



# ALICE Visitor Check-In User Manual

Version 3.7.4

**Table of Contents**

Visitor Check-In Overview ..... 3

Visitor Check-In Process ..... 4

    Self Check-In..... 4

    Guest List Check-In (pre-scheduled visitors)..... 8

Scheduling Guest ..... 11

Check In Templates ..... 13

    Name Check-In Template..... 13

    Code Check-In Template ..... 14

    Search & Code Check-In Template..... 15

    Search Check-In Template ..... 16

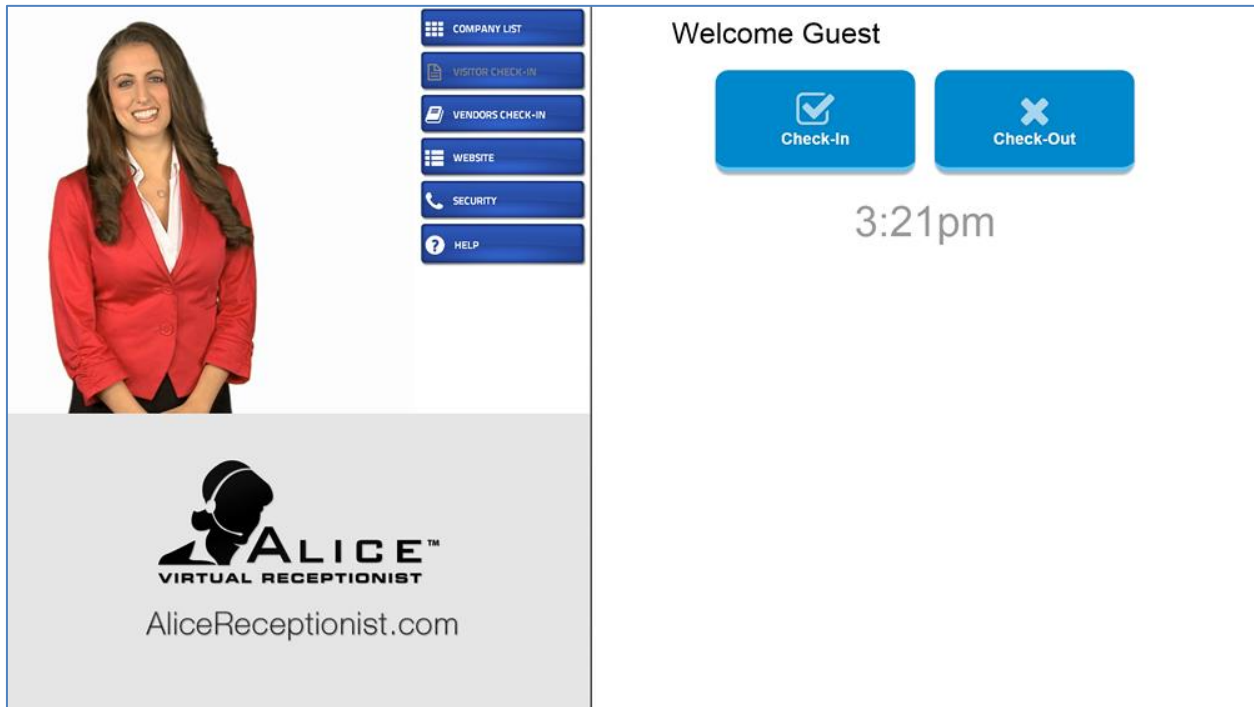
    Employee List Template..... 17

    Employee Search by Name Template ..... 18

    Citizen Template ..... 19

## Visitor Check-In Overview

When a Visitor arrives to a building with the ALICE Receptionist system with the Visitor Check-In feature, they are able check-in with the ALICE Receptionist system and notify the employee they are there to see of their arrival. In addition, the ALICE Receptionist Visitor Check-In process will print a visitor's badge which the visitor can wear while on property. At the end of their visit, the visitor is able to use the ALICE Receptionist system to Check-Out as they leave the building.



Employees can pre-schedule visitor using Microsoft Outlook or Google Calendar so when the visitor arrives their information will be available on the Check-In screen. Visitor can also Self Check-In if they don't have an appointment and enter their information using the on-screen keyboard.

Various Check-in Templates are available for companies to choose from.

Employee can specify how they would like to be notified of the visitor's arrival. They can choose between either email notification or SMS Text message on their mobile phone.

Reports of each visitor Check-in and out are available through either the ALICE Receptionist Admin Portal or Alice Receptionist Reports Viewer.

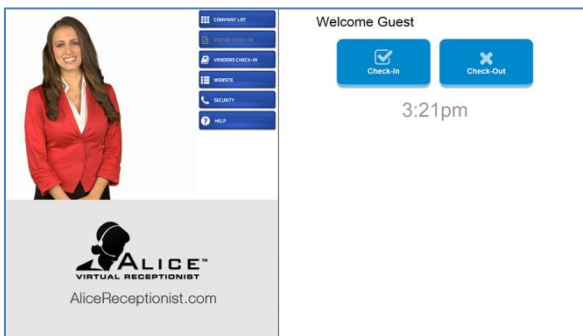
# Visitor Check-In Process

## Self Check-In

Un-scheduled visitors who do not have a pre-scheduled appointment can use the Self Check-in option on the ALICE Receptionist Visitor Check-In screen to Check-In, Choose an Employee to Check-In with, print a visitor badge and Check-Out when they leave. Below is an example of a un-scheduled visitor Check-in process using the **Employee Search By Name** Check-In Template.

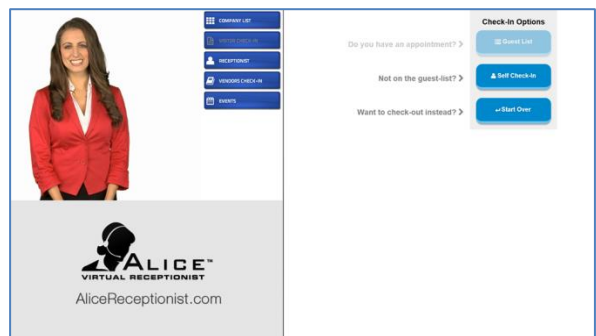
### STEP 1: Check-In

The Visitor will click the Check In button to begin the Check In process.



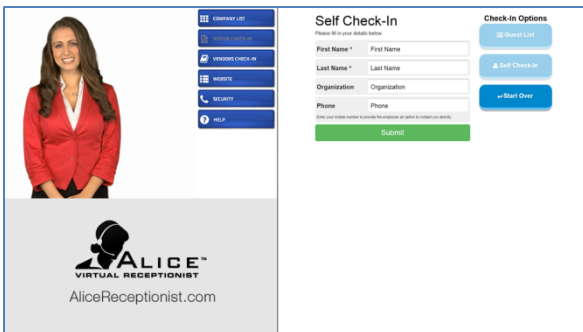
### STEP 2: Self Check-In

The Visitor will click the Self Check-In button to begin the Self Check-In process.



