



V PASS

VISITORS MANAGEMENT

WYOBI

ACCESS CONTROL APP

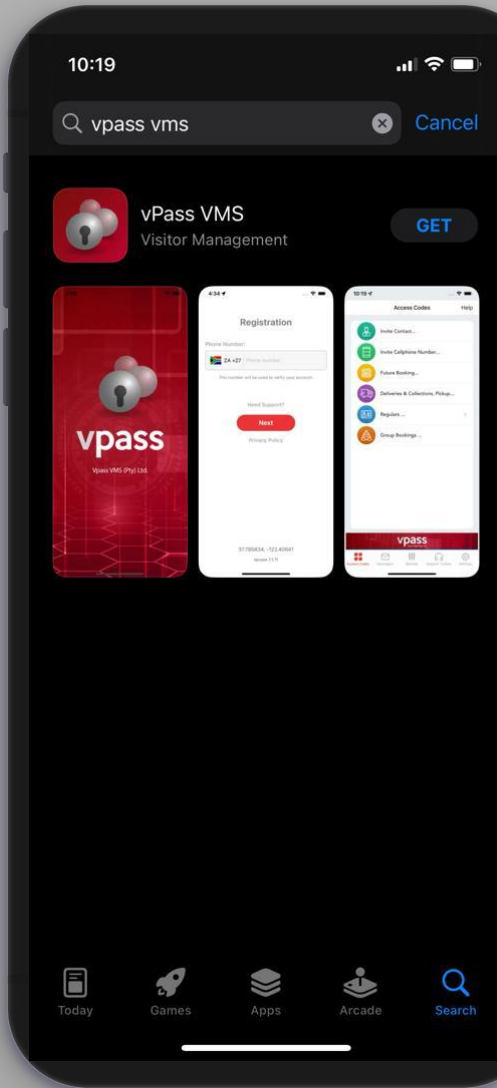
USER MANUAL

V-PASS Visitor Management System (VMS) is scalable to suit your need. This user manual will show step-by-step how to download, install and use the V-PASS app.

Index

WHAT IS COVERED IN THIS MANUAL

- Download & install the V-PASS app
- Bookings
- Inbox
- SOS Panic
- Support
- Settings

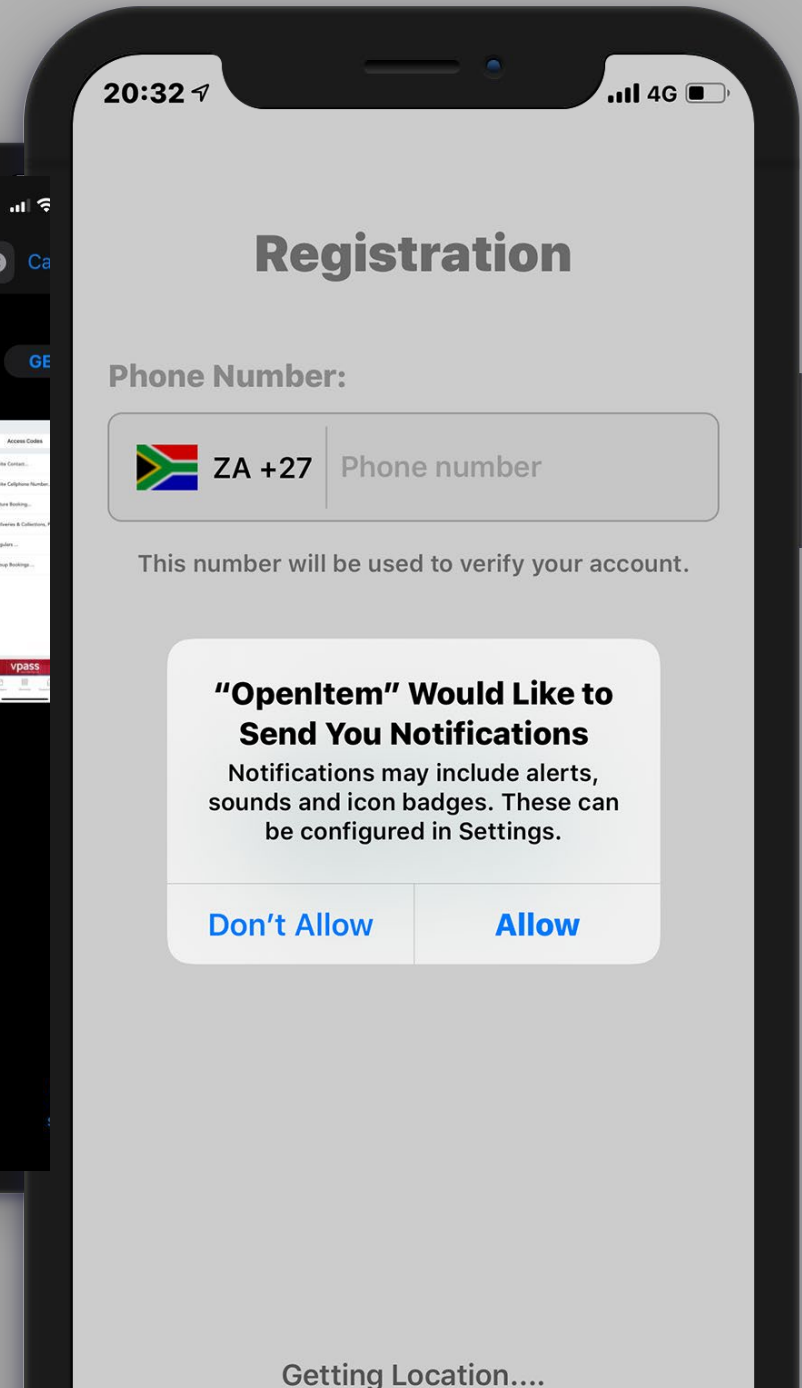
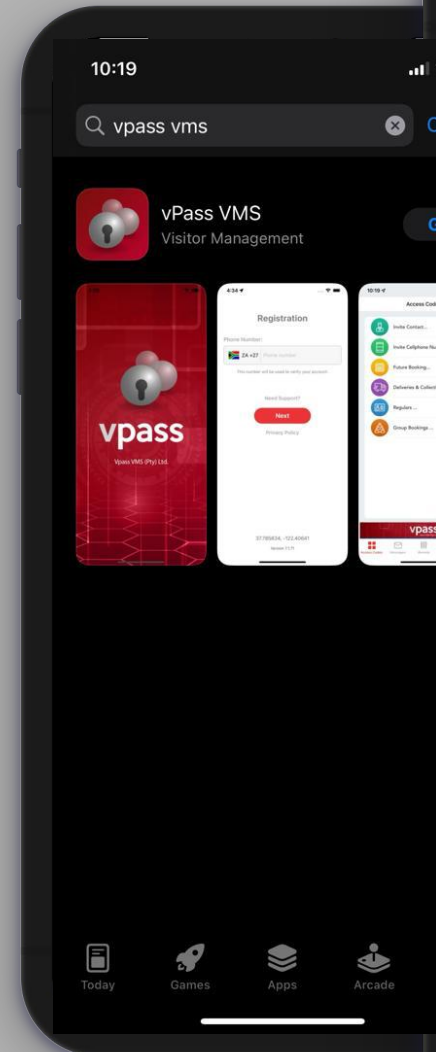


Download the app

1 Go to the App Store (for iPhones) / Play Store (for Android phones) and search for the “VPASS VMS” app (Alternatively download the relevant estate app supplied by your HOA)

2 Click to download the app

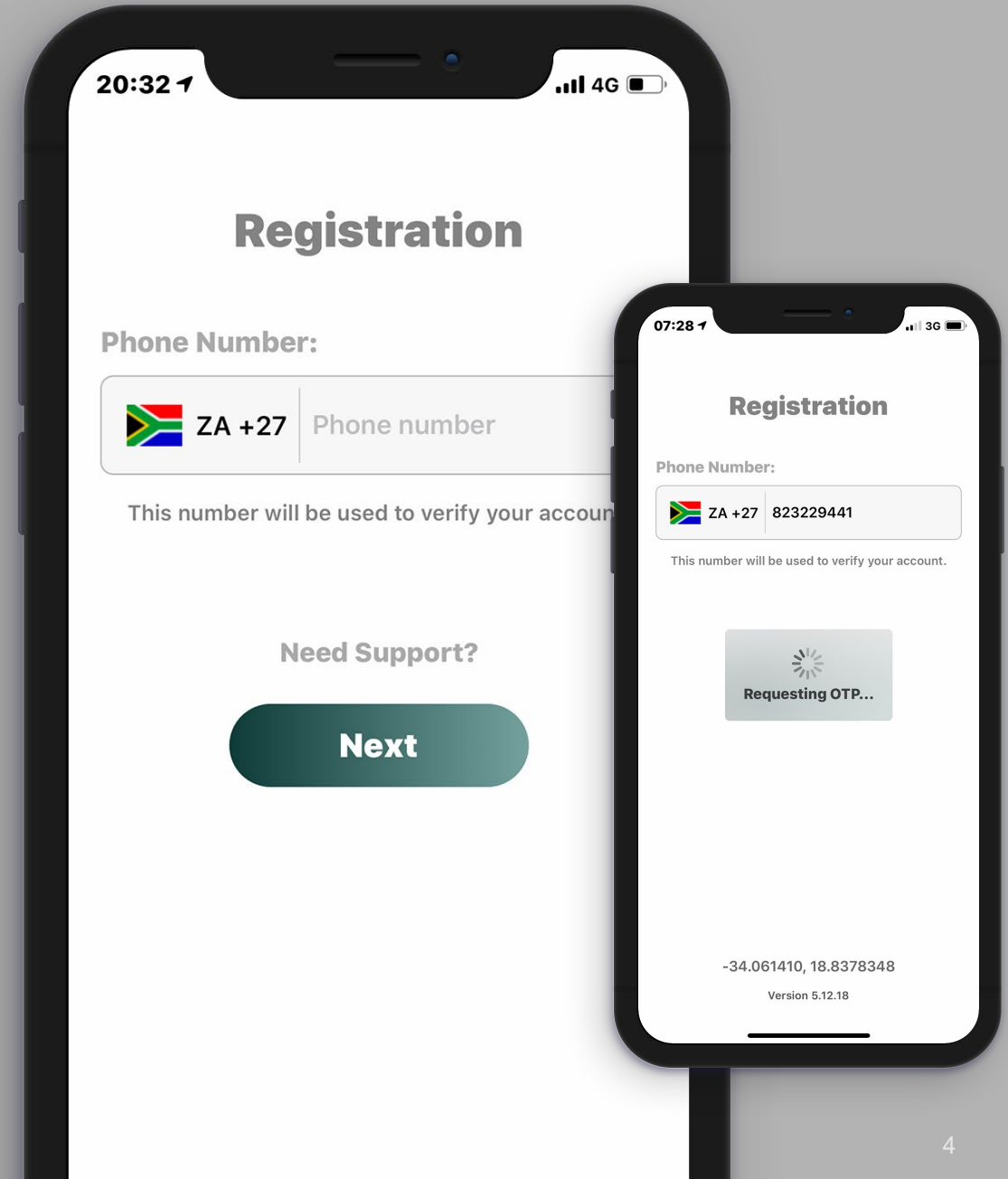
3 You will notice a few permissions will be requested, it all serves a function in the app, but are optional to allow



Registration

- 1 You will notice this screen after you have installed the app
- 2 Fill in your cellphone number in the space provided
- 3 Click on the 'Next' link at the top right corner of the screen

If your cellphone number is not recognised on the system, click on the Support link at the top left corner of your screen. Fill in your details and send the email to the Support email address provided.

