

Access360 User Standard Operating Procedure

1. USER: Visitor Request Creation

Purpose

To define the standard procedure for creating **Single Visitor** and **Group Visitor** requests.

Applicable To

All registered users.

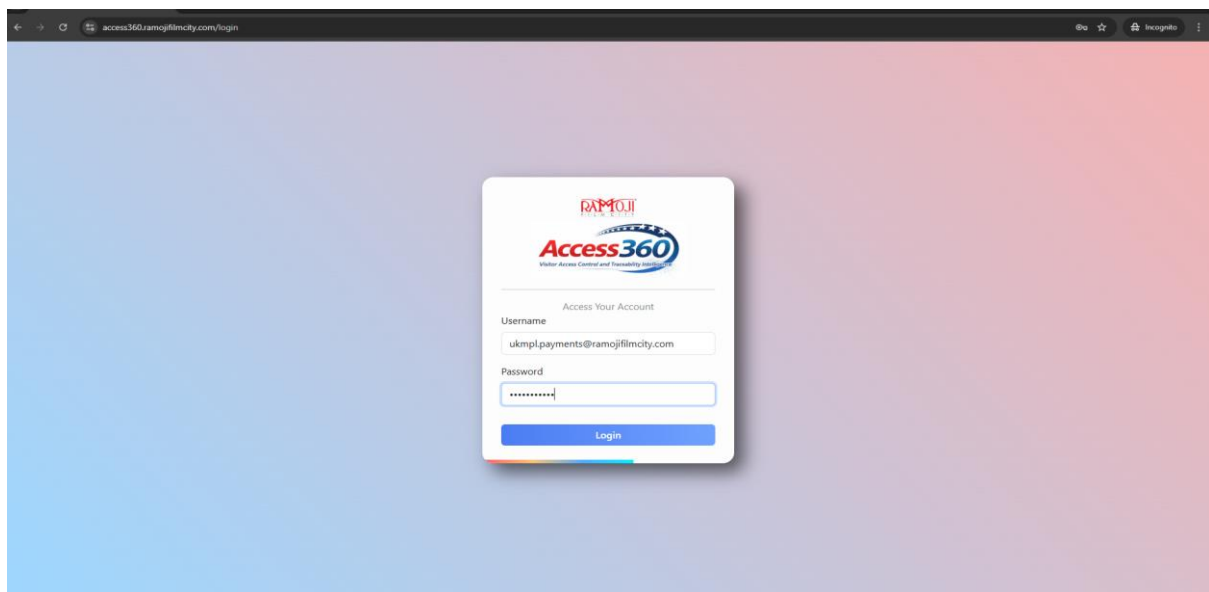
Pre-requisites

- Valid user login credentials
- Visitor details available

Procedure

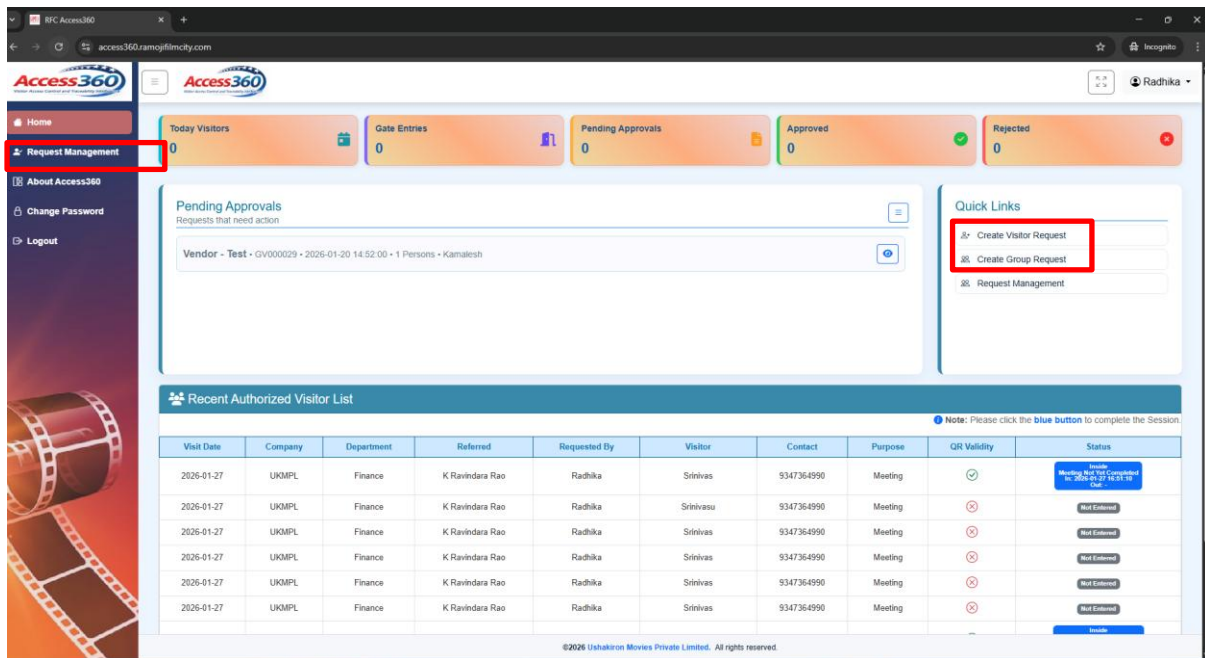
Step 1: User Login

- **Access application URL**(<https://access360.ramojifilmcity.com/>)
- Login using valid credentials



Step 2: Access Request Management

- From dashboard, open **Request Management**
- Choose request type:
 - Single Visitor Request
 - Group Visitor Request
- Or Choose directly From the Quick Links



Step 3: Fill Visitor Details

Single Visitor Request

In this step, the user must enter the visitor information in the form provided.

The screenshot shows the 'Visitor Request' form. It is divided into several sections: 'Visit Information' (Purpose, Referred By, Date of Visit, Time of Visit), 'Visitor Details' (Visitor Name, Email, Phone, ID Proof Type, ID Number, Description), and 'Vehicle Details & Attachments' (Vehicle Number, Vehicle Type, Vehicle ID Proof, Visitor ID Proof). Each section contains input fields and dropdown menus. At the bottom, there are 'Submit' and 'Back' buttons.

The following fields are required:

- **Purpose** – Select the purpose based on the type of visit
- **Mobile Number** – Enter a valid contact number
- **Email ID** – Mandatory field; the Gate Pass QR code will be sent to this email only
- **Visit Date & Time** – Select the scheduled date and time of the visit
- **Visitor Name** – Enter the full name of the visitor

- **Phone** – Visitor's contact number
- **ID Proof Type** – Select the type of identity proof
- **ID Number** – Enter the corresponding ID proof number
- **Referred By** - Chosen person will act as the **approver for the visitor request**.
The request will be sent to the selected approver for review and approval.

All mandatory details must be filled correctly to proceed with the request submission.

Step 4: Submit Request

- Click **Submit**
- System generates Request ID
- Status set to **Pending Approval**

Expected Output

- Request visible in user dashboard
- Request forwarded to Approver (Admin)

2. ADMIN: Request Review & Approval

Purpose

To define the procedure for reviewing and approving/rejecting visitor requests, including **auto-approval for Admin raised requests**.

Applicable To

Admin / Approver users.

