

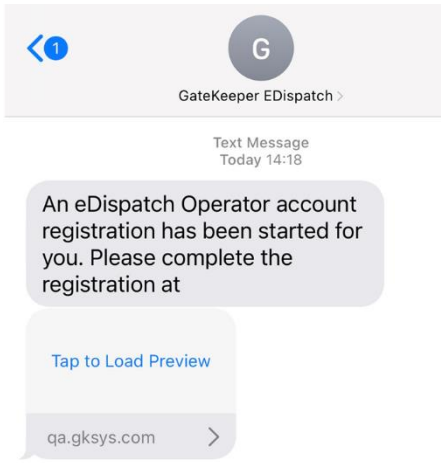


eDispatch Portal

Drivers will be required to login to the eDispatch Portal to add themselves to the Virtual Holding Queue. When space is available, YVR Dispatch will assign them access to a Bus Bay Zone at the curb.

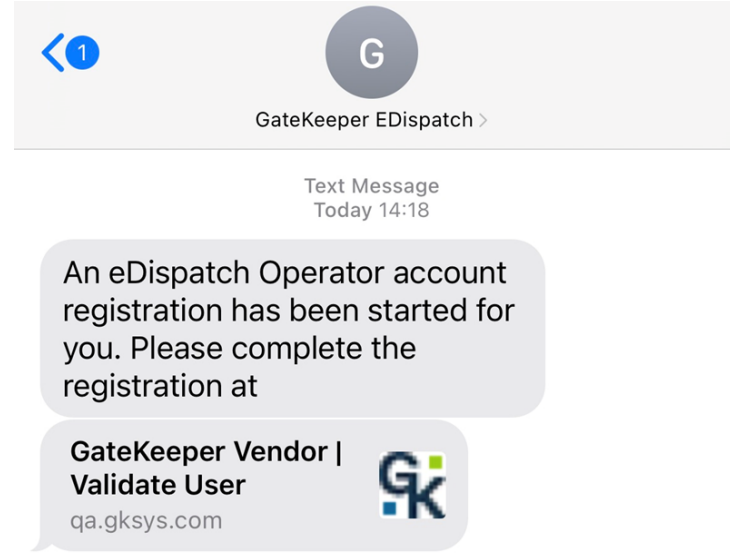
Registration

Your commercial vehicle company will add you to the system by adding your mobile (cellular) phone number to a list of authorized eDispatch users (Drivers) in the Vendor Portal.

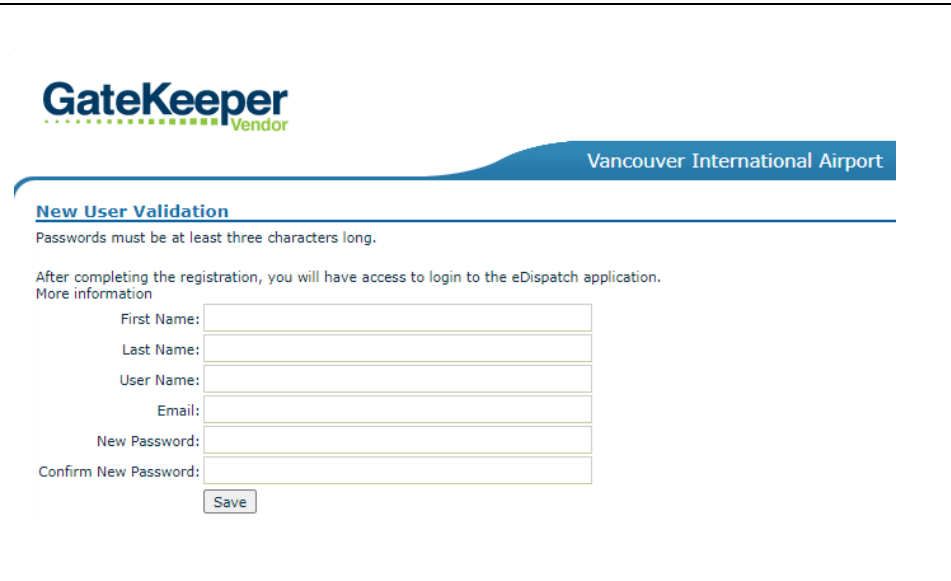
Steps	Examples
<p>A text from GateKeeper eDispatch will be sent to your mobile device when your company has added you.</p> <p>Tap on Tap to Load Preview</p>	



Tap on the [GateKeeper Vendor Validate User](#) to set up an account.



Your default web browser will open to the New User Validation page.





Enter the following information:

- First Name
- Last Name
- User Name*
- Email
- New Password
- Confirm New Password

*Note: for User Name, please enter your Last Name and First Initial without any spaces (ex. John Smith will be smithj)

Select *Save*



Vancouver International Airport

New User Validation

Passwords must be at least three characters long.

