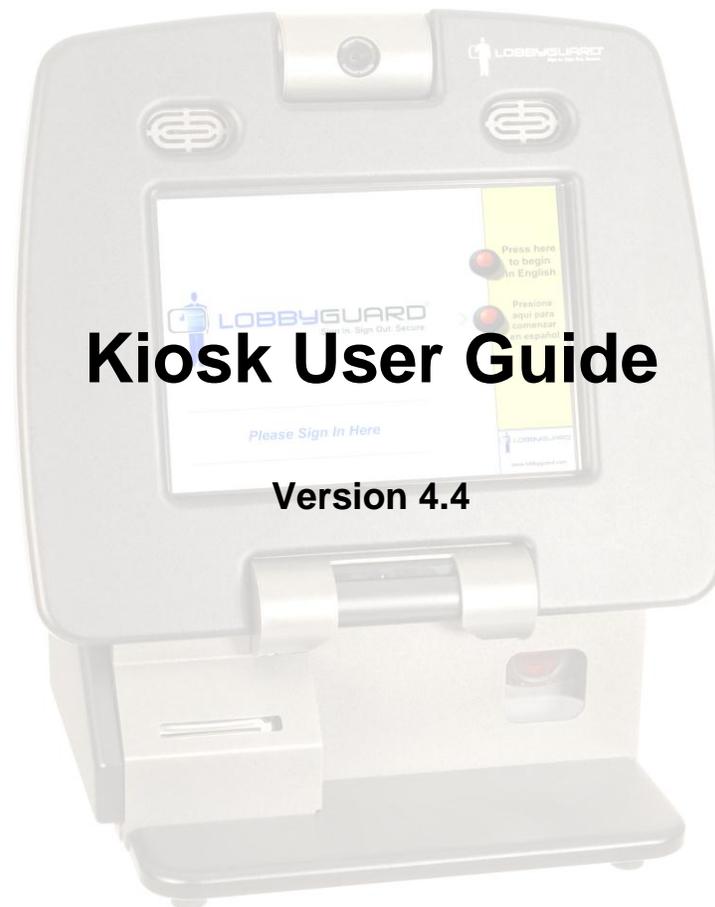


LOBBYGUARD®

Sign In. Sign Out. Secure.



Kiosk User Guide

Version 4.4

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What's New

If you are already familiar with LobbyGuard Kiosk and would like to review the areas of this guide that apply to new features in this version, please refer to [Appendix G: What's New](#) on page 99 for links to those sections.

Getting Started

Thank you for making the LobbyGuard Kiosk your visitor management system of choice. This User Guide will provide you with detailed information on the LobbyGuard Kiosk hardware and the LobbyGuard software. In conjunction with the installation and training offered by Authorized LobbyGuard Distributors and the dedicated support staff at LobbyGuard Solutions, you will have all you need to gain a full understanding of the proper use of LobbyGuard at your facility.

If you have received your LobbyGuard Kiosk and have not already scheduled product training with your Authorized LobbyGuard Distributor, you should do so at this time. If you need assistance at any time please contact LobbyGuard Technical Support using the information provided at the top of every page of this guide. In order to make the most of your installation and training it is recommended that you read this User Guide and have some level of familiarity with LobbyGuard prior to your scheduled training session.



You are required to receive on-site installation and training by an authorized distributor prior to using the LobbyGuard Kiosk.



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

The LobbyGuard Kiosk Hardware

The LobbyGuard Kiosk is the hardware that runs the LobbyGuard software. It provides an aesthetically pleasing appearance and the strong visual impression of the security measures that are part of your building or facility. The LobbyGuard Kiosk is an all-in-one unit that includes the following hardware components:

Camera

Takes high-resolution photos of visitors. Can be swiveled up/down for various visitor heights.

Touchscreen

Makes visitor input fast, easy and efficient.

Integrated PC

Windows 7 PC installed with next-day replacement warranty.

Badge Printer

Quickly prints visitor badges with name, date, photo and other important information.

Audio Speakers

All screens are accompanied by professional audio prompts

Driver License Scanner

Scans Driver Licenses from all 50 US States + over 500 different ID formats.

Bar Code Scanner

Visitors simply scan their visitor badge to sign out.



Dimensions

The kiosk weighs 66 lbs. and is 25"H X 21"W X 15"L. When placing the kiosk on a table or countertop allow at least 2" of clearance on all sides of the kiosk in order to maintain maximum stability for the hardware and airflow.



The LobbyGuard Kiosk must be plugged in to a surge suppressor that protects both the power cable and the Ethernet cable.

The LobbyGuard Kiosk contains a number of hardware features for your visitors to use during the sign-in process. Information on each component is provided below:

Integrated Camera with Tilt Control

The LobbyGuard camera takes high-resolution photos of your walk-in traffic. The camera is housed in a swivel mount, allowing for visitors of all heights to easily adjust the camera angle.

Speakers for Audio Prompts of the Visitor Inputs

All LobbyGuard screens contain visual and audio cues to walk the visitor through the sign-in and sign-out process. The built-in speakers are positioned to provide clear, easy-to-hear audio prompts for your visitor.

Touchscreen for Visitor Sign-In / Sign-Out

The main point of visitor interaction with LobbyGuard Kiosk is the integrated touchscreen monitor. This allows visitors to interact with the kiosk via touch only, eliminating the need for a mouse or keyboard.



The LobbyGuard Kiosk ships with a keyboard and mouse for use during training and installation. Remove the keyboard and mouse prior to regular kiosk use.

Badge Printer for Printing Visitor Badges

The LobbyGuard Kiosk can print visitor badges as needed via the included visitor badge printer. The printer is thermal, eliminating the need for printer ribbons or ink cartridges. The printer ships pre-loaded with a roll of 250 visitor badges. Instructions for loading new visitor badges into the printer are detailed in the section labeled "[Loading](#)"

[Visitor Badges](#)” on page 9. Learn more about the visitor badge in [Appendix K: The LobbyGuard Visitor Badge](#) on page 106. An example visitor badge is shown below:



The LobbyGuard visitor badge measures 4.5”L x 2.3”H

Bar Code Scanner for Fast and Accurate Sign-In / Out

The integrated bar code scanner broadcasts a red grid of light onto the lower right portion of the kiosk. Using the bar code scanner your visitors can do the following:

- **Sign-In:** Using the LobbyGuard Frequent Visitor keytags or LobbyGuard stick-on bar codes, registered visitors can sign themselves in by waving their assigned key tag or stick-on bar code in front of the bar code scanner. For more information on visitor registration with the LobbyGuard Frequent Visitor Keytags, see the section labeled “[Registering with the LobbyGuard Kiosk](#)” on page 30.
- **Sign-Out:** Visitors who are issued visitor badges are able to sign themselves out quickly and easily by waving the bar coded section of the visitor badge in front of the bar code scanner. LobbyGuard will inform the visitor that he/she is now signed out. Registered visitors with a LobbyGuard Frequent Visitor Keytag or stick-on bar code will be able to sign out by scanning their key tag before leaving the facility.

Driver License Scanner

The integrated driver license scanner is located directly below the touch screen and supports the scanning of driver licenses from all 50 US states, numerous foreign country driver licenses, US state IDs, US Military IDs and INS cards. License scanning is an important part of the security that LobbyGuard brings to your facility as it records the

image of the visitor's driver license and all license data elements, including the person's name and date of birth, as part of the visitor record. Proper use of the license scanner is important as it will greatly improve the accuracy of the scanning. The following photos illustrate the proper method for scanning a license:



Feed the license into the scanner with the front of the license facing the kiosk ...



*...and apply **slight** downward pressure on the license until the scanner begins to pull the license through.*

During the license scanning portion of the visitor sign-in process the LobbyGuard Kiosk software displays full text, audio and video illustrations of how to insert the license into the scanner for best scanning results. The license scanner supports front license scanning (using OCR) that will scan and extract the visitor's information, and back license scanning (using bar code reading) to extract the visitors information.

Integrated PC Architecture



The LobbyGuard Kiosk runs on a slim-line integrated PC running the Windows Operating System. All peripherals for the kiosk are attached to USB ports on the PC. The kiosk ships with a USB mouse and keyboard for use by administrators when needed. The kiosk is designed to be maintenance free and easy to use.

Loading Visitor Badges



Follow these instructions to load a new roll of badges in the printer:

- Pull the side door open by the printer. It is held in place with a magnetic enclosure; pulling the door from the top will open it and expose the printer (see image below).
- Remove the printer from the kiosk and lift open the top of the printer to expose the spool that holds the roll of visitor badges.
- Detailed instructions for replacing the roll of badges are located inside the printer. Refer to these instructions for information on

replacing the roll of badges.

- Place the printer back into the kiosk. Make certain the two cables that connect the printer to the kiosk are still connected to the bottom of the printer.

If you are in need of additional visitor badges, please visit <http://www.lobbyguard.com/supplies>

Accessing other System Components

The LobbyGuard Kiosk incorporates a locked door that houses the internal workings of the unit. A key is shipped with your kiosk; replacement keys are available at www.lobbyguard.com/supplies

Power down the unit and unplug any cables from the back of the kiosk before opening the rear access panel. This includes the power cable and any USB devices (i.e. mouse, keyboard, etc) that may be connected to the rear of the kiosk.

Opening the panel will reveal the integrated PC and other internal system parts for LobbyGuard.



Modifying any portion of this hardware will void the kiosk warranty. Contact LobbyGuard Technical Support before making any changes to the LobbyGuard hardware or before opening the rear access panel.

Cleaning the LobbyGuard Kiosk

The life of your kiosk can be greatly extended by keeping the hardware clean of dust and other particles. You will need to find your kiosk key or order a new one in order to open the rear access panel. The following should be carried out at least every 6 months to extend the life of the hardware as well as keeping everything functioning properly for daily use. For best results visit www.lobbyguard.com/supplies to purchase a LobbyGuard Kiosk Cleaning Kit that contains everything you need to maintain your kiosk.

Kiosk MDF & Frame

The kiosk frame and body is best cleaned using an ammonia-free cleaning agent along with a lint-free cloth, as well as a can of compressed air. You may purchase cleaning supplies or a kiosk cleaning kit by contacting LobbyGuard Sales.

Touchscreen

It is best to clean the touchscreen with a soft lint-free cloth or using an ammonia-free cleaning wipe. Power down the kiosk before cleaning the screen. Do not use glass cleaner or other cleaning solution on the touchscreen.

Interior

Open the rear access panel of the kiosk using the included key. In order to clean the dust and debris from inside the machine, it's best to use a can of compressed air throughout the interior of the kiosk. Make sure to focus on the internal fans, the power supply fan, and the entire bottom panel of the kiosk. A lint-free cloth or ammonia-free cleaning wipes are excellent at cleaning the inside surfaces and hardware components.

Bar Code Scanner

The square glass window in front of the bar code scanner should also be kept clear of fingerprints and other debris. Both the inside and

outside of this glass should be cleaned on a regular basis in order to remove dust, dirt, and fingerprints which build up over time. It should be cleaned in the same manner as the touch screen. This would also be a great time to adjust the position of your barcode reader in case it has moved and the red laser is deflecting off the sides of the square.

License Scanner

The kiosk license scanners have their own unique cleaning cards. A few free cleaning cards came in your kiosk welcome pack and additional ones can be purchased via LobbyGuard Sales. The license scanner should also be calibrated on a regular basis and this requires the use of a black & white calibration sheet. These are available on the LobbyGuard Support website.

Badge Printer

The kiosk badge printers use special miniature alcohol cleaning cards in order to remove debris, built-up glue, and small pieces of stuck badges. Routinely using the printer cleaner cards will help to avoid the occasional stuck badges and splotches/lines you'll see on the badges. A few free cleaning cards came in your kiosk welcome pack and additional ones can be purchased via LobbyGuard Sales.

The LobbyGuard Kiosk Stand

A stand is available for your kiosk that is both functional and attractive. The kiosk mounts directly to the stand, transforming the LobbyGuard Kiosk from a desktop unit to a free-standing unit that utilizes less space and brings more attention to the kiosk for added security. The stand is made from the same materials as the kiosk and blends in to create a professional appearance. The kiosk stand is available at www.lobbyguard.com/supplies.



The LobbyGuard Software

The LobbyGuard Kiosk Visitor Management System is composed of two distinct software applications:

- **The LobbyGuard Kiosk Software** – The software that your visitors use during sign-in and sign-out. It displays the visitor input requests, prints visitor badges, performs background checks and records all visitor activity. The LobbyGuard Kiosk software is pre-installed on the kiosk.
- **The LobbyGuard Administrative Utility** – This software provides web-based access to a large variety of administrative functions, including visitor logs, reports, and configuring the various settings on the kiosk. The LobbyGuard Administrative Utility can be accessed via a web browser from any PC on the internet.

The LobbyGuard Kiosk Software

The LobbyGuard Kiosk software is the interface your visitors will use when signing in and out of your facility. It contains all the visitor input requests, including audio and visual cues, as well as support for license scanning, bar code scanning, photographing and badge printing. The following is an overview of the screens available for display to visitors during the sign-in process:

Welcome Page

The first page your visitors will see on the kiosk is the Welcome Page. The buttons that appear on this screen depend on language support options that can be set for the kiosk via the LobbyGuard Administrative Utility; see the section labeled "[Stations](#)" on page 83 for more information on language settings. LobbyGuard has built-in support for English and Spanish. If the kiosk is configured to display both language options, the buttons will appear as per the figure below, allowing the visitor to select from English or Spanish prompts.



If the kiosk is configured to display only one language, the two buttons on the right of the screen will appear as “Sign-In” and “Sign-Out” in the supported language.

The home page can also play a custom multimedia presentation in place of the LobbyGuard logo. Creating a custom presentation or welcome message is the perfect way to blend the LobbyGuard kiosk into your environment and welcome your visitors. You can order a custom welcome screen at www.lobbyguard.com/supplies or follow these instructions to change the welcome page on your own:

- Build your presentation in Adobe Flash format (.swf file extension). The presentation must be 700 pixels wide by 768 pixels high. Using a white background is preferable.
- Save your presentation to the following location on the kiosk:

C:\program files\lobbyguard\flash\welcome.swf

Restart the kiosk and your presentation will play on the welcome page.

Signing In

The key feature of LobbyGuard is the visitor sign-in process. This process has been designed to be as simple and efficient as possible while providing your facility with effective security and record keeping. LobbyGuard allows the sign-in process to be customized to the needs of your facility and to the type of visitor signing in. For additional information on configuring the sign-in process see the section labeled "[Workflow](#)" on page 76.

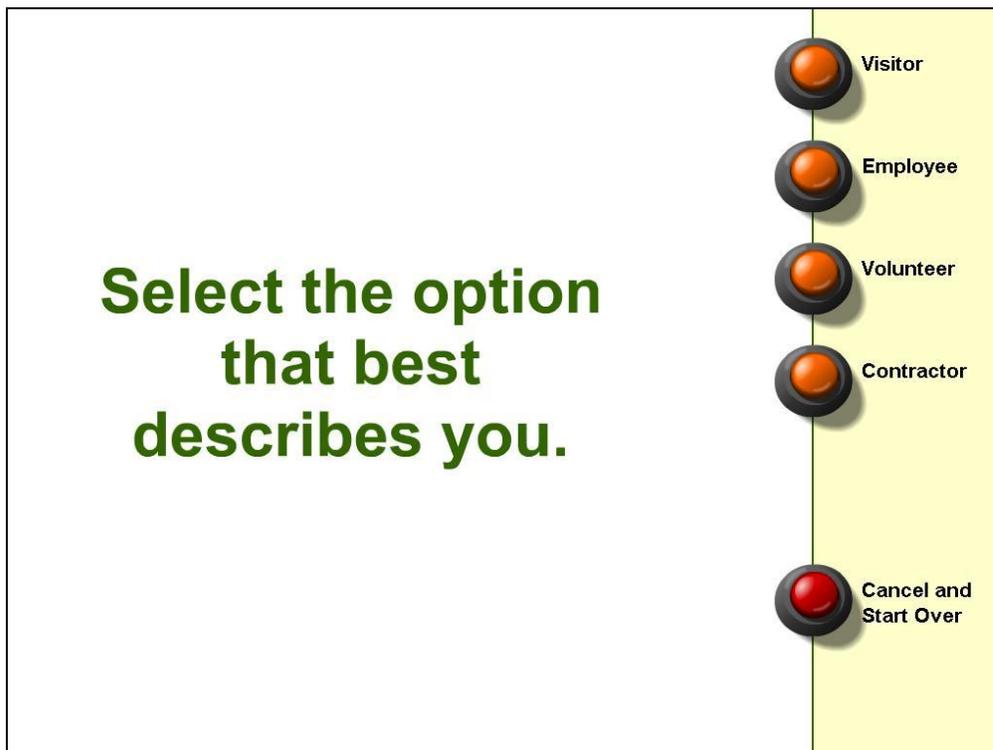
Example: a visitor would select "Signing In", and then asked to enter his or her name, scan his or her driver license and choose the reason for visiting the building.

Below is a picture of the sign-in / sign-out page:



Visitor Type

The next screen the visitor will see when signing in is the “visitor type” screen. This screen asks the visitor to choose from the types of visitors you have created for your facility via the LobbyGuard Administrative Utility; for more information on creating visitor types see the section labeled “[Workflow](#)” on page 76. The screens following this selection are known as the “workflow”; each visitor type can have a different workflow. Example: you may only want the name and photo of a person signing in as an “Employee”, where you may want the photo, name, driver license scan and reason for visit from a person signing in as a “Guest”. LobbyGuard is also capable of running reports based on visitor type.



