



# ALICE Visitor Check-In Installation and Configuration Guide

Version 3.7.4

**Table of Contents**

Hardware Installation and Configuration: ..... 3

Admin Web Portal..... 4

Admin Local Application ..... 5

ALICE Directory Configuration ..... 6

# Installation and Configuration

The Visitor Check-in / Check-Out feature requires various configurations in order to operate correctly. This manual will cover step by step instructions for installation and configuration of this feature.

## Hardware Installation and Configuration:

The Visitor Check-in feature for the ALICE Receptionist system includes a function to print a Visitor Badge label for every visitor that completes the Visitor Check-in process. Because of this, a label printer must be attached to the ALICE Directory machine in order for the Visitor Check-in process to complete correctly.

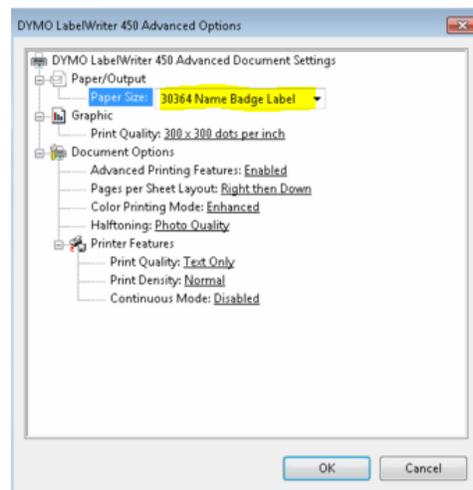
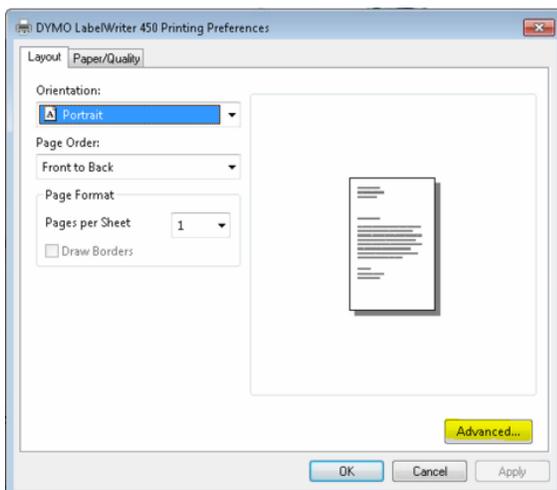
Required Hardware:

- Dymo Label Writer 450
- Name Badge Labels for the Label Writer 450

## Dymo Printer Setup

If not already installed, please install the printer drivers for the Dymo Label Writer 450 printer on the ALICE Directory machine following these steps:

- Attach Printer to the ALICE Directory machine
- Install the Dymo Printer drivers
- Set the Dymo printer as the default Printer for the machine
- Open Printing Preferences for the Dymo Printer and click on the Advanced button
- Set the Paper Size to **:30364 Name Badge Label**
- Apply settings.



## Admin Web Portal

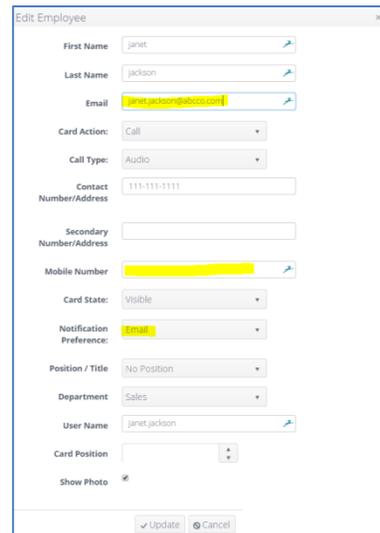
Configure Visitor Check-In related preferences for employee and Directories settings to use the Visitor Check-In feature. *If you are using the Local Admin application instead of the Web Portal to manage your ALICE Directory system, please skip to the section titled **Admin Local Administration**.*

### Set Employee Preferences

Set the Notification Preference for each employee. This will determine how employees are notified when a guest arrives for them.