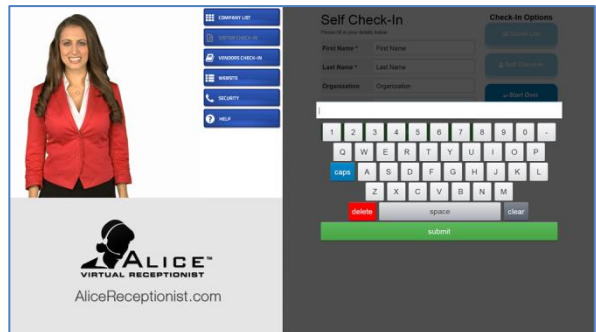
### STEP 3: Visitor Information

The Visitor will enter their information by clicking on the fields (First Name, Last Name, Organization and Phone) which will cause the on-screen keyboard to appear.



### STEP 4: On Screen Keyboard

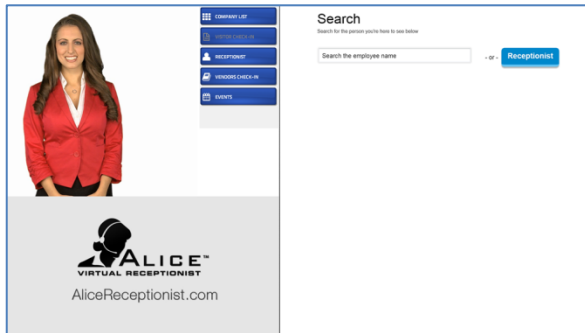
Using the on screen keyboard the visitor will fill in each of the required visitors fields



### STEP 5 (option 1): Employee Search

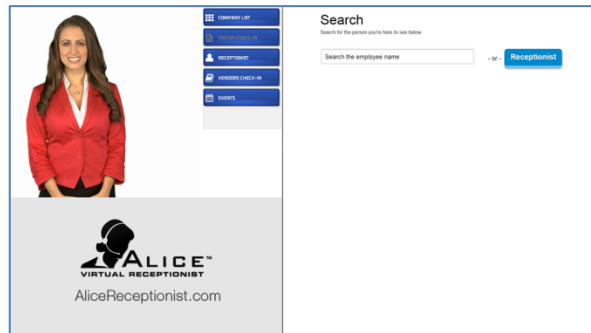
To check-in with an employee the visitor will:

1. Touch in the Search field

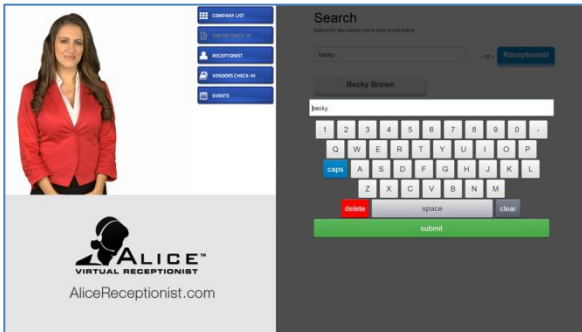


### STEP 5 (option 2): Receptionist Button

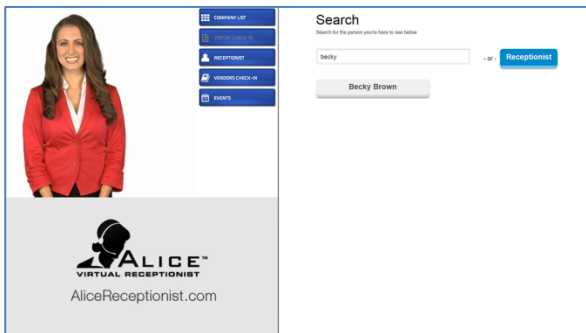
If the visitor is not visiting with a specific employee or does not know who they need to check-in with, they can simply press the Receptionist button.



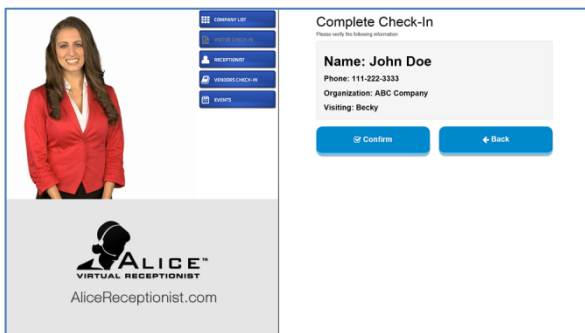
2. Type in the Employee Name



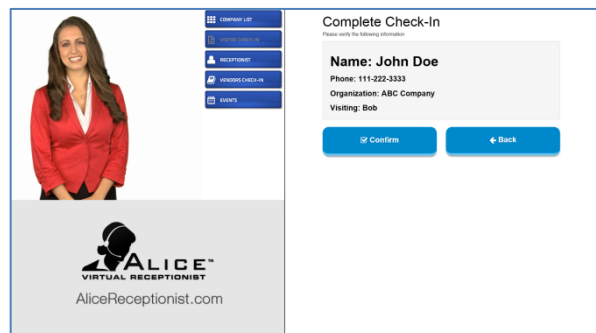
3. Touch to choose the employee card



4. The visitor has a chance to validate their information and if correct press Confirm

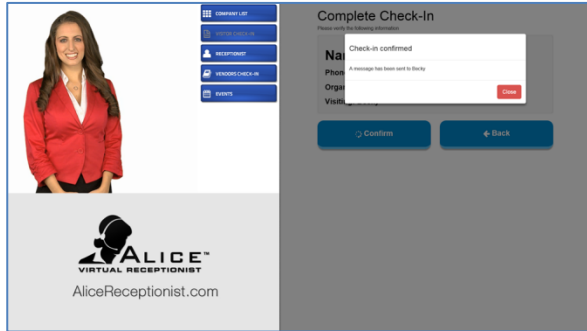


The Receptionist button will take them directly to the Confirmation Page where they can verify their information.



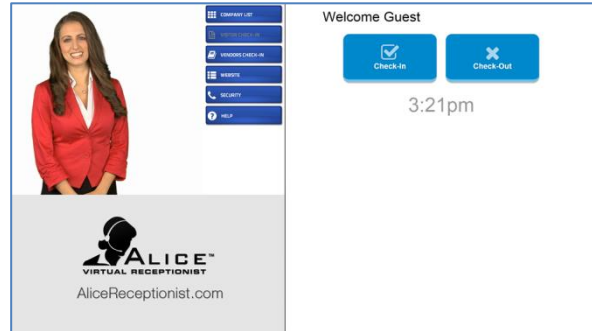
**STEP 6: Confirmation, Badge Printing, Notification**

After the visitor presses the Confirm button, a pop-up message will display notifying them that the employee they are checking in with has been notified.

