

## Visitor Management System Guide

---

Version	1.0
Date	February 2025
Prepared by	Rupali Awati
Approved By	Santosh Kulkarni

Version	
Date	
Prepared by	
Approved By	

---

### Index

I.	Introduction.....	2
II.	System Requirement.....	2
III.	Accessing the Application.....	2
IV.	User Roles and Permissions.....	3
	a. Company Employees.....	3
	b. Security Personnel.....	3
	c. Admin.....	3
V.	Functionalities.....	3
	1. Visitor appointment creation .....	4
	i. New Registration .....	6
	2. Email Notification.....	7
	3. Approve/Cancel the appointment.....	10
	4. Gate pass generation.....	10
	5. Check-In, Check-out.....	12
	6. Visitor details page.....	13
	7. Reports.....	13
	8. Dashboard.....	14
	9. Admin Panel.....	15
	10. Password Change .....	15
VI.	FAQ/Troubleshooting.....	17
VII.	Contact Information.....	17

## 1. Introduction

---

The Visitor Management System (VMS) is a web-based application designed to streamline visitor entry and tracking within the organization. It allows employees, visitors, and security personnel to register visitors, manage approvals, and monitor visitor flow efficiently. Followings are the features of the application:

1. Individuals Log-in(Employees, Admin, Security Personnel)
2. Visitor Registration
3. Email to approval
4. Gate Pass Creation
5. Check-In, Check-Out
6. Dashboard
7. Report Generation
8. Admin features

## 2. System Requirements

---

To ensure the best experience, the following system requirements are recommended:

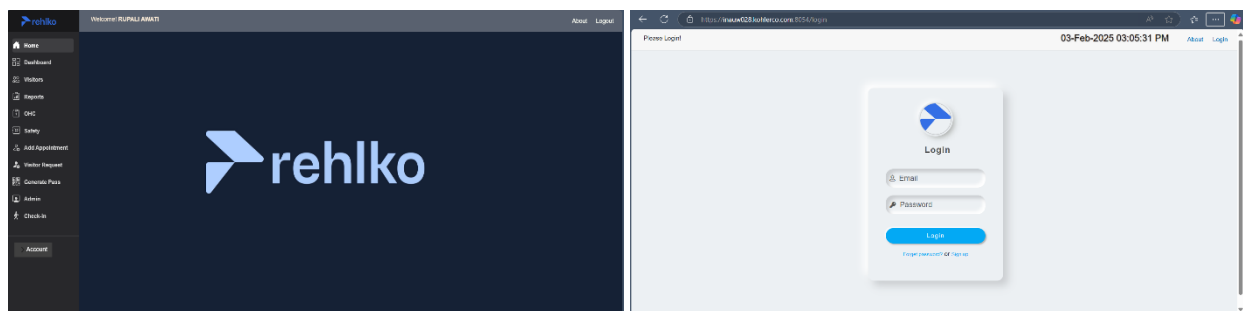
- Browser Compatibility: Latest versions of Microsoft Edge, Chrome, or Firefox.
- Operating Systems: Windows 10, Windows 11, macOS, etc.
- Internet Connectivity: Stable Broadband Connection.

## 3. Accessing the application

---

To access the Sales Order Change Request Application, follow these steps:

- Open your web browser and type the application URL into the address bar <https://inauw028.kohlerco.com:8054/>



*Image 1: Home page and Log-in page*

- Login with your credentials: Registered email and password
- Every user has his own ID and password, ID will be office email ID and password will be provided individually. After first login, that it is mandatory to change the password using the 'Change Password' functionality.  
Refer below image

*Image 2: Change Password*

## 4. User and Permissions

---

User roles are as follows:

- a. **Company Employees including Admins**
  - b. **Security Personnel**
  - c. **Visitors**
- a) **Company Employees**
- a. Employee users can make appointments after authorizing login using Create Appointment tab, also there is no need to approve visitor since appointments are created by employee users.
  - b. If security personnel or visitor make appointments, the employee user needs to approve appointments using Visitor Request tab.
- b) **Security Personnel**
- a. Security personnel can make appointments after authorizing login using Create Appointment tab, also they have the facility to generate the gate pass, also they can check-in and check-out the visitors.
- c) **Admin**
- a. Full system access, including reports download, user management and settings.

## 5. Functionalities

---

Below mentioned features are available for this application.

1. Visitor appointment creation
2. Email Notifications
3. Approve/Cancel the appointment
4. Gate pass generation
5. Check-In, Check-out
6. Visitors detail Page
7. Reports
8. Dashboard
9. Admin Panel
10. Password Change

## 1. Visitor appointment creation

To make an appointment user will open the Application in web browser using URL. After successfully log-in the application will switch to the Home Page then click on **Add Appointment** on menu bar. Refer below image 3 for more details:

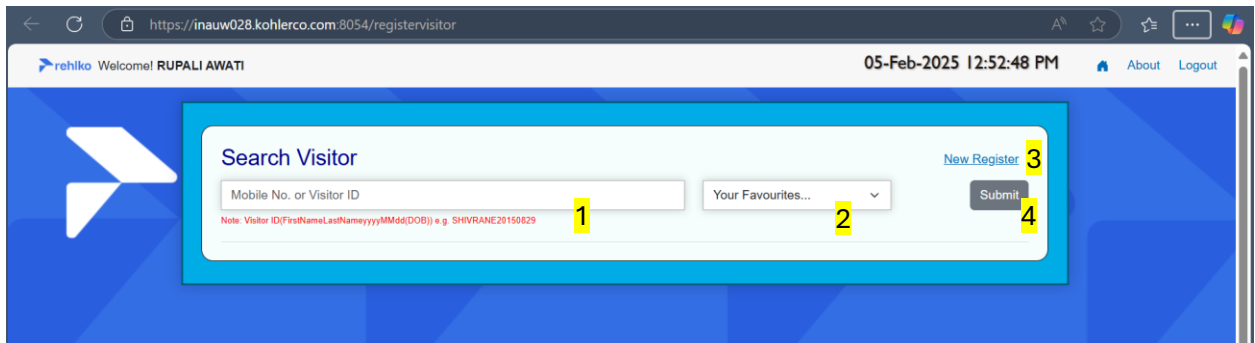
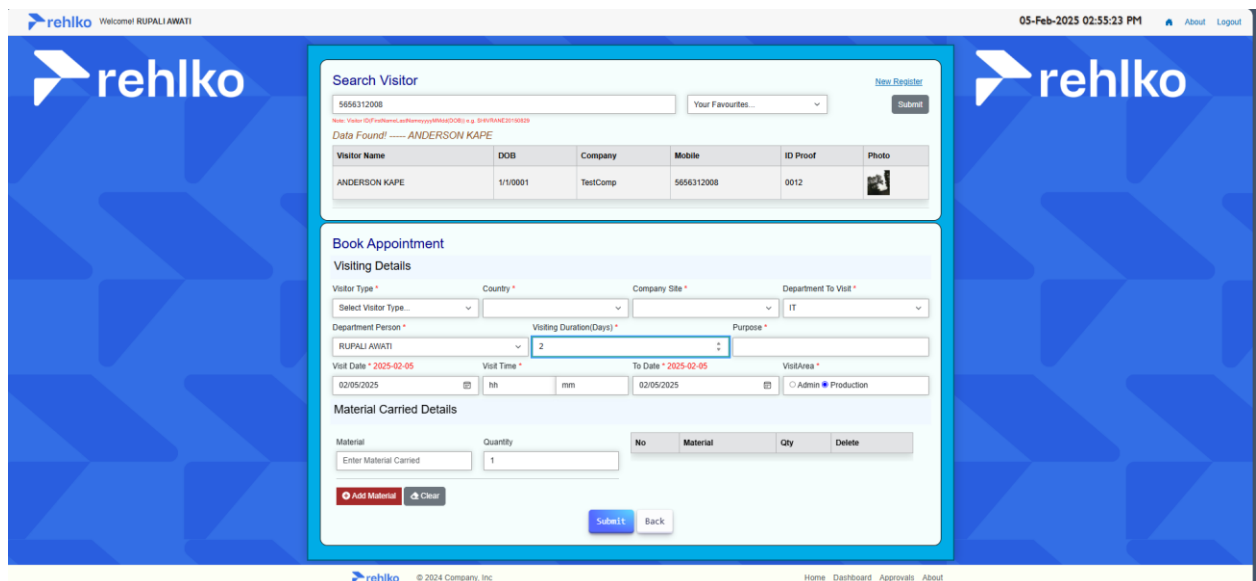


Image 3: Request Form Page

Step 1: Enter mobile number or Visitor Id then Submit to search visitor details if already registered  
 Step 2: Favorites option only for employees and security users.  
 Step 3: New Register if visitor not registered.

- If visitor found after submit or selection of favorites the appointment form will shown with visitor details as shown in image 4.




Visitor Name	DOB	Company	Mobile	ID Proof	Photo
ANDERSON KAPE	1/1/0001	TestComp	9656312008	0012	

Image 4: Appointment Form

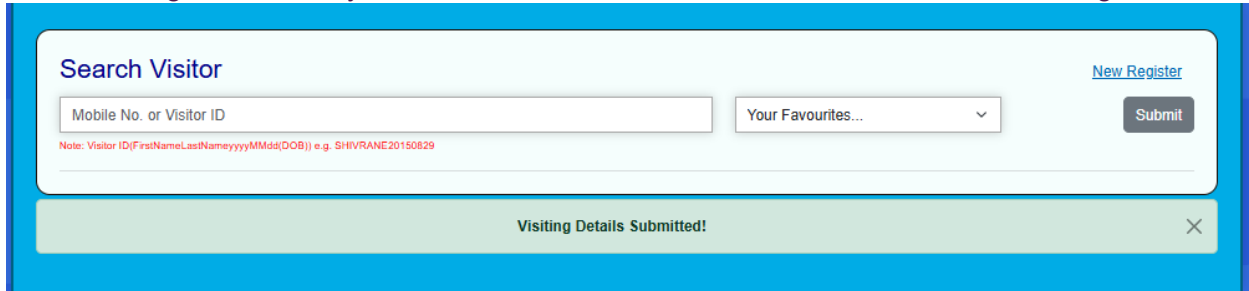
***The appointment form includes below fields to fill (Please note all fields are mandatory)***

- Visitor Type
- Country
- Company Site
- Department To Visit (Auto fetched for emp user)
- Department Person (Auto fetched for emp user)
- Visiting Duration
- Purpose
- Visit Date
- Visit Time (24hrs format)
- To Date (Only if the duration is more than 1)

Here lastly need to add material carried by visitors. For adding materials follow below steps.

- Enter material name
- Enter quantity
- Click on Add Material button (Clear button clears all material)

After entering all necessary details click on blue **Submit** button, it will show a message like this.

