FING@RTEC

ingress
Visitor Management System

User Guide

Welcomes Visitors, maintains Security

CONTENTS

Chapter 1

Introducing IngressVMS

The Ingress Visitor Management System (IngressVMS) is a web-based solution from FingerTec designed to track and manage visitors to facilities. It works as a plugin to FingerTec's Ingress access control system and interacts with the same MySQL database that Ingress uses, requiring activation and adjustments of some options and configurations in Ingress software prior to using IngressVMS. IngressVMS is a great addition to Ingress solution because apart from managing visitors, IngressVMS offers benefits beyond security.

Benefits

▶ **Front-End System**
To create, control and manage visitors' access into facilities, allowing good visitors access to facilities and keeping the bad ones out. IngressVMS is targeted to improve visitor service with preregistration and preapproval, making visitors feel expected and welcome.

▶ **Visitor Database**
To save all visitors' records, to enable search and view of visitors' data.

▶ **Tighten Access Control System**
To be integrated with Ingress door access system for a more comprehensive and detailed security system.

▶ **Emergency Response Tool**
To provide visitors' information during emergencies such as fire and evacuation; the system can be used to determine the presence and locations of visitors within the facility.

▶ **Provide Reports**
To generate relevant reports for the authority whenever required.

▶ **Enhance company image**
To project positive corporate image where visitors are processed efficiently and professionally with an efficient system.

Modules

▶ **Home**

On IngressVMS Home screen, the login credentials are controlled by Ingress software. Login credentials need to be created and edited by an Ingress software system administrator. There is no creation of login credentials or the feature to edit login credentials in IngressVMS itself.

▶ **Search**

This module permits system administrator to search for past visitors and select any visitors to reregister or to remove from Blacklisted Visitor list, upon approval from the Head of Security.

▶ **Create New**

Create New module allows users to create first time visitors profile and add all of the information to be saved in the Ingress VMS database.

▶ **Visitor Check In—Out**

This module provides the security guards or the system supervisor the rights to grant access to visitors. The system will upload the card number and access rights to specific devices as programmed and the visitors must return the access card at the end of the visit. Failure to return the card to the front desk will cause the visitor to be moved to the Blacklisted Visitor category and this will block him from gaining access in the future.

▶ **Web Application Status**

This module displays a list of visitor applications via web, where the admin will approve or deny any applications based on the response received from the relevant employees. The guards need to complete the application information when the visitor is present at the facility for example National ID copy or biometrics verification, before granting him access.

▶ **Blacklisted Visitors**

This module displays a list of blacklisted visitors. System administrator or security guards have the rights to remove a visitor from the list and move the name to the white list. However, the person in charge needs to state a valid reason for moving the visitor to the white list.

▶ Reports

Ingress VMS report module offers 5 printable reports:

a. **Total Visitor Report** shows the overall number of visitors for a specific date range.

b. **Visitor Profile Report** shows details of every visitor that has visited or registered in the system before.

c. **Current Status Report** shows status of visitors for the present day including those who are still in the facility and those who are still pending for approval. The checked out visitors for that day will be excluded from this report.

d. **Prebook/Reserve Visitor Report** displays list of visitors who have registered via web but are pending for approval.

e. **Blacklist Visitor Report** displays a list of visitors that have been denied access to a facility due to various security offences such as exceeding the time limit in a facility, failure to return access cards, committing offences in the building, and etc.
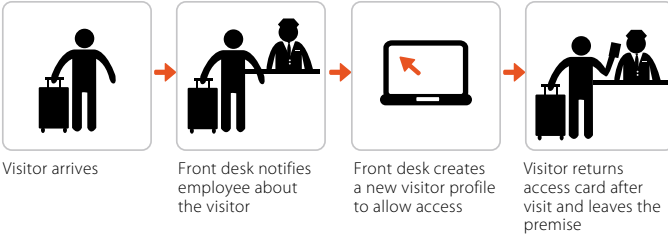
▶ Web Registration

