

Visitor Module

VMS Features

- Web based Http or Https access.
- Configurable fields from the database.
- Features enable/disable from the database.
- Role based screen access and controls.
- Support escalation mechanism from the product.
- Flexible configuration for multiple verticals.
- Code Vulnerability clearance.
- Configurable auto patch update.
- Outside the system, email approval/reject/clarification of VMS/MMS
- Audit feature and cleanup facility configurable (6 months)
- Mobile App for Appointment (IOS/Android) and Self-check-in (Android)
- Self-check-in access via mobile browser
- Import and Export facilities from Excel.
- 3rd party customer SMS gateway integration
- Email template from database
- Push desktop notification – configuration
- On behalf of Approval can be configured.

Check-In Types

- Tenant Portal Check-in. Tenants will create the Appointment
- Scan Check-in. With QR code
- Multiple Check-in.
- Mass Check-in
- Self-Registration Check-in

Check-In Detailed Flow

- Last name/Company can be configured as Dropdown / Free Text
- Last name based Company fill / Company based Last name loading in the dropdown
- Company Name is not mandatory
- Loading Contact and Company details based on the host and/or location
- Multiple access area selection
- Email notification to area owner (configured in the database) based on the selected access areas.
- Facility to read the URL (visitor information) or Appointment number from the QR Code and pull or fill-up the details
- Pass printing is configurable.
- Audit log feature is there for check-in

- Manual Pass No. based on settings
- Any number of Attachments will be added.
- Allocating Access Card to visitor.
- International Mobile Number configuration with minimum and maximum number of digits including mandatory length.
- Zoom option for the scanned ID card
- To Meet or Host can be free text
- Capture “To Meet” Mobile number and email.
- Loading Access cards based on Floor or specific duration (time interval)
- Expected Time Out based on the Appointment time duration.
- Showing non-editable check-list entered while creating appointment.
- Showing asset details entered in the appointment.
- Check-In timings based on the location/region. (Time zone)
- The search grid is having the download option to the visitor related attachments.
- Location-wise Pass Number generation
- Displaying Host details for appointment Check-in Based on Configuration
- Health declaration is integrated into Appointment module
- Video safety video can be enabled and disabled by admin while creating the appointment
- Admin can configure the failure and success message of health declaration
- Health declaration Approval from employee.
- Health declaration report contains the details Appointment and list the Answer details in below.

Tenant Portal Check-In

- The Tech park tenants can create the appointment via Tenant Portal
- Bulk Upload facilities there to create appointment

QR Code Check-In

- The visitor will get the QR code while the host created the appointments via TouchPoint or Tenant Portal
- The security no need to enter the visitor data, just a scan

Multiple Check-In

- 2 level of check-in will be allowed.
- Main gate and Floor level check-in (Not at each floors)

Mass Check-In

- Event organizing or Interview conducting time, long crowd will be there based on the registration.
- The check-in pass will be pre-printed before based on the registration and do the mass check-in

Self-Check-In

- Walk-in conducted without any registration, in that scenario huge crowd will be there for check-in. To avoid the situation this Self-Registration will be used. The visitor will fill all his details readily and a QRCode will be generated. Based on that, he will do the check-in.

Sub-Register

- Workflow configuration for each sub-register
- Attachment can be included for the every sub-register.

Pass Number

- Manual Pass Number
- Pass number can be alphanumeric

Fingerprint Scanner

- Capturing 2 finger prints data of the visitor is enhanced.
- SAAS model also having the finger print option.

Business Card Scanner

- New business card scanner Plustek added.

ID Card Scanner

- Capturing front and back side of the ID card is enhanced.

Pass Print

- Pass printing required or not will be based on configuration.

Dymo Label Printer

- EPSON wifi/Bluetooth POS thermal printer is enhanced for Self check-in APP pass printing.

Item barcode printing

- Barcode included in the pass printing too.

Host approval / workflow

- On behalf approval will be done security role
- Visitors having a valid appointment will skip the check-in approval

Notifications

- Separate template for the Updating the check-in details
- Send Notification Approval User Role (On behalf approval/Reject) via Email/SMS to the approvers
- Send Notification Email/SMS on update of the Visitor check-in
- Send Notification Email/SMS, when walk-in visitors Approve/Reject scenario.
- Send Notification Email/SMS to Visitor, when overstayed scenario.
- Send Notification Email/SMS to Host, when overstayed scenario.
- Send Notification Email/SMS to Visitor, when visitor force check-out scenario.
- Send Notification Email/SMS to Host, when visitor force check-out scenario.

Checked In List Page

- Showing Access card number in the print card.
- The list page icons will be enabled based on the Role access.

Check out

- Floor level check-out and Main gate check-out is there.
- Valid Until will be shown

Visitor Search

- Uploaded attachments able to view from the search results.
- Permit printing will be allowed from the search results.

