

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

🔔 📞 45 👤 Staff 001

SuperPASS-Door SuperPASS-Lift UltraPASS-Face UltraPASS-Vehicle SecurityGPT-Stranger

PrivacyCALLER PowerMONITOR AUTOSERVA PayPerUse QR

[Sync Date](#)

SuperPASS-Door [+ New SuperPASS-Door Device](#)

🔍 Search [Search](#) [Deleted](#) Show Devices

| No. | Created | Serial No. | Label |
|--------------------|---------|------------|-------|
| No device is found | | | |

[PDF](#) [XLS](#)

Showing 0 to 0 of 0 devices

[Prev](#) [Next](#)

Settings > VYROX IoT Devices > SuperPASS-Door

New SuperPASS-Door Device

SuperPASS-Door Controller Name: Room Controller

Number of Doors Supported: 2

Channel 1 (Relay 1)

Label Name (In): DoorIn1

Label Name (Out): DoorIn2

This is an entrance, exit or perimeter access point for the premise, thus update the visitor status to "Checked-In" or "Checked-Out" respectively upon successful grant of access

Enable "Anti-Passback" (access will not be granted if a visitor attempts to enter an area again without first leaving the area)

Channel 2 (Relay 2)

Label Name (In): DoorOut1

Label Name (Out): DoorOut2

This is an entrance, exit or perimeter access point for the premise, thus update the visitor status to "Checked-In" or "Checked-Out" respectively upon successful grant of access

Enable "Anti-Passback" (access will not be granted if a visitor attempts to enter an area again without first leaving the area)

Cloud Server

Cloud Server API Key: [Text Field]

SuperPASS-Door Controller Serial Number: [Text Field] **Search**

Local Server

Add

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:

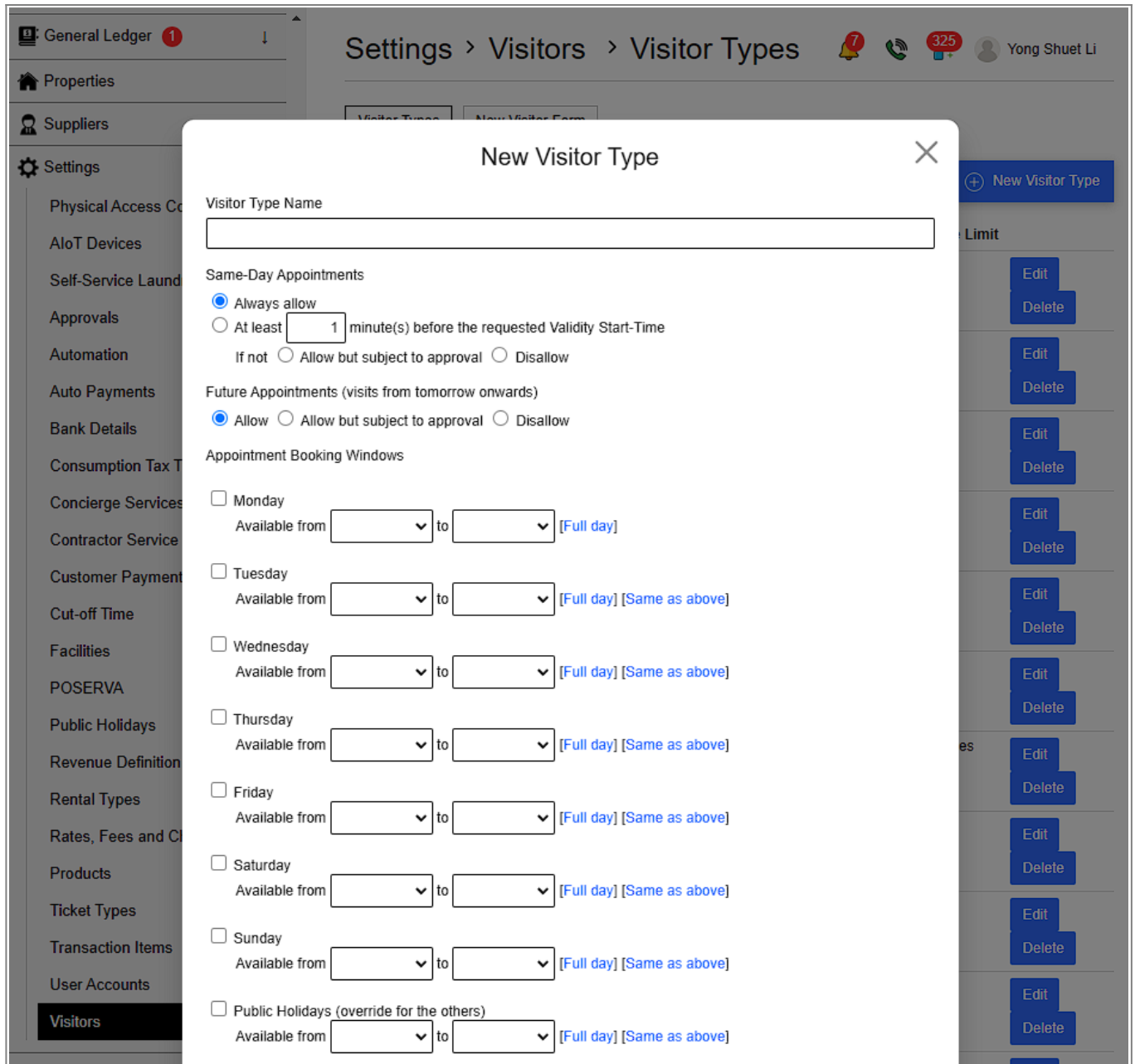
- **Always Allow:** Enable same-day appointment scheduling.
- **Minimum Lead Time:** Specify the minimum number of minutes required before the requested Validity Start-Time.
- **Disallow:** If same-day appointments are not allowed, choose to either: Allow but require approval or Disallow it entirely.