In the example above, the visitor types are “Visitor”, “Vendor”, and “Employee”. You can create as many visitor types as needed to address the visitors to your particular environment or facility.

Once the visitor type is selected the visitor is presented with workflow for that visitor type. The workflow is the set of questions you will be

asking of the visitor during the sign-in process. The following sections outline the available workflow options.

Terms and Conditions

This screen provides the visitor with any special terms and conditions for entering the facility. The text of the terms and conditions is imported via the LobbyGuard Administrative Utility; for more information on this process see the section labeled "[Workflow](#)" on page 76.

Do you agree to the following Terms and Conditions?

I agree to follow all rules and regulations while visiting this facility.
I understand that failure to do so may result in removal from the facility and a permanent ban on entry.

Yes

No

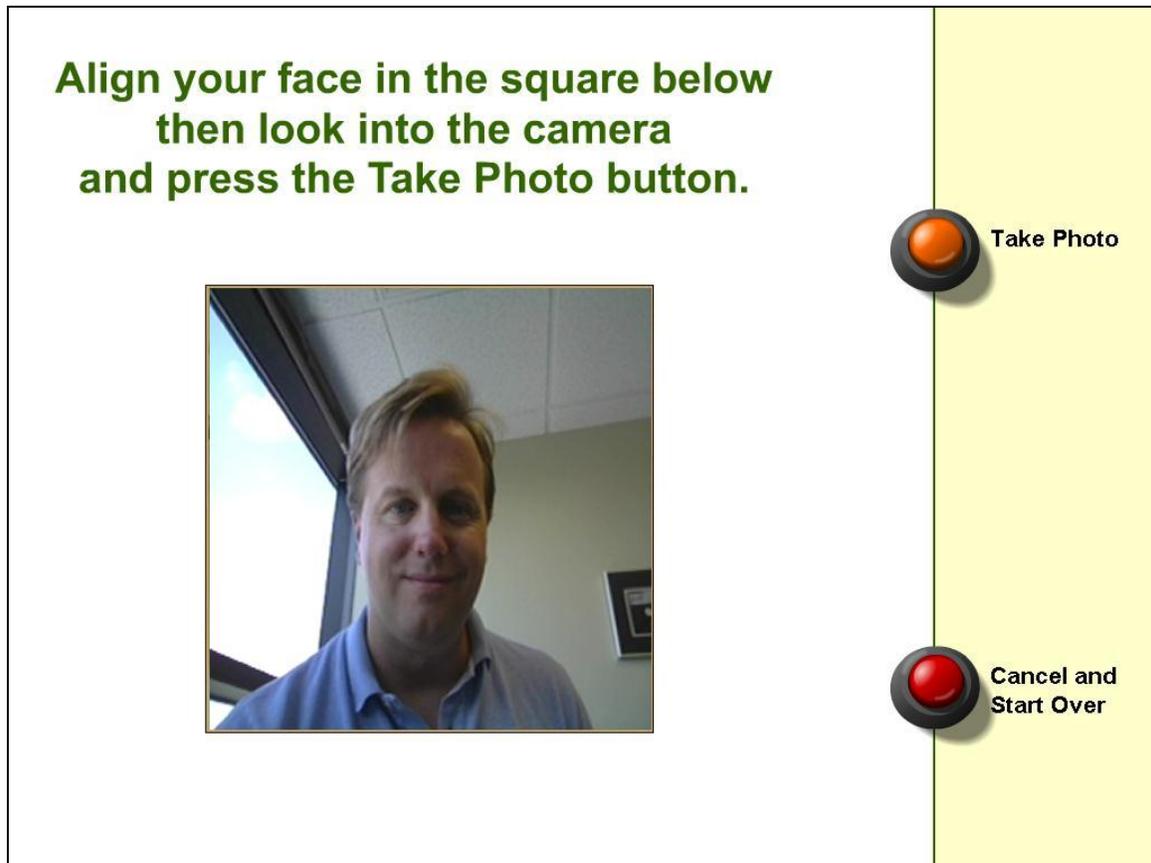
Visitors who refuse to accept the outlined Terms and Conditions will see the following screen, and the sign-in process will terminate for that visitor:

Please see a facility employee to complete the sign-in process.

OK

Take Photo

This screen provides the visitor with a view of the integrated camera. The visitor is asked to press the TAKE PHOTO button to capture the photograph that will become part of the visitor record. The camera on the LobbyGuard Kiosk is mounted to swivel up and down to accommodate the various heights of your visitors.



Scan Driver License

This screen provides instructions on the proper way to insert the driver license into the driver license scanner. For additional instructions on how to insert the license into the scanner please refer to the section labeled "[Driver License Scanner](#)" on page 7.

Insert your driver's license into the scanner as shown below, with the front of the license facing the kiosk. Push down gently on the license until you feel the scanner begin to pull it through.



Press here if you do not have a license

Cancel and Start Over

Note the button on the right side of the screen. If the visitor does not have a driver license available this button can be pressed to bypass the license scan. The visitor will then be asked to enter his or her name using an on-screen keyboard. This button is optional and can be hidden for security purposes, requiring each visitor to scan his or her driver license in order to proceed with sign-in.

Confirm Name and Confirm Date of Birth

LobbyGuard is capable of running instant background checks on your visitor traffic to provide additional security to your building. If

background checking is enabled, the visitor will be required to verify the name and date of birth that are obtained during the driver license scan. The visitor is presented with the information taken from the license and asked to confirm its accuracy. If the visitor answers “no” to either question, he or she will be presented with a screen to enter the information manually, as shown below.

Is your name correct in the square below ?

KEVIN ALLEN

Yes

No

Cancel and Start Over

Enter your first and last name and press OK

OK

Q W E R T Y U I O P BACK

A S D F G H J K L

Z X C V B N M

SPACE

Cancel & Start Over

Confirm name and enter manually if needed.

Is your birthdate correct in the square below ?

10/21/1972

Yes

No

Cancel and Start Over

Please enter your birthdate and press OK. Enter the 2-digit month, 2-digit day and 4-digit year.
Example: May 7, 1970 would be 05071970

OK

Cancel

BACK

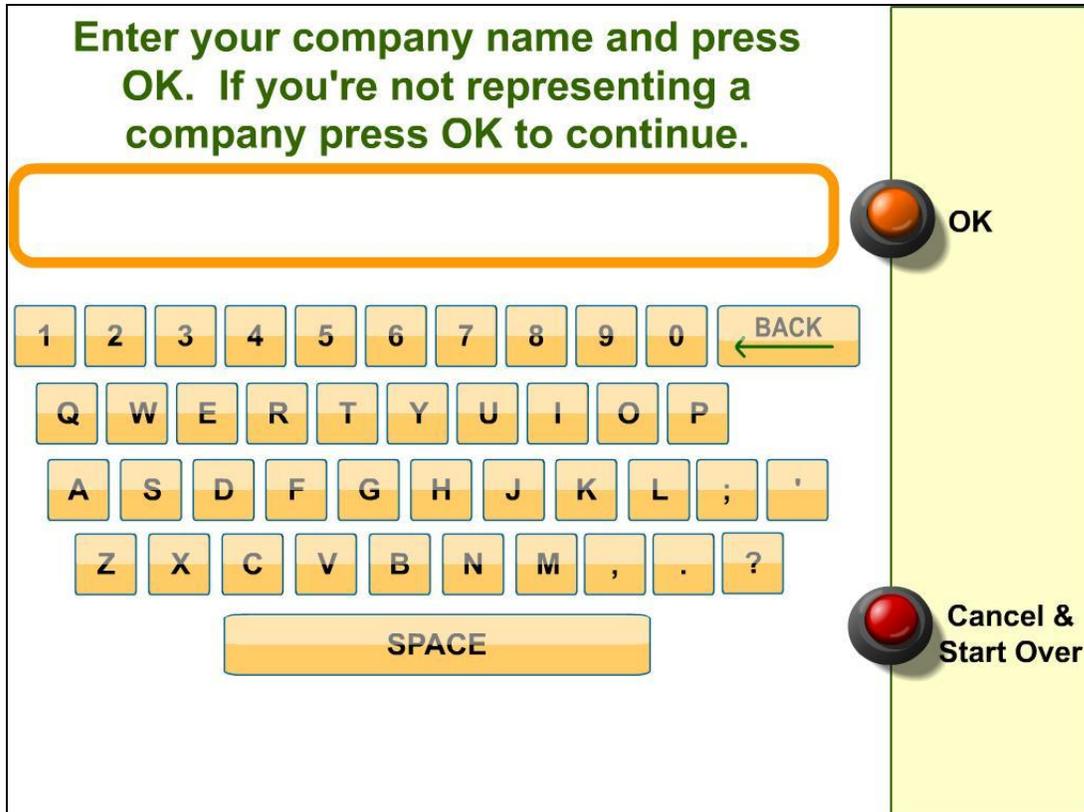
Confirm date of birth and enter manually if needed.

For more information on background checking and how to turn this feature on and off, see the section labeled “[Workflow](#)” on page 76.

You can create a “rule” that will notify a list of recipients via text message and/or email when someone attempts to modify name or birthdate information during sign-in. For more information see the section labeled “[Rules](#)” on page 70

Enter Company Name

LobbyGuard can be configured to ask the visitor for the name of his or her employer. If this option is enabled, the visitor will be asked to enter the company name, as shown below:



Enter your company name and press OK. If you're not representing a company press OK to continue.

1 2 3 4 5 6 7 8 9 0 BACK

Q W E R T Y U I O P

A S D F G H J K L ; ' "

Z X C V B N M , . ?

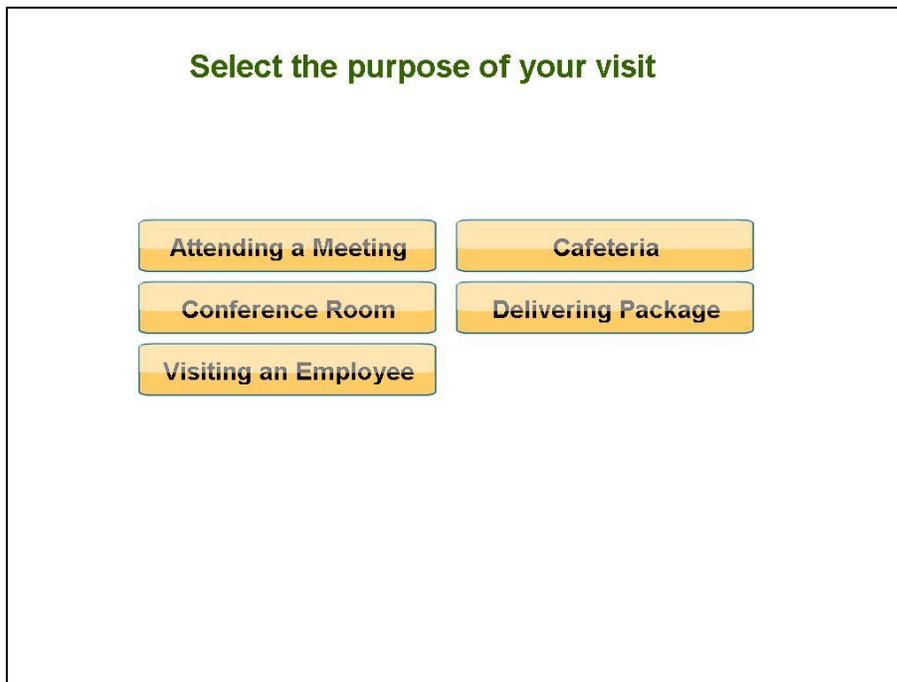
SPACE

OK

Cancel & Start Over

Choose Reason for Visit

The next step the visitor will take is to choose the reason he or she is visiting your facility. This screen consists of choices that can be customized to your needs via the LobbyGuard Administrative Utility. These buttons may consist of the names of your employees, areas of your building, and departments in your organization or anything else you would like to provide to your visitors as a choice. In addition LobbyGuard supports multi-tiered choices allowing your visitors to drill down to a specific reason. For example, your top layer of choices might consist of the departments in your organization. If the visitor chooses "Human Resources", he or she might then be presented with a new screen that contains the names of all the employees in Human Resources, from which the visitor would make his or her final choice. This approach allows for the presentation of a large number of choices without overwhelming the visitor.



The screenshot shows a screen titled "Select the purpose of your visit" in green text. Below the title are five yellow buttons with black text, arranged in two columns. The buttons are: "Attending a Meeting", "Cafeteria", "Conference Room", "Delivering Package", and "Visiting an Employee".

For more information on creating reasons for visit see the section labeled "[Workflow](#)" on page 76.

Enter the name of the person you are visiting

In addition to the Reason for Visit screen above, the visitor may also be prompted to identify the individual whom they are visiting. LobbyGuard provides three different options for this purpose; for information on how to configure these options see the section labeled "[Workflow](#)" on page 76.

Display Directory

With this sign-in feature the individual would select the first letter of the last name of the person they are visiting.

Choose the first letter of the last name of the person you are visiting.

A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z				

Skip this Step

After the first letter of the last name is selected a list of all the names with the letter selected will display.

Choose the name of the person you are visiting.

Allen, Kevin <i>President</i>	Allison, Lisa <i>Director</i>
Almond, Jim	Alta, Fred

Return to Directory

Once the name is selected a picture will be displayed to verify the correct person is selected. If that is the person being visited the individual can select the "Yes" button and continue the sign-in process. If the person selected is not the correct person you have the option of pressing "No" to go back to the previous screen to select the correct person. Once a name is selected the screen will appear below:

Is this the person you wish to visit?



Yes
 No

Kevin Allen

Kevin.Allen@lobbyguard.com

Enter Employee ID

If the workflow is set up to sign-in by choosing the ID of the person being visited, the Kiosk will prompt for the employee ID on the screen shown below:

The screenshot shows a kiosk interface with a yellow background. At the top, the text "Enter the ID of the person you are visiting and press OK." is displayed in green. Below this text is a large, empty orange rectangular input field. To the right of the input field is a green circular button labeled "OK". Below the input field is a numeric keypad with buttons for digits 1-0 and a "BACK" button with a left-pointing arrow. Below the numeric keypad is a QWERTY keyboard layout with buttons for letters Q-P, A-S-D-F-G-H-J-K-L-semicolon/apostrophe, and Z-X-C-V-B-N-M-comma/underscore/tilde/question mark/ampersand. Below the keyboard is a "SPACE" button. To the right of the keyboard and space button is a red circular button labeled "Cancel and Start Over".

Request Name Entry

This option will prompt the visitor to manually enter the name of the person whom they are visiting. The visitor is provided an on-screen keyboard for name entry; this option does not notify the person being visited.

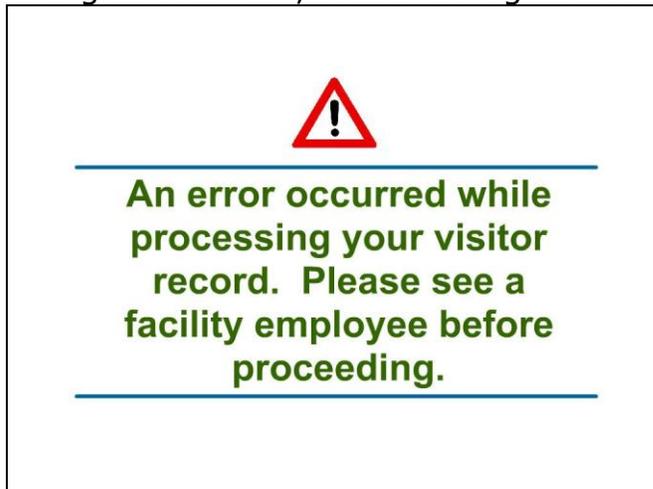
The screenshot shows a digital interface for name entry. At the top, the text "Enter the name of the person you are visiting." is displayed in green. Below this is a large, empty orange-bordered text input field. To the right of the input field is a green circular button with a black border and a shadow, labeled "OK". Below the input field is an on-screen keyboard with three rows of yellow buttons with black text. The first row contains Q, W, E, R, T, Y, U, I, O, P, and a "BACK" button with a left-pointing arrow. The second row contains A, S, D, F, G, H, J, K, L, semicolon/quote, and apostrophe/quote. The third row contains Z, X, C, V, B, N, M, comma/underscore, period/underscore, question mark/slash, and ampersand/underscore. Below the keyboard is a wide yellow button labeled "SPACE". To the right of the keyboard area is a red circular button with a black border and a shadow, labeled "Cancel and Start Over". The entire interface is set against a light yellow background.

Processing the Sign-In

LobbyGuard will briefly display the following screen once the visitor has completed the process of signing in:



This screen is meant to inform the visitor to not step away from the kiosk until further notification. If the visitor record has no issues the next step will involve printing a visitor badge, as per the section labeled "Printing the Visitor Badge", below. If the visitor fails the background check, the following screen will be displayed:



This screen is designed to inform those visitors who have failed the background check to not proceed until a facility employee has assisted and resolved the issue. The visitor will also receive a "void" badge; for more information on the void badge and background checking with LobbyGuard see the section labeled "Failed Background and How Background Checking Works" on page 43.