This module allows visitors to apply for a visit to a facility online. Once application is received, the system administrator or guards have to wait for a response from the staff before he approves or denies a visit application.
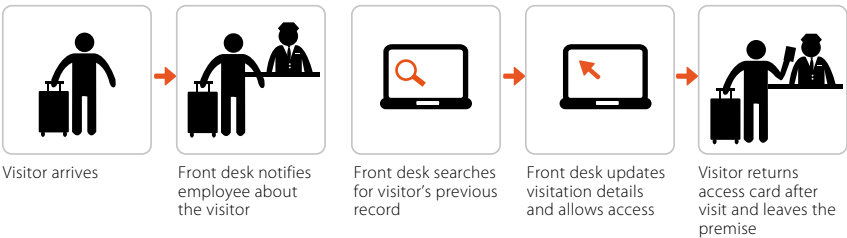
Workflow

IngressVMS provides a simple and intuitive user interface, easily navigated system to complete any operation. Below are 3 common workflows for reference:

▶ First time visitor without any record in the system:

Visitor arrives → Front desk notifies employee about the visitor → Front desk creates a new visitor profile to allow access → Visitor returns access card after visit and leaves the premise

▶ Regular visitor with existing record in the system:

Visitor arrives → Front desk notifies employee about the visitor → Front desk searches for visitor's previous record → Front desk updates visitation details and allows access → Visitor returns access card after visit and leaves the premise

▶ Visitor who registered online:

Visitor fill up details on the IngressVMS web application → Employee receives email notification. → Employee authorises visitor by notifying the front desk. → Front desk approves the application. → Visitor arrives at the front desk to complete the rest of the application process.

Activating and Installing IngressVMS

Note: There is a separate installation file for IngressVMS. It is compulsory to update the Ingress system to FingerTec Ingress Server v3.0.2 and above before you proceed with IngressVMS installation

Activating IngressVMS software license

Look for License Information under System Settings in Ingress server to activate IngressVMS. Access will only be allowed if you have activated the software license. There are two methods to activate IngressVMS's software license.
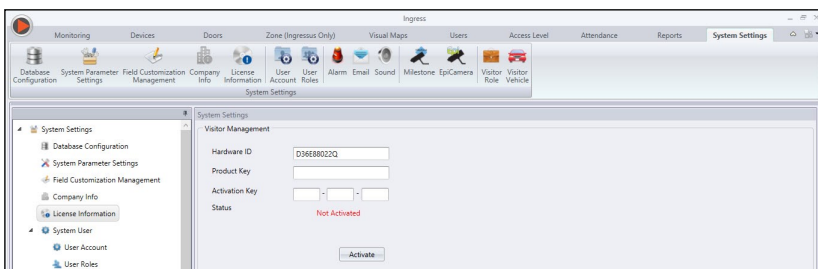
▶ Online Activation

1. Contact your local reseller or email us at *info@fingertec.com* to receive the IngressVMS Product Key.

2. Insert the Product Key into the intended column

3. Click Activate will connect to the FingerTec server which will retrieve the Activation Key to activate the license

▶ Offline Activation

1. Copy and send the Hardware ID to your local reseller or to FingerTec at *info@fingertec.com* to receive the IngressVMS Product Key and Activation Key.

2. Insert keys into their respective columns.

3. Click Activate to activate the license.

Installing IngressVMS

It is important to install the IngressVMS in the same server as the Ingress server for security and optimum performance. However, please note that the IngressVMS installation is individual and is a separate installation from the Ingress server. Follow the steps below to install.
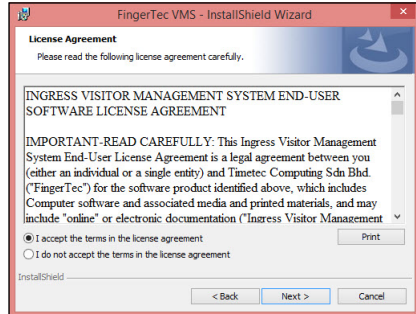
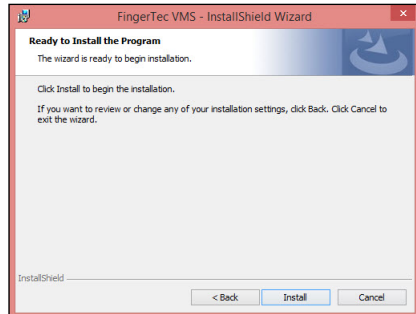1. Run the installation **setup.exe**
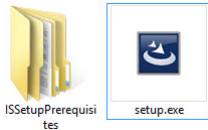
2. Click **Next** to start.
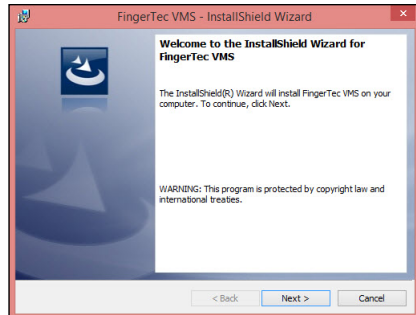
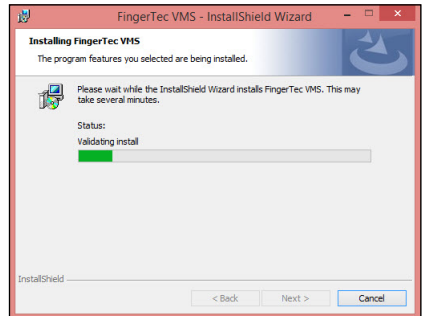3. Select **"I accept the terms in the license agreement"** after you have read and understood the content. Click **Next** to proceed.