After completing the registration, you will have access to login to the eDispatch application.
More information

First Name:

Last Name:

User Name:

Email:

New Password:

Confirm New Password:

Save

You will receive notification that your eDispatch registration is complete and a web address to log into the eDispatch system.



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New User Validation

Your eDispatch registration is complete. Login to the eDispatch application at <https://yvr.qa.gksys.com/GSIDispatch.eDispatch>

Login

Vancouver International Airport eDispatch Operator Registration Completed

 systemalert@oksvs.com
To

Reply Reply All Forward


Caution: Email was sent from an external sender. Please use caution when opening attachments, clicking links, or responding.

your registration is complete. Login at https://urldefense.com/v3/https://yvr.qa.gksys.com/gsidispatch.edispatch_!1MyI2Ak6lKUTIDw_NghyISGNkIDC3O19Eh8r9I28b2-uaVA1-eVf6Trz280r_0ReQv1aQmoEupajinGF5g3lHW5IAevzj6ISN0QES



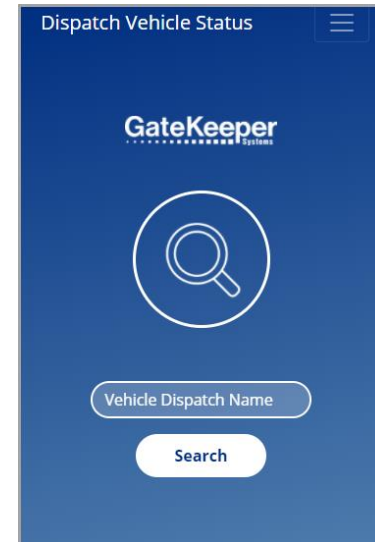
Logging into eDispatch & Adding Vehicle to Queue

Vehicles should only be added to the Queue when you are ready to pick up the Prearranged Passenger(s) from the curb – i.e. you can get to the curb within 5-10 minutes.

Steps	Examples
<p>Using a browser, access the GateKeeper eDispatch site:</p> <p>https://yvr.gtcvms.com/GSIDispatch.eDispatch</p> <p>Or click on the link sent to you during registration.</p> <p>Enter in your User Name and Password and select <i>Log In</i></p>	



Enter vehicle license plate number (LPN) in Vehicle Dispatch Name and select *Search*

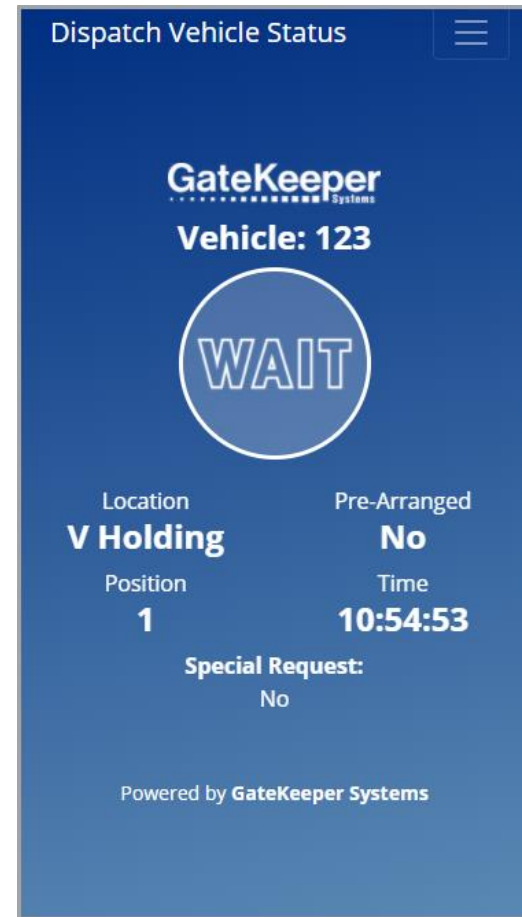


Select *Add to Queue*






Screen should display "Wait" message





Accessing the Curb

Note: Vehicle may not be parked for longer than thirty (30) minutes at assigned Bus Bay Zone. Overstay charges may be applicable for exceeding the time limit. Any vehicle occupying more than one (1) bay will incur additional charges.

