Welcome to VisitUs Reception
User Guide

www.visit-us.com
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Suitable hardware

To enable you to get the best from VisitUs Reception, you will need to have a few items of Hardware.

Not all subscribers to this system will require all items, and please remember, you are not required to purchase these Hardware items from VisitUs Reception to hold a subscription of any size.

The minimum you will need to have available is:
1 x ipad air 2 with the latest version of iOS installed.

1 x ipad mount for security and enhanced appearance (These are available in two types: Desktop or Free/Floor standing)

1 x Wifi enabled device/PC/Laptop etc, that can access the internet and log into your own personal dashboard

Additional hardware:
1 x Thermal label printer for those requiring visitors to wear identification badges
Additional rolls of labels to replenish when stocks run low

Additional ipads for multiple locations registered on the same subscription
Accessing your Dashboard

1. Open the internet browser and enter your chosen server ‘Login’ link (This is decided during your Account ‘set-up’)
   
   ![Image of browser with URL]
   
   - Https://dashboard.visit-us.com
   - Or
   - Https://dashboard.visit-us.com.au

2. Complete the form with your personal Login credentials

3. You now have access to your Dashboard.
Linking to the VisitUs App

1. Download the VisitUs Reception App from the App Store and open it on your iPad. (This needs to be repeated for each iPad used on your site.

2. Enter the Link Code you were given in the system set up.

3. Your iPad will now be linked to your Account.

Note: If you need to get this Link code again, it can be found by using the ‘Link a Device’ button on the Dashboard.
How do I reset my password?

1. Click on “Account” at the bottom of the left side of the dashboard.

2. Under the header ‘Update account details’
   You have the option to update your email address and password.

3. Complete the new Password and click ‘Update’.
   Your password will now be active.
Adding your Company Background image to the iPad

1. Click onto the ‘Configure System’ link on the lefthand menu bar. Then click on the ‘Styling’ tab.

2. Click on ‘Background’ and browse for your chosen image.

3. Choose your image and click ‘upload’

4. The iPad will now reconfigure and The background image will added.

* If you have multiple sites, each location can be configured to have their own background image.

* By adding up to 5 images, you will create a slide show in the background
Adding Company your Logo

1. Click onto the ‘Configure iPad’ link on the lefthand menu bar. Then click on the ‘Styling’ tab.

2. Click on ‘Logo’ and browse for your chosen image. To ensure your logo is displayed on your iPad and dashboard, please tick the ‘Display logo’ box.

3. Choose your image and click ‘upload’.

4. The iPad will now reconfigure and the logo image will be added.

* By adding a logo, it will be displayed on the ‘Login Screen’, The ‘Dashboard’ and the ‘iPad’ Main Screen.*
Adding a Photo to the sign in process

Putting a photo to your visitor badge may be required as a security measure, this is how it can be added:

1. On your dashboard, click on ‘Configure System’ on the left hand menu and then click onto ‘Sign in Types’

2. On the Fields form, click on ‘Photo’

3. On the ‘Photo’ tab, tick one or both of the boxes shown to bring the photo field to included this as part of the signing in process.

4. Having checked the boxes you require, click ‘Update Changes’

*Tick here, if a photo is mandatory. Your visitor will not be able to complete the signing in process until they have taken the photo.
Adding Fields to your sign in screens

1. On the lefthand menu of the Dashboard, click on ‘Configure System’ and choose ‘Sign In Types’ on the drop-down menu.

2. To activate each chosen field, click on a field title and complete the required information for that field, as in the example shown.

   When complete, a green tick icon will show in the field.

3. Don’t forget to click the ‘Update’ link.

4. The system will now update and reconfigure the iPad with the new fields.
Changing Field Titles

To ensure that VisitUs Reception can function for multi purpose use, many fields are customisable. You are able to change the use of a field at anytime via the Dashboard.

Here is an example of using the field set up

1. On the lefthand menu of the Dashboard, click on ‘Configure System’ and choose ‘Sign In Types’ on the drop-down menu.

2. Here you can change the name of each field to show the name or title you require. The field name shown in this example is ‘Guest’, but can be changed to any label of your choice.

3. Now we have changed the field title from ‘Guest’ to ‘Visitor’
Setting up the Email Alert Feature

To ensure your host receives an email on the arrival of their visitor, follow these steps.

