

Verkada Guest Quick Onboarding Guide

Learn How to Set Up and Use Guest in Your Organization



The Basic Set Up

Verkada Guest consists of two hardware components, both managed via Verkada's cloud-based platform, Command.

This User Guide covers:

1. The equipment and technology used for Verkada Guest visitor management
2. Understand key functionality on the Guest interface as well as software permissioning
3. The basic visitor check-in process
4. Important terms to be familiar with

Verkada Command

Your dashboard is where Verkada Guest brings everything together. From here, you can manually check in/out visitors, view guest logs and analytics, export guest logs, and review security screens.

iPad

You'll have at least one iPad set up to sign in your guests. Visitors simply input their information, sign documents as needed, take a photo, and receive an ID badge. It can also display a QR code, which allows visitors a contact-free check-in.

Badge Printers

Badge printers print the physical badge for visitors.





Key Functionality on Verkada Guest Homepage

A. Export guest logs

Logs provide a list of people within a defined period of time who visited the facility.

B. Sign visitors in

For visitors who cannot complete their check-in using the iPad, Command allows the process to be completed on a desktop.

C. Re-printing badges

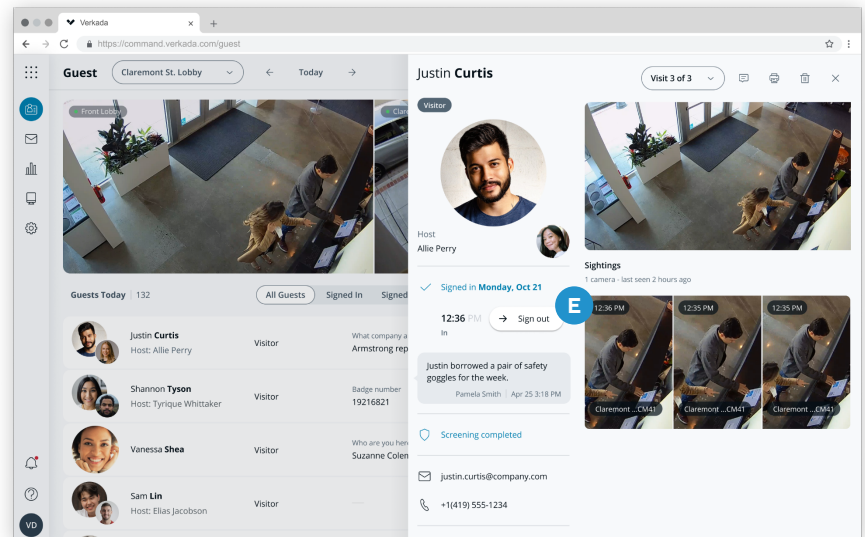
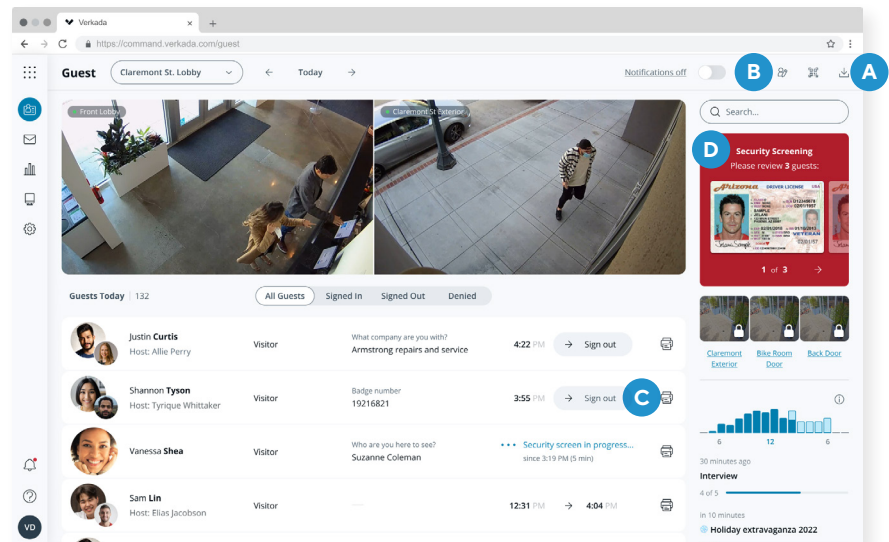
If a visitor needs a new badge, print one by clicking this button.