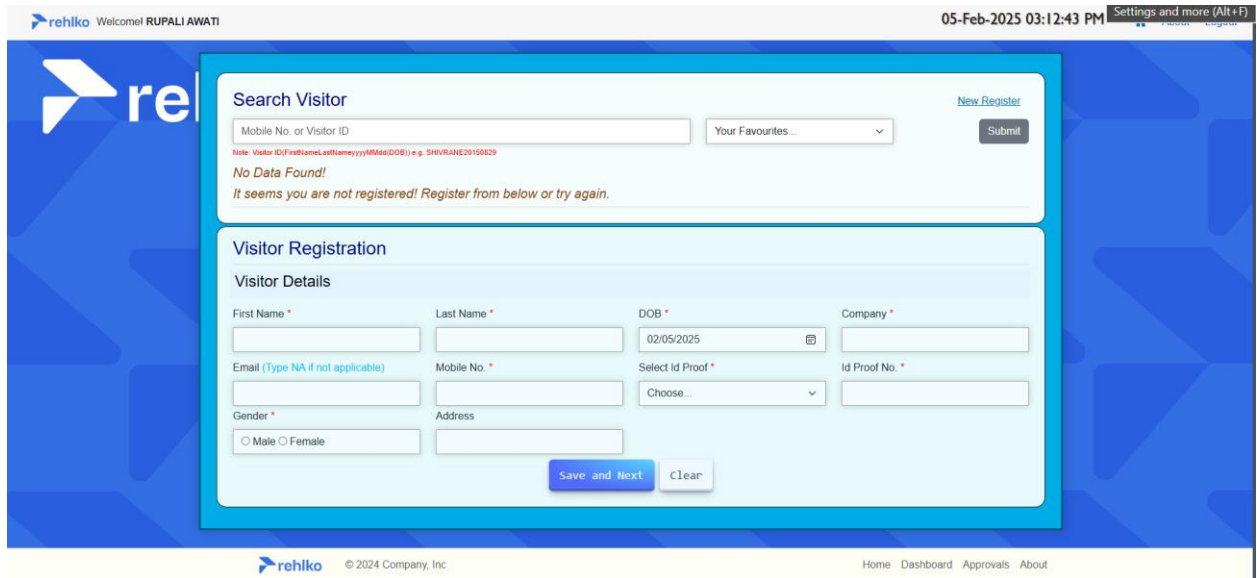


The screenshot shows a web interface with a blue header. Below the header is a search bar titled "Search Visitor". Inside the search bar, there is a text input field labeled "Mobile No. or Visitor ID" and a dropdown menu labeled "Your Favourites...". To the right of the search bar is a "New Register" link and a "Submit" button. Below the search bar, there is a green message box that says "Visiting Details Submitted!" with a close button (X).

**It means that appointment successfully submitted.**

## I. New registration

If the visitor is not found or after clicking on New Register the following registration form will appear. Refer below image 5 for reference:



The screenshot shows the 'Visitor Registration' form in the rehlko system. The form is titled 'Visitor Registration' and includes a 'Search Visitor' section at the top with a search bar and a 'New Register' link. Below this is the 'Visitor Details' section with fields for First Name, Last Name, DOB, Company, Email, Mobile No., Select Id Proof, Id Proof No., Gender, and Address. There are 'Save and Next' and 'Clear' buttons at the bottom of the form.

Image 5: Visitor Registration form

## Visitor Registration

There are three criteria for visitor registration

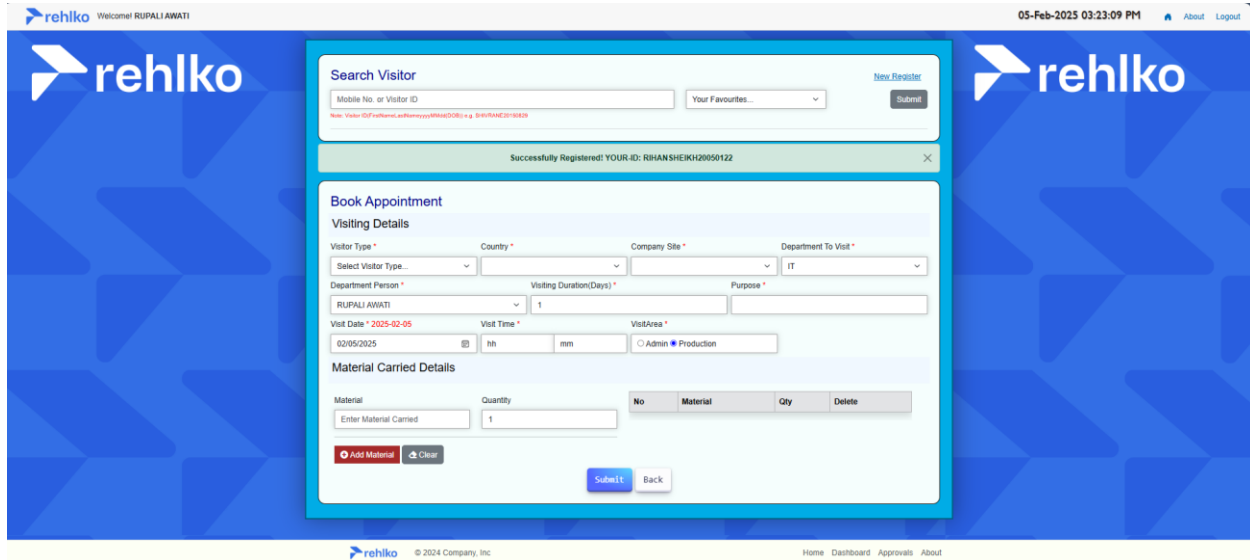
- I. From visitor side
- II. From Employee user side
- III. From Security personnel side

The following fields are necessary for registration.

- First Name
- Last Name
- Date of Birth
- Company (Visitor's Company)
- Email (if email not available type NA)
- Mobile Number (Only 10 digits)
- Photo (Only form security side)
- Id Proof
- Id Proof Number
- Gender
- Address

## User Manual of Visitor Management System

After entering all details Click on **Save and Next** button, it will show you a success message and redirect to appointment form, now you can directly make an appointment. Refer image no. 6



The screenshot displays the rehlko Visitor Management System interface. At the top, a navigation bar includes the rehlko logo, a welcome message for 'RUPALI AWATI', the date and time '05-Feb-2025 03:23:09 PM', and links for 'About' and 'Logout'. The main content area features a 'Search Visitor' section with a text input for 'Mobile No. or Visitor ID' and a 'Submit' button. Below this, a green success message states 'Successfully Registered! YOUR ID: RHAN SHEKH20050122'. The 'Book Appointment' section is titled 'Visiting Details' and contains several dropdown menus for 'Visitor Type', 'Country', 'Company Site', and 'Department To Visit'. It also includes a 'Department Person' dropdown, a 'Visiting Duration(Days)' input, and a 'Purpose' dropdown. The 'Visit Date' is set to '2025-02-05', and the 'Visit Time' is set to '02/05/2025'. The 'Visit Area' is set to 'Admin' and 'Production'. Below this, the 'Material Carried Details' section has a table with columns for 'Material', 'Quantity', 'No', 'Material', 'Qty', and 'Delete'. A 'Submit' button is at the bottom right of the form.