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

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

The screenshot displays the 'Edit Visitor Pass Validity after Creation' configuration page. It features a sidebar on the left with navigation options like 'General Ledger', 'Properties', 'Suppliers', and 'Settings'. The main content area is titled 'Edit Visitor Pass Validity after Creation' and contains four distinct scenarios, each with a timeline diagram and a set of radio button options:

- Scenario 1:** 'Requested Validity' (blue box) and 'Booking Window' (grey box) are both entirely before the 24H mark. Options: Allow, Do not allow.
- Scenario 2:** 'Requested Validity' starts before the 'Booking Window' and ends before the 24H mark. Options: Allow it, Do not allow, Subject to approval.
- Scenario 3:** 'Requested Validity' starts after the 'Booking Window' but ends before the 24H mark. Options: Allow it, Allow it but limit the requested validity start-time to the booking window start-time, Do not allow, Subject to approval.
- Scenario 4:** Both 'Requested Validity' and 'Booking Window' are entirely after the 24H mark. Options: Allow it, Do not allow, Subject to approval.

On the right side of the screenshot, a user profile for 'Yong Shuet Li' is visible, along with a '+ New Visitor Type' button and a list of existing visitor types, each with 'Edit' and 'Delete' buttons.

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 'Visitors' settings page in the visitor management system. The left sidebar contains navigation menus for 'General Ledger', 'Properties', 'Suppliers', and 'Settings'. The main content area is titled 'Requested Validity Booking Window 24H' and includes several configuration sections: 'Requested Validity' (with radio buttons for 'Allow it', 'Allow it but limit the requested validity start-time and end-time to the respective booking window accordingly', 'Do not allow', and 'Subject to approval'), 'Grace Period' (with radio buttons for 'Allow a []-minute grace period...' and 'Do not allow'), 'Expired Visitor Pass Extension' (with radio buttons for 'Do not allow' and 'Allow for a []-minute extension...'), 'QR Key Time Limit' (with radio buttons for 'Use dynamic QR code...' and 'Use static QR code'), 'QR Key Usage Limit' (with radio buttons for 'Maximum [] times' and 'Unlimited'), 'Check-in' (with radio buttons for 'Visitor identity verification at the guard house...' and 'Visitor identity verification is not needed'), and 'SuperPASS-Door Access Control' (with radio buttons for 'Original VYROX AIoT Devices' and 'Compatible Third-Party Devices'). Below these are sections for 'VYROX Bangsar South' (with checkboxes for 'Office IN' and 'Warehouse IN') and 'Test' (with checkboxes for 'In1', 'In2', 'Out1', and 'Out2'). A right sidebar shows a list of visitor types with 'Edit' and 'Delete' buttons for each. The user 'Yong Shuet Li' is logged in.

