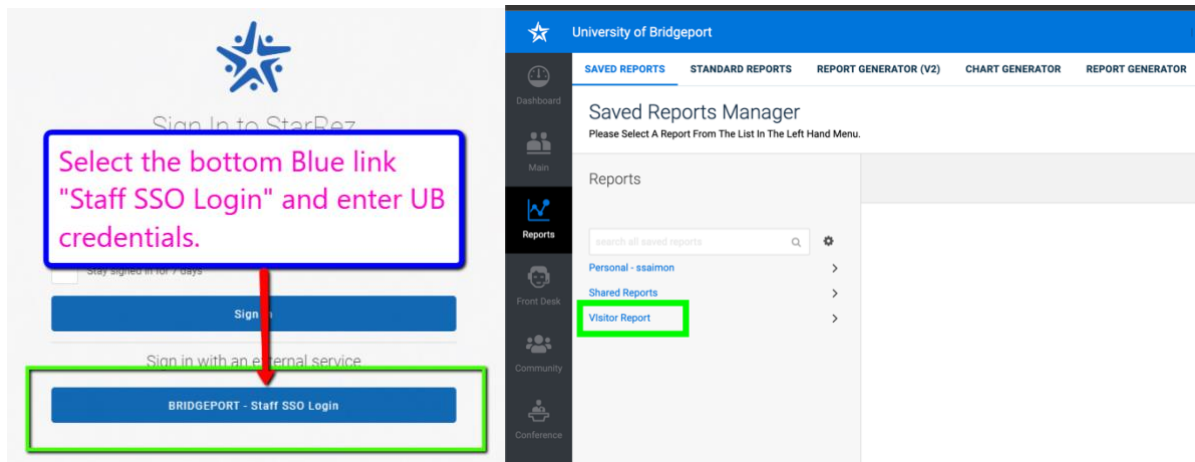# Signing in Reoccurring Visitors
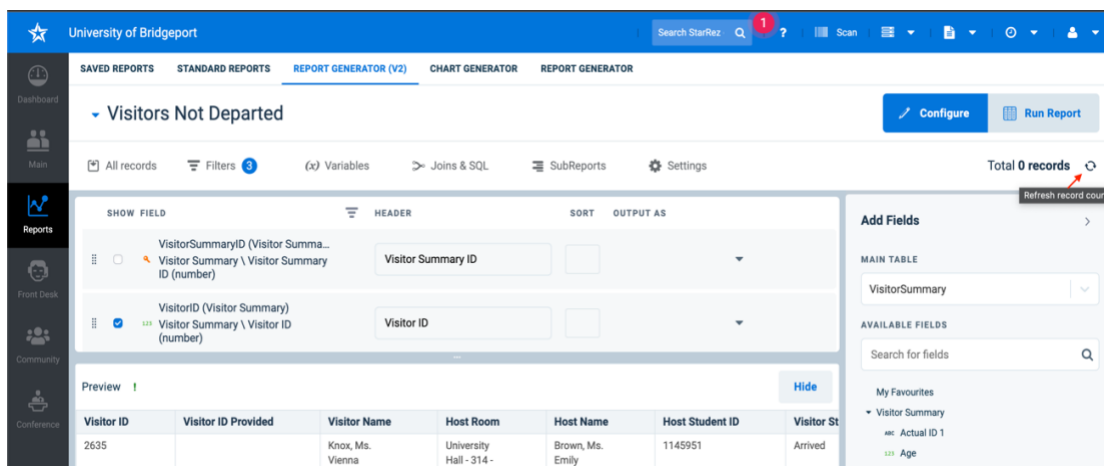
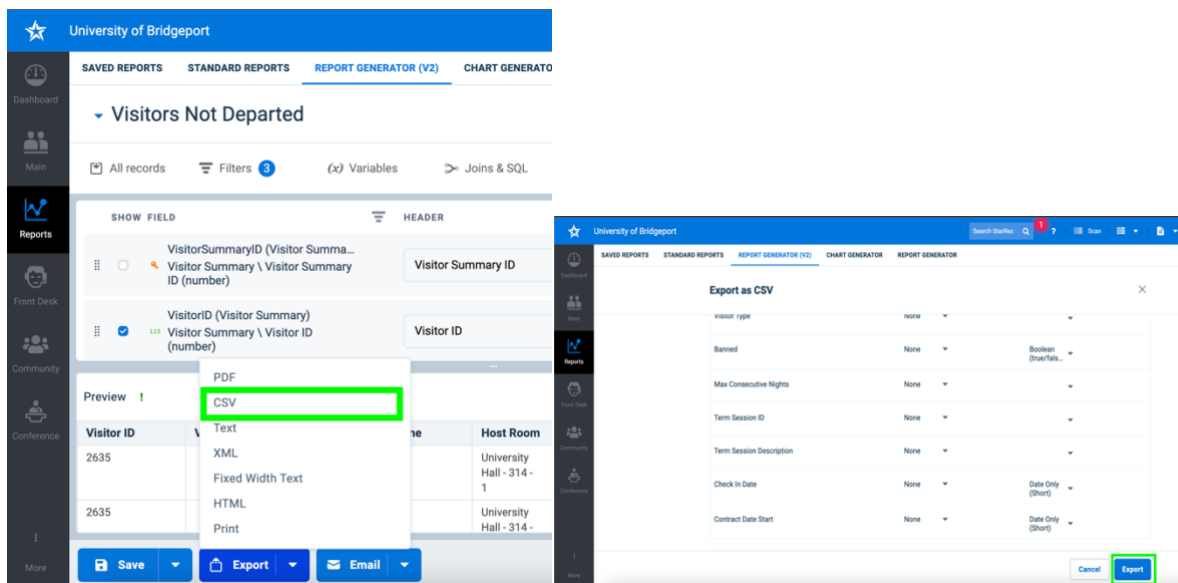**Log into StarRez Web: https://bridgeport.starrezhousing.com/StarRezWeb**