Printing the Visitor Badge

LobbyGuard can also be configured to print a visitor badge upon completion of the sign-in process. The badge contains the visitor's name, visitor type, reason for visit, date and time of visit, photograph and a bar code. LobbyGuard includes multiple badge formats and layouts; in addition, custom layouts and badge designs are available at www.lobbyguard.com/supplies.

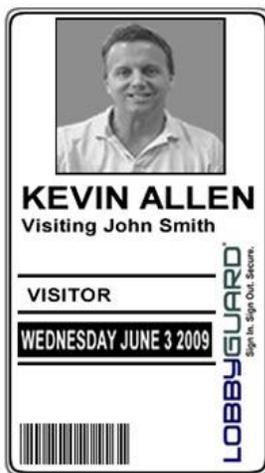
The badge serves as a visual identifier to your employees, as well as an indicator that this visitor signed in with LobbyGuard upon entering your building.



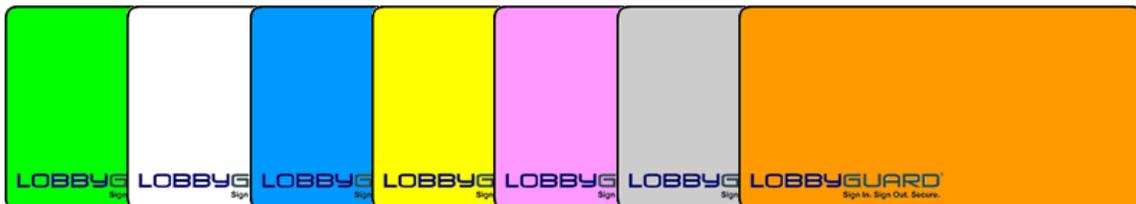
The LobbyGuard visitor badge measures 4.5" W X 2.3" H. The badge has a self-adhesive backing or may be inserted into a lanyard or clip-on badge holder. The presence of the visitor badge sends a signal to facility employees that the visitor has signed in using LobbyGuard and has followed proper sign-in procedure. In addition, it provides your employees with information regarding the reason this visitor is in the building and thus preventing the visitor from accessing unauthorized areas.

The color logo in the bottom left corner of the badge also provides an additional security measure. The visitor badge printer only prints in black & white; the logo is pre-printed on the badge. The presence of this color logo indicates this badge was printed at a LobbyGuard Kiosk and not from a home computer or other source.

Badges can be customized to print out the badges vertically or horizontally depending on your preference. Below is an example of a badge that is configured to print vertically:



For additional security, LobbyGuard offers seven different badge colors. This allows you to change the color of your badges each day of the week by simply changing the roll of badges to a different color from the previous day. This added badge color security feature could be used to identify someone that is using an old badge and trespassing in your facility. These badges come in the colors shown below and can be ordered at www.lobbyguard.com/supplies



Signing Out

Signing visitors out as they leave the building is very quick and easy with the LobbyGuard Kiosk. The following options are available for signing out your visitors:

- The LobbyGuard visitor badge, LobbyGuard Frequent Visitor Keytag, and LobbyGuard stick-on bar code each have a bar code that can be used for signing out of the facility. The visitor signs out by scanning the bar code under the bar code scanner on the LobbyGuard Kiosk as shown below. This does not require the visitor to use the touchscreen.



- If the visitor does not have a visitor badge, LobbyGuard Frequent Visitor Keytag, or LobbyGuard stick-on bar code, sign-out can be accomplished by entering his or her name into the kiosk. The visitor should choose the "SIGN OUT" option from the kiosk workflow, after which the visitor will be provided with instructions for signing out without a visitor badge.

In addition to the above options, the LobbyGuard Administrative Utility provides features for signing out visitors via the desktop. Information on these features is outlined in the section labeled ["The LobbyGuard Administrative Utility"](#) on page 37.

Registering with the LobbyGuard Kiosk

One of the most powerful features of LobbyGuard is the ability for your visitors to 'register' themselves with the kiosk. This involves providing the visitor with a permanent plastic keytag, known as a LobbyGuard Frequent Visitor Keytag, or a LobbyGuard stick-on bar code which the visitor can use in future visits to quickly and easily sign in and out of the kiosk. In addition, a visitor can use the same keytag or stick-on bar code to register with other LobbyGuard Kiosks; for example, a person who registers himself with a LobbyGuard Kiosk at his workplace can use the same keytag or stick-on bar code to register with the LobbyGuard Kiosk at his child's school, making sign-in and sign-out much easier in both locations.

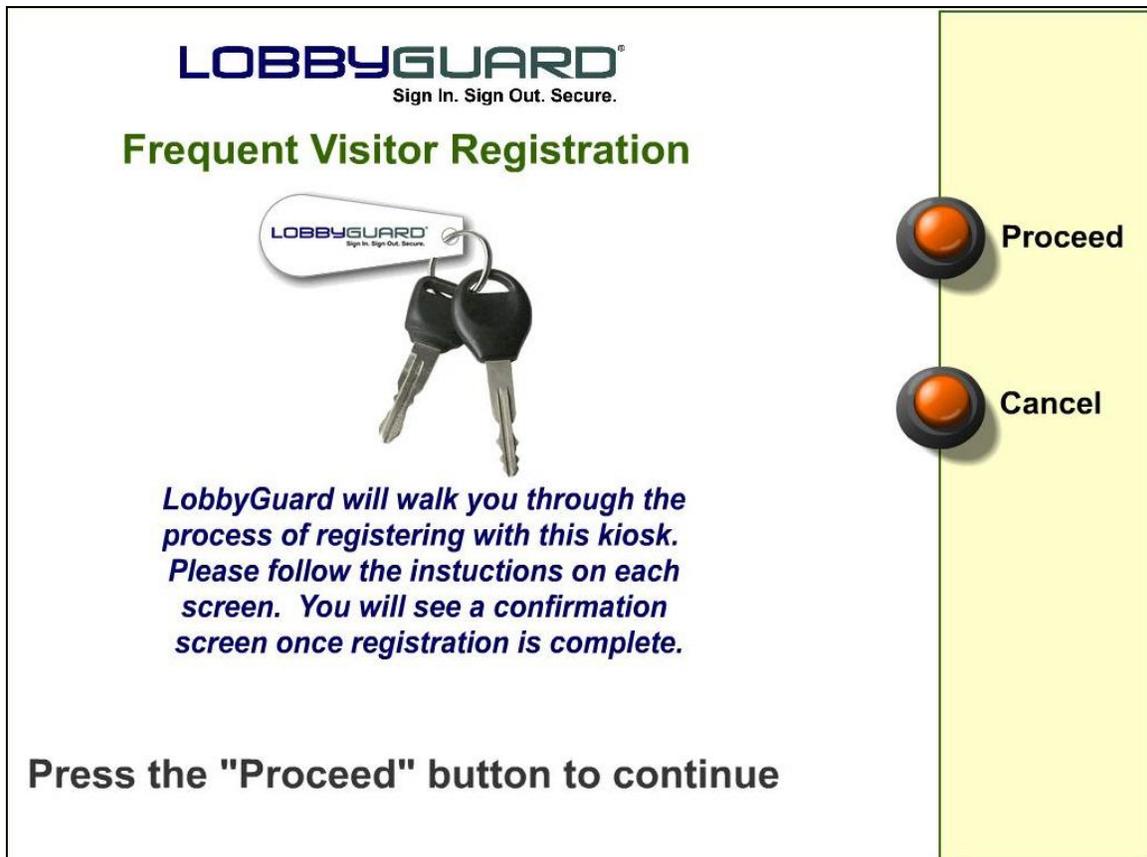
With a LobbyGuard Frequent Visitor Keytag or stick-on bar code, the visitor will scan the bar code in front of the kiosk's bar code scanner. Once this has been done the visitor will follow the on-screen instructions to complete the registration process. The visitor will then only need to scan the LobbyGuard keytag or bar code sticker to sign-in and sign-out for future visits. There is no limit to the number of visitors who can register with your kiosk. For more information on Frequent Visitors see section "[Registered Visitors](#)" on page 58.

Frequent Visitor Keytags and stick-on bar codes are available at <http://www.lobbyguard.com/supplies/>

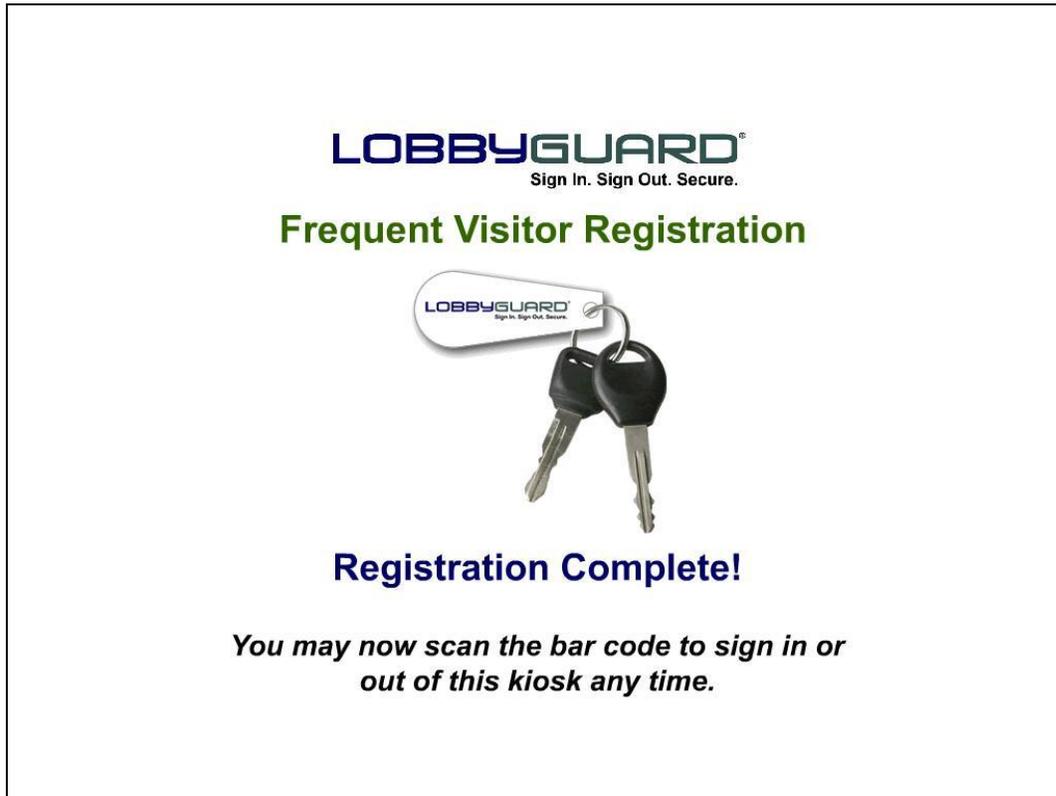
The keytag is attached to the visitor's keychain; the alternative stick-on bar code is highly adhesive and can be attached to an existing form of ID, such as an employee ID or a student ID. LobbyGuard can also be configured to make use of existing bar codes on employee ID cards, student ID cards, etc. For more information on this feature please contact support@lobbyguard.com.



Once a keytag or stick-on bar code is scanned for the first time the visitor will be able to sign-in and become a frequent visitor. Once the keytag or stick-on bar code is scanned, the visitor will see the screen below:



The visitor will hit the "Proceed" button and enter his or her information via the frequent visitor registration process. This information will be saved and the frequent visitor will only need to scan the keytag or stick-on bar code in future visits to sign in and out. Once the visitor is finished entering all the required information he or she will be notified via the screen below:



Visitor registration is complete and the visitor is now signed in.

Registered Sign-In

Once a visitor has registered with the kiosk, signing in to LobbyGuard during future visits is much faster and easier. The visitor need only to scan the bar code contained on the LobbyGuard Frequent Visitor Keytag or stick-on bar code to sign in. Following a successful scan and depending on the configuration of the workflow, LobbyGuard will only ask the visitor for a photo and to choose a reason for the visit that day. All other information – including the visitor’s name, date of birth, license scan and other information, are contained in the visitor’s registration record and are copied to create a record for this visit.

Registered Sign-Out

Registered visitors who have a LobbyGuard Frequent Visitor Keytag or stick-on bar code need only to scan the bar code contained on that item to sign out. The visitor will receive a confirmation screen that the sign-out was successful.

Event Mode

The LobbyGuard Kiosk also contains a special mode for handling large events (i.e. Open House, Conferences, Meetings, etc) called Event mode. This mode places less emphasis on security and visitor information and greater emphasis on sign-in time in order to process large numbers of individuals in a short period of time. See the section labeled "[Events](#)" on page 64 for information on setting up an event and setting your kiosk to this mode.

Event Mode Sign-In

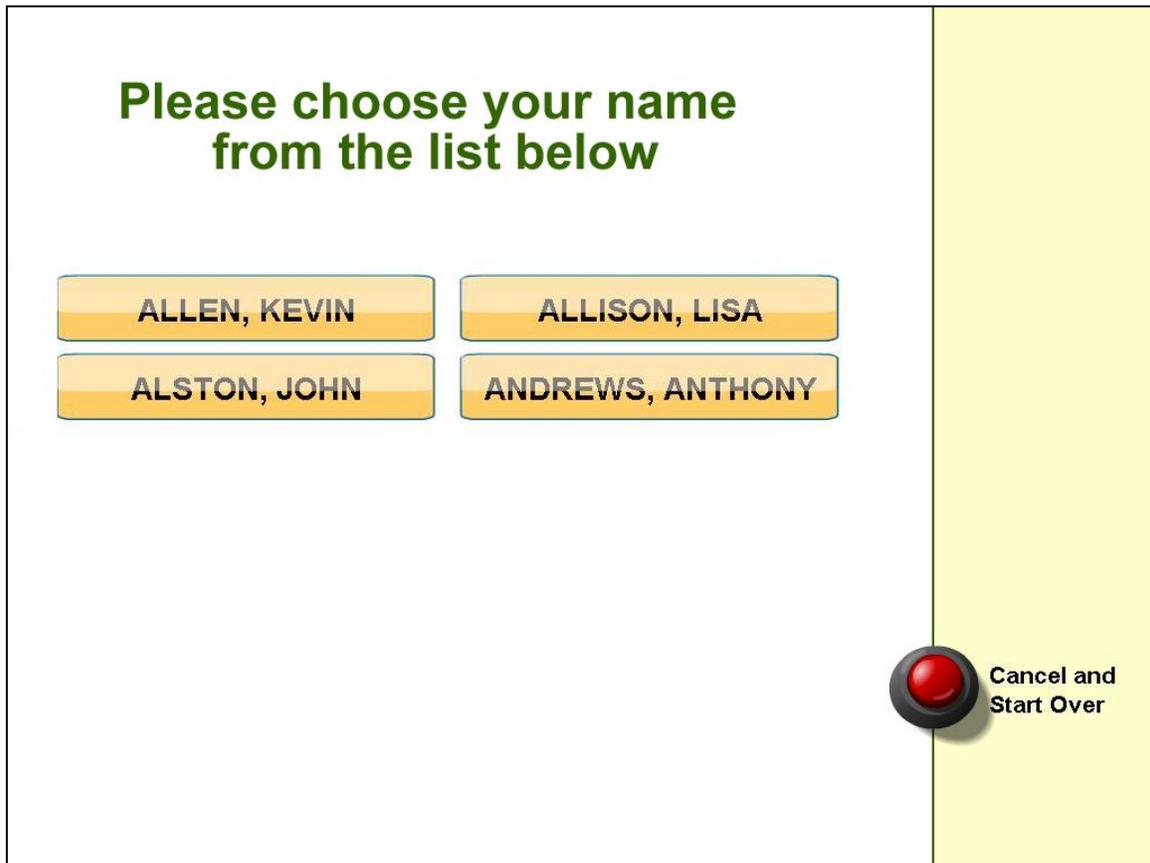
When set to Event Mode, the Welcome screen of the kiosk will appear as follows:

Welcome to the LobbyGuard Open House

SELECT THE FIRST LETTER OF YOUR LAST NAME

A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z				

When a letter is selected the names of all attendees whose last name begins with that letter will be displayed as shown below:



**Please choose your name
from the list below**

ALLEN, KEVIN ALLISON, LISA

ALSTON, JOHN ANDREWS, ANTHONY

Cancel and
Start Over

The visitor will then choose his or her name and will be issued a visitor badge. The kiosk will return to the Event mode welcome screen for the next visitor. The entire process for signing in takes on only a couple of seconds, allowing for quick entry of visitors into the facility.

It is important to keep in mind that the Event mode of the kiosk does not perform any background checks, or take photos or license scans of the visitors entering the building. Event mode also does not support scanning LobbyGuard Frequent Visitor Keytags or LobbyGuard stick-on bar code. The Event mode was designed to move a known list of individuals into the building very quickly for specific events where security is less of an issue.