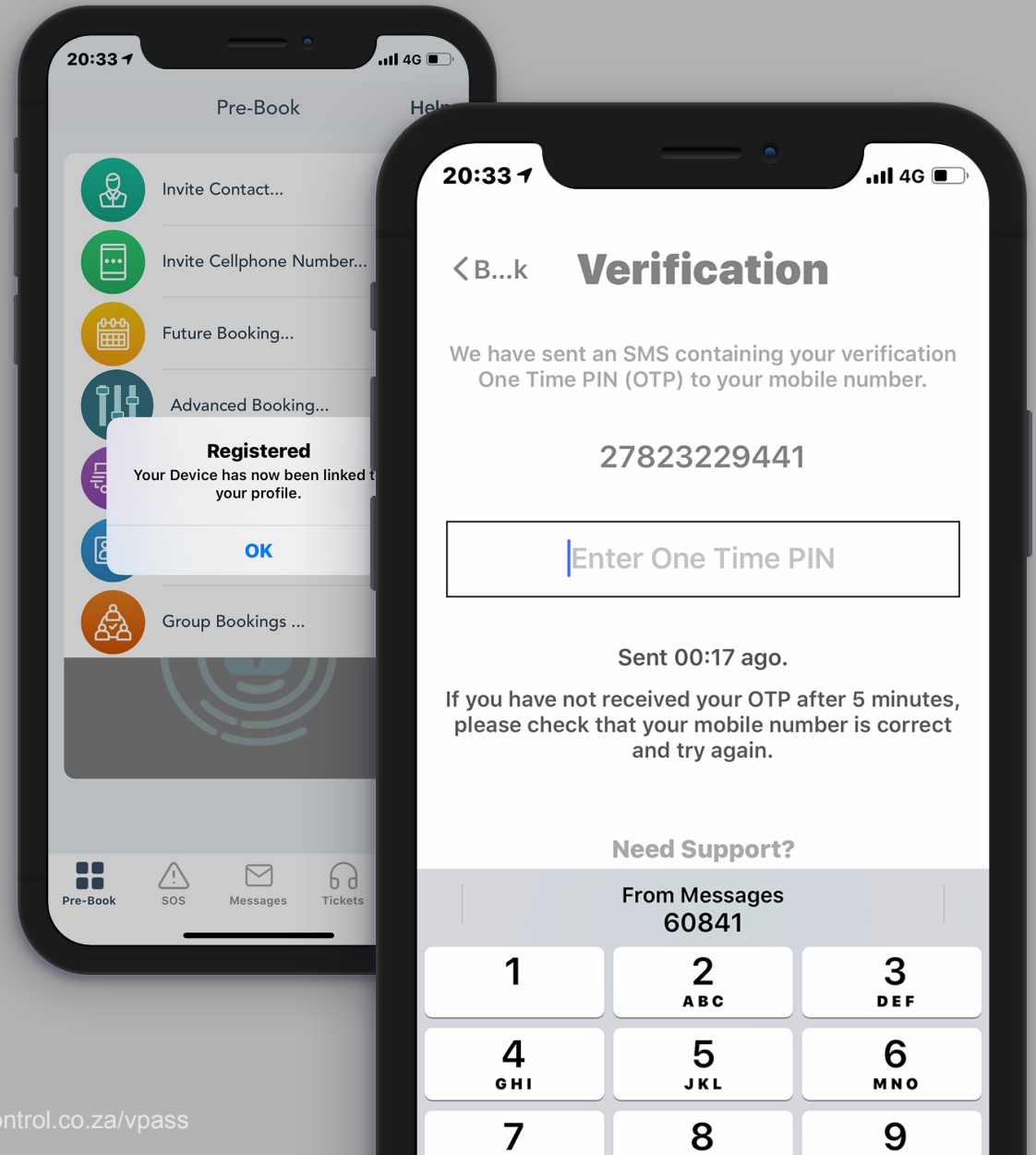


Registration

4 An OTP will be sent to your phone by means of an SMS

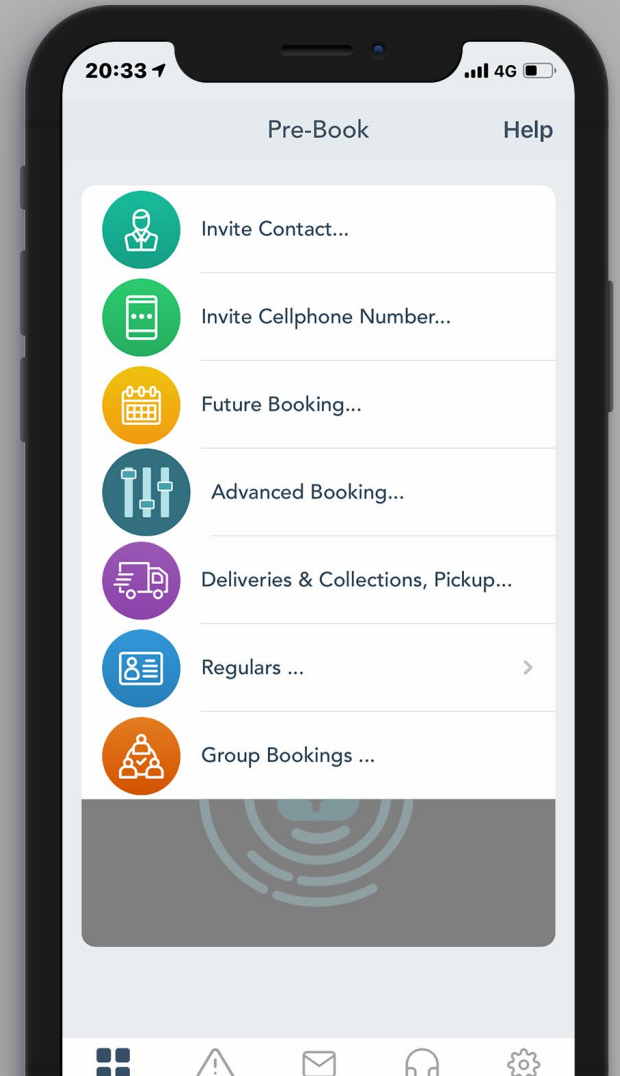
5 Once you have entered the OTP, you will be registered to use the app and your phone has been linked to your profile

If you have not received your OTP after 5 minutes, please check that your mobile number is correct and try again,



Pre-book (Pre-clearance code)

- **Invite Contact:** Choose a contact from your address book and send them a visitor booking
- **Invite Cellphone Number:** Type in the cellphone number of the visitor you would like to send the booking to
- **Future Booking:** Display a calendar where you can choose the date in the future you want for the visitor booking
- **Deliveries & Collections, Pickups:** As you don't know the name or number of a delivery or collection, this allows you to book the information you do have, for instance Courier Name. When you expect a delivery, collection or pickup, fill in the form to ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamlined
- **Regulars:** When you receive regular visitors, you can assign them a regular visitor schedule for a certain time period. A regular visitor doesn't need a PIN to access the estate, they just need to present their ID or Driver's Licence
- **Group Bookings:** Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process



How to use Pre-clearance codes



Create a “Pre-clearance code” via the V-PASS VMS app by selecting “Invite Cellphone Number” from the Booking tab.



A unique PIN is generated which gets sent to visitors per WhatsApp, Email or SMS.

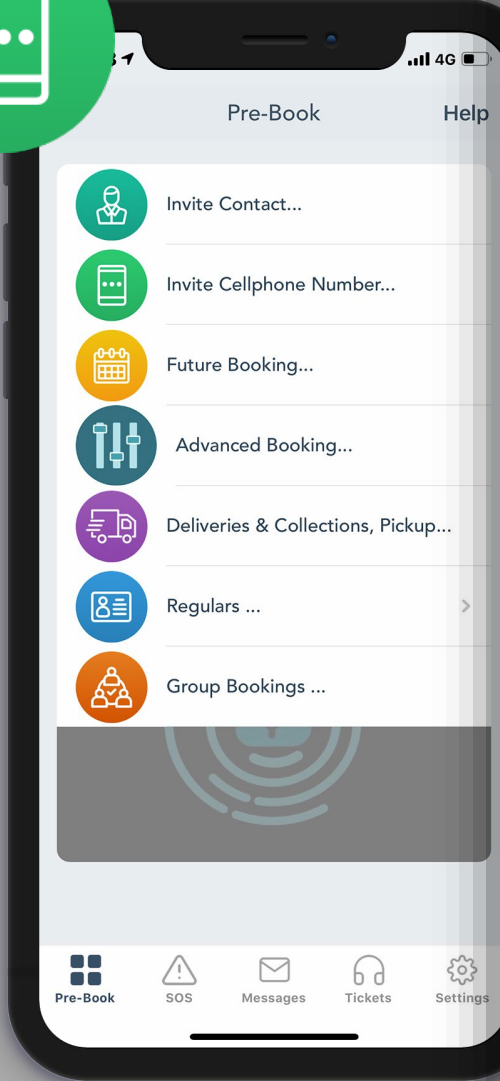


Receive arrival & departure notifications of your visitors via the V-PASS App or SMS.



Pre-clearance codes are issued for visitors who need a single entry and exit to the premises.





Invite Contact/number

Choose a contact from your address book and send them a visitor booking.

Track who is entering and exiting the estate. While many estates and corporates verify residents, residents are not your main security concern.