In Reports tab, go to the visitor Report->your Building (here University is selected). Then click on the following steps 1,2 in red box(picture below) to open the report.
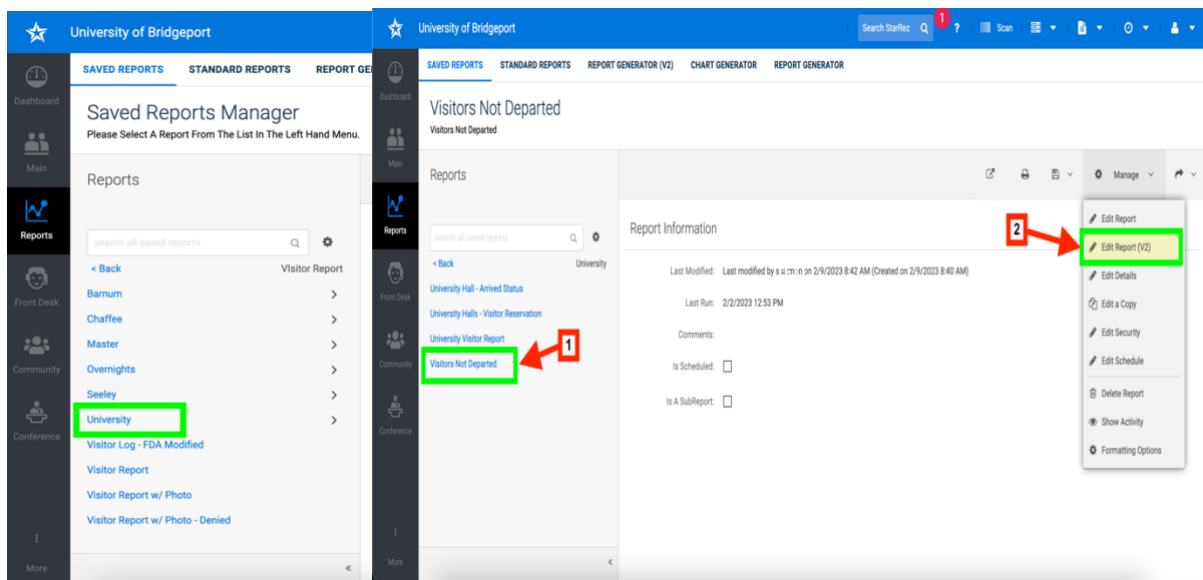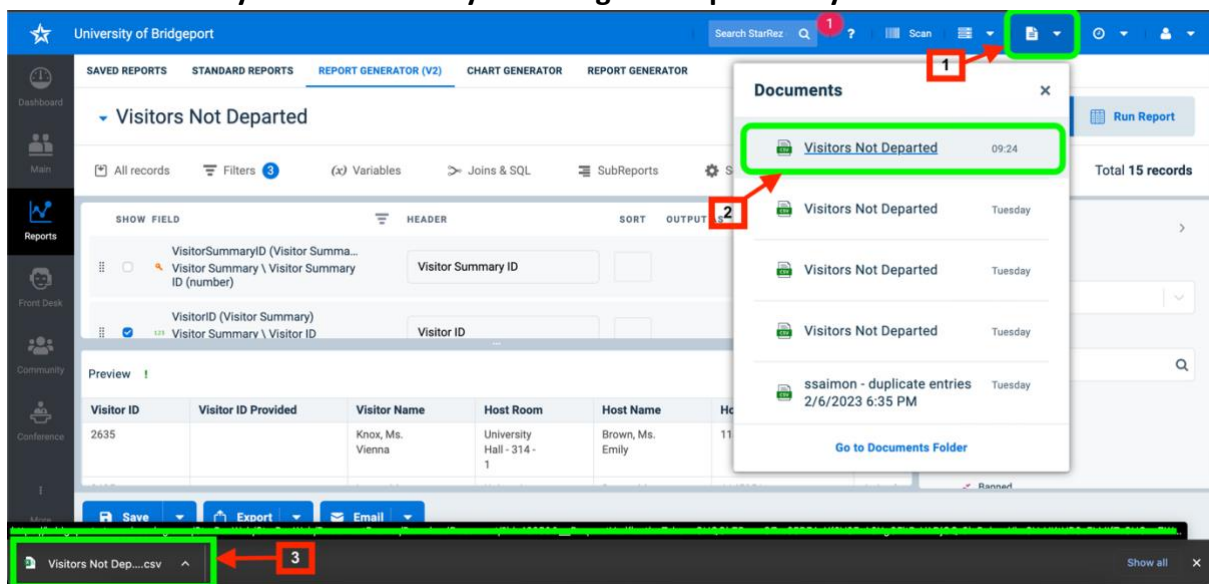