Multiday Pass

- Valid until added in the multi day pass
- Multi day pass – Check-in again means it will check-out and then check-in again based on the configuration

Multiday Pass List

- For a visitor, multi-day pass is issued, and then the security can check the pass in the Multi-day pass list for a quick check-in.
- Security staff sees a list of currently multi-day pass visitors in either a list or tile format.
- User can filter the list to see sub register specific checked in visitor

Attachments

- Allow to add multiple attachments.

Email Customizations / Email Templates

- Admin can edit the email Template.
- Highly customizable with fields of specific requirements.
- Fields to configuring ToID, CCID, BCCID and subject of the email.
- Admin can edit the content of email as per Specific requirements.
- Able to see the Preview of Email template by clicking preview button.
- Email contents are easily modified to suit any requirement in the Application itself.

Desktop Notification

- Admin can edit the Notification content as per the requirement
- Able to add company logo, image, and user defined variables
- Admin can Enable/disable any notification.
- Admin can able to configure the subject of notification.
- ?? Is this Push notifications

Head count Report

- Contractor & Employee check-in count is also included

Scorecard

- Location based scorecard – Checked-in, Overstaying, expected and Checked Out
- Department based scorecard – Checked-in, Overstaying, expected and Checked Out
- Register based scorecard – Checked-in, Overstaying, expected and Checked Out
- Tenant based scorecard – Checked-in, Overstaying, expected and Checked Out.
- Unregister Count Display when pre-printed pass not checked-in.

Admin Configurations

- Tenant Portal based email or SMS notification to the visitor.
- Admin can configure the visitor pass to be printed or not
- Notification approval user role can be configured for on behalf approval.
- Admin can set the Email / SMS notifications to the host for the on behalf approval.
- Multi day pass – Check-in again means it will check-out and then check-in again based on the configuration
- Data import – UDF dropdown fields configured.
- Data import – Appointment Mandatory, Include and Exclude column will be defined
- Admin can set the photo upload required while creating the appointment
- Admin can set the time interval for the email or SMS
- Admin can set the missed appointments/appointment sync through service send the old email / SMS can be stopped
- Admin can enable the Email/SMS to the visitor, when check-in is done
- Admin can set the Contractor alert for the min/max days continuous working
- General Administration (GA Role) to verify the appointment before going to the approval or vice versa.

- GA Approve/Reject, the Email/SMS to the GA can be configured.
- Admin can enable the Canteen Module and Email/SMS can be triggered if canteen request is opted.
- Admin can set meeting room tolerance to adjust the one or two head count increased / decreased.
- Admin can enable the Message board option to set the welcome message for the visitors
- Admin can enable the Group visitor option
- Admin can enable the Group Host option.

Apps Support

- Appointment creation by Tenants thru Tenant Portal (Responsive browser App).

Mobile App for Appointment Management ??

- The tablet App supports IOS and Android.
- Appointments can be Updated or Cancel by the host.
- Appointment Approval can be done through this APP.
- Visitor name can be choose from the Phone contacts
- Visitor carrying items can be included
- Visitor necessary check list for the safety measures can be included.
- E-Invite option is there.
- Appointment create thru WAP site, the data for the Host will be sync.

Online Portal (fixmyvisit.com)

- ID proof can be attached
- Visitor photo can be captured through webcam.
- Visitor items can be included.
- Visitor necessary check list for the safety measures can be included.
- Appointment Duration, Visitor Email id added
- Service request appointment can be created.
- Save and Invite option is enabled.

Tenant Portal (tenantportal.fixmyvist.com)

- This is an application used by the tenant to create the Appointments for the visitors.
- Once the Appointment created by the tenant, the service will sync the appointment to the Main gate server.
- Once the record sync, the appointment number will be generated and send email/SMS to the visitor and the Host.
- The Visitor will tell the appointment and check-in through the gate.
- Tenant can have the bulk Upload option to create the appointments.
- Tenant can use their mail id for creating the appointment and then share the appointment details to the visitor.

- Self-Registration feature is there, to make the visitor register themselves.
- Self-Registration workflow approval can be enabled.
- E-Invite option is there. ??

Home Page

- Health declaration color indication in the home page
- Video Safety questions taken or not indication
- Exit out/in permission will be shown (School Verticals – Permission request)
- Security Verification at gate and then ready to Check-in.

Appointment Module

Appointment Types

- Tenant Portal – Tenants can create appointment, through this portal. The appointment will be sync to Touchpoint at regular interval through service.

Appointment Creation

- Last name/Company can be configured as Dropdown / Free Text
- Last name based Company fill / Company based Last name loading in the dropdown
- Company Name is not mandatory
- Loading Contact and Company details based on the host and/or location
- Multiple access area selection
- Email notification to area owner (configured in the database) based on the selected access areas.
- Audit log feature is there for check-in
- Any number of Attachments will be added.
- Allocating Access Card to visitor.
- International Mobile Number configuration with minimum and maximum number of digits including mandatory length.
- Zoom option for the scanned ID card
- To Meet or Host can be free text
- Capture “To Meet” Mobile number and email.
- Expected Time Out based on the Appointment time duration.
- Entering the check-list entered while creating appointment.
- Entering the asset details in the appointment.
- Check-In timings based on the location/region. (Timezone)
- Displaying Host details for appointment Check-in Based on Configuration
- Host can create appointment on Weekly Holidays based on the configuration
- Based on the configuration the Fingerprint verification will be skipping while visitor is registering.