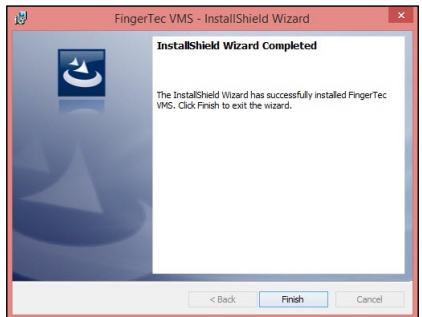4. Click **Install** to initiate the installation.

5. Do not interrupt the Windows during installation to make sure that the system is installed properly. Only click Cancel if you want to cancel the installation of the software.

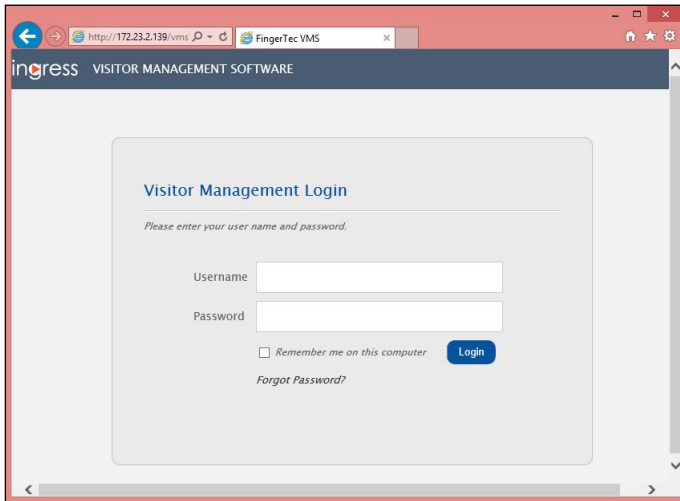6. When the installation is complete, click Finish to end the process.

Opening IngressVMS

1. Open your web browser.

2. Insert "localhost/vms" into the address bar (if you are running from the same server with Ingress server)

   OR

   Insert "server IP address/vms" into the address bar (if you are running from another computer connected to Ingress server)

3. Insert **username** and **password**. You can request this information from the Ingress server system administrator if you don't have it with you.

Configuring IngressVMS

IngressVMS relies on the Ingress database to handle visitor online application, background information, track visitor traffic in your premise(s) and also limit visitor access from employee authorized zones. You will need to configure these settings below in your Ingress software system before you can begin to use IngressVMS.

Configuring Access Group

The access group requires 3 important rules to unlock access upon verification.

▶ **The specific person**
▶ **The preset timezone**
▶ **The specific door**

It is highly recommended to configure individual access group for visitors so that they can be easily separated from the employees. For example: You can create an access group that is named "Access to HR office" who are only allowed entry to Door 1 and Door 2 that are open from 10:00am to 12:00pm. So a visitor who wishes to access the HR department can enter through Door 1 and Door 2 from 10am to 12pm. Access to any other doors are barred and neither can the visitor access Door 1 or Door 2 before 10:00am and after 12:00pm.

This setting can only be configured in Ingress software > Access Level module.