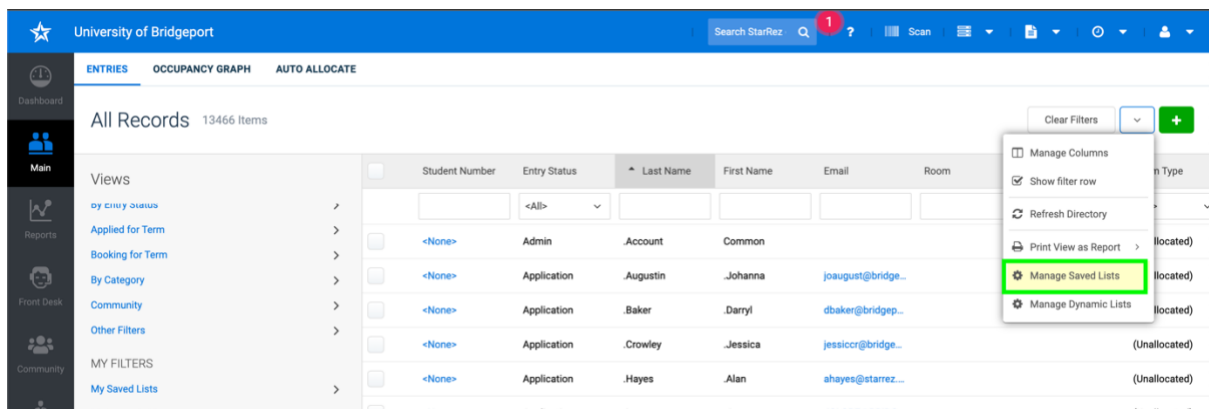**Once you open the report make sure the refresh button is pressed to get correct records**

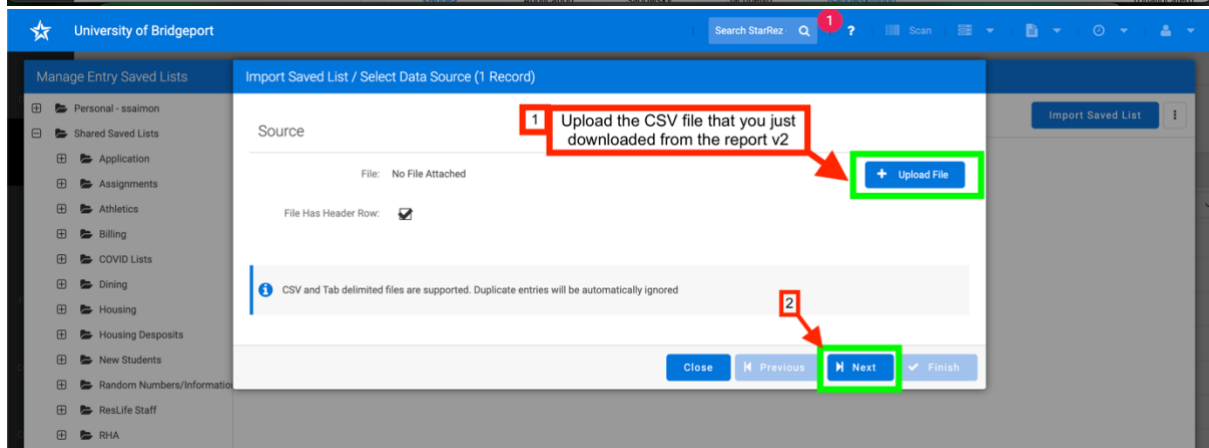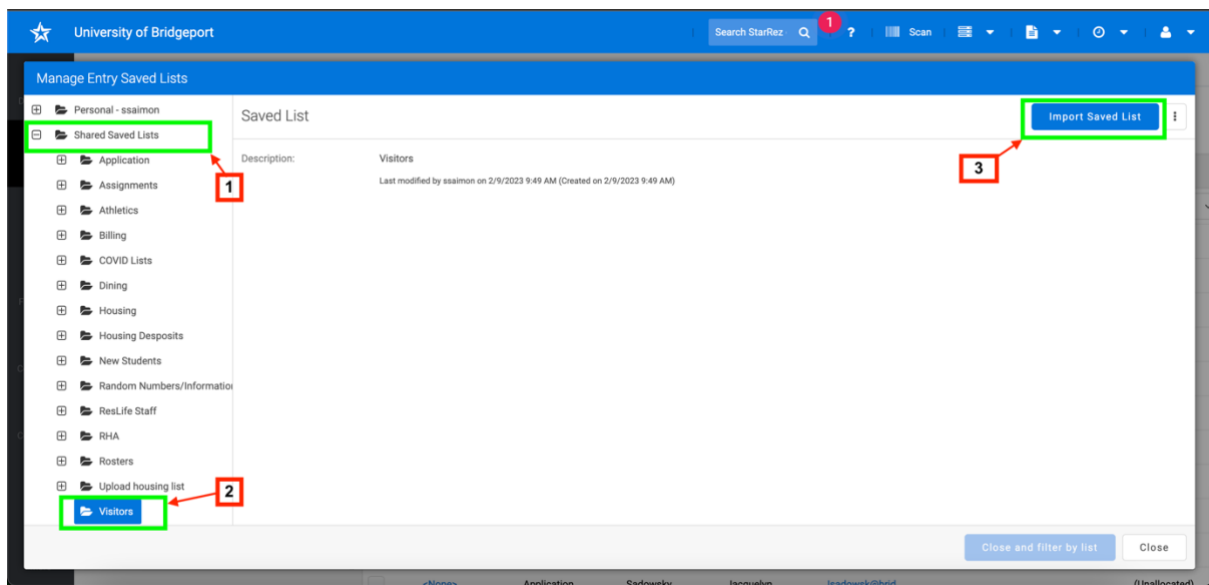**Click on Export to export the csv file**

