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Next Generation Visitor Management from OnGuard®

Next generation visitor management offers flexibility to create an ideal visitor experience, while preserving the security your business requires.

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Advanced visitor management that adapts to meet your needs.

The OnGuard® next generation visitor management portfolio is a comprehensive visitor management solution that provides unparalleled ease of use, increased mobility and seamless integration across a range of devices and applications, extending from mobile to desktop.

This intuitive and flexible visitor management solution offers unique visitor experiences: self-service, full-service with visitor pre-registration, and full-service at the front desk without visitor pre-registration. Together, they provide a robust, user-friendly and customizable visitor management portfolio.

Leveraging three distinct product elements within OnGuard, the three unique visitor experiences offered with OnGuard Visitor Management may leverage any mix of the following OnGuard products:

- OnGuard Cardholder Self Service (CSS), a browser-based application, includes the "Host a Visitor" feature, pivotal to the described visitor management models which include visitor pre-registration by employee hosts.

- OnGuard Visitor Self Service (VSS) is a mobile app, and enables the self-service model of visitor management.

- OnGuard Visitor is a browser-based client that facilitates the delivery of a full-service model.

- OnGuard Visitor is also referred to as a "Concierge Service" visitor management model. It is designed for use by front lobby attendants or other OnGuard users involved in managing visitor access or hosting.

Visitor Self-Service Model for Visitor Management

The visitor self-service model relies upon the OnGuard Visitor Self Service (VSS) mobile app, running on an iPad® at the front desk. When used in combination with the OnGuard Cardholder Self Service (CSS) "Host a Visitor" feature, which enables an employee "host" to pre-register a visitor, the resulting seamless process is a self-service model requiring little to no interaction with the front desk attendant during visitor check-in. Mobile- and web-enabled, VSS streamlines and simplifies the visitor management process.
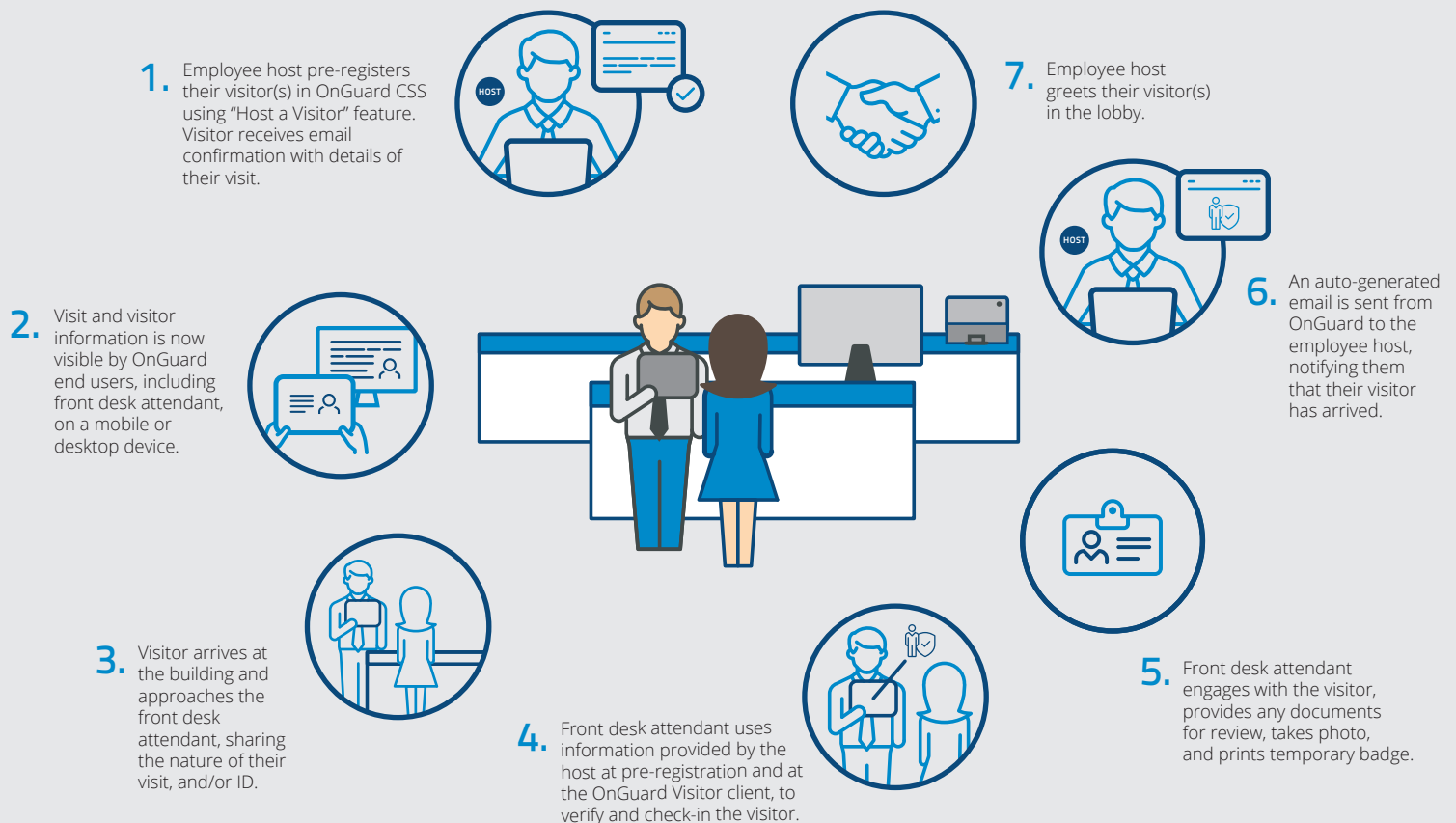
Visitor Self-Service with Pre-Registration of Visitor by Employee Host