Image 6: Successful Registration

## 2. Email Notification

### i. Email notification of approval to emp user

- Email notification will go to the Employee user after appointment set through visitor or security personnel for approval.
- Clicking on Click Here to Approve/Decline user will redirect to Visitor request page. Here user can approve or decline the appointment.

## User Manual of Visitor Management System

- Refer image 7 of email format.

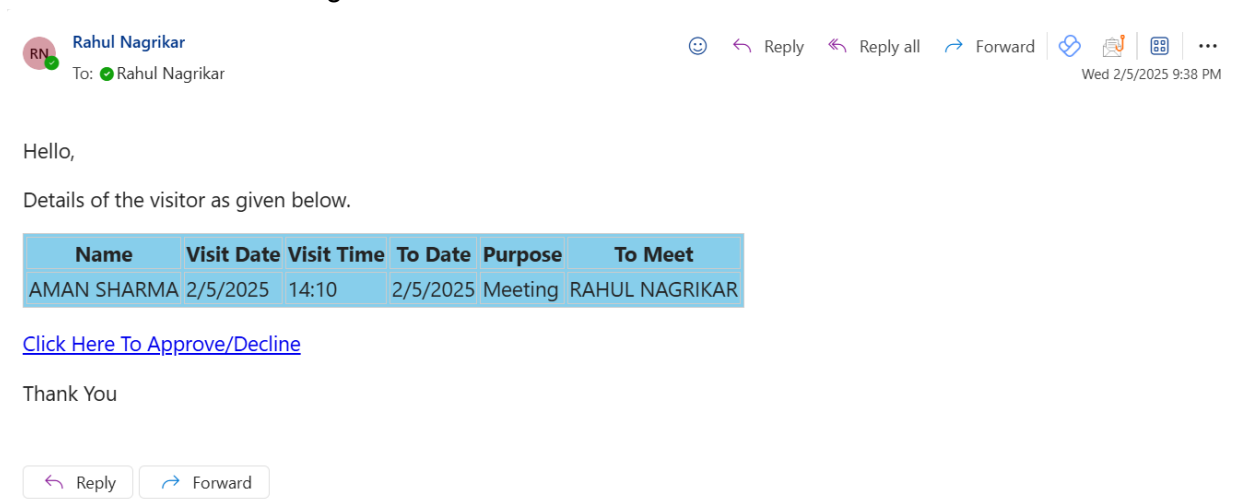


Image 7: Email Notification Format for Approval

### ii. Email notification of security approval to emp user

- If approval approved by security personnel, then also user get the email notification that associated visitor appointment approved by security personnel. Refer image no. 8.

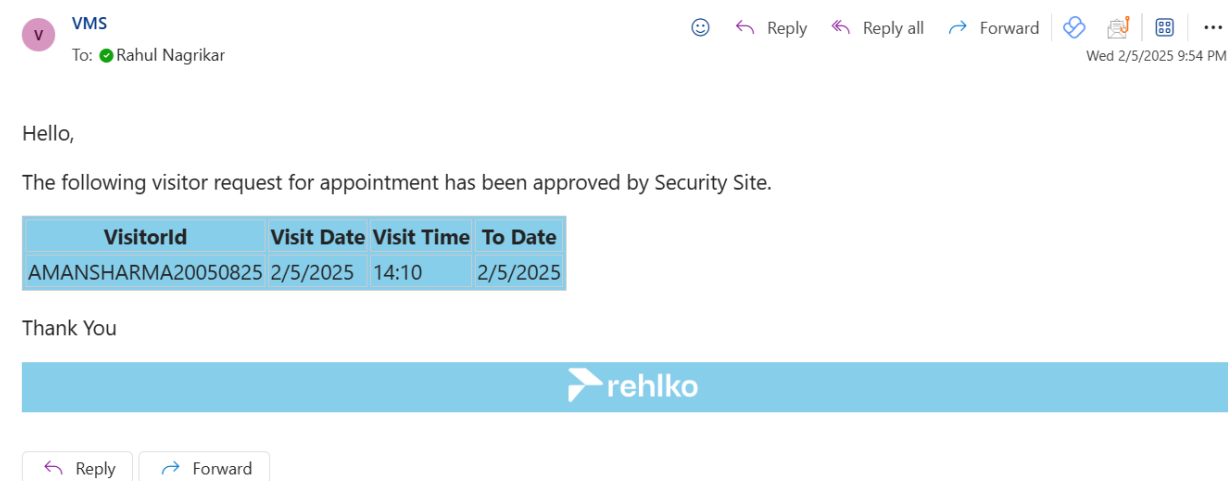


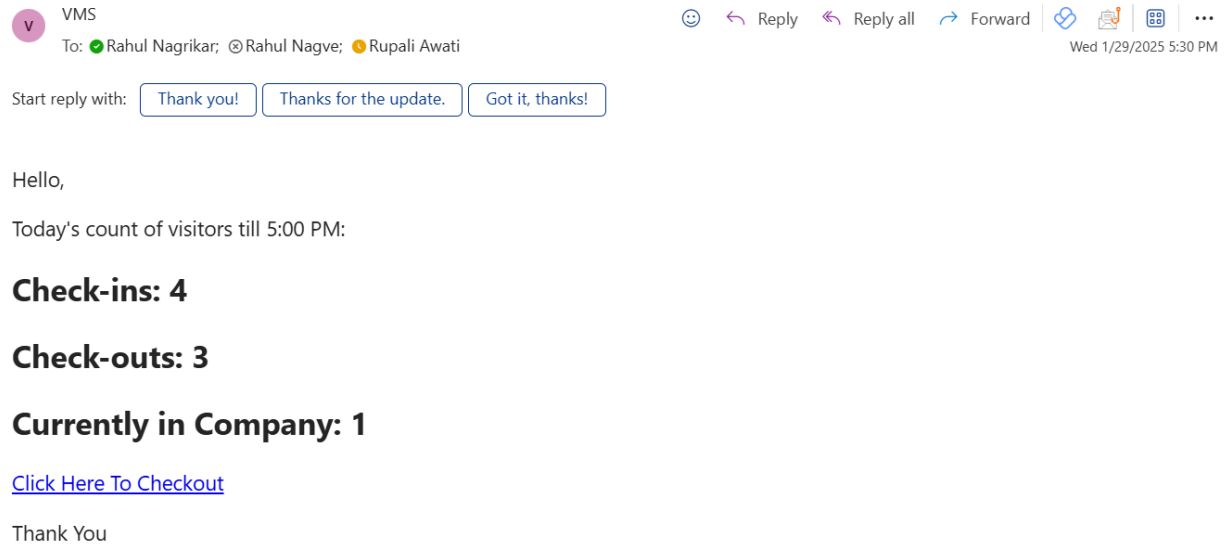
Image 8: Email Notification Format Approved from security side

