

# Management User Guide: Visitor Management System

## 1. Introduction

This guide is crafted to optimize the process of managing visitors. It provides step-by-step instructions for utilizing the visitor management system, enabling you to track, monitor, and enhance the overall experience for guests and staff alike.

## 2. Visitor Management

This section offers a comprehensive overview of the tools and features available for efficient visitor management. From check-in processes to visitor logs, all functionalities are designed to streamline your operations.

### 2.1. Add New SuperPASS Door Device

The SuperPASS Door Device is an advanced access control system installed at building entry points. Visitors and authorized personnel can use a card or QR code to scan and gain secure access to the building. This system ensures a smooth, contactless entry experience while maintaining high security.

#### To Add New SuperPASS Door Device:

Go to **Settings > VYROX AIoT Devices > SuperPASS-Door > New SuperPASS-Door Device > Fill in details > Add**

Operation Insights

Security Monitor

Customer Accounts

Cash Book 0.00

General Ledger ↑

- Customer Advances
- Customer Deposits
- Customer Payments
- Revenues

Properties

Suppliers

Settings ↑

**AIoT Devices**

## Settings > VYROX AIoT Devices > SuperPASS-Door

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SuperPASS-Door SuperPASS-Lift UltraPASS-Face UltraPASS-Vehicle SecurityGPT-Stranger  
PrivacyCALLER PowerMONITOR AUTOSERVA PayPerUse QR

[Sync Date](#)