1. Employee "host" pre-registers visitor(s) in the OnGuard Cardholder Self Service (CSS) web module using "Host a Visitor" feature.

2. Visitor receives email confirmation with details of their visit and a unique scannable barcode.

3. Visitor arrives at the building, enters the lobby and begins to engage with the OnGuard VSS app on the iPad kiosk at the front desk. Attendant may direct the visitor to the iPad upon arrival.

4. Visitor follows directions provided on screen. Visitor scans barcode at the iPad running OnGuard® VSS, from printed email or directly from phone. VSS app, as well as the temporary badge template on screen, is now populated with the visitor's information as entered during pre-registration.

5. The iPad camera is leveraged to take the visitor's photo. A disposable badge is printed and the visitor selects "Check In" on the app. Attendant may verify printed badge for accuracy.

6. An auto-generated email is sent from OnGuard to the employee host, notifying them that their visitor has arrived.

7. Employee host greets their visitor in front lobby.

Concierge Service Model for Visitor Management, with Pre-Registration

A full-service, concierge-like model for managing visitors leverages the browser-based OnGuard® Visitor client to provide a welcoming front desk experience. The front desk attendant is able to provide documents for review, take a photo, print and retrieve a visitor badge, contact a host or co-host, or accompany the visitor to their appointment. And, because Visitor client is web- and mobile-enabled, the attendant, or any OnGuard end user involved in greeting visitors, is free to engage from their desk, or come out from behind their desk and greet visitors face-to-face with a tablet in hand. This enables the attendant to engage with visitors in a less formal, more personal manner.

Concierge Service Model for Visitor Management, with Pre-Registration of Visitors by Employee Host

1. Employee host pre-registers their visitor(s) in OnGuard CSS using "Host a Visitor" feature. Visitor receives email confirmation with details of their visit.

2. Visit and visitor information is now visible by OnGuard end users, including front desk attendant, on a mobile or desktop device.

3. Visitor arrives at the building and approaches the front desk attendant, sharing the nature of their visit, and/or ID.

4. Front desk attendant uses information provided by the host at pre-registration and at the OnGuard Visitor client, to verify and check-in the visitor.

5. Front desk attendant engages with the visitor, provides any documents for review, takes photo, and prints temporary badge.

6. An auto-generated email is sent from OnGuard to the employee host, notifying them that their visitor has arrived.

7. Employee host greets their visitor(s) in the lobby.

Concierge Service Model for Visitor Management without Pre-Registration

A full-service, concierge-like model for managing visitors leverages the browser-based OnGuard Visitor client to provide a welcoming front desk experience. The front desk attendant is able to provide documents for review, take a photo, print and retrieve a visitor badge, contact a host or co-host, or accompany the visitor to their appointment. And, because Visitor client is web- and mobile-enabled, the front desk attendant is free to engage from their desk, or come out from behind their desk and greet visitors face-to-face with a tablet in hand. Although the visitor has not been pre-registered, the attendant or host is able to gather and enter all relevant information and efficiently check-in the visitor.

Concierge Service Model for Visitor Management, Without Pre-Registration of Visitors

1. Visitor arrives at the building and approaches the front desk attendant, sharing the nature of their visit, and/or their ID.

5. Employee greets their visitor in the lobby.

2. Front desk attendant or another OnGuard end user/host, opens up OnGuard Visitor client using a desktop computer behind their desk, or a mobile device away from their desk, and engages with visitor or group to gather and enter information about their visit.

3. Front desk attendant or employee host provides documents for review, takes visitor photo(s), prints temporary badge(s), and checks in visitor(s).

4. An auto-generated email is sent from OnGuard to the employee host, notifying them that their visitor has arrived.

Licensing Requirements

Each of the three products within OnGuard that comprise the Visitor Management portfolio has its own unique licensing model. Details for each can be found below.

- OnGuard® Cardholder Self Service (CSS), a browser-based application or 'web module,' is licensed per OnGuard server, based on system size (Tier). A valid Lenel® Software Upgrade and Support Plan (SUSP) is required for the OnGuard system in order to obtain an OnGuard CSS license. CSS requires Active Directory linked to Cardholders.

- OnGuard® Visitor Self Service (VSS), an iPad app, is licensed on a per-device (e.g., per-iPad) basis. A valid Lenel® Software Upgrade and Support Plan (SUSP) is required for the

OnGuard system in order to obtain an OnGuard VSS license. Additionally, an in-place OnGuard Visitor client or OnGuard IDVM Front Desk is a prerequisite, and is required for Visitor Self Service to function.

- OnGuard Visitor, a browser-based client, is available with OnGuard Version 7.5 or higher and accessible from a desktop computer or a mobile device, such as an iPad. Visitor is licensed on a 'per-concurrent seat' basis.

While Visitor/Visit creation in CSS requires only the CSS license, in order to enable the processing of employee access requests generated by CSS, Area Managers will additionally require licenses for the OnGuard Access Manager client, a separate component of OnGuard not required for Visitor Management.

OnGuard Visitor Management Portfolio: Simple Use Case vs. Role Chart

Role	Pre-Register	Register Upon Arrival	Visitor Check-In	Visitor Check-Out
Host	OnGuard CSS Module Accessed through browser			
Visitor		OnGuard VSS app on Front Desk iPad(s)		
Front Desk Attendant	OnGuard Visitor Browser Client[1]			

OnGuard Visitor Management Models: Roles, Actions Supported & OnGuard Products Required

Self-Service Visitor Management

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)	X			
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)			X	X*
OnGuard Visitor Browser-based Client (Attendant Assisted)				

Full Service Visitor Management (with Pre-Registration)

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)	X			
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)				
OnGuard Visitor Browser-based Client (Attendant Assisted)		X[1]		X

Full Service Visitor Management (no Pre-Registration)

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)				
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)				
OnGuard Visitor Browser-based Client (Attendant Assisted)		X[1]		X

* = Optional interaction, if visitor needs assistance

1 = Can be used by an end user such as an HR Manager or Mobile Security Guard, in addition to a Front Desk Attendant

	CSS Web Module		iPad App		Browser-based Client

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