Event Mode Sign-Out

Visitors can sign themselves out of the building by scanning the bar-coded section of the visitor badge under the LobbyGuard bar code scanner. Visitors may also be signed out from the LobbyGuard

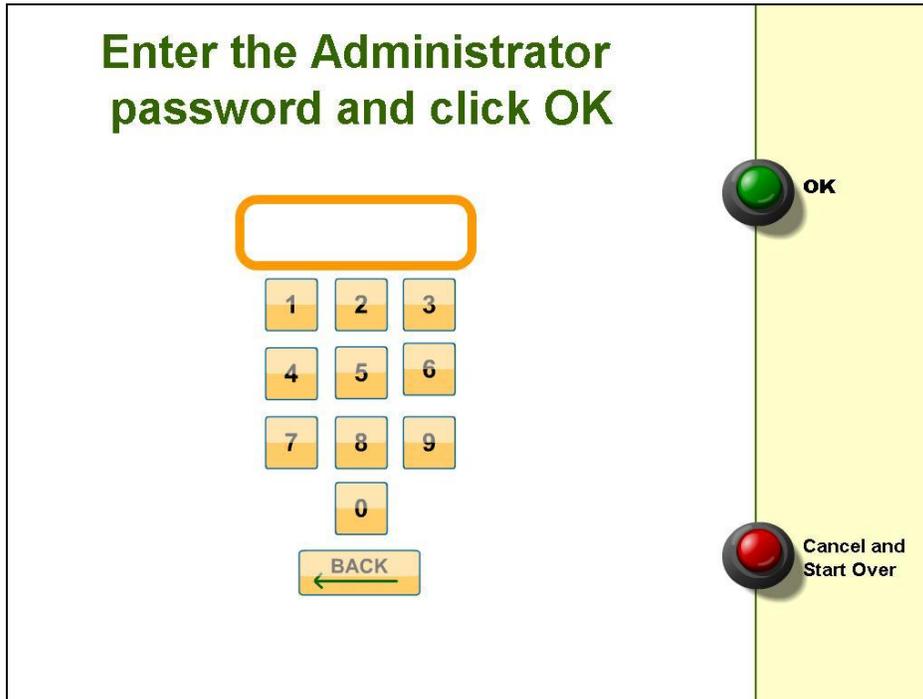
Administrative Utility; see the section labeled "[Visitor Log](#)" on page 40 for more information.

The Kiosk Control Panel

The LobbyGuard Kiosk includes a built-in control panel that allows you to take actions such as reboot, power down and request remote support. To access the control panel, press the top right corner of the Welcome screen, either from Kiosk mode or Event mode.



This will expose the administrator password screen shown below with a numeric keypad. The default password is 12345. This password can be changed via the LobbyGuard Administrative Utility; see the section labeled "[Stations](#)" on page 83 for more information.



You will then see the Kiosk Control Panel, which contains the following options:



Request Remote Assistance – this feature allows LobbyGuard Support Technicians to take control of the kiosk and address any questions or issues. You should call LobbyGuard Support prior to using this feature to ensure that a support technician is available and expecting your connection. Your support technician will provide you with additional instructions for using this powerful feature.

Power Down – this feature will safely power down the kiosk. This is the recommended method of powering down the kiosk. Use the power switch located on the rear of the kiosk to power on the kiosk.

Access the Windows Desktop – this will shut down the LobbyGuard software and will take you to the Windows desktop.

The LobbyGuard Administrative Utility

What is it?

The LobbyGuard Administrative Utility is web-based software that can be accessed 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 visiting.
- **Reports** – Run reports on visitor traffic
- **Registered Visitors** – Use this section to 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’ that tells 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.

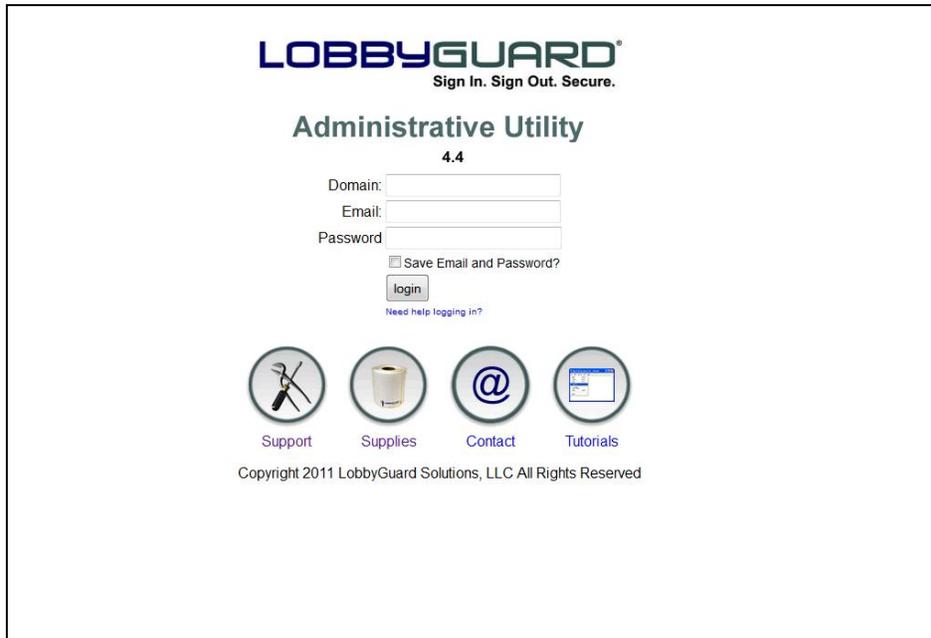
Accessing the Administrative Utility

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](#) on page 105.

The LobbyGuard Administrative Utility can be accessed 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 credentials needed to log in to your account should have been provided to you prior to or during your LobbyGuard installation. If you do not have the credentials to log in, you should contact LobbyGuard Technical Support for assistance. For more information on creating additional user accounts see the section titled "[User Manager](#)" on page 86. If you have set up your own unique user account and are having trouble signing in, the link labeled "Need help logging in?" will allow you to enter your LobbyGuard domain name and email address and 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 screen will give you an immediate view of visitors who are currently in the building as well as an archive of visitors who have signed out at any point in the past. The visitor log will resemble the following:

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

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

(the location the visitor signed in), the visitor's name, the Reason for visit (see the section labeled "[Workflow](#)" on page 76 for an explanation of this feature) and 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 will 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

File Photo

Click to enlarge

License Scan

This screen contains all the details on the visitor. The visitor photo and the driver license can be enlarged by clicking on the image. The visitor can be manually signed out by clicking on the "Sign Out" button located in the lower left corner of the screen. This will move this visitor from the "Signed In" section of the visitor log to the "Signed Out" section.

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

The "Create Red Flag" link located to the right of the visitor name will move this visitor to the Red Flag list. This will 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](#)" on page 43.

Signed Out

The Signed Out section of the visitor log contains the information on all visitors who have been signed out of the building at any point in the past. This creates an archive of visitor information that you can access at any time. Records in red well indicate visitors that chose to modify their name and/or date of birth at sign-in that have signed out. The Signed Out section appears as follows:

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

Time In ▲	Time Out	Station	Duration	Name	Reason	Visiting	
Tuesday, Aug 24							
8/24/2010 3:49:52 PM	8/24/2010 2:50:31 PM	FRONT OFFICE	00:59:21	JASON TOMPSON	Cafeteria	DAN DARRAH	view
8/24/2010 3:33:05 PM	8/24/2010 2:33:10 PM	FRONT OFFICE	00:59:55	MARCUS JACKSON	Cafeteria	TOM JACKSON	view
8/24/2010 3:24:59 PM	8/24/2010 2:30:06 PM	FRONT OFFICE	00:54:53	JANET HILL	Cafeteria	LAUREN HILL	view
8/24/2010 3:23:02 PM	8/24/2010 2:23:54 PM	SERVICE ENTRANCE	00:59:08	RILEY JOHNSON	Work	PAT EICK	view
Monday, Aug 23							
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	view
8/24/2010 2:29:16 PM	8/24/2010 1:29:16 PM	FRONT OFFICE	01:00:00	Robert Bennet	Meeting	WENDY REAGAN	view

This screen is very similar to the Signed In section with the addition of two columns: the Time Out column displays the day and time the visitor signed out of the building. The Duration column displays how long this visitor was in your building in the format of hours:minutes:seconds. Clicking the "view" link will provide detail on the visitor record.



This section applies only to users of the LobbyGuard Kiosk.

Failed Background and How Background Checking Works

The Failed Background section of the visitor log contains the names of any visitors who failed the LobbyGuard background check and received a "VOID" badge when 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+ registered sex offenders from around the United States and/or your Red Flag List. See the section labeled "[Red Flag](#)" on page 74 for more information on the Red Flag List feature; see the section labeled "[Background Checking](#)" on page 87 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 will not be issued a regular visitor badge, but will instead be issued a special visitor badge with the word VOID printed across the top and any notifications that are set up will be automatically sent out as described in the "[Notification](#)" section on page 46.



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 to further verify this match. The badge also contains reference to the web URL www.lobbyguard.com/assist that provides complete

instructions for the steps to take in the event a VOID badge is printed.



THE PRINTING OF A VOID BADGE DOES NOT IMPLY THAT THIS VISITOR IS A REGISTERED SEX OFFENDER OR ON THE RED FLAG LIST.

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 or she 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 building employee, the employee should access 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:



The screenshot shows the LobbyGuard web application 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", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules", and "Administration". The "Failed Background" tab is currently selected. The interface includes a search bar with "Station: --- All Stations ---", "From: 2/1/2011", "To: 2/8/2011", and a "Filter" button. Below the search bar, there is a table with two columns: "Time In" and "Name". The table contains one entry: "2/7/2011 2:50:14 PM" under "Time In" and "John Doe" under "Name". A "view" link is present next to the name.

This screen is a temporary 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:

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 a background check for both 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 match of a registered sex offender, the "National Offender Search" link located above the "Match" button can be selected on the offender record. This will open

a new web page to the National Sex Offender Registry located at www.nsopr.gov 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 will automatically move from the "Failed Background" section of the "Visitors" tab to the "Signed In" section, and a visitor badge will be printed for the visitor without the need for the visitor sign in a second time. A record of this validation activity will be available in the "Match Audit" section for future audits or evaluations; see the section labeled "[Match Audit](#)" on page 88.

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" has been selected, the record will be moved to the "[Match Audit](#)" section on page 88.

Notification

In the event of a failed background check, LobbyGuard can send notification to appropriate personnel of your choice, such as local police, administrative staff or security personnel. Notification is automatically sent 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](#)" on page 70. The following is an example of the message that would be 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 provides those alerted with the name and date of birth of the offender as well as the location of the LobbyGuard station where the failure occurred.

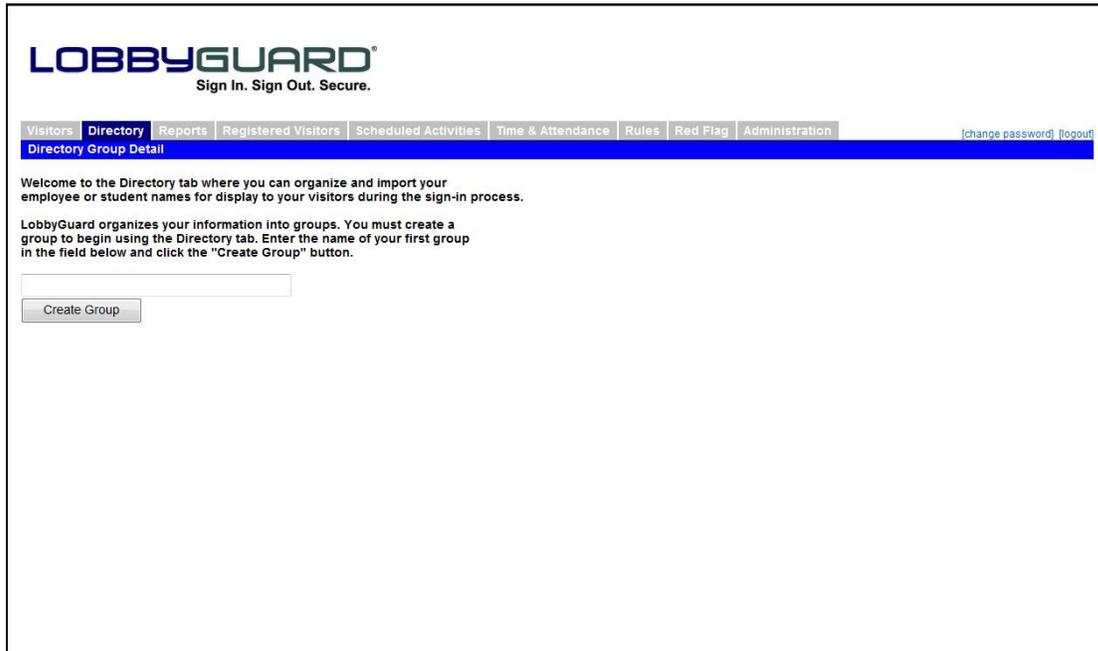
Directory

The Directory tab provides the interface for configuring your LobbyGuard directory service.



You must associate this group with a lobbyguard Station in order for this group to appear in the sign-in process. See section labeled "Stations" on page 83 for more information.

The directory is used by visitors to select the name of the person they are visiting during the sign-in process; visitors can be prompted to select the person's name from an alphabetical directory, or (LobbyGuard Kiosk only) to enter the person's ID or name using an on-screen keyboard. Once a name is selected by the visitor, the person being visited can be notified by email and/or cell phone text message. You can also configure LobbyGuard to notify any other individual(s) by email in the event of a visitor sign-in. The first time you visit the Directory tab you will see the following:



LOBBYGUARD[®]
Sign In. Sign Out. Secure.

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

Directory Group Detail

Welcome to the Directory tab where you can organize and import your employee or student names for display to your visitors during the sign-in process.

LobbyGuard organizes your information into groups. You must create a group to begin using the Directory tab. Enter the name of your first group in the field below and click the "Create Group" button.

The first step in setting up your directory service is to create a "group". A group is a list of individuals you would like to display for a given LobbyGuard Kiosk or Assist installation; for example, you might create a group called "Building C" that will contain the names of all the employees in Building C. You would then associate that group with the LobbyGuard Kiosk or Assist installation in Building C. Enter a group name in the field provided and click the "Create Group" button. You will see the Directory tab with the group selected; in the example below the group "LobbyGuard HQ" was created:

LOBBYGUARD[®]
Sign In. Sign Out. Secure.

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

Groups

LobbyGuard HQ [add/delete groups](#)

Add entries for this group

---- Select a Method ----

Browse this Group

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

[Show All Group Members](#)

No entries exist for this group

You can edit this group, delete this group or add additional groups by clicking the "add/delete groups" link. Doing so will display the Group Edit screen as shown below:

LOBBYGUARD[®]
Sign In. Sign Out. Secure.

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

Edit Group

Select a Group:

LobbyGuard HQ

Group Name: LobbyGuard HQ

Default Email:

this email address will be notified when a visitor chooses any name from the during sign-in

Send notification on sign-in

Email

Text message to mobile phone.

Default Email is the email address that will be notified when anyone from this group is selected by a visitor during the sign-in process. You

can enter any number of email addresses to notify, each separated by a semicolon. This notification is in addition to the email and/or text message notification that can be sent to the person being visited.

Send Notification on Sign-In is the universal setting for turning notification on/off for people in this group. If this box is checked and a person from this group is selected by a visitor during sign-in, that person will receive notification via email and/or text message. The checkboxes labeled Email and Text Message to Mobile Phone allow you to turn on/off the two notification methods for the entire group.

The next step is to add people to the group. Click the "Close" button to return to the Directory tab main view. Click the dropdown menu located in the area labeled "Add Entries for the Group" and you will see the following three options:

The screenshot shows the LobbyGuard web application interface. At the top, the logo and tagline "LOBBYGUARD Sign In. Sign Out. Secure." are displayed. A navigation menu includes "Visitors", "Directory", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules", "Red Flag", and "Administration". There are also links for "change password" and "logout". The main content area is titled "Groups" and shows a dropdown menu for "LobbyGuard HQ" with an "add/delete groups" link. Below this is a section for "Add entries for this group" with a dropdown menu that is open, showing three options: "Add Manually", "Import from File", and "Import from Microsoft Active Directory". The "Add Manually" option is highlighted. Below the dropdown menu is a search bar with a "Search" button. At the bottom of the main content area, it says "No entries exist for this group".

Add Manually

This option allows you to create new entries by manually entering the information on the people in the group. Choosing this option will display the following screen:

LOBBYGUARD®
Sign In. Sign Out. Secure.

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

Directory Entry Detail

* denotes required field

* First Name:

* Last Name:

Title:

Department:

Email:

Email2:

Employee ID:

Office Phone: Ext:

Mobile Phone:

Visible in Directory: Yes ▾

Notification Options: Send notification on sign-in

Email

Text message to mobile phone

NO IMAGE AVAILABLE

First Name, Last Name, and Title will be displayed on the kiosk screen as visitors browse the employee directory (LobbyGuard Kiosk only). Photo, first name, last name, title, company name and email address are displayed on the verification screen (LobbyGuard Kiosk only). See the section labeled "Enter the name of the person you are visiting" on page 22 for more information.

Email and Email2 are email address(es) that will be used to send notification to this person when a visitor arrives and chooses this person during the sign-in process.

Employee ID is a unique ID given to this employee that can be used during visitor sign-in to select the employee. As an alternative to displaying the employee names on the screen during the sign-in process you can instead require the visitor to enter the employee ID; this is designed for facilities where displaying a directory of employee names is not desired. It is important that the Employee ID be provided to the visitor in advance of his or her visit. An example of an employee ID would be the employee's email address.

Mobile Phone is the 10-digit phone number for the mobile phone that can be notified via text message when a visitor arrives and chooses

this person during the sign-in process. Enter this number in the format 9195551212, with no spaces or special characters.

