VMS User Journey

Updated on: Aug 2021
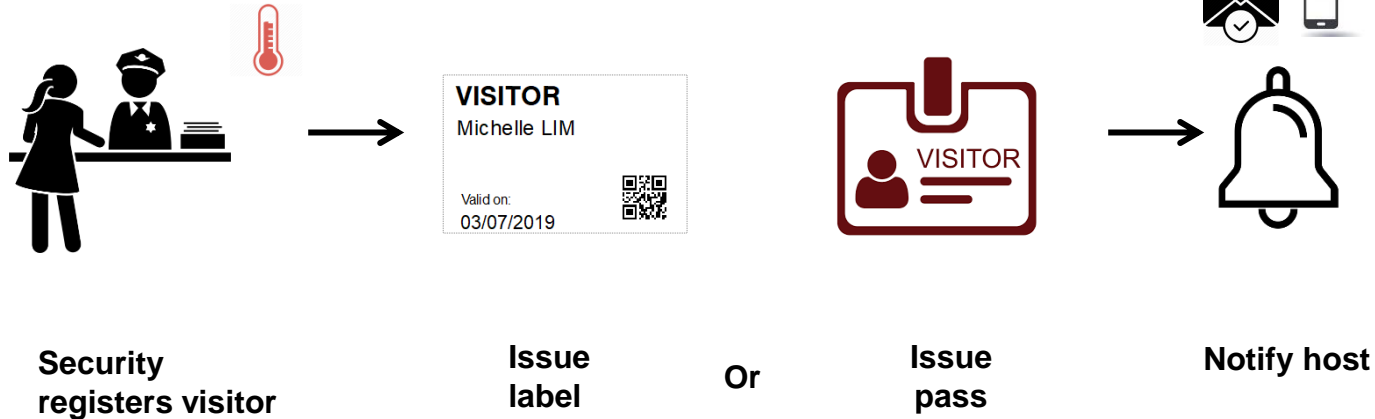
Selection of Function

leego®
www.vmsspecialist.com

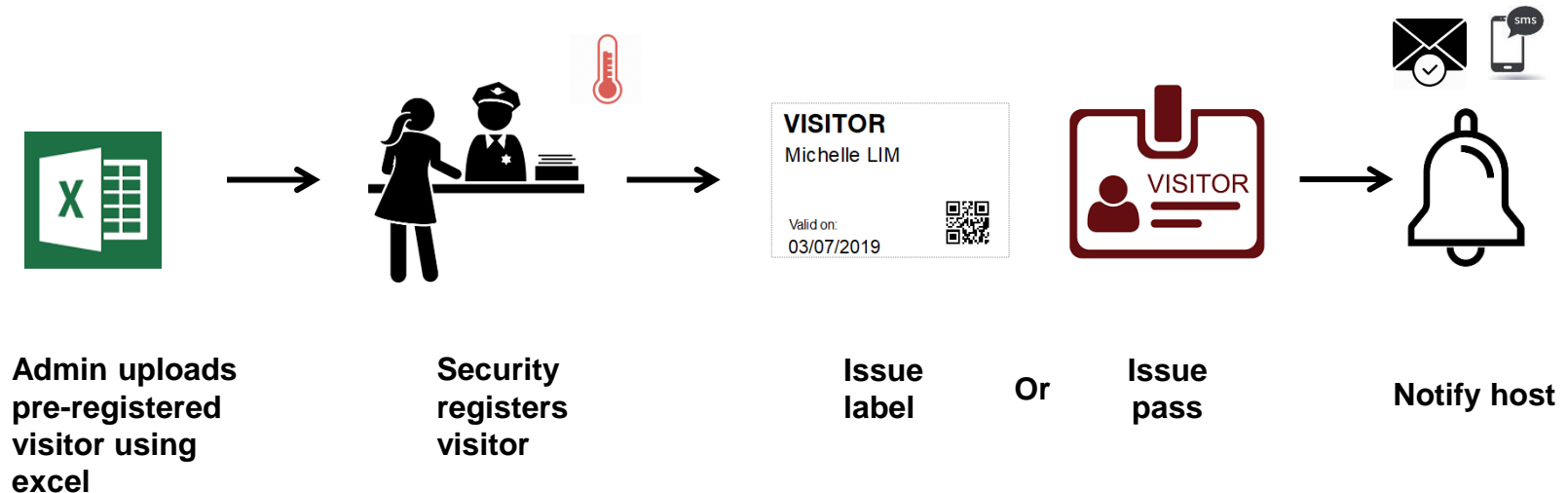| Function	User Journey Case																		
	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	4c	4d	5a	5b	5c	5d	6a	6b
Assisted Check In	✔	✔	✔															✔	
Self Check In (Physical kiosk)				✔	✔			✔		✔	✔			✔					✔
Self Check In (Virtual kiosk)						✔	✔		✔			✔			✔				
Auto Check In													✔			✔	✔		
Notification		✔		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Link with Thermal Device	✔	✔	✔	✔	✔		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Safe Entry (Token QR/NRIC)	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Print Label / Issue Pass	✔	✔	✔	✔	✔			✔		✔	✔		✔	✔		✔	✔	✔	✔
Manual Pre-registration		✔																	
Pre-registration by Host								✔	✔	✔	✔	✔	✔						✔
Visit Request by Visitor														✔	✔	✔	✔		
Visit Approval														✔	✔	✔	✔		
QR Access Control			✔		✔		✔			✔	✔					✔	✔		
Face Access Control					✔		✔			✔	✔					✔	✔		
Vehicle Access Control																		✔	✔