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. |

SuperPASS-Lift Access Control
Tick the checkbox to grant access

Original VYROX AIoT Devices Compatible Third-Party Devices

Including the floor(s) where the visiting property is situated (set at the respective [property](#) page)

Lift Controller 1
 1 2 3 4

UltraPASS-Face Access Control
Tick the checkbox to grant access

Outside Face Inside Face

UltraPASS-Vehicle Access Control
Tick the checkbox to grant access

VYROX BionicEYE

Prerequisite Requirements

An approved contractor service permit is required
Select the permit from the dropdown on the form, upon new visitor registration

An approved facility booking is required
Select the booking from the dropdown on the form, upon new visitor registration

Long Term Visitor Pass Renewal (eg. for renovators and event staffs)

Allow visitors to renew their own visitor pass for upcoming check-ins by displaying a [Renew] button on their visitor pass page, which they can click to renew as needed. The visitor pass will be renewed based on the settings, and its status will be updated to "Pending Check-In" upon successful renewal.

If this option is enabled, visitor registration at guardhouses or security checkpoints will not be required until the end of the contractor service permit or facility booking.

If this option is not enabled, visitor registration at guardhouses or security checkpoints will be required, and security officers will need to click [Renew] in the guard portal for each visitor check-in, even if the contractor service permit and facility booking are still valid.

Renewal differs from reapplying. Reapplying creates a new visitor pass using previous visitor details, whereas renewal updates the existing visitor pass, consolidating all visitor tracking information into a single pass.

Limit

| | |
|------|--------|
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |
| Edit | Delete |