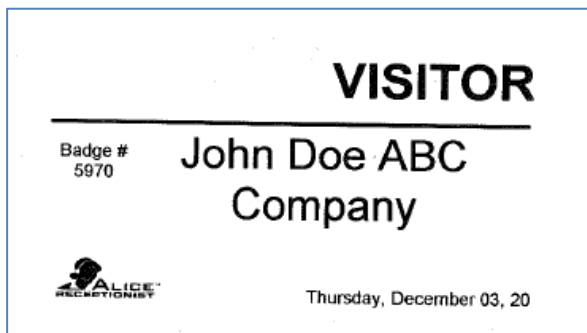


**STEP 7: Check Out**

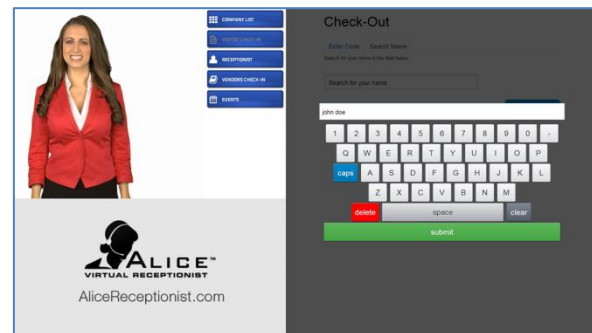
When the visitor is ready to leave they can use the Visitor Check Out button.



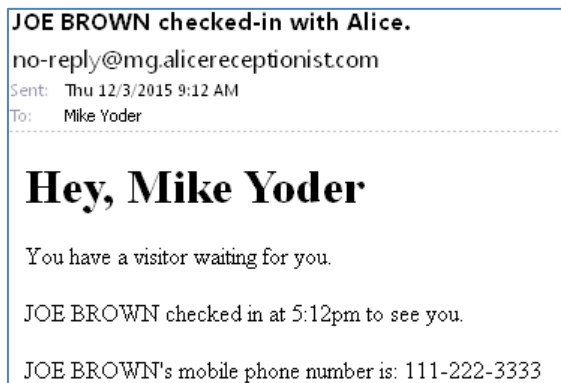
The System will then print a visitor badge with their information on it.



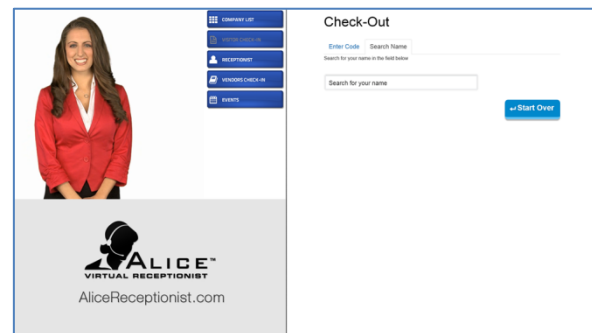
The visitor will find their name by using the Name search field



If the employee was configured to receive notifications via email they will receive an email similar to this

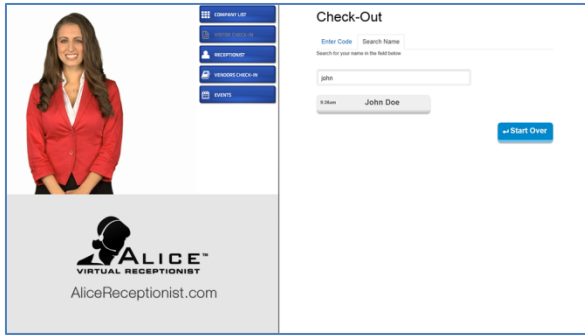


The Visitor will type in their first or last name using the on screen keyboard

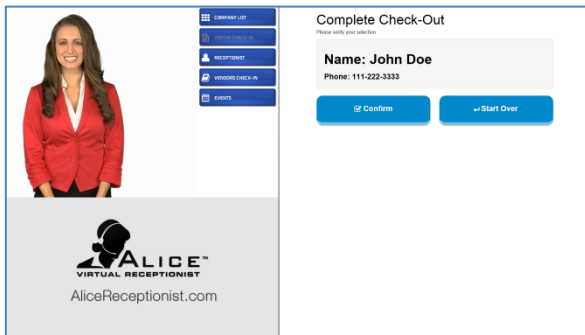


**STEP 7 continued: Check Out**

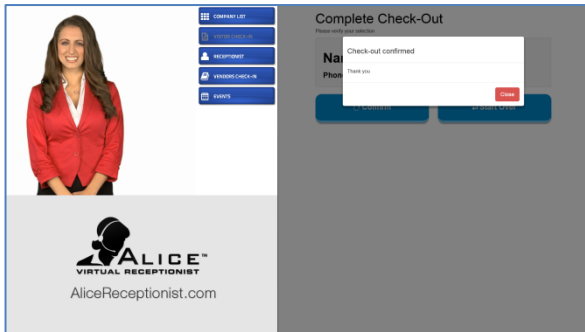
The visitor will click on the card with their name on it to check out.



The Visitor will be able to verify and confirm their information to check out



A confirmation message will be displayed upon check out.



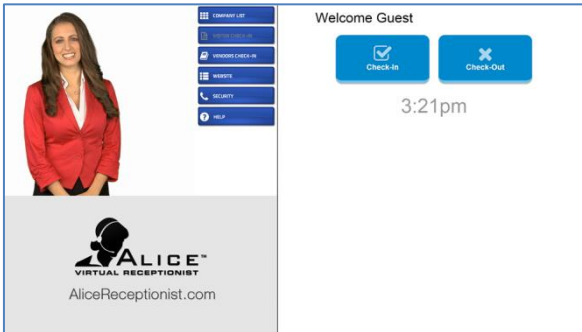
Check Out is now complete.

## Guest List Check-In (pre-scheduled visitors)

Visitors who have a pre-scheduled appointment can use the Guest List Check-in option on the ALICE Receptionist Visitor Check-In screen to Check-In. Below is an example of a pre-scheduled visitor Check-in process using the **Employee Check In By Name** Template.

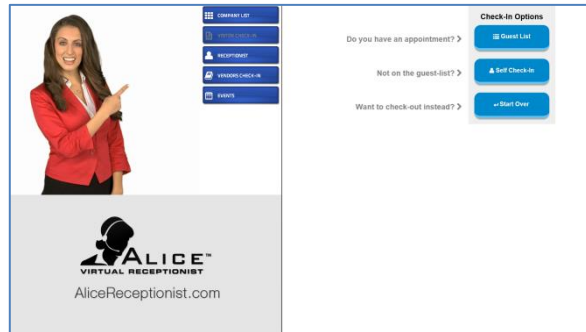
### STEP 1: Check-In

The Visitor will click the Check In button to begin the Check In process.