blue texts – require internet

Case 1a (Assisted Check In)

1. Security checks in visitor
2. Issue visitor label or pass
3. Auto notify host

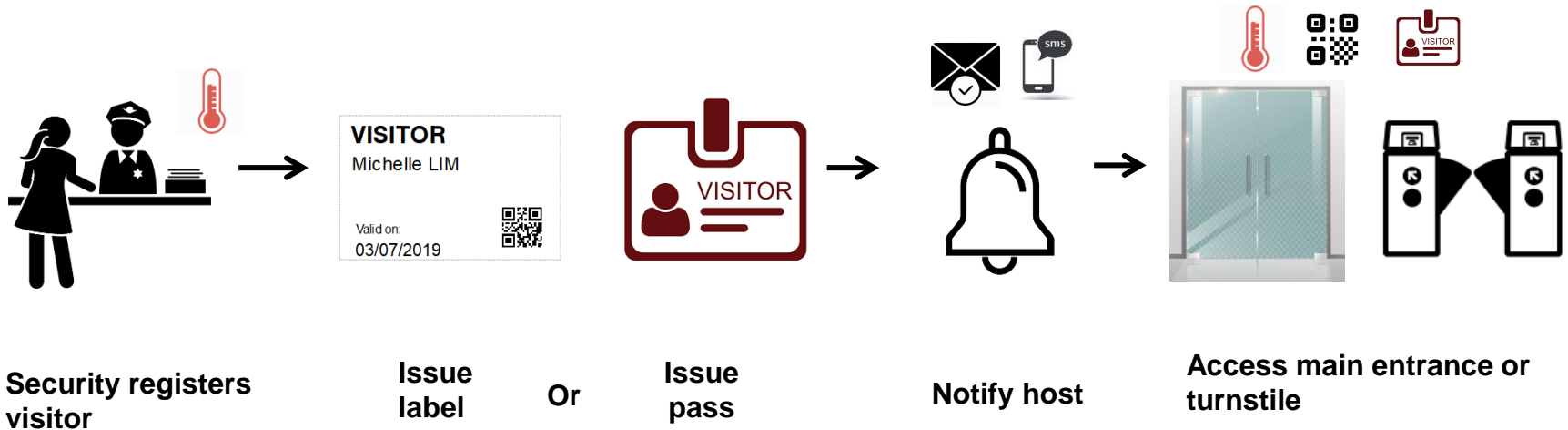| **Security registers visitor** | **Issue label** | **Or** | **Issue pass** | **Notify host** |

Case 1b (Manual Pre-registration + Assisted Check In + Notify)

1. Manually upload pre-registered visitor list by admin using Excel format
2. Security checks in visitor
3. Issue visitor label or pass
4. Auto notify host

