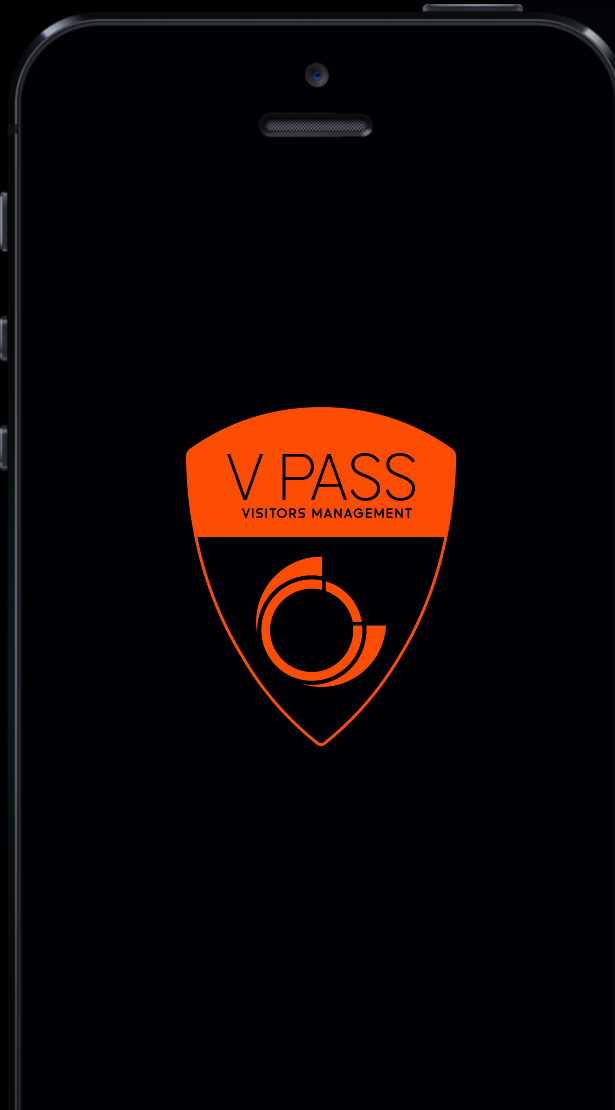




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VISITORS MANAGEMENT



UNANNOUNCED VISITOR WORKFLOW

This guide will illustrate how the unannounced visitor workflow is put together.

The process:

In the event of an unannounced visitor, the voice clearance option can be used to allow the visitor access to the premises.

- 1** The visitor vehicle arrives at the security gate
- 2** The visitor won't be able to supply a PIN code to the guard, which in this case voice clearance needs to be done
- 3** The guard presses the phone icon next to the PIN field

Vehicle (Tag)

Back

[Hand icon] [PIN field] [Phone icon]

[Identity Document] Scan Identity Document [Camera icon]

[Vehicle Document] Scan Vehicle Document [License Plate: ABC - 123]

[Tag icon] Scan Tag

Visitor Name [Visitor Name]

Visitor Number [Visitor Number]

Residence [Select Residence]