D. Review security screens

When visitors undergo a security screen, this part of the page signals that the security screening needs to be reviewed.

E. Review visit details

Review visitor information collected from their check-in survey, access signed documents, and read through or add visit notes.



Roles & Permissions on Verkada Guest

Unless you're otherwise notified, the permissions you have on Verkada Guest are outlined on this page.

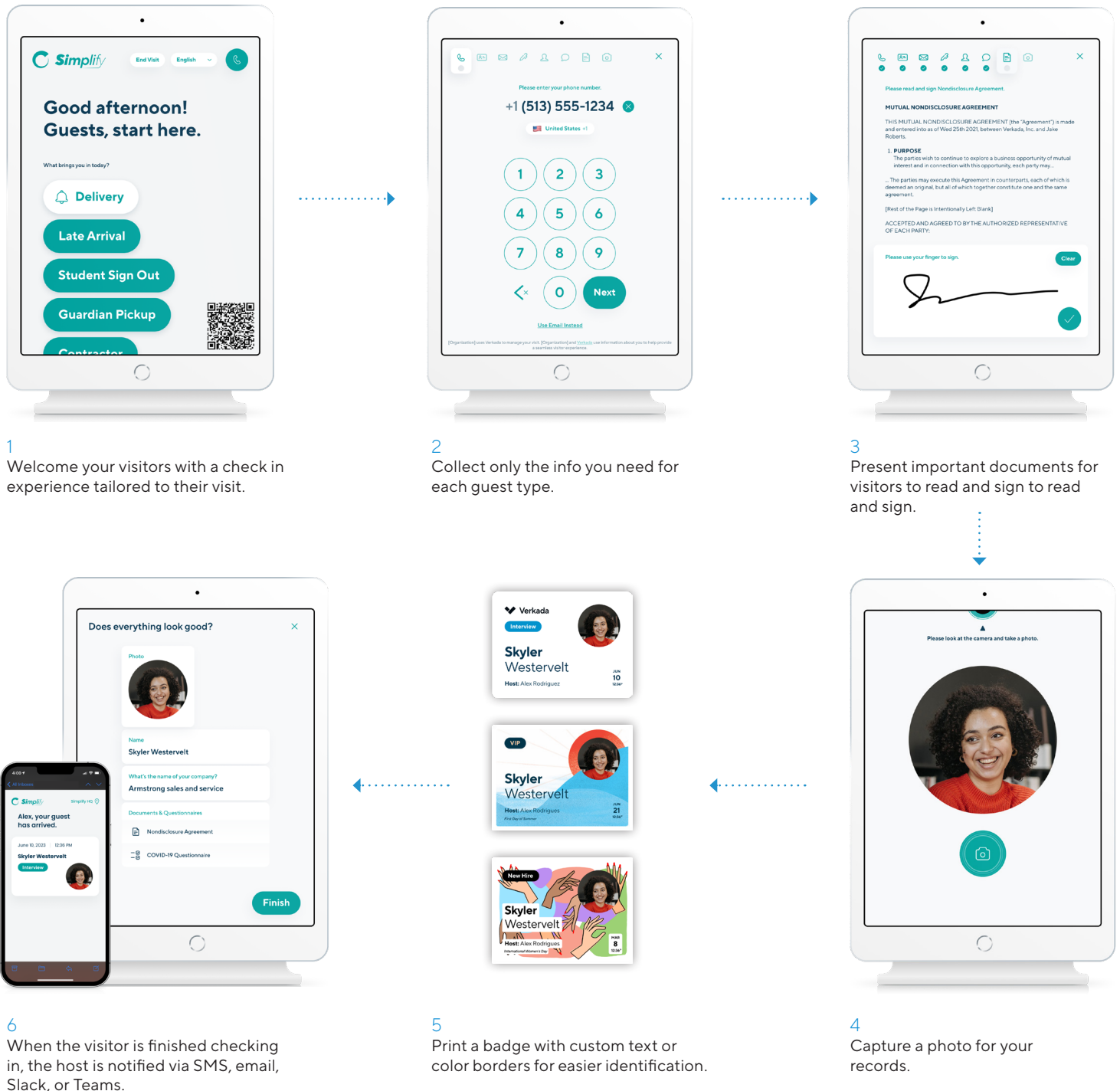
If your role requires more than is listed here, reach out to your organization's administrator to gain access to those permissions.