Pre-requisites

- Admin / HOD login credentials

Approval Logic

- If request is raised by a normal user → Approval required by Admin/Approver User
- If request is raised by Admin/HOD → Request is **auto-approved** by system

Procedure

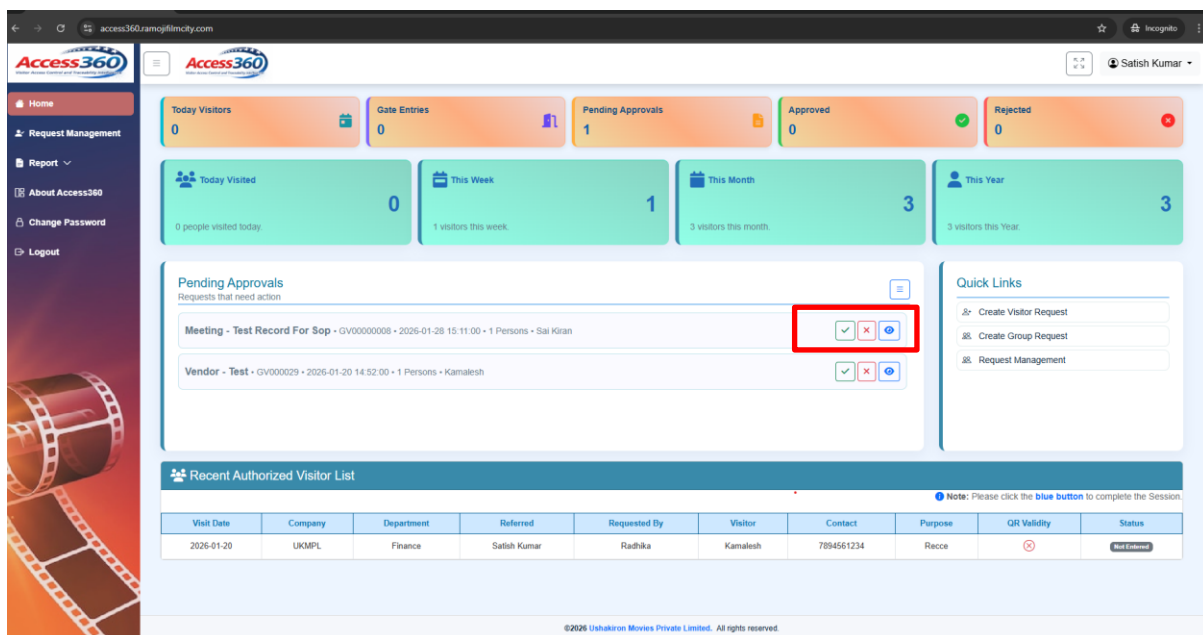
Step 1: Admin / HOD Login

- Login using admin or HOD credentials

Step 2: Request Handling

Case A: Request Raised by User

1. Open Dashboard → Pending Requests
2. Select request (Single / Group)



3. Review visitor and visit details

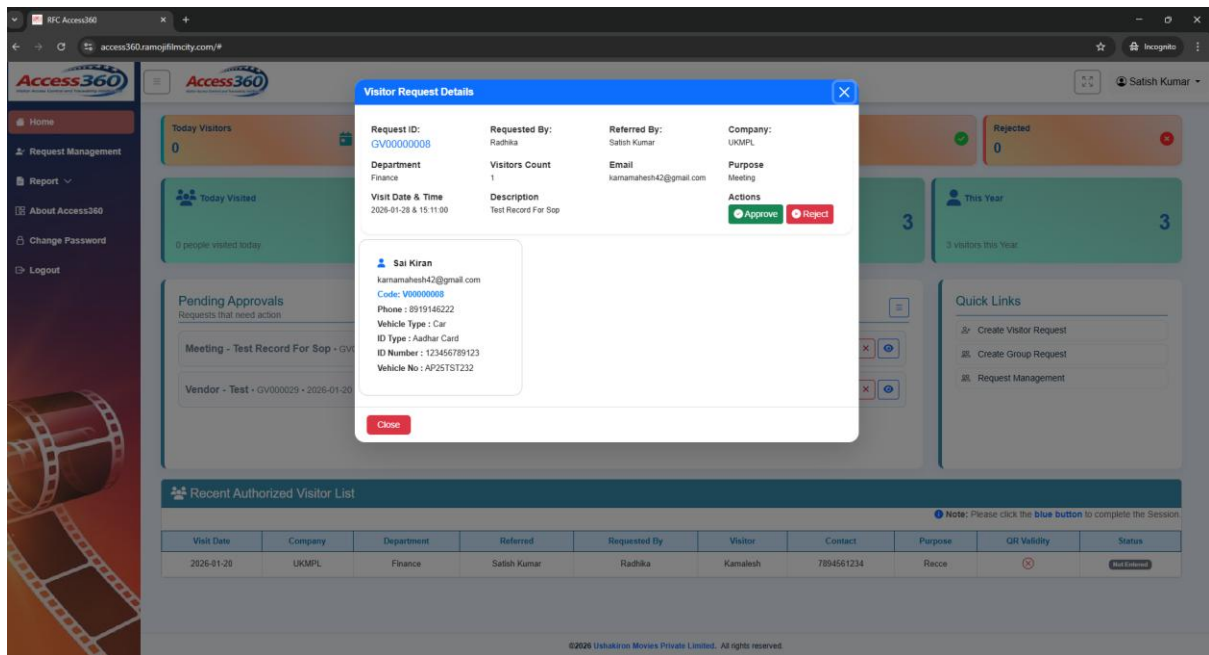
There are **two ways** to find and review a visitor request during the approval process:

1. **Dashboard – Pending Approval Table**
The approver can view and select requests directly from the **Pending Approval** table on the dashboard.
2. **Request Management Screen**
The approver can navigate to the **Request Management** screen and click the **Eye icon** to preview the visitor request details.

Both methods allow the approver to review complete **visitor and visit information** before taking an approval decision.

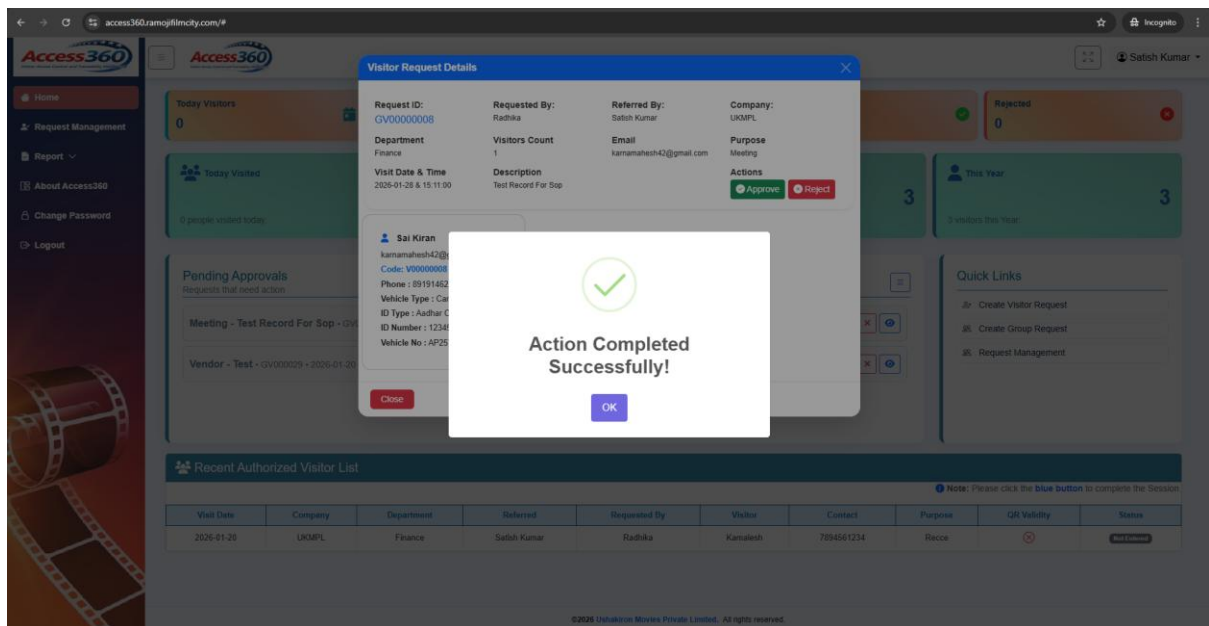
4. Take action:

- Approve
- Reject (with remarks)



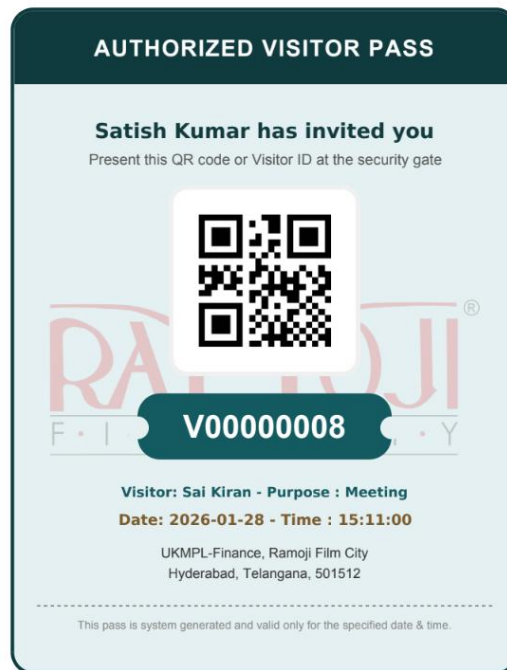
Case B: Request Raised by Admin / HOD

1. Admin/HOD creates Single or Group Visitor Request
2. System automatically approves the request
3. No manual approval required



System Action on Approval

- Status updated to **Approved**
- Gate pass with **QR Code** generated
- Gate pass sent to visitor email ID



System Action on Rejection

- Status updated to **Rejected**
- Request creator notified

3. Security Entry & Exit Verification

Purpose

To define the procedure for validating visitor entry and exit using QR code.

Applicable To

Security personnel at entry/exit gates.

Pre-requisites

- Valid gate pass with QR code
- QR scanning device/system

Entry Procedure

1. Visitor arrives at gate
2. Security scans QR code from gate pass
3. System validates QR
4. If valid → Allow entry
5. Visitor status updated to **Inside**
6. Meeting status = **Pending**