SuperPASS-Door + New SuperPASS-Door Device

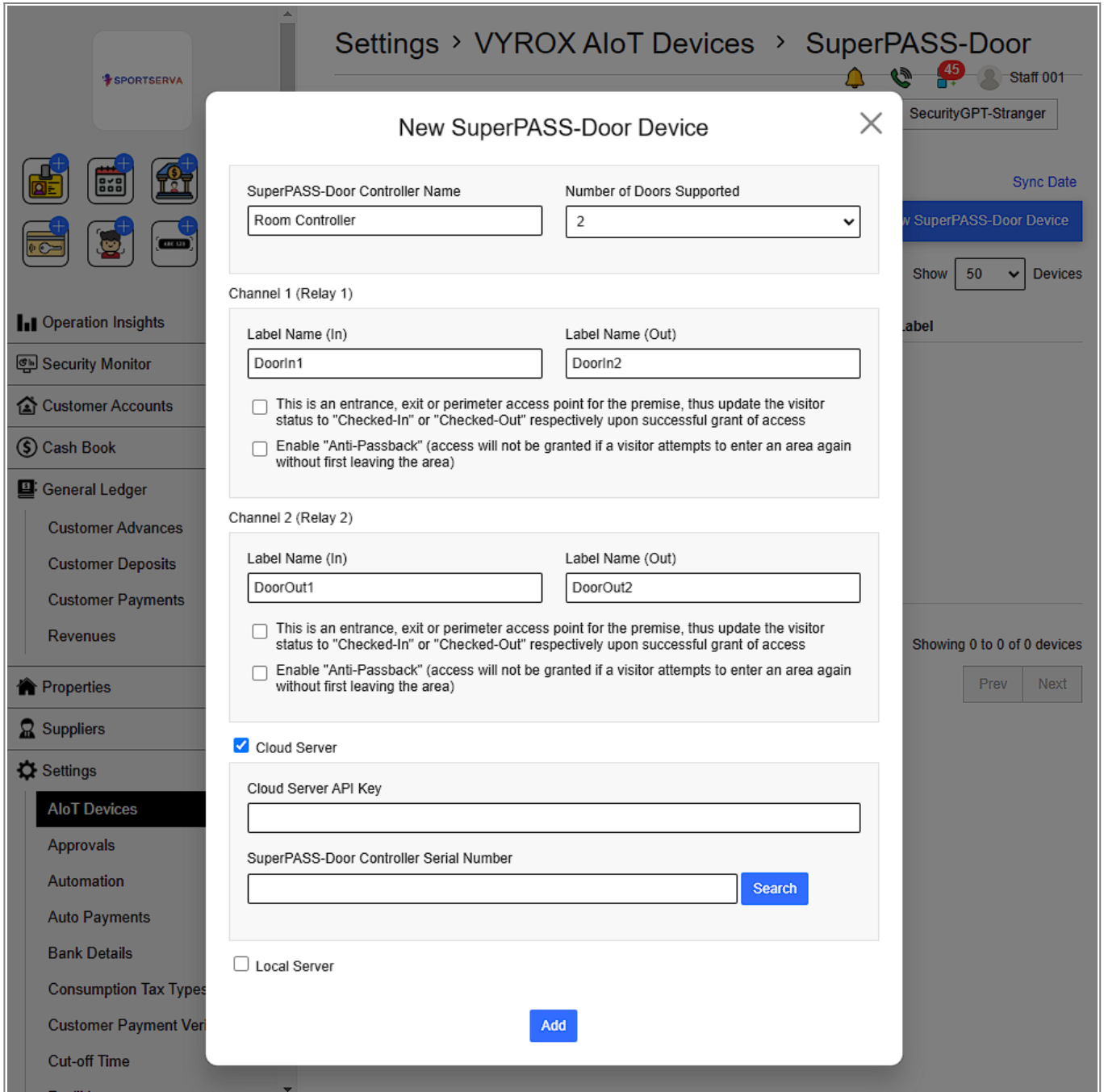
Search Deleted Show 50 Devices

No.	Created	Serial No.	Label
No device is found			

PDF XLS Print Settings

Showing 0 to 0 of 0 devices

Prev Next



Details include:

- SuperPASS-Door Controller Name
- Number of Door Supported (No of Channel = No of Door)
- Label Name of each channel (In & Out)
- Cloud Server

**For each Channel/ Door Supported Management can choose to enable :**


- The door as an entrance, exit, or perimeter access point for the premises. This means , upon successful access, the visitor status will be updated to “Checked-In” or “Checked-Out” accordingly.
- The “Anti-Passback” feature .This prevents access if a visitor attempts to re-enter an area without first leaving.

### For the cloud server :

- Cloud Server API Key is taken from : Server
- SuperPASS-Door Controller Serial Number : Door access application

If Search shows X mark . This means the server cannot find the Controller.

SuperPASS-Door Controller Serial Number


 

### To fix it :

1. Check Serial Number
2. Check Ports and IP
3. Use Debug Tools

Once controller is detected , Search will show green tick mark.

SuperPASS-Door Controller Serial Number

Click **Add** when finish .

## 2.2. Add New Visitor Type

Go to **Settings > Visitor > Visitor Types > New Visitor Type > Fill in details > Add**