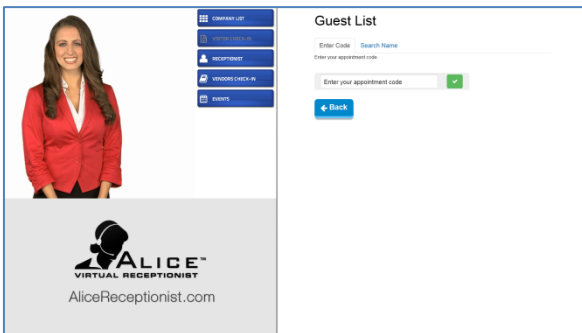
### STEP 2: Guest List Check-In

The Visitor will click the Guest List button to begin the pre-scheduled Guest Check-In process.



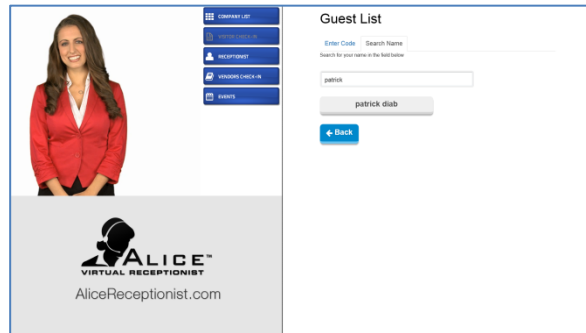
### STEP 3 Option 1: Guest (By Appointment Code)

The visitor can use a 4 digit appointment code sent to them by the ALICE system to check in



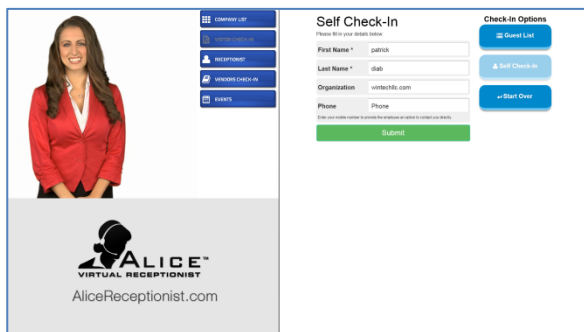
### STEP 3 Option 2: Guest (By Name)

The visitor can search for their name using the on screen keyboard to enter their name.



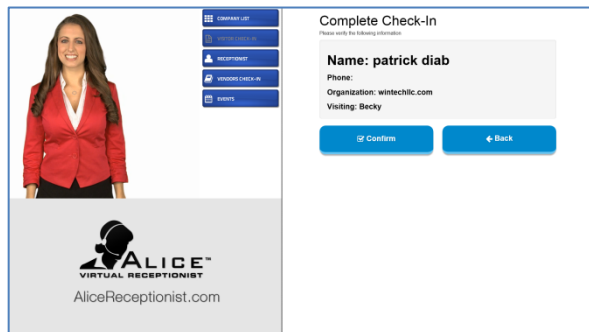
### STEP 4 : Confirm Guest Information

The system will retrieve the visitor information and give them the ability to change or confirm.



### STEP 5: Confirm

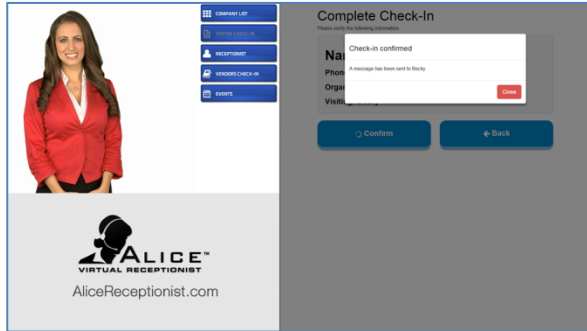
The Alice system will retrieve the name of the employee that the visitor is scheduled with.





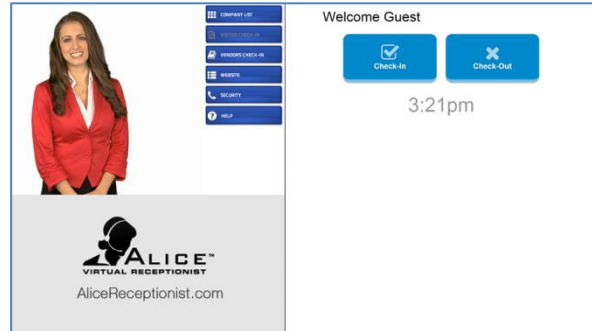
**STEP 6: Confirmation, Badge Printing, Notification**

After the visitor presses the Confirm button, a pop-up message will display notifying them that the employee they are checking in with has been notified.

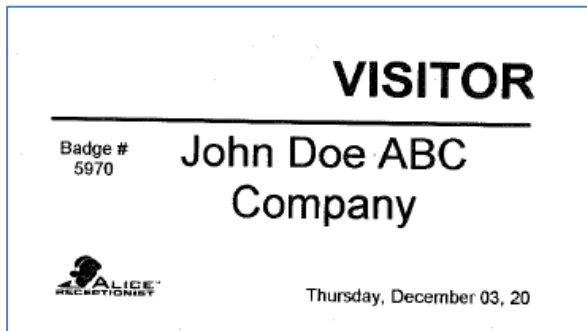


**STEP 7: Check Out**

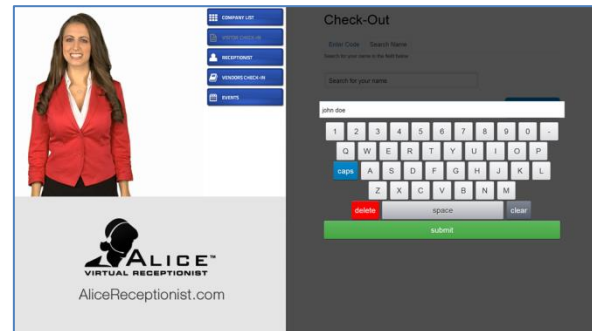
When the visitor is ready to leave they can use the Visitor Check Out button.