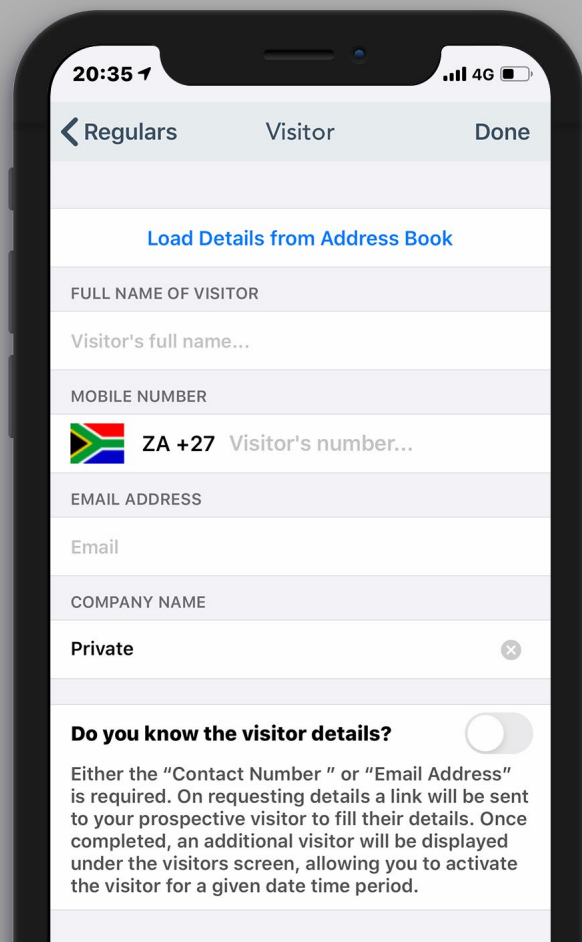
Invite a visitor via your address book or by entering their respective contact detail/telephone nr





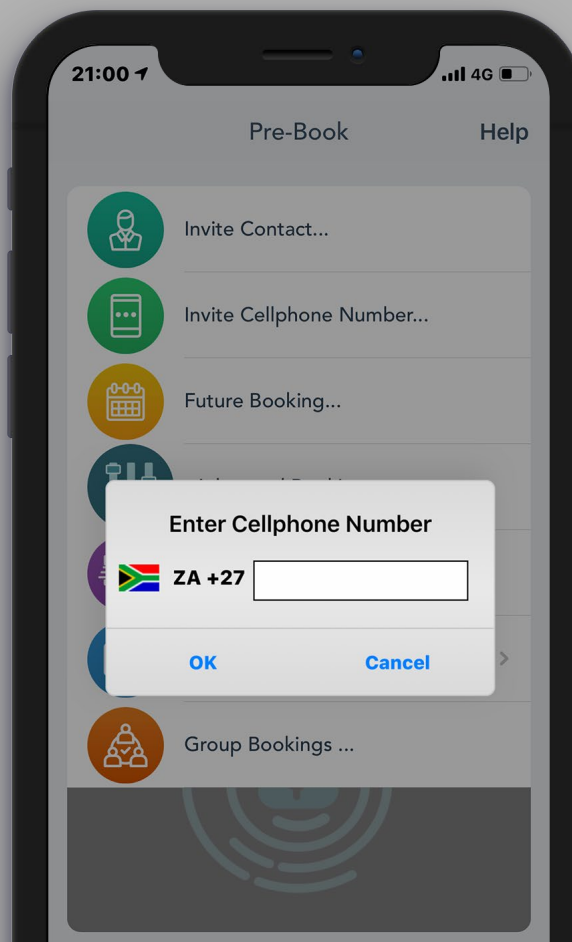
1

Select to invite a visitor from
your address book



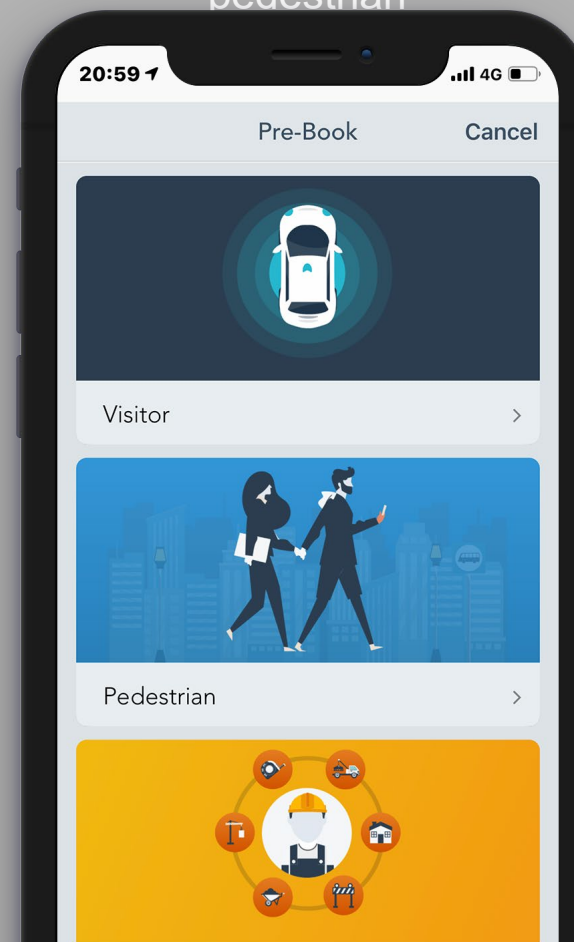
2

or manually type in the
cellphone number



3

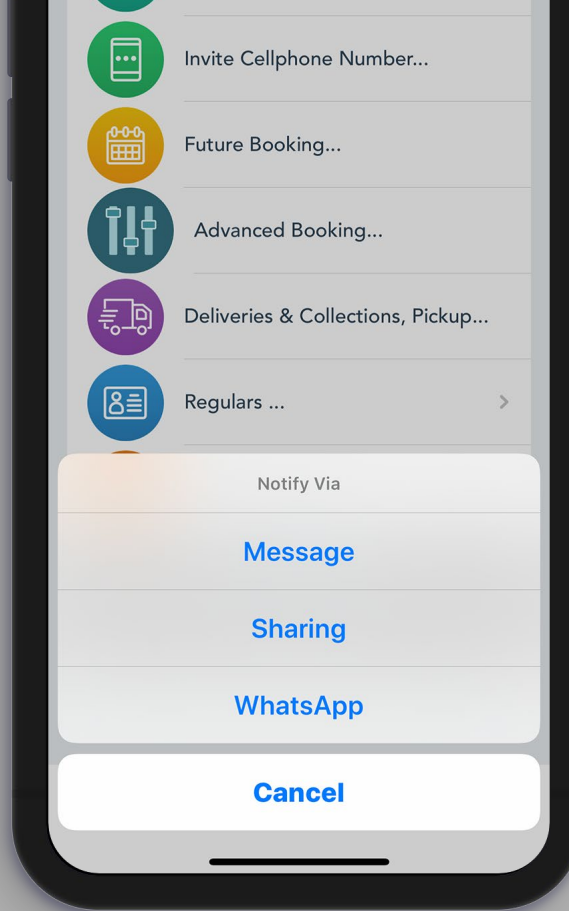
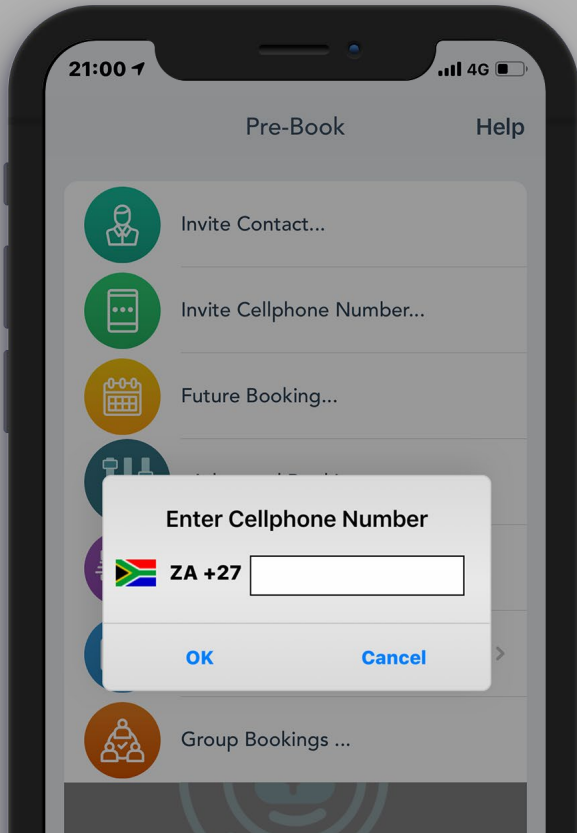
Select the type:
visitor, contractor or
pedestrian





4

Type in the cellphone number
For international visitors, tap the
down arrow next to the flag to
change the country code

