Overview

OnGuard® Visitor, a browser-based client for managing visitor access, enables customers to create a full-service, concierge-like experience for their visitors. Web- and mobile-friendly, Visitor client can be used by front desk attendants or any OnGuard end user in the organization who may play a role in hosting or overseeing visits or visitors.

OnGuard Visitor provides a flexible tool for checking in visitors, engaging groups, capturing visitor photos, and printing badges, all from an easy-to-use, web-based interface. Visitor client can be accessed on a desktop or mobile device, extending visitor management via phone or tablet to the Front Desk Attendant or additional members of the organization, while away from their office or the front desk. The true mobility of OnGuard® Visitor, as a browser-based client, enables any OnGuard end user a flexible way to greet, check-in, engage, or guide a visitor or group, while creating a warm and inviting visitor experience.

OnGuard Visitor is one of several browser-based tools available with OnGuard, offering improved access to our award winning features and capabilities by a broader set of employees across your organization, hassle-free access that eliminates the need to load additional software or use a specific operating system, and just one more way to leverage your investment in OnGuard.

Features & Functionality

• Browser-based HTML5, eliminating the need to load software or limit use to a specific platform or operating system
• Supports Single Sign On from the Lenel Console™ for simplified login
• Accessible on a tablet, phone, laptop or desktop PC
• Intuitive and responsive user interface includes ability to Add a Visit, Add Visitors, Add Host or Co-Hosts, Check-In Visitor, Assign Badge, and Print Badge
• Upon check-in, triggers an email to hosts or co-hosts, alerting them to the need to greet their visitor
• Enables custom filtering of visits and visitor lists based on the front desk attendant’s needs, including a simplified ‘Agenda’ of visits for the day
• Supports capture of a visitor’s photo and printing of a visitor’s badge directly from the Visitor client
• Allows co-hosting of visits when more than one employee needs to be aware of a visitor’s arrival
• Provides the option at check-in to assign disposable, plastic or mobile credentials to a visitor
• Supports Visitor Administration, including the ability to generate reports on visits and visitors

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Prerequisites for the OnGuard Visitor client

- OnGuard® version 7.5 or higher
- For badge printing, OnGuard version 7.5 or higher and a supported badge printer configured in OnGuard are required
- For OnGuard Enterprise system, OnGuard Visitor can be purchased and installed on any region or master

Note: The OnGuard Visitor client is licensed on a per-concurrent-seat basis.

OnGuard IDVM Front Desk Features
Not included in OnGuard Visitor

Some features still require the OnGuard ID Visitor Management (IDVM) Front Desk Windows® client, for example:
- Export a summary report of all visitors' accepted/viewed documents
- Scan and Capture of Passport, Driver's License or IDs
- Specific management of Visitor Badges and Access Levels
- Bulk Visitor Enrollment

Browser Capabilities

<table>
<thead>
<tr>
<th>Browser</th>
<th>Camera Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome®</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Edge®</td>
<td>Yes</td>
</tr>
<tr>
<td>Microsoft Internet Explorer® 11</td>
<td>No</td>
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<tr>
<td>Apple Safari® iOS</td>
<td>Yes</td>
</tr>
<tr>
<td>Apple Safari® macOS®</td>
<td>No</td>
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</tbody>
</table>