4

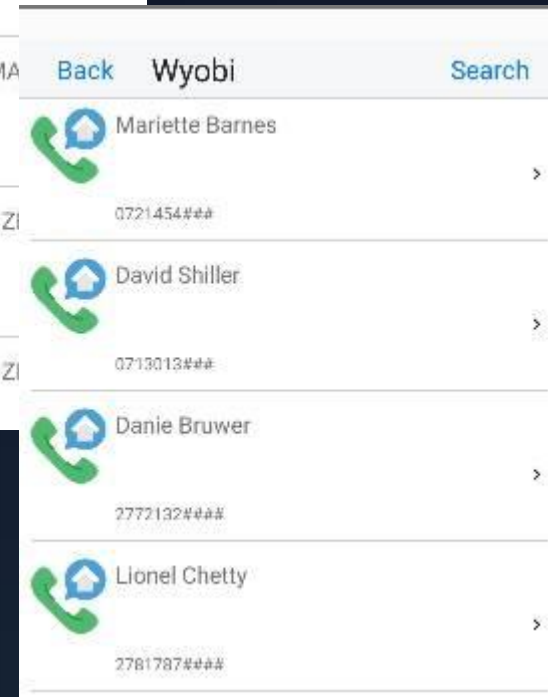
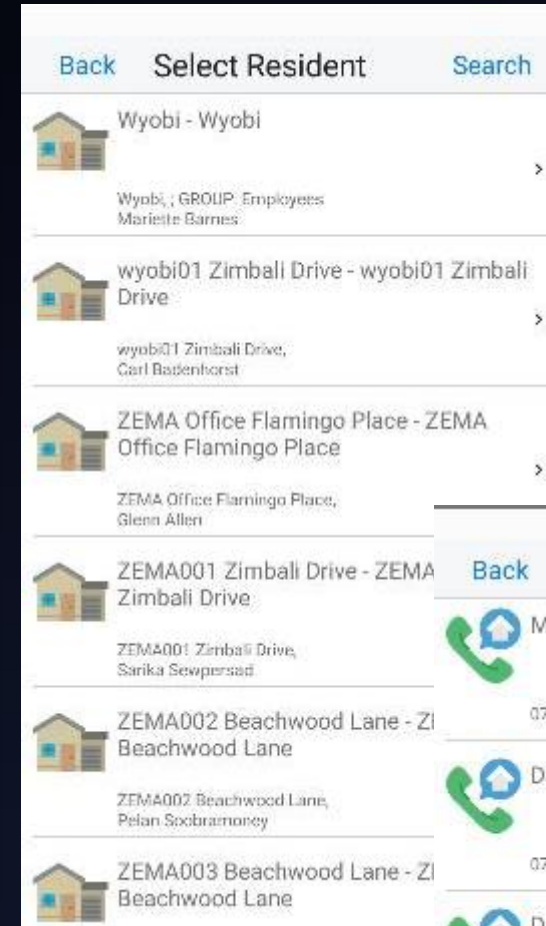
All the residences in the estate will be listed and the guard can search for the relevant residence

5

Once the residence has been selected, it will display the residents listed with that specific residence

6

The guard can select the resident to phone to provide the voice clearance to the visitor



7

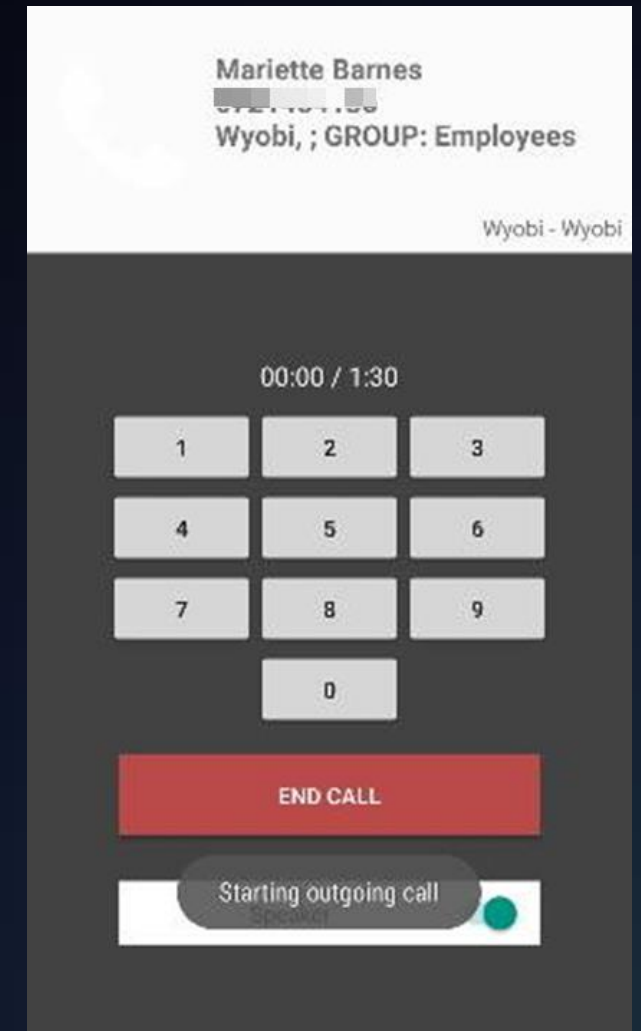
An outgoing call will initiate to the resident, when they approve the visitor, they can press the '9' key on their cellphone to allow access to the visitor

8

This will prompt a PIN code to the device and all the fields will be marked green and the guard can scan the Access Point to allow the visitor access to the premises

9

If the resident do not allow access to the visitor, they can press the '#' key on their cellphone which will prompt the device that access has been denied and the process can't be completed



10

If the visitor is granted access, the PIN code provided from the voice clearance process will be autocompleted

11

The guard scans the ID book, ID smart card or Driver's Licence of the visitor, as well as the vehicle licence

12

The visitor's name will be pulled through from their identification and the visitor's cellphone number needs to be entered

13

The residence field will be autocompleted from the PIN code/Voice clearance process

The screenshot shows a mobile application interface titled "Enter Vehicle (Tag)". At the top, there is a "Back" button. Below this, there are four main sections, each with a camera icon and a circular toggle switch on the right:

- Enter PIN:** Features a hand icon pointing to a grid of dots and a numeric keypad with five empty input boxes.
- Scan Identity Document:** Shows a sample ID card and a camera icon.
- Scan Vehicle Document:** Shows a sample RSA (Roadworthy Certificate) and a license plate with the text "ABC - 123".
- Scan Tag:** Shows a hand icon pointing to a tag icon.

