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# **LOBBYGUARD<sup>®</sup>**

**Sign In. Sign Out. Secure.**

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## **LobbyGuard Assist**

### **User Guide**

*Version 4.4*

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## What's New

If you are already familiar with LobbyGuard Assist and want to review the sections of this guide that apply to new features in this version, please refer to [Appendix G: What's New](#) for links to those sections.

## Getting Started

Thank you for making LobbyGuard Assist your visitor management system of choice. This User Guide provides the detailed information for the LobbyGuard Assist software. In conjunction with the dedicated support staff at LobbyGuard Solutions, you have all you need to gain a full understanding of the proper use of LobbyGuard at your facility.



**If you have received your LobbyGuard Assist product and have not already installed the LobbyGuard Assist software and hardware, please refer to the LobbyGuard Assist Installation Guide at this time. DO NOT ATTACH ANY LOBBYGUARD PERIPHERAL HARDWARE UNTIL INSTRUCTED TO DO SO IN THE INSTALLATION CHAPTER.**

**Please contact LobbyGuard Technical Support if you need assistance at any time using the information provided at the top of this page.**

### **RECOMMENDED**

**Review the Appendices at the end of this guide for important information and recommendations.**

## The LobbyGuard Assist Hardware

LobbyGuard Assist supports any combination of the following hardware peripherals:



Visitor Badge Printer



Bar Code Scanner



Camera



Scanshell Driver License Scanner



Snapshell Driver License Scanner



LobbyGuard Assist Station

LobbyGuard Assist makes use of some combination of the above hardware peripherals. Complete information on the use of the hardware is covered in the appropriate sections below.

## Installing LobbyGuard Assist

### The LobbyGuard Assist Software

The LobbyGuard Assist visitor management system is composed of two distinct software applications:

- **The LobbyGuard Assist Software** – The software used during sign-in and sign-out display the visitor input requests, print visitor badges, perform background checks and record all visitor activity. The LobbyGuard Assist software is accessed only from the computer on which it is installed.
- **The LobbyGuard Administrative Utility** – The software used to provide web-based access to a large variety of administrative functions, including visitor logs, reports, and changing various settings in the LobbyGuard Assist software. The LobbyGuard Administrative Utility is accessed via a web browser from any PC on the internet.

#### **IMPORTANT**

**LobbyGuard Assist is a “hosted” application. This means you MUST have an internet connection to your PC in order to run the software.**

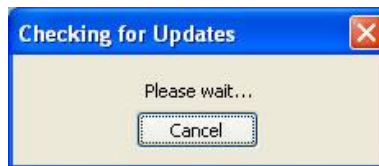
### Launching the LobbyGuard Assist Software

The LobbyGuard Assist software is the software used for signing your visitors in and out of your building. It contains all the user input requests as well as support for license scanning, bar code scanning, photographing and badge printing.

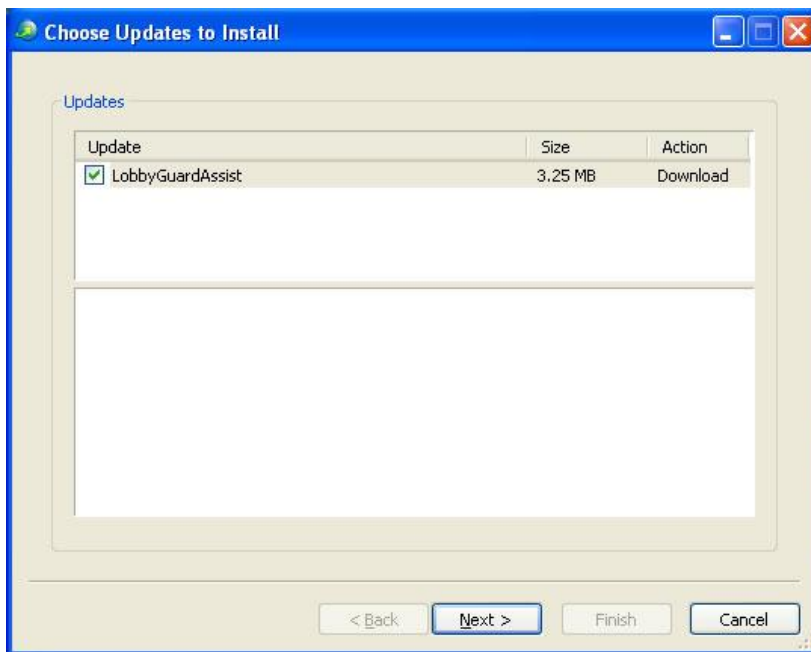
Launch LobbyGuard Assist software by clicking on the desktop icon:



LobbyGuard Assist initially checks for any new updates to the software; the following screen is displayed:



LobbyGuard Solutions, LLC publishes updates to the LobbyGuard Assist software from time- to-time. These updates may contain new product features or address known issues in the product. If an update is, available the following screen is displayed:



It is **VERY IMPORTANT** to click **NEXT** if this screen appears (Clicking the Cancel button causes your LobbyGuard Assist product to fail to update and may create operational errors). Clicking the NEXT button brings forth a series of installation screens; do not click the cancel

button at any time during this process. Doing so prevents your product from updating and will require LobbyGuard Technical Support assistance to resume use of your LobbyGuard Assist software.

LobbyGuard Assist restarts upon completion of the software update, and the following screen is displayed:



Click OK to view the LobbyGuard Assist software screen:

This screen displays the workflow for the selected visitor type. Workflows are based on the type of guest you select from the top left portion of the screen. In the example above, the visitor types are "Visitor", "Faculty", "Employee" and "Contractor". Clicking on a visitor type reveals the workflow for that guest. Each visitor has a different workflow. As an example, if you select "Employee" you will see the following:



The screenshot displays the LobbyGuard web application interface. At the top left is the LobbyGuard logo with the tagline "Sign In. Sign Out. Secure.". To the right are navigation buttons for "Frequent Visitors", "Sign In", and "Visitor Log". Below these are tabs for "Visitor", "Faculty", "Employee" (which is selected and highlighted in orange), and "Contractor". The main content area is divided into two sections: "Personal Details" on the left, which includes a "Name:" label and a text input field, and "Photo" on the right, which includes a large empty box for a photo and a "Call Security" button. Below the photo section is a "Registration" section with a link for "Assign Frequent Visitor Keytag". At the bottom right of the form are "Submit" and "Cancel" buttons.

Each workflow differs on the type of visitor selected. As an example, the "Employee" workflow is different from the "Visitor" workflow in that the employee is required to enter his/her name and take a photo while the visitor workflow requires the visitor to include his/her company name. Please note: The look of the screen changes slightly from one workflow to another by only showing the areas needed for the selected type of guest.

Labels for as many visitor types as needed can be created, and modify the associated workflow via the LobbyGuard Administrative Utility. For more information on configuring visitor types and workflows see the "[Workflow](#)" section below.

## Signing In

The key LobbyGuard feature is the visitor sign-in process. This process is designed to be as simple and efficient as possible while providing the facility with effective security and record keeping. LobbyGuard allows the sign-in process to be customized to the needs of the facility and to the type of visitor signing in. Typical steps for signing in a visitor are as follows:

1. Select the appropriate Visitor Type from the top left portion of the screen; in the example below we have chosen "Visitor". The chosen visitor button is highlighted in orange, and the appropriate workflow appears:



The screenshot shows the LobbyGuard Sign In interface. At the top, there are navigation buttons for "Frequent Visitors", "Sign In" (highlighted in orange), and "Visitor Log". Below these are tabs for "Visitor", "Employee", "Volunteer", and "Contractor", with "Visitor" selected. The "Personal Details" section includes fields for Name, Address, City, State, Zip, and DOB (with a format hint "(mm/dd/yyyy)"). There is a "Visiting:" dropdown menu with a "Select" button. Below this are three buttons: "Campus Tour", "Visiting an Employee", and "Other". To the right of the "Personal Details" section is a "Photo" field with a camera icon and a "Call Security" button. Below the "Photo" field is a "License" field with a camera icon. At the bottom, there is a "Registration" section with a link for "Assign Frequent Visitor Keytag" and "Submit" and "Cancel" buttons.

2. The "Personal Details" section of the screen including name, address, city, state, ZIP and Date of Birth can be entered manually or by scanning the visitor's driver license. Scanning the driver license automatically enters the visitor's information into these data boxes. Follow these steps to scan the driver license:

In the bottom right portion of the screen is a section labeled "License". One or both of the following License Scan buttons is displayed:



*Scan front of license*



*Scan back of license*

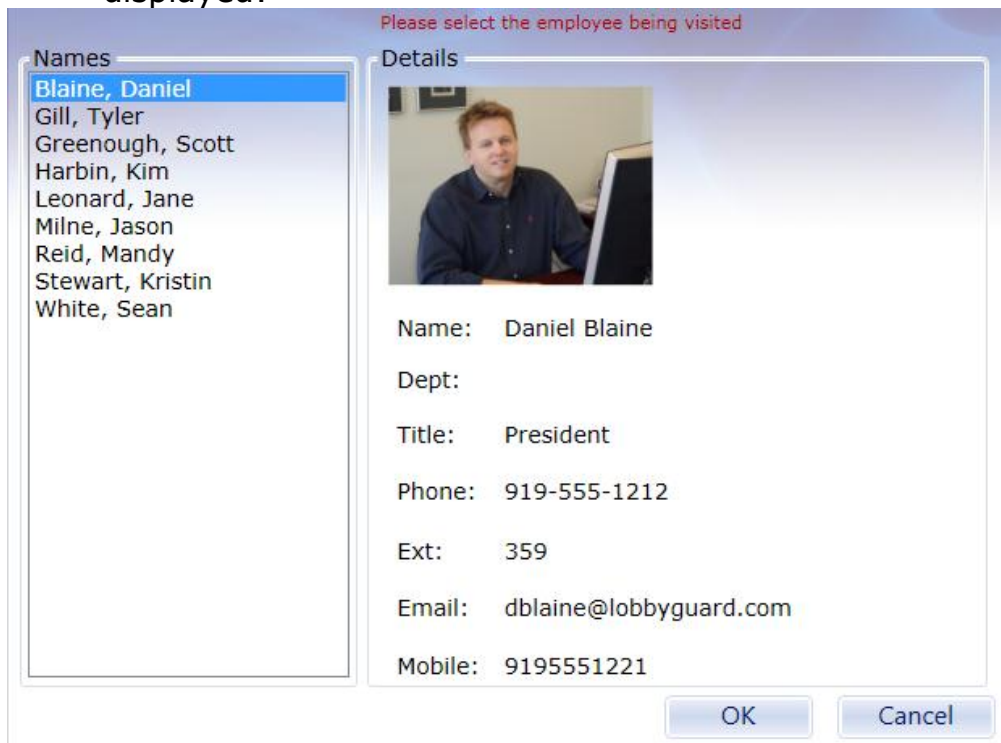
LobbyGuard supports the scanning of the front and/or back of a driver license. For more information see [Appendix K: Scanning a Driver License in LobbyGuard Assist](#).

- a. Insert the visitor's license and press the License Scan button. Once the license is successfully scanned, an image of the license is displayed in the "License" section and the information read from the license will populate the "Personal Information" data boxes, as shown below:

The screenshot shows the LobbyGuard software interface. At the top left is the LobbyGuard logo. Below it are tabs for 'Visitor', 'Employee', and 'Volunteer'. The 'Visitor' tab is selected. The form is divided into several sections:

- Personal Details:** Name: Jane Smith, Address: 247 Oak Street, City: Albany, State: NY, Zip: 12355, DOB: 06/06/1985 (mm/dd/yyyy), Company: (empty), Visited: (empty) with a 'Select' button, Reason: (empty).
- Photo:** A large empty box for the visitor's photo, with a 'Call Security' button to the right.
- License:** A section containing a scanned image of a New York State Driver License. The license text includes: NEW YORK STATE DRIVER LICENSE, ID: 012 345 678 CLASS D, EXPIRES: 06/06/2016, ISSUED: 06/06/2010, SEX: F, HAIR: BRN, EYES: BRN, HGT: 5-06, WGT: 120, CLASS: D, and a signature.
- Registration:** A section with a button labeled 'Assign Frequent Visitor Keytag'.
- Navigation:** Three buttons at the bottom: 'Administration', 'Orientation', and 'Training'.
- Form Controls:** 'Submit' and 'Cancel' buttons at the bottom right.

3. Enter the visitor's company name in the "Company" field.
4. Enter the name of the person this visitor is visiting in the "Visited" field, or click the 'Select' button if using a company directory:  
The Directory displays a list facility's personnel. Select a name from the list to view additional information by clicking ok or click cancel to return to the sign-in screen. If an employee is selected, the following screen is displayed:



5. Clicking OK returns you to the sign-in screen. Next, choose the reason for this visit by selecting from the options at the bottom left portion of the screen. These options are called "Reasons for Visit" in LobbyGuard and are used to help better identify why this person is visiting today. Choosing one of the reasons eliminates all other reasons as shown below:

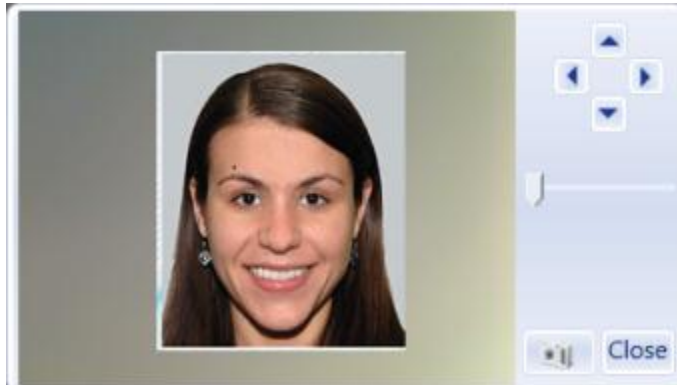
The screenshot shows the LobbyGuard web application interface. At the top, there are navigation buttons: 'Frequent Visitors', 'Sign In', and 'Visitor Log'. Below these are tabs for 'Visitor', 'Employee', and 'Volunteer'. The 'Visitor' tab is active, and the form is titled 'Personal Details'. The form fields are as follows:

Name:	Jane Smith		
Address:	247 Oak Street		
City:	Albany		
State:	NY	Zip:	12355
DOB:	06/06/1985 (mm/dd/yyyy)		
Company:	eDelivery		
Visiting:	Daniel Blaine	Select	
Reason:	<input checked="" type="checkbox"/> Visiting an Employee		

Other sections include 'Photo' with a photo of Jane Smith and a 'Call Security' button, 'License' with a New York State Driver License image, and 'Registration' with a link 'Assign Frequent Visitor Keytag'. At the bottom are 'Submit' and 'Cancel' buttons.

In the example above the reason selected was "Visiting an Employee". Clicking the red "x" to the left of this reason allows the reason for visit to be changed.

6. Take the visitor photo by clicking the camera button, located in the "Photo" section. The following screen is displayed:



Use the arrow controls to move the camera up/down/left/right, and the slider control to zoom in/out. When the visitor is lined up properly, click the camera button to take the photo. The photo then appears on the LobbyGuard Assist screen as shown below:

A screenshot of the LobbyGuard Assist web application. The interface includes a top navigation bar with the LobbyGuard logo and icons for "Frequent Visitors", "Sign In", and "Visitor Log". Below this are tabs for "Visitor", "Employee", and "Volunteer". The "Visitor" tab is active, displaying a form for "Personal Details" with fields for Name (Jane Smith), Address (247 Oak Street), City (Albany), State (NY), Zip (12355), DOB (05/06/1985), Company (eDelivery), Visiting (Daniel Blaine), and Reason (Visiting an Employ). To the right is a "Photo" section with a photo of the same woman and a camera icon. Below the photo is a "License" section showing a New York State Driver License. At the bottom right is a "Call Security" button. The form has "Submit" and "Cancel" buttons at the bottom.

7. Clicking the SUBMIT button located at the bottom of the screen submits the visitor record to the LobbyGuard database and prints a visitor badge. For more information on the visitor badge see [Appendix L: The LobbyGuard Visitor Badge](#).

