Tablet Check-in Flow

*For On-Site Installation, Review and Support Teams*

Purpose of This Guide  
This document outlines the step-by-step experience a visitor has when using the VISITAR tablet kiosk at a customer site. It is designed to support teams responsible for installation and Receptionists who engage with Visitors using the product.

**Tech Pundits Tester Please Perform Detailed Review**

**Before Sending to Customer**

1. Overview  
The VISITAR tablet is installed at the entry point of each site. Visitors use it to:

* Start the check-in process
* Select their preferred language
* Enter contact and visit information
* Take a photo
* Select their host
* Confirm their information
* Trigger badge printing and host notification
* Check-out when their visit is over

The system is designed for quick and intuitive use with minimal assistance required.

2. Tablet Application Settings  
Once a Receptionist logs into the VISITAR Application on the tablet and selects the site, they can put the device into daily operation mode by selecting **Start Visitor Check-In** or go to **Settings** to configure the application.

**Settings**

After clicking “Settings”, the Receptionist can make changes to their account and configure the application.

1. Edit Profile: Receptionist can update their profile information
2. Change Password: Receptionist can change their password
3. Badge Template Customization: Receptionist can change the badge format and print a test badge
4. Default Language: Receptionist can change the base language for the tablet (English or Spanish)
5. Delete Account: Receptionist can delete their own account if required (not recommended)

**Start Visitor Check-In**

To put the tablet into normal operation so Visitors can check in and out, the Receptionist will select “Start Visitor Check-In” after logging in and selecting the site they are at.

Note: The site chosen when logging in will be the site where all visitor check in and outs are logged in the Receptionist portal.

# 3. Check-In Flow

**Start Check-In**

* The visitor views the welcome screen and selects an alternate language if desired.
  + The language button is in the upper right corner.
* Once the visitor completes check-in, the tablet returns to the default language.
* Badge and notifications are sent using the default language (not visitors selected language).

**Enter Visitor Information**Visitor is prompted to enter the following details:

* Full name
* Email address
* Phone number
* Company name
* Reason for visit

**Host Selection**

* A list of available hosts (employees) appears.
* Visitor selects the person they are meeting.
* Host list is populated from Active Directory.

**Waiver Review**

* The visitor is shown the waiver screen.
* They must scroll to the bottom and tap “Agree” to proceed.
  + The waiver content is based on the Entity-wide policy set in the Customer Portal.
* The visitor cannot proceed and receive a badge without agreeing to the waiver policy.

**Photo Capture**

* Visitor is prompted to take a photo using the tablet’s front-facing camera.
* The image is previewed on screen.
* Visitor taps “Retake” or “Confirm”.

**Review Screen**  
Visitor reviews all information:

* Name
* Host
* Reason for visit
* Photo preview

If everything is correct, they tap “Submit”.

**Badge Printing & Host Notification**  
Upon submission:

* A badge is printed automatically via the Brother QL-820NWB printer
  + It is normal for the badge to take 5-15 seconds to print
* Host is notified via:
  + Email
  + Microsoft Teams (if enabled by the customer)

**Confirmation Screen**

* Visitor is notified that the check-in is complete and asked to wait for their host.
* Visitor clicks “Finish” button and waits for host to arrive.

4. Check-Out Flow

**Start Check-Out**

All visitors should check out once they complete their visit with the host.

Note: Receptionists and Hosts should encourage visitors to check out on the tablet.

* Visitor will click “Check-Out” from the welcome screen.
* Visitor will enter their email and select “Find Active Session”.
* System will pull up open session
* Visitor will click “Check-Out”

**Confirmation Screen**

* Visitor will see a confirmation screen and press “Finish”

Note: If a visitor forgets to complete their session by clicking “Finish” for either the Check-In or Check-Out process, the Receptionist or the next visitor can press “Finish” to get back to the welcome screen.

# 5. Troubleshooting & Common Issues

| **Issue** | **Solution** |
| --- | --- |
| Badge not printing | Check printer connection (Wi-Fi or Bluetooth), restart the printer, check label roll |
| Visitor photo not saving | Restart the app or tablet and try again |
| Camera not working | Ensure camera permissions are enabled in tablet settings |
| Visitor sees incorrect host list | Confirm AD sync is working |

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