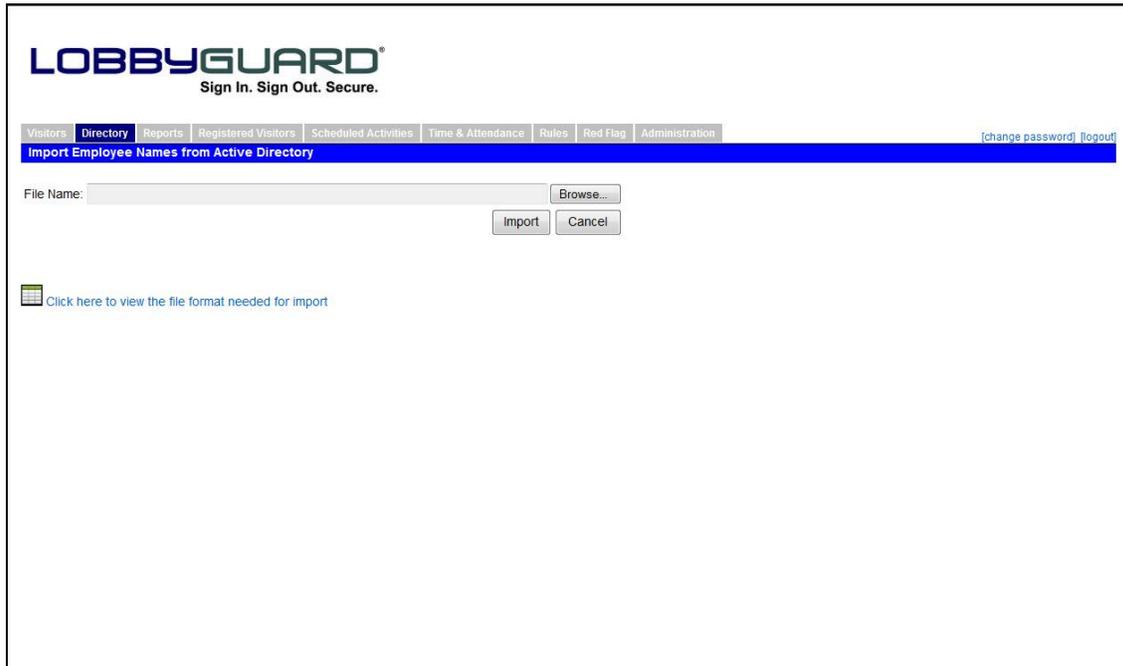
Visible in Directory determines if this person is to be displayed to visitors during the sign-in process.

Notification Options determine if and how this individual is notified when a visitor arrives and chooses this person during the sign-in process. These settings will reflect the group settings for notification by default (see above).

The right side of the screen provides an interface for importing an employee photo. This photo is displayed during the verification screen in the sign-in process (LobbyGuard Kiosk only) or displayed to the operator while entering the name of the person being visited (LobbyGuard Assist only).

Import from File

This option provides an interface for importing a list of names from a Microsoft Excel spreadsheet. This allows for import from any system that will output names into the format required by LobbyGuard. Choosing this option displays the File Import screen, as shown below:



The file format from which you are importing must be in the format required by LobbyGuard; to see an example of the format click the link labeled "Click here to view the file format needed for import". Browse to the import file by clicking on the "browse" button and click the "import" button to import the names into the group.

Import from Microsoft Active Directory

One of the most powerful features of LobbyGuard is to import names from an LDAP or Microsoft Active Directory Server. This provides an easy and powerful way to display names of employees or others to visitors during the sign-in process. Choosing this option displays the Active Directory Import screen, as shown below:



The screenshot shows the LobbyGuard web interface. At the top, the logo and tagline 'Sign In. Sign Out. Secure.' are visible. Below the navigation menu, the 'Directory' tab is selected, and the sub-tab 'Import Directory Entries from File' is active. The form contains the following fields and buttons:

- Server Path:
- User Name:
- Password:
- Filter:
- Buttons:

It is important that you involve relevant IT or technical staff during the step.

Server Path is the path to the Active Directory / LDAP server. If you are on a hosted LobbyGuard system, the server needs to be accessible through your firewall.

User Name and Password are the login credentials needed to access the Active Directory / LDAP Server.

Filter is a way limit the query based on the object that you would like to filter.

Click IMPORT to import the names into the group you have created. When the import is complete the Directory tab will be presented with the names of the people you have imported:

Visible	Last Name	First Name	Email	Action
<input type="checkbox"/>	Allen	Kevin	Kevin.Allen@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Batz	Lisa	Lisa.Batz@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Gill	Tyler	Tyler.Gill@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Greenough	Scott	Scott.Greenough@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Hartin	Kim	Kim.Hartin@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Leonard	Jane	Jane.Leonard@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Milne	Jason	jason.milne@lobbyguard.com	Select an Action ▾
<input type="checkbox"/>	Service	Customer	CustomerService@lobbyguard.com	Select an Action ▾

You can order the names in the group at any time by clicking on the Visible, Last Name, First Name, or Email columns. Clicking on the same column header a second time will reverse the sort order for that column. Click any letter in the "Browse this group" section to view the names of people whose last name start with the selected letter. Click "Show All Group Members" to display the entire group. Use the Search field to search for any particular individual, including partial name searches.

Located to the far right of each group record is a drop-down menu labeled "Select an Action". The screen above shows the items in this menu. Edit will display this person's record in more detail and will allow you make changes or import a photo for this person's record. Delete will remove this person from this directory group. Create Red Flag copies this record to the Red Flag list for background screening purposes; see the section labeled "Red Flag" on page 74 for more information.

Reports

This section allows you to run reports based on criteria that you select. The Reports screen appears as follows:

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

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

The reports section contains a list of reports that are available in LobbyGuard. Clicking on the "run report" link to the right of the report will generate 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" will display 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 a number of 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; the report will only reflect data gathered from that station. Each report can be viewed online, printed, or saved in a number of formats. If you wish to run a different report listed on the Reports page simply select the "run report" link at the end of the line 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 individuals who are registered with your LobbyGuard station. Registered visitors are those visitors who possess a LobbyGuard Frequent Visitor Keytag or a LobbyGuard Bar Code Sticker on an existing ID (see www.lobbyguard.com/supplies for these items). These keytags are very useful for frequent visitors of the station as they allow the 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 "[Registering with the LobbyGuard Kiosk](#)" on page 30. 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 also 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 for more details.

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

The names of the registered visitors are displayed with the following columns:

- **Name** – The name of the registered visitor.
- **Visitor Type** – The visitor type is 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](#)” on page 76. Each registered visitor is registered as a particular visitor type for the purposes of reporting.
- **ID** – this is the number located below the barcode on the LobbyGuard Frequent Visitor keytag or stick-on bar code.
- **Expiration Date** - Displays the date that the visitor’s keytag or bar code sticker will expire. The LobbyGuard station will not recognize the keytag or stick-on bar code after this date.

Clicking on any of the column headings will sort the list of registered visitors per that column’s data. Clicking the same column again will reverse the sort order (ascending / descending). You can search for a particular registered visitor 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". You can also search for a particular keytag or bar code sticker by entering the number on the keytag in the "LobbyGuard ID" field. The "Number of Results" menu will limit the number of returned names for a given search.

Clicking on the "view" link for a registered visitor will display the detail of that registered visitor:

The screenshot shows the LobbyGuard web interface for a registered visitor. The page title is "LOBBYGUARD Sign In. Sign Out. Secure." and the active tab is "Registered Visitors". The navigation menu includes "Visitors", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules", and "Administration". There are links for "[change password]" and "[logout]".

The form contains the following fields and options:

- LobbyGuard ID:** LG8675309 (Must use the following format: LG 0000000 (LG, space, 7-digit number))
- First Name:** Brian
- Last Name:** Smith
- Type:** Visitor (dropdown menu)
- Birthdate:** 10/26/1968 (dropdown menu)
- Registration Expiration Date:** Radio buttons for "This registration never expires" (selected) and "This registration will expire on the following date:" (12/23/2010 dropdown menu)
- Notes:** A large text area with an "Add" button below it.

On the right side, there are two image thumbnails:

- File Photo:** A portrait photo of a man.
- License Scan:** A scan of a North Carolina driver's license.

You may change any of the information on this screen and click "Update" to save the changes. If you wish to completely remove this person from the list of registered visitors, click the "Unregister" button at the bottom of the screen.

Scheduled Activities

The LobbyGuard Scheduled Activities tab provides methods for scheduling upcoming appointments and events. The Scheduled Visitors section provides an area to schedule a visitor or group of visitors and email the information regarding the scheduled visit to the visitors. The Events section provides features to schedule large groups of individuals who need to enter the facility in the fastest possible time.

Visitors

The Visitors feature lets you schedule a visitor or group of visitors in advance of his or her visit, then send an email notification to the visitor that outlines the visit location, time, and other information. The email also contains a bar code that the visitor can print out, bring along and use to instantly sign in to the station.

The Visitors screen appears as follows:

Group Name	# in Group	Arrival Time	Status	
ABC Corp Board Meeting	2	7/22/2010 9:00:00 AM	Created	view/edit group go

Scheduled Visitors are organized as “groups” that represent parties of people who will be 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 displayed. Below the logo 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. In the top right corner, there are links for '[change password]' and '[logout]'. Below the navigation menu, there is a sub-menu with 'Visitors' and 'Events' tabs. The main content area is titled 'Group Information' and contains several form fields: 'Group Name' (text input), 'Station' (dropdown menu), 'Visitor Type' (dropdown menu), 'Reason For Visit' (text input), 'Person Being Visited' (text input), 'Privileges' (text input), and 'Arrival' (date and time picker). Below these fields is a 'Notes' section with a rich text editor. The rich text editor has a toolbar with options for bold, italic, underline, font color, background color, font size, and text color. At the bottom of the form, there are two buttons: 'Save Group' and 'Cancel'.

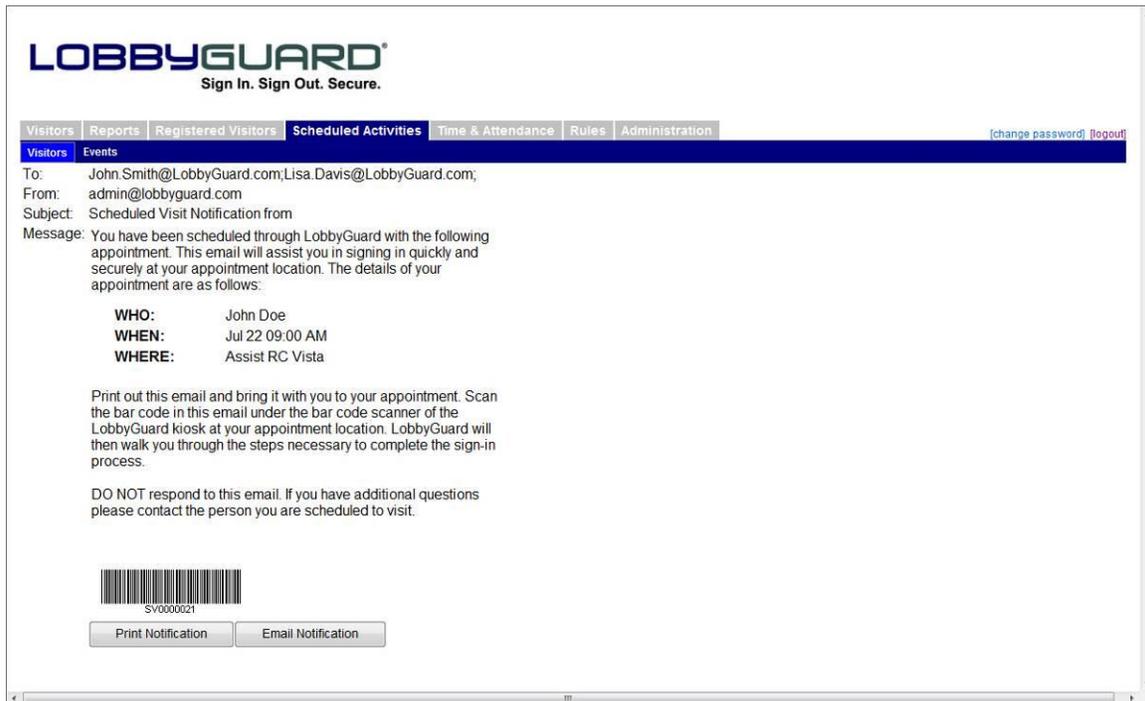
Enter the information in the fields provided and click the "Save Group" button to save the group. This will return you to the previous screen with your new group listed, similar to the previous illustration.

From the "select an action" drop down menu select the "view/edit visitors" on the same row as the group you just created, and click the "go" link. This will 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' options. The main content area displays the title 'Visitor list for group: ABC Corp Board Meeting'. Below this title, there are four input fields for 'First Name', 'Last Name', 'Company', and 'Email', each followed by a small 'x' icon to clear the field. A button labeled 'Add Visitor' is positioned below these fields. Below the form, there is a table with the following data:

First Name	Last Name	Company	Email			
John	Smith	LobbyGuard	John.Smith@LobbyGuard.com	print badge	edit	delete
Lisa	Davis	LobbyGuard	Lisa.Davis@LobbyGuard.com	print badge	edit	delete

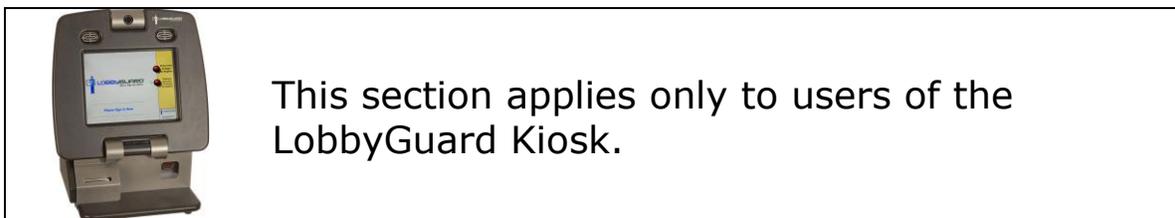
Enter the information for each visitor. If you include the email address you will be able to send an email notification to the visitor. When you have filled in all the information, click "Add Visitor" and the visitor information will appear in the list at the bottom of the form. Click on the Scheduled Activities tab when all visitors have been 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 provides an overview of the email that will be delivered to the visitors in the group. Click the EMAIL NOTIFICATION link to send the notification via email to the visitors in the group. Click the PRINT NOTIFICATION link to print the email for these visitors to use if they show up without the printed email.

When the members of the group arrive, whether together or separately, they each need only scan the bar code located in the email to sign in. This process can greatly speed up the signing in of large groups during especially busy times or special events.

Events



The Events section is used for scheduling events at your facility where

large groups of visitors will need 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.

Clicking on the Events section displays the following screen:

Name	Description	Badge Type				
PTA Conference	Parents and Teachers Meeting in Library	Standard Badge	attendees	edit	clone	delete

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

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

LOBBYGUARD[®]
Sign In. Sign Out. Secure.

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

Scheduled Visitors | **Events**

Add Attendee

First Name: Import from file:
Last Name:
Company:
Email:

The import file must be an excel document with the person's first name in the first column and the last name in the second column. [Click here for an example.](#)

Name	Company	Email		
DOE, JOHN	XYZ Corporation	john.doe@xyz.com	edit	delete
JOHNSON, KEVIN	ABC School Board	Kevin@abc.com	edit	delete

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

Once you have added all the attendee's names to the list you will need to change the mode of the station to reflect the event. Click on the Administration tab and then click on the section labeled "Stations". You will 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". The station will change to reflect the Event mode interface, as detailed in the section labeled "[Event Mode Sign-In](#)" on page 33. It is important to keep in mind that the Event mode of the kiosk does not perform any background checks or take photos or license scans of the visitors entering the building. Event mode will not recognize and does not 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.

When the event is completed change the kiosk mode to "Normal" under the "Stations" tab and the LobbyGuard Kiosk will resume its normal interface. The Kiosk Control Panel can be accessed 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 method for tracking time and attendance and hours worked by employees and contractors in your facility. These individuals can sign in to the station when entering the building and sign out when leaving. Using this data you can run a Time and Attendance report to show the hours that an employee or volunteer was in the building for a given date range, including a total of the hours for the entire range; see the section labeled "[Reports](#)" on page 47 for more information on this report.

In order to obtain accurate hours reporting it is important that the employee sign in and out accurately when entering and leaving the building. In the event that this is not done correctly (for example, someone arrives at 8:00 but does not sign in until 9:00), the Time and Attendance tab provides an interface for modifying the time of sign-in and sign-out, or for the creation of a new sign-in/sign-out record. Clicking on the Time and Attendance interface displays the following:

The screenshot shows the LobbyGuard web interface. At the top, there are navigation tabs: Visitors, Reports, Registered Visitors, Scheduled Activities, Time & Attendance (selected), Rules, and Administration. On the right, there are links for 'change password' and 'logout'. Below the navigation is a search form with the following fields: Visitor Type (dropdown menu set to 'Visitor'), Name (dropdown menu set to 'JASON MIL'), From (dropdown menu set to '6/1/2010'), and To (dropdown menu set to '8/21/2010'). A 'Show Activity' button is located below these fields. Below the search form, a red message states 'Displaying 2 records matching your criteria.' Below this message, the text 'NAME: JASON MILNE TYPE: Visitor' is displayed. A table with the following columns: Time-In, Time-Out, Station, and Duration. The table contains two rows of data. Below the table, a grey bar displays 'Total Time: 0 hours 21 minutes'.

