Managing Visitor Check-Ins *with* Pikmykid

Managing Visitor Check-Ins

This guide is designed to assist **Front Office Staff** in understanding the procedures for managing visitors arriving and departing from campus.

Visitor Check-In/Out Using The Kiosk

Kiosk mode is designed for self-service, allowing visitors to easily manage their check-ins. The most accurate & recommended method for collecting visitor information is to have visitors check-in by scanning their driver's license at the desk.

Before using the kiosk, ensure the iPads & hardware are connected.
Review the **Hardware Guide** *if needed.*

To **Sign-In**, visitors will:

1. Select the **Visitor Check-In Button**.
2. Visitors will then be prompted to **scan** the back of their government issued driver's license.
3. After that, visitors will have their **photo** taken.
4. Visitors will then select a **check-in reason** or **host**.
5. Once the visitor information is confirmed, their **badge** will print.
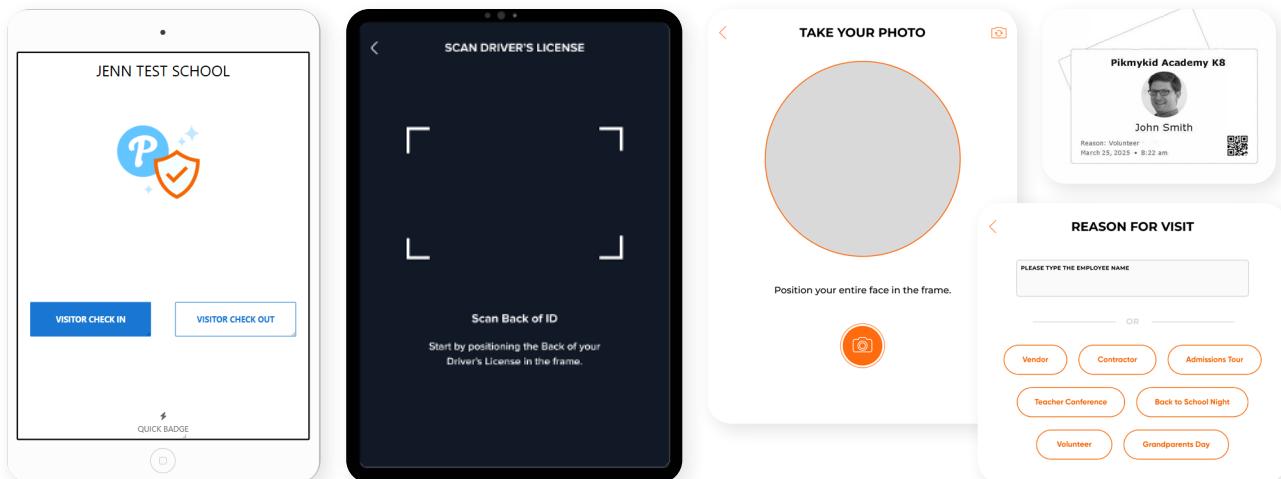
Upon **Check-Out**, visitors will:

1. Select the **Visitor Check-Out Button**.
2. They will then be prompted to **scan the QR code** from their badge – this will deactivate the badge & timestamp their departure.
3. Visitor badges should then be **discarded**.

Manual Check-In By Staff

At times, school staff may need to **manually check a visitor in or out**. It is recommended that all visitors present a valid form of identification that includes their name, date of birth, and address.

Once the visitor presents their ID, use the **search** bar to locate the visitor's profile. Once in the visitor's profile, select **Check-In**.

