

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**

New Visitor

Visiting Property
Select a Property

Visitor Name (Mandatory) 

Identity Document No. 

Mobile Phone No. (Mandatory)
+60

WhatsApp No.
+60 [Same as Mobile No.](#)

Vehicle Plate No.

Visitor Type: Delivery
Visitor Pass Validity: 120 minutes

Valid From: 13-Dec-2024 2:55 PM (Now)
Valid Until: 13-Dec-2024 4:55 PM

Visitor Documents

Driving License (Front) IC (Front)

Submit

Vehicle Plate No.	Valid Until	Che
	10-Dec-2024 9:33 AM	-
WRY7384	28-Nov-2024 11:58 AM	-
WUB696	22-Nov-2024 8:00 PM	-
	22-Nov-2024 8:00 PM	-
ABC1234	22-Nov-2024 7:15 PM	-
	20-Nov-2024 11:55 AM	-
	19-Nov-2024 10:30 PM	-
	19-Nov-2024 10:01 PM	-
W71829BB	26-Oct-2024 6:00 PM	-
QRU6789AA	26-Oct-2024 6:00 PM	-
	23-Oct-2024 8:00 PM	-
WC4561V	22-Oct-2024 8:00 PM	-
W813C	22-Oct-2024 11:30 AM	-
WB5451L	22-Oct-2024 12:30 PM	-

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

The screenshot shows the POSERVA system interface. On the left is a sidebar with navigation options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Properties', 'Suppliers', and 'Settings'. The main area is titled 'Visitors > Registrations' and features a top navigation bar with buttons for 'Registrations', 'Checked-In', 'Most Visited Vehicles', 'Denylist', 'Allowlist', 'Scan QR', and 'SUPERGUARD'. Below this is a filter bar for 'Visitors' on '2024-12-13 (Today)' with a 'New Visitor' button. A table lists registration details, and a context menu is open over the first entry, showing options like 'Edit', 'Check-In', 'Make QR-Key', 'View Visitor Pass', 'Print Visitor Ticket', 'Cancel Visitor Pass', and 'Delete'. A modal window in the foreground displays a QR code and the text: 'Use the QR Code below to gain access through gates, doors, and lifts. Expire in 9 seconds. 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**

Visitors | **+ New Visitor**

Show 50 Visits


Approval | Cancelled | Deleted

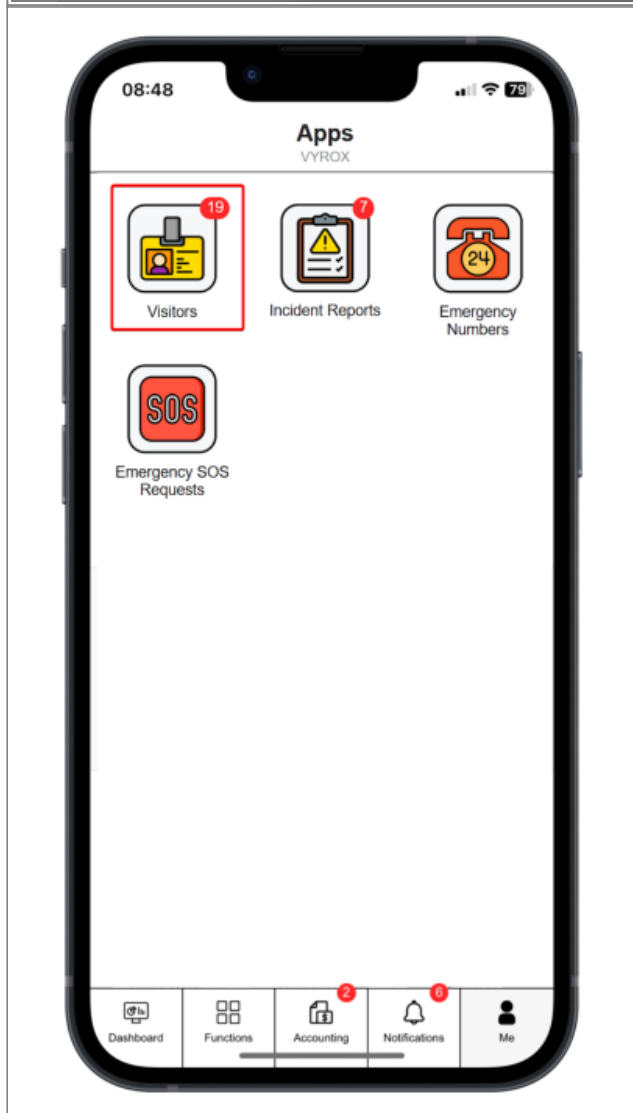
Search



No.	Appointment	Vehicle Plate No.	Valid Until	Chec
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	-

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.