1. Start Up Ingress software >
   Go to **Access Level**

2. Select Time set > **Add Time Set**

3. **Name the time set:**
   For example, let's start with a 10:00am to 12:00pm Visitor Time Set
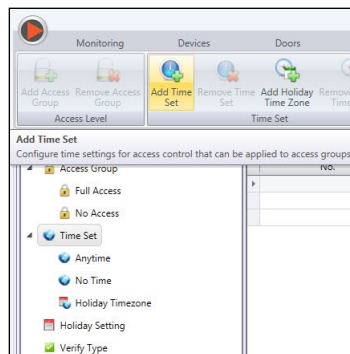
4. Configure the time set for the First Interval which is from 10:00am and 12:00pm. You can also configure the Second and Third interval in case your facility also allows visitors to come in at different time periods.

   For example:
   • First interval: Access period starts from 10:00am to 12:00pm
   • Second interval: Access period starts from 2pm to 4pm
   • Third interval: Access period starts from 5pm to 7pm

5. Click Save to save settings.
6. Click Access Group > Add Access Group

7. Name the Access Group: *For example:* Access to HR office (visitor)
8. Select Access Control tab > Click Edit > Click Add

9. Now **Select the doors** to allow access (select from the door list) and **time set** to follow (select from Time Set column, check Apply to all selected doors)

10. Click **OK** to save

11. Click **Save** to save the setting.
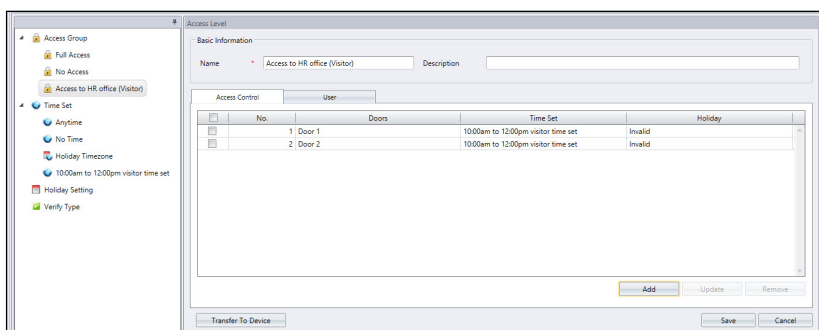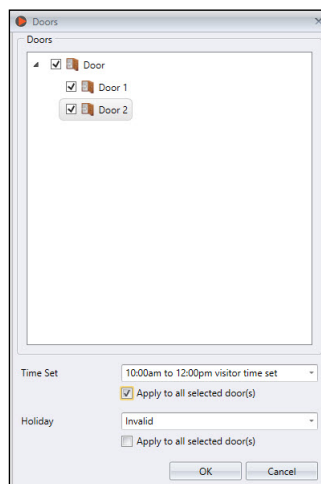
12. This access group will be displayed in the Access Group Section in IngressVMS for system admin or front desk personnel to select.


13. Repeat the steps to configure more access groups for visitors.

Configuring Visitor Role

Visitor roles are used to define the role of the visitors entering a facility for example as a contractor, a software vendor, a raw material supplier etc.

IngressVMS will predefine some roles by default. However, you can add more or modify the current visitor roles to suit your environment. Follow the instructions below to add or change Visitor Roles in Ingress software:

1. Run Ingress software > System Settings > Visitor Role
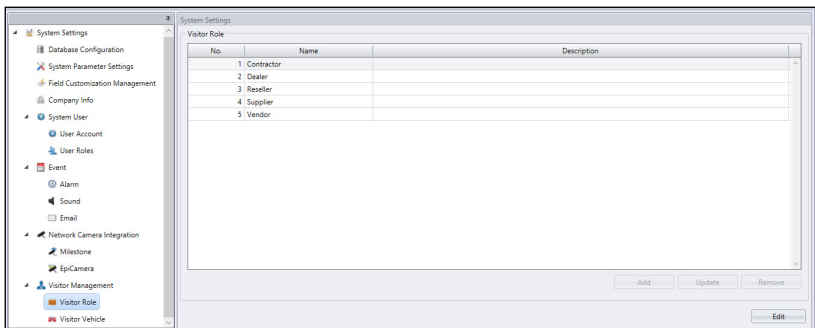
2. By default, there are 5 visitor roles to choose from
3. Click Edit > Click Add to add new | Select roles > Click Update to change
4. Click Save to save settings