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	edit	delete
7/14/2010 2:01:54 PM	7/14/2010 2:10:54 PM	FRONT OFFICE	0 hours 9 minutes	edit	delete

Total Time: 0 hours 21 minutes

The top left section of the page provides an area for selecting the individual whose time and attendance records you wish to view or edit. Only the records of those individuals who are registered and use a LobbyGuard Frequent Visitor Keytag when signing in and signing out can be modified through this interface; see the section labeled “[Registered Visitors](#)” on page 58 for more information on how to register visitors and assign keytags. Select the visitor type of the individual whose records you wish to review, and then select the individual’s name from the “Name” drop-down menu. The last step is to select the date range of records you wish to review. Click the “Show Activity” button and you will be presented with a list of sign in/sign out records for this individual during the selected date range. The list has the following column headers:

- **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 for sign in.
- **Duration** – Displays how long the individual was in the building. This is 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. Doing so will display the drop-down edit box, as show below:

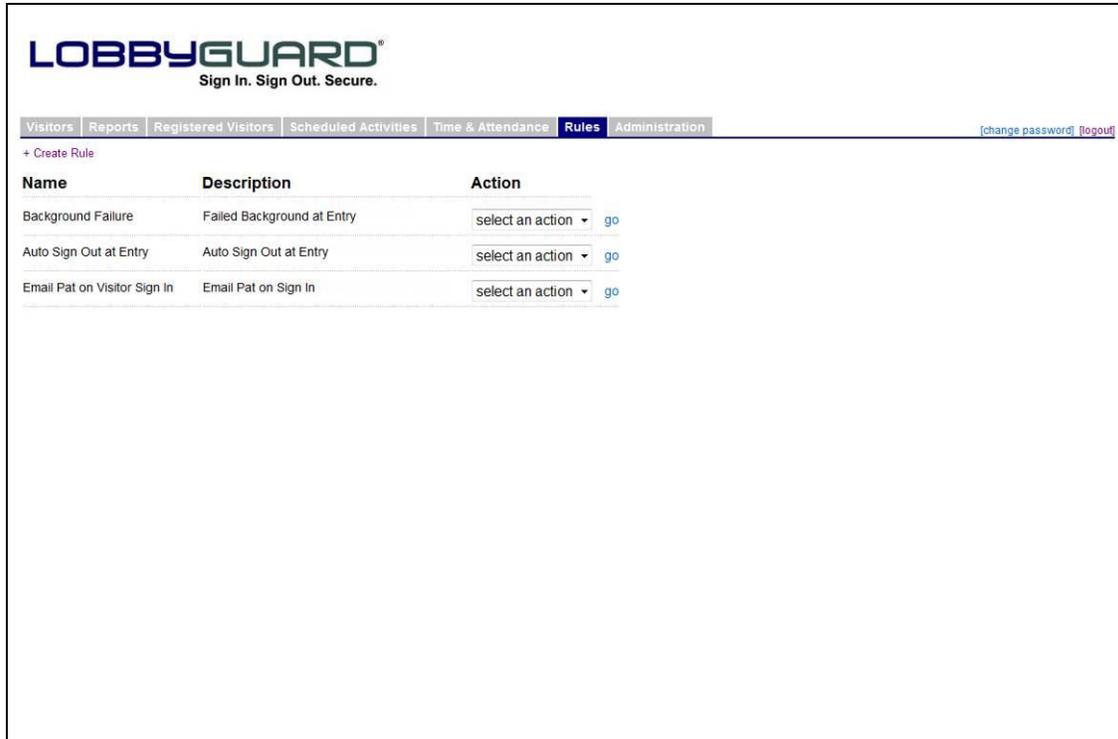
The screenshot shows the LOBBYGUARD web application interface. At the top, there is a navigation menu with tabs for Visitors, Reports, Registered Visitors, Scheduled Activities, Time & Attendance (selected), Rules, and Administration. A search filter box is visible with the following details: Visitor Type: Visitor, Name: JASON MILNE, From: 6/1/2010, To: 8/21/2010, and a Show Activity button. Below the filter, a message states "Displaying 2 records matching your criteria." The main table displays records with columns for Time-In, Time-Out, Station, and Duration. A record for 7/14/2010 at 1:41:32 PM is shown with a duration of 0 hours 12 minutes. An edit dialog box is open over this record, allowing changes to Time-In (7/14/2010 1:41 PM), Time-Out (7/14/2010 1:54 PM), and Station (Assist RC Vista). The dialog includes OK and Cancel buttons.

Change the Time-In date/time and/or the Time-Out date/time as needed. You may also change the station from which the visitor signed in. Press OK to submit the changes. A new Duration will appear in the record to indicate the change in time spent in the facility, and a new Total Time will appear at the bottom of the list of records to indicate the change in total time in the facility during the entire date range. If you wish to delete an entire record, you may do so by clicking the "delete" link located on the far right side of the record.

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

Rules

The Rules tab shows any rules that are set up on the station(s) that will create an action by a triggered event. You will also have the ability to create and manage rules in this section. Clicking the Rules tab displays the following:



The screenshot shows the LobbyGuard web application interface. At the top left is the LobbyGuard logo with the tagline "Sign In. Sign Out. Secure.". Below the logo is a navigation menu with tabs for "Visitors", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules" (which is highlighted), and "Administration". To the right of the navigation menu are links for "[change password]" and "[logout]". Below the navigation menu is a "+ Create Rule" link. The main content area displays a table with three columns: "Name", "Description", and "Action".

Name	Description	Action
Background Failure	Failed Background at Entry	select an action ▼ go
Auto Sign Out at Entry	Auto Sign Out at Entry	select an action ▼ go
Email Pat on Visitor Sign In	Email Pat on Sign In	select an action ▼ go

Follow these steps to create a Rule in LobbyGuard:

1. **Click the "+ Create Rule" link located above the "Name" column.** You will see the Create New LobbyGuard Rule screen as shown below:

LOBBYGUARD[®]
Sign In. Sign Out. Secure.

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

Create New LobbyGuard Rule

Name:

Description:

Trigger: Select a Trigger Event

Station: FRONT OFFICE
MAIN LOBBY
MAIN ENTRANCE
SERVICE ENTRANCE
BACK LOBBY

Actions:

Email

Text Message

Sign Out All Visitors

Power Down Kiosk and/or Assist Station

Execute HTTP Command

OK Cancel

- 2. Give this rule a name and a description.** This information 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. Select the Trigger Event.** This is the event in LobbyGuard that will trigger this rule. The following events are available:
 - Keytag Expired – the rule will trigger 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 58.
 - Name and/or DOB changed – the rule will trigger when a visitor chooses to modify his or her name or date of birth during kiosk sign-in. For more information on this process and how/when it can occur see the section labeled "Confirm Name and Confirm Date of Birth" on page 18.
 - Failed Background Check – this occurs 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](#)" on page 43.

- Time of Day – you can set a rule to execute at a certain time of day with this trigger event.
 - Sign-In Completed – the rule will trigger when a visitor completes the sign-in process.
 - Sign-In Started – the rule will trigger the moment the sign-in process is initiated. This trigger event is only available to the LobbyGuard Kiosk product. For more information on the LobbyGuard Kiosk please visit www.lobbyguard.com.
4. **Choose the station(s) to which this rule should apply.** In the "Station" section you will see all installations of LobbyGuard in your domain. Select the station that will make use of this rule by clicking on the name in the list. To add or remove stations, hold down the Ctrl button on your keyboard while clicking on the station names.
5. **Select the Action(s) that should take place when the Trigger Event occurs.** The following actions are available; you can choose as many actions as you like for this rule. Click the checkbox to the left of the desired action(s):
- Email – this action will send an email to the list of recipients you enter.
 - Text Message – this action will send a text message to the list of phones you enter. You will be provided with an interface to enter the 10-digit phone number in the format 9195551212 using no special characters or spaces.
 - Sign Out All Visitors – this action will sign all visitors out of the building.
 - Power Down Kiosk and/or Assist Station – this action will power down the LobbyGuard Kiosk.

- Execute HTTP Command – this action will execute an HTTP command of your choice. This is useful for sending commands to IP devices such as security cameras and alarm systems.
- 6. Click the OK button.** Your new rule will be saved and displayed when you click the “Rules” tab.

Red Flag

The Red Flag tab provides an interface to add records against which your visitors will be checked during sign-in, provided the visitor type has "Perform Background Check" enabled in the workflow (see the section labeled "[Workflow](#)" on page 76 for more information). If a visitor matches a record in your Red Flag list, that visitor will be issued a VOID badge and will be required to turn this badge over to a building employee for further verification (see the section labeled "[Failed Background and How Background Checking Works](#)" on page 43 for more information). This is useful if there are individuals that you do not wish to allow entry into your building, including ex-employees, custody disputes, etc.

The screenshot shows the LobbyGuard web application interface. At the top left is the LobbyGuard logo with the tagline "Sign In. Sign Out. Secure.". A navigation menu includes "Visitors", "Directory", "Reports", "Registered Visitors", "Scheduled Activities", "Time & Attendance", "Rules", "Red Flag", and "Administration". On the right side of the menu, there are links for "change password" and "logout". Below the menu is a button labeled "Add to list". The main content area features a table with two columns: "Name" and "BirthDate". The table contains one entry: "John Doe" with a birth date of "5/13/1970". A "view" link is positioned to the right of the entry.

Name	BirthDate
John Doe	5/13/1970

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

The screenshot shows the 'Red Flag' form in the LOBBYGUARD application. The form is titled 'Red Flag' and is located under the 'Administration' menu. It contains the following fields and elements:

- Navigation bar: Visitors | Directory | Reports | Registered Visitors | Scheduled Activities | Time & Attendance | Rules | **Red Flag** | Administration
- Links: [change password](#) | [logout](#)
- Status: No Photo on file. No License Scan on file.
- Form fields:
 - * First Name:
 - * Last Name:
 - Date of Birth:
 - Address:
 - City:
 - State: Zip:
 - Height: Hair: Eyes:
 - Notes:
- Buttons:

Enter as much information as possible to the record to make matching as accurate as possible during visitor sign-in. Included on this page is a "Notes" section to enter information that will be available in the Failed Background view when a visitor fails against this Red Flag entry. First and Last Name are required fields in order to create a Red Flag entry. When you have completed the entry, click the "Save" button to add this new record to your Red Flag list.

It is also possible to create a Red Flag List entry by moving an existing visitor record from the "Signed In" or "Signed Out" log; for more information see the section labeled "Visitor Log" on page 40.

Administration

The Administration tab provides you with the tools you need to customize the workflow of the station for your visitors. The Administration section appears as follows:

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', 'Real Time', and 'Administration'. The 'Administration' tab is currently selected. Underneath the navigation menu, there is a sub-menu with options: '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 message: '*** Any changes made to the workflow will not be reflected in the kiosk/assist software until it is restarted. ***'. On the left, there is a 'Visitor Types' section with a list of visitor types: 'Visitor', 'Employee', 'Volunteer', and 'Contractor', each with 'edit' and 'delete' links. An 'add new' link is also present. The right side of the interface is the 'Visitor' configuration form, which includes a text area for terms and conditions, a 'save terms (max 1600 chars)' button, and a list of checkboxes for various workflow steps such as 'Request Visitor's Photo', 'Request Visitor's Company', 'Request Visitor's drivers license', 'Perform Background Check', and 'Request the name of the person to be visited'. There are also radio buttons for 'Require license scan in order to proceed' and 'Allow the visitor to bypass license scan', and a dropdown menu for 'Print a Visitor badge'.

The Administration tab contains the following sections:

Workflow

The Workflow section contains the two most important station customization features: *visitor types* and *workflow settings*. Visitor Types are the foundation for the sign-in process with LobbyGuard. During the sign-in process, visitors of your LobbyGuard station will 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 run a background check on that visitor, whereas you might create

another visitor type called "Employee" that simply takes a photograph of the employee and nothing more. Using visitor types also makes for more accurate reporting: you can run a report displaying the number of "Guests" who entered your building in a given time frame, etc.

The visitor types are displayed on the left side of the screen. Some common visitor types are visitor, employee, contractor, vendor, parent, student, etc. You can create as many visitor types as you like and give them any description you wish. To add a new visitor type, simply enter the description of the visitor type in the text box located just above the list of current visitor types and click "add new". The new visitor type will appear in the list on the left side of the screen.

The next step is to create a *workflow* for anyone who signs in as this new visitor type. Click on the link labeled "edit" located to the right of the new visitor type. The visitor type will appear 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. Check the boxes that correspond to the questions you'd like to ask of this visitor type as they sign in. The following is a description of each workflow option; screenshots for these steps as they appear on the screen are available in [The LobbyGuard Kiosk Software](#) section starting on page 12:

- **Accept the following terms:** If this option is checked, the visitor will be prompted to agree or not to agree to the terms entered in this section.
- **Request Visitor's Photo** – This option will take a photograph of the visitor. This photo will be stored as part of the visitor record.
- **Request Visitor's Company** – With this option selected, the visitor will be presented with an on-screen keyboard and asked to enter his or her company name.
- **Request Visitor's Driver License** – This option, if selected, will prompt the visitor to scan his or her driver license. LobbyGuard will store an image of the driver license as a part of the visitor record. In addition, the visitor's name, address, date of birth and other information will be extracted from the license, saving the visitor the time of entering this information by hand.

The following additional options are made available for driver license scanning:

- **Save Driver License Info** – If this option is checked LobbyGuard will save an image of the visitor’s driver license as well as other information from the license as part of the visitor record. If it is not checked, the driver license image and other information from the license will not be stored as part of the visitor record or captured in any way to the LobbyGuard database. This can be used in information-sensitive environments to limit the amount of information being stored about each visitor.
- **Scan front of driver license** – If this option is checked, LobbyGuard software will require a scan of the front of the driver license. For more information on license scanning see the section labeled “[Driver License Scanner](#)” on page 7.
- **Scan back of driver’s license** - If this option is checked, LobbyGuard will require a scan of the back of the drivers license. For more information on license scanning see the section labeled “[Driver License Scanner](#)” on page 7.
- **Use license photo on visitor badge** - If this option is checked, the LobbyGuard station will use the license photo on the driver’s license as the photo on the visitors badge.



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 the latter will allow the visitor to sign in without a driver license scan. This gives visitors who do not wish or do not have a license the ability to sign in to the building. Choosing to require the license scan will require the visitor to scan their license in order to proceed with the sign in process.

- **Perform Background Check** – This option will run 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](#)” on page 43.
- **Request Visitor’s Reason for Visiting** – If this option is checked, the visitor will be presented with a selection of choices regarding why they are in the building. 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](#)” on page 80.
- **Request the Name of the Person to be Visited** – This option is similar to the above “reason for visiting” option, except the visitor is presented with an on-screen keyboard and allowed to perform free-form entry of the employee’s name.
 - **Display Directory** – If this option is selected, the visitor will be able to select the first letter of the last name that will display the individual and then select the person being visited. For more information on how the Display Directory works see the section labeled “Display Directory” on page 22.
 - **Request Entry of Name** – This option is similar to the Display Directory above only the visitor must manually enter the person being visited. For more information on how this option works see the section labeled “Request Name Entry” on page 25.
 - **Enter Employee ID** – This section will allow the visitor to enter the employee ID that is being visited. For more information on how this option works see the section labeled “Enter Employee ID” on page 24.
- **Print a Visitor Badge** - LobbyGuard will print a visitor badge for the visitor upon completion of sign-in when this option is selected. 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”. If you are in need of a custom badge format please contact LobbyGuard sales at sales@lobbyguard.com. For additional information on the visitor badge see [Appendix K: The LobbyGuard Visitor Badge](#) on page 106.

Below this option is an area where you are able 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 indicate 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 into the secondary spool, you could provide 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

This section allows you to set up the choices provided to a visitor regarding their reason for visiting your building. The screen appears as follows:

The screenshot shows the 'Reasons for Visit' configuration page in the LobbyGuard system. At the top, there is a navigation menu with options like 'Visitors', 'Directors', 'Reports', 'Registered Visitors', 'Scheduled Activities', 'Time & Attendance', 'Rules', 'Read Files', and 'Administration'. Below the menu, there is a 'Reasons for Visit' dropdown menu. The main content area features a table with the following structure:

English	Spanish	Sort Order		
Attending a Meeting		0	edit	delete
Cafeteria		0	edit	delete
Conference Room		0	edit	delete
Delivering Package		0	edit	delete
Visiting an Employee		0	edit	delete

At the bottom of the table, there is an 'Add Reason for Visit' button.

This screen is used to create the menu of choices from which the visitor chooses to indicate why he or she is visiting the building. These choices are made available if the visitor signs in with a visitor type that has the option "Request Visitor's Reason for Visiting" selected in the workflow. See the section labeled "[Workflow](#)" on page 76 for more information.