Exit Procedure

1. Visitor approaches exit gate
2. Security scans QR code again
3. System checks meeting status

4. If meeting **Completed** → Allow exit
5. If meeting **Not Completed** → Exit denied

Expected Output

- Accurate visitor entry/exit tracking

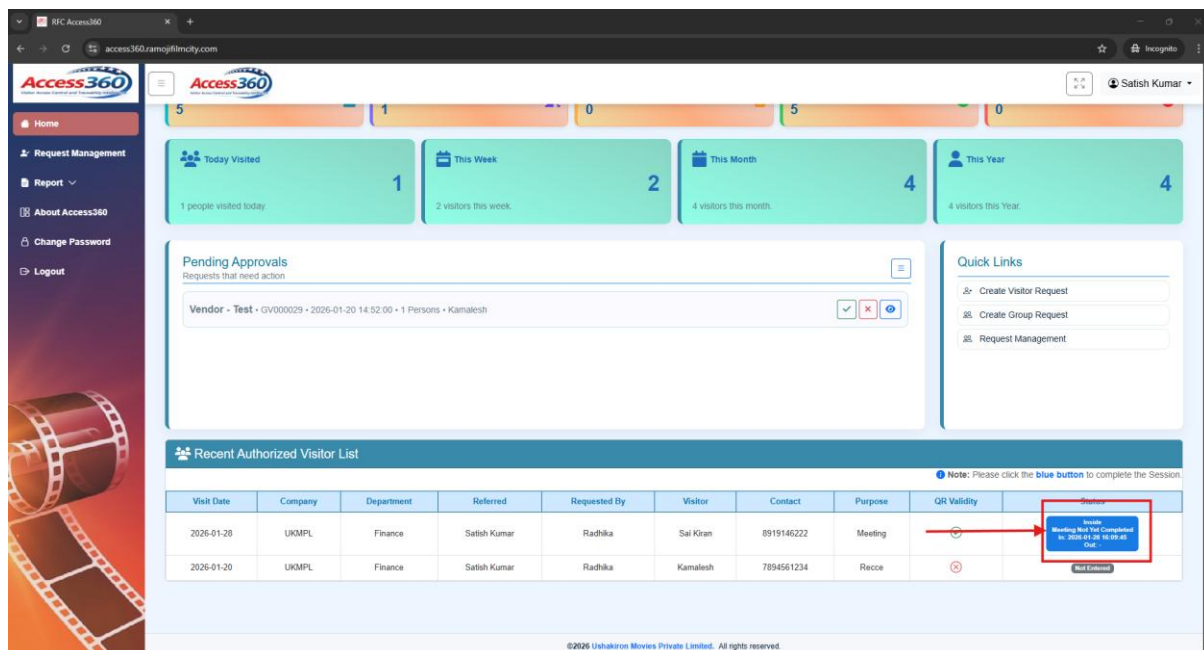
4. ADMIN: Meeting Completion

Purpose

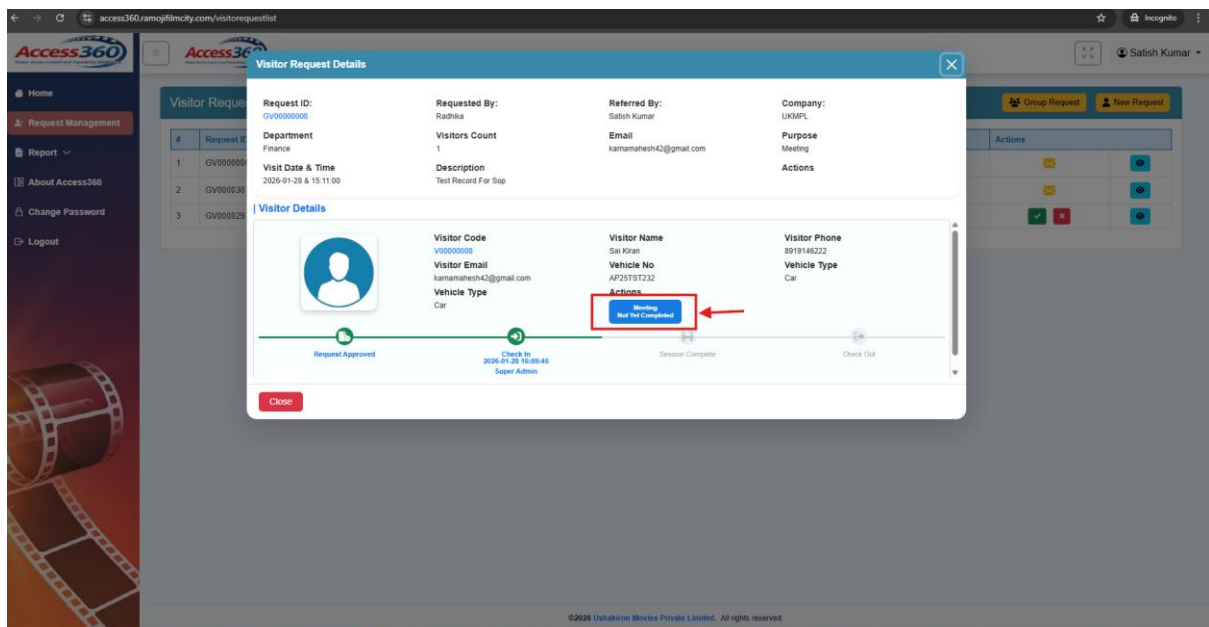
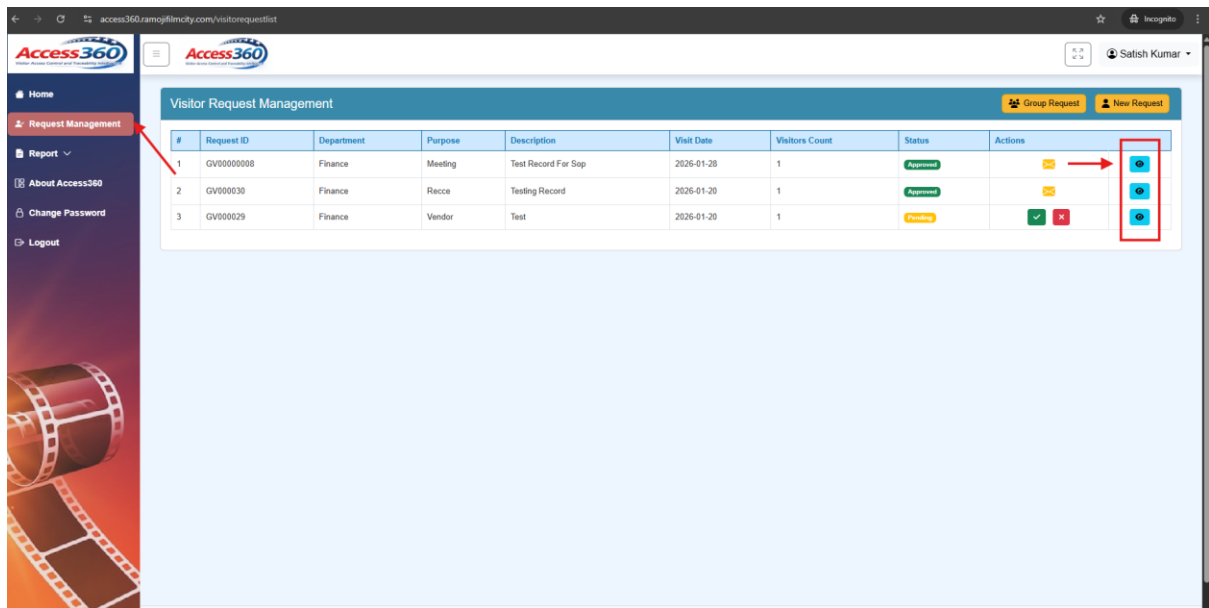
To complete visitor meeting and enable exit.

Procedure

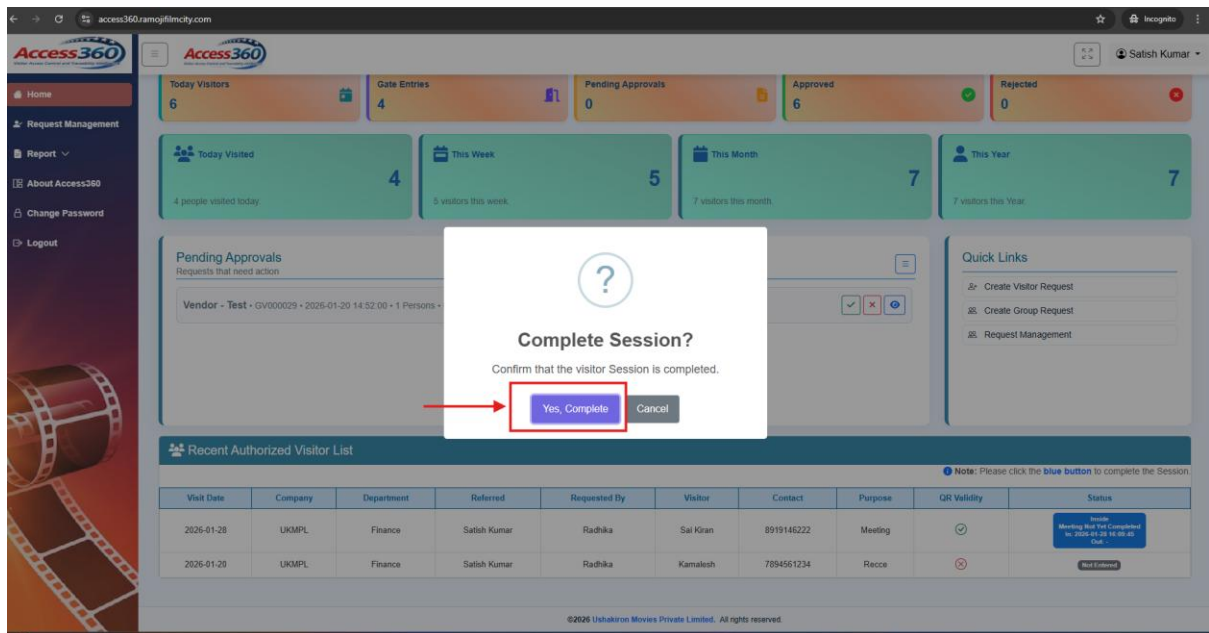
1. The **Admin logs in** to the system.
2. Access the Meeting Complete Button
 - From the Dashboard
Navigate to the **Dashboard** and locate the visitor record in the **Recent Entries** table. From here, the Admin can **directly mark the meeting as completed**.