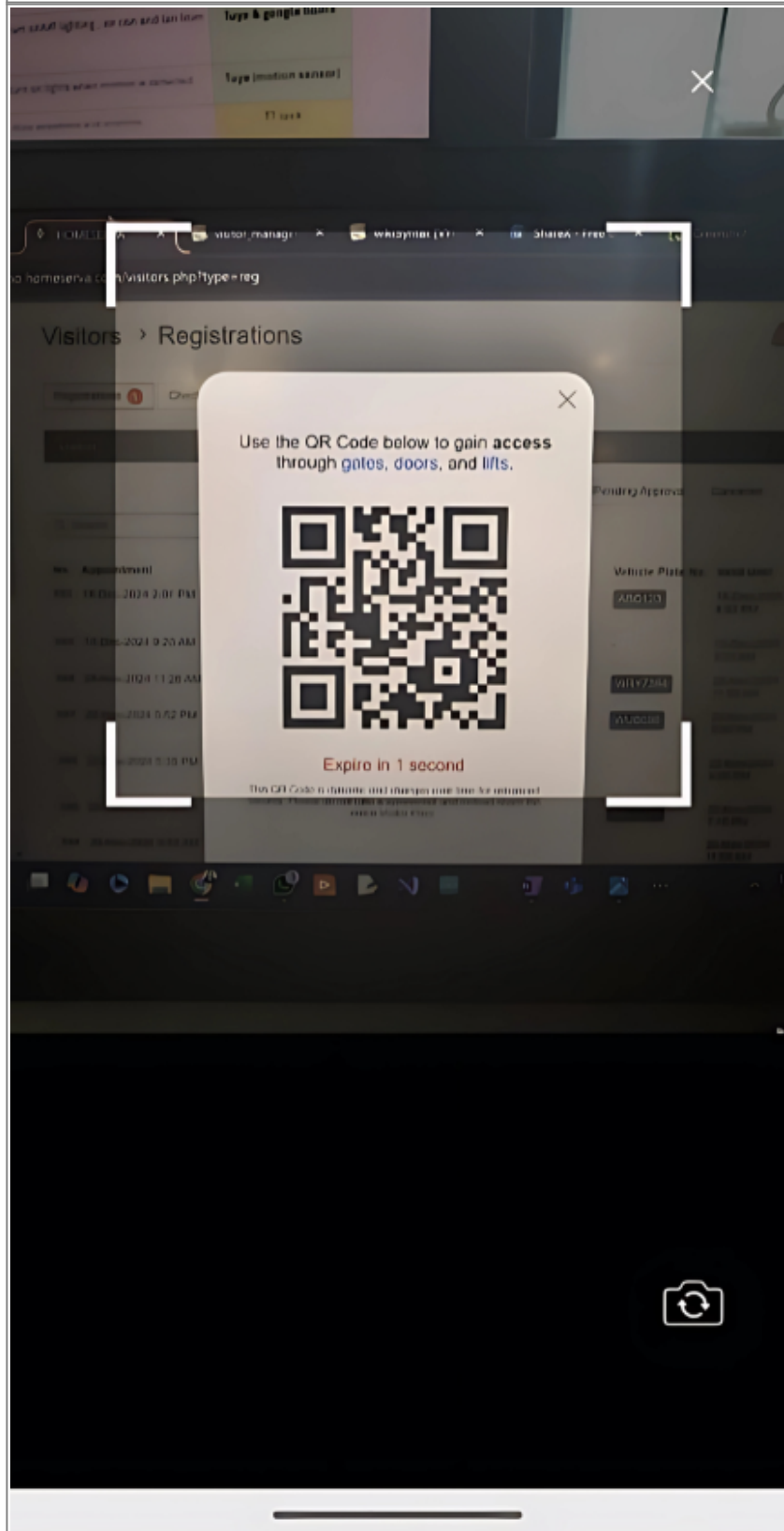


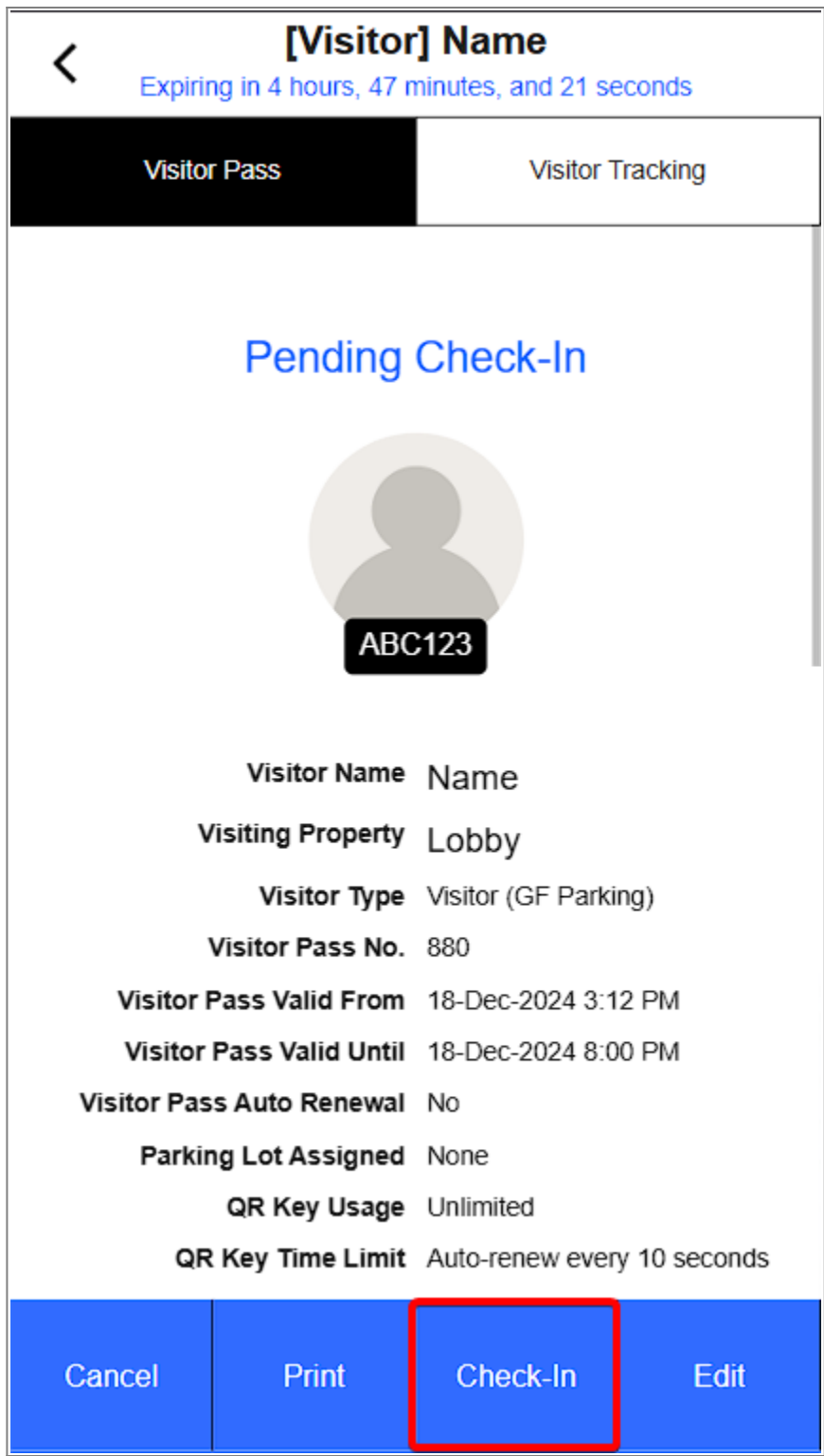


Visitors  

Registrations 1	Checked-In 18
Approved 1	Pending Approval

 **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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