### iii. Email Notification of daily count of visitors to admins



## User Manual of Visitor Management System

The email will send to admin daily at 5:30 pm with daily count of visitors. Refer Image 9.



*Image 9: Email Notification Daily count*

## 3. Approve/Cancel the appointment (Only Employee User & Admin)

Click on **Visitor Request** on menu bar

If appointment is set by security personnel or from visitor. Then only users can approve visitors. If emp user made an appointment, then it will auto approve appointment. Refer image 10.

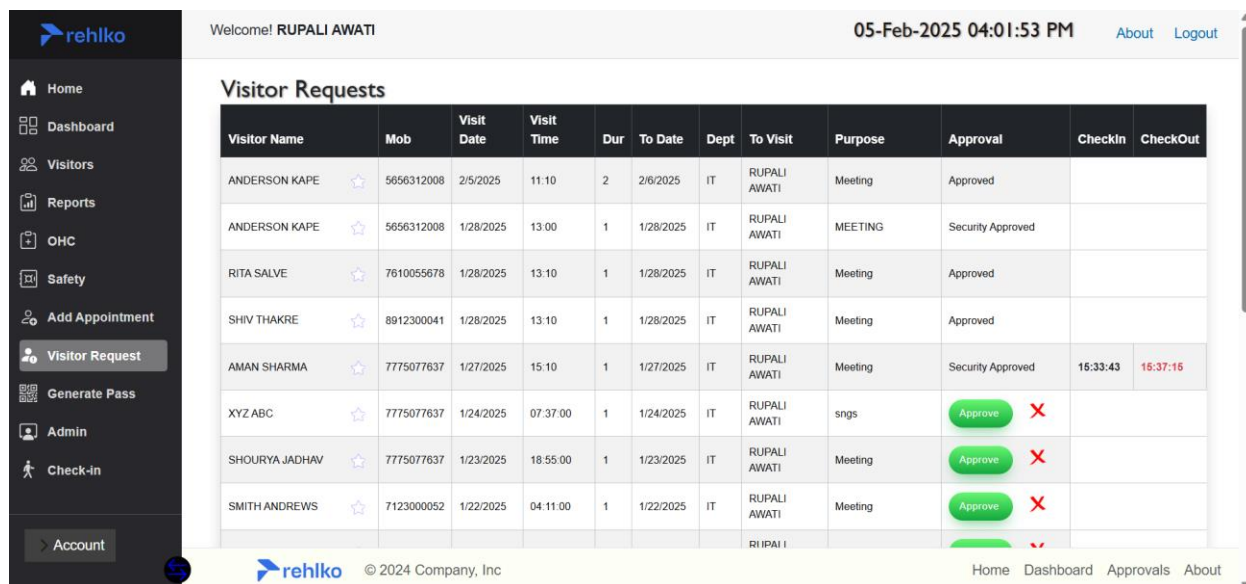


Image 10: Visitor Request Approval/Cancel page

## 4. Gate Pass Generation

Only admin and security personnel can generate Gate Pass.

- Click on generate pass on menu bar. It will open generate pass page, refer image no. 11

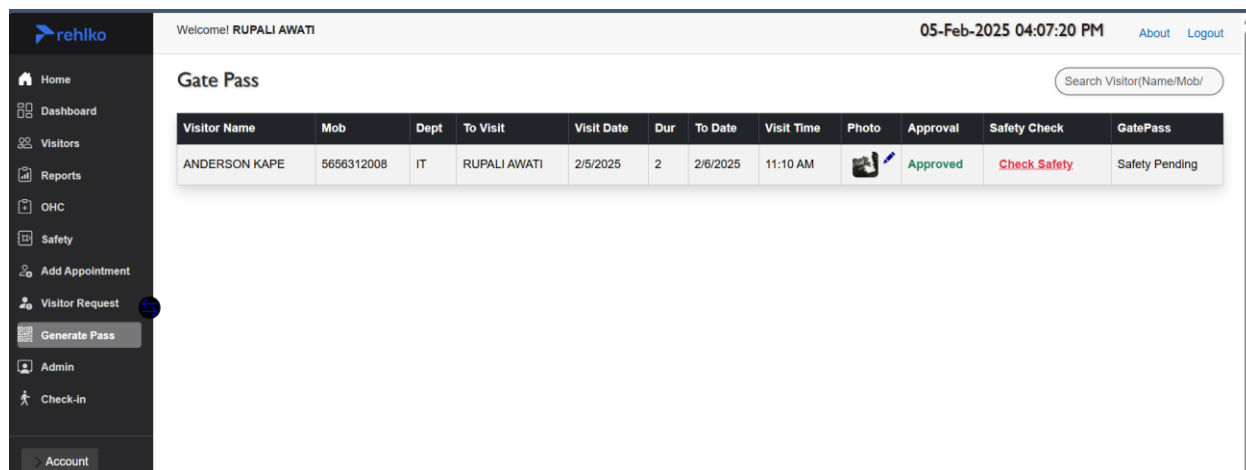



Image 11: Generate Pass page

## User Manual of Visitor Management System

- Input all mandatory details like photo, safety check.