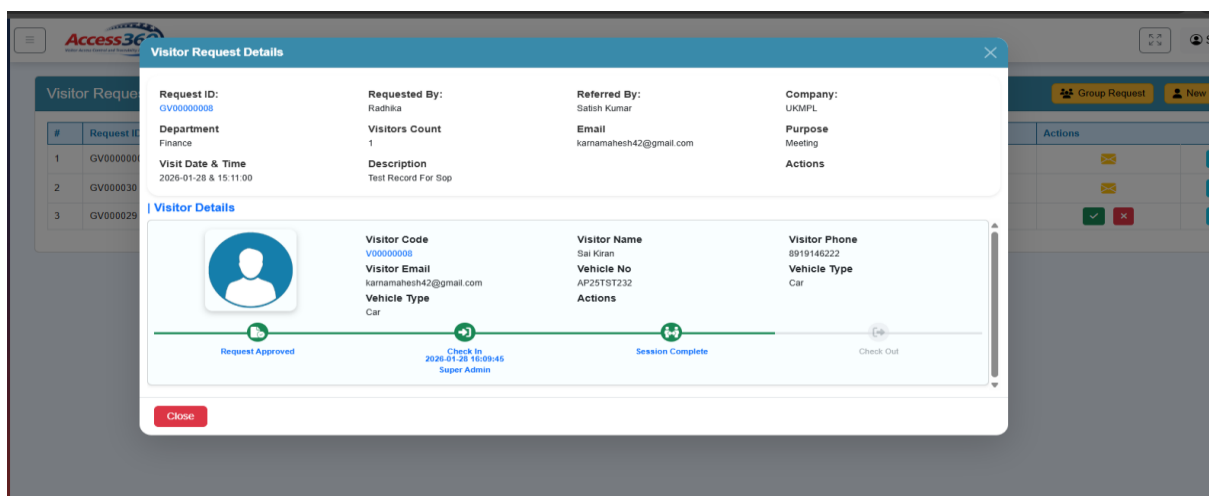
- From Request Management
Go to the **Request Management** screen, click the **Eye icon** to preview the visitor record, and then click the **Meeting Complete** button.



Both methods allow the Admin to complete the meeting and proceed with the exit process.



3. Marks the **Meeting Status** as **Completed**.
4. After confirming **Meeting Complete**, the system updates and displays the **visitor request status** in the **Status Bar**.



5. Upon meeting completion, the system **enables the Exit QR scan** for the visitor.

Result

- The visitor is **allowed to exit** the premises.
- The **visitor request lifecycle is completed**.

Access360 Application Process Flow Chart