*If a visitor has **not** been signed in before, their profile will **not** be located in the system and a profile will need to be created.*
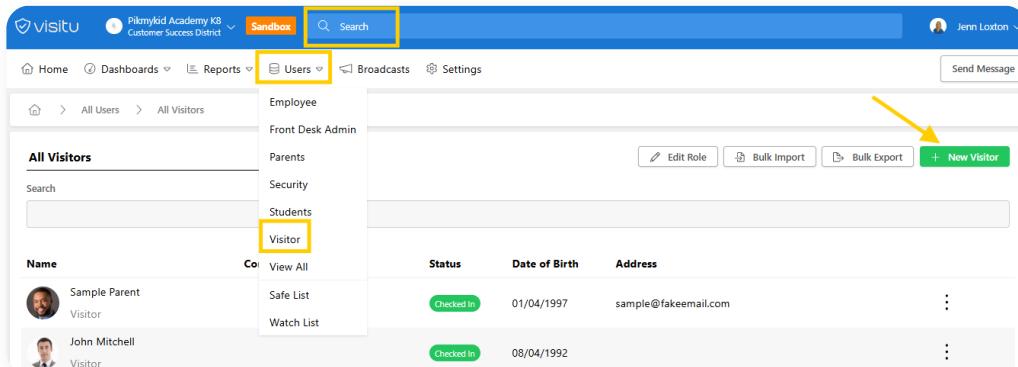
To **create a visitor profile***, click on* **Users** > **Visitor** > **+ New Visitor**. Using information from the visitor's ID, add their name, date of birth and address. Then click **Save**.
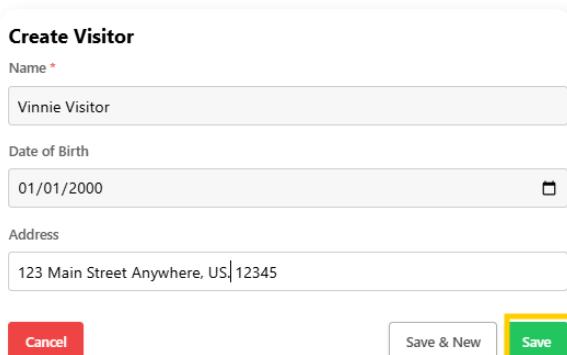
In the visitor's profile, click **Check-In**, choose the **reason** or **host**, select **print badge** and select the **badge printer**. Then click **Check-In**.
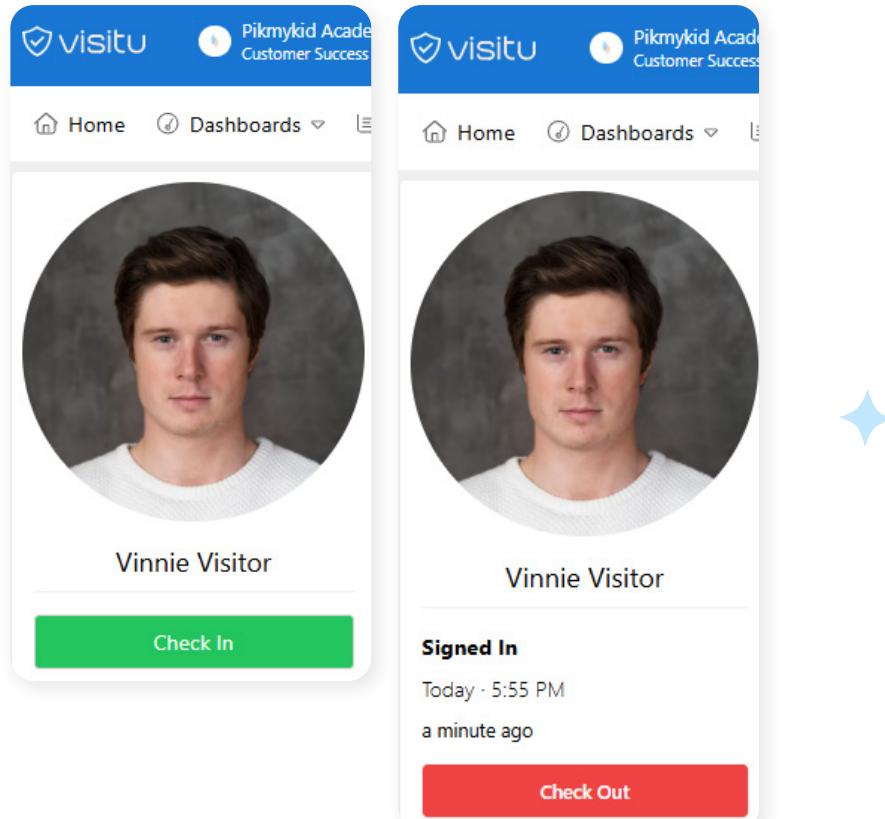
To manually **check-out** a visitor, go to the visitor's profile by clicking on the three dots associated with the visitor from the Visitors on Campus dashboard and select **Check-Out**.

Offender Check

The **Offender Check** feature enhances campus security by enabling the matching of names & dates of birth against the National Sex Offender Public Registry (NSOPR) database. *Scanning the back of a visitor's driver's license in the kiosk is the most accurate way to capture visitor information and is the recommended method.*

If a possible match is made, visitors signing into the kiosk will receive a **Verification Pending** notification and be prompted to check in at the front desk. At the same time, front office staff monitoring the portal will receive a **pop-up alert** about the pending verification. An **email** will also be sent to Super Admin, Front Office Staff and any other designated employees who should be alerted about the pending verification.

If a visitor is **approved**, the visitor will be moved to the **Safe List** and the verification process will NOT be triggered the next time they sign in. If a visitor is **denied**, the verification will be triggered if they sign in again.

*If a visitor is denied access to the campus, their status will still show as **Checked-In** as a Visitor on Campus. This is to document that they are currently on the school grounds and once they have been escorted off your campus, front office staff should **Check Out** the visitor to timestamp their removal from the campus.*

Pending Verifications

Name	Actions
John Pine	Approve Deny View Details

Pending Verifications

This user requires a manual verification, please see the details below.

Visitor Information

John Pine
November 10, 1977

Possible Offender Match

John Pine
November 10, 1977
310 Ezzard Charles Dr Cincinnati OH 45214
Hair Color:
Eye Color:
Weight:
Height:
Aliases: John Pine, Dangerous Person
Convictions: Sexual assault on a minor
Markings: Tattoo on left arm

Deny   Approve

Hi Patrick Reardon,

A possible offender named John Pine has checked in at Patrick Main School to visit.

To investigate this alert, please review the details below:

Name: John Pine

Birthday: 11/10/1977

Address: 310 Ezzard Charles Dr Cincinnati OH 45214

Race:

Hair Color:

Eye Color:

Height:

Weight: lbs

View Offender

VISITU

Verification Pending

Please see the front desk.

John Pine
05/21/2024

BACK

Questions? Email us at **success@pikmykid.com**.