### Fill in the Required Details:

#### 1) Visitor Type Name

#### 2) Same-Day Appointments:

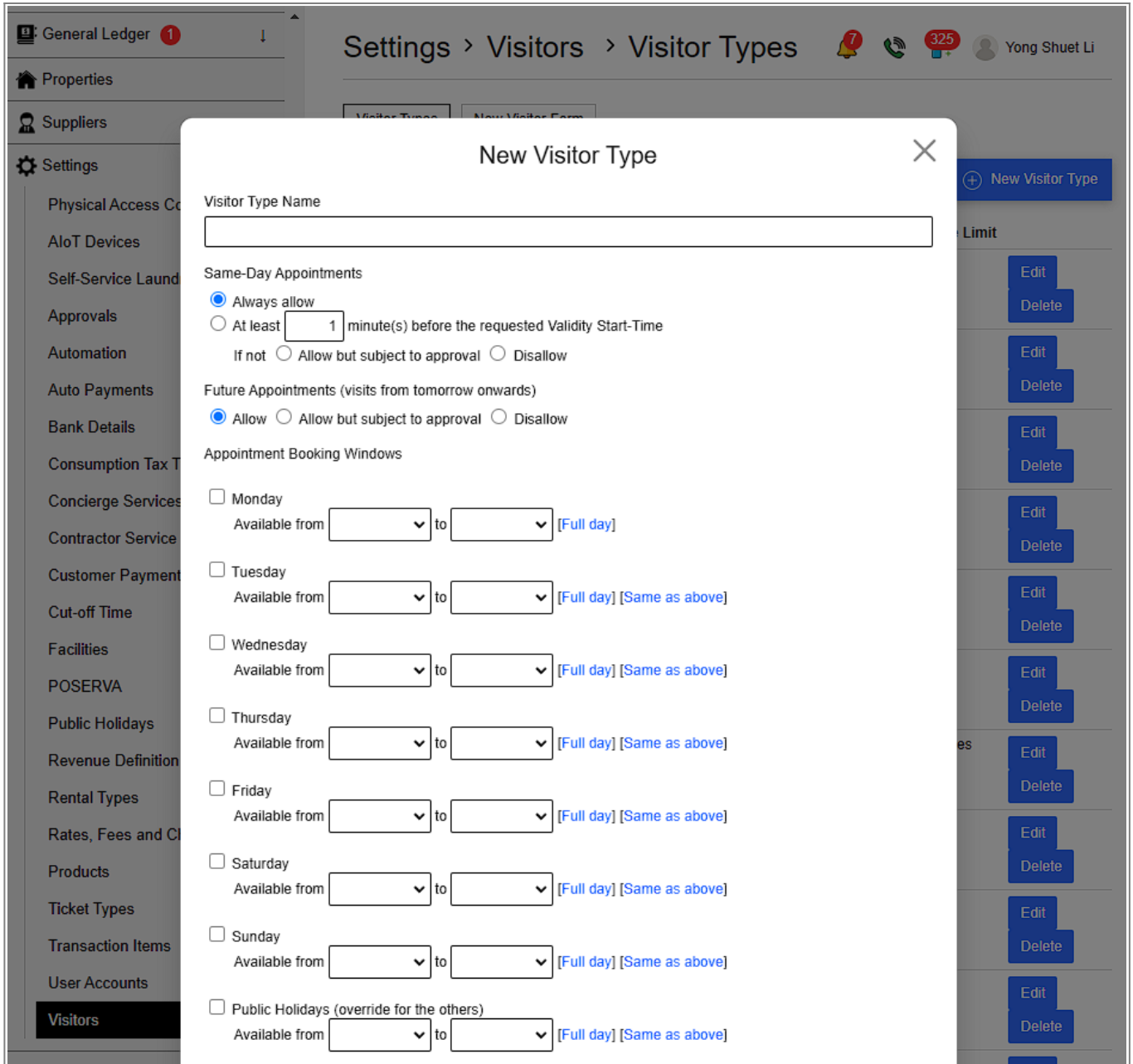
- **Always Allow:** Enable same-day appointment scheduling.
- **Minimum Lead Time:** Specify the minimum number of minutes required before the requested Validity Start-Time.
- **Disallow:** If same-day appointments are not allowed, choose to either: Allow but require approval or Disallow it entirely.

#### 3) Future Appointments:

- Decide if visitors can schedule appointments for future dates (from the next day onward).

#### 4) Appointment Booking Windows :

- Set When the visitor type can be requested



### 5) Visitor Pass Validity :

- Set the duration for which the visitor pass will remain valid after approval.

Management can choose between:

- **Fixed to:** The pass will valid for set amount of time after the approval
- **Until:** The pass will valid until the set time of the day

### 6) Early Check-In

- Decide whether to allow visitor to use pass before appointment time

General Ledger 1

Properties

Suppliers

Settings

Physical Access Co

AIoT Devices

Self-Service Laund

Approvals

Automation

Auto Payments

Bank Details

Consumption Tax T

Concierge Services

Contractor Service

Customer Payment

Cut-off Time

Facilities

POSERVA

Public Holidays

Revenue Definition

Rental Types

Rates, Fees and C

Products

Ticket Types

Transaction Items

User Accounts

**Visitors**

Newly Created Doc

Visitor Pass Validity

Monday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Tuesday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Wednesday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Thursday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Friday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Saturday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Sunday

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Public Holiday (Override for the others)

Fixed to [input] minutes

Until [input] of [dropdown: same day]

Early Check-In

Always allow

Allow up to [input] minute(s) before the visitor pass validity start-time

Do not allow

Edit Visitor Pass Validity after Creation

Yong Shuet Li

+ New Visitor Type

Limit

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

Edit Delete

### 7) Edit Visitor Pass Validity after Creation :

- Decide whether to allow visitor to change visitor pass validity after creation.

### Difference: Booking Window vs. Visitor Pass Requested

Booking Window
Booking window is the designated time range within which visitor passes are generally valid and prioritized.
Visitor Pass Requested
Visitor pass requested refers to the start & end times that the user (visitor) is asking for their pass to be valid.

### 8) If the requested pass validity :

- Start and end times are **before** the booking window starts.

**Example:**

- **Booking Window:** 12:00 PM to 2:00 PM
- **Visitor Pass Requested:** 6:00 AM to 7:00 AM

**Options:**

- **Allow:** Allow visitor pass to be created
- **Do not Allow:** Prohibit visitor pass to be created
- **Subject to approval:** Need approval before pass creation

**9) If the requested pass validity :**

- Start time is **before** the booking window start time.
- End time is **during** the booking window .