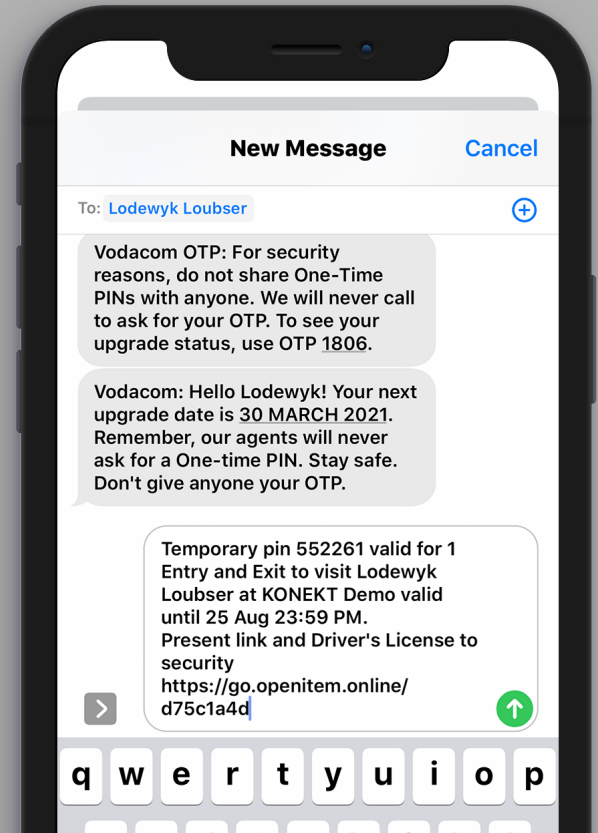


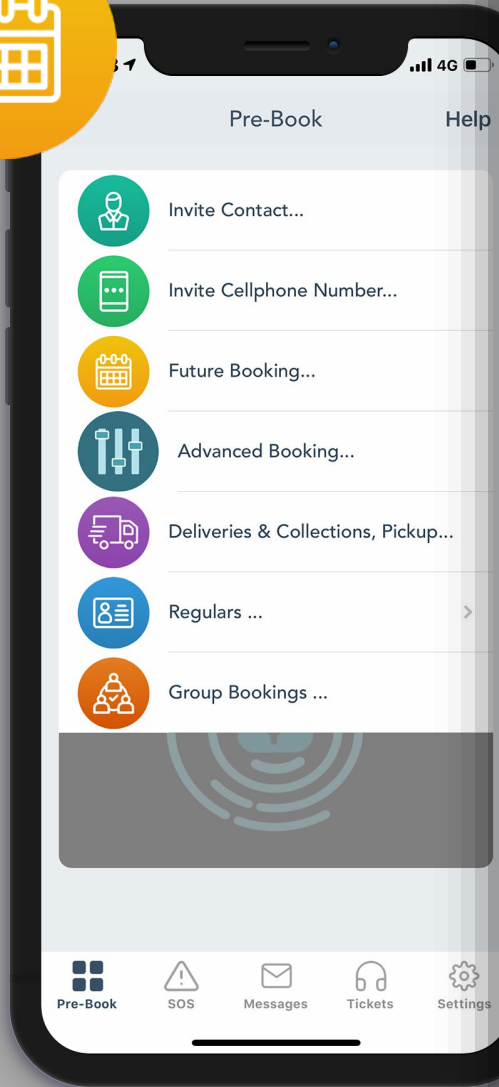
5

Select the method to notify the
visitor of the unique PIN

6

Example of message received

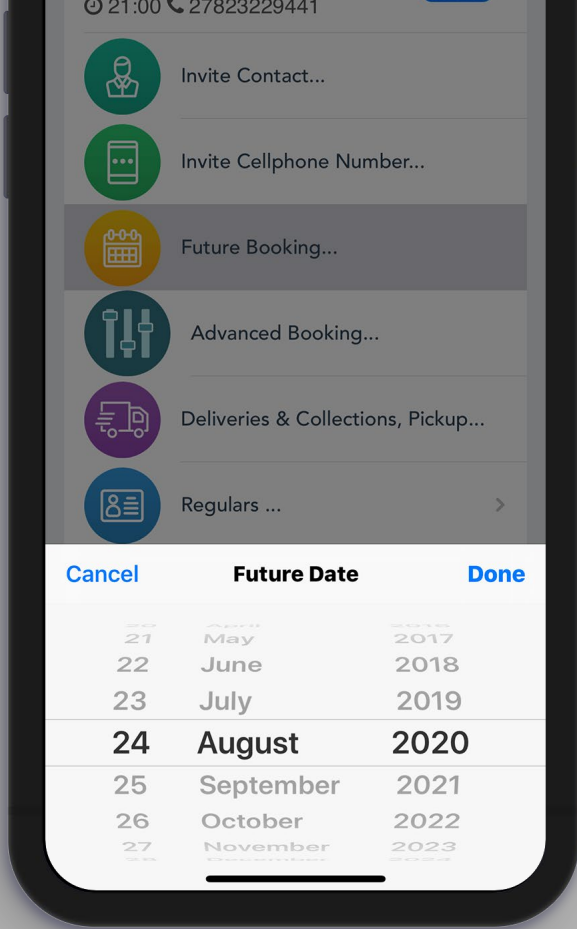




Future Booking

Plan your day or week with the future book function. Generate a pre-cleared code for prospective visitors. Display a calendar where you can choose the date in the future you want for the visitor booking

Select a date, contact detail and grant access.



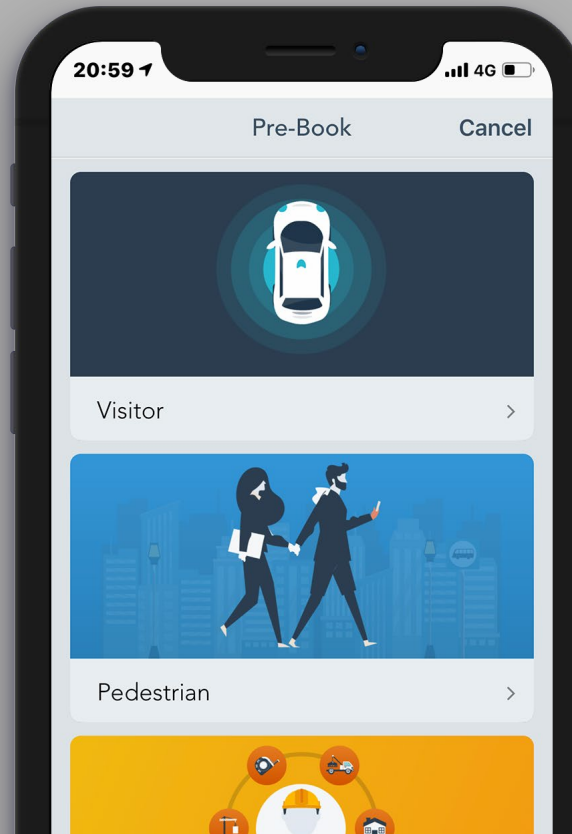
1

Select the date that the visitor will require access



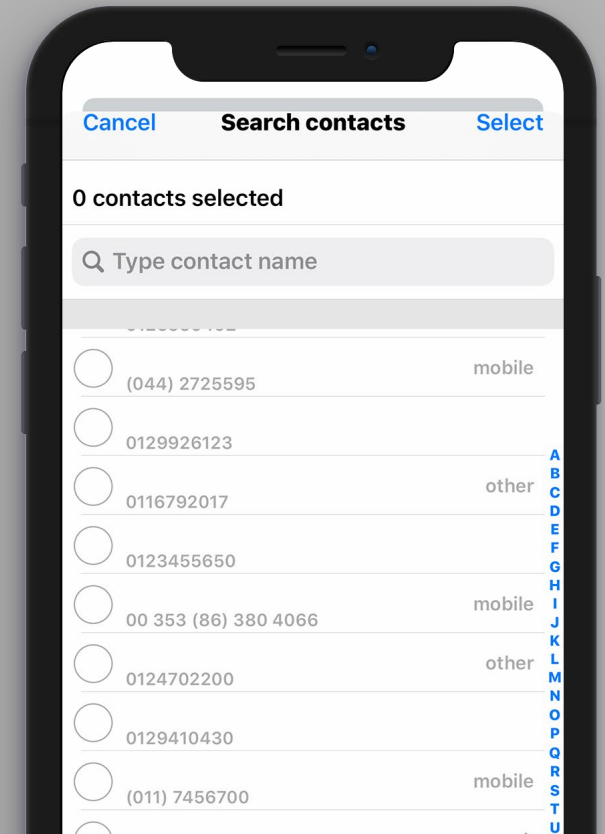
2

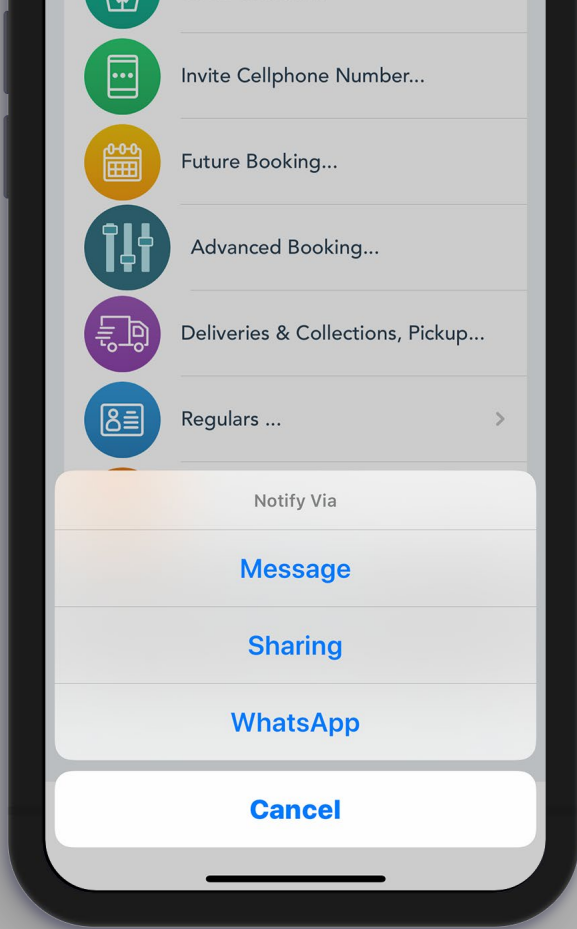
Select the type: visitor, contractor or pedestrian



3

Access your contact list and select visitor and specific contact no





1

Select the method to notify the visitor of the unique PIN

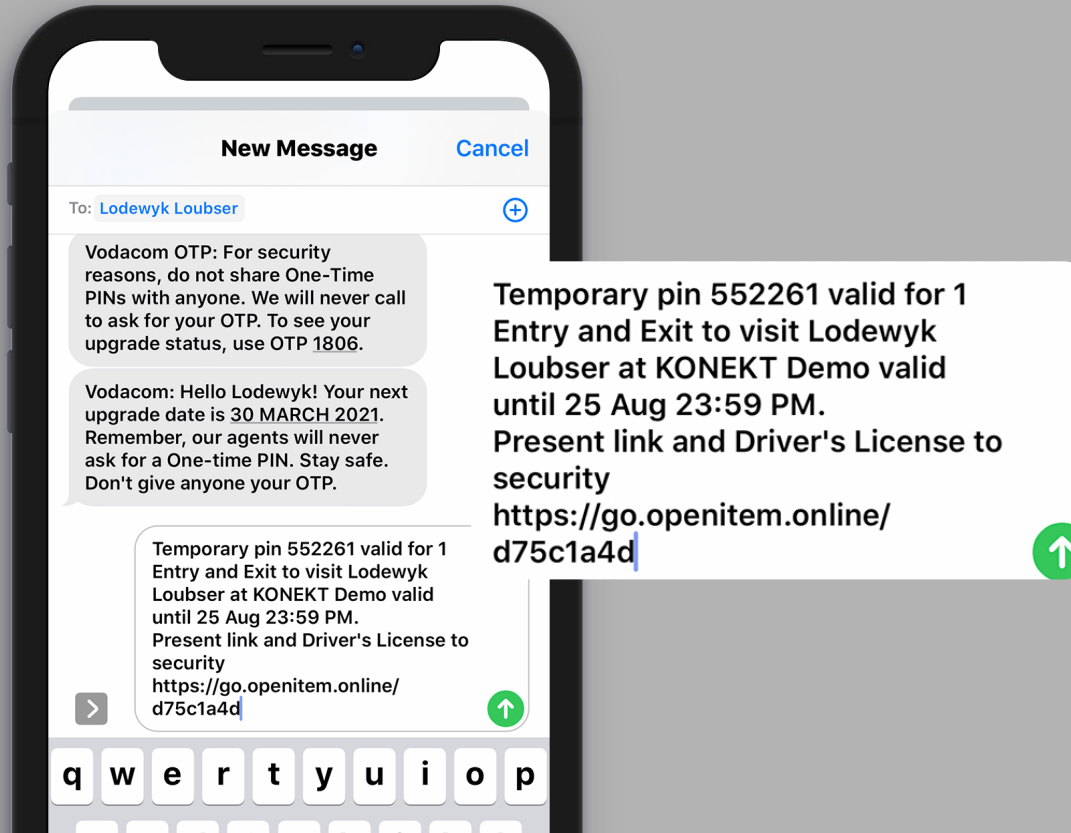


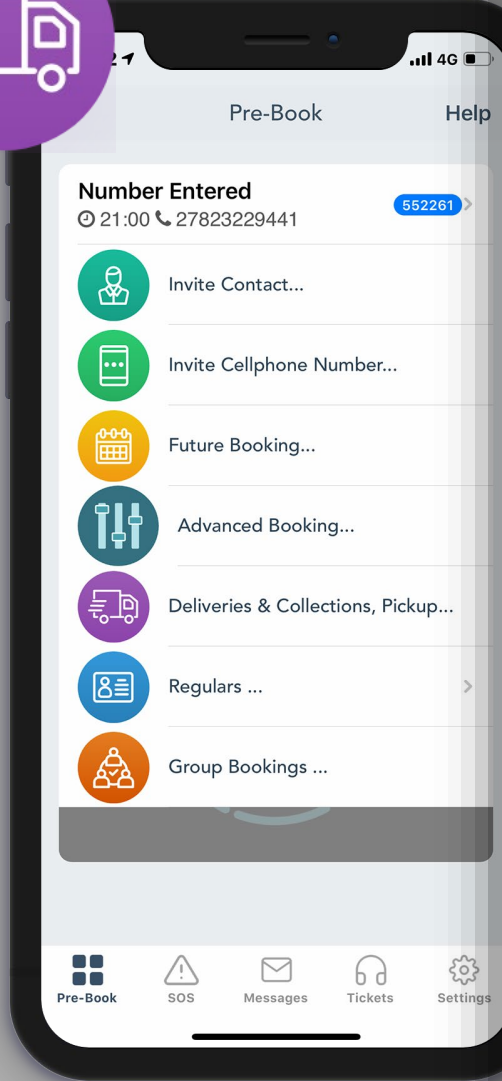
2

Example of message received

3

Forward message to prospective visitor





Booking a delivery/collection

You need to fill in the 'Deliveries & Collections' form on the App if you expect a delivery or collection.