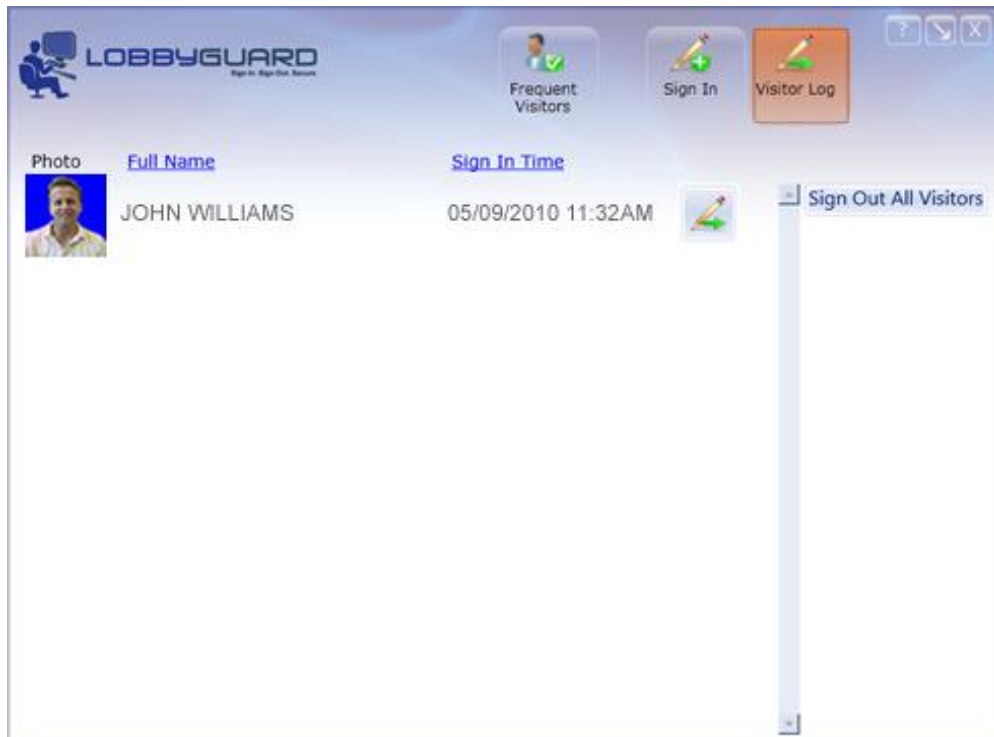
The steps for visitor sign-in may not be exactly the same as shown above and are dictated by the workflow options set up in the LobbyGuard Administrative Utility. For more information on visitor workflow set up see "[Workflow](#)" section.

## Signing Out

Visitors can sign-out of the facility very quickly and easily with LobbyGuard Assist. The following options are available for signing out visitors:

- **Scan the Visitor Badge Bar Code** – A bar code printed in the right hand corner of the visitor badge during the sign-in process and may be scanned to instantly sign a visitor out of the facility. A "beep" is heard when the bar code is successfully scanned. Bar code scanning is available even when LobbyGuard Assist is not the active application showing on the Windows desktop; for example, a visitor can be scanned out using a badge while viewing a web page or a spreadsheet is being edited, etc.
- **Sign Out using the LobbyGuard Assist Visitor Log** – Click on the button labeled "Visitor Log" at the top of the LobbyGuard Assist software, and the LobbyGuard visitor log is displayed as shown below:





All visitors currently signed in are displayed. To the far right of each visitor's record is a "Sign Out" button:



Clicking this button signs out the visitor. Clicking on the "Sign Out All Visitors" button instantly signs everyone out of the facility.



## LobbyGuard Assist Background Checking

One of the more powerful features of LobbyGuard Assist is the ability to screen visitors to keep inappropriate people from entering the facility. For information on how to set up the LobbyGuard product for background checking, see the section labeled "[Workflow](#)".

LobbyGuard Assist instantly checks visitors against the following data sources:

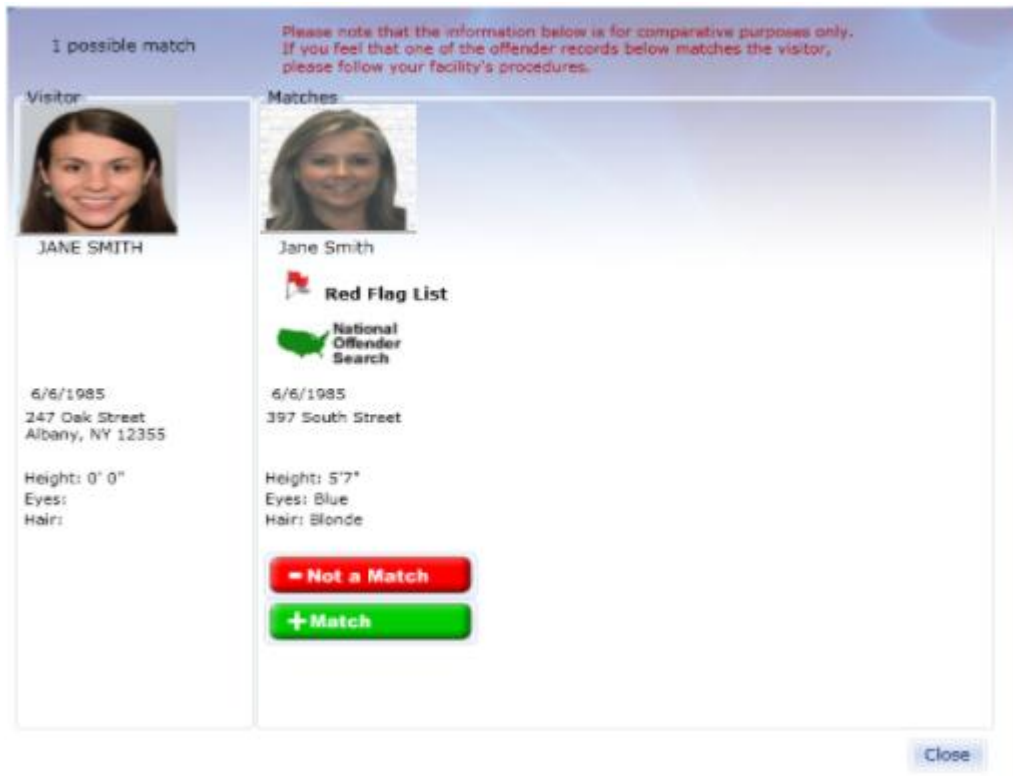
- **The National Sex Offender Public Registry** – a registry of all registered sex offenders in the United States, including Washington, DC.
- **The Red Flag List** – a list of individuals whom you deem to be unwanted in the facility. You have complete control over the names in this list; for more information on how to create your Red Flag List, see the section labeled "[Red Flag](#)" below.

### **IMPORTANT**

**LOBBYGUARD ASSIST DOES NOT LABEL ANY VISITOR AS A "SEX OFFENDER" OR AS AN UNWANTED INDIVIDUAL. THE SOFTWARE MATCHES INFORMATION OBTAINED DURING SIGN-IN AGAINST THE LIST OF INDIVIDUALS IN THE LOBBYGUARD BACKGROUND DATABASES. YOU MUST FOLLOW THE VALIDATION STEPS BELOW BEFORE TAKING ANY ACTION AGAINST THE VISITOR.**

## Background Check Failure

When a visitor attempts to sign in and fails a background check against the Sex Offender Registry or Red Flag list, the following screen is displayed when you click the SUBMIT button:



The visitor's information is on the left and the matching registered sex offender and/or red flag entries found for this visitor are listed on the right.

Use the information to determine if the visitor is or is not one of the registered offenders:

- Compare the photos. This is usually the fastest way to tell if the visitor is an offender, or if this is a 'false positive'.
- Compare the street address, being mindful that LobbyGuard conducts an instant national search, and the offender may have recently moved or changed addresses.

If the visitor **IS NOT** the offender(s) listed click the NOT A MATCH button below the offender record removes the offender record from the screen. LobbyGuard will not match this particular offender to this particular visitor again. Once all the offender records are cleared in this manner, click the Close button in the bottom right corner of the screen. You will be returned to the main LobbyGuard Assist sign-in screen, still populated with this visitor's information. Click SUBMIT once again, and the background check will bypass all offenders matches for this visitor, resulting in a visitor badge being issued and successful sign in for your visitor.

If the visitor **IS** one of the listed sex offenders and/or red flagged person, follow your organization's prescribed procedures for dealing with an offender trying to gain entry.

Once a match is verified, the system instantly emails and/or texts messages to anyone in your organization who has been designated to receive these messages. These individuals will receive a message indicating the location of the LobbyGuard Assist installation where the background failure has occurred as well as the name and date of birth of the person who has failed the background check. For more information on how to set up these alerts see the section labeled "[Rules](#)" below.

## **LobbyGuard Frequent Visitor Keytags**

LobbyGuard Assist supports the use of LobbyGuard Frequent Visitor Keytags and LobbyGuard Stick-On Bar Codes used to sign in and out of the building. Simply scan the bar code and the LobbyGuard Assist screen is instantly populated with the visitor's photo, license image and other information. Other advantages of using the Keytags and stick-on bar codes include the ability to track sign-in/sign-out activity for the purpose of running a time and attendance report; for more information on this feature see the section labeled "[Time and Attendance](#)" below. You will need a bar code scanner to use the LobbyGuard Frequent Visitor Keytags for signing in and out.

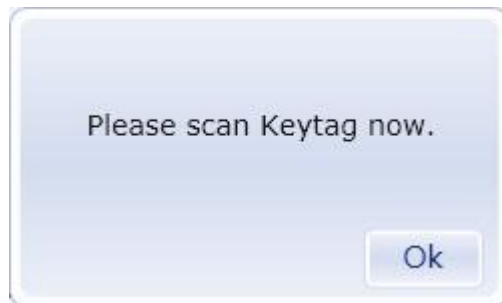
The following are keytag and stick-on bar code images. The keytag is attached to the user's keychain; the alternative stick-on bar code is

highly adhesive and can be attached to an existing form of ID, such as an employee ID or a student ID.



Follow these steps to use a LobbyGuard Frequent Visitor Keytag or Stick-On Bar Code:

1. Register the visitor: Enter the visitor's information into the LobbyGuard Assist screen, and click the link labeled "Assign Frequent Visitor Keytag" located in the Registration section of the screen. You will see the following:



2. Scan the bar code on the keytag or sticker using the bar code scanner until you hear a "beep" sound.
3. Click the SUBMIT button. This visitor is now signed in and is now "registered" with this bar code. They should use this keytag whenever entering and leaving the building in the future.
4. On subsequent visits, a registered visitor scans the bar code to sign in and out of the building. Scanning the bar code changes the visitor's current status: if they are currently signed in, it will sign them out; if they are currently signed out, it will sign them in. Scanning to sign in instantly populates all the fields on the LobbyGuard Assist screen without the need to scan a license, take a photo, or other input:

The screenshot shows the LobbyGuard web application interface. At the top left is the LobbyGuard logo with the tagline "Sign In. Sign Out. Secure.". To the right are three buttons: "Frequent Visitors", "Sign In", and "Visitor Log". Below these are tabs for "Visitor", "Faculty", "Employee", and "Contractor", with "Visitor" selected. The main form is titled "Personal Details" and contains the following fields: Name (JOHN WILLIAMS), Address (123 MAIN STREET), City (RALEIGH), State (NC) and Zip (27609), DOB (05/07/1964), Company (XYZ Corporation), Visited (LISA SMITH), and Reason (Visiting an Employer). To the right of the form is a "Photo" section with a photo of a man and a "Call Security" button. Below the photo is a "License" section showing a North Carolina driver's license. At the bottom of the form is a "Registration" section with a link "Assign Frequent Visitor Keytag". At the very bottom are "Submit" and "Cancel" buttons.

Any needed changes can be made at this time; simply click SUBMIT to complete the sign-in process.

Using a keytag or bar code sticker to sign in does *not* bypass the background check and a visitor badge will be printed for this visitor.

LobbyGuard Frequent Visitor Keytags and Stick-On Bar Codes are available at <http://store.lobbyguard.com/>.

## Frequent Visitor Mode

LobbyGuard Assist supports "Frequent Visitor Mode" to allow registered visitors (those carrying a LobbyGuard Frequent Visitor Keytag or Stick-On Bar Code) to sign in completely unassisted. This mode allows LobbyGuard Assist to function as a self-service visitor station and further reduces the time to process visitor traffic.

To operate LobbyGuard Assist in Frequent Visitor Mode, turn the bar code scanner to face visitor traffic and press the "Frequent Visitors" button on the screen:



Visitors can walk up and scan their Keytags or stick-on bar codes to sign in or out of the building. If you are printing visitor badges for your visitors, be sure to move the printer to a location where the visitor has access to the badge after it prints.

Frequent Visitor Mode does not require the front desk operator to click "SUBMIT" in order to process visitors thereby greatly reducing the time needed to process each visitor. If the visitor signs in and fails the background check, LobbyGuard halts the Frequent Visitor Mode and displays the failed background screen as shown in the section labeled "[LobbyGuard Assist Background Checking](#)", above. If a visitor without a keytag or stick-on bar code needs to sign in, click the Frequent Visitors button once more to return to the regular sign-in mode. Frequent Visitor Mode can be run in the background in Windows, meaning you can use your PC for any other task while still signing in visitors.

## Call Security Button

The Call Security Button is located on the right side of the LobbyGuard Assist screen:



Clicking this button immediately sends out notification via email and/or cell phone text message to anyone in your facility set up to receive alerts. This feature serves as a "silent alarm" that assistance is needed at the front desk. For instructions on how to configure individuals to receive this notification see the section labeled "[Rules](#)" below.

## The LobbyGuard Administrative Utility

### What is it?

The LobbyGuard Administrative Utility is web-based software accessible from any PC on the internet. Since it is web-based, it does not require any installation to run – it is accessed via a web browser, just like any other web page. This means you have access to your visitor records, reports and other information from anywhere in the world.

The Administrative Utility provides the following features:

- **Visitors** – View complete details of visitors to your building, including those who have been flagged by the LobbyGuard Background Check.
- **Directory** – Create a list of names from which a visitor can choose during the sign-in process to indicate the person he or she is meeting
- **Reports** – Run reports on visitor traffic
- **Registered Visitors** – Manage those visitors carrying a LobbyGuard Frequent Visitor Keytag.
- **Scheduled Activities** – Schedule upcoming appointments directly with LobbyGuard and send notifications to your scheduled visitors via email. Create “events” to handle large numbers of visitors in a very short period of time.
- **Time and Attendance** – Modify the time a registered visitor has signed in/out in order to generate an accurate time and attendance report.
- **Rules** – Create and control Trigger Event and Action rules for your LobbyGuard station; for example you can create a ‘rule’ telling LobbyGuard to notify a certain group of individuals when a background failure occurs during sign-in.



- **Red Flag** – Create a list of “banned” visitors that will fail the instant background check conducted during the sign-in process.
- **Administration** – Change workflow settings for various visitor types and other settings for your LobbyGuard station.