**Example:**

- **Booking Window:** 12:00 PM to 2:00 PM
- **Visitor Pass Requested:** 11:30 AM to 12:30 PM

**Options:**

- **Allow:** Allow visitor pass to be created
- **Allow but limit requested validity start time to the booking window start time:** Pass created is the booking window time. The pass is created from 12:00 PM to 12:30 PM.
- **Do not allow:** Prohibit visitor pass to be created
- **Subject to approval:** Need approval before creation

**10) If the requested pass validity :**

- Start time is **during** the booking window .
- End time is **after** the booking window end time.

**Example:**

- **Booking Window:** 12:00 PM to 2:00 PM
- **Visitor Pass Requested:** 1:30 PM to 2:30 PM

**Options:**

- **Allow:** Allow visitor pass to be created
- **Allow but limit requested validity end time to the booking window start time:** Pass created end time match the booking window end time. The pass is created from 1:30 PM to 2:00 PM.
- **Do not allow:** Prohibit visitor pass to be created
- **Subject to approval:** Need approval before creation

**11) If the requested pass validity :**

- Start and end times are **after** the booking window ends.

### Example:

- **Booking Window:** 12:00 PM to 2:00 PM
- **Visitor Pass Requested:** 3:00 PM to 4:00 PM

### Options:

- **Allow:** Allow visitor pass to be created
- **Do not allow:** Prohibit visitor pass to be created
- **Subject to approval:** Need approval before pass creation

**Edit Visitor Pass Validity after Creation**

Allow  
 Do not allow

OH Requested Validity Booking Window 24H

If the requested validity start-time and end-time both fall before the booking window start-time

Allow it  
 Do not allow  
 Subject to approval

OH Requested Validity Booking Window 24H

If the requested validity start-time falls before the booking window start-time, and the requested validity end-time falls after the booking window start-time and the requested validity end-time falls before the booking window end-time

Allow it  
 Allow it but limit the requested validity start-time to the booking window start-time  
 Do not allow  
 Subject to approval

OH Booking Window Requested Validity 24H

If the requested validity start-time falls after the booking window start-time, and the requested validity start-time falls before the booking window end-time and the requested validity end-time falls after the booking window end-time

Allow it  
 Allow it but limit the requested validity end-time to the booking window end-time  
 Do not allow  
 Subject to approval

OH Booking Window Requested Validity 24H

If the requested validity start-time and end-time both fall after the booking window end-time

Allow it  
 Do not allow  
 Subject to approval

Yong Shuet Li

+ New Visitor Type

Limit

Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete
Edit	Delete

### 12) If the requested pass validity :

- Start time is **before** the booking window start time.
- End time is **after** the booking window end time.

**Example:**

- **Booking Window:** 12:00 PM to 2:00 PM
- **Visitor Pass Requested:** 11:00 AM to 3:00 PM

**Options:**

- **Allow:** Allow visitor pass to be created
- **Allow but limit the request validity start-time and end time to the respective booking window accordingly:** Pass created is the booking window time. The pass is valid from 12:00 PM to 2:00 PM.
- **Do not allow:** Prohibit visitor pass to be created
- **Subject to approval:** Need approval before pass creation

**13) Grace Period**

- Allow a number of minutes grace period after a visitor pass has expired , during which the visitor may still be granted access through the access controls.

**14) Expired Visitor Pass Extension**

- For visitors without an approved Contractor Service Permit or Facility Booking
- Allow a number of minutes extension if requested within a number of minutes after validity end-time.

**15) QR Key Time Limit**

- Use Dynamic QR code and refresh it every few seconds or use static QR code

**16) QR Key Usage Limit**

- Limit the number of times the QR key is used

**17) Check In Requirements for Pre-Registered Visitors**

- Identity verification is needed or not at guard house upon arrival
- **If needed** Visitor let guard scan QR code provided for express identity verification process
- **If not needed,** Visitor scan QR key provided at QR readers and access to premise directly

**18) SuperPASS-Door Access Control**

- Decide which door this visitor type can use

The screenshot displays the configuration interface for visitor management. The left sidebar lists various system settings categories. The main panel is titled 'Requested Validity Booking Window 24H' and includes several sections for configuring visitor access rules. The 'Requested Validity' section allows users to choose between allowing, limiting, or disallowing access based on booking window constraints. The 'Grace Period' section lets users set a grace period after a pass expires. The 'Expired Visitor Pass Extension' section allows for a limited extension of access. The 'QR Key Time Limit' and 'QR Key Usage Limit' sections define how long and how many times a QR key can be used. The 'Check-in' section specifies requirements for pre-registered visitors, such as identity verification at the guard house. The 'SuperPASS-Door Access Control' section allows users to select between original VYROX IoT devices or compatible third-party devices. The 'SuperPASS-Lift Access Control' section allows users to select which lift this visitor type can use. The right sidebar shows a list of visitor types with 'Edit' and 'Delete' buttons for each.

