AATC VMS User Manual

# Purpose of the System

The Visitor Management System (VMS) is a secure and user-friendly application that helps manage and track visitors entering the bank’s premises. It supports both pre-booked and walk-in visitors, improves communication between staff and reception/security, and maintains a complete history of all visits.

# Who Should Use This Guide

* Bank staff hosting visitors
* Receptionists
* Security personnel at the gate
* Security Manager

# Getting Started- Login

* Open the VMS application in your browser.
* Enter your **Staff ID** and **Password**.
* Click **Login**.

**[Insert Screenshot: Login Page]**

# Home Dashboard Overview

Once logged in, you will see your dashboard, which includes:

* New Request button
* Summary of your visitor requests (Approved, Pending, Declined)
* Notifications panel
* Search bar for past visitors or visits

**[Insert Screenshot: Dashboard Page]**

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# Booking a Visitor

* Click on **“New Request”** on the dashboard.
* **Enter the visitor’s email address.**
  + If the visitor has visited before, their details will auto-fill.
  + If not, you will be prompted to enter the visitor’s name, organization, and contact details.

**[Insert Screenshot: Visitor Email Input + Autofill Prompt]**

* Enter the purpose of the visit, visit date, time, and expected duration.
* Specify the meeting location or room if required.
* Submit the request.

# Next Step

## The request is sent to the Security Manager (SM) for approval.

## Once approved, the visitor will receive an email with a QR code they will present at the gate. **[Insert Screenshot: Visitor Booking Form]**

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# Visitor Arrival and Check-In

## Stage 1 - At the Main Gate (Security Staff)

* Ask the visitor to present their **QR code**.
* **Scan the QR code** using the system.
* Confirm whether the visitor:
  + **Arrived by vehicle** or on foot.
  + If by vehicle, record the **plate number** and whether it’s a **drop-off or wait** scenario (record plate number).
* If valid, the visitor is allowed to proceed to reception.

**[Insert Screenshot: Gate QR Scan Page with Vehicle Info]**

## Stage 2 - At the Reception

* Greet the visitor.
* Verify the visitor’s identity if needed.
* Print the **visitor badge** (includes their name, date, host name).
* Instruct the visitor to **wear the badge visibly** at all times.
* The host is automatically **notified of the visitor's arrival**.

**[[Insert Screenshot: Badge Print Interface]**

**[Insert Screenshot: Host Notification Popup/Email]**

## Stage 3 - Walk-in Visitors (Reception Staff)

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* Ask for the visitor’s name, host’s name, and reason for the visit.
* Enter the details into the system.
* If they are new, input their full information.
* Optionally, request ID and record it as per policy.
* Print the badge and notify the host.
* Direct the visitor to the waiting area.

**[Insert Screenshot: Walk-In Registration Page]**

## Stage 4 - During the Visit

* The visitor must wear their badge at all times.
* Hosts are responsible for their visitors.
* If someone is found without a badge, politely direct them to reception.

## Stage 5 - Checking Out a Visitor (Reception Staff)

* Ask for the badge upon visitor’s exit.
* In the system, **click "Check Out"** beside the visitor’s name.
* Record the departure time automatically.
* Thank the visitor.

**[Insert Screenshot: Check-Out Interface]**

# Notifications and Logs

# Hosts get automatic email alerts when visitors arrive. The system stores records of all visitors ever registered, all visits including dates, purpose, and host. You can search past visitors or visits using the dashboard.

# **[Insert Screenshot: Visitor Log Search]**

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# FAQs

# Q: Can I register multiple visits for the same visitor? A: Yes, once a visitor exists in the system, you can schedule multiple visits for them.

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# Q: What languages are supported? A: The system supports multiple languages. Use the language switcher on the top right.

# Q: Can I register a visitor who doesn’t have an email? A: Yes, you can use the manual walk-in registration process at reception.

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# Troubleshooting

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| **Problem** | **Solution** |
| --- | --- |
| Can’t log in | Check your Staff ID and Password. Contact IT support if the issue persists. |
| QR code not working | Ensure it's the latest approved code. Try rescanning. If still invalid, send the visitor to reception. |
| Visitor info not found | Confirm the email was typed correctly. If they are new, enter full details. |