Download csv to your local drive by following the steps orderly in red box.
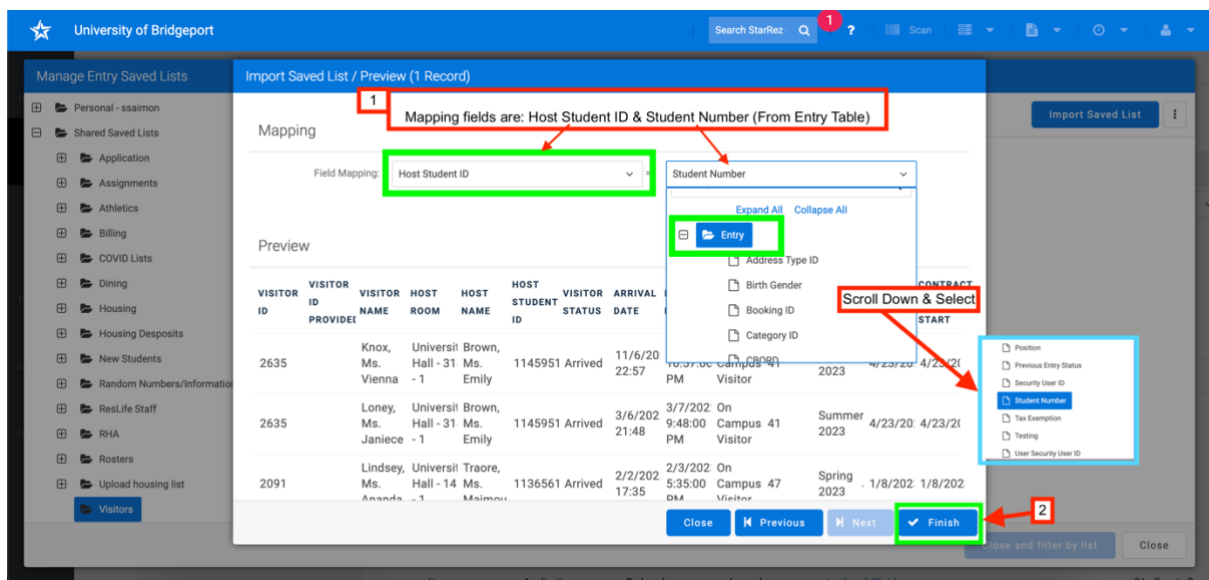