### 19) SuperPASS-Lift Access Control

- Decide which lift this visitor type can use

### 20) UltraPASS-Face Access Control

- Decide outside or Inside Face Access

### 22) UltraPASS-Vehicle Access Control

- Decide whether to use VYROX BionicEYE for Vehicle Access

### 22) Prerequisite Requirements

- Require approved contractor service permit or Facility booking.
- Both permit and booking is selected from dropdown on form , upon new visitor registration

### 23) Long Term Visitor Pass Renewal

Simplifies the process for visitors who frequently need access, such as renovators or event staff, by allowing them to renew their existing visitor pass for future check-ins.

#### Self-Renewal :

- Visitors can click the [Renew] button on their Visitor Pass Page to renew their pass.
- Once renewed, the pass will retain its settings and show the status "Pending Check-In."

#### How It Works

##### a. If option is Enabled:

- **Seamless Check-In :** Visitors do not need to register again at guardhouses or security checkpoints during the validity period of their contractor service permit or facility booking.

##### b. If option is Disabled:

- **Manual Check-In:** Visitors must register at guardhouses or checkpoints for every check-in.
- Security officers need to manually click [Renew] in the guard portal for each visitor, even if permits or bookings are still valid.

#### Difference: Renewal vs. Reapplying

Renewal	Reapplying
Updates the existing visitor pass.	Creates a brand-new visitor pass.
Consolidates all visitor tracking information into a single pass	Uses previous visitor details but starts fresh.

### 2.3. Edit New Visitor Form

Go to **Settings > Visitor > New Visitor Form > Edit visitor form**

Catagories to edit visitor form

1. Visitor Personal information
2. Images for Visitor Personal Identification
3. Images for Visitor Vehicle
4. Other Display Settings

Automation

- Auto Payments
- Bank Details
- Consumption Tax Types
- Concierge Services
- Contractor Service Permits
- Customer Payment Verifications
- Cut-off Time
- Facilities
- POSERVA
- Public Holidays
- Revenue Definition
- Rental Types
- Rates, Fees and Charges
- Products
- Ticket Types
- Transaction Items
- User Accounts
- Visitors

## Settings > Visitors > New Visitor Form

Visitor Types
New Visitor Form

New Visitor Form

Visitor Personal Information

- Identity Document No.
- IC No.
- Passport No.
- WhatsApp No.
- Email Address
- Physical Access Card No.
- Physical Vehicle Card No.
- Physical Visitor Card No.
- Physical Contractor Card No.
- Physical Maid Card No.

Save Changes

Images for Visitor Personal Identification

- Visitor Face
- Driving License (Front)
- Driving License (Back)
- IC (Front)
- IC (Back)
- Passport
- Visa
- Employment Pass
- Work Permit
- Covid-19 Test Report
- Covid-19 Vaccination Certificate
- MySejahtera Profile Page

Save Changes

Images for Visitor Vehicle

- Vehicle Plate
- Vehicle Front-Center
- Vehicle Front-Left
- Vehicle Front-Right
- Vehicle Back-Left
- Vehicle Back-Right