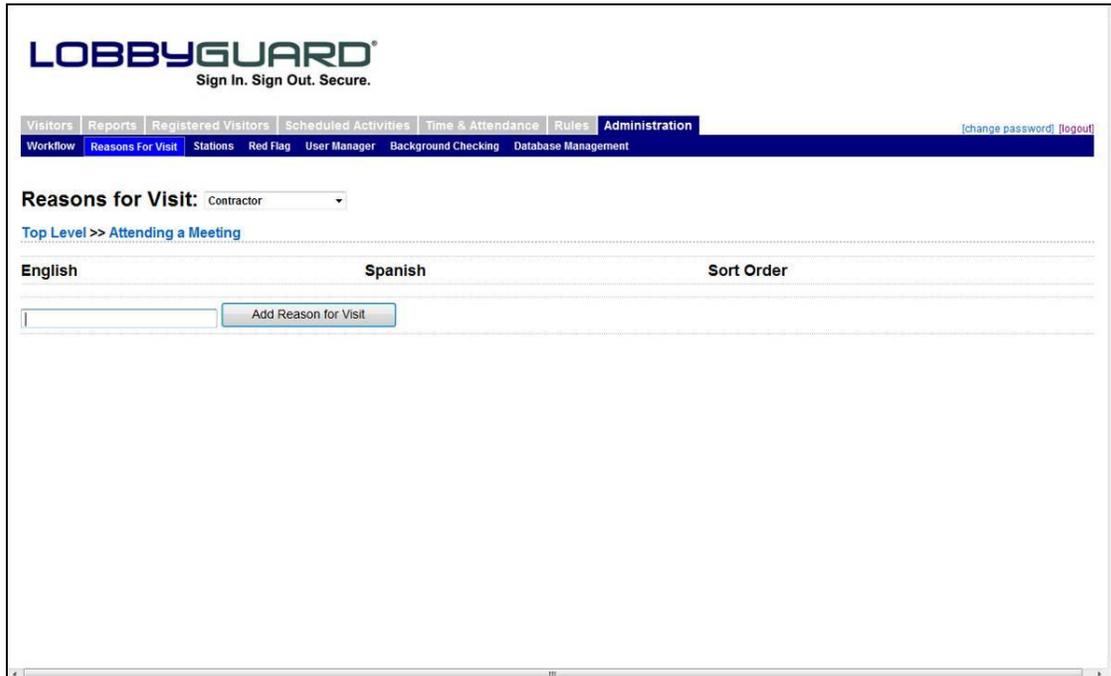
The first step in creating these reasons is to select a visitor type from the drop-down menu, located to the right of the "Reasons for Visit" label. This menu consists of all the visitor types that have "Request Visitor's Reason for Visiting" selected. Each visitor type will have its own unique set of 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 "1st Floor", "2nd Floor" and "3rd 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 | Badge Templates | Server Info

Edit Settings for the Following LobbyGuard Station: Front Office ▾

**** Any changes made for a station will not be reflected in the kiosk/assist 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: LobbyGuard HQ ▾

Mode: Normal Event LobbyGuard Open House ▾

Control Panel Password: ●●●●

Proxy Info: Use Proxy?

Address:

Username:

Password:

Admin Email: admin@lobbyguard.com

Template Assembly: c:\program files\lobbyguard\LobbyGuard.Template.Sc

Template Type: LobbyGuard.Template.School.Director

Badge Path: c:\program files\lobbyguard\Badges

Flash Path: c:\program files\lobbyguard\Flash

Image Path: c:\program files\lobbyguard\Temp

The Stations 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 would be listed. Select the station you wish to administer from this menu before proceeding.
- **Properties for Station ID** - Shows the unique ID given to 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 has the name of the station from which they signed in and out as part of his or her record in the LobbyGuard database.
- **Location** - Is a description of the physical location of the station. This is useful if you are administering a large number of stations.
- **Background Color** - Should be set to the background color of the message being played on the Welcome screen of the station.
- **Installed Devices** - Allows you to enable and disable certain hardware components in the station. This is used in the event of a hardware repair and for future use as optional hardware components become available.
- **Languages*** - Allows for the support of English, Spanish, or both languages for your visitors during sign-in and sign-out.
- **Supported Visitor Types** - Displays each visitor type created in the Workflow section. Those visitor types that are checked are displayed for your visitors to choose from during sign-in, and those that are not checked are hidden from view.
- **Directory Listings** - This provides an area to associate your LobbyGuard station or your Assist station with a directory group. See the section labeled "Directory" on page 47 for more information.
- **Mode** -



This section applies only to users of the LobbyGuard Kiosk.

This option sets the LobbyGuard Kiosk to “normal” mode for regular visitor sign-in/out or “Event” mode to handle a scheduled event. See the section labeled “[The LobbyGuard Kiosk Software](#)” on page 12 for more information on modes. You must restart your kiosk software for this change to take effect.

- **Control Panel Password**



This section applies only to users of the LobbyGuard Kiosk.

Is the numeric password used during the process of accessing the Kiosk Control Panel. For more information see the section labeled “[The Kiosk Control Panel](#)” on page 35. You must restart the kiosk software for this change to take effect.

- **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 should be <http://xx.xx.xx.xx:port/>. The station must be restarted if the proxy settings on the network are changed from those stored in LobbyGuard.
- **Messaging** - Sets the SMTP (mail) server from which background failure notification emails and cell phone text messages are delivered. Using the LobbyGuard messaging service will route the message through the mail servers that are made available for this purpose. You may choose a different server by selecting “Use a specified SMTP Server” and entering the IP address or friendly name of the SMTP server.
- **Admin Email** - Is the address from which background failure notifications are sent; by default this is set to admin@lobbyguard.com but can be changed to any email address you wish.

User Manager

The User Manager is used to add / edit / delete user accounts for those users who need to gain access to the Administrative Utility, per the login screen as show in the section labeled "[Accessing the Administrative Utility](#)" on page 38.

The screenshot shows the LOBBYGUARD User Manager interface. The navigation menu includes: Visitors, Directory, Reports, Registered Visitors, Scheduled Activities, Time & Attendance, Rules, Red Flag, Administration, and a link for 'change password / logout'. The 'Administration' tab is selected. The 'Add User' section on the left has the following fields: Email (kevin.allen@lobbyguard.com), First Name (kevin), Last Name (allen), Password (masked with dots), and Confirm Password (masked with dots). Below these are 'Account Rights' with checkboxes for: Visitors, Reports, Administration, Scheduled Visitors, Registered Visitors, Time and Attendance, Offender Search, Rules, Directory, and Red Flag. 'Station Rights' has a checkbox for 'Front Office'. At the bottom are 'Save User' and 'Clear' buttons. The 'Current Users' section on the right shows a table with two users: 'kevin allen' (kevin.allen@lobbyguard.com) and 'Admin Lobbyguard' (admin@lobbyguard.com), each with 'edit' and 'delete' links.

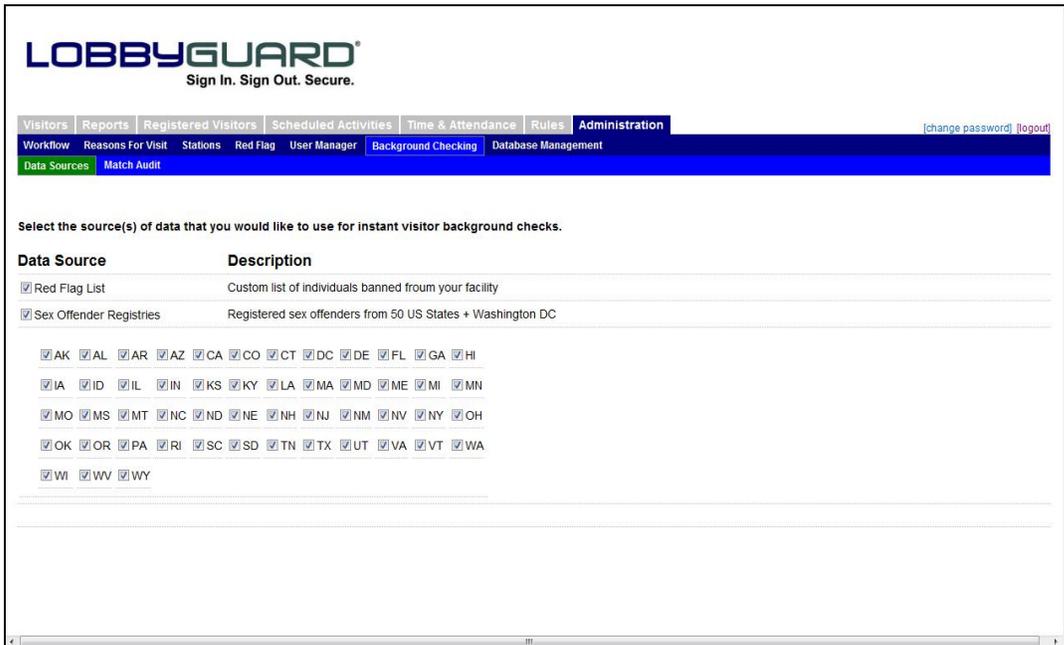
To create a new account, enter the information in the fields on the left. The Account Rights section contains check boxes, each of which correspond to a tab on the Administrative Utility interface. This provides user-level rights with regards to accessing various areas of the software. Example: if you are creating a user account for a user who does not need access to the Administration tab, leave that box unchecked. When that user signs in, the Administration tab will not be visible.

The Station Rights section contains a list of all the Stations in the network. You can turn off access to an entire station for a given user account by leaving the box next to that station unchecked. Each user account should have at least one station checked, or else that 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 account.

Background Checking

Clicking on the Background Checking tab will display the following; note there are two subsections – “Data Sources” and “Match Audit”:

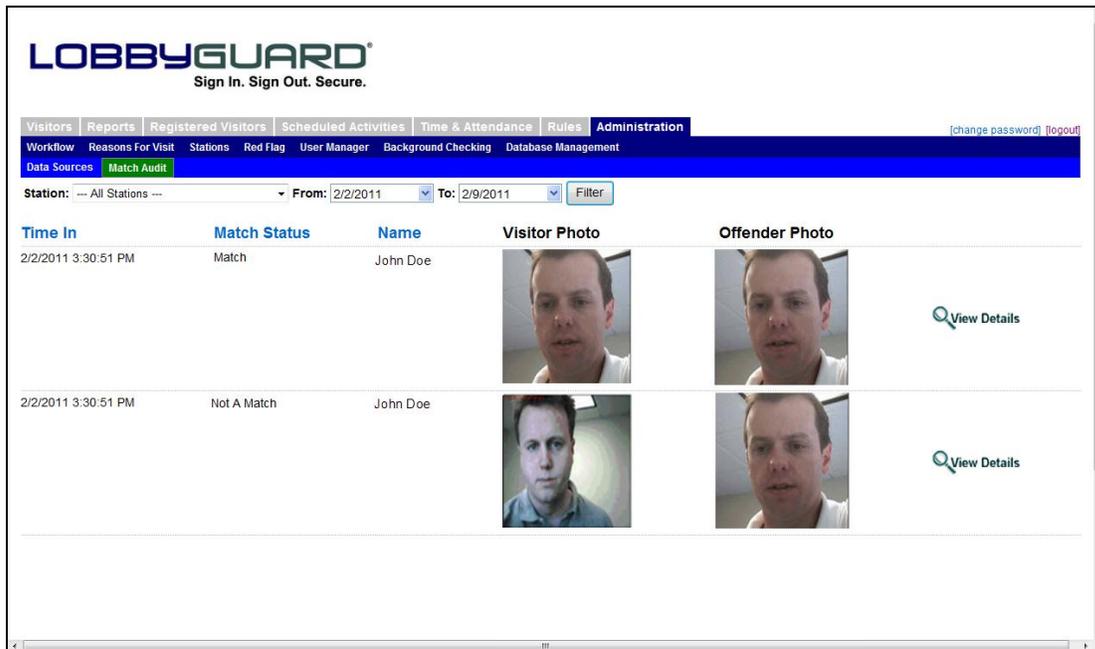


Data Sources

The Data Sources section provides features to customize what background sources will be used when performing instant background checks on visitors. See the section labeled “[Workflow](#)” on page 76 for further information on turning background checking on / off for your visitors. The Data Sources section lists the two sources that are available for background checking of visitors: the database of registered sex offenders in the United States and the Red Flag list. The sex offender database consists of 600,000+ registered offenders in all 50 US states and Washington, DC. The Red Flag list consists of any individuals added to your list; see the section labeled “[Red Flag](#)” on page 74 for more information. You can enable or disable either source by checking or un-checking the box located to the left of each source. When the “Sex Offender Registries” source is selected, you will see a checkbox with the 2-letter abbreviation of each US state. Selecting a state will include that state’s sex offender registries in the background checking services.

Match Audit

This section of the Background Checking tab is the list of the actions taken when a visitor fails a background check during sign-in. The screen provides a view of 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, as shown below:



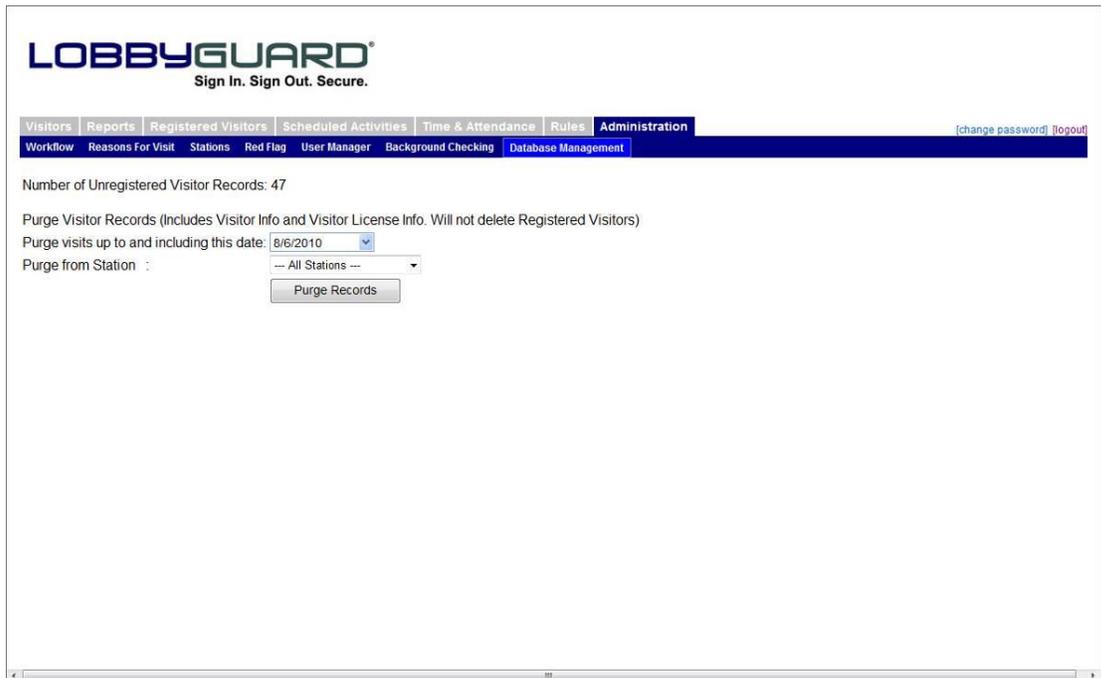
The “View Details” link located to the right of each record will display the Match Details screen as shown below:

The screenshot displays the LobbyGuard web interface. At the top, the logo and tagline are present. A navigation menu includes 'Visitors', 'Reports', 'Registered Visitors', 'Scheduled Activities', 'Time & Attendance', 'Rules', and 'Administration'. A secondary menu shows 'Workflow', 'Reasons For Visit', 'Stations', 'Red Flag', 'User Manager', 'Background Checking', and 'Database Management'. The 'Match Audit' section is active, showing a '+ Match' button and a 'Change Status' button. Match details include: Station: LG2 Kiosk Stress Test2, Date/Time: 2/2/2011 4:30:50 PM, User: Jane Doe, and Date Handled: 2/2/2011 3:14:39 PM. Below this, a red box contains 'Visitor Information' with a photo of John Doe, his name, date of birth (10/26/1972), height (5'10"), eyes (Blue), and hair (Black). A 'License Scan' image is also shown. A gray box below contains 'LobbyGuard Sex Offender Registry' information for John Doe, including his address (123 ABC Street, Raleigh, NC 27615) and physical characteristics (Height: 5'10", Eyes: Blue, Hair: Black).

This screen provides additional detail for this particular validation activity, including the name of the LobbyGuard station where the person signed in, the LobbyGuard Administrative Utility user account used to validate the background failure and the date and time. The "Match Details" section located at the top of the screen displays the action taken during this validation activity: "Match" or "Not a Match". You can change this status by clicking on the "Change Status" button; in the example above, clicking this button would change this record to reflect "Not a Match" for this failed background entry.

Database Management

This section of the Administration tab provides features to purge data records from your LobbyGuard database. Clicking on this section will display the following:



The top of the screen displays the “Number of Unregistered Visitors”. This number is the total of all visitors currently in your visitor logs, including visitors in the Signed In, Signed Out, and Failed Background logs. This number does not include any registered visitors in your database. Select a date from the “Purge visits up to and including this date” to indicate the date threshold from this purge; select a station from the “Purge from Station” to indicate which station’s records should be purged. Click on the “Purge Records” button to initiate the purge; all visitor log records dated on or before your selected date and were 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 will no longer need these records before running a purge.
- Database size is not a concern for LobbyGuard Kiosk environments. The LobbyGuard Kiosk 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 is proud to offer 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 LobbyGuard logo in color on each badge and are available in seven different colors. This color logo serves as an extra measure of security, 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 won't be able to wear the yesterday's badge to gain entry to your facility.