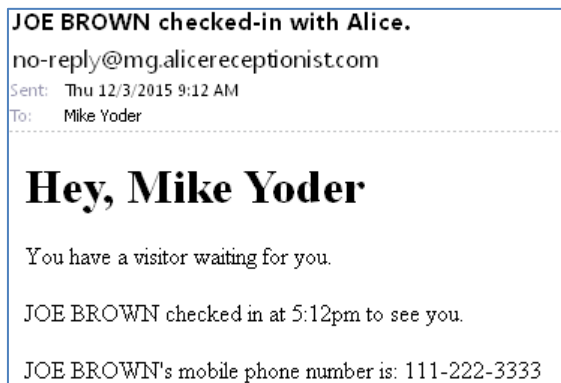
The System will then print a visitor badge with their information on it.



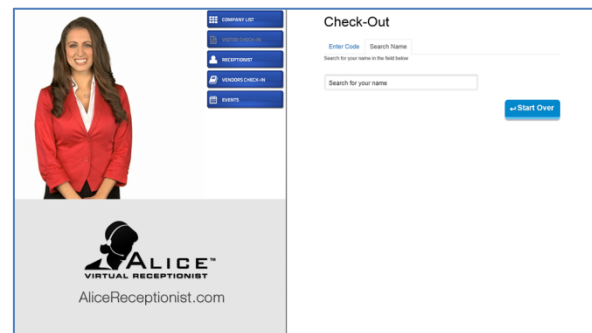
The visitor will find their name by using the Name search field or by using their appointment code.



If the employee was configured to receive notifications via email they will receive an email similar to this.

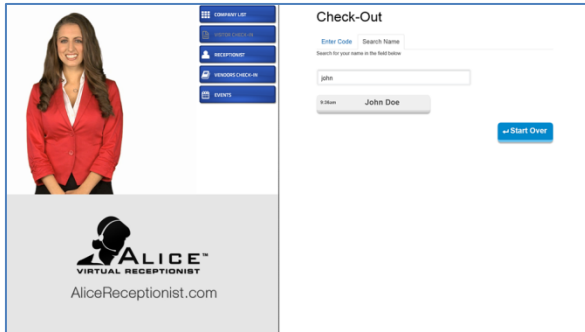


The Visitor will type in their first or last name using the on screen keyboard.

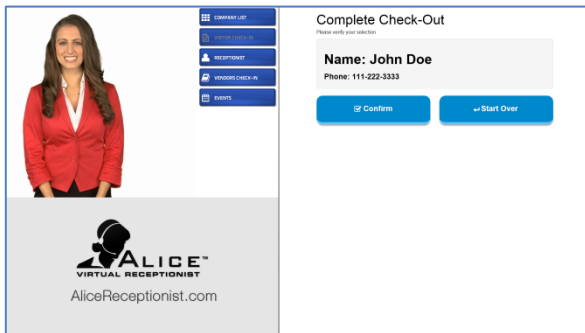


**STEP 7 continued: Check Out**

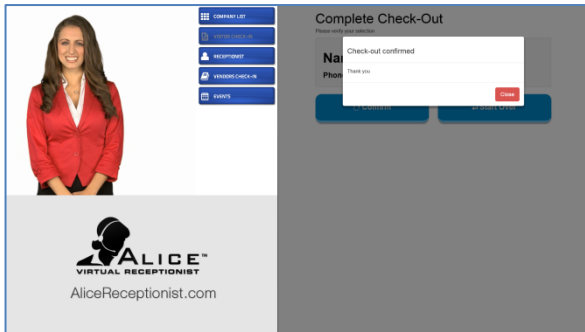
The visitor will click on the card with their name on it to check out.



The Visitor will be able to verify and confirm their information to check out



A confirmation message will be displayed upon check out.



Check Out is now complete.

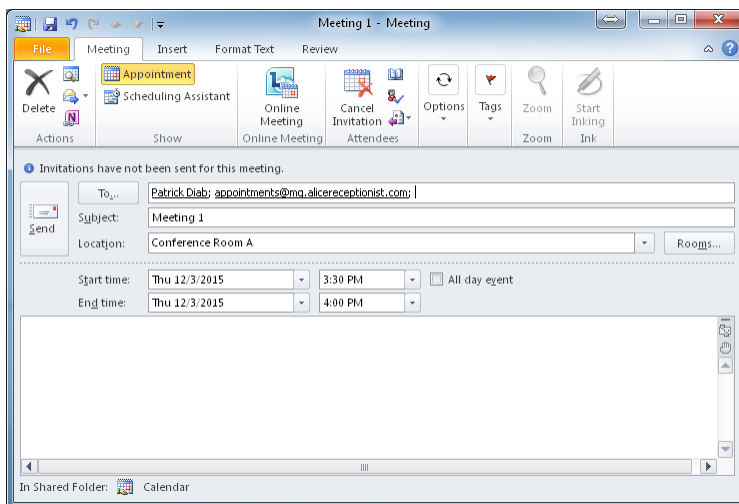
# Scheduling Guest

Employee can add a visitor to the Guest List by creating an appointment for their meeting using either Microsoft Office or Google Calendar. The employee must include the ALICE appointments email in the appointment so the ALICE system can create the appointment.

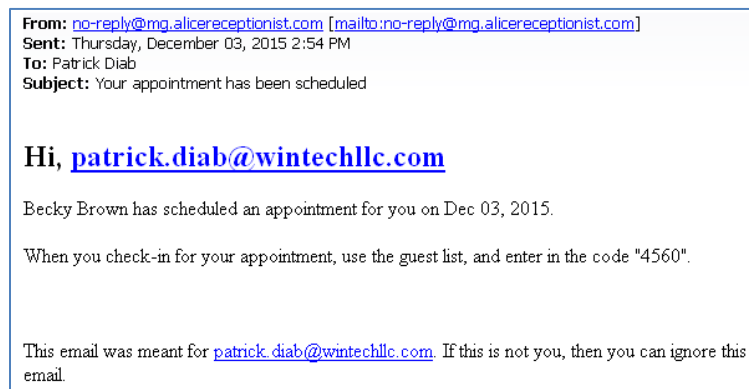
## Rules for adding visitors to the Guest List

- The appointment must be sent from either MS Outlook or Google Calendar
- The appointment must be sent from an email address that matches the employees email address in the ALICE Receptionist Admin portal.
- The appointment must include the ALICE Receptionist appointment email address in the To or CC field ([appointments@mg.alicereceptionist.com](mailto:appointments@mg.alicereceptionist.com))

To Schedule a visitor to be added to the Guest List, create an appointment and sent it to your guest and the ALICE Receptionist appointments email address.



Once the ALICE Receptionist system receives a copy of the appointment it will send a confirmation email to the guest to inform them of their appointment and provide an Appointment code which they can use when they check-in on the day of their appointment.



The visitors name will not show up on the Guest List until the day of their scheduled appointment.

Once the guest arrives, they can follow the steps outlined in the **Guest List Check-In** section of this document.