Configuring Visitor Vehicle Registration

Visitor vehicle registration is one of the important information in the system. By default, Ingress software will predefine 4 categories of vehicles under the vehicle list. As an administrator, you can add or change them accordingly. Follow the instructions below to add or change Visitor Vehicle:

1. Run Ingress software > System Settings > Visitor Vehicles

2. By default, there are 4 categories of vehicles to choose from

3. Click **Edit** > Click **Add** to add new | Select roles > Click **Update** to change

4. Click **Save** to save settings.

Other Settings

There are 3 basic settings under Ingress to control IngressVMS

- **Language:** The display language of Ingress and IngressVMS runs separately so you can select different display language for each system.

- **Apply Batch User ID:** This is an option to separate IDs to be used for employees and visitors. To use this feature, you need to enable this option and insert the ID range to be used as visitor IDs.

- **Compulsory for visitor upload photo:** Once you enable it, the system will request the user to upload his/her photo during web registration or front desk registration.

- **Disable it if visitor's photo is not a compulsory data during registration**

Visitor Registration

There are two ways to register in IngressVMS. First is to register at the front desk, and second is to register online via IngressVMS web application.

Front Desk Registration

When a visitor arrives, the first thing the front desk needs to perform is to check the system to identify the visitor before creating a new visitor profile. If the visitor have past records, proceed to registration. If the visitor does not have any past record, the front desk personnel or the guard needs to create a new profile for the visitor.

First Time Registration

1. Go to **Create New >** Fill up the information accordingly

- **Photo:** To use this feature, it is advisable to install a 3rd party web camera and the relevant software to capture a visitor's photos. This feature is set as default but you can set it as optional by configuring the Ingress software (refer Chapter 3).
- **Name, Nationality, Gender, Mobile Number, Email and Company Name:** Fill up accordingly

- **Registration Number and Type of Vehicle:** This is important for the company guards to allow access to a facility's carpark
- **ID Card/Driving License Number:** The main reference for visitor identification.
- **Role:** The types of visitor, for example supplier, contractor and etc, which can be defined under Ingress software (refer to Chapter 3).
- **Access Group:** Refers to the permission to access specific doors during specific times. The setting can be configured in Ingress software (refer to Chapter 3).
- **Department to Visit:** Displays the list of departments to select based on who the visitor is visiting.
- **Person to Visit:** Shortlists the employees under the selected department. Visitor needs to identify the person he's visiting.
- **Date and Time of Visit:** Specifies the time that the visit is allowed.

2. Click **Enrol Card** to insert the card ID assigned to the visitor. This card is known as access card and shall be returned when the visitor checks out.

3. Click **Save** to complete the registration process

4. The system will then lead you to **Visitor Check In – Out** (refer to Chapter 5)

Regular Visitor

1. Go to **Search >** Insert any one of the six search criteria.

2. Select **Date Range**

3. Select the check box **"Show incomplete registration"** if the visitor registered online. Note: Ignore this step if you do not allow the visitor to register online.

4. Click Search

5. The system will display the result if the visitor had visited the facility before. Click the Pencil icon to proceed.

6. The system will display the details of the visitor's previous visit. Update the information accordingly.

7. Click Enroll Card to insert the access card ID assigned to the visitor. The card needs to be returned when the visitor checks out.

8. Click Save to complete the registration process

9. The system will lead you to Visitor Check In — Out (refer to Chapter 5)

Web Application

IngressVMS is a web-based solution which allows visitor to register online and apply for a visit to meet with employee(s) of a company. To use IngressVMS Web Application, first you must provide the Ingress server with a Public IP address that brings Ingress software online. You also need to furnish visitors with a dedicated URL to access the site in case the Ingress server is configured to work within the same local area network (LAN) only, which cannot fully utilise the IngressVMS web application. Once this URL is available, visitors can visit the URL from a web browser to fill up the booking form.

When an application is submitted, the application will be forwarded to IngressVMS and email notifications will be sent to both visitor and employee. The employee must notify the system administrator or the front desk personnel of whether to approve or deny the visitor's application. The system administrator or the front desk personnel will do the necessary approval under Web Application Status module.