Save Changes

Other Display Settings

- Parking Lot Assignment
- QR Key Details
- Remarks

Save Changes

Newly Created Documents

OR00000891	4h
IV00003046	4h
IC00020976	12h
IC00020975	12h
IC00020974	12h

Show More

Recently Accessed Documents

IC00020395	12d
IV00003022	23d
IV00003022	23d
IV00003022	24d
IC00019704	28d

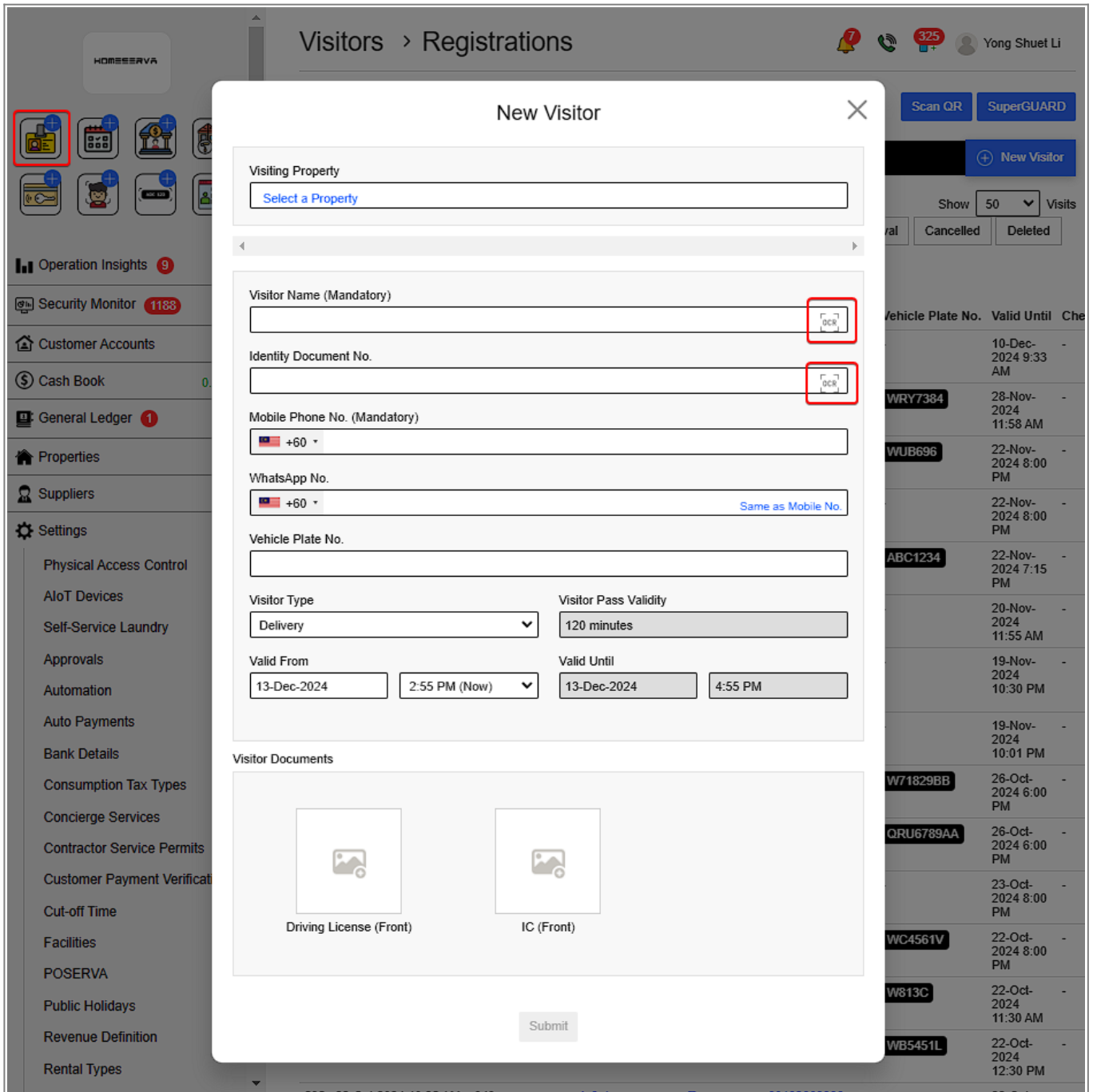
## 2.4. Add New Visitor

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

### Details include:

1. Visitor Name
2. Identity Document (Driving License or MyKad)
3. Phone number
4. Vehicle Plate
5. Visitor Type ( Such as : Visitor , Delivery , Contractor)
6. Visitor Valid time
7. Visitor Driving license and IC picture

Both name and IC can be filled in automatically using the scan feature .



## 2.5. Share QR code to Visitor

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


The screenshot shows the 'Visitors > Registrations' page. 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 'AIoT Devices'. The main area displays a table of registrations with 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 (No. 550), showing options like 'Edit', 'Check-In', 'Make QR-Key' (highlighted with a red box), 'View Visitor Pass', 'Print Visitor Ticket', 'Cancel Visitor Pass', and 'Delete'. A modal window is overlaid on the table, titled 'Use the QR Code below to gain access through gates, doors, and lifts.' It contains a large QR code and a red warning 'Expire in 9 seconds'. Below the QR code, it states: '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.'