1. Click on ‘Configure System’ on the left hand menu of the Dashboard, and then click on ‘Email Settings’.

2. Here you will find the email options tab. Tick the box or boxes you require to have actioned once a visitor/contractor signs in.

3. Once you have made your choice, click on “Update Changes”.

Click here

Click here

Click
How to Pre register a Visitor /Guest

1. You are able to Pre Register Visitors and Guests in advance of their visit via your dashboard. This can be actioned by clicking on the ‘Sign in/Preregister’ button at the top right of your dashboard.

2. Enter the details of the visitor/guest on the form as shown here.

3. Once complete, click on ‘Pre Register’ and ‘Update Changes’.

* If you provide an email address for the visitor/guest, an email /SMS will be sent to the visitor which includes a QR code, unique PIN number and map of the where the meeting is to be held. The QR code can be used to re sign in again on further visits to the site.
Adding a drop down Menu to your sign in process

1. On the lefthand menu of the Dashboard, click on 'Configure System', then choose 'Fields' from the drop-down menu.

2. Click on the 'Add Field' field to show the drop down field menu.

3. Select the type of field you wish to add from the list shown.

4. Complete the form and decide if this field is mandatory by ticking the box and then click 'Add Field'.

5. Your new drop down option list will now show as a new field.
Adding a new Sign In Type

1. On the lefthand menu of the Dashboard, click on ‘Configure System’, then choose ‘Sign In Types’ from the drop-down menu. Click

2. Click on the ‘Add Sign in Type’

3. Here you can add the title of the new sign in type. Ensure that the ‘Enabled’ box is ticked for the field to be active.

4. Once your changes have been made, remember to click ‘Update Changes’
Signing in a visitor /Guest from the dashboard

1. On your dashboard you are able to sign in Visitors and Guests as they arrive. This can be actioned by clicking on the ‘Sign in/Preregister’ button at the top right of your dashboard.

2. Enter the details of the visitor/guest on the form on the left of the dashboard.

3. Finally, click on ‘Sign in’.

4. Your visitor’s details will now be displayed in the visitor section of the dashboard.

* If you provide an email address for the visitor/guest, an email including a QR code, and unique Pin number will be sent to the visitor for a faster sign out. These remain live and can be used to re-sign in again on the same day.
Signing out a visitor from the dashboard

1. On your dashboard, identify the visitor you wish to sign out.

2. Click on their name

3. This visitor information card will appear.

4. Click on the ‘Sign out’ button

5. They have now been signed out and their name has moved to the ‘Signed out’ area on the dashboard.
Adding a New Location

If your company or organisation have more than one site they wish to set up and use VisitUs Reception at, this can easily be achieved by following these simple steps.

1. On your dashboard, click on the name of your current location in the top left side of the screen just under the logo.

2. Then click on “Edit Locations” on the drop down menu.

3. Now click on “Add new Location”.

4. Enter a name and time zone of the new location.

5. Finally click on “Add Location” and the new location will be created.

*You also have the option of cloning the settings from another location if they are to be the same.
Adding a Host

1. Click onto the ‘Hosts/Staff’ link on the Lefthand menu bar on the dashboard.

2. Click onto the ‘Add a host’ link on the menu bar.

3. Complete the fields indicated on the form.

4. The Dashboard is now populated with your new Host/Staff member.

*‘CSV Upload’ is available when adding multiple Hosts*
Adding a Host
Additional Features

Within the ‘Add a host’ section of the dashboard there are a few other helpful options for you to access.

1. There is the option to upload a csv file to assist in the population of the Hosts fields.

2. If you require a template for this, just click on the link provided and you can download this to your desktop.

3. We are fully compatible to run with Active Directory and our simple set up is a helpful feature.

4. General Host housekeeping actions are also found here, providing you with a range of actions to ensure your Hosts are kept up to date and current at all times.
If you have uploaded some hosts and can see them in the ‘Hosts / Staff’ section of the dashboard, but they are not showing on the iPad. There are a couple of things to check.

1. Make sure you have the ‘Host Search’ box ticked. This can be found in the ‘Sign In Types’ section of the dashboard, under ‘Configure System’.