### Gate Pass

Search Visitor(Name/Mob/I

Visitor Name	Mob	Dept	To Visit	Visit Date	Dur	To Date	Visit Time	Photo	Approval	Safety Check	GatePass
ANDERSON KAPE	5656312008	IT	RUPALI AWATI	2/5/2025	2	2/6/2025	11:10 AM		Approved	Safety Approved	

- If approval is pending, and security personnel contacted with employee user for approval then security personnel can approved appointment from their side. As shown in the image below.

### Gate Pass

Search Visitor(Name/Mob/I

Visitor Name	Mob	Dept	To Visit	Visit Date	Dur	To Date	Visit Time	Photo	Approval	Safety Check	GatePass
AMAN SHARMA	7775077637	IT	RAHUL NAGRIKAR	2/5/2025	1	2/5/2025	2:10 PM		On Hold <a href="#">Security</a> <a href="#">Approve</a>	Approval Pending	Safety Pending

- Check the checkbox and click to approve.

Welcome! RAHUL NAGRIKAR 05-Feb-2025 09:49:48 PM Help Logout




Gate Pass

Search Visitor(Name/Mob/I

AMAN SHARMA 2/5/2025 To 2/5/2025 ✕

☒ Contacted to Approver on Call

Approve Back

Visitor Name	Mob	Dept	To Visit	Visit Date	Dur	To Date	Visit Time	Photo	Approval	Safety Check	GatePass
AMAN SHARMA	7775077637	IT	RAHUL NAGRIKAR	2/5/2025	1	2/5/2025	2:10 PM		On Hold <a href="#">Security</a> <a href="#">Approve</a>	Approval Pending	Safety Pending
ANDERSON KAPE	5656312008	IT	RUPALI AWATI	2/5/2025	2	2/6/2025	11:10 AM		Approved	Safety Approved	

- Click on gatepass icon, it will open pop-up of gate pass as shown in image 12.

Welcome! RUPALI AWATI 05-Feb-2025 04:12:22 PM Settings and more (All 17)

Gate Pass

Search Visitor(Name/Mob/I

Visitor Name Mob Dept

ANDERSON KAPE 5656312008 IT

rehlko

ID: 50 ANDERSON KAPE TestComp

To: RUPALI AWATI Date: 2/5/2025 Time: 11:10 AM

Duration: 2 Purpose: Meeting Address: 45/11 Kape, Swatiganga, Maharashtra

VISITOR'S RULES

Emergency Contact: 9803210060/9803210060

Visitor Sign Auth. Sign

Close Print

rehlko © 2024 Company, Inc. Home Dashboard Approvals About

Image 12: Gatepass popup

## 5. Check-In/Check-Out

- For check-in and check-out of visitors click on Check In button on menu bar, as shown in fig. 13

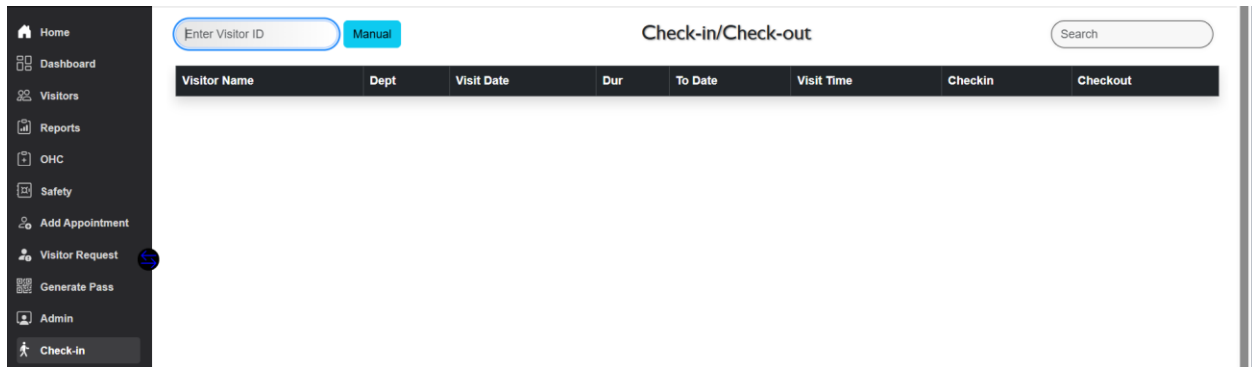
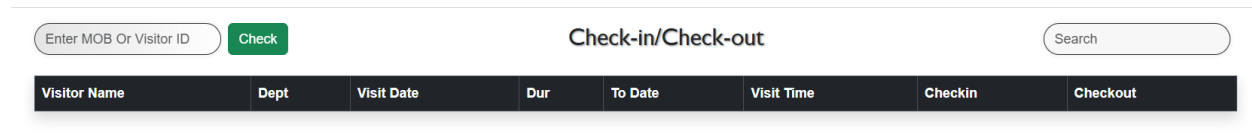


Image 13: Check-In/Check-Out page

- Here we can directly scan QR code from gatepass to check-in or check-out visitors
- For manual check-in or check-out click on blue manual button. It will change button like below.



- Here using mobile number or visitor id of visitor the check-in/check-out is possible.
- Just enter valid mobile number or visitor id and click on check button it will make transaction.

## 6. Visitor details page

- Here date wise visitor details is displayed.
- Clicking on View button of carried material column the materials carried by visitor will be displayed.

