Palm Beach
INTERNATIONAL AIRPORT

COMMON USE PASSENGER PROCESSING SYSTEM (CUPPS)

WORKSTATION USER RESPONSIBILITIES

1. Ensure all devices are powered on and plugged in before use.
2. Check paper supply and reload printers if necessary. If the workstation is out of paper, then call DOA and they will restock the desk. DOA will handle reloading of ink/toner.
3. Airline supervisors are responsible for managing their own users. This includes creating and deleting accounts, resetting passwords, and ensuring their users stay active. An account will become disabled if a user does not log in for 21 days. Please ensure your users login regularly to prevent them from getting locked out of the system. Supervisors can unlock them by editing the account and unchecking the "user disabled" box.
4. Do not shut down the computers after use. Please log out of the system by clicking the dropdown at the top-right of the screen, next to your name.
5. Keep work area clean. Do not leave food/drink at workstations.

COMMON ERRORS

1. Boarding pass and bag tag printers will jam if the paper is tugged. Please tear the paper instead of tugging it. To reset the printer, open the top and reseat the paper.
2. After reloading the laser printer, wait for the printer screen to say "ready" before printing. Do not change the printer settings.
3. For user login issues supervisors should edit the user's account and try the following:
    a Make sure the "user disabled" box is not checked.
    b Try resetting their password. Make sure to hit the "reset password" button and then "save."
    c If the above steps do not work, then use the "unlock user" button.
4. If you get a white screen after starting up the PC, then hit F5 a few times to refresh the screen.

COMMON SHORTCUTS

1. Hold "ALT" and keep tapping "TAB" to switch between applications. This may be necessary if your application becomes hidden behind another.
2. ALT+F4 to close an application.
3. F5 to refresh the screen.

COMMON USE ESCALATION PROCEDURES

1. Call 561.471.7420 to report issues that cannot be resolved using the above procedures.
2. Identify the type of issue: CUPPS – Gate or check-in workstations and peripherals or CUSS – Kiosk.
3. Caller must provide:
    a. Name and company name.
    b. Airline, *not above or below wing handler,* impacted.
    c. Workstation ID ex: PBIGB01A. The workstation ID is located at the bottom of the screen. If both workstations are impacted, it should be position “A” and “B”.
    d. Type of equipment experiencing the issue
        i. CUPPS – Bag tag printer, boarding pass scanner, etc.
        ii. CUSS – Kiosk
4. Description of the issue ex: *Screen is dark; scanner will not read boarding passes.*