This will ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamline.

Examples:

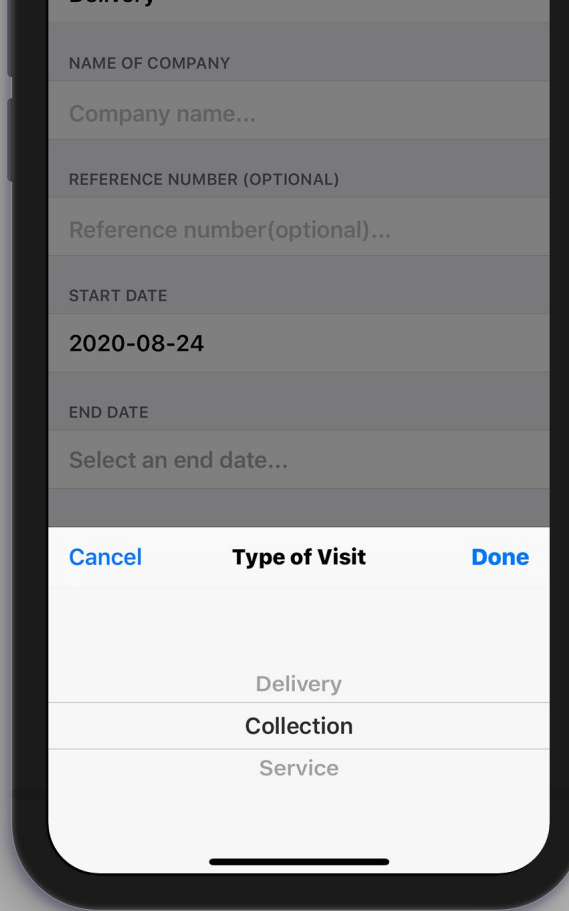
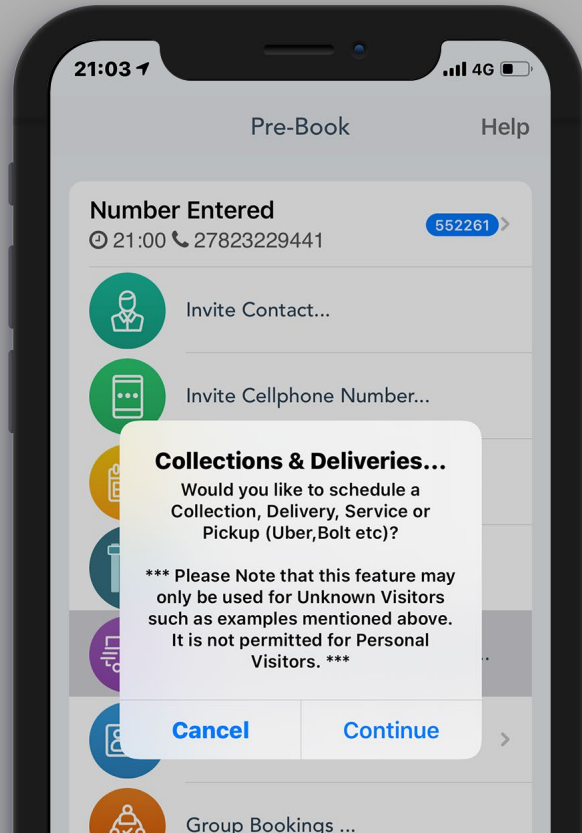
- Pick-up: Uber / Taxify
- Collection/Delivery: DHL / RAM / Courier Guy / Mr Delivery / UberEats
- Service: Windscreen Repair / Plumber / Electrician

IMPORTANT: This feature may only be used for Unknown Visitors such as examples mentioned above. It is not permitted for Personal Visitors.



1

Click on the 'Deliveries & Collections' option

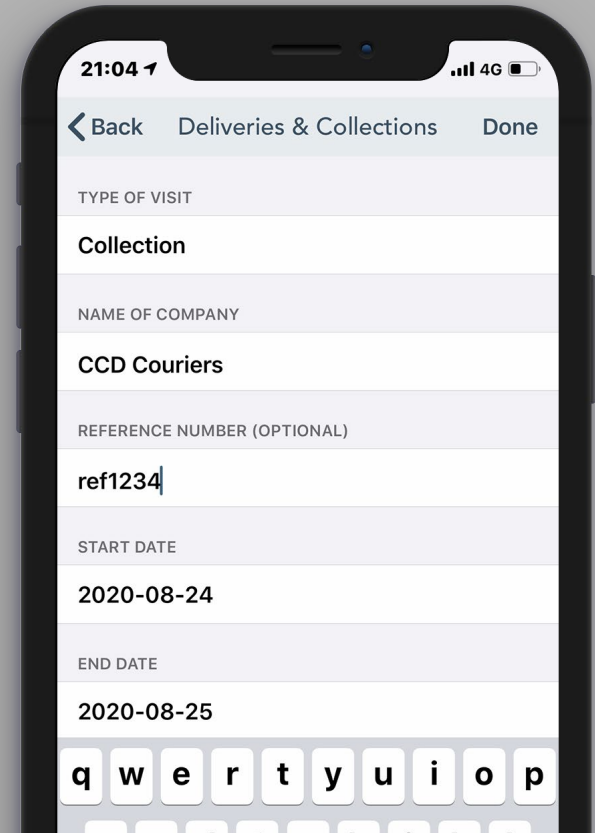


2

Select the type of visit:
Delivery, Collection, Service

3

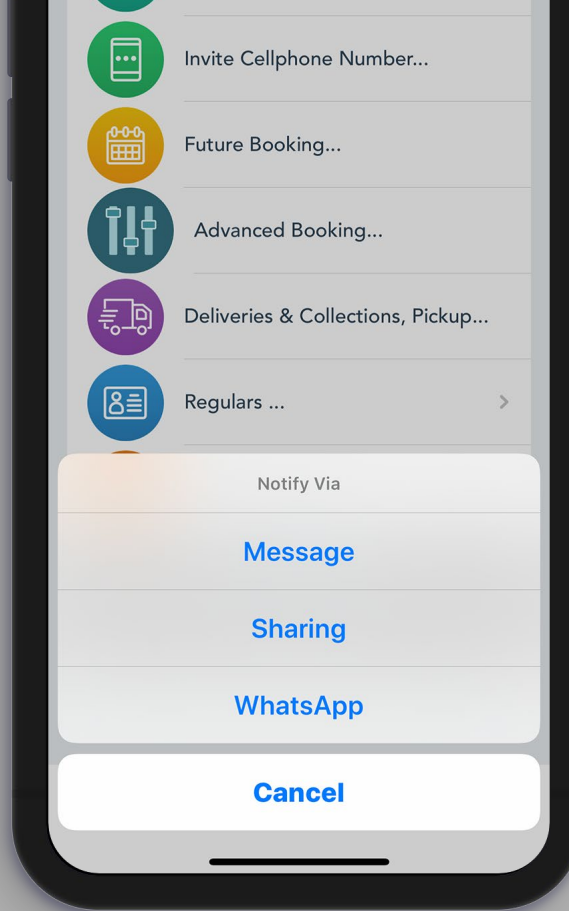
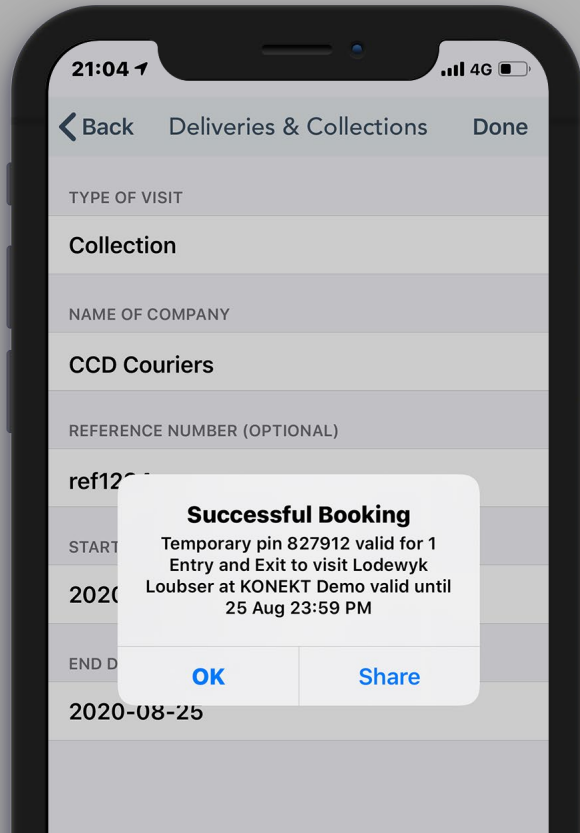
Fill in the fields as requested: Name of Company, Reference number (if available – this is optional), Start Date, End Date,