Add

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 |

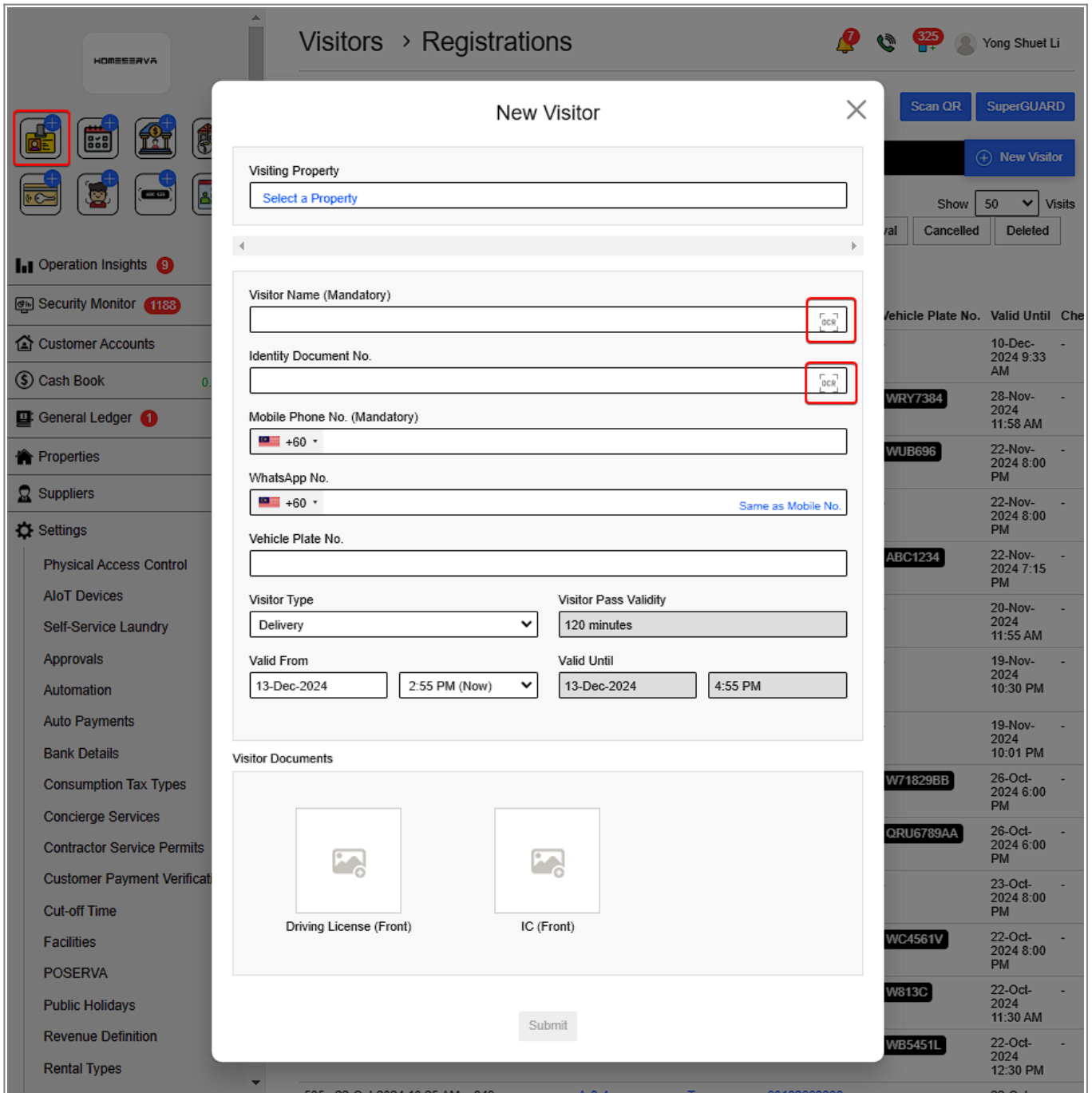
2.4. Add New Visitor

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 displays the 'Visitors > Registrations' page. On the left is a sidebar with navigation options like 'Operation Insights', 'Security Monitor', and 'Customer Accounts'. The main area shows 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), with 'Make QR-Key' highlighted in a red box. Below the table, a modal window titled 'Use the QR Code below to gain access through gates, doors, and lifts.' displays a large QR code and a red warning: 'Expire in 9 seconds'. The modal also includes a note: '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 contains the 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.' and a large QR code. In the background, the 'SuperGUARD' button in the top right corner of the interface is highlighted with a red box.