Now go to Main Tab (Right) Press the down arrow and click to manage Saved Lists to make your Filter based on the CSV file information.
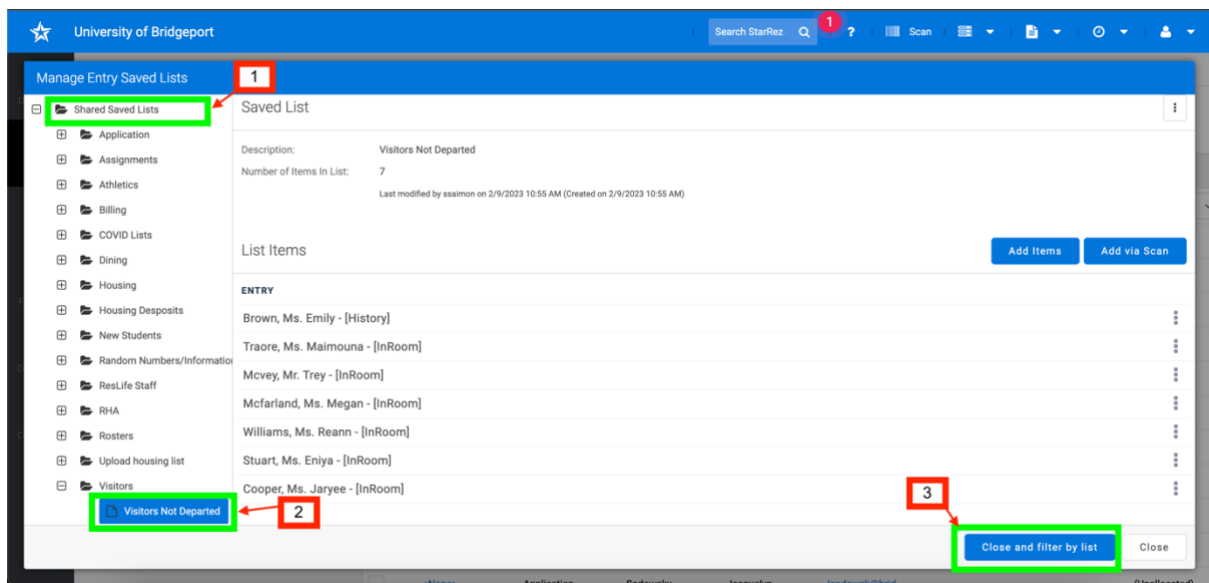
Follow the steps in orderly to import the csv to the Visitors directory in Shared saved list
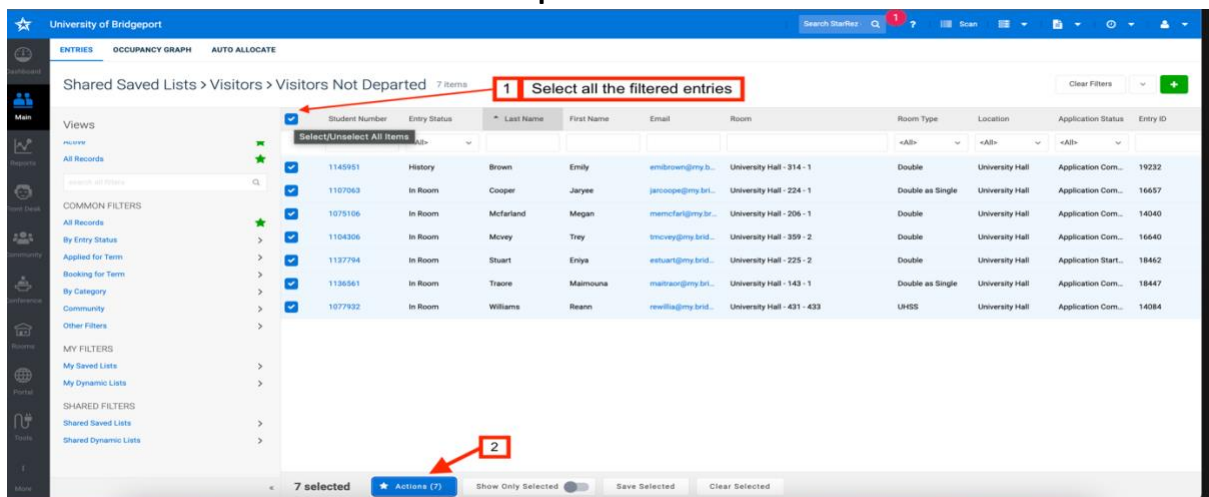

Here make sure you map the fields correctly: Left & Right Dropdown to Host Student ID, Student Number respectively.
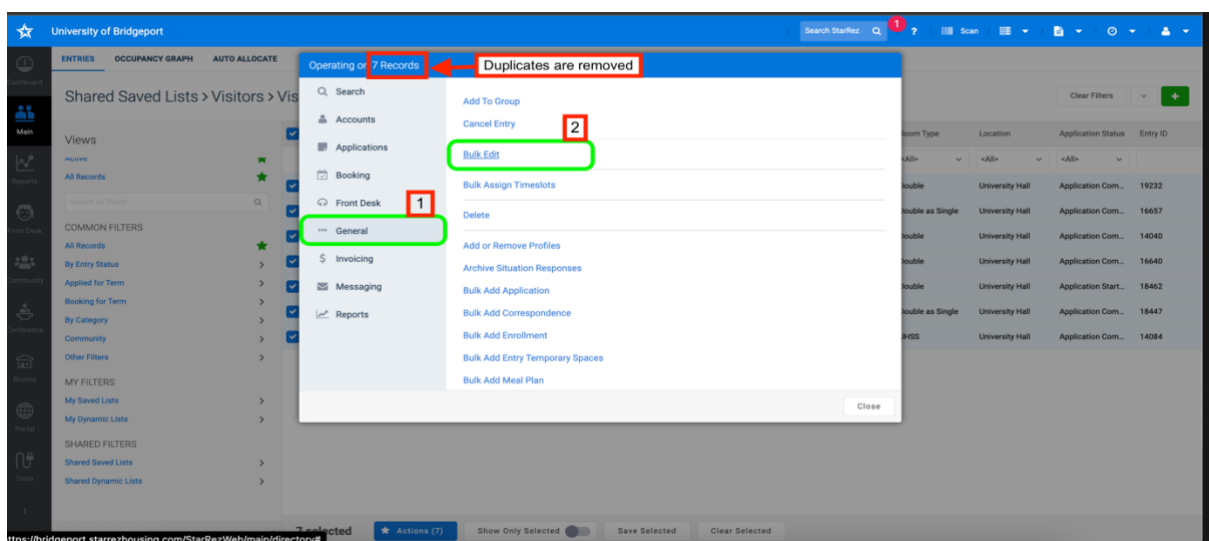
Now select the filter you created and click close and filter by list to get the filtered list.