Steps	Examples
<p>The YVR Dispatch team will assign you to a Bus Bay Zone based on the information your company has entered for the Prearranged Trip.</p> <p>When Screen adjusts to “Go” look at the Comment Section and note if there is a dedicated Bus Bay assigned. If no Bus Bay assigned proceed to the Bus Bay Zone and follow the Commercial Vehicle Procedures.</p> <p>Maps are in the Commercial Vehicle Procedures document at https://www.yvr.ca/en/business/work-with-yvr/driver-operators</p>	 <p>The screenshot shows a mobile app interface for 'YVR eDispatch GateKeeper'. At the top, it displays the time '13:07' and the URL 'yvr.qa.gksys.com'. The main content area has a dark blue background with white text. It shows 'Vehicle: VD1418' and a large green circular button with 'GO' in white. Below this, it says 'Dispatched: ITB 22-29'. There are two columns of information: 'Location' with 'VIRT HOLD' and 'Pre-Arranged' with 'Yes'. 'Arrival At:' is listed as '09-22-2023 13:12:00'. 'Airline/Flight:' is 'Air Canada-AC553'. 'Comment:' is 'Bus Bay 23'. 'Special Request:' is 'No'. At the bottom, there are navigation icons: back, forward, a plus sign, a box with '31', and a three-dot menu.</p>



Cancelling a Trip



If you need to cancel a trip request, or remove yourself from the Holding Queue, please call YVR Dispatch (604.303.4075) and request to remove your vehicle from the Holding Queue and/or cancel a prearranged trip request.

Other Issues

Please call YVR Dispatch (604.303.4075) if the guests you are picking up have arrived and you have not been dispatched to the curb yet. YVR Dispatch may ask a series of questions to determine what the issue was and help resolve it



Troubleshooting 1: Forgot Username

Steps	Examples
<p>Using a browser, access the GateKeeper eDispatch site:</p> <p>https://yvr.gtcvms.com/GSIDispatch.eDispatch</p> <p>Or click on the link sent to you during registration.</p> <p>Select <i>Forgot your username?</i></p>	 <p>The screenshot shows the GateKeeper Systems login interface. It features a dark blue background with the logo at the top. Below the logo are two input fields: 'Enter Username' and 'Enter Password'. Below these fields are two links: 'Forgot your username?' (circled in red) and 'Forgot your password?'. At the bottom is a 'Log In' button.</p>
<p>Enter the email or phone number that is associated with your account and select <i>Get Username</i></p>	 <p>The screenshot shows the GateKeeper Systems Password Reset page. It features a dark blue background with the logo at the top. Below the logo is the text 'Password Reset'. There is a large input field labeled 'Enter Email or Phone Number'. Below the input field is a 'Get Username' button. At the bottom is a link labeled 'Back To Login'.</p>



A text or email will be sent with your username information if an account is found.

Vancouver International Airport
User name recovery requested.
User name is: [REDACTED]

Vancouver International Airport User Name Recovery

 systemalert@gksys.com
To: Brandi Snow

 Reply  Reply All  Forward  
Tue 12/19/2023 3:34 PM

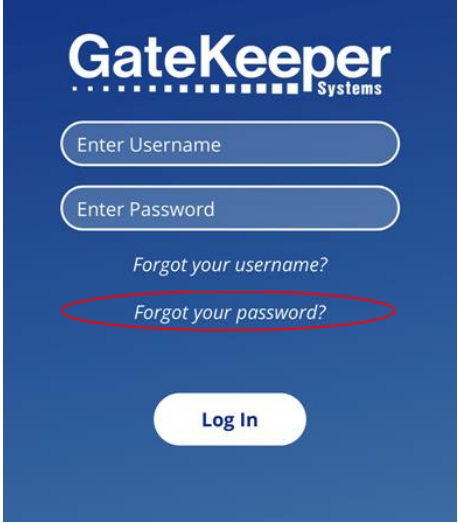

Caution: Email was sent from an external sender. Please use caution when opening attachments, clicking links, or responding.

User name is: [REDACTED]

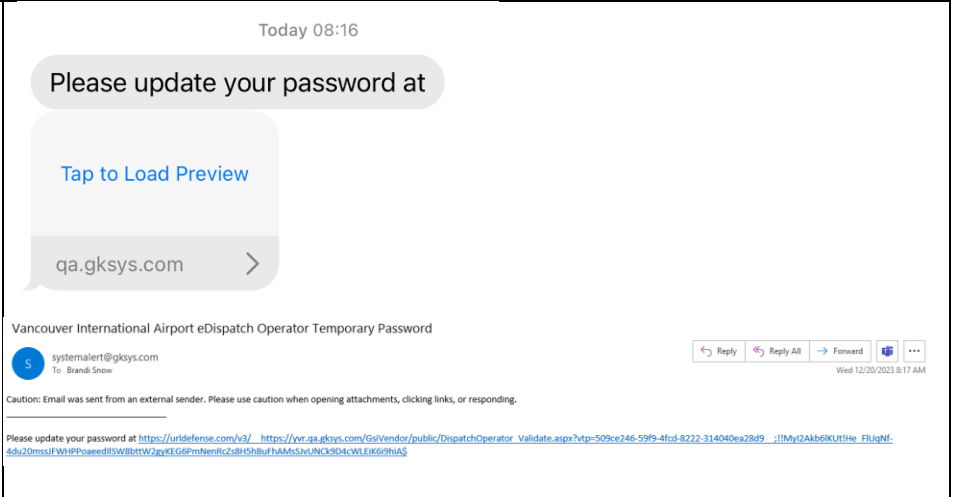
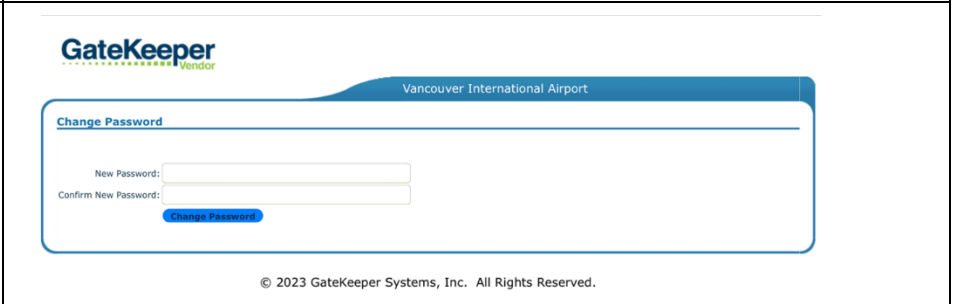

The footer for all Dispatch Operator email messages. Maybe login at [https://urldefense.com/v3/_https://yvr.ga.gksys.com/gsidispatch-edispatch_!1My2A8b6KURIDEA4dzhK-wMatgpVInndfN3N1gfgtllkNrfFfSHCYOEFcYvvtMV5sJz79x41116CXBfE0r02-AL1V8BS\\$](https://urldefense.com/v3/_https://yvr.ga.gksys.com/gsidispatch-edispatch_!1My2A8b6KURIDEA4dzhK-wMatgpVInndfN3N1gfgtllkNrfFfSHCYOEFcYvvtMV5sJz79x41116CXBfE0r02-AL1V8BS$) or vendor login at [http://yvr.ga.gksys.com/Gsvendor_!1My2A8b6KURIDEA4dzhK-wMatgpVInndfN3N1gfgtllkNrfFfSHCYOEFcYvvtMV5sJz79x41116CXBfE0r02-AL04nlll\\$](https://urldefense.com/v3/_http://yvr.ga.gksys.com/Gsvendor_!1My2A8b6KURIDEA4dzhK-wMatgpVInndfN3N1gfgtllkNrfFfSHCYOEFcYvvtMV5sJz79x41116CXBfE0r02-AL04nlll$).



Troubleshooting 2: Forgot Password

Steps	Examples
<p>Using a browser, access the GateKeeper eDispatch site:</p> <p>https://yvr.gtcvms.com/GSIDispatch.eDispatch</p> <p>Or click on the link sent to you during registration.</p> <p>Select <i>Forgot your password?</i></p>	
<p>Enter the email or phone number that is associated with your account and select <i>Get Username</i></p>	



<p>If a username was found, a password reset message will be sent to the cell phone number and email associated with the username</p>	 <p>Today 08:16</p> <p>Please update your password at</p> <p>Tap to Load Preview</p> <p>qa.gksys.com</p> <p>Vancouver International Airport eDispatch Operator Temporary Password</p> <p>systemalert@gksys.com To: Brandi Snow</p> <p>Caution: Email was sent from an external sender. Please use caution when opening attachments, clicking links, or responding.</p> <p>Please update your password at https://uridefense.com/v3/ https://yvr.qa.gksys.com/GstVendor/public/DispatchOperator_Validate.aspx?tp=509cc246-59f9-4fcd-8222-314040ea28d9_!!MyQAMB6KU1He_FLUqNF-4duz0mssjFWHP0aeedf5WBbtWzqyKfGG6PmNenRcZ8H5HbuFhaM55hUNck9D4cWLEIK69HAs</p>
<p>Click on the link, enter new password, confirm new password, and select <i>Change Password</i></p>	 <p>GateKeeper Vendor</p> <p>Vancouver International Airport</p> <p>Change Password</p> <p>New Password: <input type="password"/></p> <p>Confirm New Password: <input type="password"/></p> <p>Change Password</p> <p>© 2023 GateKeeper Systems, Inc. All Rights Reserved.</p>
<p>Confirmation of password change will appear with a link to Login.</p>	 <p>GateKeeper Vendor</p> <p>Vancouver International Airport</p> <p>Change Password</p> <p>Your password has been set. Please login to access your information.</p> <p>Login</p> <p>© 2023 GateKeeper Systems, Inc. All Rights Reserved.</p>