Receptionist Guide

*For Receptionist Portal User at Customer Site*

Purpose of This Guide  
This document provides instructions for receptionists to log in, manage visitor check-ins, monitor host notifications, print badges, and troubleshoot basic issues using the VISITAR Receptionist Portal.

1. Receptionist Role Overview  
Receptionists are responsible for managing daily visitor activity at one or more physical Sites under their organization’s Entity.

The Receptionist Portal allows for:

**Tech Pundits Tester Please Perform Detailed Review**

**Before Sending to Customer**

* Viewing live and historical visitor check-in data
* Monitoring badge printing and host notifications
* Accessing visitor photos and check-out times

Receptionists may be assigned to multiple sites and can switch between them by signing in on the site tablet when they start their shift.

# 2. Logging into the Receptionist Portal

1. Open a web browser and go to the Receptionist Portal URL provided by your Entity Admin.
2. Enter your username and password.
3. Click **Login**.

Note: If you have never logged into the VISITAR app on a tablet, please do this first to create your Receptionist account/profile. Once you create your account you will use the same username and password to log into the Receptionist Portal.

# 3. Understanding the Dashboard

The Receptionist Dashboard provides a real-time view of current visitor activity. Key features include:

* A list of all active (checked-in) and completed (checked-out) visits
* Visitor name, company, time of check-in, photo, host name, etc for quick reference
* Filter/search functionality

# 4. Visitor Management Tasks

**Viewing Current Visitors**

* FILTER: Use the “Filter Entity Sites” feature to view all visitors by site
* SORT: Use the up/down arrows in most column headings to sort by that column
* REFRESH: Use your web browser refresh button to ensure you have the latest information
* DETAILS: Click the blue plus in the #ID column to view details of a particular visitor

**Checking Out a Visitor**

* Click the blue plus icon in the #ID column
  + Checking out only available for a visitor with Check-Out Time listed as “Not Available”
* Select the red check out icon
* Confirm you want to check them out
* You will see an acknowledgement and the check out time will be logged

# 5. Badge Printing & Notifications

Once a visitor completes the check-in process:

* A badge is automatically printed via the connected Brother QL-820NWB printer
* The assigned host is notified via:
  + Email
  + Microsoft Teams (if integrated by the customer)

If the badge fails to print or notification does not send, see troubleshooting steps below.

# 6. Language Support

* The system supports English and Spanish
* Visitors can select their preferred language on the tablet
* Their selection does not impact the Entity or Receptionist portal which remain in English

# 7. Troubleshooting & Common Issues

| **Issue** | **Solution** |
| --- | --- |
| Badge not printing | Check printer connection (Wi-Fi/Bluetooth), restart printer, ensure paper is loaded correctly |
| Visitor photo not displaying | Ensure the tablet camera has permission enabled |
| Host not receiving notification | Confirm AD/Teams connection with the Entity Admin |
| Wrong site showing | Ensure the Receptionist logged into the device selected the correct site |

For unresolved issues, contact your Entity Admin or escalate to IT support.

# 8. Logging Out

* Click Logout on the left Menu bar or click the profile icon in the upper right corner and select **Logout**
* Always log out when you leave the receptionist desk or finish your shift

9. Need Help?  
For questions or technical issues, contact your Entity Admin and/or IT Support.