

# Security Guard Guide

## Introduction

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

Step 1: Visitor arrives at the gate or entrance.

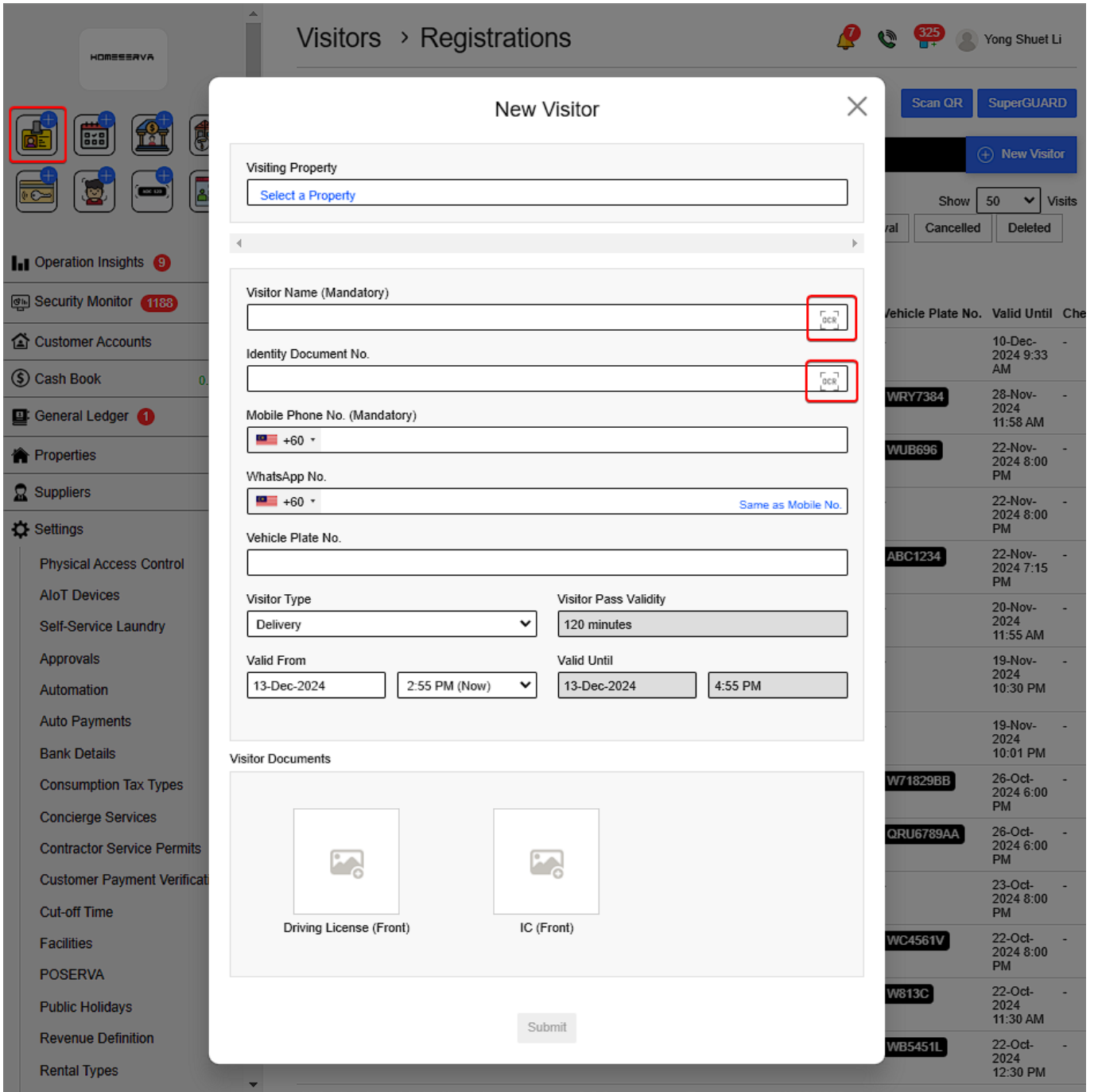
Step 2: Receptionist/guard requests visitor details (name, contact info, and purpose of visit).

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 shows the POSERVA system interface. The main content area is titled 'Visitors > Registrations'. It features a navigation bar with tabs for 'Registrations' (1), 'Checked-In' (18), 'Most Visited Vehicles', 'Denylist', and 'Allowlist'. There are buttons for 'Scan QR' and 'SUPERGUARD'. Below this is a filter bar for 'Visitors' on '2024-12-13 (Today)', with a 'New Visitor' button and a 'Show 50 Visits' dropdown. A search bar is present. The main table lists registrations with columns: No., Appointment, Visitor Pass No., Visiting Property, Visitor, Mobile No., Vehicle Plate No., Valid Until, Checked By, and Status. A context menu is open over the first row, with options: 'Pending Check-In', 'Edit', 'Check-In', 'Make QR-Key' (highlighted with a red box), 'View Visitor Pass', 'Print Visitor Ticket', 'Cancel Visitor Pass', and 'Delete'. A QR code modal is overlaid on the table, displaying a QR code and the text: 'Use the QR Code below to gain access through gates, doors, and lifts. Expire in 9 seconds'. Below the QR code, it says: 'This QR Code is dynamic and changes over time for enhanced security. Please do not take a screenshot and instead share the entire Visitor Pass.'