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


This screenshot shows the same 'Visitors > Registrations' page, but with a modal window for the 'SuperGUARD App'. The modal has a title 'SuperGUARD App' and text: '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.' It features a large QR code. In the background, the 'Scan QR' and 'SuperGUARD' buttons are highlighted with red boxes. The registration table is partially visible behind the modal.

## Apps


VYROX




Visitors




Incident Reports




Emergency Numbers




Emergency SOS Requests




Dashboard





Apps



Notifications



Me


<Visitors 

Registrations 1

Checked-In 18

Approved 1

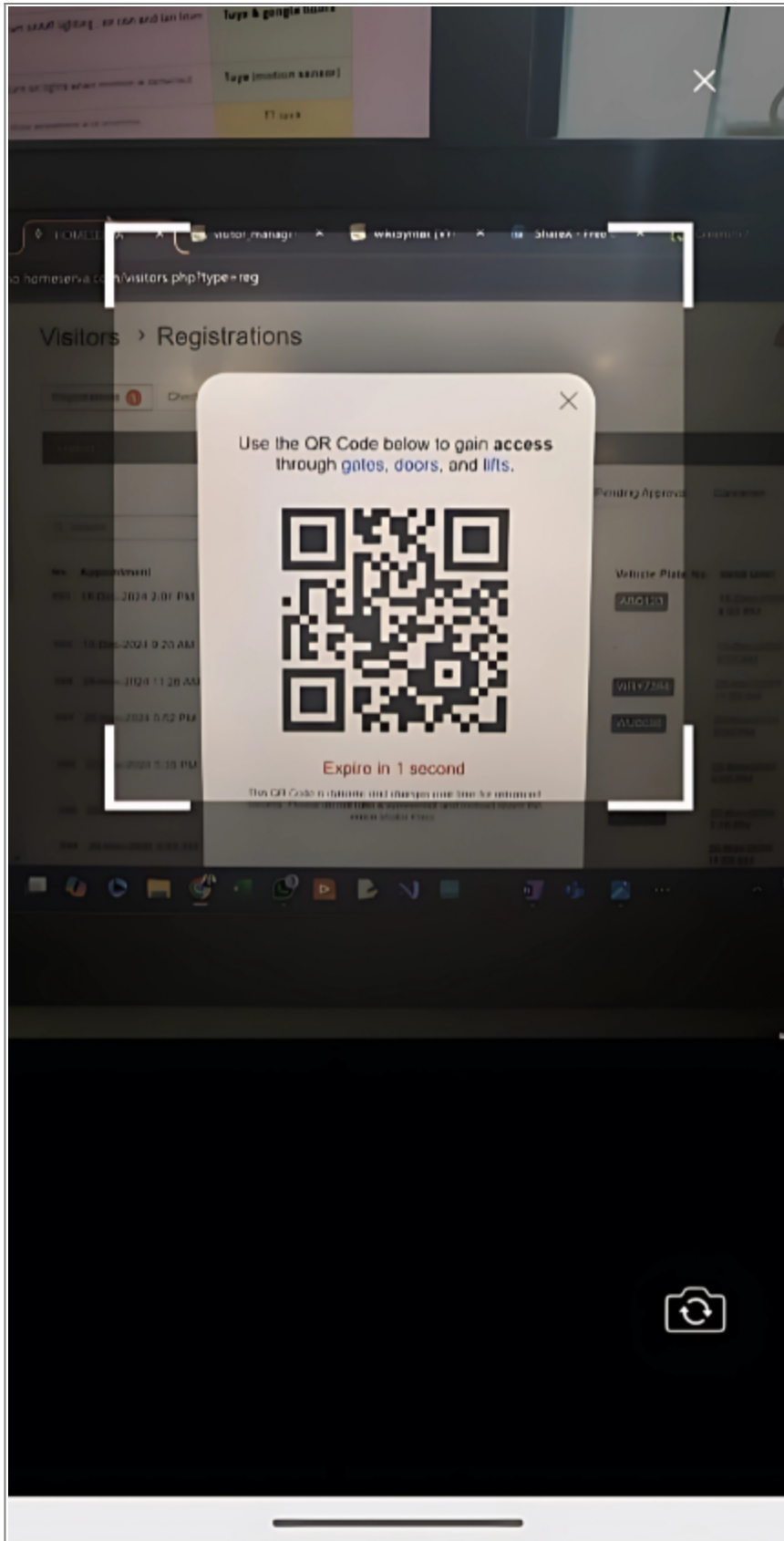
Pending Approval



**ABC123**

**Name**  
+60123  
13-Dec-2024 4:24 PM


Pending Check-In



**[Visitor] Name**  
Expiring in 4 hours, 47 minutes, and 21 seconds

**Visitor Pass** | Visitor Tracking

**Pending Check-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


Cancel | Print | **Check-In** | Edit

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

## 2.6. Denylist & Allowlist

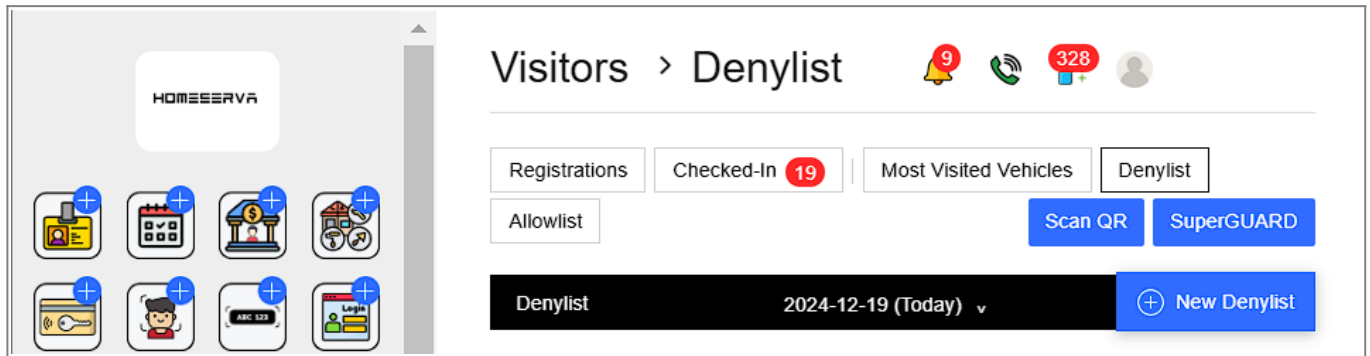
Go to **Visitor** and ontop of the page there are visitor registered , check in , most visited vehicle , Denylist & Allowlist.

### Visitor registered , Check in & Most Visited Vehicle

- Help streamline and track visitor the registered, check in and vehicle that check in the most for security and surveillance.

### Denylist & Allowlist

- To streamline access control.
- **Denylist** : Individuals on the denylist are permanently restricted from entering the building.
