b>اسم الأم :</b></p>	<p><b>الأصل العرقي/القومى :</b></p> <p><b>اسم الأب :</b></p>	<p><b>تاريخ الخروج من بلد الأصل :</b></p> <p><b>نقطة العبور :</b></p> <p><b>أقارب باقون :</b></p> <p><b>أحد صورة :</b></p>
<p><b>تاريخ المخول إلى الأردن :</b></p>		

**التعليم**

تاريخ الانتهاء	تاريخ البدء	المرحلة التعليمية	اسم المدرسة
		سبع سنوات (الصف السابع)	

**المهنة والمهارات العملية**

تاريخ الانتهاء	تاريخ البدء	المهنة	البلد
		عاملات المنزل (بما في ذلك زيات البيوت)	
		عاملات المنزل (بما في ذلك زيات البيوت)	

**اللغات**

مستوى الفهم	مستوى المحادثة	مستوى الكتابة	مستوى القراءة	اللغة
يسهولة	يسهولة	يسهولة	يسهولة	العربية الفصحى

**العنوان**

تأكيد	نوع العنوان	البلد	محافظة	الحى/المنطقة	منطقة فرعية	مدينة أو قرية	من تاريخ	إلى تاريخ
	العنوان الحالي في بلد اللجوء							
	العنوان الأحدث في بلد الأصل							

**الهاتف:**

**الوثائق**

تاريخ الإصدار	جهة الإصدار	الرقم	نوع الوثيقة
	UNHCR		وثيقة إصدار شهادة ملئس اللجوء
	SYR MOI		جواز سفر وطني

### Integration Capability:

- The KIOSK machines must be capable of integrating and securely housing the above-mentioned equipment, particularly accommodating the Iris Scanner.
- The design should ensure seamless operation and accessibility of all components.

### Technical Specifications:

- The KIOSK should support a robust touchscreen display, compatible with the ViewSonic TD2230.

- Internal compartments for wiring and power management, supporting UPS, USB HUB, and other peripherals.
- Adequate space and provisions for the PC, printers, scanners, and webcam.

**Durability and Maintenance:**

- The body should be built to endure heavy public use, ensuring the safety and security of all housed components.
- It should allow easy access for maintenance and support of internal components.

**Compliance:**

- The design should meet relevant ergonomic and accessibility standards to ensure a comfortable user experience.

**Videos for reference:**

[https://youtu.be/\\_8oiilOtrvw?si=3SRygk7toA-i6jdB](https://youtu.be/_8oiilOtrvw?si=3SRygk7toA-i6jdB)