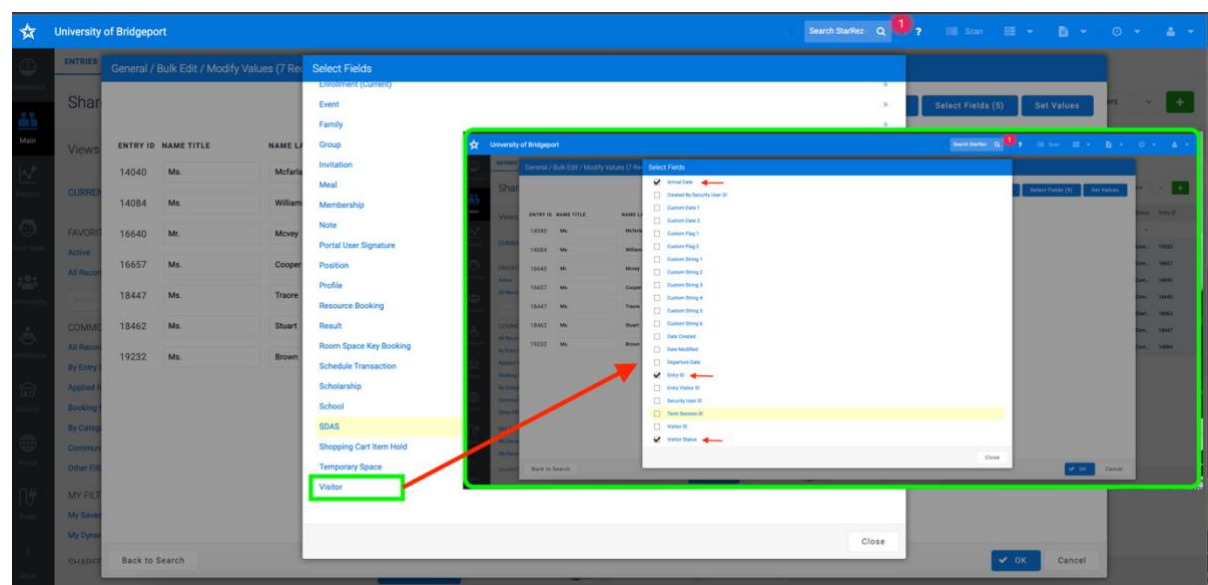**Select all Entries and click on Actions to proceed to bulk edit.**

Go to Bulk Edit from general tab.

Here Select Fields to add the extra columns that you need for this particular not departed module.

Once you added the fields you view the data under those columns. Even though we filtered the list from the generated report. During the bulk edit your hosts will be filtered but the criteria that we used in report won't work here. So, you have to add the criteria again here in bulk edit. Follow the below steps to for the exact criteria that you need to add. Criteria field are Arrival Date and Arrival Status.

Arrival Date is less than or equal to 1 day ago (use the relative date type to set that). Follow the steps in the red box orderly.