Apps


VYROX




Visitors




Incident Reports




Emergency Numbers




Emergency SOS Requests




Dashboard





Apps




Notifications



Me

<Visitors 

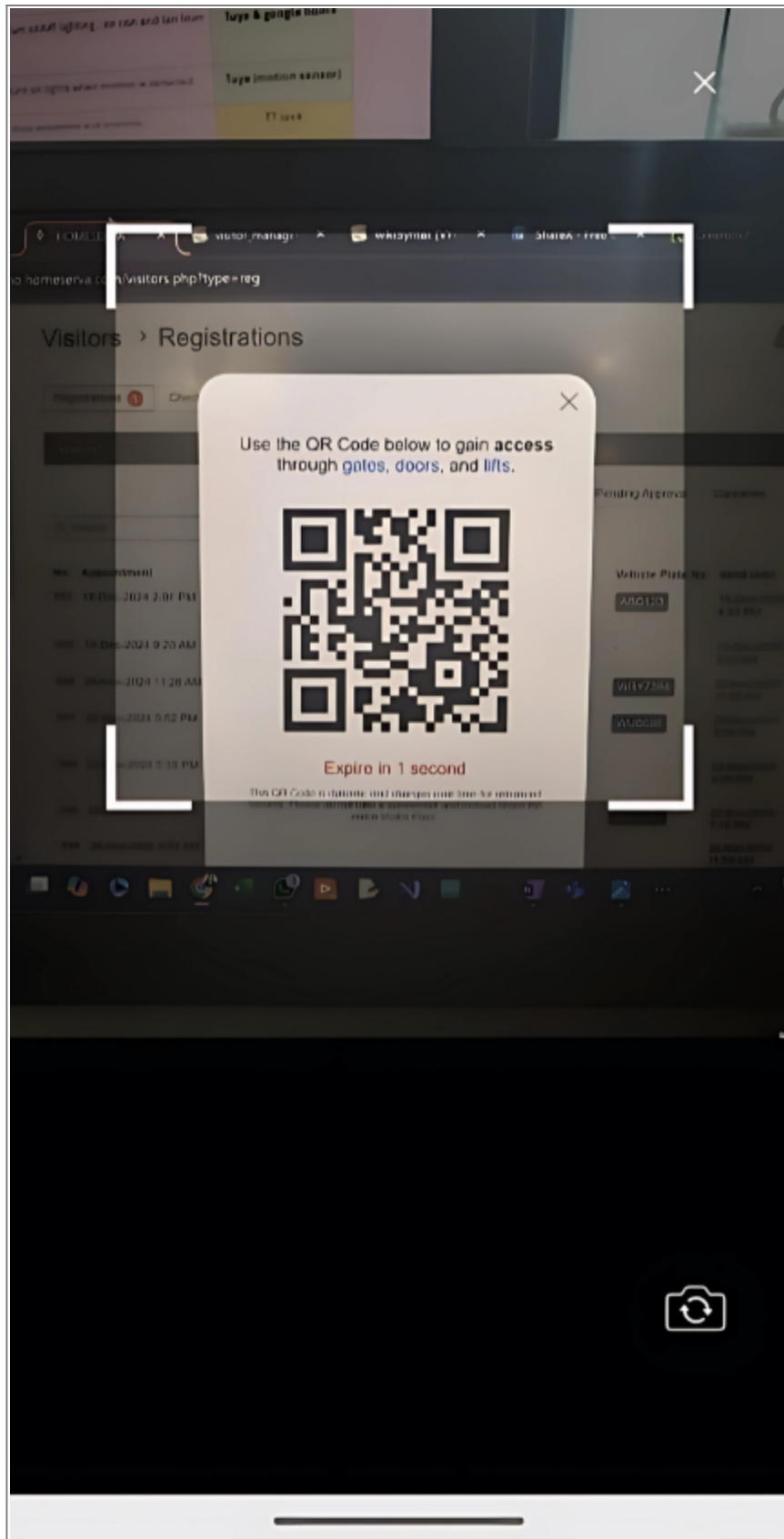
| | |
|---|---|
| Registrations 1 | Checked-In 18 |
| Approved 1 | Pending Approval |



Name
+60123
ABC123

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

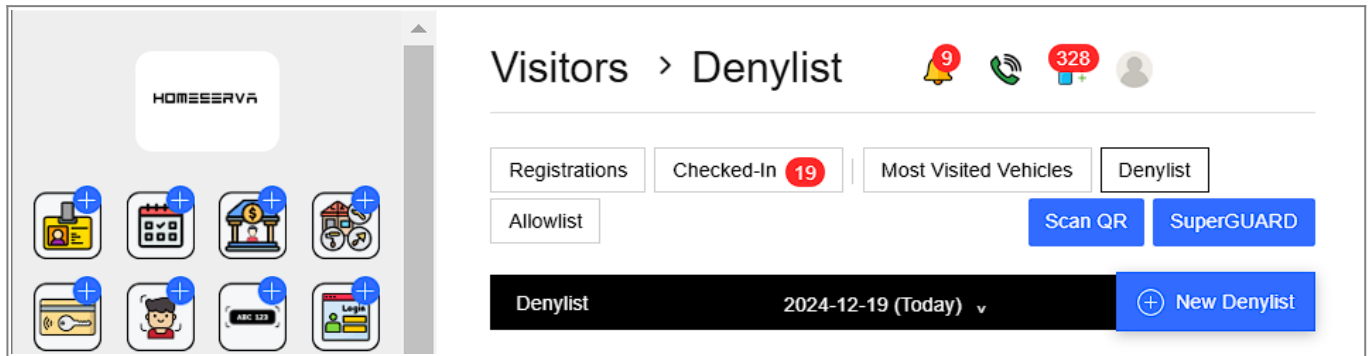
Go to **Visitor** and ontop of the page there are visitor registered , check in , most visited vehicle , Denylist & Allowlist.

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

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

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 PassVisitor 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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