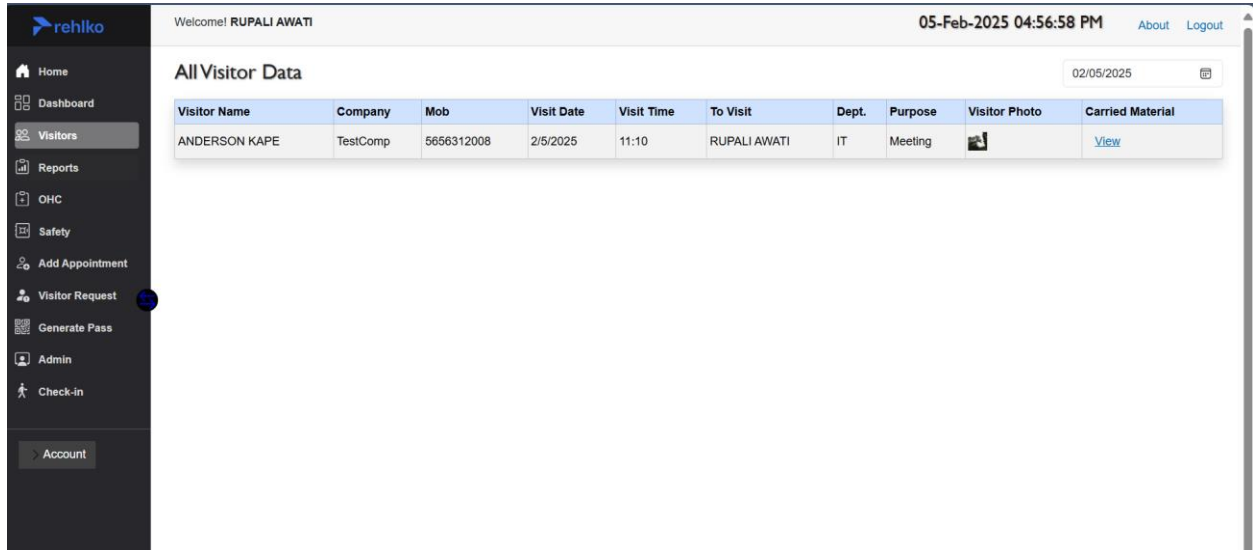


Image 14: Visitor Details Page

## 7. Report Generation

- Clicking on Reports button from the menu bar, the reports page will open.

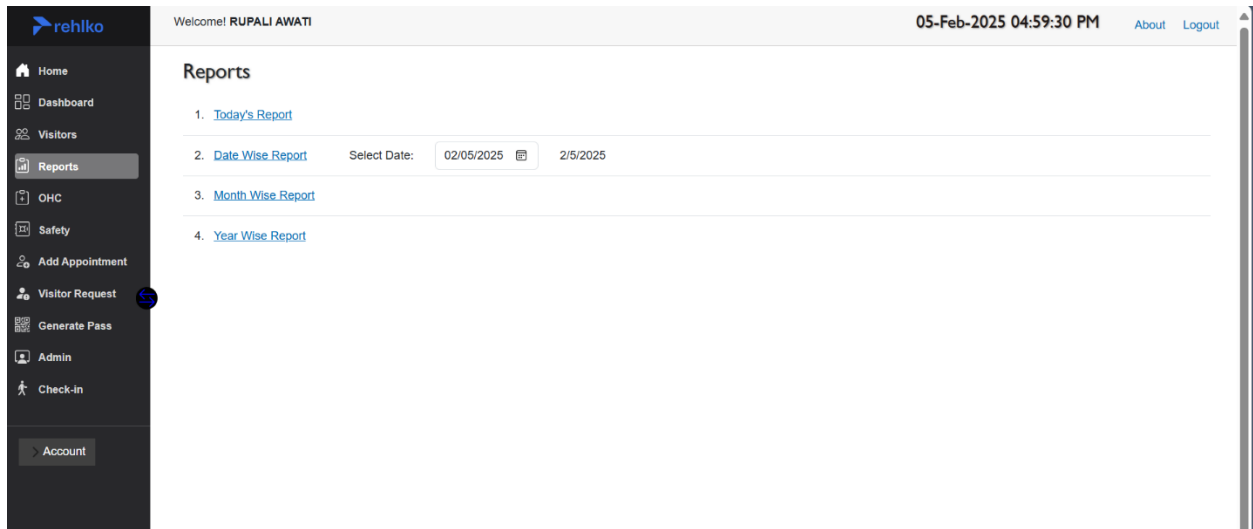


Image 15: Reports Page

## User Manual of Visitor Management System

- Here clicking on Today's report, the today's report will be downloaded in excel format.
- Date Wise report downloaded according to selection of date.
- Month wise report will be downloaded the current month report same with year wise report downloads current year details.

### 8. Dashboard

- Dashboard is visible for all users.
- Clicking on any card will show filter data according to card.

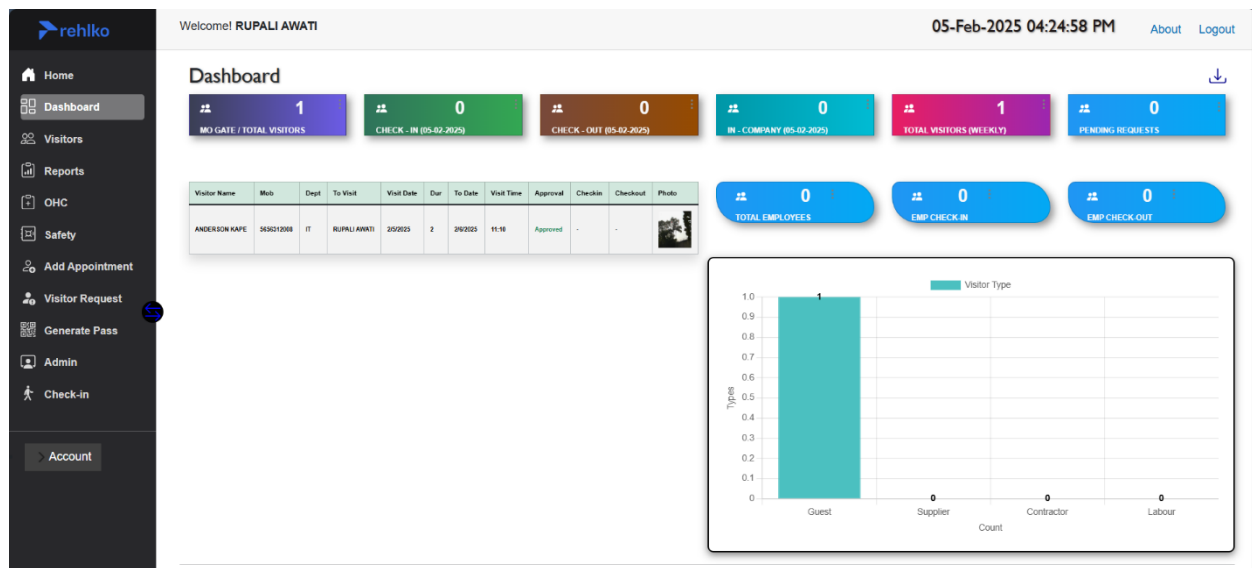


Image 16: Dashboard

## 9. Admin Panel

- Here authorize admin can enter and allow employee users or security personnel to make appointment and can give roles. Refer fig. 17