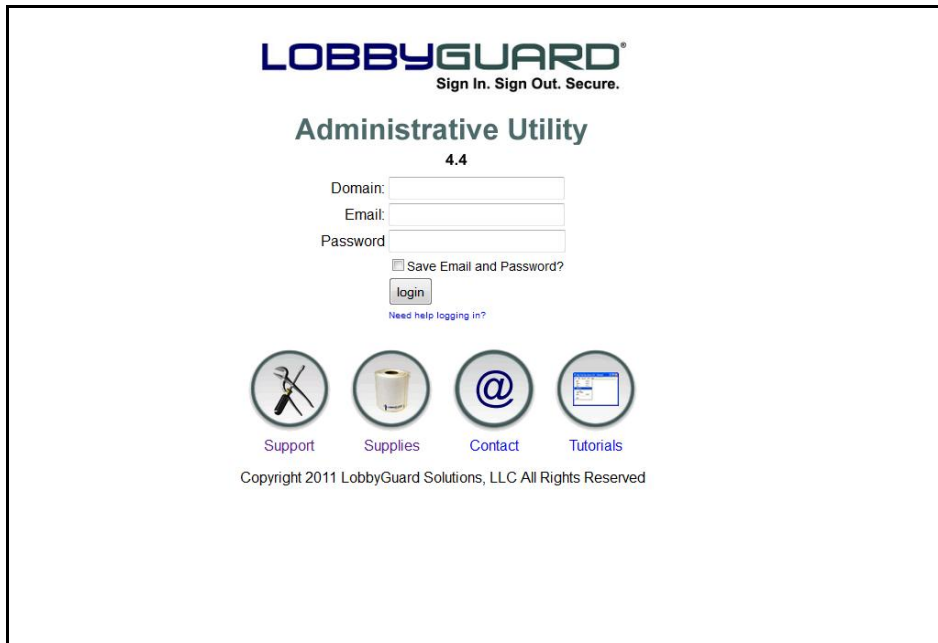
### Accessing the Administrative Utility

*Note: the section below refers to all LobbyGuard Assist users and to those LobbyGuard Kiosk users who are using the LobbyGuard Hosted Server option and are storing data on the LobbyGuard Servers. If you are a LobbyGuard Kiosk user and you are not storing data on the LobbyGuard Servers please refer to [Appendix J: Accessing LobbyGuard Administrative Utility for Non-Hosted Kiosks.](#)*

The LobbyGuard Administrative Utility is accessible from any web browser anywhere in the world. Access the LobbyGuard Administrative Utility by typing the following URL into the web browser address bar:

<http://admin.lobbyguard.com>

The site should appear in your web browser as follows:



The screenshot shows the LobbyGuard Administrative Utility login page. At the top is the LobbyGuard logo with the tagline "Sign In. Sign Out. Secure." Below this is the title "Administrative Utility" and the version number "4.4". The login form includes fields for "Domain:", "Email:", and "Password:". There is a checkbox labeled "Save Email and Password?" and a "login" button. A link "Need help logging in?" is located below the login button. At the bottom of the page, there are four circular icons representing "Support" (wrench and screwdriver), "Supplies" (coffee cup), "Contact" (@ symbol), and "Tutorials" (document with checkmark). The footer text reads "Copyright 2011 LobbyGuard Solutions, LLC All Rights Reserved".

The credentials needed to log are provided to you prior to or during your LobbyGuard installation. If you do not have the credentials to log in, please contact LobbyGuard Technical Support for assistance. For more information on creating additional user accounts, see the section titled "[User Manager](#)". If you set up your own unique user account and are having trouble signing in, the link labeled "Need help logging in?" allows you to enter your LobbyGuard domain name and email address. Your password will be emailed to you.



It is recommended that you change the password of the default account and create your own unique user account as soon as possible.

## Using the Administrative Utility

### Visitor Log

The main feature of the Administrative Utility is the visitor log. This log lists an immediate view of visitors currently in the building, as well as an archive of visitors who signed out at any point in the past. The visitor log will resemble the following:

Time In ▲	Station	Name	Reason	Visiting
<b>Monday, Aug 29</b>				
8/29/2011 3:29:25 PM	Front Office	John Smith	Meeting	Chris Glenn <a href="#">view</a>
8/29/2011 3:28:24 PM	Front Office	Jill Davis	Sales Call	Mark Simpson <a href="#">view</a>
8/29/2011 3:27:14 PM	Building C	David Earnest	Training	James Oreck <a href="#">view</a>
8/29/2011 3:25:38 PM	Loading Dock	William McCallister	Delivery - Accounting	Jane Leonard <a href="#">view</a>
<b>Friday, Aug 26</b>				
8/26/2011 1:37:33 PM	Front Office	Fred Holt	Meeting	John Thomas <a href="#">view</a>
8/26/2011 1:35:35 PM	Front Office	Larry Willis	Sales Call	Kristin Williams <a href="#">view</a>
8/26/2011 1:30:09 PM	Front Office	Steven Tompkins	Conference Room A	Ryan Esther <a href="#">view</a>
8/26/2011 1:29:44 PM	Front Office	Jim Loris	Meeting	David Palducci <a href="#">view</a>
8/26/2011 12:57:54 PM	Building A	Lisa Williams	Sales Call	Robert Franklin <a href="#">view</a>
8/26/2011 11:11:29 AM	Building B	Kevin Glover	Meeting	Paul Russo <a href="#">view</a>
8/26/2011 11:10:03 AM	Front Office	Timothy Hale	Training	Lori Bloom <a href="#">view</a>
8/26/2011 11:09:20 AM	Loading Dock	Hope Murphy	Delivery - HR	Pat Nichols <a href="#">view</a>
8/26/2011 10:05:10 AM	Front Office	Baxter Howard	Sales Call	Scott Harbin <a href="#">view</a>
8/26/2011 9:57:50 AM	Front Office	Kim Leonard	Conference Room C	Chris Taylor <a href="#">view</a>
8/26/2011 9:53:00 AM	Front Office	Greg Barnes	Meeting	Steve Gill <a href="#">view</a>

If several LobbyGuard stations are networked together, you can choose to view data from a specific station by selecting that station from the "Station" drop-down menu. You can then a) choose the date range of data using the From: and To: calendar menus, and b) click the Filter button to activate your station and/or date range selection. Clicking on any of the column headers (Time In, Station, etc.) sorts the data accordingly; clicking on the same header again reverses the sort order. Clicking the "Sign Out All Visitors" button moves all visitors from the Signed In section to the Signed Out section.

The Visitor Log contains three sections: Signed In, Signed Out, and Failed Background.

#### **Signed In**

The Signed In section of the visitor log shows all visitors currently signed in. Using the Signed In section, you can view: a) the Time In (the date and time the visitor signed in), b) the Station (the location

the visitor signed in), c) the visitor's name, d) the Reason for visit (see the section labeled "[Workflow](#)" for an explanation of this feature) and e) the Visiting column, which contains the name of the person the visitor is visiting in your building. Records in red text indicate a visitor who chose to modify their name and/or date of birth during sign-in. To the far right of each entry is a link labeled "view". Clicking on this link for any given visitor display full details on the visitor in the Visitor Detail screen:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors | Directory | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | Red Flag | Administration [change password] [logout]

Signed In | Signed Out | Failed Background | **Visitor Properties**

Name: John Smith [create red flag](#)

Last Background Check:

Station: Front Office

Type: Visitor

Birthdate: 05/07/1970

Address: 123 Main Street

City: Raleigh

State: NC

Zip: 27609

Height: 6'2"

Hair: BLO

Eyes: BLU

Person Visited: Chris Glenn

Company: XYZ Corporation

Reason: Meeting

Save Changes Sign Out Cancel

File Photo

Click to enlarge

License Scan

STATE OF NORTH CAROLINA

This screen displays all visitor details. The visitor's photo and driver license is enlarged by clicking on the image. Manually sign out the visitor by clicking on the "Sign Out" button located in the lower left corner of the screen. The visitor is moved from the "Signed In" section of the visitor log to the "Signed Out" section.

Information stored on this screen is modified as needed. Click the button labeled "Save Changes" to save any modifications.

The "Create Red Flag" link located to the right of a visitor's name will move the visitor to the Red Flag list and cause this visitor to fail the background check on future visits. For more information on this process see the section labeled "[Failed Background Section & How Background Checking Works](#)".

### Signed Out

The Signed Out section of the visitor log displays information on all visitors who signed out of the building at any point in the past. This creates an archive of visitor information that is accessible at any time. Modifications at sign-in to a visitor's name and/or date of birth are indicated in red at sign out. The Signed Out section appears as follows:

The screenshot shows the LobbyGuard interface with the 'Signed Out' tab selected. The table below represents the data shown in the screenshot.

Time In ▲	Time Out	Station	Duration	Name	Reason	Visiting	
<b>Tuesday, Aug 24</b>							
8/24/2010 3:49:52 PM	8/24/2010 2:50:31 PM	FRONT OFFICE	00:59:21	JASON TOMPSON	Cafeteria	DAN DARRAH	<a href="#">view</a>
8/24/2010 3:33:05 PM	8/24/2010 2:33:10 PM	FRONT OFFICE	00:59:55	MARCUS JACKSON	Cafeteria	TOM JACKSON	<a href="#">view</a>
8/24/2010 3:24:59 PM	8/24/2010 2:30:06 PM	FRONT OFFICE	00:54:53	JANET HILL	Cafeteria	LAUREN HILL	<a href="#">view</a>
8/24/2010 3:23:02 PM	8/24/2010 2:23:54 PM	SERVICE ENTRANCE	00:59:08	RILEY JOHNSON	Work	PAT EICK	<a href="#">view</a>
<b>Monday, Aug 23</b>							
8/23/2010 3:48:29 PM	8/24/2010 1:28:14 PM	FRONT OFFICE	21:39:45	CHANTE WILLIAMS	Picking up Child	OWEN WILLIAMS	<a href="#">view</a>
8/24/2010 2:29:16 PM	8/24/2010 1:29:16 PM	FRONT OFFICE	01:00:00	Robert Bennet	Meeting	WENDY REAGAN	<a href="#">view</a>

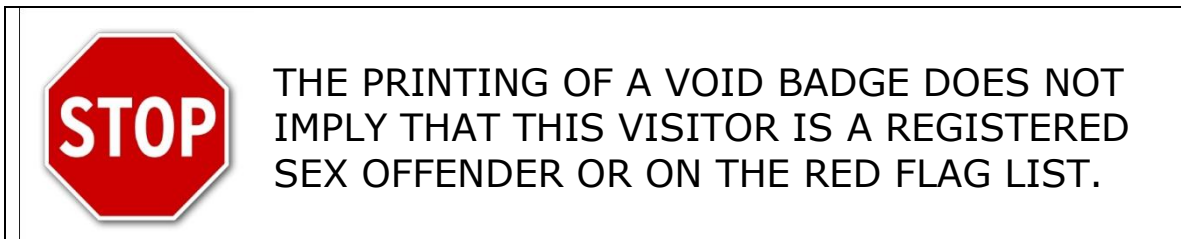
The Signed In screen and the Signed Out screen are very similar with the exception of two additional columns: the Time Out column displays the day and time the visitor signed out of the building. The Duration column displays in hour:minutes:seconds how long this visitor was in your building. Clicking the "view" link provides details on the visitor record.

### ***Failed Background and How Background Checking Works***

The Failed Background section of the visitor log displays the names of any visitors who failed the LobbyGuard background check and received a "VOID" badge while signing into the Kiosk. If background checking is enabled, the visitor's name and date of birth are run against a database of 600,000+ United States registered sex offenders and/or your Red Flag List. See the section labeled "Red Flag" for more information on the Red Flag List feature; see the section labeled "[Background Checking](#)" for more information on selecting the sources of background checking for your facility. If the visitor is matched to a record in either data source the visitor is not issued a regular visitor badge, but will instead be issued a special visitor badge with the word VOID printed across the top. Notifications that are set up are automatically sent out at this time as described in the "[Notification](#)" section.

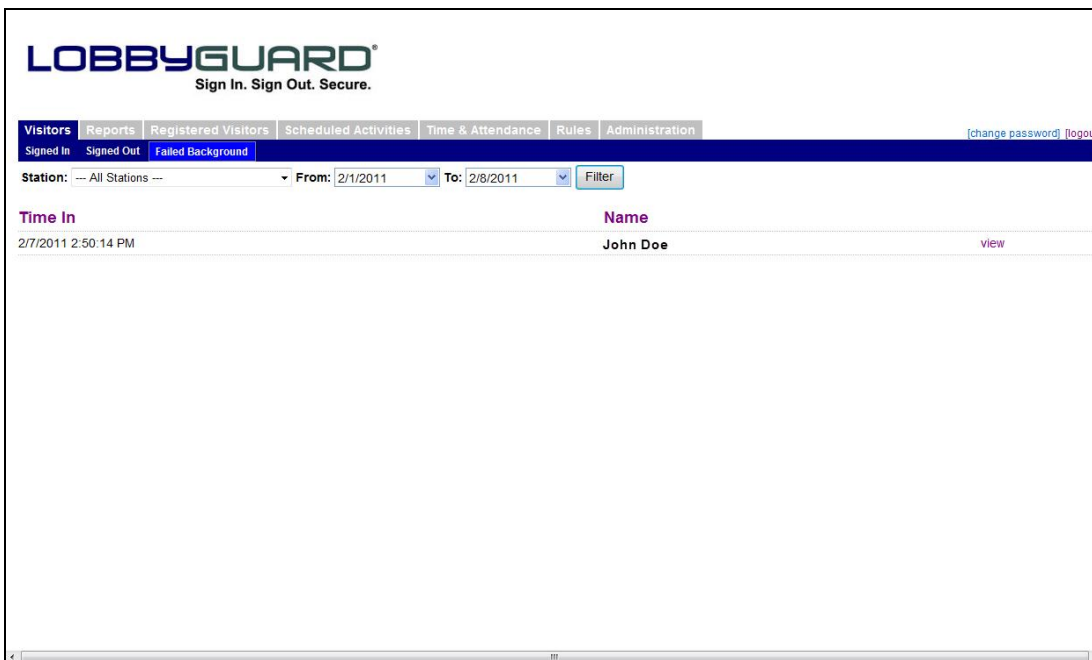


This badge also instructs the visitor to turn the badge over to a facility employee. Once this is done it is the responsibility of the employee's to further verify this match. The web URL [www.lobbyguard.com/assist](http://www.lobbyguard.com/assist) printed on the badge provides complete instructions to take in the event a VOID badge is printed.



A VOID badge means the information this visitor supplied during sign-in was a close enough match to a known offender's record to warrant further investigation before allowing this person entry. LobbyGuard compares first name, last name, and year of birth to known offender records; as a result of such a broad approach, it is possible for someone to receive the "VOID" badge even when he is not an offender. **IT IS VERY IMPORTANT THAT NO ACTION BE TAKEN AGAINST THIS VISITOR UNTIL THE INSTRUCTIONS BELOW ARE FOLLOWED.**

Once the visitor has turned over the VOID badge to a facility employee, the employee accesses the Failed Background section of the visitor log to verify this visitor against the record that he or she matches. The Failed Background log appears as follows:



This screen is a temporary visitor's log of visitors that have failed a LobbyGuard background check and require match validation. The record of the visitor will show the "Time In" when the visitor signed in, the "Name" of the visitor and a "view" link that will take you to the Visitor Match Details screen similar to the one below:



Visitors | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | Administration [change password] | logout

Signed In | Signed Out | Failed Background | **Visitor Match Details**

**Visitor Information**

Name: John Doe Height: 5' 10" No License Scan on file.  
Address: 123 ABC St. Eyes: Blue  
DOB: 10/26/1972 Hair: Black

**Red Flag List**

**Offender Information**

Name: John Doe Height: 5'10 Notes:  
Address: 123 ABC St. Eyes: Blue This person is not  
Raleigh, NC Hair: Black allowed in the  
DOB: 10/26/1972 + Match  
= Not a Match

**LobbyGuard Sex Offender Registry**

**Offender Information**

Name: John Doe Height: 5'10 National  
Address: 123 ABC St. Eyes: Blue Offender  
Raleigh, NC Hair: Black Search  
DOB: 10/26/1972 + Match  
= Not a Match

This screen is used to verify the visitor against the actual offender record; information on the visitor is shown in the red bar at the top of the page and information on matches appears below in grey. "Red Flag" matches appear below the "Red Flag List" icon and matches to the "Sex Offender Registry" appear below the "LobbyGuard Sex Offender Registry" icon. Complete information is provided for the visitor and offender records, including name, date of birth, address, photo, and height/hair/eyes. In the example above, the screen shows a visitor that failed both offender records: a background check for a Registered Sex Offender and against the Red Flag list. The failed background check can now be validated by comparing these elements and determining if the visitor is a "Match" or "Not a Match" to the Offender or Red Flag Entry. Red Flag offender information also includes a "Notes" box to display any notes about this offender or instruction for the Red flag record on file. If further information is needed for a registered sex offender match, the "National Offender Search" link located above the "Match" button can be selected on the offender record. A new web page to the National Sex Offender Registry located at [www.nsopr.gov](http://www.nsopr.gov) will open for further comparison if necessary.