4

The Delivery & Collections PIN has been issued

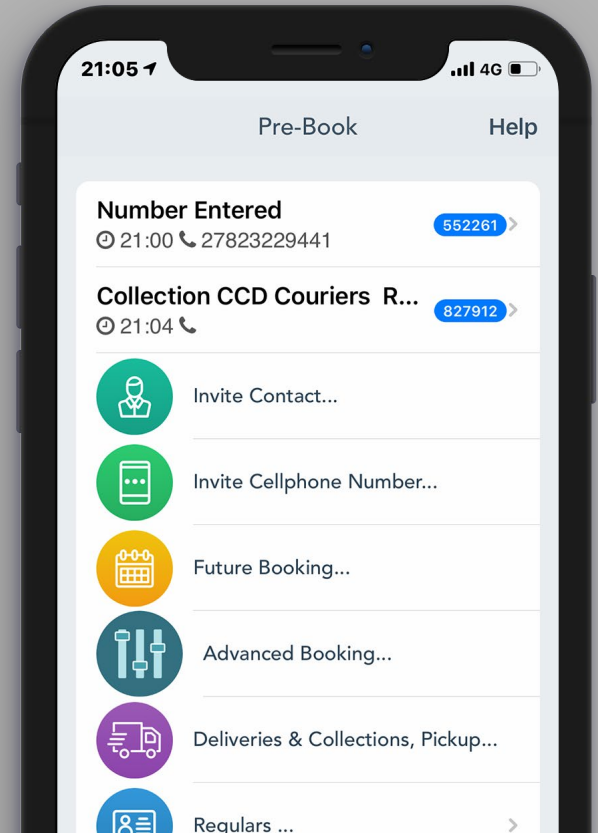


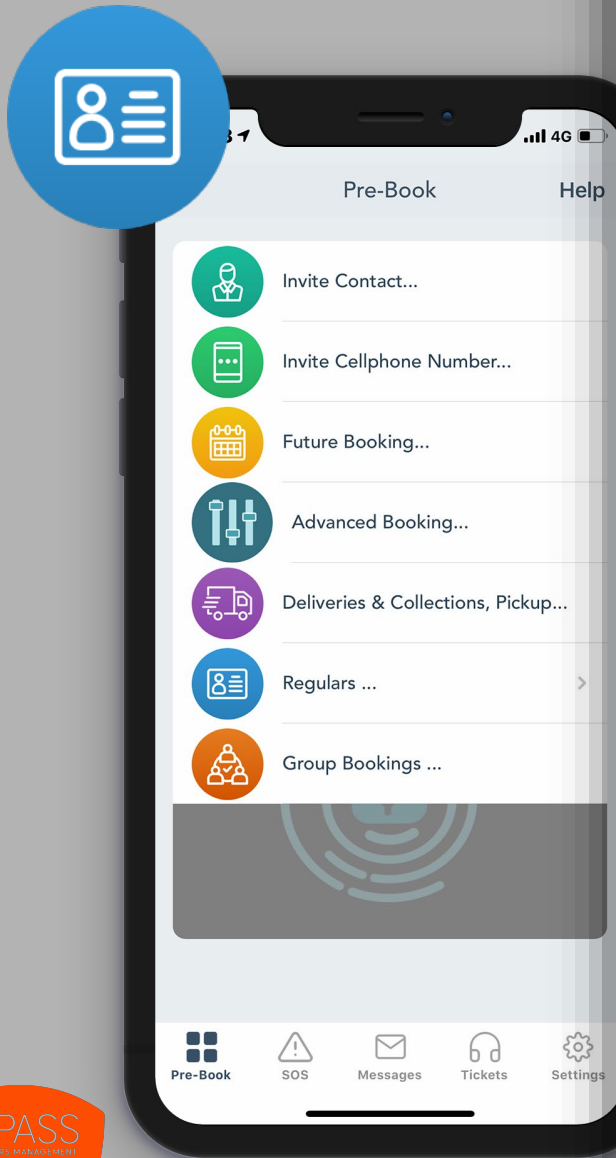
5

Select the method to notify the visitor of the unique PIN

6

The task and action will be viewable on your dashboard





Regulars

This allows residents to pre-approve and grant access to visitors. The visitor can then be a regular visitor. Once the system recognises that the visitor qualifies as a previous visitor, are you allowed to give that visitor, regular visitor access.

- **Prospective visitors**

Create a new visitor and supply required detail such as ID nr, ID/Passport and photo. Alternatively the prospective user will add their own detail in order to qualify.

- **Existing Prior Visitors**

a Guest that have gained prior access or have access your estate in the past. In order to book a regular, the specific visitor must have visited you before and accessed the estate via the security guard entrance.



+ Add Regular...

Once a visitor that you've invited has been processed at the gate, they'll be eligible to add to your 'Regulars', making it quick and easy to invite in this section. 'Regulars' don't require a PIN, but gain access by having their SAID or Drivers License verified. In addition, Visitors' schedules and future bookings may be created for 'Regulars'.

Regular Type

Prospective Visitors

Existing Prior Visitor

Cancel

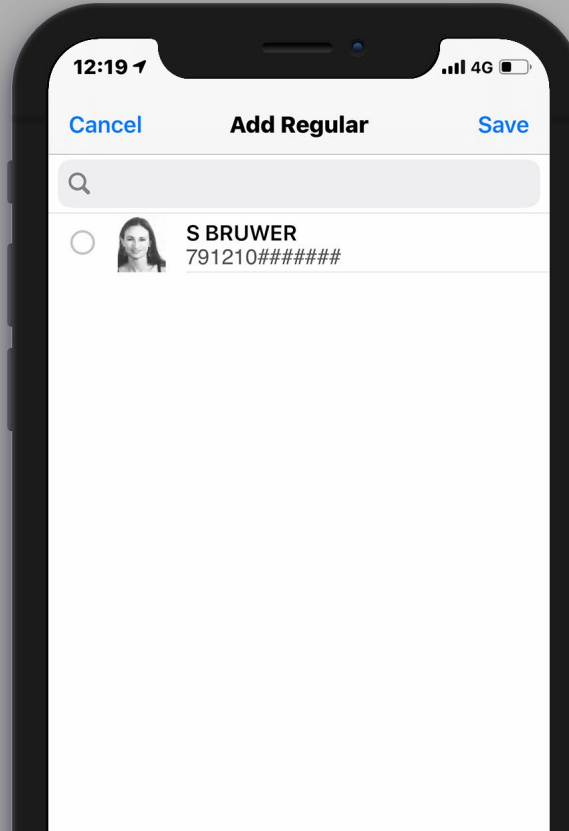
1

Click on the '+' sign next to Regulars Select 'existing prior visitor'



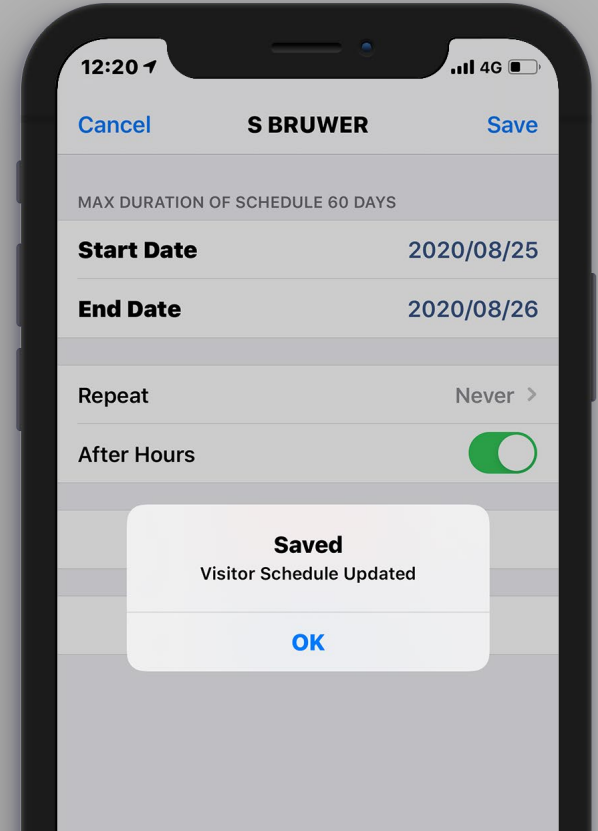
2

In the case of an existing prior visitor, the user will be listed. Grant access by creating new schedule



3

You will receive an update on the proposed visitor schedule and status

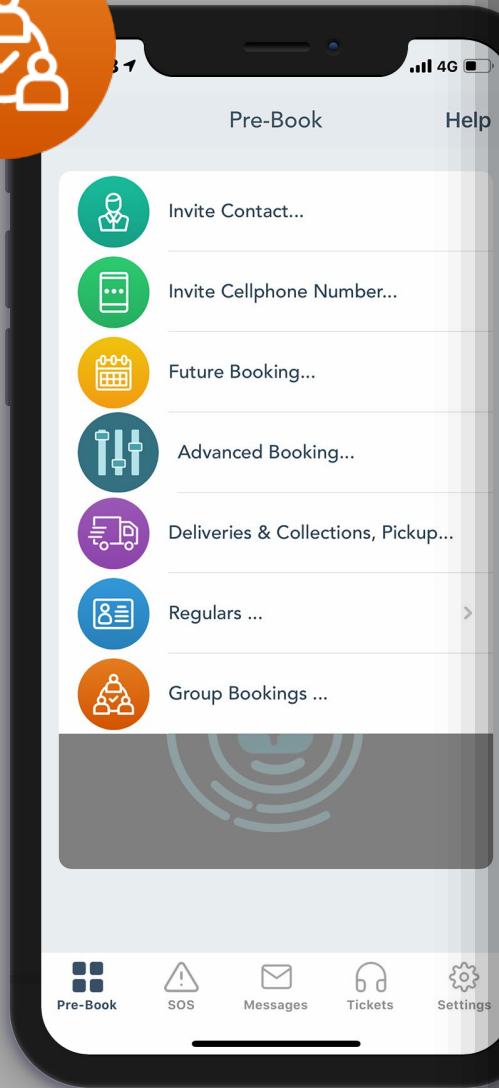




Group Bookings

Having a party or need to grant access to more than one person. The group booking offer a hassle free function for users to grant this.

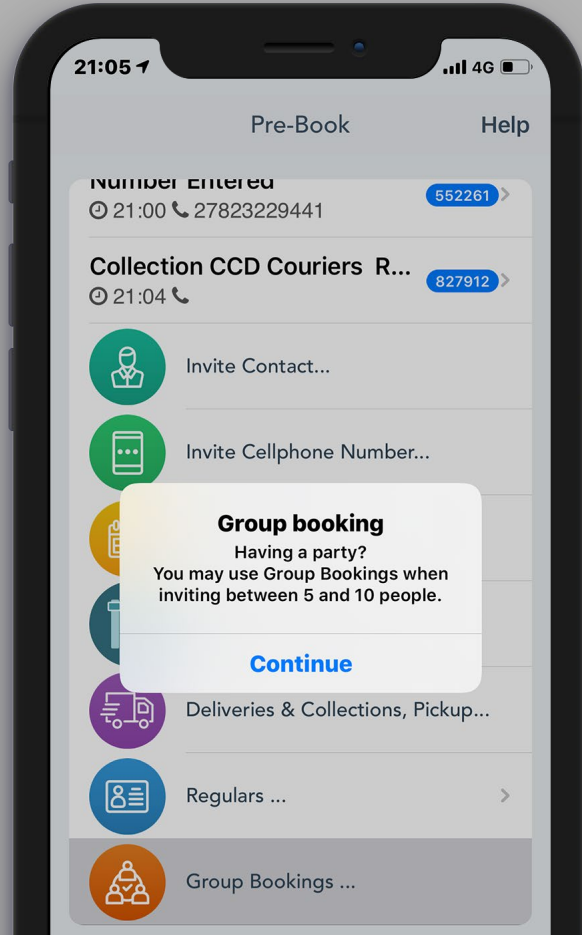
Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process.