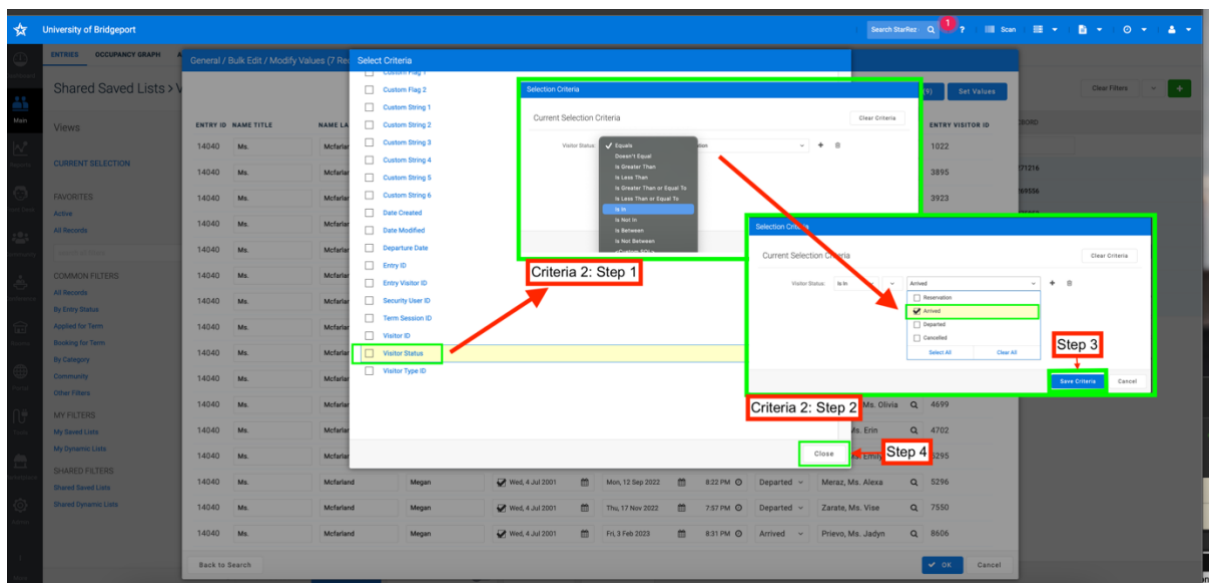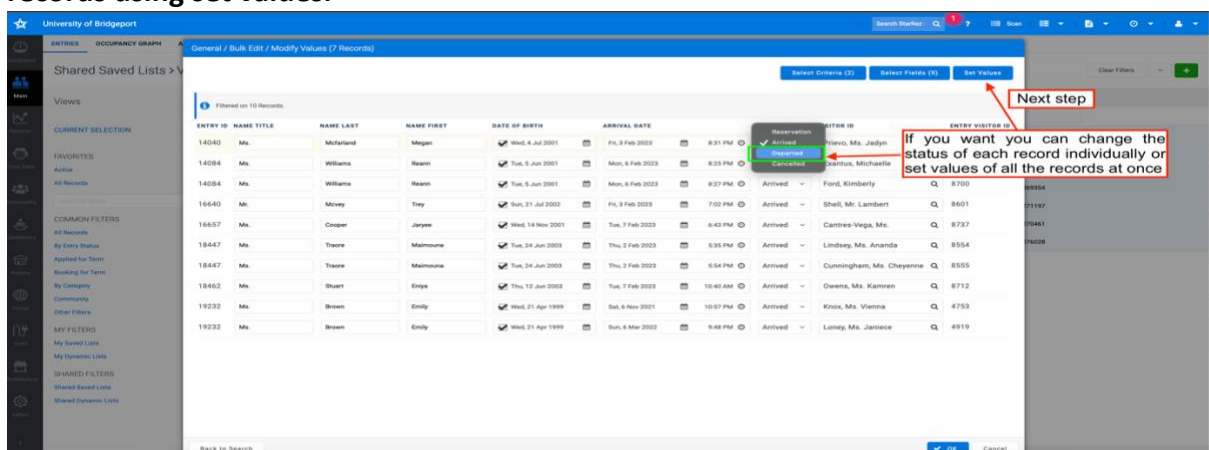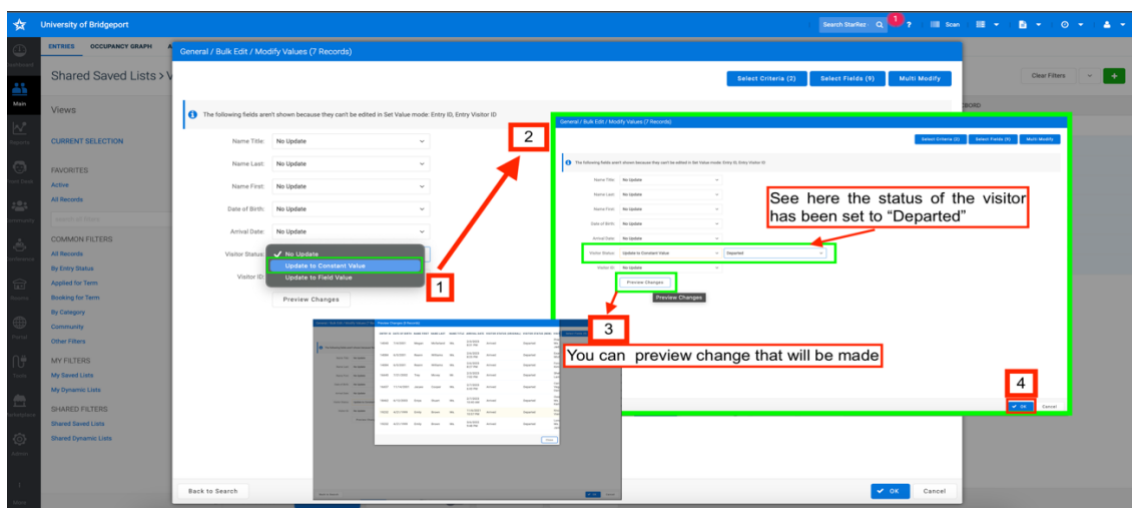**For Arrival status set criteria to "is in" -> "Arrival" using the following steps in red boxes.**

Once you set the criteria you can depart the records manually or set status for all filtered records using set values.


Follow these steps below to set the constant value to arrival status of all records to "Departed".

You may encounter some errors when proceeding to the final submission. Check out the errors and solution to the following errors.