**If the visitor IS NOT the offender in question, click the button labeled "Not a Match".** This button should be selected in the event



of a false positive; i.e. where the offender record and the visitor record are not the same person. If the visitor signed in with a driver license, information from the driver license will be recorded to ensure that this visitor does not fail against this particular offender record in the future. LobbyGuard will recognize the visitor driver license during future visits and the visitor will not fail against this particular offender record. **If the visitor signed in without a license or if this visitor signs in without a license during future visits, he or she will again fail against this offender record.** If all matches that are listed on the page have been selected as "Not a Match", the visitor's record automatically moves from the "Failed Background" section of the "Visitors" tab to the "Signed In" section, and a visitor badge is printed for the visitor without the need for the visitor to sign in a second time. A record of this validation activity is available in the "Match Audit" section for future audits or evaluations; see the section labeled "[Match Audit](#)".

**If the visitor IS the offender in question, click the button labeled "Match". It is important that your facility have procedures in place for handling this scenario.** These procedures should include who is to be notified and what proper steps should be taken. The "Match" button should be selected when a positive match is verified, i.e. when the visitor is determined to actually match an offender record. Once a "Match" is selected, the record is moved to the "[Match Audit](#)" section.

### **Notification**

In the event of a failed background check, LobbyGuard is capable of sending notification to appropriate personnel of your choice, such as local police, administrative staff or security personnel. Notification is sent automatically as soon as LobbyGuard fails a background check on a visitor based on the information in the Rules tab; for more information see the section labeled "[Rules](#)". The following is an example of the message that is sent in the event of a background failure:

**Subject: LobbyGuard Alert!**

**Name: CRAIG ABBINGDON DOB: 05/07/1970 failed a background check at station 'ABC Elementary School'**

This message alerts designated personnel the offender's name and date of birth as well as the LobbyGuard station where the failure occurred.

## Reports

Run reports based on selected criteria determined by you. The Reports screen appears as follows:

The screenshot shows the LobbyGuard web interface. At the top left is the LobbyGuard logo and tagline. Below it is a navigation menu with tabs for 'Visitors', 'Reports', 'Registered Visitors', 'Scheduled Activities', 'Time & Attendance', 'Rules', and 'Administration'. The 'Reports' tab is active. To the right of the navigation menu are links for '[change password]' and '[logout]'. Below the navigation menu is a table with two columns: 'Reports' and 'Description'. Each row in the table has a 'run report' link on the right side.

Reports	Description	
Visitor Log Report	View visitors currently signed in.	<a href="#">run report</a>
Visitor Log Advanced	View visitors currently signed in with advanced query.	<a href="#">run report</a>
Visitor Archive Report	View an archive of those who have visited your building.	<a href="#">run report</a>
Visitor Archive Advanced	View an archive of those who have visited your building with advanced query.	<a href="#">run report</a>
Time and Attendance	View a registered visitor's hours and totals.	<a href="#">run report</a>
Ad Hoc Report	View custom report based on field choices.	<a href="#">run report</a>
Reverse Attendance	A list of Registered visitors who have not signed in today.	<a href="#">run report</a>

The reports section displays a report list available in LobbyGuard. Clicking on the "run report" link to the right of the report generates the report you need. Some reports may require additional parameters, such as a date range for the report, station name, or other information. Clicking the "run report" link for the "Visitor Archive Report" displays the following:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors **Reports** Registered Visitors Scheduled Activities Time & Attendance Rules Administration [\[change password\]](#) [\[logout\]](#)

### Visitor Archive Report

Choose start date: 7/5/2010 Choose end date: 8/5/2010

Select Visitor Type: -- All Visitor Types --

Select Registered User: -- All Visitors --

Select Station: -- All Stations --

In this example, multiple criteria can be set for the report including the date range, the visitor type and the name of a specific registered visitor, if needed. The "Select Station" option allows the selection of an individual LobbyGuard station and will reflect data gathered from the selected station only. Each report is viewable online, and can be printed, or saved in numerous formats. To run a different report listed on the Reports page, click on the "run report" link to the right of the report you wish to view and enter the information. An example of a Visitor Archive Report that is retrieved from information entered from the above screen is listed below:

Page 1 of 1 100% Whole report Pdf

### Visitor Archive Report

Report Created: 8/5/2010 Number of Records: 5

Sign-In Date	Sign-Out Date	Name	Visitor Type	Reason	Visiting	Duration
7/22/2010 10:49:42 AM	8/2/2010 12:53:05 PM	SMLNE BRIAN	Volunteer	Cafeteria	KEVIN ALLEN	11:02:03:23
7/22/2010 10:50:13 AM	8/2/2010 12:53:05 PM	HOWARD GREG	Volunteer	Conference	KEN SHORT	11:02:02:52
7/27/2010 9:12:12 AM	7/27/2010 9:12:27 AM	GREEN SCOTT	Employee	1st Floor	JOHN HOGAN	00:00:15
7/28/2010 9:00:58 AM	7/28/2010 9:01:03 AM	MIL JASON	Visitor	2nd Floor	Jane Doe	00:12:33
7/15/2010 3:39:00 PM	8/2/2010 12:53:05 PM	DOE JOHN	Employee	Attending a Meeting	Jane Doe	01:49:44

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## Registered Visitors

The Registered Visitors section allows for management of registered individuals with your LobbyGuard station. Registered visitors possess a LobbyGuard Frequent Visitor Keytag or a LobbyGuard Bar Code Sticker on an existing ID (see <http://store.lobbyguard.com> for these items). These keytags and stickers allow the frequent visitor to bypass much of the workflow and quickly sign in and out of the station by simply scanning the bar-coded section of the keytag or sticker under the station bar code scanner. For more information on this process see the section titled "[LobbyGuard Frequent Visitor Keytags](#)". The Registered Visitors section appears as shown below:

The screenshot shows the LobbyGuard web application interface. At the top, there is a navigation menu with tabs for Visitors, Reports, Registered Visitors (selected), Scheduled Activities, Time & Attendance, Rules, and Administration. Below the navigation menu, there are search filters for Last Name, LobbyGuard ID, and Number of Results (set to 10). A search button is present. The main content area displays a table of registered visitors with the following columns: Name, Visitor Type, ID, and Expiration Date. Each row includes a 'view' link. The table contains the following data:

Name ▲	Visitor Type	ID	Expiration Date	
SCOTT GREENOUGH	Employee	LG2013348	12/31/2010	<a href="#">view</a>
GREGORY HOWARD	Visitor	LG2026917	2/14/2011	<a href="#">view</a>
ROBERT JOHNSON	Visitor	LG2026919	1/1/2011	<a href="#">view</a>
JASON MILNER	Visitor	LG2026914	12/31/2011	<a href="#">view</a>
BRIAN MORRIS	Visitor	LG2026915	5/19/2011	<a href="#">view</a>
SEAN SMITH	Volunteer	LG2026916	12/31/2010	<a href="#">view</a>
LOU STINEBISER	Visitor	LG2026911	11/23/2010	<a href="#">view</a>

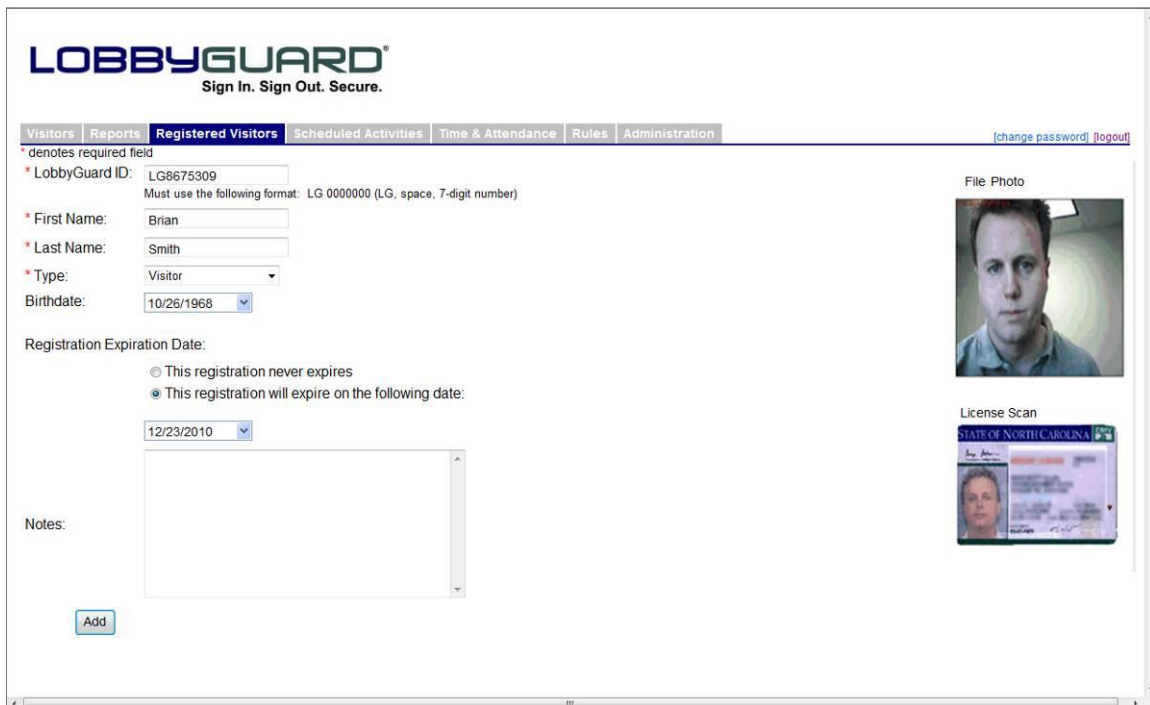
Information on the registered visitors is displayed under the following columns:

- **Name** – The name of the registered visitor.
- **Visitor Type** – The type of visitor this person represents based on the Visitor Types set up in the workflow. For more information on Visitor Types see the section titled "[Workflow](#)". Each registered visitor is designated as a particular visitor type for reporting purposes.
- **ID** – The number located below the barcode on the LobbyGuard Frequent Visitor keytag or stick-on bar code.
- **Expiration Date** - The date the visitor's keytag or bar code sticker expires. The LobbyGuard station does not recognize the keytag or stick-on bar code after this date.

Clicking on any of the column headings sorts the list of registered visitors per that column's data. Clicking the same column again reverses the sort order (ascending / descending). A particular registered visitor can be found by entering the last name of the visitor

in the "Last Name" field at the top of the page and clicking the button labeled "Search" A or by entering a particular keytag or bar code sticker number in the "LobbyGuard ID" field. The "Number of Results" menu can limit the number of returned names for a given search.

Click on the "view" link for a registered visitor displays the detail of that registered visitor:



The screenshot shows the LobbyGuard web interface. At the top, the logo and tagline "Sign In. Sign Out. Secure." are visible. Below the logo is a navigation menu with tabs for "Visitors", "Reports", "Registered Visitors" (which is selected), "Scheduled Activities", "Time & Attendance", "Rules", and "Administration". There are also links for "[change password]" and "[logout]".

The main content area contains a form for editing a registered visitor. The form includes the following fields and options:

- LobbyGuard ID:** LG8675309. A note below the field states: "Must use the following format: LG 0000000 (LG, space, 7-digit number)".
- First Name:** Brian
- Last Name:** Smith
- Type:** Visitor (selected from a dropdown menu)
- Birthdate:** 10/26/1968 (selected from a dropdown menu)
- Registration Expiration Date:** Two radio button options: "This registration never expires" (unselected) and "This registration will expire on the following date:" (selected). Below this, a date dropdown menu shows 12/23/2010.
- Notes:** A large empty text area.
- File Photo:** A small thumbnail image of a man's face.
- License Scan:** A small thumbnail image of a North Carolina driver's license.

An "Add" button is located at the bottom left of the form area.

Change any information on this screen and click "Update" to save the changes. To completely remove a person from the list of registered visitors, click the "Unregister" button at the bottom of the screen.

## Scheduled Activities

*Please note that this feature is not available in LobbyGuard Assist.*

The LobbyGuard Scheduled Activities tab is used to schedule upcoming appointments and events.

The Scheduled Visitors section is used to schedule a visitor or group of visitors to an area, and emails the scheduled visit information to the visitors.

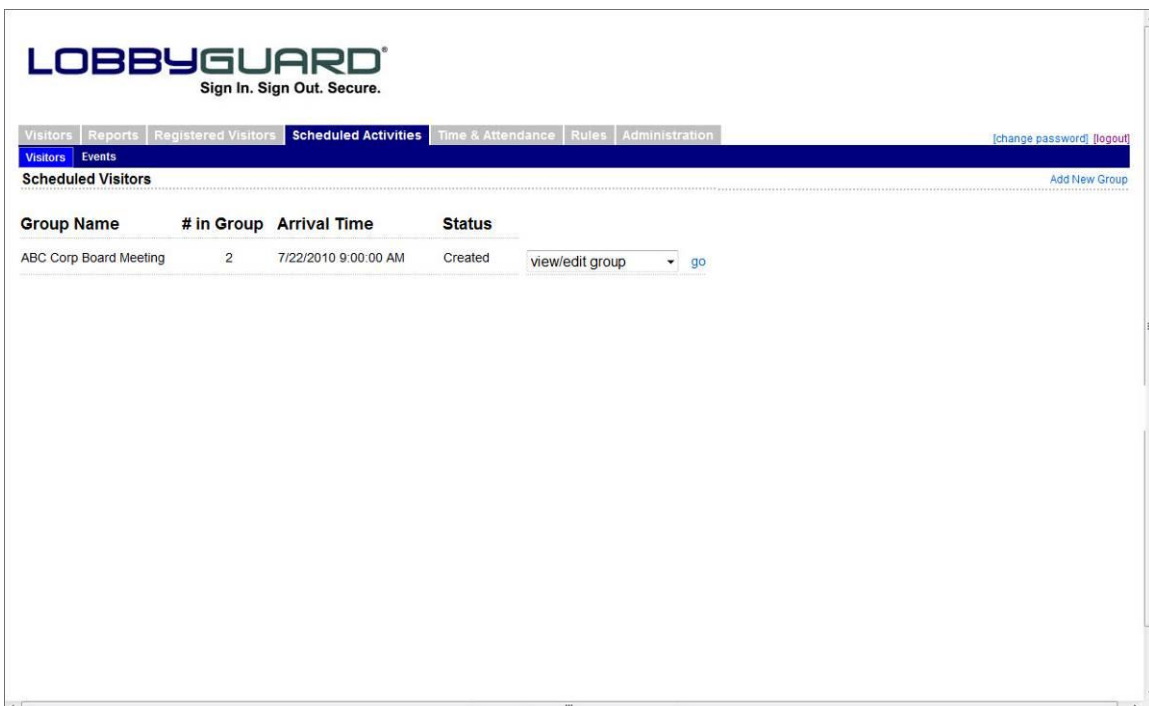
The Events section is used to schedule large groups of individuals allowing them to enter the facility in the fastest possible time.

### Visitors

**Please note that this feature is not available in LobbyGuard Assist.**

The Visitors feature is used to schedule, in advance, a visitor or group of visitors and send an email notification(s) to the visitor(s) outlining the visit location, time, and other information; including a bar code the visitor can print out, and use to instantly sign in to the station.

The Visitors screen appears as follows:



Scheduled Visitors are organized as "groups" representing parties of people visiting together. A group may consist of one person or any number of people. In the illustration above, a group named "ABC Corp Board Meeting" consisting of 2 people is scheduled to arrive at 9:00 AM on July 22nd. The "Status" column indicates this group was created, meaning no notification has been sent at this time.