- **Allowlist** : Individuals on the allowlist have permanent access and can enter using their QR codes.



### 3. Visitor Management : Guard portal


Guard can see the status of all visitor pass, such as visitor that Check-in, Check-out , No show , Cancelled and Overstayed .

< **Visitors** [QR] 🔍


Registrations | **Checked-In 19**

Overstaying 19 | Invalidated


---

 **Name**  
+60123 Overstaying  
ABC123 18-Dec-2024 8:00 PM


---

 **Name**  
+60123 Checked-Out  
ABC123 18-Dec-2024 3:11 PM

---

 **Name**  
+60123 Checked-Out  
ABC123 13-Dec-2024 5:20 PM

---

 **Test**  
+604619881 Overstaying  
No Vehicle Deleted 03-Dec-2024 11:06 AM

⋮

New Visitor

**Visitors**

Registrations | Checked-In **19**

Approved | Pending Approval

- Test**  
+60134  
No Show  
10-Dec-2024 9:33 AM  
No Vehicle
- Test**  
+60134  
Cancelled  
04-Dec-2024 4:31 PM  
No Vehicle
- Test**  
+601328  
Cancelled  
04-Dec-2024 4:28 PM  
No Vehicle
- Test4**  
+6012  
No Show  
10-Dec-2024 9:41 AM  
Deleted  
No Vehicle

New Visitor

Guard can also track visitor check-in and check-out activity for security purposes.

<

## [Visitor] Name

Overstayed 18 hours, 24 minutes, and 29 seconds

Visitor Pass	Visitor Tracking
--------------	------------------

**Overstayed**  
by System  
18-Dec-2024 8:00 PM

---

**Checked-In**  
by Yong  
18-Dec-2024 3:14 PM

---

**Automatically Approved**  
by System  
18-Dec-2024 3:12 PM

---

**Walk-In Registered**  
by Yong  
18-Dec-2024 3:12 PM

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