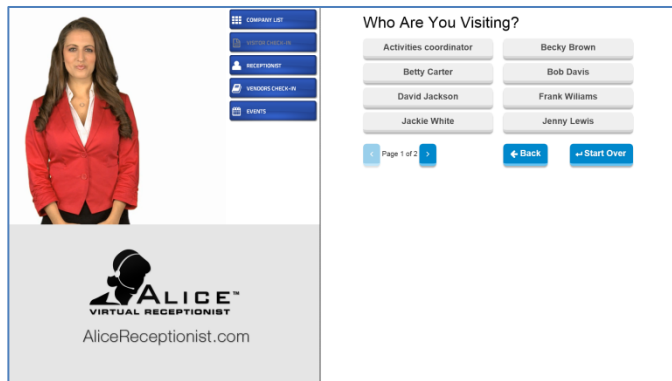
# Check In Templates

There are a number of different check-in Templates to choose from to suit the needs of your office. This section provides a overview of the different templates available. If you have more than one ALICE Directory in your organization, you can configure each Directory to use any of the templates covered in this section, they do not all have to use the same template.

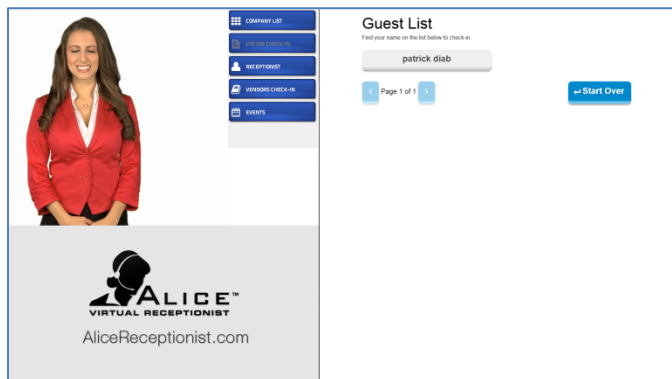
## Name Check-In Template

The Name Check-In template uses the following screens:

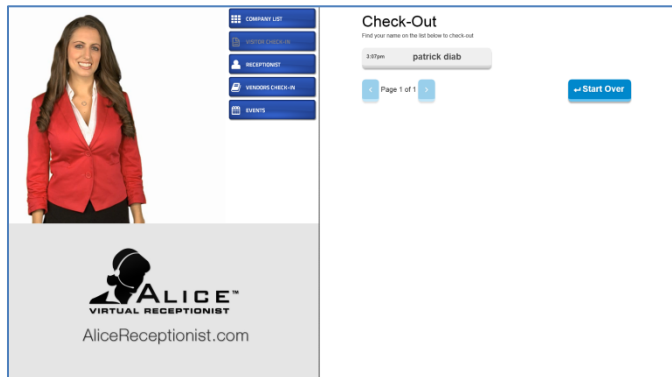
1. When the visitor has to identify who they are visiting, the system will show a list of **Departments / employees** from which the visitor must scroll through and select. At the department listing level, the visitor is given a chance to Search for the employee by name if they choose.



2. When a pre-scheduled guest uses the **Guest List** to Check-In, they will be presented with a list of names for everyone who has an appointment for that day. Once they find their name, they will click on it to check in.



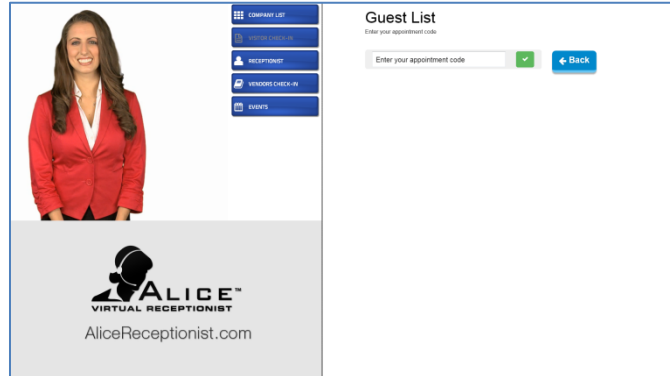
3. When the visitor uses the **Check Out** button, they will be shown a list of names of all visitor who are currently checked in. Once they find their name they will click on it to check out.



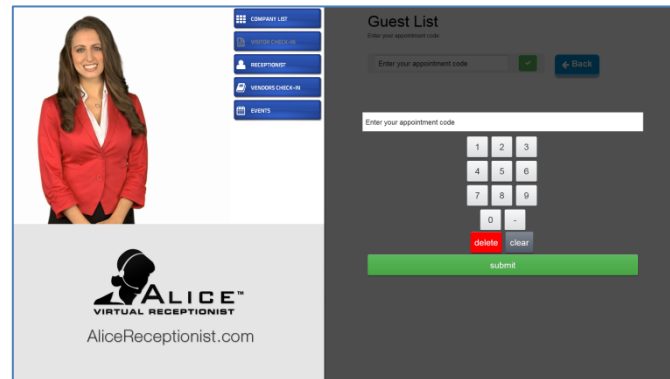
## Code Check-In Template

The Code check in template requires the visitor to use the code they were assigned by the Alice system and sent to them in the confirmation email that is sent to them after the employee makes a scheduled appointment.

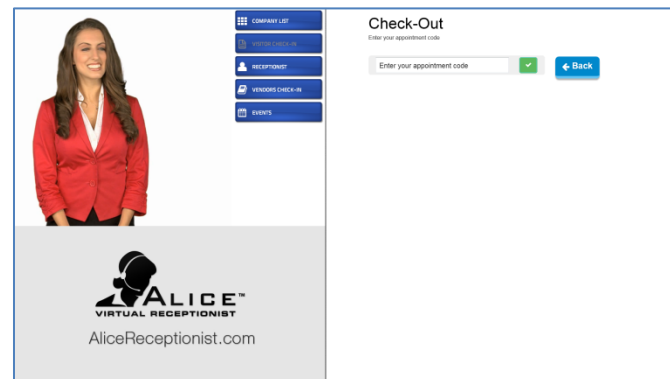
1. When the visitor clicks on the **Guest List** button they will be prompted to enter the 4 digit appointment code that was provided them via email.



2. Once they enter the code and click the green check button the visitor's information will be retrieved.



3. When the visitor clicks the **Check Out** button to check out. They are prompted to enter the 4 digit appointment code that was provided them via mail.