2. Make sure that if your hosts have not been assigned to a specific location and that you don’t have the setting search box checked under the ‘Host Search’ option.
Setting up a Host as a Marshal/First Aider

1. Click onto the ‘Hosts/Staff’ link on the Lefthand dashboard menu bar.

2. Click onto the host you wish to add as a Marshal/First Aider and their individual details tab will appear.

3. To enable a host as a Marshal, just tick the ‘Fire Marshal’ box as shown here.

4. The dashboard now indicates that this host is now designated a Fire Marshal.

5. Now ‘Update Changes’ button in the top right of the screen.
Adding your Personal Emergency Evacuation Plans

VisitUs Reception can store Personal Emergency Evacuation Plans (PEEPs) online and automatically email them to the fire marshals along with the evacuation checklist.

1. Click ‘Configure System’ on the drop down menu on the left hand side, then ‘Settings’ which is found under the ‘Evacuation’ tab.

2. Click on the ‘Upload personal evacuation plan/s’ tab on the drop down menu.

3. Browse for your Personal Emergency Evacuation Plan and then click ‘Upload’.

* Alternatively, you can download a blank PEEP template by clicking on the link shown.

4. Once changes are complete, make sure to press the ‘Update Changes’ button in the top right of the screen.
Enable an Evacuation

In the event of a major safety alert or evacuation, VisitUs can be activated to inform all visitors and Hosts of an emergency situation.

As an administrator, you are able to access the ‘Enable Evacuation’ button from any wifi connected device, mobile, tablet, laptop etc.

1. Access your dashboard and take one of two options:
   - Click on the ‘Enable Evacuation’ Red button at the top of the dashboard,
   - Alternatively, click on the ‘Enable Evacuation’ drop down menu on the left hand side, under the ‘Evacuation’ tab.

2. Click on the ‘Enable Evacuation’ on the following drop down menu to trigger the action.

3. As a Marshal, you are able to instigate an evacuation from your mobile App
   - Click on the ‘Evacuation’ icon on your mobile App home screen

OR

Click here

Click here

Click here

Click here
The Evacuation in Action 1

In the event of a major safety alert or evacuation, VisitUs Reception can be activated to inform all visitors and hosts of an emergency situation. Administrators are able to access the ‘Enable Evacuation’ button on your dashboard from any wi fi connected device, mobile, tablet, laptop etc.

What happens next?

1. Each Fire Marshal, Safety Officer, will receive an email/SMS announcing an evacuation is in progress. This can be accessed on any wi fi enabled device and does not require the Signing in iPad to be removed from the building.

2. They will receive an email/SMS containing a list of those who have registered into the site as visitors and hosts as shown here.

3. As part of your message, you will be given a direct link to the ‘on-line’ version of the checklist. Click on this link and you will be provided with a ‘LIVE’ checklist, showing all staff and visitors who have responded to their request to mark themselves as ‘Safe’. As each person is seen to be ‘Safe’ a Marshal can mark the visitor as ‘Safe’ on the live list.

4. During an evacuation, Wardens should click on the ‘Sync with Fire Marshals’ button provided on their list to ensure that this list is maintained as up to date and accurate.

*The records of each evacuation can be drawn off from your dashboard following an evacuation.
The Evacuation in Action 2

In the event of a major safety alert or evacuation, VisitUs Reception can send a message to all Hosts/Staff and Visitors to alert them to the evacuation, but also to provide a way of indicating each person's situation, ‘Safe or Unsafe’

How does this work?

1. Once an evacuation has been triggered, all Staff/Hosts and Visitors will be sent an SMS message to warn them of the evacuation taking place.

2. When your visitor/Host has received their SMS, they are asked to click a button to alert the Marshals that ‘I am Safe’.

3. This will automatically update the Wardens on line checklist to have a ‘Real time’, ‘Live’ record of who is Safe.

4. Once the Evacuation has been disabled and it is safe to return to your office, Hosts/Visitors/Staff will receive an evacuation is over SMS.
Disable an Evacuation

In the event of a major safety alert or evacuation being over, VisitUs Reception will inform all hosts, staff and visitors that it is over. This can be completed using these methods.

1. Access your dashboard and Click on the ‘Disable Evacuation’ Green button at the top right of the dashboard, followed by the Disable Evacuation form. Here you can add information about each of the evacuations as a reference.