▶ **To deny an application:**

Click Deny > Insert reason of rejection > Deny > The system will send an email to notify the visitor.

▶ **To approve an application:**

Click Approve > Insert text to notify the visitor > Approve > The system will send an email to notify the visitor.

When the visitor arrives at the front desk, the system administrator needs to login to the system and search for the visitor's information, and then fill up the details of visitor and his visit before he can be checked-in.

Visitor Check In – Out

To create visitor access in IngressVMS, Access Group needs to be assigned to visitors. Access Group functions to limit the visitor(s) access rights to specific doors when meeting the employees of the facility. It is crucial to configure Access Group correctly under Ingress software before using this feature.

Before the visitor(s) can access the facility, the system administrator needs to perform a Visitor Check-In process. This process serves to notify Ingress server to upload the visitor's access card ID to specific devices installed at specific doors (predefined under the Access Group). With this process completed, the visitor can access by verifying the provided access card at the authorized devices. Monitoring of the visitor can be done from this page.

It is imperative for a visitor to return the access card to the front desk during check out. The system will only allow the front desk to complete the check-out process by inserting the same access card ID issued during the check-in process.

▶ **To perform check-out upon return of the access card:**

Select the visitor(s) from Monitoring > Click Check-Out > Check-Out page pops up > Click Card ID > Insert card ID to verify > Check-Out

IngressVMS will place the visitor under the blacklist visitors list if he cannot return the access card, or if he leaves without notifying the front desk. The admin can perform Force Check-Out to terminate the access card rights and place the visitor record into the Blacklisted visitor list. When the blacklisted visitor visits the facility again, IngressVMS will notify the administrator accordingly.

▶ **To force check out visitor(s):**

Select the visitor(s) from Monitoring > Click Check-Out > Check-Out page pops up > Click Force Check-Out > Insert reason > Force check-out

The system will lead you to the Blacklisted Visitor module and display the record on screen. You can check the rest of the blacklisted visitor(s) on this page.

Blacklisted Visitor

IngressVMS tracks every visitor using ID card or Driving license ID, as these credentials are constant.

If a visitor is placed under the blacklisted visitor list, the system will search for the matching ID and prompt you to the Blacklisted Visitor module where you can view the reason why he is not permitted access.

The system administrator or the front desk personnel can remove a visitor from the Blacklisted list after it is approved by the relevant authority. Click Remove and insert a reason to revert the visitors back to whitelist visitors.

REPORTS

▶ **IngressVMS report module offers 5 printable reports:**

a. **Total Visitor Report** shows the overall number of visitors for a specific date range.

b. **Visitor Profile Report** shows details of every visitor that has visited or registered in the system before.

c. **Current Status Report** shows status of visitors for the present day including those who are still in the facility and those who are still pending for approval. The checked out visitors for that day will be excluded from this report.

d. **Prebook/Reserve Visitor Report** displays list of visitors who have registered via web but are pending for approval.

e. **Blacklist Visitor Report** displays a list of visitors that have been denied access to a facility due to various security offences such as exceeding the time limit in a facility, failure to return access cards, committing offences in the building, and etc.

To prepare a report > Go into **Report** module

1. Select a type of report
2. Insert criteria to search data
3. Select date range
4. Click Submit

The system will display the report at the bottom of page. You can select the type of output file to save the report.

Sample Reports

Visitor Profile Report

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VISITOR MANAGEMENT SOFTWARE

Name	Yatin
Nationality	Malaysian
Gender	Male
Mobile number	6012-2081448
ID Card/ Driving license no	A847562DD-48
Email	-
Company name	Copy Office Supply
Type of vehicle	Motorbike
Role	Supplier (Office equipments)
Last visit on	10-03-2015 4:02pm

Name	Fatimah
Nationality	Malaysian
Gender	Female
Mobile number	6016-3381256
ID Card/ Driving license no	A823964DD-40
Email	-
Company name	BioTech
Type of vehicle	Car
Role	Supplier (Office equipments)
Last visit on	10-02-2015 12:15pm