Required Employee Fields for the Visitor Check-In Feature:

- **Email Address:** In order for the ALICE system to schedule appointments with visitors, it needs to be able to match the email address of the employee who is scheduling the appointment with the incoming appointment schedule request.
- **Notification Preference:** Choose how the employee will be notified when the Visitor checks for them using the Visitor Check-In feature. Notification options include:
  - SMS Text: A SMS text message will be sent to the mobile phone number of the employee when the visitor completes the check-in process. Based on which number you select for SMS Text you must also provide a phone number in that field (Contact Number, Secondary Number or Mobile Number).
  - Email: A notification email will be sent to the employee when the visitor completes the check-in process

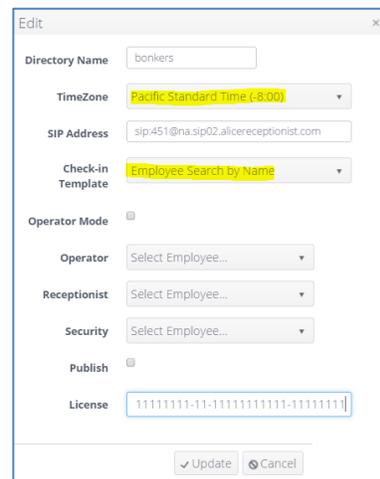


### Set Directory Preferences

Configure the preferences for the ALICE Directory that is configured to use the Visitor Check-In feature.

Required Directory fields for the Visitor Check-In Feature:

1. Time Zone: Set the time zone for this Directory
2. Check-In Template: Choose your preferred Check-in Template.
3. Save your settings using the Update Button
4. Publish your Directory changes.



## Admin Local Application

Companies using the Local ALICE Administration application instead of the Admin Web Portal, follow these instructions. *Skip this section and refer to the **Admin Web Portal** section if you are using the Admin Web Portal to manage your Alice Directory system:*

Configure Visitor Check-In related preferences for employee and Directories settings to use the Visitor Check-In feature.

### Set Employee Preferences

Set the Notification Preference for each employee. This will determine how employees are notified when a guest arrives for them.

Required Employee Fields for the Visitor Check-In Feature:

- **Email Address:** In order for the ALICE system to schedule appointments with visitors, it needs to be able to match the email address of the employee who is scheduling the appointment with the incoming appointment schedule request.
- **Notification Preference:** Choose how the employee will be notified when the Visitor checks for them using the Visitor Check-In feature. Notification options include:
  - SMS Text: A SMS text message will be sent to the mobile phone number of the employee when the visitor completes the check-in process. Based on which number you select for SMS Text you must also provide a phone number in that field (Contact Number, Secondary Number or Mobile Number).
  - Email: A notification email will be sent to the employee when the visitor completes the check-in process

### Set Directory Preferences

Configure the preferences for the ALICE Directory that is configured to use the Visitor Check-In feature.

Required Directory fields for the Visitor Check-In Feature:

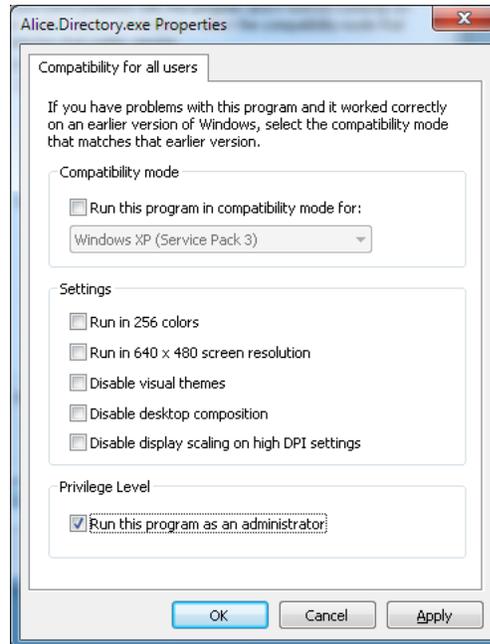
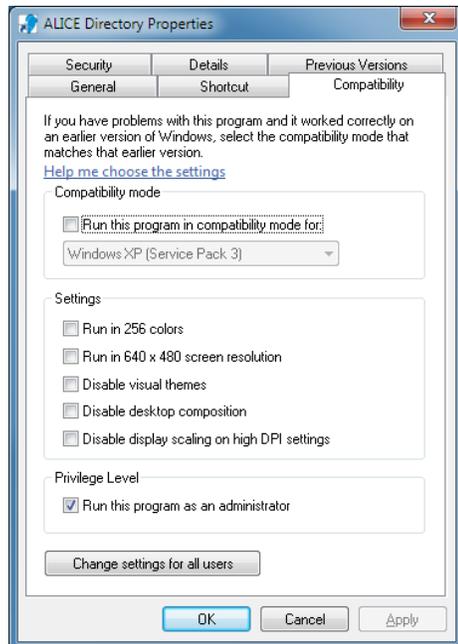
1. Time Zone: Set the time zone for this Directory
2. Check-In Template: Choose your preferred Check-in Template.
3. Save your settings using the Update Button
4. Publish your Directory changes.

## ALICE Directory Configuration

There are several steps that need to be configured when using the ALICE Visitor Check-in feature.

### Run as Administrator

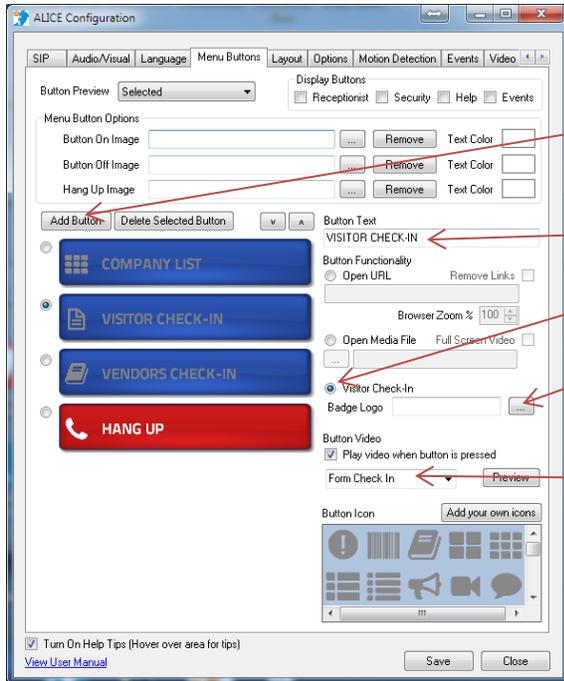
- The Alice Directory shortcut must be configured to run in compatibility mode as Administrator
  1. Right click on the ALICE Directory shortcut icon and click on Properties
  2. Click on the Compatibility Tab
  3. Check the Run this program as an administrator
  4. Click “Change setting for all users” button
  5. On the Compatibility for all users tab, check the “Run this program as an administrator” and click Apply and OK
  6. On the Compatibility tab click OK to close the window.



Windows User Account Control (UAC) Settings by default display a prompt every time an application configured to run as an administrator is launched. To prevent this, consider turning off UAC on the ALICE Directory PC.

### Add a Visitor Check-In Menu Button

Use the ALICE Directory Configuration application to create a new Menu Button and configure it for the Visitor Check-In feature following these steps:



1. In the Alice Directory Configuration application navigate to the Menu Buttons tab.
2. Use the Add Button feature to add a new button.
3. Change the **Button Text** (ie. Visitor Check-In)
4. Select the Visitor Check-In option
5. Upload a company logo using the Badge Logo button (optional)
6. For the Button Video to play, select the **Form Check In** video option.
7. Save these settings

If you've completed the configuration on the ALICE Admin portal/application and made the configuration outlined to the ALICE Directory in this document, when you run the ALICE Directory software you will now have a Visitor Check-In Menu button. When pressed, it will load the Visitor Check-In module.

For information on using the Visitor Check-in module, please review the ALICE Visitor Check-In User's Manual.