2. If you are a Host and need to disable the evacuation, Click on the ‘Disable Evacuation’ icon on the mobile App to stop the action and reset the system.
1. On the dashboard lefthand menu bar, Click on ‘Evacuation options’ then ‘Evacuation History’

2. Next, click on the evacuation date from the list shown to retrieve the details of the specific evacuation carried out.

3. A window will pop up displaying the details of the evacuation. This includes: start time and finish, an area to record notes and a link to the online checklist.

4. To print out the report, click the ‘Print Report’ button at the bottom of the report.
Linking your Printer

*In order for the iPad and Printer to communicate, they must both be connected to the same network.

1. To set up your QL 820 Printer, follow the printer ‘Quick Start Guide’ provided.

2. Once you have the printer connected to your network, follow the steps below to access your printer’s IP address:

   **Brother QL-820NWB Label Printer**

   On the printer navigate to:
   WLAN -> WLAN Status -> ‘Infrastructure Mode’

   This will display your IP address.

3. On your Dashboard, under the Printer drop down menu, click on the printer and enter the IP address into the printer IP Address field.

   Now click ‘Update Changes’.
Print passes / badges from the dashboard

On your Dashboard you are able to sign in visitors/guests and print them a badge if needed.

To print a pass from the dashboard you must first ensure that you have the printer connected to the computer. This can be done directly via USB or over WiFi.

1. On your dashboard identify the visitor who requires a printed badge and click on their name.

2. Click on the button ‘Print Pass from PC’.

3. Change your printer settings to match the image shown here.

4. Now click ‘Print’.
Adjusting your Badge

1. To customise the look of your printed badge, click on ‘configure System’ and then ‘Printer’.

2. This will take you to the Printer and ‘Badge Creator’ settings drop down menu.

3. Make your individual adjustments and placement of the Logo, QR Code and Photo (if required).

4. Click ‘Update Changes’
Mark Late Sign ins

You can highlight when a particular sign in type has arrived late.

1. On your dashboard, click on ‘Sign In Types’

2. Then click on ‘Mark as Late’ from the main menu.

3. Click on your chosen time, as in this example.

4. Once you have set the times, click on “Update Changes”.
Downloading Statistics

1. Click onto the ‘Report’ link on the lefthand menu bar. This will take you to the Dashboard Statistics screen.

2. Here you can see at a glance, in simple graph format, basic information about your Visitors / Guests etc.

3. Here is the summary report area which can show collective information gathered across more than one site, if required.

4. Download the information by clicking on the ‘Download Statistics’ tab at the top right of the Dashboard.
Creating a Custom Report

1. Click onto the ‘Create Report’ link on the lefthand menu bar.

2. Complete the information fields

3. Click on ‘Search’

4. Click on either the ‘Download CSV File’ to receive a file containing all of the information gathered in response to your request.

*Please note: You are also able to download any signed documents you have requested your visitors to complete during the signing in process.
Setting up the Multi-Lingual Feature

If a language other than English is selected, all the text in the app will be automatically translated to the preferred language.

1. To customise the look of your printed badge, click on ‘configure System’ and then ‘Settings.’

2. From the drop-down menu, click on the ‘Allow multi-Lingual Sign in’ box and then hold your cursor on the language name tag as shown here.

3. You will then see another menu appear from which you can choose an alternative language for your iPad signing in process.

4. Click on your new language and then press ‘Update Changes’ to complete the change.

5. To change the language on the iPad quickly, tap the ‘Flag icon’ on the bottom right of the signing in screen to choose an alternate language.
Setting up SMS sign out reminder

1. Click on the ‘Configure System’ selection of the dashboard.

2. Next click on ‘Settings’ and then, ‘Overall settings’.

3. Click on the ‘Send an SMS reminder to visitors to sign out at’ drop down to change this to the time you would like visitors the reminder to be sent.

4. Finally, on the ‘Update Changes’ button.
Setting up Guided Access

To prevent visitors exiting the VisitUs Reception app you can enable Guided Access in the iPad settings.

1. Go to Settings > General > Accessibility > Guided Access.

2. Turn on ‘Guided Access’ and tap ‘Pass code’ Settings.

3. Tap ‘Set Guided Access Pass code’.

4. Enter a pass code, then re-enter it. From here, you can also turn on Face ID or Touch ID as a way to end a Guided Access session.