At the bottom of the screen, there are three input fields, each with a circular toggle switch on the right:

- Visitor Name:** A text input field containing the placeholder text "Visitor Name".
- Visitor Number:** A text input field containing the placeholder text "Visitor Number".
- Residence:** A dropdown menu with the placeholder text "Select Residence".

14

The next step is the guard needs to scan the tag which has been issued to the visitor, **if applicable**

 Enter Vehicle (Tag)

[Back](#)

Time Remaining: 86

	14782	<input checked="" type="checkbox"/>
	M BARNES ----- FEMALE	<input checked="" type="checkbox"/>
	TOYOTA COROLLA Green	<input checked="" type="checkbox"/>
	Scan Tag	<input type="checkbox"/>
Visitor Name	M BARNES	<input checked="" type="checkbox"/>
Visitor Number	072 [blacked out]	<input checked="" type="checkbox"/>
Residence	\$Impro-3 - C71 David	

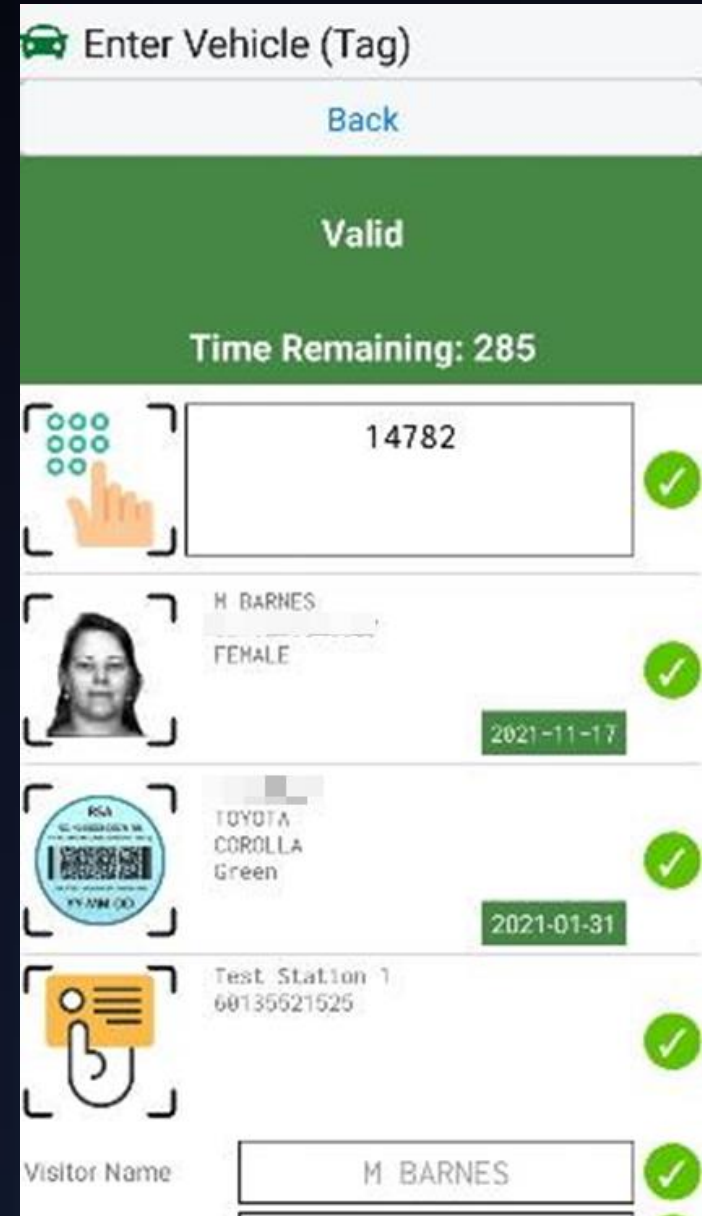
15

Once all the fields have been completed, there will be green tick marks next to each of them

16

The guard can now scan the Access Point to allow the visitor entrance to the premises

The visitor needs to present the tag again to the guard in order to be exited from the premises, **if applicable**



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