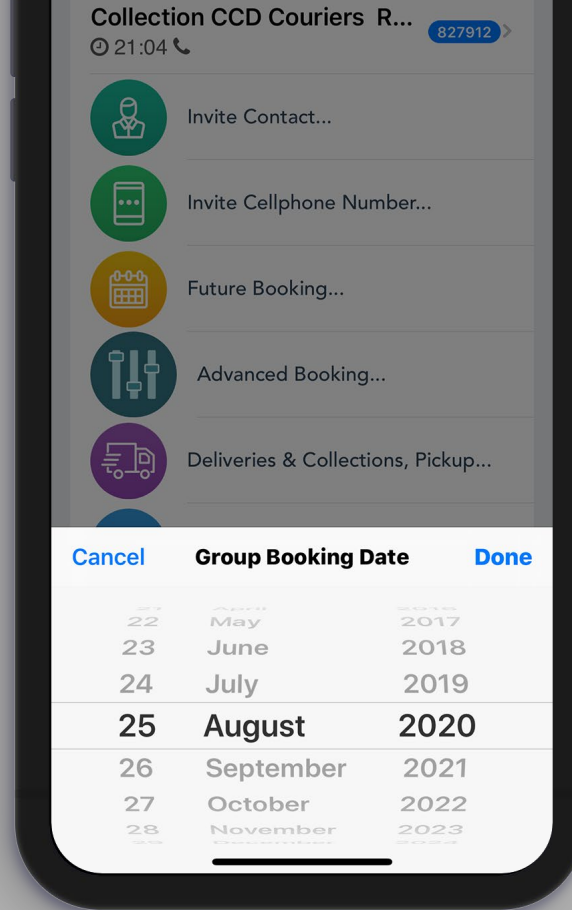
1

Click on the 'Group Booking from Address Book' option



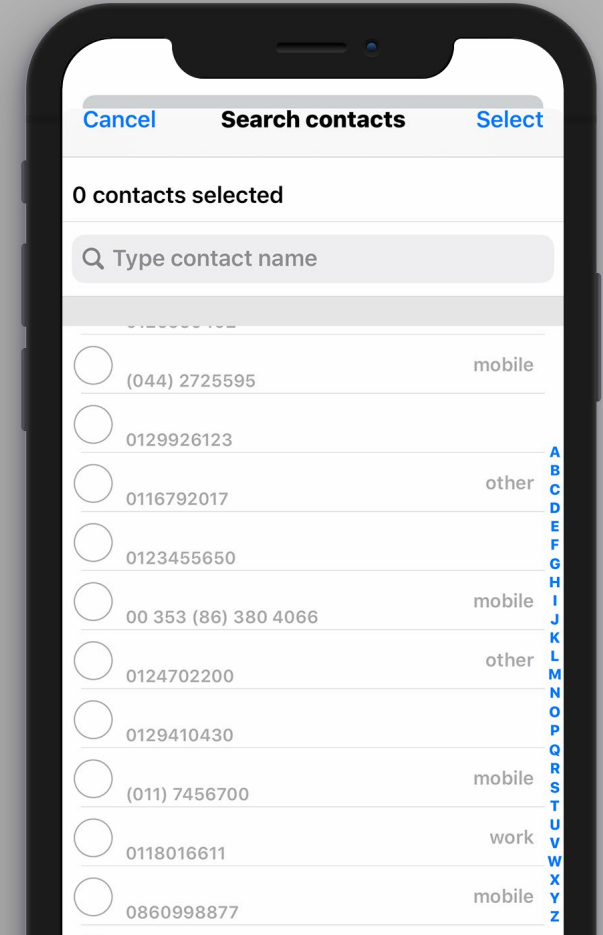
2

Select the date of the group booking



3

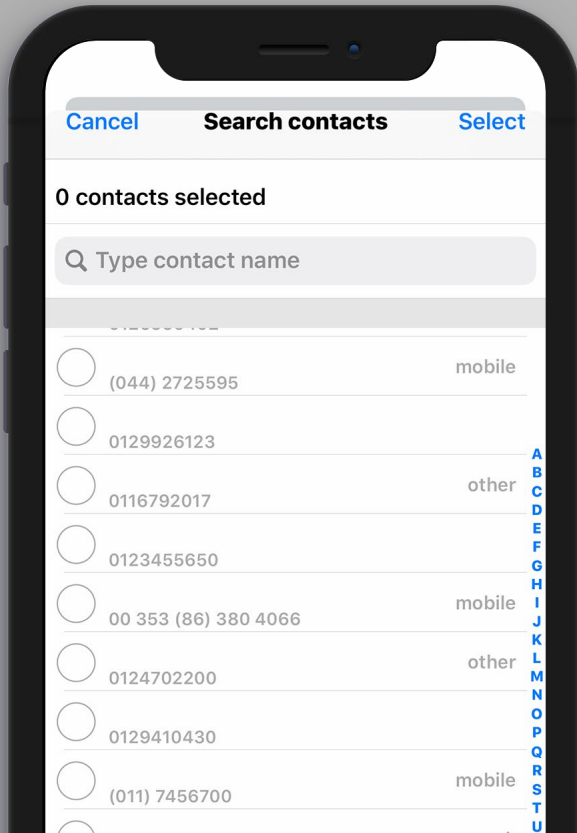
Note that group bookings are used for between 5 and 10 people





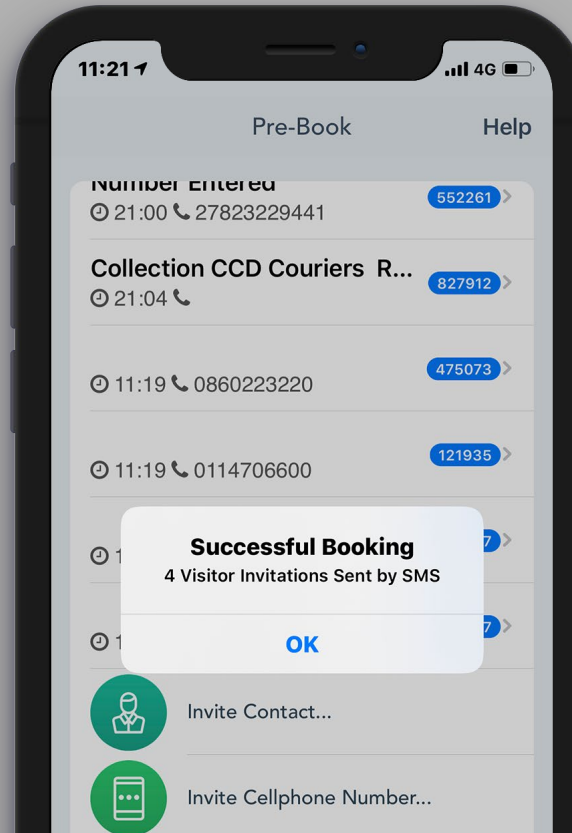
4

Select the individuals you want to include in the Group Booking



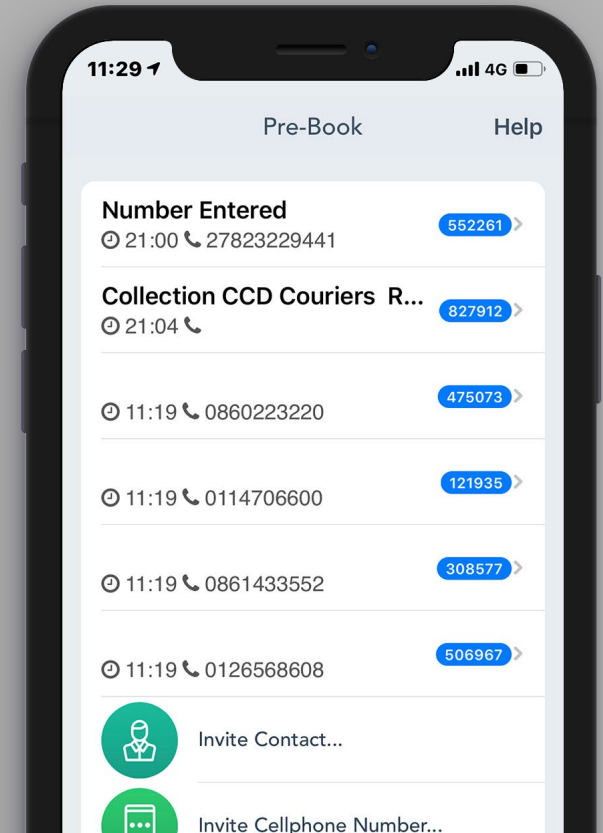
5

Booking's success will be confirmed



6

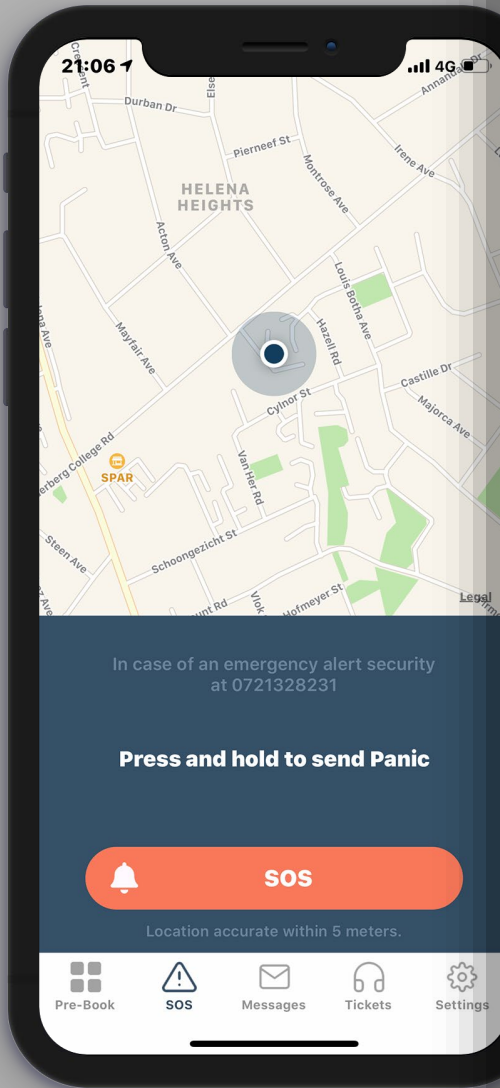
Activity will be accessible via the app dashboard

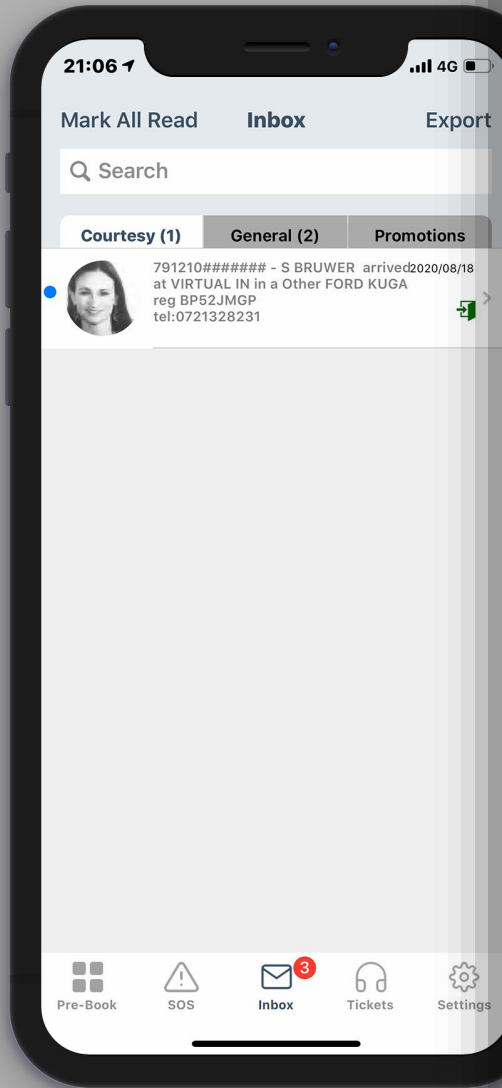


SOS Panic

The Red SOS Panic Button can make a real difference when you need it the most. In critical situations, in which every second counts, one simple button push means information, ultimately ensuring that you receive the help you need.

