

# Security Guard Guide

## Introduction

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

Step 1: Visitor arrives at the gate or entrance.

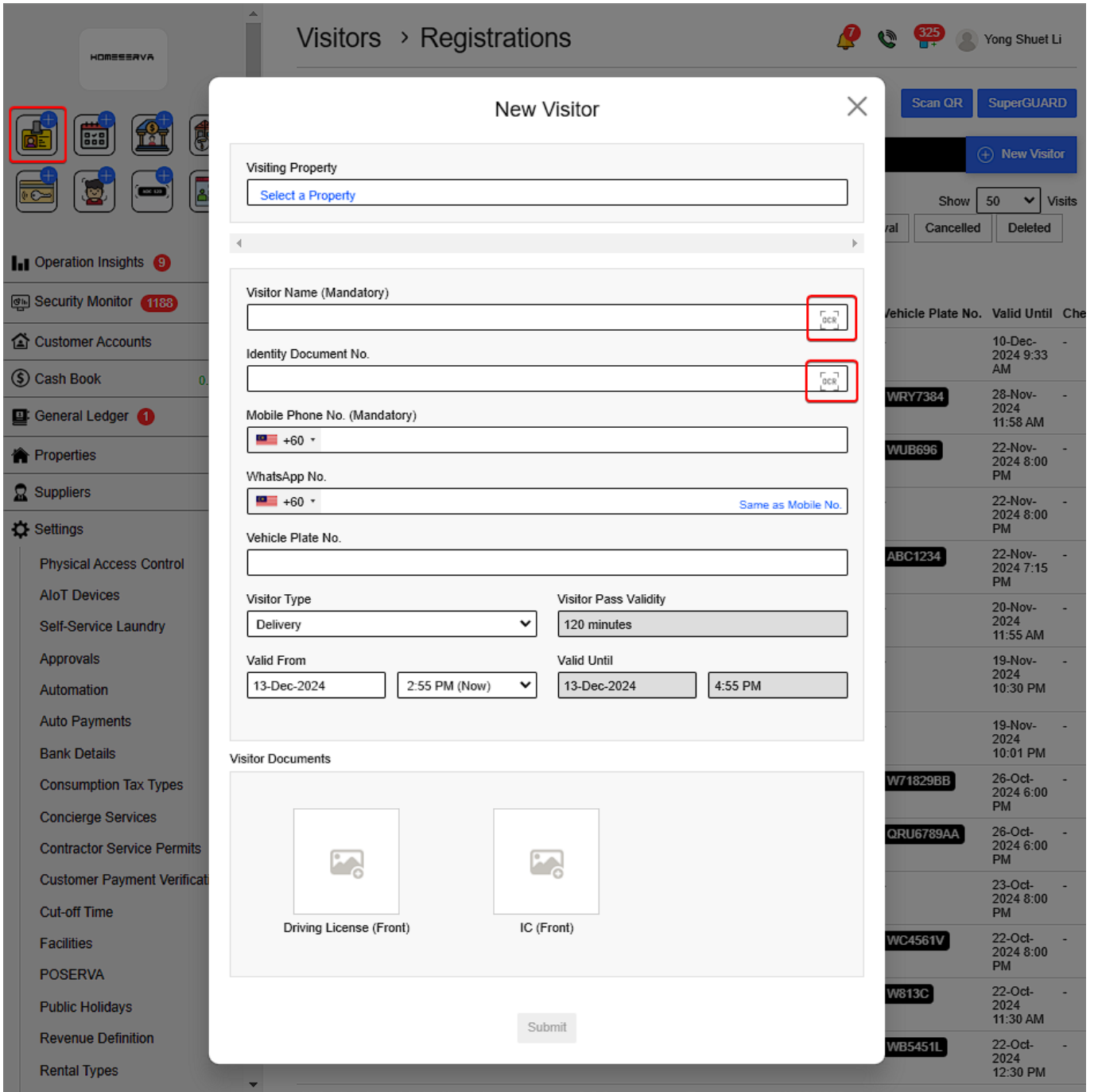
Step 2: Receptionist/guard requests visitor details (name, contact info, and purpose of visit).

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 top navigation bar includes 'Registrations' (1), 'Checked-In' (18), 'Most Visited Vehicles', 'Denylist', and 'Allowlist'. There are buttons for 'Scan QR' and 'SUPERGUARD'. The main content area is titled 'Visitors > Registrations' and shows a table of visitor registrations for the date 2024-12-13 (Today). The table has columns for 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 'Make QR-Key' highlighted in red. Below the table, a QR code modal is displayed 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           |
|-----|----------------------|------------------|-------------------|---------------------------|------------|-------------------|----------------------|------------|------------------|
| 550 | 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 5:15 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.