Click the "Add New Group" link at the top right of the screen to create a new group. The following screen will appear:

The screenshot shows the LOBBYGUARD web application interface. At the top, the logo and tagline "Sign In. Sign Out. Secure." are visible. Below the logo is a navigation menu with tabs for "Visitors", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules", and "Administration". The "Visitors" tab is currently selected. In the top right corner, there are links for "[change password]" and "[logout]".

The main content area is titled "Group Information" and contains the following fields:

- Group Name:
- Station:
- Visitor Type:
- Reason For Visit:
- Person Being Visited:
- Privileges:
- Arrival:

Below the fields is a "Notes:" section with a rich text editor. The editor has a toolbar with icons for bold, italic, underline, text color, background color, font size, font family, bulleted list, numbered list, link, unlink, and undo. Below the toolbar are tabs for "Design" and "HTML", and two buttons: "Save Group" and "Cancel".

Enter the information in the fields provided and click the "Save Group" button to save the group. You are returned to the previous screen with your new group listed, similar to the previous illustration.

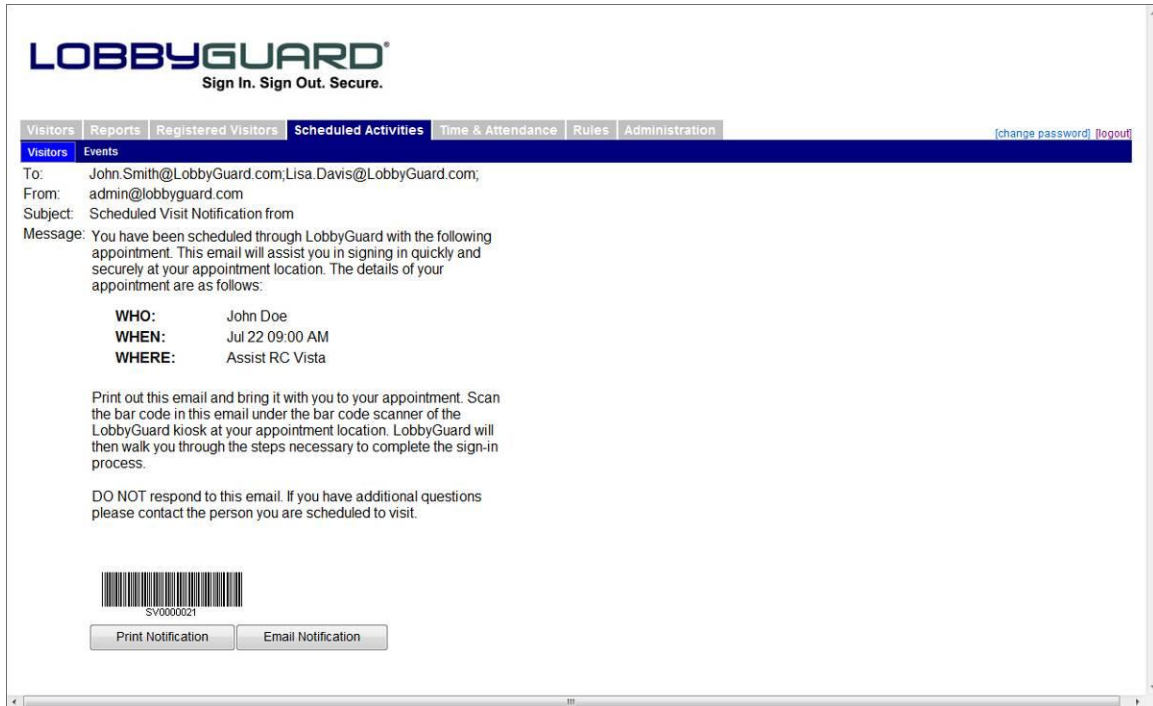
From the "select an action" drop down menu, select the "view/edit visitors" on the same row as the group you just created. Click the "go" link to provide an interface for adding the visitors to the group, as shown below:



The screenshot shows the LobbyGuard web application interface. At the top, there is a navigation menu with tabs for Visitors, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, and Administration. The 'Scheduled Activities' tab is currently selected. Below the navigation menu, there is a sub-menu with 'Visitors' and 'Events' tabs. The main content area displays the title 'Visitor list for group: ABC Corp Board Meeting'. Below this title, there is a form with four input fields: 'First Name:', 'Last Name:', 'Company:', and 'Email:'. A button labeled 'Add Visitor' is positioned below the form. Below the form, there is a table with the following data:

First Name	Last Name	Company	Email			
John	Smith	LobbyGuard	John.Smith@LobbyGuard.com	<a href="#">print badge</a>	<a href="#">edit</a>	<a href="#">delete</a>
Lisa	Davis	LobbyGuard	Lisa.Davis@LobbyGuard.com	<a href="#">print badge</a>	<a href="#">edit</a>	<a href="#">delete</a>

Enter the information for each visitor in the group. Entering an email address for a visitor will enable you to notify the visitor via email. Complete the visitor information, and click "Add Visitor" and the visitor information appears in the list at the bottom of the screen. Click on the Scheduled Activities tab once all visitors are added. The group now appears, with the number of visitors listed in the "# in Group" column. From the "select and action" drop down menu, select "generate notification" and then click the "go" link. The following screen will appear:



This screen is an overview of the email that will be delivered to the group of visitors. Clicking the EMAIL NOTIFICATION link sends the notification to each member in the group. Click the PRINT NOTIFICATION link to print the visitor's email in case someone shows up without the printed email.

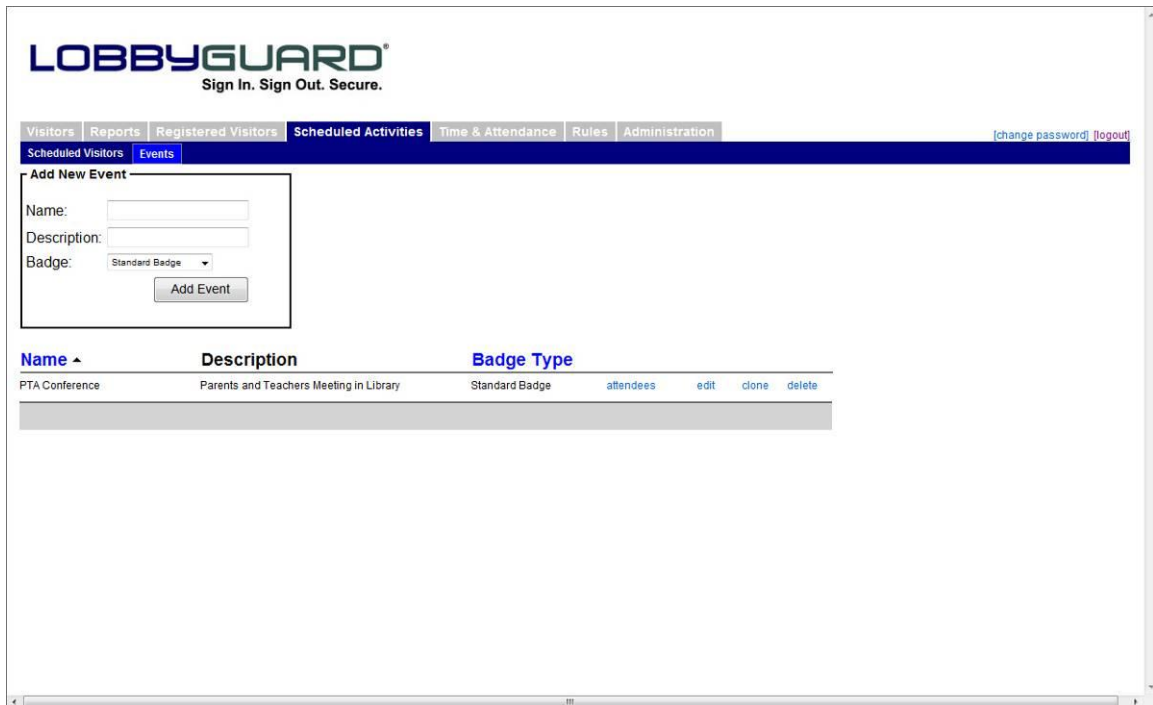
When the members of the group arrive, whether together or separately, the bar code located in their is used to sign in and greatly speeds up the signing in of large groups during especially busy times or special events.

## **Events**

*Please note that Events are not available in LobbyGuard Assist.*

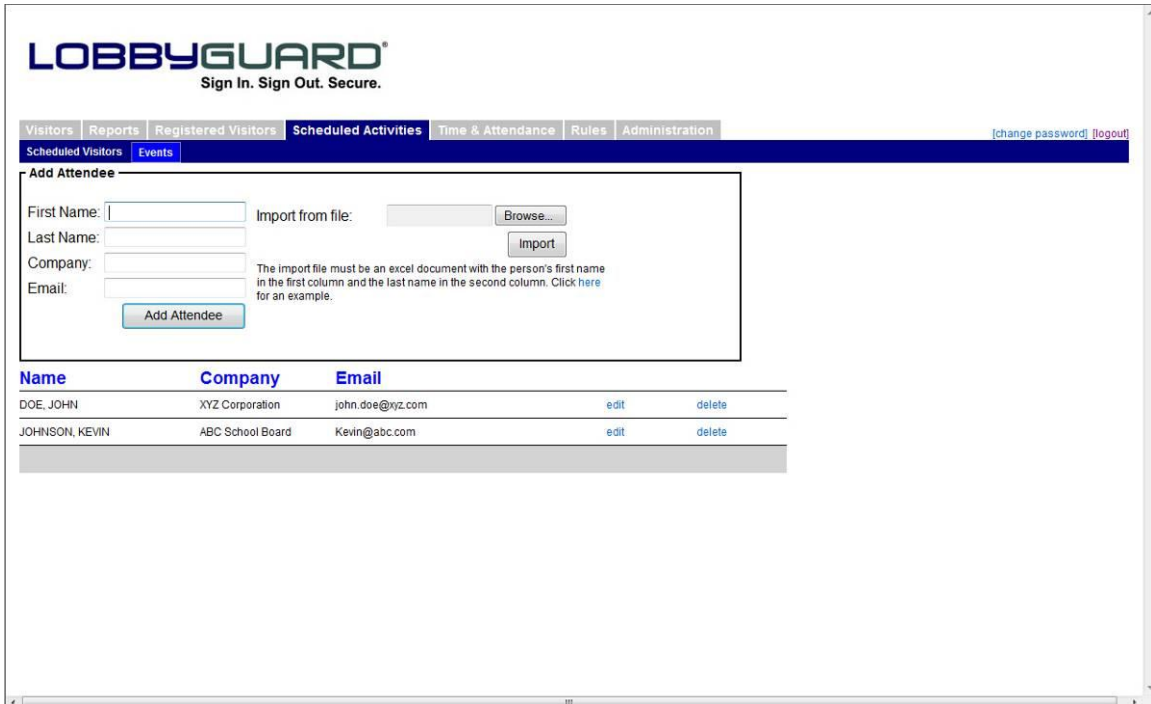
The Events section is used to schedule large group events at your facility to enable visitors to enter in a very short period of time. The Events feature works best for events where attendee names are known in advance and when a high level of security is not needed.

Click on the Events section and the following screen will appear:



Use this screen to enter the name of the event, any description of the event, and the visitor badge format you wish to print as they sign in to the event. Click the "Add Event" button to add the event to the list on the bottom half of the page.

. Click on the "attendees" link located on the right side of the event listing to add the event attendees names. The following screen will appear:



Typing in the first and last name of each attendee, and the attendee's company name and email address (optional). Attendee lists can also be imported directly from a Microsoft Excel spreadsheet. Click the "Browse" button on the right side of the screen to browse to the spreadsheet. Click the "Import" button to import the names from the spreadsheet into the attendees list. To view the format needed for proper importing of the attendee data, click on the "Click here for an example" link, located under the "Import" button.

Once all the attendee's names are added to the list, the mode of the station must be changed to reflect the event. Click on the "Administration tab" and then click on the section labeled "Stations" to see a setting labeled "Mode". Set the mode to "Event" and choose the event you created from the drop-down menu. Scroll to the bottom of the screen and click the button labeled "Update General Settings". It is important to keep in mind that the kiosk's Event mode does not perform any background checks or take photos or license scans of the visitors entering the building. Event mode does not recognize nor make use of LobbyGuard Frequent Visitor Keytags. The Event mode was designed to move people into the building very quickly for specific events where security is less of an issue.

Upon completion of the event, changing the kiosk mode to "Normal" under the "Stations" tab will change the LobbyGuard Kiosk to its normal interface. Access the Kiosk Control Panel at any time while in Event mode by pressing the top right corner of the kiosk screen and entering the Kiosk Control Panel Password.

## Time and Attendance

In addition to managing visitors and recording visitor activity in your facility, LobbyGuard also serves as an excellent tool for tracking time; attendance and hours worked by employees and contractors in your facility. These individuals can sign in and out to the station when entering and leaving the building.. Using this data you can run a Time and Attendance report to confirm the total number of work hours an employee or volunteer was in the building for a given date range

To obtain correct hours, it is important the employee/contractor signs in and out accurately when entering and leaving the building. In the event this process is done incorrectly (for example, someone arrives at 8:00 but does not sign in until 9:00), the Time and Attendance tab is used to modify the time of sign-in and sign-out, or for the creation of a new sign-in/sign-out record. Click on the Time and Attendance interface. The following screen will appear:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors | Reports | Registered Visitors | Scheduled Activities | **Time & Attendance** | Rules | Administration [\(change password\)](#) [\(logout\)](#)

Visitor Type:   
 Name:   
 From:  To:

Displaying 2 records matching your criteria.

NAME: JASON MILNE TYPE: Visitor

Time-In ▲	Time-Out ▲	Station ▲ ▾	Duration	add new	
7/14/2010 1:41:32 PM	7/14/2010 1:54:05 PM	FRONT OFFICE	0 hours 12 minutes	<a href="#">edit</a>	<a href="#">delete</a>
7/14/2010 2:01:54 PM	7/14/2010 2:10:54 PM	FRONT OFFICE	0 hours 9 minutes	<a href="#">edit</a>	<a href="#">delete</a>
Total Time: 0 hours 21 minutes					

The top left section of the screen is used to select a registered employee/contractor whose time and attendance record you wish to view or edit. Please note: Only the records of registered employees/contractors who use a LobbyGuard Frequent Visitor Keytag when signing in and signing out can be modified through this interface; see the section labeled "[Registered Visitors](#)" more information on how to register visitors and assign keytags.

Select the visitor type of the employee/contractor's record you wish to review,; select the individual's name from the "Name" drop-down menu, and finally select the date range of records you wish to review. Click the "Show Activity" button to review a list of sign in/sign out records for this individual during the selected date range. The list's column headers are:

- **Time In** – Displays the time and date of sign in.
- **Time Out** – Displays the time and date of sign out.
- **Station** – Displays the name of the station used to sign in.
- **Duration** – Displays the length the employee/contract was in the building in hours and minutes, using the difference between the Time In and the Time Out.

To modify a record click the "edit" link located on the right side of the record. The following drop-down edit box will appear:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors | Reports | Registered Visitors | Scheduled Activities | **Time & Attendance** | Rules | Administration [\[change password\]](#) [\[logout\]](#)

Visitor Type: Visitor  
Name: JASON MILNE  
From: 6/1/2010 To: 8/21/2010

Displaying 2 records matching your criteria.