Ordering instructions and resources

To purchase the latest supplies available for LobbyGuard visit our online store at:

www.lobbyguard.com/supplies

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

Appendix B: Recommended Policies

Data Backup

If you are using the LobbyGuard Kiosk and storing your LobbyGuard data on the kiosk hard drive you should back up this hard drive at regular intervals. If you are using the LobbyGuard Assist product or if you are using the LobbyGuard Kiosk in conjunction with LobbyGuard Data Hosting, your LobbyGuard data is hosted on secure LobbyGuard servers and are backed up on a daily basis.

Station Power



This section only applicable to users of the LobbyGuard Kiosk.

Your LobbyGuard Kiosk is designed to safely run 24/7 if needed. It is a good idea to power down the kiosk from time to time, however this does not need to be done every night. To shut down LobbyGuard, please refer to the section above labeled "[The Kiosk Control Panel](#)" on page 35 and power down the kiosk using the method described. Your Kiosk also has an Auto Shutdown feature that will automatically power down at a time of your choosing. For more information on this please see the section above labeled "[Stations](#)" on page 83.

Antivirus, Firewall and Windows Update Policies

Your LobbyGuard product does not have any antivirus installed. It is your responsibility to install any antivirus package used within your organization and to follow the normal procedures for firewall protection etc. that is afforded to any new PC added to your internal network. In addition, you should apply the normal Windows update settings to comply with your network policy. Please consult your IT staff or your Authorized LobbyGuard Distributor regarding these issues. If you choose to install any additional software on your kiosk it is recommended that you contact LobbyGuard Support at support@lobbyguard.com in order to verify that your software install(s) will not interfere with normal kiosk use.

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 web page before calling LobbyGuard Technical Support as it supplies the quickest answers to most common support issues. 30

Appendix D: Keeping Current with the Latest Versions

It is important to keep your LobbyGuard station 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 your software and keep it as up-to-date as possible, you will need a current LobbyGuard Support Contract. This contract provides you with 12 months of the following services:

- **Access to LobbyGuard Data Hosting:** LobbyGuard provides optional no-charge hosting for your sensitive visitor data and web access to your LobbyGuard Administrative Utility. Your data is secured at a World Class network operations center and includes full backup services.
- **Access to LobbyGuard Technical Support:** LobbyGuard provides remote support capabilities as well as email and toll-free phone support to resolve any issues and ensure your kiosk is running at maximum potential.
- **Access to the LobbyGuard Background Checking Services:** LobbyGuard makes available a complete database of sex offenders and other criminals from around the country for use in validating your visitors and keeping unwanted elements away from your facility. There is no additional per-search fee for this service.
- **New Product Features and Releases:** All customers who have a current Support contract with LobbyGuard will receive updates to all new features and product releases at no additional charge, automatically installed on your LobbyGuard product.

If you need information on the status of your Support Contract or would like to renew immediately, send your request to support@lobbyguard.com and you will receive the requested information.

LobbyGuard will automatically check for updates on product launch and automatically install any new updates.

Appendix E: On-Site Installation, Support and Training

The *LobbyGuard Kiosk* product includes product training by your LobbyGuard Distributor. *LobbyGuard Assist* is a self-install product with training provided via printed materials and information found at www.lobbyguard.com/support. If you need additional training you should contact your Authorized LobbyGuard Distributor or contact LobbyGuard at support@lobbyguard.com.

On-Site Support Contract

LobbyGuard offers an optional on-site support contract, providing you with access to technicians in your area who are fully trained on the operation of the LobbyGuard Kiosk and the repair of any hardware issues. If you are interested in learning more about this optional support contract contact support@lobbyguard.com.

Appendix F: Contacting LobbyGuard Solutions, LLC

LobbyGuard Solutions, LLC is the Raleigh, NC-based manufacturer of the LobbyGuard hardware and software. LobbyGuard Solutions also handles all support requests for the product and provides ongoing updates and maintenance to all LobbyGuard products.

Web Site:

The LobbyGuard web site contains answers to common questions, information on updates and other useful information on the LobbyGuard product. 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

(866) 905-6229

(919) 785-3398 fax

Support:

support@lobbyguard.com

www.lobbyguard.com/support

or toll-free 8AM-5PM EST M-F (US East Coast)

(866) 905-6229 option 2

Mailing Address:

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

Appendix G: What's New

LobbyGuard v4.4 Release Notes

RELEASE DATE: 9/7/2011

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

1. **LobbyGuard Directory Services** – this feature covers a number of items that provide access to employee/faculty/resident listings to visitors signing in via the LobbyGuard Kiosk or LobbyGuard Assist:
 - a. **Added “Directory” tab to Administrative Utility** – This tab allows for the import of names via Microsoft Active Directory, 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 sign-in. Allows for 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. For more information on the “Directory” tab see the section labeled [“Directory”](#) on page 47.
 - b. **Added “Display Employee Directory” and “Request Entry of Employee ID” option** – These options are under the “Request the name of the person to be visited” option in the “Workflow” section of the LobbyGuard Administrative Utility on page 76.
 - i. **Display Employee Directory** – this option will provide the visitor with an alphabetical directory of employees/faculty/residents to choose from during the sign-in process.
 - ii. **Request Entry of Employee ID** – this option will ask the visitor to enter a unique ID for the person being visited; this ID will need to be provided to the visitor in advance of his or her visit. This option prevents visitors from browsing the employee directory.
 - c. **Added “Supported Employee Groups”** – Allows for choosing what group(s) of names will be displayed on any given LobbyGuard Kiosk or LobbyGuard Assist installation. This feature is under the [“Stations”](#) section in the LobbyGuard Administrative Utility found on page 83.

- d. **Modified Sign-In Interface (LobbyGuard Kiosk)** – Visitors signing in are now presented with one of two new screen(s) to select the name of the person whom they are visiting:
- i. **Display Employee Directory** – if this option is chosen (see above) the visitor will be asked to select the first letter of the last name of the person whom they are visiting. The screen contains a button for each letter of the alphabet. Once the visitor chooses a letter, he or she is presented with the list of employees and employee titles whose last name begin with the selected letter. If this list is greater than 16 names the visitor will also see 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. This screen shows more detail on the employee including employee photo, name, title, department, company and email address. The visitor is asked to verify this is the person whom they wish to visit. For more information on the Display Employee Directory see the section labeled “[Display Directory](#)” on page 22.
 - ii. **Request Entry of Employee ID** – if this option is chosen (see above) the visitor will be asked to enter the ID that should have been provided prior to visit. Upon entering this ID the “Verification” screen is displayed. This screen shows more detail on the employee including employee photo, name, title, department, company and email address. The visitor is asked to verify this is the person whom they wish to visit. For more information on the Request Entry of Employee ID see the section labeled “[Display Directory](#)” on page 22.
- e. **Modified Sign-In Interface (LobbyGuard Assist)** – New button labeled “Select” added to the right of the “Visited” field. Clicking this button will display a new form that contains the directory of employee names. Highlighting an employee name from the list on this form will provide additional information on the employee, including photo, title, email address, department and phone number. Clicking “Submit” on this form will close the form and populate the “Visited” field with the name of the selected employee.

2. Enhanced Notification Services

- a. **Employee Notification on Visitor Arrival** – LobbyGuard can provide notification of visitor sign-in to the employee being visited. Notification is sent to the email address and/or the cell phone of the employee, based on the following rules:
 - i. Group-Wide Rules for notification are set in the “Manage Groups” section under the Directory tab. Options are to set notification on sign-in, using email, text message, or both. When these options are enabled, the employee selected will be notified based on the email address and/or the cell phone number contained in the employee directory listing. For more information on the Group-Wide Rules for notification see the section labeled “[Directory](#)” on page 47.
 - 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. This screen provides individual settings for email/text message notification that will override the Group-Wide settings (above). For more information on the Individual Notification Rules see the section labeled “[Directory](#)” on page 47.
 - b. **Default Group Notification Recipient** – Added feature to notify a given employee via email and/or text message when a visitor signs in. For more information on the Default Group Notification Recipient see the section labeled “[Directory](#)” on page 47.
 - c. **All Notifications use Web Services** – Email and text messaging services through LobbyGuard now use ports 80 and 443. This negates the need to open any special firewall ports.
 - d. **Implementation of SMS Gateway for Text Messaging** – SMS gateway simplifies the setup of text messaging within LobbyGuard. It is no longer necessary to enter the phone number and carrier email address (ie, 9195551312@vtext.com); it is now only necessary to enter the 10-digit phone number (ie 9195551312).
- 3. Modification to “Sign In Complete” screen (LobbyGuard Kiosk only) -**
Upon completion of the sign-in process the visitor is now presented with a message stating “Please wait while your sign-in is processed.” During this time LobbyGuard is performing a number of background processes, performing any necessary 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 will display. If the visitor does not pass the background check, a different screen will display with the message “Do not proceed into the building. Please see an employee for assistance.” For more information See the section labeled “[Processing the Sign-In](#)” on page 26.

- 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. For more information see the section labeled “[Red Flag](#)” on page 74.
- 5. Removed Feature to create Registered Visitors via the LobbyGuard Administrative Utility** – Visitors can now register quickly and more effectively by simply scanning their new LobbyGuard Frequent Visitor Keytag under the bar code scanner of the LobbyGuard Kiosk. Registered visitors are still administered via the LobbyGuard Administrative Utility. For more information see the section labeled “[Registering with the LobbyGuard Kiosk](#)” on page 30.
- 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. This printer 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. This allows for printing one color badge for one visitor type and another color for other visitor types. For more information see the section labeled “[Workflow](#)” on page 76.
- 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 for more information on this feature.

Appendix H: Multi-Station Networking

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

ADVANTAGES

There are several advantages to networking your stations together:

- Visitors can 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” will automatically be populated across all stations.
- Individuals who “register” with one station will be 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 for Non-Hosted Kiosks



This section only applicable to users of the LobbyGuard Kiosk who are not using the LobbyGuard Hosting Service.

The LobbyGuard Administrative Utility is web-based, meaning it runs from within a web browser, such as Microsoft Internet Explorer or Mozilla Firefox. LobbyGuard runs on Microsoft Internet Explorer 5.0 or better, and Mozilla Firefox v2.0 or better. With the kiosk running and connected to your network, access the LobbyGuard Administrative Utility by typing the following URL into the web browser of any PC on your network:

[http://\(ip address of kiosk\)/lobbyguard](http://(ip address of kiosk)/lobbyguard)

For example, if the IP address of the kiosk is 10.10.1.20, you would type 10.10.1.20/lobbyguard into the address bar of the browser.

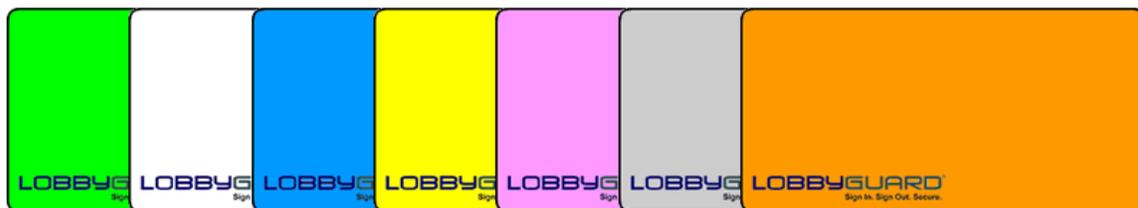
If your LobbyGuard kiosk is not installed on your LAN or Intranet, or if you are unable to grant the kiosk a static IP address, you can still access the functionality of the Administrative Utility from the kiosk itself; refer to the section below labeled [Accessing the Administrative Utility from the Kiosk](#). Please note that LobbyGuard Administrative Utility is fully functional in the absence of a network or internet connection.

Appendix K: The LobbyGuard Visitor Badge

The following are some of the key benefits of the LobbyGuard visitor badge. Badges may be purchased online at www.lobbyguard.com/supplies



Available in 7 colors; change your badge roll each day for added security:



Appendix L: Network your LobbyGuard Visitor Badge Printer



This section only applicable to users of the LobbyGuard Kiosk.

The visitor badge printer in your LobbyGuard Kiosk can be removed from the kiosk and relocated anywhere in your building. This feature allows for a receptionist or security guard to receive the printed visitor badge so that additional security precautions can be taken before the badge is given to the visitor. For example, a security guard could review the visitor sign-in record via the LobbyGuard Administrative Utility before providing the visitor with the printed badge.



Your Information Technology / Support staff should be made aware of this modification and should be involved in this process.

If you wish to use this feature contact LobbyGuard support for assistance

Support:

support@lobbyguard.com

www.lobbyguard.com/support,

or toll-free 8AM-5PM EST M-F (US East Coast)

(866) 905-6229 option 2

Appendix M: Network your LobbyGuard Kiosks



This section only applicable to users of the LobbyGuard Kiosk.

OVERVIEW

One of the most important features of the LobbyGuard product line is the ability to network multiple kiosks together, storing all your data in one location and providing you with the ability to retrieve data from multiple kiosks using any web browser. The term “networking” refers to storing data from two or more kiosks to the same database.

ADVANTAGES

There are several advantages to networking your kiosks together:

- Visitors can sign in at one kiosk and use the bar coded visitor badge to sign out from another.
- All visitor logs, administration, and reports can be accessed from 1 web interface.
- Single database provides for ease of data backup
- Individuals added to the “Red Flag List” will automatically be populated across all kiosks
- Individuals who “register” with one kiosk will be able to use their LobbyGuard Frequent Visitor Keytag with any kiosk on the network.
- In the unlikely event of hardware failure / theft / destruction, your visitor data will be unaffected and available to access once your hardware has been repaired / replaced.

LobbyGuard v4.1+ provides a built-in central data storage option for LobbyGuard customers, allowing for instant networking of all LobbyGuard Kiosks without additional hardware, software, or service fees.

REGISTRATION

The first time any LobbyGuard Kiosk is powered on, the LobbyGuard Registration Screen will appear as shown in Figure 1, below:

LOBBYGUARD
Sign In. Sign Out. Secure.

Congratulations on the purchase of your LobbyGuard visitor management system. Enter the information in the fields below to register your product. If you have any questions please visit www.lobbyguard.com/support and we will be happy to assist you.

IMPORTANT: You must have internet connectivity to register your LobbyGuard product.

Customer ID:
You should have received your Customer ID in an email from LobbyGuard. If you do not have this information, visit www.lobbyguard.com/support

Station Name:
A descriptive term for this installation of LobbyGuard, such as "Front Lobby" or "Headquarters Building". The Station Name is attached to each visitor record, and is displayed in LobbyGuard visitor logs and reports.

Please choose from one of the following data storage options:

LobbyGuard Central Data Server
RECOMMENDED. This option will store your visitor data on the LobbyGuard central data server. Your data will receive regular backup service and will be available to you via the LobbyGuard Administrative Utility from anywhere in the world. This option also allows instant networking of multiple LobbyGuard stations without the need to purchase any additional hardware or software. There are no additional fees to use this option.

Local Data Storage
Select this option if you wish to store your visitor data on the local hard drive of the kiosk, or if you plan to attach your kiosk to your own database server.

Figure 1: LobbyGuard Registration Screen

It is important to note that the kiosk *must* have internet connectivity during this registration process. The kiosk can operate as a visitor management station without internet connectivity but a connection to the internet is necessary in order for registration to complete.

The Customer ID should have been received by the customer via email. The Station Name is any name you wish to give this kiosk, such as "Front Office" or "ABC Elementary", etc.

The next step in registration is to choose one of two data storage options:

- **Store Data on the LobbyGuard Central Server** – this option will store the data for this kiosk at the LobbyGuard Central Data Server hosted by LobbyGuard Solutions at a world-class data center. This is a no-charge feature that will provide instant networking of this kiosk to any other kiosk operated by this customer (ie, any customer using the same Customer ID). This is the recommended method for networking multiple kiosks as it

does not involve any additional hardware, software, or services in order to use.

- **Local Data Storage** – this option will store the data for this kiosk on the local hard disk drive. This choice will prevent the kiosk from networking with other kiosks.

It is recommended that the customer choose to store data on the LobbyGuard Central Server. This feature provides a number of advantages for the customer and solves a number of concerns that may arise if the customer opts for local data storage. This document will focus on the use of the LobbyGuard Central Server.

STORE DATA ON THE LOBBYGUARD CENTRAL DATA SERVER

The recommended option for data storage for LobbyGuard Kiosks is for the customer to store data on the LobbyGuard central data server. The central server is housed at a secure network operations center. Any two or more machines that use the same Customer ID will be automatically networked without any further configuration or modification.

INTERNET CONNECTIVITY, DATA SECURITY AND DATA ACCESS

All data written to and retrieved from the central server is transmitted via Secure Socket Layer (SSL) protocol. In addition, all data is stored encrypted in the database. No data is stored on the local hard drive of the kiosk at any time. In order to properly function, any kiosk using LobbyGuard Central Server data hosting will need full-time internet connectivity. LobbyGuard makes use of firewall port 443 (https) and port 80 (http) for communication to the internet. These ports must be available for the kiosk to function properly.

Access to the data on the kiosk(s) is provided via the LobbyGuard Administrative Utility, available from any web browser by visiting <http://admin.lobbyguard.com>. The credentials for logging in to the site are sent directly to the customer in the registration email that contained the Customer ID.

STORAGE SPACE

Any kiosk connected to the LobbyGuard Central Server has unlimited data storage. Data on this server is backed up on a daily basis.