## 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.

With the QR-key Guards will go to **SUPERGUARD > Scan QR code/click here > Visitor > Scan QR > Check-In**

# Visitors > Registrations


7 325 Yong Shuet Li

Registrations 1 | Checked-In 18 | Most Visited Vehicles | Denylist | Allowlist

Scan QR | SuperGUARD

## SuperGUARD App

Scan the QR code below to log in on another smart device, or click [here](#) to open it in a new tab within this internet browser.



Visitors

+ New Visitor


Show 50 Visits

Approval | Cancelled | Deleted


No.	Appointment	Vehicle Plate No.	Valid Until	Check
550	13-Dec-2024 4:24	ABC123	13-Dec-2024 8:00 PM	-
549	10-Dec-2024 9:23	-	10-Dec-2024 9:33 AM	-
548	28-Nov-2024 11:28	-	28-Nov-2024 11:58 AM	-
547	22-Nov-2024 5:52	-	22-Nov-2024 8:00 PM	-

## Apps


VYROX




Visitors




Incident Reports




Emergency Numbers




Emergency SOS Requests




Dashboard





Apps




Notifications

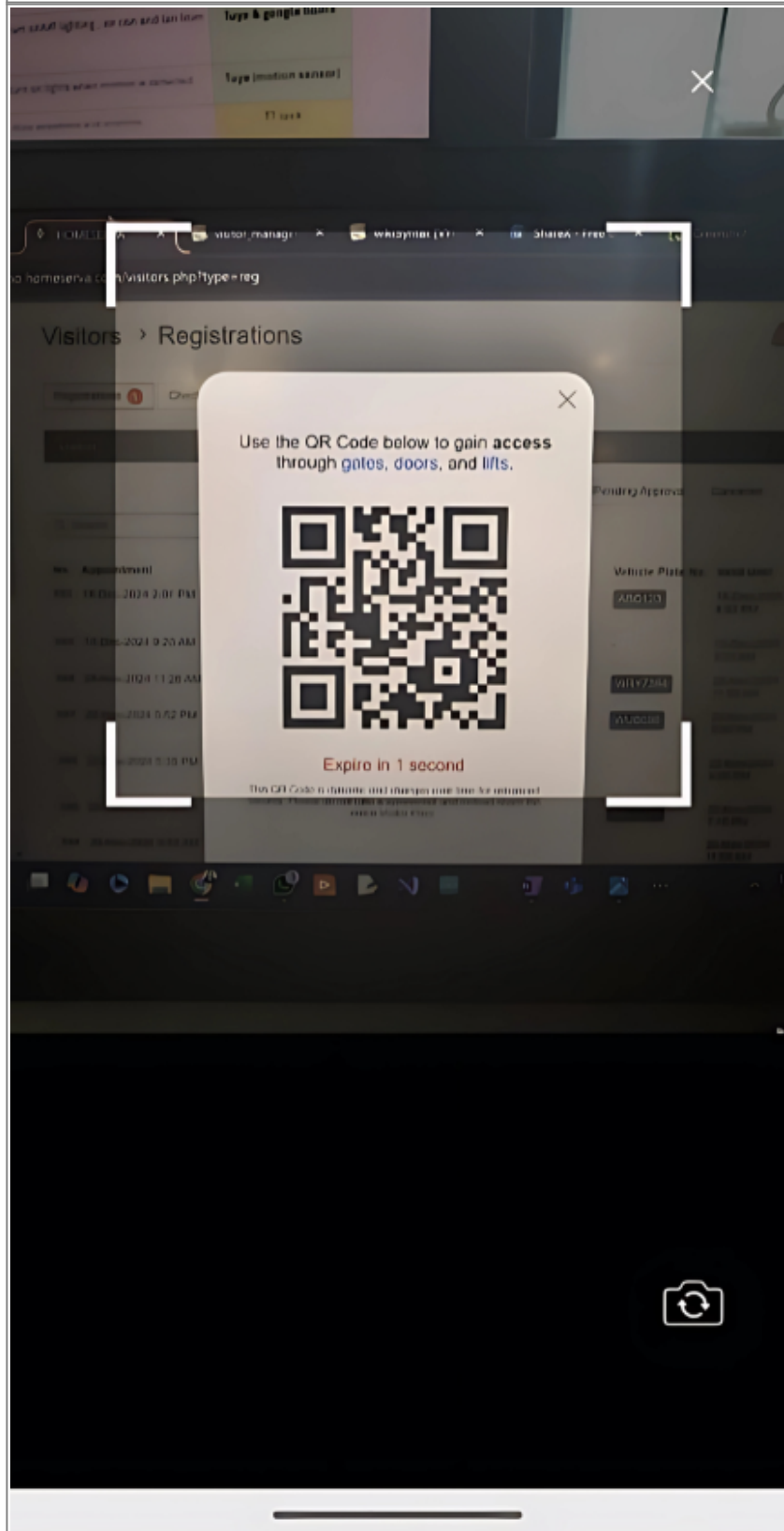


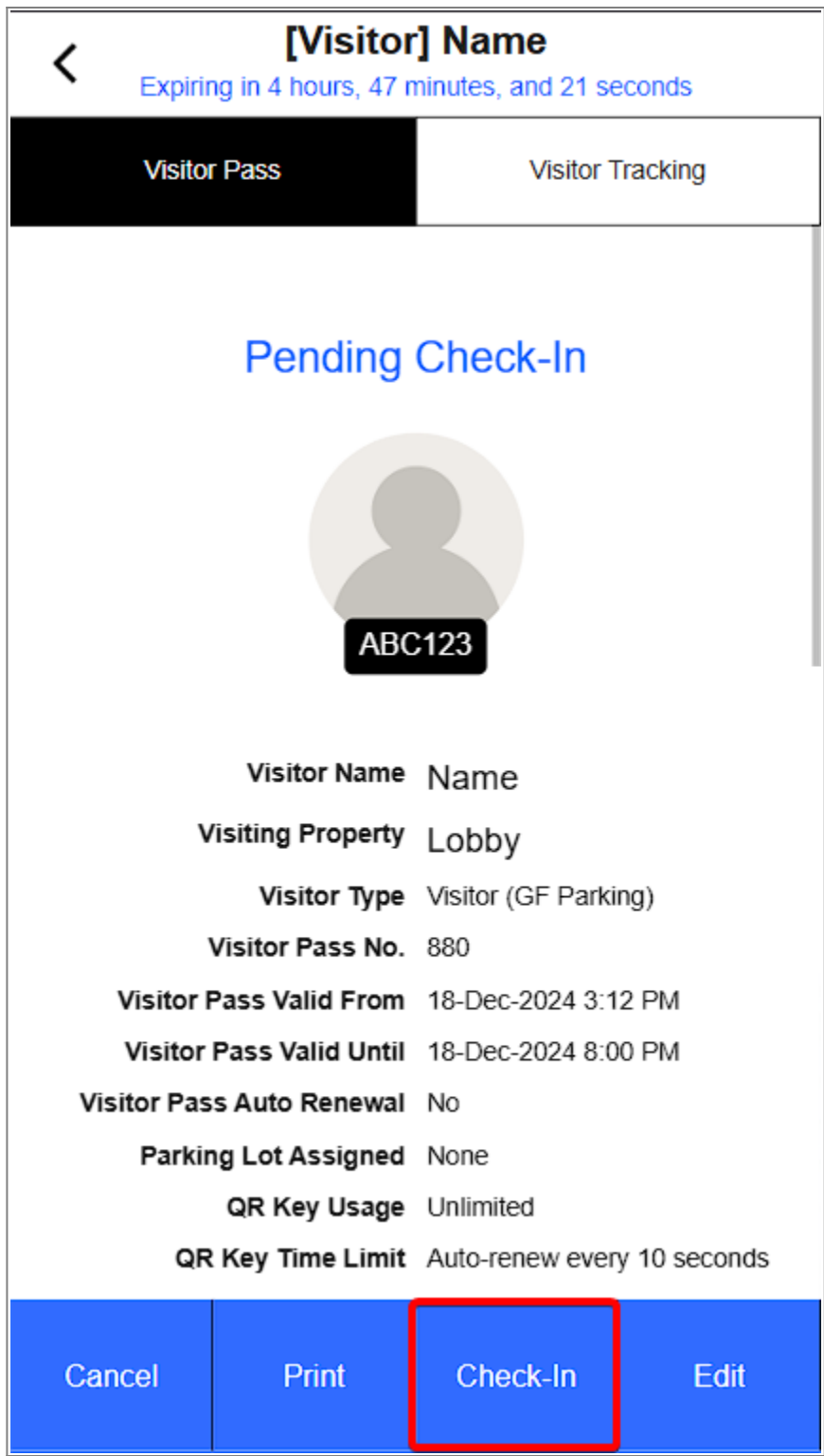
Me

**Visitors**  

<b>Registrations</b> <span>1</span>	<b>Checked-In</b> <span>18</span>
<b>Approved</b> <span>1</span>	<b>Pending Approval</b>

 **Name**  
+60123 Pending Check-In  
ABC123 13-Dec-2024 4:24 PM





### 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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