NAME: JASON MILNE TYPE: Visitor

Time-In	Time-Out	Station	Duration		
7/14/2010 1:41:32 PM	7/14/2010 1:54:05 PM	FRONT OFFICE	0 hours 12 minutes	<input type="button" value="edit"/>	<input type="button" value="delete"/>

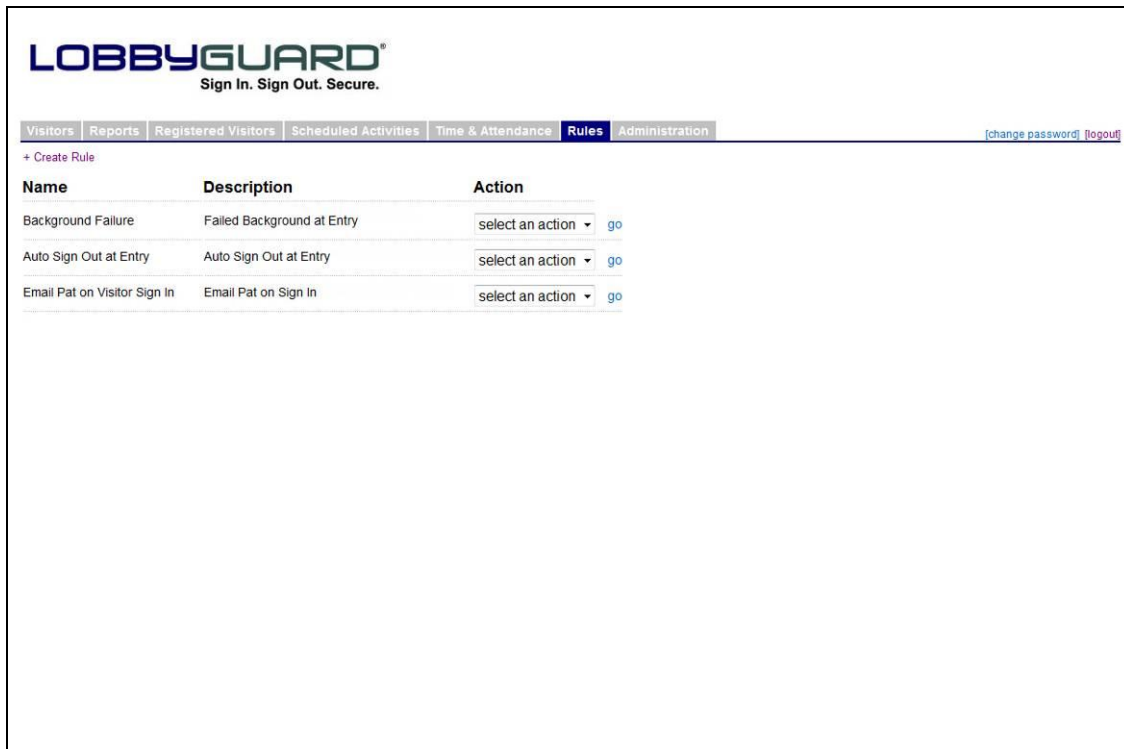
Time-In: 7/14/2010 1:41 PM  
Time-Out: 7/14/2010 1:54 PM  
Station: Assist RC Vista

Change the Time-In date/time and/or the Time-Out date/time and/or change the station the visitor used when signing in as needed. Press OK to submit the changes. A new Duration appears in the record to indicate the change in time spent in the facility. The new Total Time appearing at the bottom of the list of records indicates the change in total time in the facility during the selected date range. Click the "delete" link located on the far right side of the record to delete an entire record

Click the "Add New" link to add a new record. The new record appears at the bottom of the records list, with the date/time of sign in set by default to 8:00AM on the current day's date, and the date/time of sign out set by default to 5:00PM on the current day's date. Edit the record to reflect the appropriate dates/times as needed.

## Rules

The Rules tab is used to create and manage rules on the station(s) that will create an action by a triggered event. Clicking the Rules tab displays all current existing rules as shown below:



Name	Description	Action
Background Failure	Failed Background at Entry	<input type="text" value="select an action"/> <a href="#">go</a>
Auto Sign Out at Entry	Auto Sign Out at Entry	<input type="text" value="select an action"/> <a href="#">go</a>
Email Pat on Visitor Sign In	Email Pat on Sign In	<input type="text" value="select an action"/> <a href="#">go</a>

To create a Rule:

1. **Click the "+ Create Rule" located above the "Name" column.** The Create New LobbyGuard Rule screen will display as follows:



The screenshot shows the 'Create New LobbyGuard Rule' form. At the top, there is a navigation bar with tabs: Visitors, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, and Administration. The 'Rules' tab is active. Below the navigation bar, there are links for '[change password]' and '[logout]'. The form itself has the following sections:

- Name:** A text input field.
- Description:** A text input field.
- Trigger:** A dropdown menu with the text 'Select a Trigger Event'.
- Station:** A list box containing the following options: FRONT OFFICE, MAIN LOBBY, MAIN ENTRANCE, SERVICE ENTRANCE, and BACK LOBBY.
- Actions:** A section with five checkboxes, each followed by a text input field:
  - Email
  - Text Message
  - Sign Out All Visitors
  - Power Down Kiosk and/or Assist Station
  - Execute HTTP Command

At the bottom of the form, there are 'OK' and 'Cancel' buttons.

- 2. Giving this rule a name and a description.** The name and description is displayed in the Rules tab view (see above) as a means of describing this rule from a top-level perspective. For example, you might name the rule "Email on Sign-In" and the description might read "Email John Smith when a visitor signs in".
- 3. Selecting the Trigger Event.** The event that triggers this rule. The following events are available:
  - Keytag Expired – triggers when an expired keytag is scanned. For more information on LobbyGuard Frequent Visitor Keytags and setting keytag expiration dates see the section labeled "[Registered Visitors](#)" on page 36.
  - Name and/or DOB changed – triggers when a visitor chooses to modify his or her name or date of birth during kiosk sign-in.
  - Failed Background Check – triggers when a visitor signs in and fails the background check. For more information on background checking please see the section labeled "[Failed](#)"

[Background and How Background Checking Works”..](#)

- Time of Day – you can set a rule to execute at a certain time of day with this trigger event.

- Sign-In Completed – triggers when a visitor completes the sign-in process.

- Sign-In Started – triggers the moment the sign-in process is initiated and is available on the LobbyGuard Kiosk product. For more information on the LobbyGuard Kiosk please visit [www.lobbyguard.com](http://www.lobbyguard.com).

4. **Choosing the station(s) to which this rule applies.** The “Station” section displays all installations of LobbyGuard in your domain. To select a station to apply a rule; click on the station name in the list. To add or remove stations, hold down the Ctrl button on your keyboard while clicking on the station names.

5. **Selecting the Action(s) to happen when the Trigger Event occurs.** The following actions are available; as many actions as you like for any rule may be chosen by clicking the checkbox to the left of the desired action(s):

- Email – sends an email to the list of recipients entered by you.

- Text Message – sends a text message to the list of phone numbers entered by you into a 10-digit phone number field

- Sign Out All Visitors – signs all visitors out of the building.

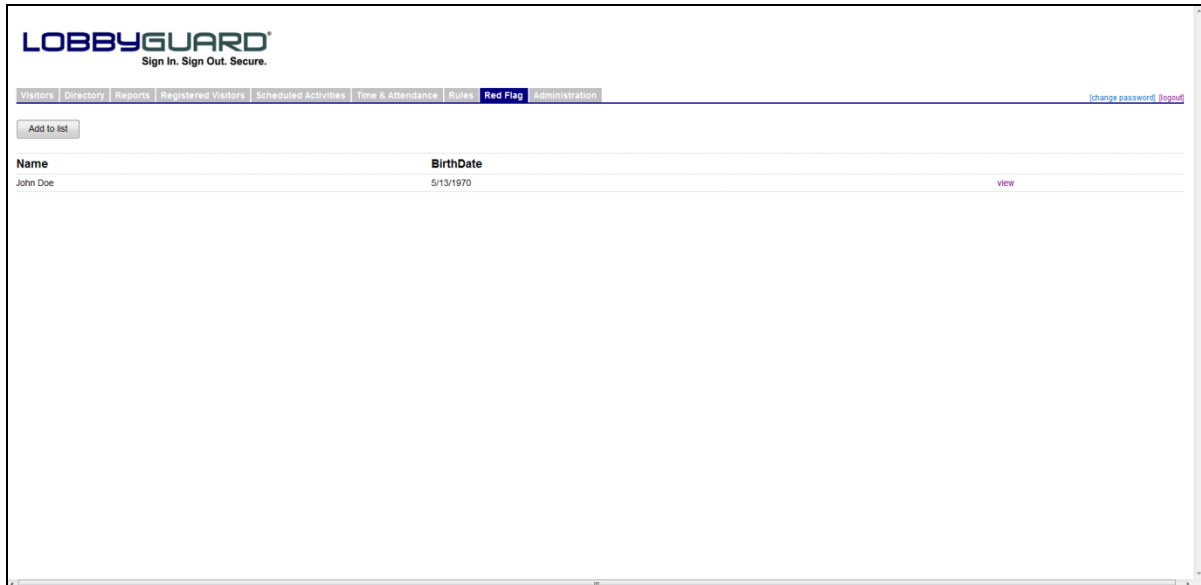
- Power Down Kiosk and/or Assist Station – powers the LobbyGuard Kiosk.

- Execute HTTP Command – executes an HTTP command of your choice to IP devices such as security cameras and alarm systems.

6. **Click the OK button-** saves the actions.

## Red Flag

The Red Flag tab is useful to create a process to identify certain individuals you do not wish to allow entry into your facility i.e. ex-employees, individual involved in custody disputes, etc. This process creates an interface to add specific records which your visitors will be checked against during sign-in and only works if the visitor type has "Perform Background Check" enabled in the workflow (see the section labeled "[Workflow](#)" on page 54 for more information). A visitor matching a record in your Red Flag list is issued a VOID badge and is required to turn the badge over to a building employee for further verification (see the section labeled "[Failed Background and How Background Checking Works](#)" for more information).



The Red Flag tab displays all the current red flag entries for each station. Click on the "Add to List" button to add a new record; the following screen will be displayed:

**LOBBYGUARD®**  
Sign In. Sign Out. Secure.

Visitors | Directory | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | **Red Flag** | Administration | [change password](#) | [logout](#)

### Red Flag

No Photo on file.  
No License Scan on file.

\* First Name:   
\* Last Name:   
Date of Birth:

Address:

City:   
State:  Zip:   
Height:  Hair:  Eyes:

Notes:

First and Last Name are the only fields required on this screen. However, entering as much information as possible to the record ensures a more accurate match during visitor signin. A "Notes" section is included to make as much information as possible available when a visitor fails against a Red Flag entry. Click the "Save" button to add a new record to your Red Flag list.

A Red Flag List entry can be created by moving an existing visitor record from the "Signed In" or "Signed Out" log; for more information see the section labeled "Visitor Log".

## Administration

The Administration tab customizes the station's workflow for your visitors. The following screen will be displayed:

The screenshot displays the LobbyGuard Administration interface. At the top, the LobbyGuard logo and tagline 'Sign In. Sign Out. Secure.' are visible. Below the logo is a navigation menu with tabs for Visitors, Directory, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, Red Flag, and Administration (which is currently selected). A secondary menu below the navigation includes Workflow, Reasons For Visit, Stations, User Manager, Background Checking, Database Management, Badge Templates, and Server Info. The main content area is titled 'Workflow for Visitor Types' and includes a warning: 'Any changes made to the workflow will not be reflected in the kios/assist software until it is restarted.' The interface is divided into two columns. The left column, 'Visitor Types', lists 'Visitor', 'Employee', 'Volunteer', and 'Contractor', each with 'edit' and 'delete' links. The right column, 'Visitor', contains configuration options for the 'Visitor' type, including a text area for terms, checkboxes for photo and company requests, license scan options, background check settings, and badge printing preferences. A 'save' button is located at the bottom of the configuration area.

The Administration tab contains the following sections:

### **Workflow**

Contains the two most important station customization features: *visitor types* and *workflow* settings. Visitor Types are the foundation for the LobbyGuard sign-in process. During the sign-in process, visitors to your LobbyGuard station initially identify themselves as a particular visitor type then answer questions during sign-in that are specific to that visitor type, i.e. the workflow. For example, you might create a visitor type called "Guest" that requires the visitor to have his or her driver's license scanned and background check run on that visitor; whereas, you might create another visitor type called "Employee" that simply takes a photograph of the employee and

nothing more. In addition, using visitor types creates more accurate reporting: you can run a report displaying the number of “Guests” who entered your building in a given time frame, etc.

Visitor types are displayed on the left side of the screen. Some common visitor types are visitor, employee, contractor, vendor, parent, student, etc. but as many visitor types as you like and any description you wish may be created. Enter the description of the visitor type in the text box located just above the list of current visitor types and click “add new” to add a new visitor type. The new visitor type will appear in the list on the left side of the screen.

To create a *workflow* for anyone signing in as this new visitor type: click on the link labeled “edit” located to the right of the new visitor type; and, check the boxes that corresponds to the questions you’d like to ask of this visitor type during sign-in. (The visitor type appears on the right side of the screen, above the workflow checkboxes. Each checkbox corresponds to a question or action that takes place during sign-in and sign out.) The following is a description of each workflow option:

- **Accept the following terms:** prompts the visitor to agree or not to agree to the terms entered in this section. †
- **Request Visitor’s Photo** – takes a photograph of the visitor that is stored as part of the visitor record.
- **Request Visitor’s Company** – presents the visitor with an on-screen keyboard and asks him/her to enter their company name.
- **Request Visitor’s Driver License** – prompts the visitor to scan his/her driver license that is stored as an image as a part of the visitor’s record. In addition, the visitor’s name, address, date of birth and other information is extracted from the license, saving the visitor the time of entering this information manually.

The following additional options are available for driver license scanning:

- **Save Driver License Info** – saves an image of the visitor’s driver license as well as other information from the license as part of the visitor’s record. If this option it is not checked, the

driver license image and other license information is not stored as part of the visitor's record or saved to the LobbyGuard database thereby; limiting visitor information captured in sensitive environments.

- **Scan front of driver license** – requires a scan of the front of the driver license. For more information on license scanning see the section labeled "[Driver License Scanner](#)".
- **Scan back of driver's license** - requires a scan of the back of the driver license. For more information on license scanning see the section labeled "[Driver License Scanner](#)".
- **Use license photo on visitor badge** - uses the license photo on the driver's license as the visitor's badge photo.



**Refer to your local laws and regulations before storing images of personal IDs in your LobbyGuard database.**

- **Require license scan in order to proceed and Allow the visitor to bypass the license scan.** Choosing to require the license scan requires the visitor to scan his/her driver license in order to proceed with the sign-in. Choosing to allow the visitor to sign in without a driver license scan gives visitors who do not wish or do not have a license the ability to sign in to the building
- **Perform Background Check** – runs the visitor's name and date of birth against the LobbyGuard background data services and/or the Red Flag List. For information on how background checking works in LobbyGuard, see the section labeled "[Failed Background & How Background Checking works in LobbyGuard](#)".
- **Request Visitor's Reason for Visiting** – presents a selection of choices regarding the reason for the visit. For example, a reason for visit choice might be "Picking Up a Student" or "Attending a Meeting". These choices are defined in the section labeled "[Reason for Visit](#)".

- **Request the Name of the Person to be Visited** – presents the visitor with an on-screen keyboard to enter the employee’s name to be visited.
- **Print a Visitor Badge-** prints a visitor badge for the visitor upon completion of sign-in. The drop-down menu located to the right of this option allows you to select different formats for the badge; you can have the badge for one visitor type, ie “employees” look very different than the badge for another visitor type, such as “contractor”. For a custom badge, please contact LobbyGuard sales at [sales@lobbyguard.com](mailto:sales@lobbyguard.com). For additional information on the visitor badge see [Appendix L: The LobbyGuard Visitor Badge](#).