Error 1: This error is because the Visitor Afanukoe, Ms. Abla Checked in on 01/15/23 whereas the host was not in room in that time. Most Probably the host's check in date was not put correctly in the Starrez. **Solution:** update the booking check in date of that host to that visitor's check in date (Assumption).
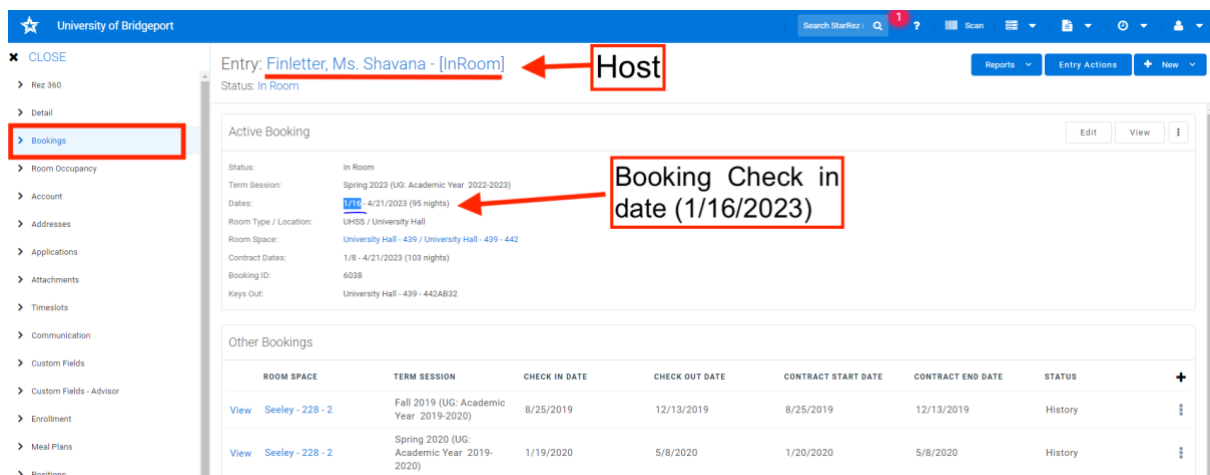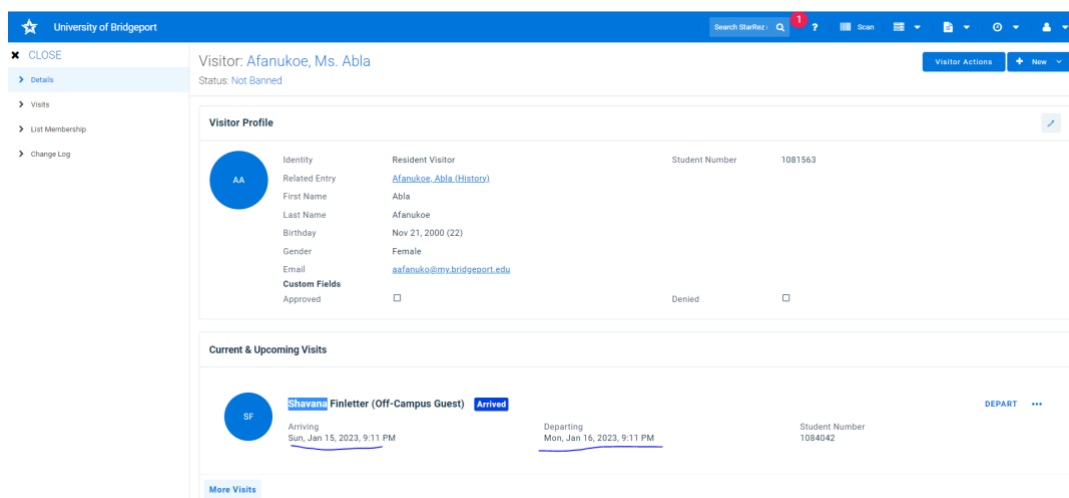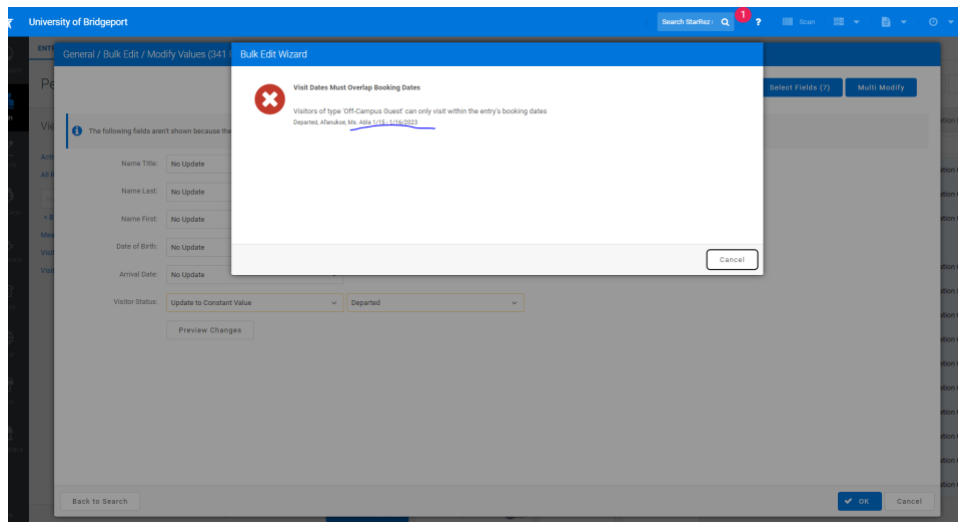
Error 2: One host have more than 2 visitors in the Starrez. Try to check out the out-dated visitors manually. If you get error while departing them call Reslife IT.

Finally, you will be able to complete the departing all filtered. To check go back to the report V2 and refresh the count you should see 0 count.

We are hoping that in future we don't need to use this bulk departing the outdated arrivals if regular report checking and take actions to those who are responsible for the outdated arrivals.

Thank you!