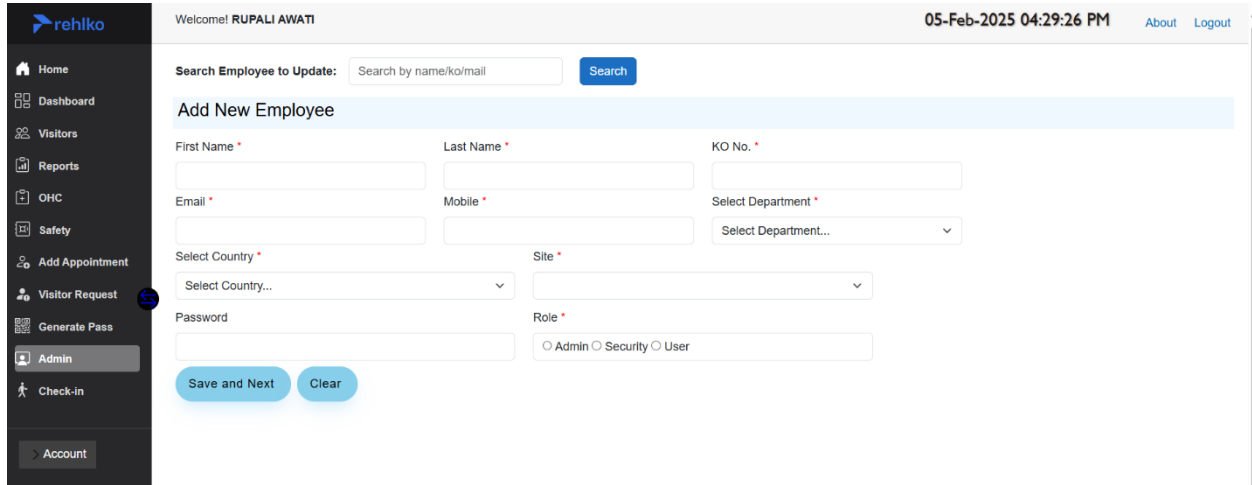


Image 17: Admin Panel

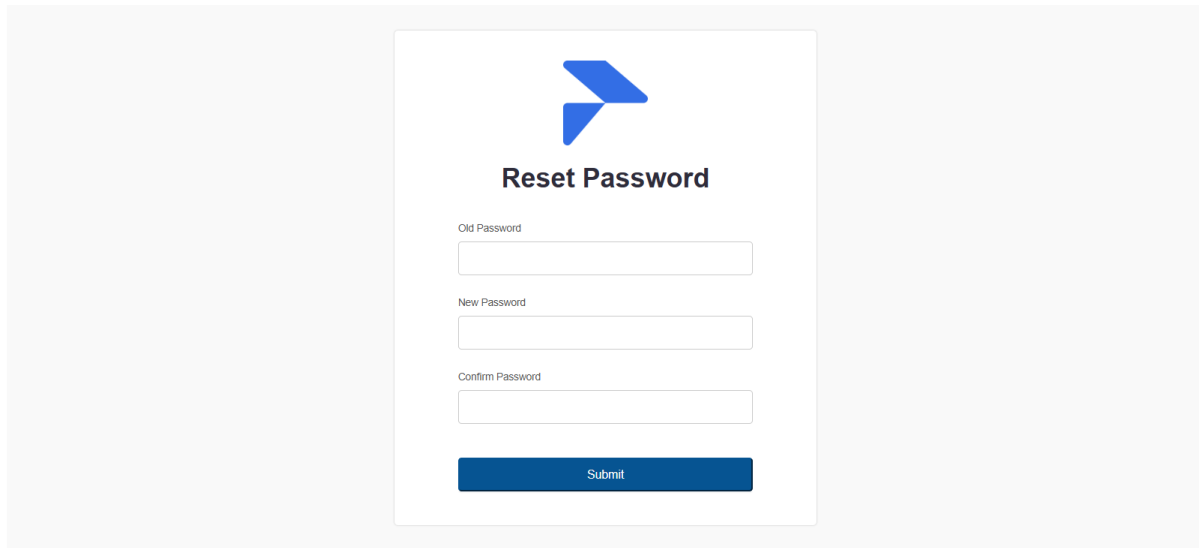
## 10. Password Change

- For changing password click on **Accounts** on menu bar then on **Change Password** button



## User Manual of Visitor Management System

- Old password is mandatory or contact IT, refer image no. 18



The image shows a 'Reset Password' form within a white rectangular box centered on a light gray background. At the top of the box is the blue 'rehlko' logo. Below the logo, the title 'Reset Password' is displayed in bold black text. The form contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a small label above it. At the bottom of the form is a blue 'Submit' button.

*Image 18: Change Password page*



## 6. FAQ/Troubleshooting

---

1. What if forgot my password?
  - Contact to Administrator.
2. Why is gate pass icon not visible?
  - Check message in the place of gatepass icon
3. Visitor not found?
  - Enter proper mobile number or visitor id.

## 7. Contact Information

---

For any issues, questions, or feedback, please contact us through the following:

Email: [IT department , EDAU, INDIA](mailto:IT_department@EDAU.INDIA)