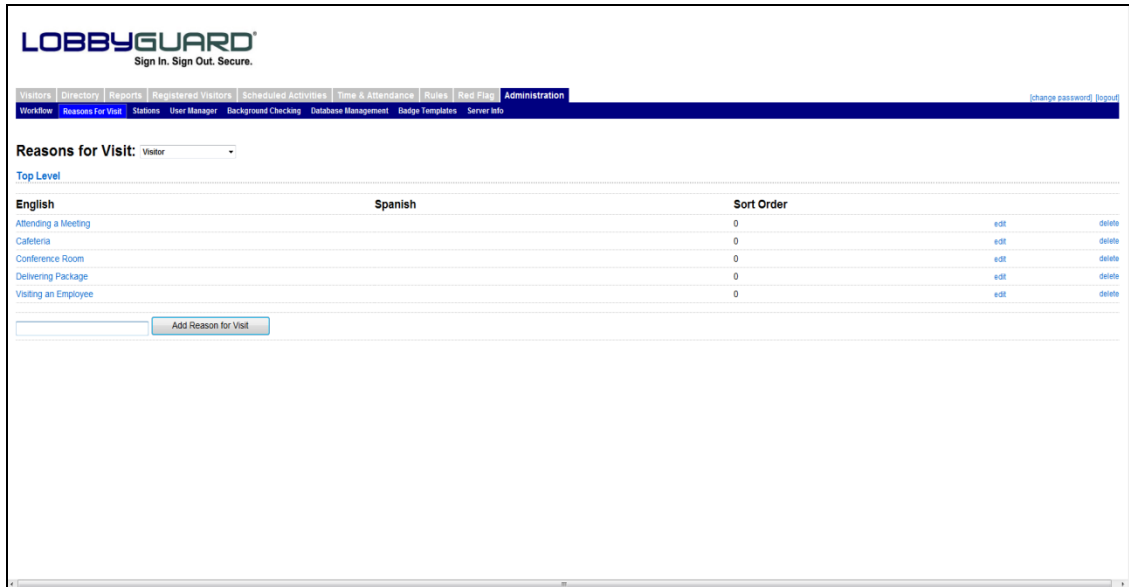
Below this option is an area to indicate the spool to use in printing this visitor badge. The default choice is “print from primary spool”. If you are using a Dymo Twin Turbo printer, you can select which of the two spools to use in printing this visitor badge. Loading one color of badges into the primary spool and a second color of badges into the secondary spool provides visitor badges to “employees” in one color and visitor badges to “guests” in another color.

- **Language Translations** – enter the Spanish translation for this visitor type in the text box and click the “save” link. The translation will appear for visitors who sign in to the station with the Spanish option. If you do not know or do not enter the translation, the English translation will appear by default.

#### ***Reason for Visit***

Sets up the choices for visitors visiting your facility. The following screen will be displayed:





Creates the menu of choices for a visitor during sign in to select why he/she is visiting the facility.. See "Request Visitor's Reason for Visiting" in the "[Workflow](#)" section.

Step 1: Select a visitor type from the drop-down menu located to the right of the "Reasons for Visit" label. This menu consists of all the visitor types that have "Request Visitor's Reason for Visiting" selected. Each visitor type will have its own unique set of choices; for example, the reasons you may want to provide to a visitor type called "Contractor" may be different from the reasons you would provide for a visitor type called "Parent".

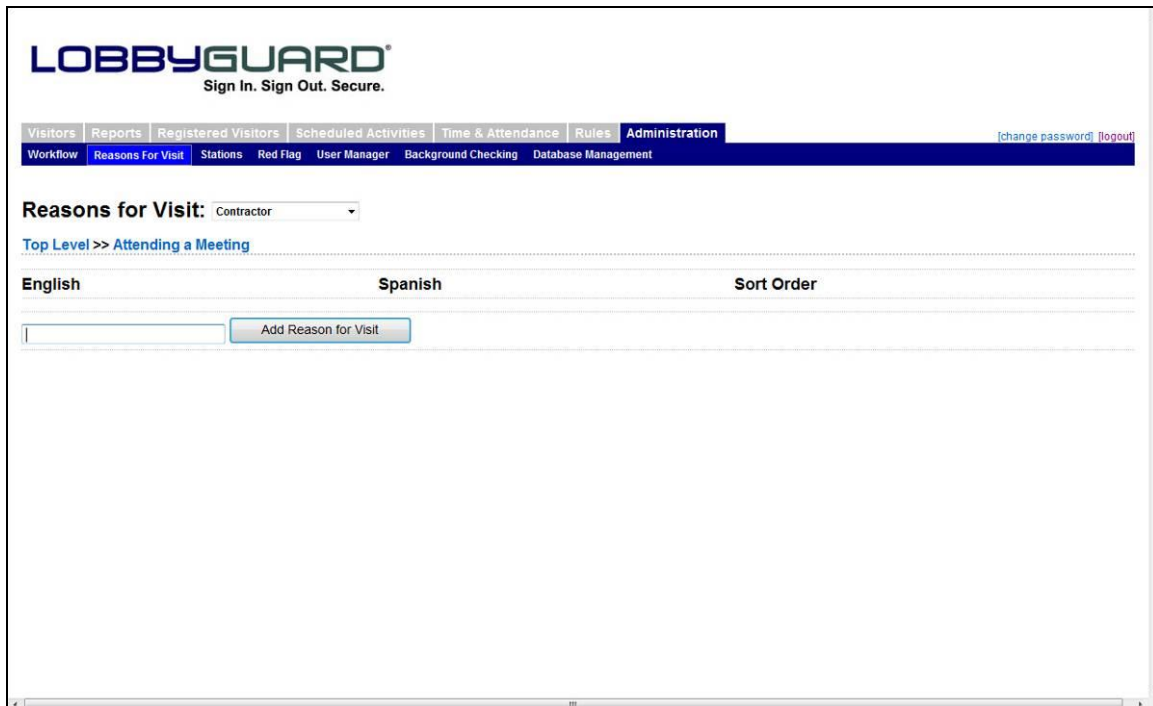
To create a reason, enter the description for the reason in the text box located at the bottom of the screen and click the button labeled "Add Reason for Visit". You can create as many reasons as you wish in this fashion.

Once you have created a reason, click the link labeled "edit" located to the far right of the reason:

- You can change the description of the reason under the "English" column.
- The "Spanish" column allows for the creation of the Spanish translation for this reason for visit.

- You can set the sort order by entering a number that represents the order in which you wish the reason to be displayed under the Sort Order column. Click the link labeled “save” to save these changes.

Another feature of Reasons for Visit is the ability to create multi-tiered reasons. This allows for a more detailed record of why the visitor is visiting and can be useful for creating reports that are more refined. To create multi-tiered reasons simply click on the description of the reason under the “English” column; this description is hyperlinked and will provide a blank screen similar to the following:



In this example the reason “Attending a Meeting” was clicked. You are now able to create additional reasons under “Attending a Meeting”. For example, you might create “1<sup>st</sup> Floor”, “2<sup>nd</sup> Floor” and “3<sup>rd</sup> Floor”. These new reasons will be visible when the visitor selects the “Attending a Meeting” reason on the LobbyGuard Kiosk software. Click the “Top Level” link to return to the top level view of your reasons.

## Stations

Click on the stations section and you will see the following screen:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors | Directory | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | Red Flag | Administration | [change password](#) | [logout](#)

Workflow | Reasons For Visit | **Stations** | User Manager | Background Checking | Database Management

**Edit Settings for the Following LobbyGuard Station:** Front Office ▾

\*\*\*\* Any changes made for a station will not be reflected in the kioskiassist software until it is restarted. \*\*\*\*

Properties for Station ID: 3f38b476-ba3e-45be-b2cd-839b7d0a81be

Name: Front Office

Location: Front Office

Background Color: White ▾

Installed Devices:  
 Badge Printer  
 Barcode Scanner  
 Drivers License Scanner  
 Web Cam

Languages:  English  Spanish

Supported Visitor Types:  
 Visitor  
 Employee  
 Volunteer  
 Contractor

Directory Listings: kevirtes6 ▾

Mode:  
 Normal  
 Event LobbyGuard Open House ▾

Control Panel Password: ●●●●

Proxy Info:  
 Use Proxy?  
Address:   
Username:   
Password:

Admin Email: admin@lobbyguard.com ▾

The Station(s) section provides the following administrative functions for LobbyGuard installation:

- **Edit Settings for the Following LobbyGuard Station:** Provides a listing of all the stations available; in a multiple station installation, each station is listed. Select the station you wish to administer from this menu before proceeding.
- **Properties for Station ID** - shows the unique ID for this station. This ID is not editable, but may be required for LobbyGuard support reasons.
- **Name** - is the name of this station for the purpose of the visitor records in the visitor logs. Each visitor's record contains the name of the station from which they signed in and out stored in the LobbyGuard database.
- **Location** - is a description of the physical location of the station which is useful when administering multiple stations.
- **Background Color** - should be set to the background color of the message being played on the Welcome screen of the station.
- **Installed Devices** - enables and disables certain hardware components in the station in the event of a hardware repair and for future use as optional hardware components become available.
- **Languages** - allows English, Spanish, or both languages as language options for your visitors during sign-in and sign-out.
- **Supported Visitor Types** - displays only visitor types created and selected in the Workflow section for your visitors to choose from during sign-in .
- **Mode** - sets the LobbyGuard Kiosk to "normal" mode for regular visitor sign-in/out or "Event" mode to handle a scheduled event. The kiosk must be reset for this change to take effect and is available only in the LobbyGuard kiosk.  
**Control Panel Password** is the numeric password used to access the Kiosk Control Panel and is only found in the LobbyGuard Kiosk
- **Proxy Info** - provides an interface for entering any proxy server credentials that may be needed by the station to send messages from the station or access the internet. The address format for the proxy server is <http://xx.xx.xx.xx:port/> And requires the station to be

restarted if the proxy settings on the network are changed from those already stored in LobbyGuard.

- **Admin Email** - is the address from which background failure notifications are sent; by default the address is [admin@lobbyguard.com](mailto:admin@lobbyguard.com) but can be changed to any email address.

## User Manager

The User Manager adds / edits / deletes user accounts for those users who need to gain access to the Administrative Utility, per the login screen as shown in the section labeled "[Accessing the Administrative Utility](#)".

The screenshot displays the LobbyGuard User Manager interface. The top navigation bar includes tabs for Visitors, Directory, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, Red Flag, and Administration. The Administration tab is selected. The main content area is divided into two sections: 'Add User' on the left and 'Current Users' on the right. The 'Add User' section contains form fields for Email (kevin.allen@lobbyguard.com), First Name (kevin), Last Name (allen), Password, and Confirm Password. Below these are 'Account Rights' and 'Station Rights' sections with various checkboxes. The 'Current Users' section shows a table with columns for user name, email, and actions (edit, delete). At the bottom of the form are 'Save User' and 'Clear' buttons.

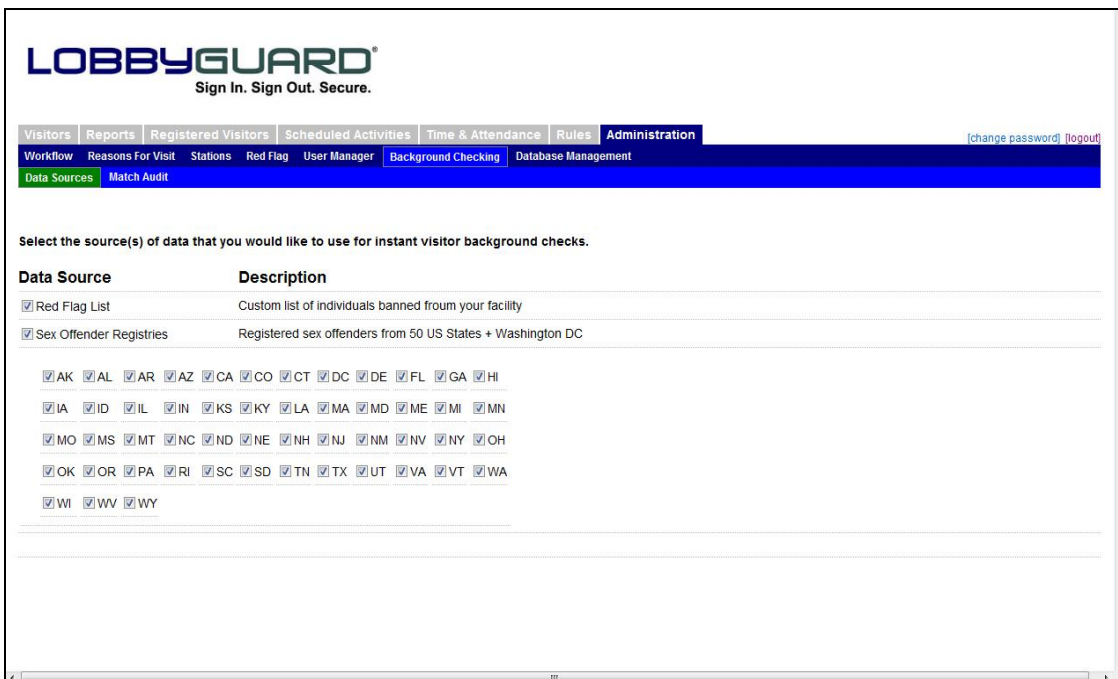
To create a new account, enter the information in the text boxes on the left. The Account Rights section contains check boxes, each of which correspond to a tab on the Administrative Utility interface and provides user-level rights with regards to accessing various areas of the software. For example: to create a user account for a user who does not need access to the Administration tab, leave that box unchecked. Leaving the administration tab unchecked hides this selection when the user signs in.

The Station Rights section lists of all the network stations. Leaving a box next to a station turns off access to that station for a given user account.. Each user account needs at least one station checked, or else that user’s account will have no access to any data.

User accounts are listed on the right side of the screen. Click the “edit” link to edit an existing account, or click the “delete” link to delete an existing account.

## Background Checking

Clicking on the Background Checking tab displays the following; two subsections – “Data Sources” and “Match Audit”:



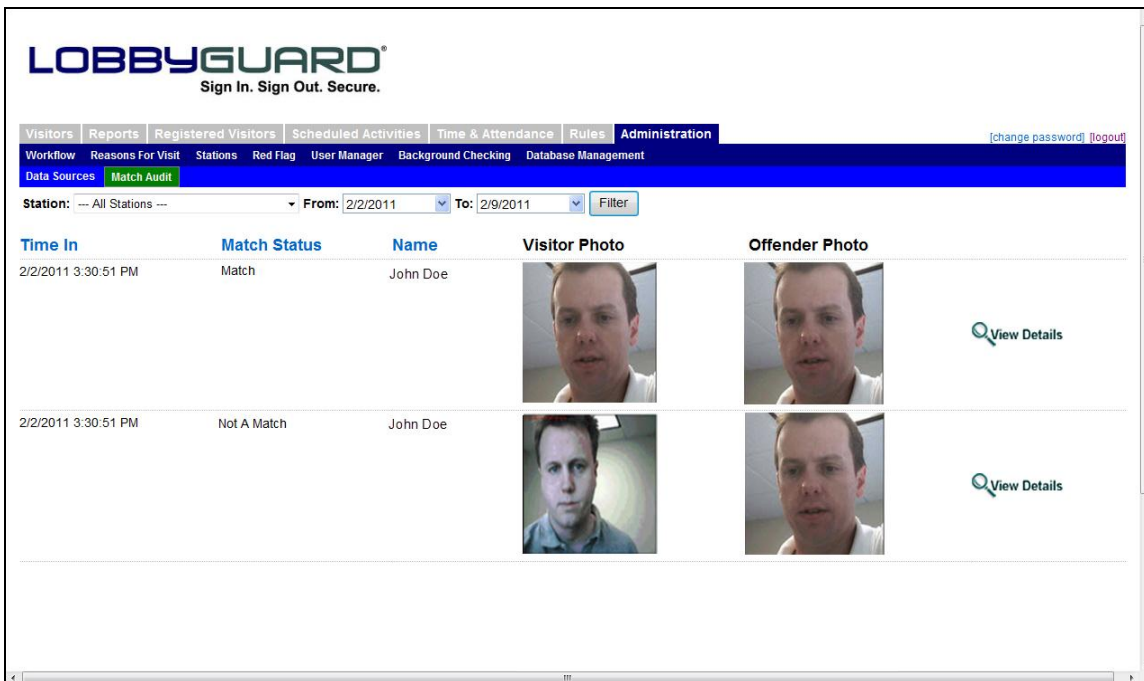
### Data Sources

provides features to customize what background sources are used when performing visitor background checks instantly during sign in. ( See the section labeled “[Workflow](#)” for further information on turning background checking on / off for visitors.) The screen displays the two sources available for visitor background checking: the United States registered sex offender database consisting of 600,000+ registered offenders in all 50 US states and Washington DC, and the Red Flag list consisting of any individuals personally added to the list. (See the

section labeled "[Red Flag](#)" for more information.) To turn on or turn off either source, check or uncheck the box located to the left of each source. Selecting the "Sex Offender Registries" source creates a 2-letter US state abbreviation for each state. To turn on or off a state to include its sex offender registries in the background checking services, check or uncheck the box to the left of the state

**Match Audit**

Lists actions taken if a visitor fails a background check during sign-in. The date and time of visitor sign-in, if the visitor was a "match" or "not a match" to the offender record, the name of the visitor, and a side-by-side view of the visitor photo and the offender photo are captured and are shown below:



Clicking on the "View Details" link located to the right of each record displays the Match Details screen as shown below:

**LOBBYGUARD**  
Sign In. Sign Out. Secure.

Visitors | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | Administration [change password] [logout]

Workflow | Reasons For Visit | Stations | Red Flag | User Manager | Background Checking | Database Management

Data Sources | **Match Audit**



**Match Details**

**+ Match** This visitor was matched to the offender record shown below. This visitor will continue to match the offender record on future visits.

