



Best Practices for Facility Visitor Management

Seven tips for maximizing efficiency and security



ENTRUST

SECURING A WORLD IN MOTION

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INTRODUCTION

Visitor management best practices

With enterprises focusing more on the visitor experience, visitor management solutions are being adopted to enhance the overall check-in process and keep staff and visitors safe. Enterprises want to be able to pre-schedule visitors, check in walk-up guests, screen visitors against watch lists (including criminal background and ex-employees), notify staff of arriving visitors, and print badges that make visitors easily identifiable.

With the wealth of data and reporting options available to enterprises today, it can be difficult to know how to plan for and implement new technology. So we've put together a list of seven best practices your enterprise can use to get your visitor management system up and running optimally.

1. Secure entrances

Paper logs are inefficient and a bit of a hassle for employees and visitors alike. Plus, they can't provide the visibility into your visitor trends like a visitor management system (VMS) can, especially across multiple sites.

Using VMS self-registration or guided-registration kiosks at your entrances provides a streamlined way to manage your guests with different workflows. Kiosks will keep your reception area clear and moving quickly with intuitive easy-to-use instructions. Your guests can complete their check-in with a quick scan of a government-issued ID, or quickly enter their visitor details at the kiosk.

Once your guests complete their time at the kiosk, their host is instantly notified via email and text that their guest has arrived. This fast and easy process checks all the boxes, while also giving you insight and control from your secure dashboard.

2. Identify and secure sensitive areas

If your facility has sensitive areas, you need the flexibility to create custom workflows to meet your needs. For example, a standard guest may only be required to provide their name and the purpose of their visit. Visitors to more secure areas of your facility may be prompted to sign an NDA or other documentation while a photo is taken to print on their badge.

Customizing your workflows helps keep track of visitors within your building, deterring unwanted traffic in sensitive and restricted areas.



3. Identify visitors easily with badges

Printed badges let your staff easily recognize visitors and the purpose of their visit. Each visitor workflow can determine what is printed on the badge to suit your needs. Name, purpose of visit, visit expiration time, and host are just some of the customized data you can add to visitor badges.

Badges can be color coded and our system can even quickly snap a picture of your visitor and print that on their badge for quick identification verification.

4. Train your staff

One of the biggest challenges in implementing any new system or procedure can be internal adoption. You need to have a training plan in place for your staff to make sure everyone knows how to use your VMS. As we onboard and build your workflows, we will train you and your staff and help you build your own customized documentation for your unique solution.

Our self-service or assisted kiosk check-in workflows get rave reviews - consistently regarded by visitors as fast, easy, and intuitive to use. Regardless of your guest's technical ability, we have a fast and secure solution for checking them in and notifying your employees.

REGARDLESS OF YOUR GUEST'S TECHNICAL ABILITY, WE HAVE A FAST AND SECURE SOLUTION FOR CHECKING THEM IN AND NOTIFYING YOUR EMPLOYEES.

5. Pre-register regular visitors

If your facility sees a lot of regular visitors, pre-registering your guests can streamline check-in even more. Pre-registration allows your employees to schedule their upcoming guests and expedite their individual check-in process.

Upon preregistering, visitors receive an email notification that will contain a map of where they have been invited, when they've been invited, and who invited them. Our most popular workflow also includes a QR code they can use to check in at the kiosk. This QR code can drop check-in time to under five seconds. After scanning the code, a badge can be printed out while the hosts are instantly notified that their guests have arrived. We can pre-register guests from a web dashboard, Outlook calendar plugin, or bulk upload for large numbers of guests.



6. Screen visitors against watch lists

With news of facility security incidents becoming more prevalent, it has become increasingly important to screen visitors to ensure the safety of everyone in the facility. In addition to standard terrorist and other watch lists, your facility should assess its individual security needs. You can then create custom watch lists that are specific to your facility.

These lists may include visitors who have a history of violence, or even ex-employees who should no longer be allowed to access the facility. No matter which list you use, vetting your visitors prior to admittance is a step you should be taking to protect your staff and visitors.

7. Leverage reporting and analytics

You can't manage something you aren't measuring. By changing to a visitor management system, you can get instant access to reporting and analytical data that paper log books could never offer.

From a secure web dashboard, you have access to all location, visitor, and user data, depending on what level of access an end-user has in the solution. We have segmented access for users to give all of your employees the access they need, and nothing more.

This insight into your facility's activity will pay dividends by accurately managing your security and visitor communication needs using accurate historical data.

FROM A SECURE WEB DASHBOARD, YOU HAVE ACCESS TO ALL LOCATION, VISITOR, AND USER DATA.

CONCLUSION

Choosing a visitor management system

There are many variables to consider when selecting a visitor management solution. Cost, capabilities, platform, and UI should all be considerations when comparing products. The individual needs of your facility will be the ultimate deciding factor.

Let us help you with our expertise by incorporating our industry best practices.

For more information

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