

# Security Guard Guide

## Introduction

### 1. Check-in for Walk-in Visitors:

Step 1: Visitor arrives at the gate or entrance.

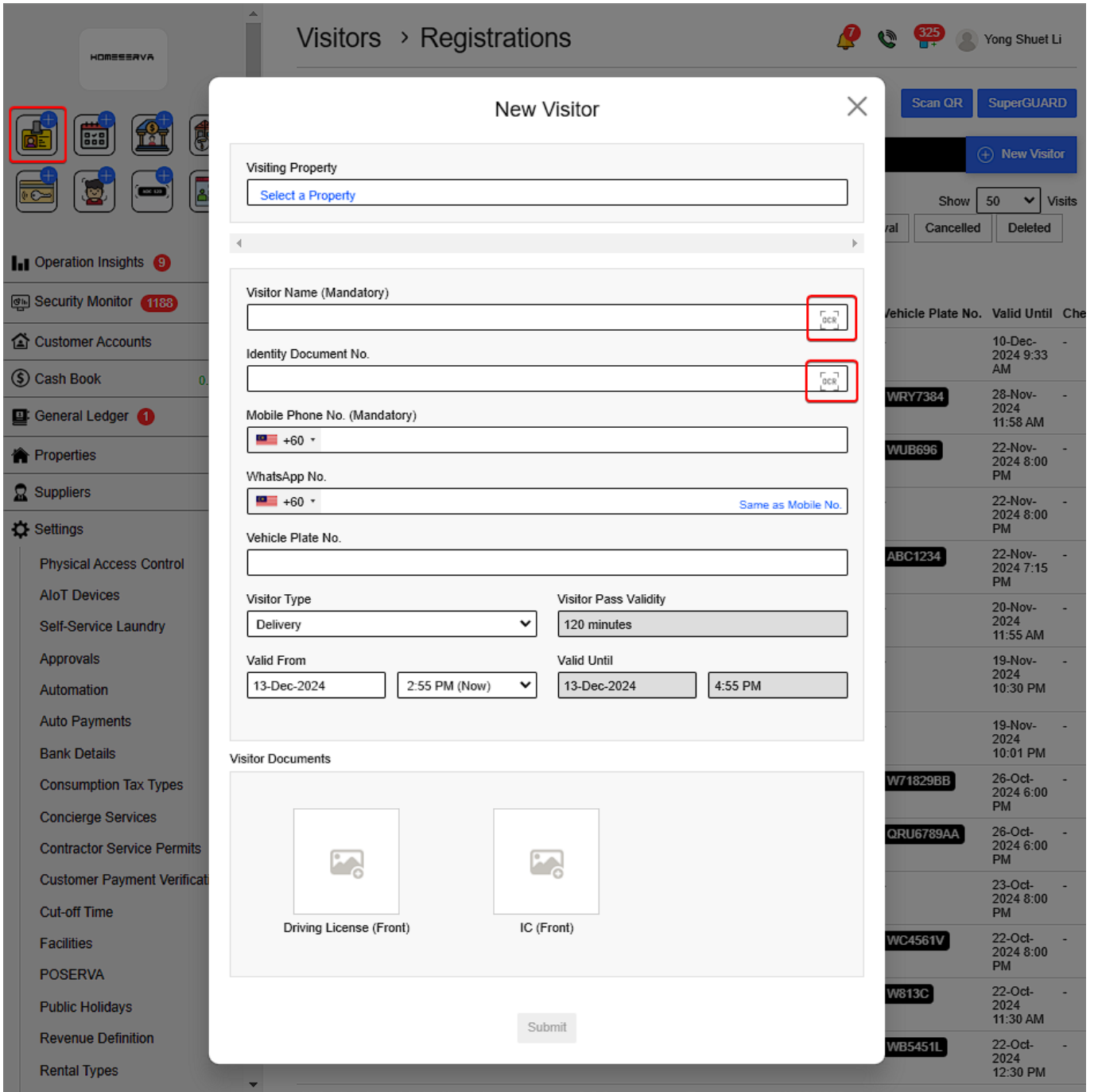
Step 2: Receptionist/guard requests visitor details (name, contact info, and purpose of visit).

Step 3: Visitor is manually registered in the system.

Step 4: System generates a temporary visitor pass (could be digital or printed) with details such as visit time, and access points allowed.

Step 5: The visitor proceeds to the host's location with their visitor pass.

Go **Visitor** > **Select a Property** > **OK** > **Fill in details for New Visitor** > **Submit**



After new visitor registration is made , go to **More options > Make QR-Key**

The screenshot displays the POSERVA system interface. On the left is a sidebar with navigation icons and a menu including 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Properties', 'Suppliers', 'Settings', 'Physical Access Control', and 'AloT Devices'. The main area is titled 'Visitors > Registrations' and shows a table of visitor records. A context menu is open over the first record, with 'Make QR-Key' highlighted. An overlay window in the foreground shows a QR code with the text 'Use the QR Code below to gain access through gates, doors, and lifts.' and 'Expire in 9 seconds'.

No.	Appointment	Visitor Pass No.	Visiting Property	Visitor	Mobile No.	Vehicle Plate No.	Valid Until	Checked By	Status
560	13-Dec-2024 4:24 PM	878	Lobby	Name Visitor (GF Parking)	+80123	ABC123	13-Dec-2024 8:00 PM	-	Pending Check-In
549	10-Dec-2024 9:23 AM	877	123	Test Test2	+80134	-	10-Dec-2024 9:33 AM	-	No Show
548	28-Nov-2024 11:28 AM	888	Lobby	-	-	-	28-Nov-2024 11:58 AM	-	No Show
547	22-Nov-2024 5:52 PM	884	A-3-4	-	-	-	22-Nov-2024 8:00 PM	-	No Show
546	22-Nov-2024 5:35 PM	883	A-3-4	-	-	-	22-Nov-2024 8:00 PM	-	No Show
545	22-Nov-2024 6:15 PM	882	A-18-1	-	-	-	22-Nov-2024 7:15 PM	-	No Show
544	20-Nov-2024 9:55 AM	859	A-18-1	-	-	-	20-Nov-2024 11:55 AM	-	No Show

## 2. Check-in for Pre-Registered Visitors (QR Code):

Step 1: The visitor has received a QR code from the host or house owner (via email, SMS, or an app).

Step 2: Visitor arrives at the gate or entrance and scans the QR code.

Step 3: The system recognizes the QR code, pulls up the pre-registered details, and verifies the visitor's identity.

Step 4: System automatically registers the visitor as checked in and generates a visitor pass (digital or printed).

Step 5: The visitor proceeds to the host's location with their visitor pass.

## 3. Check-out for Visitors:

Step 1: Visitor arrives at the gate or exit point to check out.

Step 2: Visitor presents their visitor pass or the system scans the visitor's QR code.

Step 3: The system records the time of check-out and marks the visitor as checked out.

Step 4: If applicable, security confirms the visitor is leaving (e.g., checking if any materials were taken or if they are leaving during a restricted period).

Step 5: The visitor is free to leave the premises.

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