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


| 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

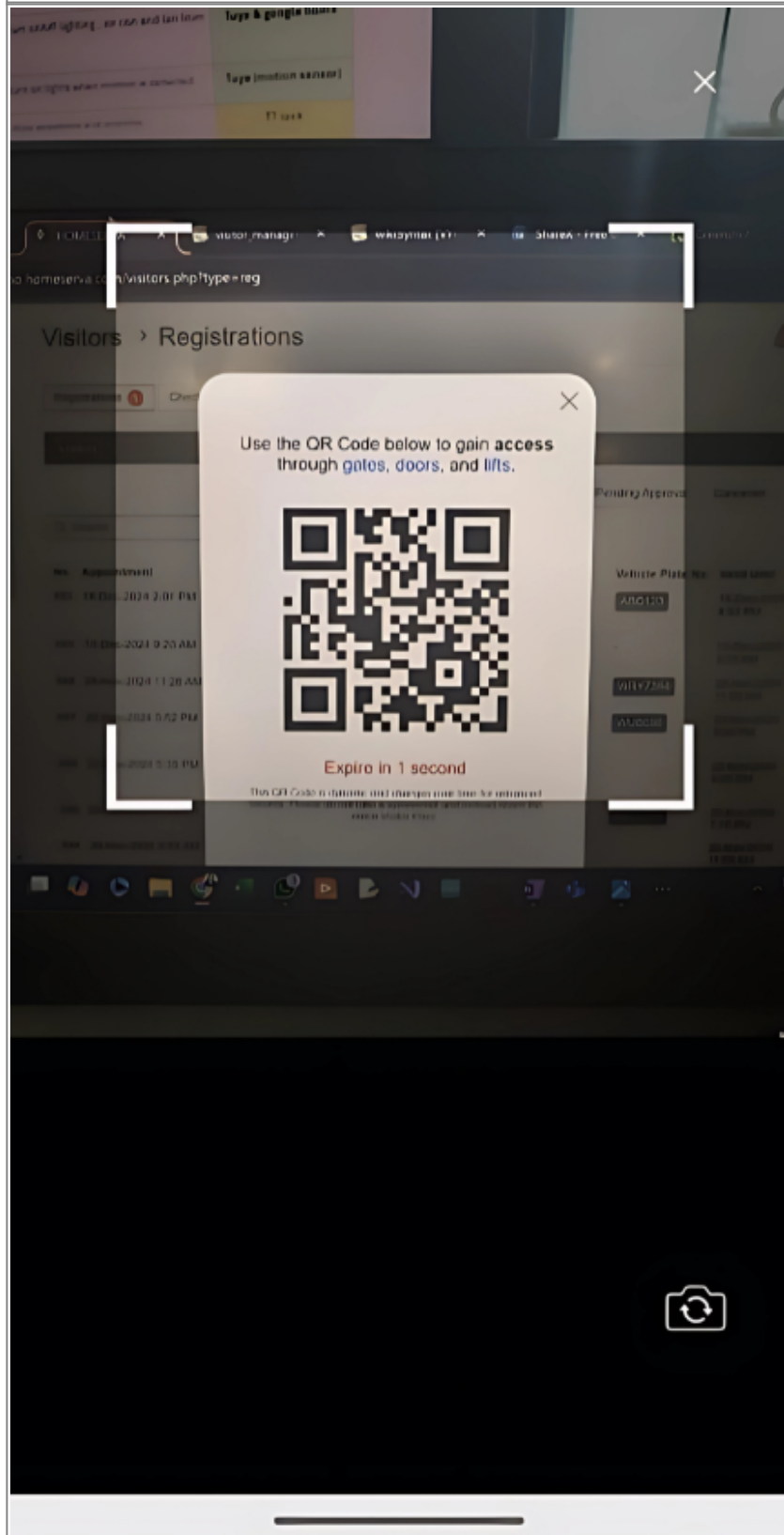


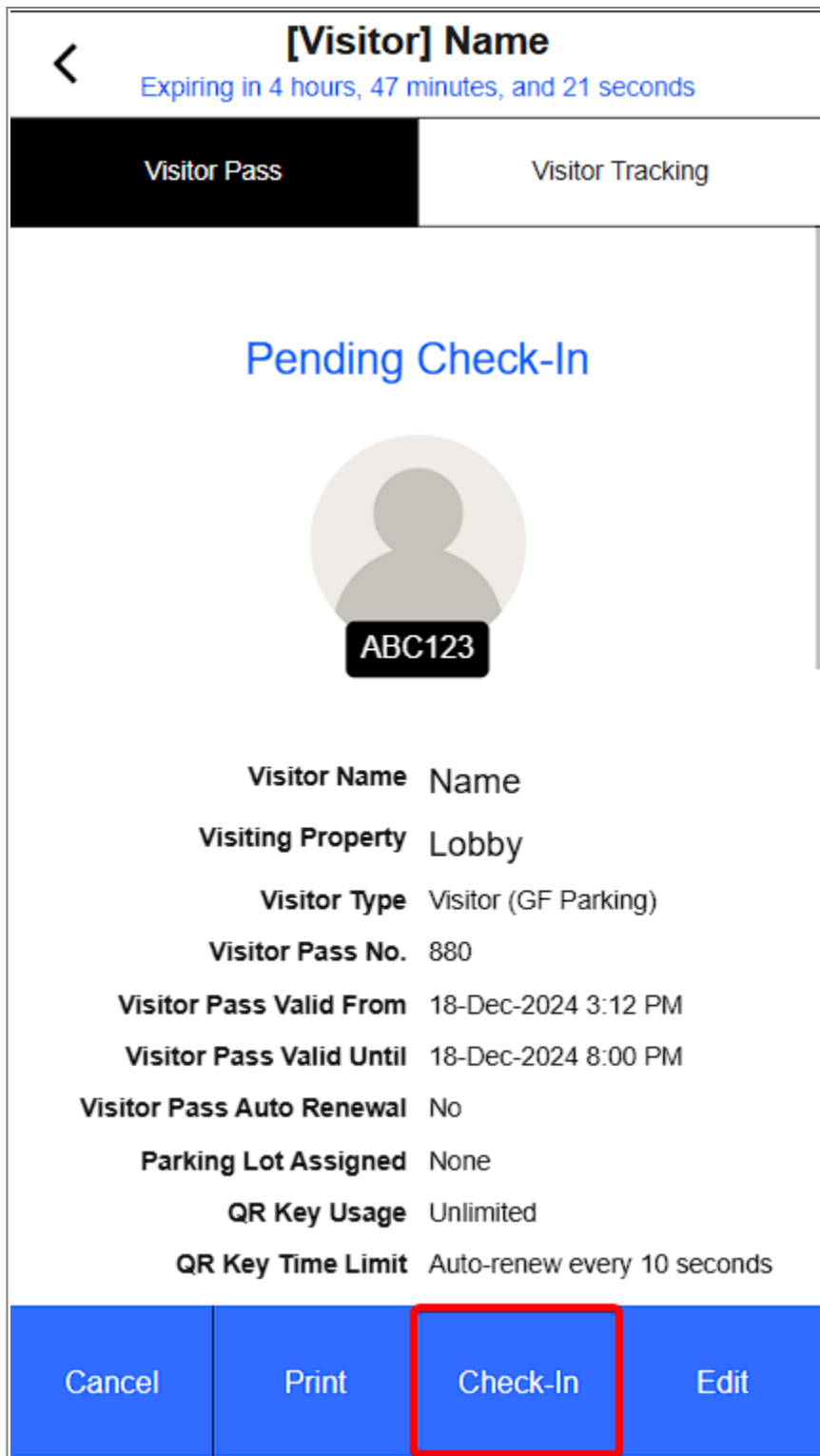
Me

**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.

To Check-Out repeat Scan QR code process .

**[Visitor] Name**  
Expiring in 4 hours, 45 minutes, and 2 seconds

Visitor Pass | Visitor Tracking

**Checked-In**



Visitor Name Name  
Visiting Property Lobby  
Visitor Type Visitor (GF Parking)  
Visitor Pass No. 880  
Visitor Pass Valid From 18-Dec-2024 3:12 PM  
Visitor Pass Valid Until 18-Dec-2024 8:00 PM  
Visitor Pass Auto Renewal No  
Parking Lot Assigned None  
QR Key Usage Unlimited  
QR Key Time Limit Auto-renew every 10 seconds

Terminate | Print | **Check-Out** | Edit

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