Name	Chong
Nationality	Malaysian
Gender	Male
Mobile number	6012-6951122
ID Card/ Driving license no	A627562DD-40
Email	-
Company name	BioTech
Type of vehicle	Van
Role	Supplier (Office equipments)
Last visit on	27-02-2015 01:10pm

Printed: 12-03-2015   10:31am   Super Moulding Company S/B   Prepared by Doris

Current Status of Visitor

ingress
VISITOR MANAGEMENT SOFTWARE

Name	Yatin
Nationality	Malaysian
Gender	Male
Mobile number	6012-2081448
Company name	Copy Office Supply
Role	Supplier (Office equipments)
Current status	Check In
Last verified location	Lobby
Date and time verified	15-03-2015 10:14am
Department to visit	Administration
Person to visit	Janice

Name	Fatimah
Nationality	Malaysian
Gender	Female
Mobile number	6016-3381256
Company name	BioTech
Role	Supplier
Current status	Check In
Last verified location	Lobby
Date and time verified	10-03-2015 09:14am
Department to visit	Administration
Person to visit	Janice

Name	Chong
Nationality	Malaysian
Gender	Male
Mobile number	6012-6951122
Company name	BioTech
Role	Supplier
Current status	Check In
Last verified location	Lobby
Date and time verified	5-02-2015 03:02pm
Department to visit	Administration
Person to visit	Janice

Printed: 12-03-2015   10:31am   Super Moulding Company S/B   Prepared by Doris

Prebooking / Reserved Visitor

Name	Yatin
Nationality	Malaysian
Gender	Male
Mobile number	6012-2081448
ID Card/ Driving license no	A847562DD-48
Email	-
Company name	Copy Office Supply
Type of vehicle	Motorbike
Role	Supplier (Office equipments)
Date and time to visit	15-03-2015 2:00pm
Department to visit	Administration
Person to visit	Janice

Name	Chong
Nationality	Malaysian
Gender	Male
Mobile number	6012 -6951122
ID Card/ Driving license no	A627562DD-40
Email	chong@gmail.com
Company name	BioTech
Type of vehicle	Van
Role	Supplier (Office equipments)
Date and time to visit	20-03-2015 11:30am
Department to visit	Administration
Person to visit	Janice

Name	Fatimah
Nationality	Malaysian
Gender	Female
Mobile number	6016 -3381256
ID Card/ Driving license no	A823964DD-40
Email	-
Company name	BioTech
Type of vehicle	Car
Role	Supplier (Office equipments)
Date and time to visit	28-03-2015 03:00pm
Department to visit	Administration
Person to visit	Janice

Printed: 12-03-2015   10:31am   Super Moulding Company S/B   Prepared by Doris
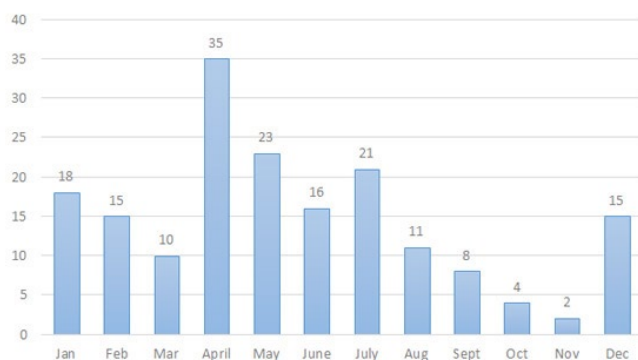
Blacklisted Visitor Report

Name	Chris
Nationality	Malaysian
Gender	Male
Mobile number	6014-7998099
ID Card/ Driving license no	820405-05-5283
Email	-
Company name	Copy Office Supply
Type of vehicle	Van
Role	Supplier (Office equipments)
Last visit on	09-03-2015 5:30pm
Reason	Did not return visitor pass. This is the 4th times. Security officer already called to inform his superior to take further action.

Name	Alex
Nationality	Malaysian
Gender	Male
Mobile number	6010-7913479
ID Card/ Driving license no	821020-04-5287
Email	-
Company name	Manufact Supply
Type of vehicle	Motorbike
Role	Supplier (Office equipments)
Last visit on	13-02-2015 2:30pm
Reason	Did not return visitor pass. This is the 4th times. Security officer already called to inform his superior to take further action.

Total Visitor Report

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Visitor Management System