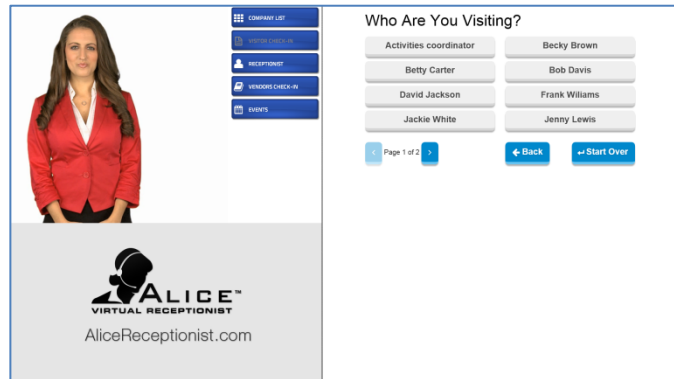


## Search & Code Check-In Template

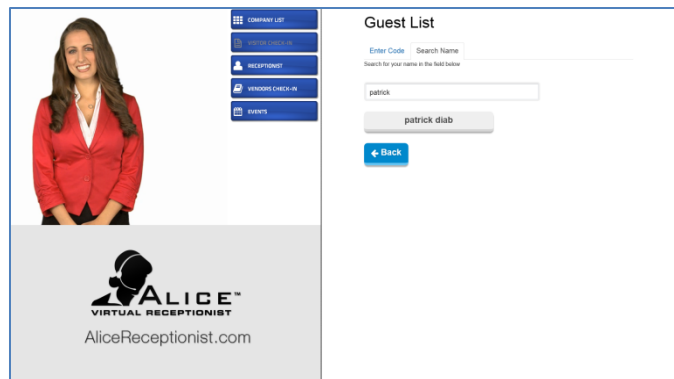
The Search & Code check in template allows scheduled Guest to enter either the appointment code they were provided when the appointment was scheduled, or search for their name in the Guest List.

The Name Check-In template uses the following screens:

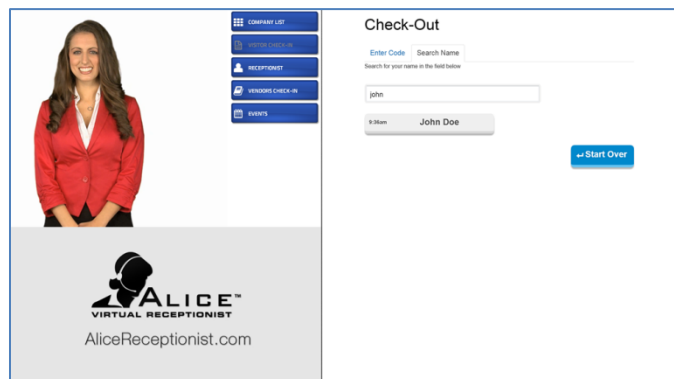
1. For **Self Check-In**, after the visitor enters their information, the system will show a list of **Departments / employees** from which the visitor must scroll through and select. At the department listing level, the visitor is given a chance to Search for the employee by name if they choose.



2. For **Guest List** Check-In the visitor can enter the appointment code or search for their name to Check-In.



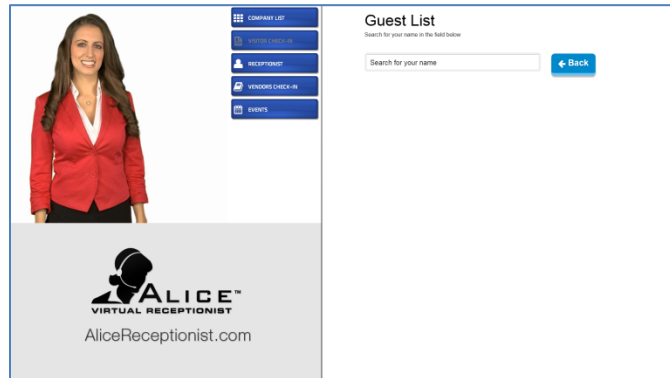
3. When the visitor clicks the **Check Out** button to check out. They are prompted to enter the 4 digit appointment code that was provided them via mail or to search for their name.



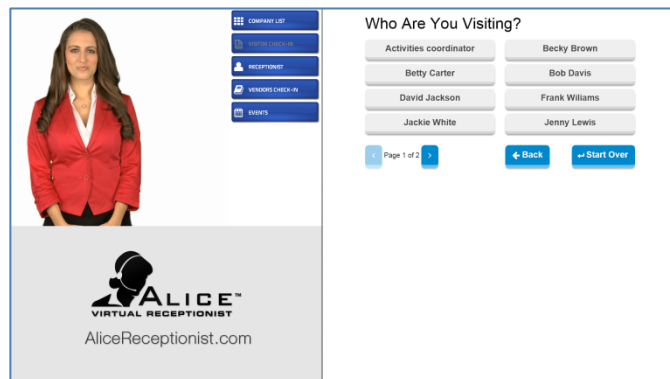
## Search Check-In Template

The **Search Check In** template allows scheduled Guest to enter either the appointment code they were provided when the appointment was scheduled, or search for their name in the Guest List.

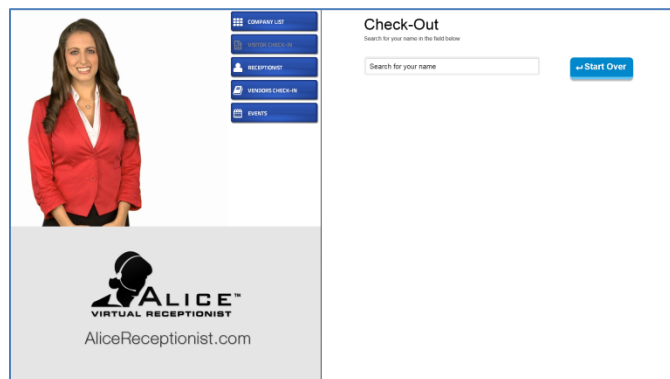
1. For **Guest List** Check-In the visitor can enter the appointment code or search for their name to Check-In



2. For **Self Check-In**, after the visitor enters their information, the system will show a list of **Departments / employees** from which the visitor must scroll through and select. At the department listing level, the visitor is given a chance to Search for the employee by name if they choose.