Action	You	Admin
Set up the iPad & badge printer		✓
Make new guest types & sites		✓
Manually check in visitors	✓	✓
View guest logs & analytics	✓	✓
Export guest logs	✓	✓
Review security screens	✓	✓
Modify approved visitor & employee lists		✓



Understanding the Guest Check-In Experience

The iPad at the check-in station is where visitors check into the premises. Outlined below are the steps that visitors will see when they arrive and check-in.





Definitions

Badge Printers: Badge printers will print the physical badge for your visitors.

Guest Home: Your dashboard is where Verkada Guest brings everything together. From here, you can manually check in/out visitors, view guest logs & analytics, export guest logs, and review security screens.

Guest Type: Guest types refer to reasons for a visit. These are defined by Guest Site Admins depending on the types of visitors you receive.

Guest Site Viewers: Have access to the web dashboard for the purpose of monitoring and helping guests.

Guest Site Admins: Have all the access that Site Viewers have and can also customize all settings for their specific sites. Can configure and set up devices and privileges.

Hosts: This is a list of employees who may welcome visitors into your space. When the visitor checks in, they may be asked to choose a host. Afterward, the host is automatically notified that their visitor has arrived.

Workplace Logs: Logs provide a list of people within a defined period of time who visited the facility. Users can export these logs in a csv file to share.

Workplace Log Statuses:

1. **Signed In:** A visitor has successfully completed the sign in process and are cleared to enter the facility.
2. **Signed Out:** A visitor has successfully exited the premises after their visit.
3. **Other Important Statuses:**
 - a. **Screening in progress:** this is the status when a security screen is in progress. This should resolve to a different status after a few seconds.
 - b. **Waiting for host:** this is the status of a visitor whose visit is awaiting approval by a host. Their host will have been notified that their visitor has arrived, and asked to approve or deny the visit.
 - c. **Security screening: please review** - this is the status when the visitor has potential security screen results that need to be reviewed
 - d. **Denied entry: security screening** - this is the status when there's a confirmed match for from the security screen
 - e. **ID confirmation needed: Confirm Guest ID** - this is the status when a visitor's ID did not successfully scan. Staff must confirm the visitor's legal name and date of birth, or cancel the visit.
 - f. **Denied entry: Denied by Host** - this is the status for a visitor who's visit was rejected by a host.
 - g. **Sign-in expired: Host Approval Incomplete** - this is the status of a visitor whose visit was neither rejected nor approved by a host within an hour.
 - h. **Denied entry: Not Found on List** - this is the status for a visitor who is not on an Approved List required for signing into the guest type.
 - i. **Sign in expired: Security Screen Incomplete** - potential security screen results were not reviewed within 5 hours.

iPad: You'll have at least one iPad set up to sign in your visitors. Visitors simply input their information, sign documents as needed, take a photo, and receive an ID badge. It can also display a QR code, which allows visitors a contact-free check-in.

Users and Roles: Depending on your job expectations, you might have a different user type, determined by how much access you need to have.



Dear Visitor,

This iPad and printer are part of this organization's new Visitor Management Policy, which requires all visitors to **sign in** before entering. This new system helps us know who is on site, where they are going, and why they are visiting.

The Sign-In Process is Easy!

1. Select your language
2. Choose your reason for visiting
3. Enter your contact information
4. Scan your identification card (check "Skip ID Scan Next Time" box)
5. Smile for the camera
6. Your personalized badge will print

The Sign-Out Process is Even Easier!

Type "Bye" on your welcome text message

OR

Return to the iPad and click "Sign Out" in the top right corner

Estimado Visitante,

Este iPad y esta impresora son parte de la nueva Política de Gestión de Visitantes del Distrito, que requiere que todos los visitantes **se registren** antes de ingresar al plantel escolar o instalaciones del Distrito. Este nuevo sistema nos ayuda a saber quién está en las instalaciones del distrito, adónde van y por qué nos visitan.

¡El Proceso de Registración es Fácil!

1. Eliga su idioma
2. Eliga su motivo de visita
3. Ingrese su información de contacto
4. Escanee su tarjeta de identificación (marque la casilla "Omitir Escaneo de ID la Próxima Vez")
5. Sonría para la cámara
6. Su credencial personalizada se imprimirá

¡El Proceso de Cierre de Sesión es Aún Más Fácil!

Escribe "Adiós" en tu mensaje de texto de bienvenida.

O

Regrese al iPad y oprima "Cerrar Sesión" que se encuentra en la esquina superior a la derecha