- Data import – Appointment Mandatory, Include and Exclude column will be defined
- Appointment number auto generated or Manual input.
- Appointment number can be numeric/alphabets/alpha-numeric.
- Appointment number length is configurable.
- Based on the configuration, capturing the Visitor image using web cam
- Adding mobile no in Invite screen, Invite through SMS.
- Cancelling appointment
- Mobile APP facility is there to cancel/update the appointment.
- Based on the valid until or Appointment time, the Appointment will be expired.
- Capturing Visitor Items. Made visitor items mandatory (configurable).
- Group Visitor – Known or unknown visitors can be created.
- Group Host details – Along with Host, if his coworker also joining the meeting, we can add. The email alone will be sent to him.
- Canteen Management – Provision to configure the food items as Set/Group
- Item selection Limit can be set for each group set/group.
- Canteen Management - provision to include the lunch, snacks, tea, supply time for the Appt. for each day.
- Multiple days of Appt. can select different items of choices.
- Copy the same menu for multiple days option is there.
- Admin can configure - Canteen Food to order minimum number of prior days.
- Admin can configure - the number of persons mandatory for ordering food for Appt.
- Direct Email to the canteen in-charge, once the Appt. has been approved.
- GA Role person can modify the number of persons (plus or minus) and food menu (based on the availability) on the day of Appt.
- Canteen list – Based on the Appointment date, the visitor details for the canteen can be generated by GA.
- Meeting Room Details – Can book the meeting room and lunch room based on the number of persons are there in Appt.
- Admin can set the tolerance level to adjust in same room based on 1 or 2 excess visitors.
- Message Board – Facility to enter the Names, Designation and Company. We can specify all the visitors in the Appt. It will display in the TV based on the Appt. Time.
- While setting the Valid until at the time of creating the appointment, it will check the Holiday manager and ensure the appointment will be on the working day.
- Pass validity for week days & holidays
- Popup alert while creating appointment based on Holiday Manager.
- From the Mobile App - In case of creating appointment on holiday, mail will be triggered to the host.
- Tenant portal appointment can use a common email id for all appointments.
- Appointment report based on 4 types 1. General 2.Appointments List 3. Appointment Missed list. 4.Health declaration

Appointment Workflow

- Appointment Creation based on multi-level of approval.
- Based on sub-register workflow configured.

- Appointment already created and can skip the check-in approval process
- General Administration (GA Role) to verify the appointment before going to the approval or vice versa after approval process GA can verify.
- Apart from the main approver, 9 alternate approvers can be configured
- The alternate approver will trigger on timely basis (configured)
- Appointment Email approval/rejected is there.
- Appointment created via Mobile APP or WAP, can be approved through Mobile.

Appointment Notifications

- Send Notification Email/SMS to Visitor, when appointment generated from Tenant portal.
- Send Notification Email/SMS to Host, when appointment generated from Tenant portal.

My Appointments

- My appointment screen is Grid view
- In Grid view, the appointments list can be shown as a single list or 2 different lists – one for individual visitors and the other for group visitors – based on Admin settings.
- User can filter the list to see all Future/Past/Missed/Approved/Rejected Appointments

My Calendar

- My Calendar screen is the Calendar view
- In Calendar view, the appointments list and Checked-in list can be shown

Approval

- Approver can View the Request Waiting for his approval in Approval screen
- Approval screen, List all request waiting for his Approval, approved by him, Rejected by him.
- Approver can view the request details by clicking the view button, a view screen is opened by showing all complete details of the request.
- Approver can have option to Approve or reject the Appointment

Contractor Module

Contractor Master

- Reports to will be contractor or employee
- Enroll 2 finger prints for contractor
- Contractor personal details also captured
- Attachments can be added

Check-In

- Configurable Continuous days worked will have alerts
- Exceed the Continuous days will not allow to check-in
- Contractor image will be shown at the time of check-in
- Popup alert, whenever the contractor works continuous days.

Fingerprint Check-In

- The contractor will be identify based on the Finger Print
- Based on the validity of the finger print Check In will be allowed.
- UDF fields also be listed.

Search

- Black list the contractor with reasons
- UDF fields will be shown for the selection
- Search using the Finger Print option

Reports

- Pass not used report for continuous days
- Continuous working contractor identify
- Reports-to based contractor list
- Contractor summary Report
- Contractor Shift wise detail report will show based on the selected month and year

Employee Module

Employee Master

- User can be added across locations

Check-In

- UDF fields added
- ??????

Check Out

- UDF fields values entered will be shown at the time of check-out.

Search

- UDF fields based search added

Reports

- UDF fields value entered will be shown in the reports.

INTERNAL