The function offers users safety guidance in unknown environments (using a GPS option) and helps people feel confident and safe when moving or working.





Inbox

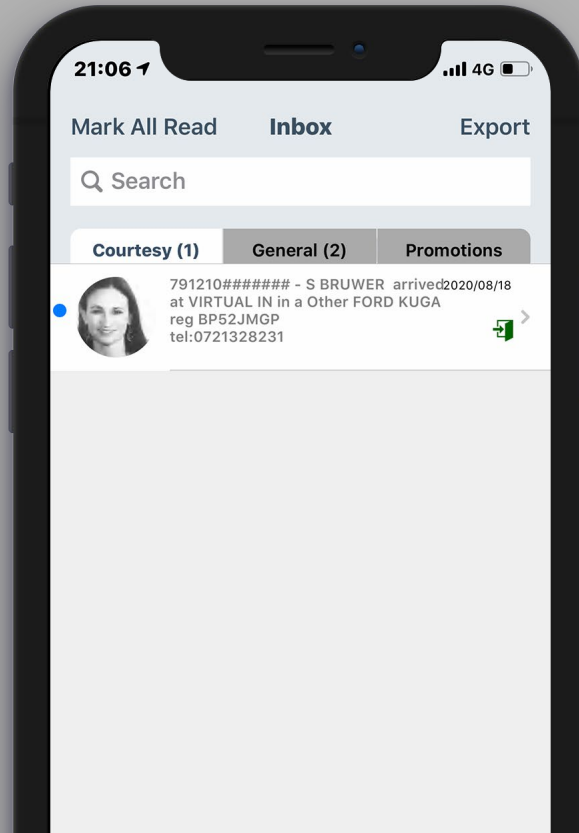
Communication related to the app / HOA can be located in the Inbox.

- There are various categories within the inbox: All / Courtesy / General / Promotions
- Unread messages are indicated with a blue dot.
- Click on the relevant message to read it and for more information
- **Examples of messages you can receive in the inbox:**
 - Notifications of visitors entering and exiting the estate
 - Panic messages
 - Support tickets logged and feedback there
 - Any HOA related messages



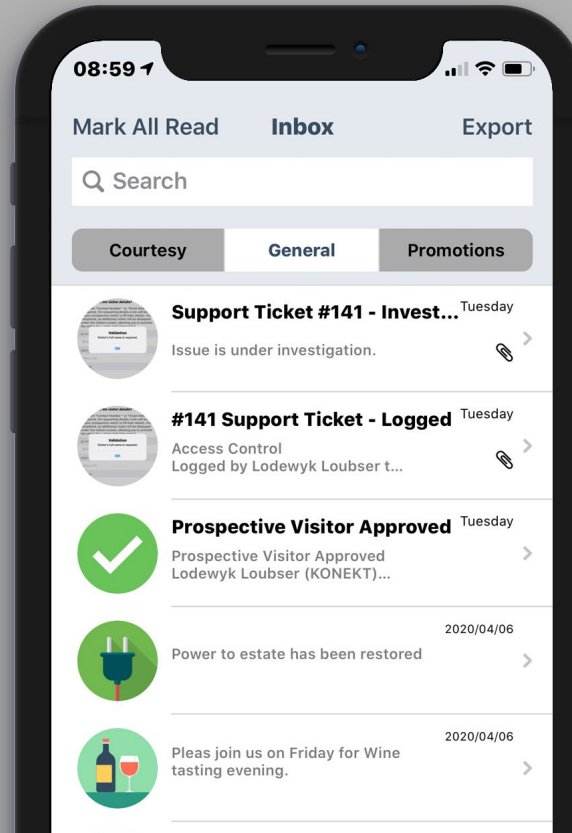
Courtesy

Once completed, click on
'Done'



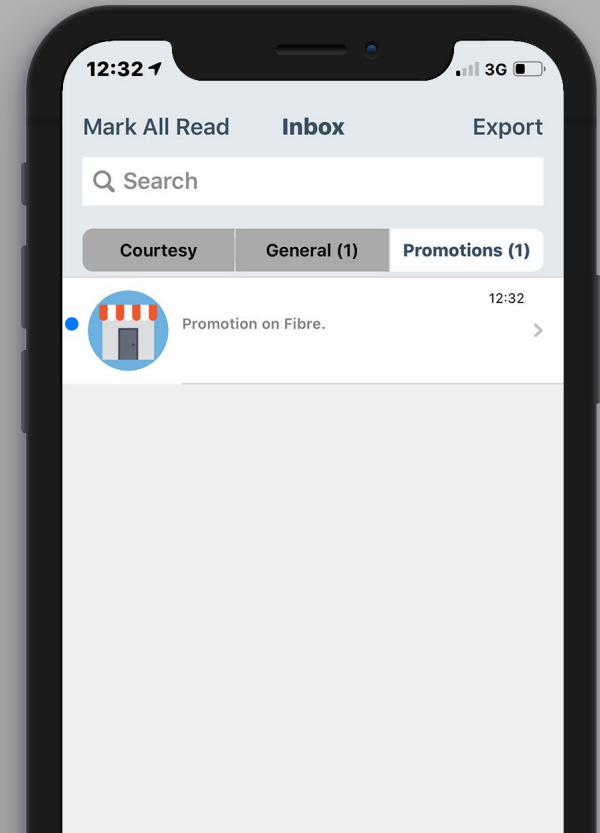
General

Complete the dates for the
visitor schedule and select to
notify the visitor

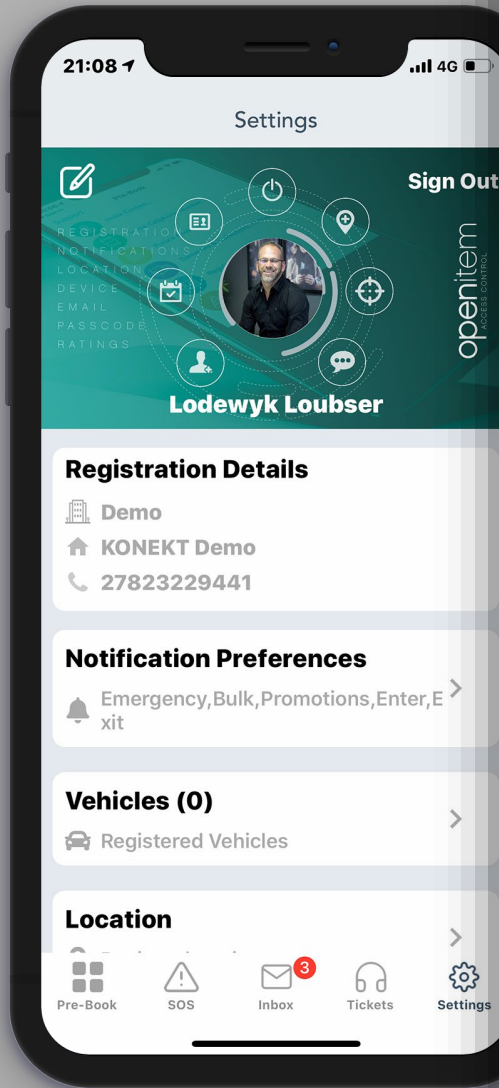


Promotions

You will receive a Visitor
notification



Settings

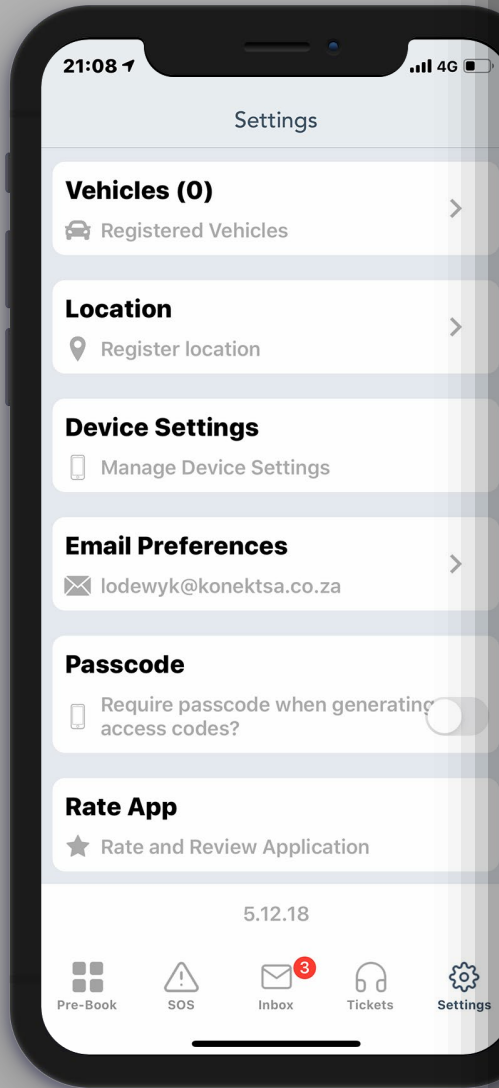


The settings on your app, indicates the following:

- **Registration details:**
 - Name of the estate where you reside
 - Stand number
 - ID number (if included in HOA set up)
 - Cell phone number
- **Notification preferences: (in-app notifications)**
 - Emergency, Bulk, Promotions, Enter, Exit
- Toggle to switch off the notifications you don't want to receive



Settings continued...



- **Email preferences:**
If enabled, shows the preferred email address to which email notifications will be sent to
- **Vehicles:**
Shows the vehicles registered and linked to your stand number
- **Location:**
Shows your registered location which will be used if you should use the panic button
- **Residences:**
Should you be linked to multiple residences, it will be indicated under this heading
- **Device settings:**
Shows the app information



Get in Touch

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