Change Status


**Station:** LG2 Kiosk Stress Test2  
**Date/Time:** 2/2/2011 4:30:50 PM  
**User:** Jane Doe  
**Date Handled:** 2/2/2011 3:14:39 PM

**Visitor Information**

	John Doe 10/26/1972	Height: 5'10" Eyes: Blue Hair: Black	License Scan: 
---	------------------------	--	--

**LobbyGuard Sex Offender Registry**

**Offender Information**

	John Doe 123 ABC Street Raleigh, NC 27615	Height: 5'10" Eyes: Blue Hair: Black
--	---	--

The "Match Details" section located at the top of the screen displays the action word, "Match" or "Not a Match" taken during the failed sign in. Clicking on the "Change Status" button modifies this record to reflect "Not a Match" for this failed background entry, as well as maintain a record of the user making the change

### ***Database Management***

This tab provides features to delete data records from the LobbyGuard database. Clicking on this section will display the following screen:



The screenshot shows the LobbyGuard Administration interface. At the top, there is a navigation menu with tabs for Visitors, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, and Administration. Below the navigation menu, there is a sub-menu with options: Workflow, Reasons For Visit, Stations, Red Flag, User Manager, Background Checking, and Database Management. The main content area displays the following information:

- Number of Unregistered Visitor Records: 47
- Purge Visitor Records (Includes Visitor Info and Visitor License Info. Will not delete Registered Visitors)
- Purge visits up to and including this date: 8/6/2010
- Purge from Station : -- All Stations --
- Purge Records button

The “Number of Unregistered Visitors” displayed on the top of the screen is the total number for all visitors currently in your visitor logs: Signed In, Signed Out, and Failed Background logs. Registered visitors are **not** included in this number. To delete unregistered visitors: select a date from the “Purge visits up to and including this date” text box, select a station from the “Purge from Station” text box to indicate which station’s records should be deleted, and click on the “Purge Records” button to initiate the purge. All visitor log records dated on or before your selected date and signed in from the selected station will be deleted.

The purge feature is an effective way to manage database size and visitor log growth. It is important to note the following before using this feature:

- Purged records are permanently deleted and cannot be retrieved. Be certain you no longer need these records before running a purge.

**Database size is not a concern for LobbyGuard Kiosk environments. The LobbyGuard data is hosted on the secure LobbyGuard database server where customers are provided**

**unlimited data storage. The purge feature is most useful for multi-station installations that are sharing a common database and are adding hundreds or thousands of records each day and where internal policies and procedures call for the removal of visitor records.**

# Appendices

## Appendix A: Supplies

### *Visitor Badges, Frequent Visitor Passes and Other Items*

LobbyGuard Solutions, LLC offers additional rolls of blank visitor badges as well as LobbyGuard Frequent Visitor Pass key tags and other LobbyGuard supplies. The LobbyGuard visitor badges are pre-printed with the colored LobbyGuard logo on each badge and are available in seven different colors. The color logo serves as an extra security measure, ensuring that the visitor badge was not created elsewhere for the purposes of gaining entry to your facility. Changing your badges to a new color each day means visitors aren't able to wear a previous badge to gain entry to your facility.



### *Ordering instructions and resources*

To view the latest supplies available and to access online ordering instructions please visit:

<http://store.lobbyguard.com>

Or call toll-free (866) 905-6229 option 3

## **Appendix B: Recommended Policies**

### ***Data Backup***

LobbyGuard Assist software data is hosted on secure LobbyGuard servers backed up on a daily basis.

### ***Power***

LobbyGuard Assist software and hardware is designed to safely run 24/7 if needed. To shut down LobbyGuard simply close the visitor sign in screen.

### ***Antivirus, Firewall and Windows Update Policies***

It is your responsibility to install the antivirus package used within your organization and to follow the normal procedures for firewall protection, Windows updates and other measures afforded to any new PC added to your internal network. LobbyGuard Assist software does not contain an antivirus package. Please consult your Information Technology staff regarding these issues.

## Appendix C: Troubleshooting & Contacting Tech Support

LobbyGuard provides a full array of technical support options and troubleshooting steps at the following URL:

<http://www.lobbyguard.com/support>

**Please refer to this page before calling LobbyGuard Technical Support for the quickest answers to most common support issues.**

## **Appendix D: Keeping Current with the Latest Versions**

It is important to keep your LobbyGuard Assist product up-to-date with the latest version of the LobbyGuard software. New versions and updates to the LobbyGuard software are released regularly by LobbyGuard Solutions, LLC. In order to maintain the software and keep it as up-to-date as possible, a current LobbyGuard Support and Hosted Contract is required. This 12 month contract provides ongoing updates, technical support and access to LobbyGuard Background Checking Services. To check on the status of your contract or want to renew send your request to [support@lobbyguard.com](mailto:support@lobbyguard.com) and a LobbyGuard Customer Service Representative will contact you with the requested information.

LobbyGuard Assist automatically checks for updates for product launch. Refer to "Launching the LobbyGuard Assist Software section above for complete information".

## **Appendix E: On-Site Installation, Support and Training**

Installation and training for LobbyGuard Assist is provided through this user guide and the LobbyGuard Assist Installation Guide. For information on purchasing optional on-site installation and training please contact [info@lobbyguard.com](mailto:info@lobbyguard.com).



## **Appendix F: Contacting LobbyGuard Solutions, LLC**

LobbyGuard Solutions, LLC Raleigh, NC is the LobbyGuard hardware and software manufacturer. In addition, LobbyGuard supports requests and ongoing updates and maintenance for all LobbyGuard products.

### **Web Site:**

The LobbyGuard web site contains answers to common questions, information on updates and other useful information for all the LobbyGuard products. Please visit our site at the following URL:

<http://www.lobbyguard.com>

### **Sales:**

Including general and technical pre-sales questions, and purchase inquiries:

[sales@lobbyguard.com](mailto:sales@lobbyguard.com)

(866) 905-6229

(919) 785-3398 fax

### **Support:**

Technical support is available for users, Monday thru Friday from 8AM-5PM Eastern excluding Holidays.

Email: [support@lobbyguard.com](mailto:support@lobbyguard.com),

Web site: [www.lobbyguard.com/support](http://www.lobbyguard.com/support),

Phone: (866) 905-6229 option 2

### **Mailing Address:**

LobbyGuard Solutions, LLC  
4700 Six Forks Road, Suite 300  
Raleigh NC 27609

## Appendix G: What's New

### RELEASE DATE: 9/7/2011

The following new features are available in **LobbyGuard v4.4**:

1. **LobbyGuard Directory Services** – provides access to employee/faculty/resident listings to visitors signing in via the LobbyGuard Kiosk or LobbyGuard Assist:
  - a. **Added “Directory” tab to Administrative Utility** – imports names via Microsoft Active Directory via file import or manual entry. Microsoft Active Directory imports are updated on a regular interval to ensure an up-to-date listing of facility employees during signin. Allows the creation of directory “groups” that serve to limit what names can be viewed from any particular installation of the LobbyGuard Kiosk or LobbyGuard Assist
  - b. **Added “Display Employee Directory” and “Request Entry of Employee ID” options** – found under the “Request the name of the person to be visited” option in the “Workflow” section of the LobbyGuard Administrative Utility.
    - i. **Display Employee Directory** – provides the visitor an alphabetical directory of employees/faculty/residents to choose from during the sign in process.
    - ii. **Request Entry of Employee ID** – asks the visitor to enter a unique ID for the person being visited that was provided to him/her in advance of the visit to prevent visitors from browsing the employee directory. .
  - c. **Added “Supported Employee Groups”** – Allows choosing the group(s) of names to be displayed on any selected LobbyGuard Kiosk or LobbyGuard Assist installation. Please see the “Stations” section in the LobbyGuard Administrative Utility for more information.
  - d. **Modified Sign-In Interface (LobbyGuard Kiosk)** – Visitors signing in may now select the person’s name they are visiting from one of two new screen(s):

- i. **Display Employee Directory** – asks the visitor to select the person they are visiting by entering the first letter of the last name of the person to select from a list of employees and employee titles whose last name begins with the selected letter. If the employee list is greater than 16 names, the visitor sees a “Page Forward” and “Page Back” button, allowing for quick and efficient browsing. Once the visitor chooses an employee name the “Verification” screen is displayed showing more detail on the employee: employee photo, name, title, department, company and email address. The visitor is asked to verify this is the person whom they wish to visit

**Request Entry of Employee ID** – asks the visitor to enter the ID that was provided to him/her prior to the visit. Entering this ID displays the “Verification” screen showing more employee detail: employee photo, name, title, department, company and email address. The visitor is asked to verify this is the person whom they wish to visit.

2. **Modified Sign-In Interface (LobbyGuard Assist)** – A new “Select” button added to the right of the “Visited” field when clicked on displays a new employee name directory.. Highlighting an employee name from the list provides additional information on the employee: photo, title, email address, department and phone number. Clicking “Submit” on this form closes the form and populates the “Visited” data box with the selected employee’s name.

- a. **Employee Notification on Visitor Arrival** – provides notification of a visitor sign-in to the employee being visited via email or text message:
  - i. Group-Wide Rules for notification are set in the “Manage Groups” section under the Directory tab. Sign-in using email, text message or both are notification options.. The employee selected during sign in is notified based on the email address and/or the cell phone number found in the employee directory listing.
  - ii. Individual Notification Rules are accessible by choosing “edit” from the “Action” drop-down menu located to the right of each employee name in the Directory tab. Individual settings for

email/text message notification override the Group-Wide settings (above).

- b. **Default Group Notification Recipient** – notifies a given employee via email and/or text message when a visitor signs in.
  - c. **All Notifications use Web Services** – Email and text messaging services through LobbyGuard now use ports 80 and 443 and negates the need to open any special firewall ports.
  - d. **Implementation of SMS Gateway for Text Messaging** – simplifies the setup of text messaging within LobbyGuard. Entering the phone number and carrier email address is no longer necessary, instead enter the 10-digit phone number (i.e.: 9195551312).
3. **Modification to “Sign In Complete” screen (LobbyGuard Kiosk only)** - presents the visitor with a message after signing in stating “Please wait while your sign-in is processed.” During this time LobbyGuard is performing a number of background processes, screening / background check, and preparing the badge to print. If the visitor passes the background check the “Thank you – you are now signed in” screen displays. If the visitor does not pass the background check, a different screen displays the message “Do not proceed into the building. Please see an employee for assistance.”
4. **Moved “Red Flag List” to separate tab in the LobbyGuard Administrative Utility** – Allows users to view / edit the red flag list without having access to the other features in the Administration tab. Rights can be granted to the Red Flag List via the User Manager section in the Administration tab.
5. **Removed Feature to create Registered Visitors via the LobbyGuard Administrative Utility** – Visitors register quickly and more effectively by simply scanning their new LobbyGuard Frequent Visitor Keytag under the bar code scanner on the LobbyGuard Kiosk. Registered visitors are still administered via the LobbyGuard Administrative Utility.
6. **Removed Feature to configure SMTP Server Information via the LobbyGuard Administrative Utility** – All notifications (SMTP and SMS text messaging) are sent using web services that connect by default to LobbyGuard SMTP servers. Customers wishing to make use of their own SMTP server must contact LobbyGuard Technical Support.
7. **Added support for Dymo 450 Twin Turbo Printer** –LobbyGuard now supports the dual-spool Dymo 450 Twin printer that can be loaded with

two different colors of visitor badges -, one color on each spool. The Workflow section in the LobbyGuard Administrative Utility has a new feature under “Print a Visitor Badge” allowing the user to select which spool to use when printing a visitor badge for a particular visitor type; thereby, allowing the printing of one color badge for one visitor type and the printing of another color badge for other visitor types.

**8. Added Support for all Code 39 bar codes for registration –**

Customers who wish to use bar codes on existing employee / student IDs for the purpose of registering visitors now have the option to purchase a license to support this feature. Contact [support@lobbyguard.com](mailto:support@lobbyguard.com) for more information on this feature.

## **Appendix H: Multi-Station Networking**

One of the most useful features of LobbyGuard Assist is the ability to network multiple installations together, store all data in one location, and provide the ability to retrieve data from multiple stations via the web-based LobbyGuard Administrative Utility. All installations of LobbyGuard Assist on the same domain are networked in this manner. Other LobbyGuard products, such as the LobbyGuard Kiosk, can also be networked to new or existing LobbyGuard Assist installations.

### **ADVANTAGES**

There are several advantages to networking your stations together:

- Visitors sign in at one station and use the bar coded visitor badge to sign out from another.
- All visitor logs, administration, and reports can be accessed from one web interface.
- Individuals added to the “Red Flag List” automatically populate across all stations.
- Individuals “registered” with one station are able to use their LobbyGuard keytag with any station on the network.

## Appendix I: Legal Notice

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## Appendix J: Accessing LobbyGuard Administrative Utility

The Administrative Utility can be accessed from any PC on the internet by visiting the following URL: <http://admin.lobbyguard.com>

Credentials in the form of a domain, email address and password to log in are required. For assistance contact [support@lobbyguard.com](mailto:support@lobbyguard.com).

## Appendix K: Scanning a Driver License in LobbyGuard Assist

Follow these steps to properly scan a license in LobbyGuard Assist:

1. **Determine which side of the license to scan** – LobbyGuard Assist supports the scanning of the front and/or the back of the driver license. Look at the “License Scan” button, located in the bottom right portion of the screen inside the area labeled “License” to select which side(s) to scan:



One or both of the following "License Scan" buttons will be displayed:



*Scan front of license*



*Scan back of license*

- Determine which scanner you are using** – LobbyGuard Assist utilizes the following driver license scanners:



**SnapShell License Scanner** – also used in the LobbyGuard Assist Station



**Scanshell License Scanner**

- Insert the License into the Scanner** – refer to the appropriate image below to insert the license properly:

To scan the *front* of the license with the *Scanshell* scanner:





Insert license face-down into the scanner and press the “Scan Front of License” button:



Apply slight forward pressure until the scanner begins to pull the license from your hand.

To scan the *back* of the license with the *Scanshell* scanner:



Insert license face-up into the scanner and press the “Scan Back of License” button:



Apply slight forward pressure until the scanner begins to pull the license from your hand.

To scan the *front* of the license with the *Snapshell* scanner:



Place the license face-down on the scanner and press the “Scan Front of License” button:



To scan the *back* of the license with the *Snapshell* scanner:



Place the license face-up on the scanner and press the “Scan Back of License” button:



If both buttons (scan front of license and scan back of license) are visible, follow the above instructions for each of the two buttons.

Once the license scan is complete, the license image appears in the “License” section of the screen. For more information on configuring license scanner settings see the section labeled [“Workflow”](#).



## Appendix L: The LobbyGuard Visitor Badge

Key benefits of the LobbyGuard visitor badge are:



Available in 7 colors at <http://store.lobbyguard.com>; change your badge roll each day for added security:

