

iSocietyManager Mobile App

Resident User Manual for Visitor Management System
With Access Control

*Visitor
Management
with Access
Control for
Resident*

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Introduction:

Visitor management system is being introduced to keep track of all visitors visiting the Society campus. It will enhance the security of within the campus and smooth movement of visitors. Particulars of all Visitors together with photograph will be captured by Security deployed at the Gates. Resident will receive a message on their mobile phones communicating information about each visitor. Owner or authorized family member can accept or reject the visit through mobile App. It will also alert security at the gates in cases visitor exceeds allowed time. The system has provision for including maid and staff also.

Using the Visitor Management Application a resident can perform the following functions:

- Create a Pass for his/her Visitor(s) who is expected to visit them
- Track all the Visits to the unit.
- Accept/ Reject a Visit
- Search Pass by name/Mobile number and Cancel/Edit as per requirement
- Extend Visit time on Need basis
- Create Recurring Pass for the regular Visitors like – Tutors etc.

Please refer to Resident Login User Guide for instructions on Installation of Mobile App and Login Credentials. The guide can be found on iSocietyManager Portal Page under help section (<http://isocietymanager.com>).

https://s3.amazonaws.com/document-link/Resident_Login.pdf

Work Flow with Access Control System:

All the visitor/guest entry will go through access control system of the society. A dynamic access code (ID, PIN) will be generated to get access into society.

There are three different users of the system, Resident, Security, and Visitor/Guest –

Resident – Can generate visitor pass with ID and PIN for same day. In case of next day, it will be generated at the time of arrival at security and visible after resident accept visitor.

Security - Can generate visitor pass and ID, PIN will be accessible after Resident accept their visitor

Visitor/Guest – He/she will use given ID and PIN to enter into society.



1. Resident Generate Pass for Visitor/Guest:
 - Resident will enter name, mobile no, date and time (pass validity) and generate pre authorize pass for their visitor/guest through mobile app.
 - Visitor will receive SMS for visit detail along with ID, PIN. This ID and PIN will be valid as per parameter set by society admin, generally it is 12 hours
 - In case resident generate pass beyond parameter set by society admin (say 12 hours), the ID and PIN will be generated at visitor/guest arrival at the society gate.

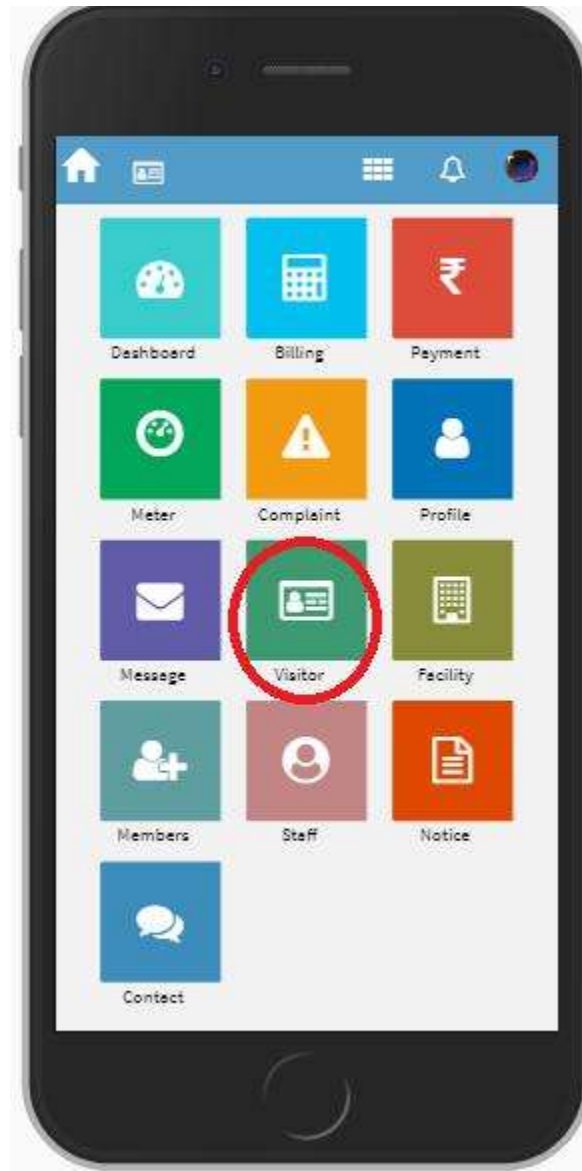
2. Visitor Arrival (Pass Already Generated):
 - Once visitor reached the society, he can enter ID and PIN into device to get access in the society.
 - The security can check his detail into Tab/System to verify him. In case of valid ID and PIN, the resident will get notification of their visitor on app.
 - The Resident can check entry time of their visitor.

3. Security Generate Pass for Visitor – Instant Pass.
 - The security can generate pass for visitor/guest, by entering Name, Mobile No, Address, taking photograph etc.
 - The resident will receive app notification to accept/reject their visitor.
 - If no response received from resident within stipulated time, an IVR call will be initiated through system.
 - Once resident confirm either by app or IVR, visitor will receive ID, PIN through SMS, security can also check ID and PIN. This ID and PIN will be used by visitor to enter into society.

4. ID and PIN is for onetime use only.

Start Using Visitor Management System (VMS)

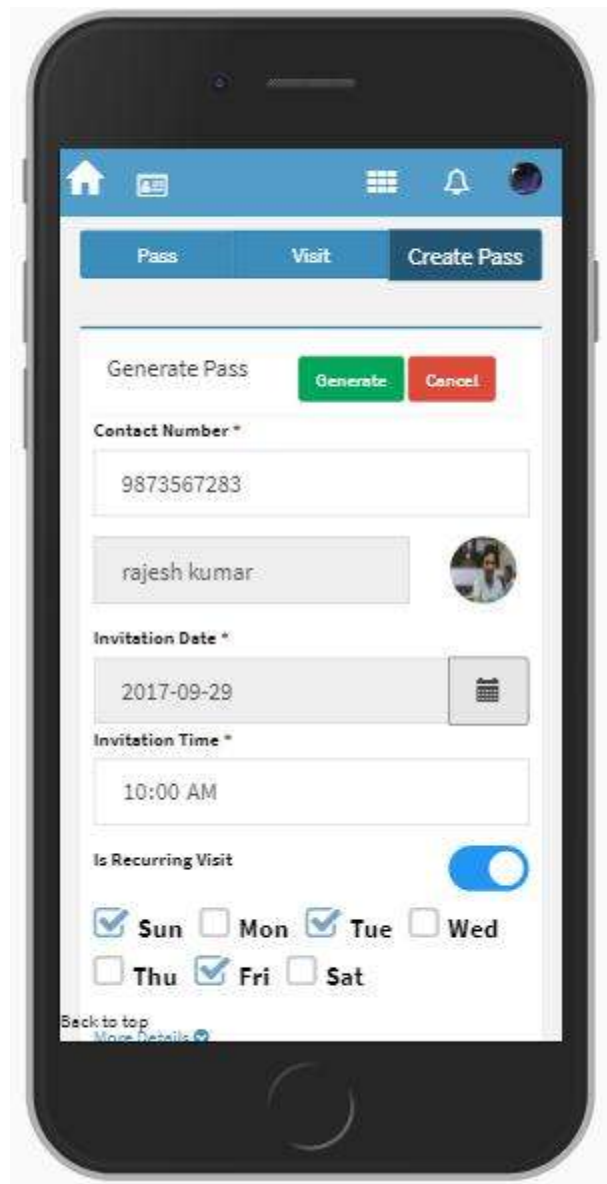
After logging in to the iSocietyManager Mobile App, go to Home Screen. Click on the Visitor Icon as shown below.



Once you click the Visitor Icon, Visitor Page will be displayed with the list of Visits, Visit and Create Pass Options.

Create Pass:

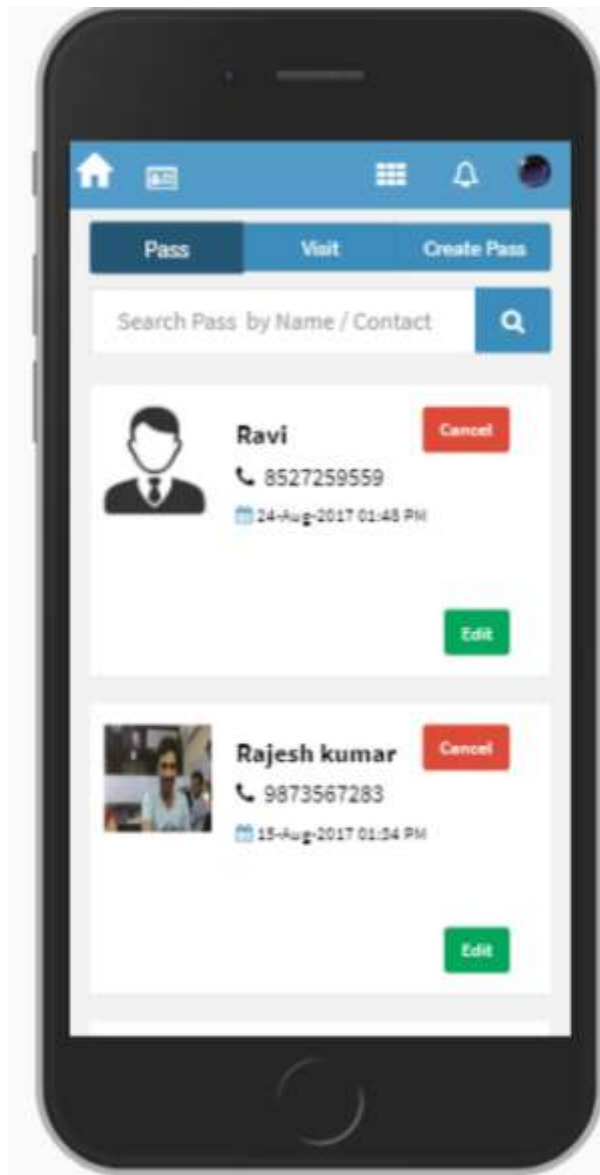
- Click on Create Pass Tab and fill all mandatory details of expected visitor. Thereafter, click on generate button
- Enter the mobile number of the person for whom you want to create a Pass.
- In case of a frequent visitor, you can select visit days to create a Recurring Visit Pass after selecting "Is Recurring Visit". – In this case ID and PIN will not be generated.
- On Creation of Pass SMS will be sent to the visitor informing them that the Pass is created for the particular visit.



Copy of the pass is sent to Security Gates simultaneously.

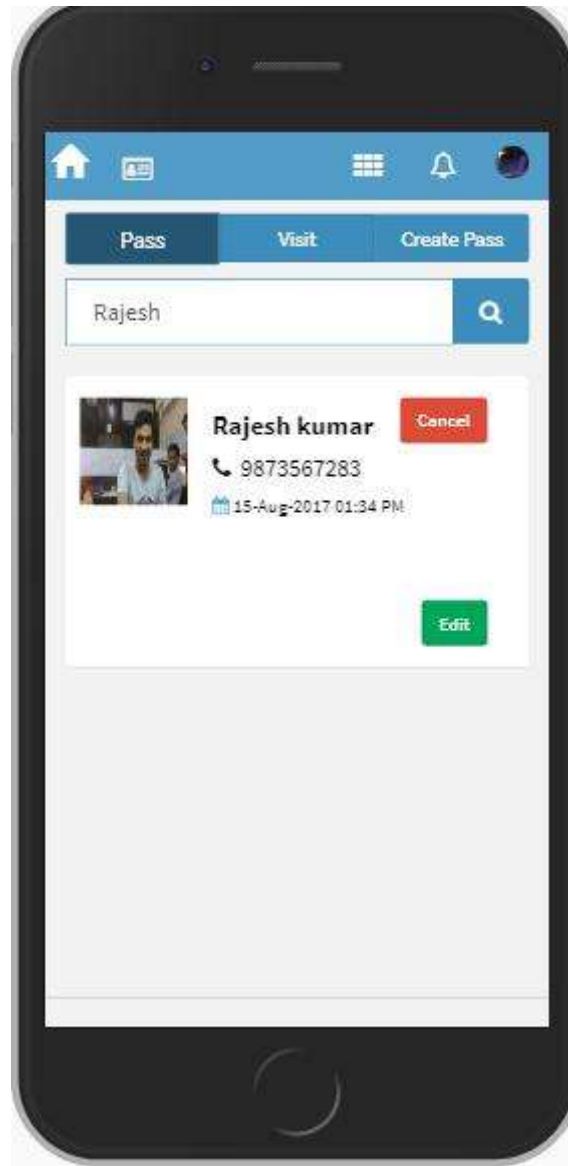
Search Pass

- Please Click the Pass tab to view the list of all Active Passes generated by you; this will be displayed as shown in following image
- You can Edit or Cancel the existing Pass.



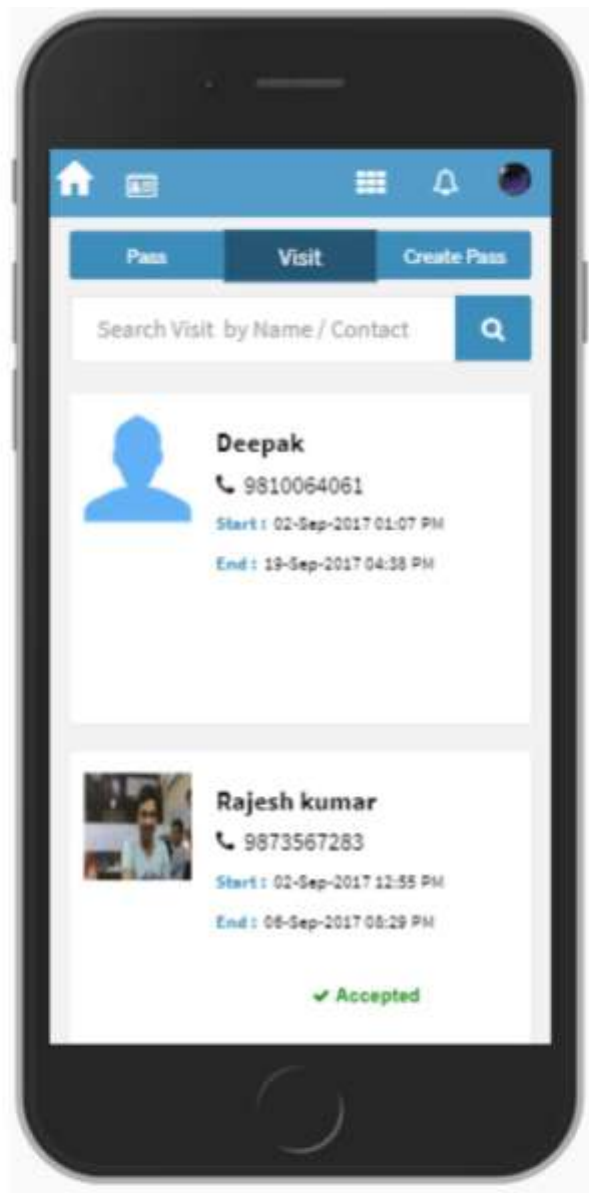
Search Pass by Name/ Mobile:

You can search Pass by Typing Name/Mobile number in the Search Box as shown below.



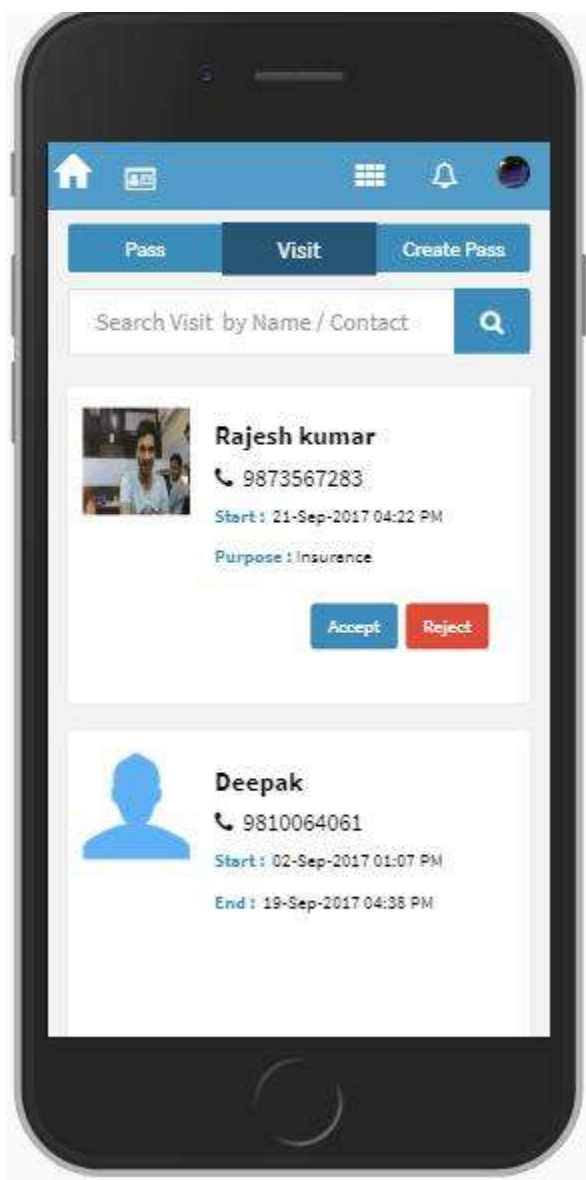
Track Your Visitors

- You can track your visitors on the Mobile App. Click on Visitor Screen and then click on Visit Tab.; Details of all Visits against your unit are displayed.
- The details will have start and end time for completed visits together with their accepted/rejected status.



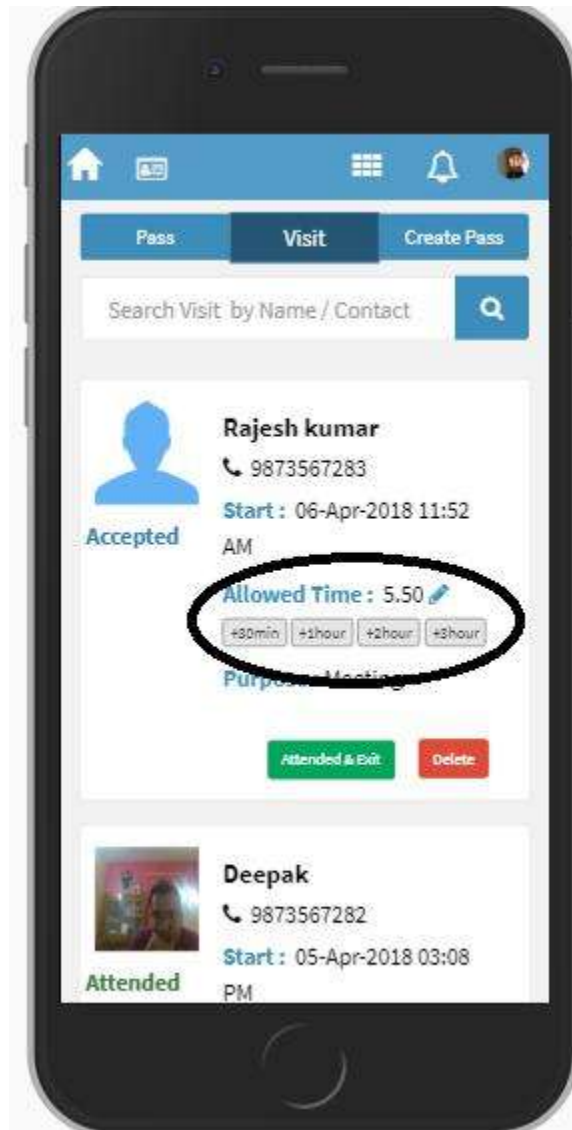
Accept/ Reject Visitor

- Once a Visitor arrives at the Security Gate, a Visitor pass will be created for the person by Security. Notification message is sent to the Resident on the App as well as through SMS.
- The latest Visit created will be shown at the top in Mobile App- Visitor Screen.
- You can Accept/Reject the Visitor by clicking on the required button. Once this is done, a confirmation is sent to security gates in real time. Visitor will be permitted to proceed inside the gates upon receipt of acceptance by Security.



Extend Visit Allowed Time

- Resident can extend the Visit allowed time on the need basis from her help. The same will be automatically reflected at the Security App.



Mark Attended & Exit

When the Visitor left the premises through Mobile App, Resident can mark Attended & Exit in Visit Section. The timestamp will be recorded for the same.