3. When the visitor clicks the **Check Out** button to check out they can find their name by using the search by name feature

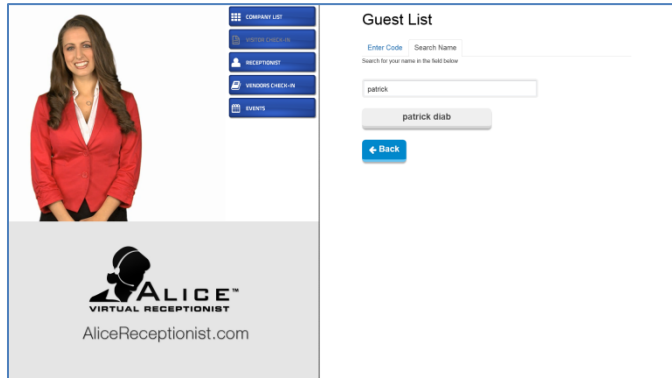




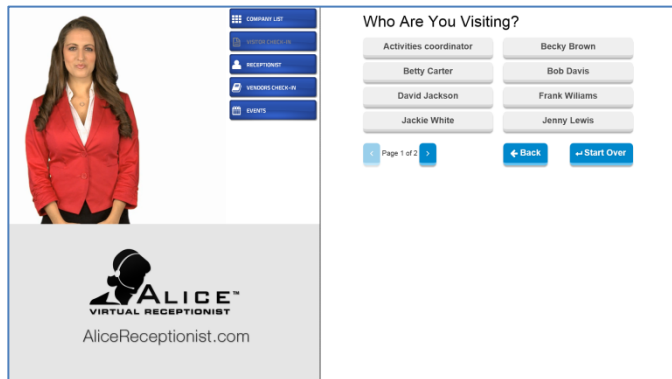
## Employee List Template

The Employee List template will display a list of employees after the visitor enters their information and is asked who they are checking in with.

1. For **Guest List** Check-In the visitor can enter the appointment code or search for their name to Check-In.



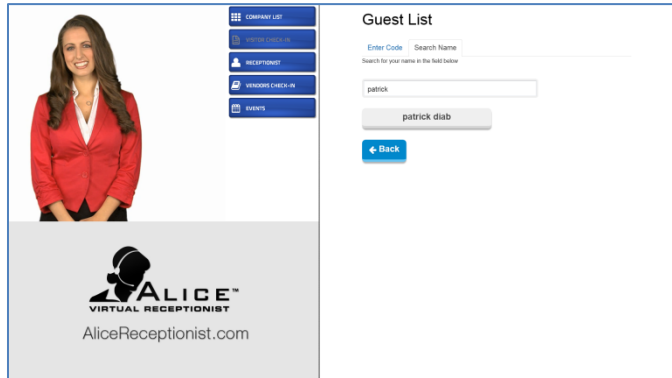
2. For **Self Check-In**, after the visitor enters their information, the system will show a list of **employees** from which the visitor must scroll through and select.



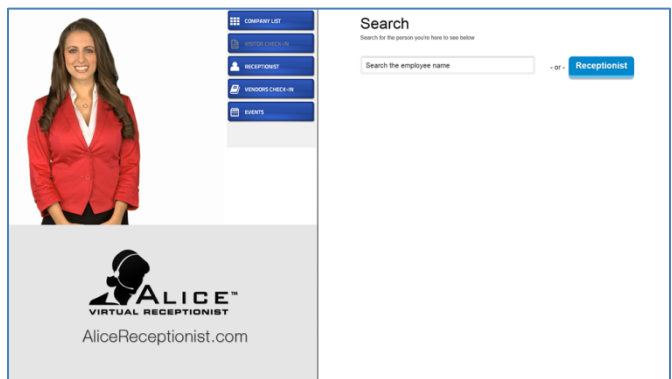
## Employee Search by Name Template

The Employee Search template will require the visitor search for the employee they are visiting with in order the check in.

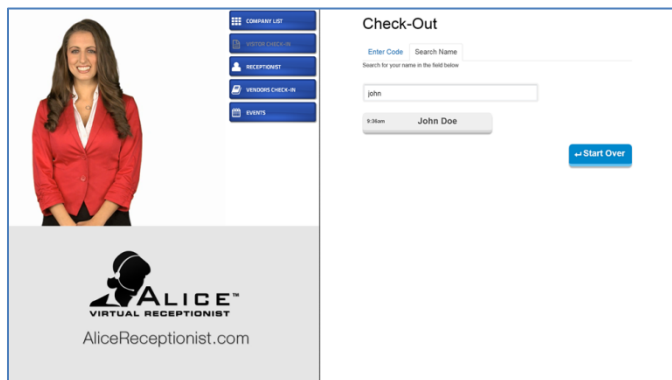
1. For **Guest List** Check-In the visitor can enter the appointment code or search for their name to Check-In.



2. For **Self Check-In** after the visitor enters their information they are able to search by name for the employee they are checking in with, or they can use the Receptionist button to contact a designated employee.



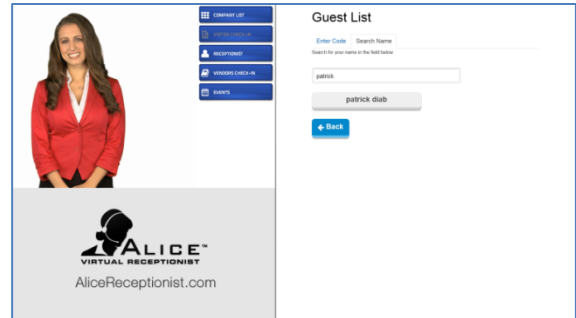
3. When the visitor clicks the **Check Out** button to check out. They are prompted to enter the 4 digit appointment code that was provided them via mail or to search for their name.



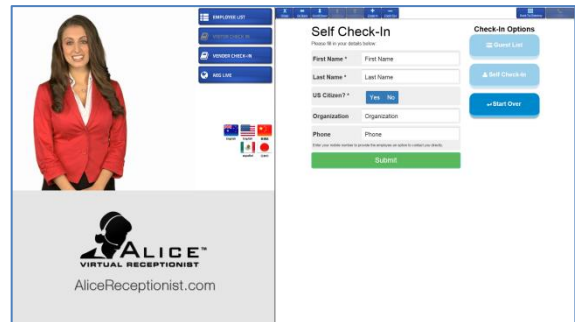
## Citizen Template

The Citizen template will require the visitor to specify if they are a US Citizen or not during the Check-In process.

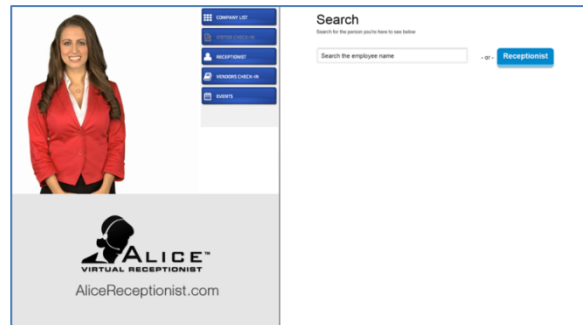
1. For **Guest List** Check-In the visitor can enter the appointment code or search for their name to Check-In.



2. For **Self Check-In or Guest List Check-In**: the visitor enters their information including making a selection of if they are a US Citizen or not.



3. For **Self Check-In** after the visitor enters their information they are able to search by name for the employee they are checking in with, or they can use the Receptionist button to contact a designated employee.



4. When the visitor clicks the **Check Out** button to check out. They are prompted to enter the 4 digit appointment code that was provided them via mail or to search for their name.