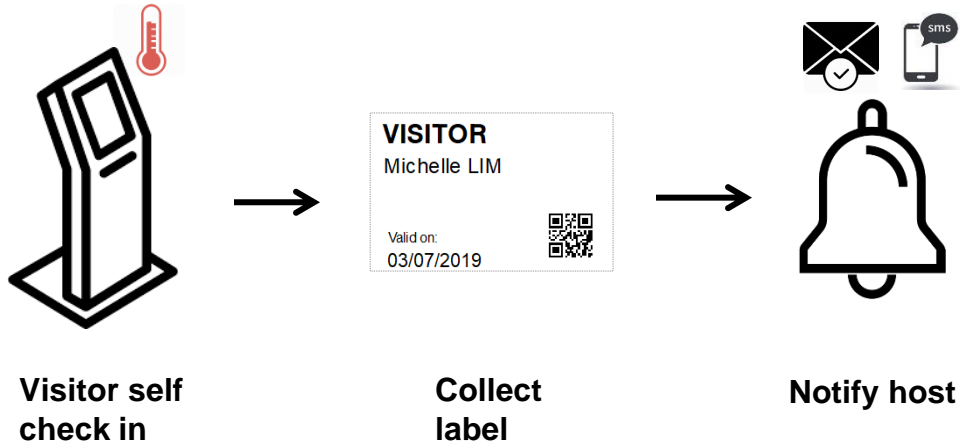| Admin uploads pre-registered visitor using excel | Security registers visitor | Issue label | Or | Issue pass | Notify host |

4

Case 1c (Assisted Check In + Access Control)

1. Security checks in visitor
2. Issue visitor label or pass
3. Auto notify host
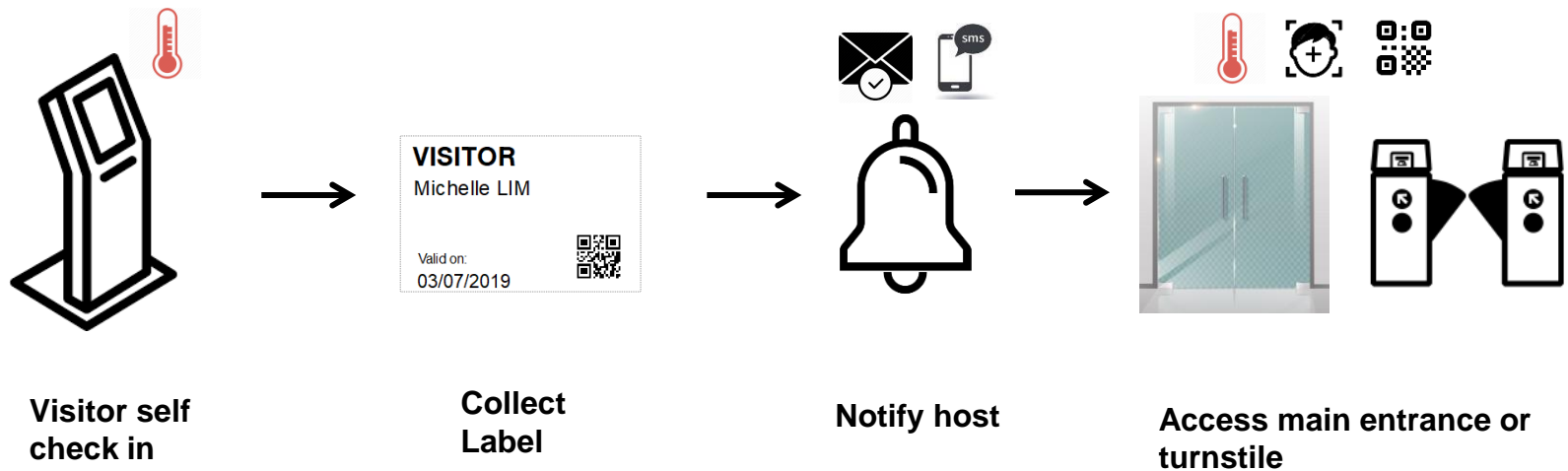4. Access main entrance or turnstile by label QR code or pass(card)

| Security registers visitor | Issue label | Or | Issue pass | Notify host | Access main entrance or turnstile |

Case 2a (Self check in + Notify)

1. Self check in by walk in visitor at kiosk
2. Collect visitor label
3. Auto notify host

Visitor self check in

VISITOR
Michelle LIM

Valid on:
03/07/2019

Collect label

Notify host

Case 2b (Self Check In + Notify + Access Control)

1. Self check in by walk in visitor at kiosk
2. Collect visitor label
3. Auto notify host
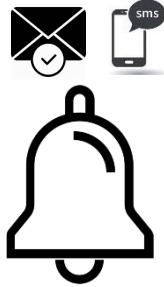4. Access main entrance or turnstile using label QR code/face

VISITOR
Michelle LIM

Valid on:
03/07/2019

Visitor self check in

Collect Label

Notify host

Access main entrance or turnstile

Case 2c (Self check in + Notify)

1. Walk in visitor scans virtual kiosk QR code to register
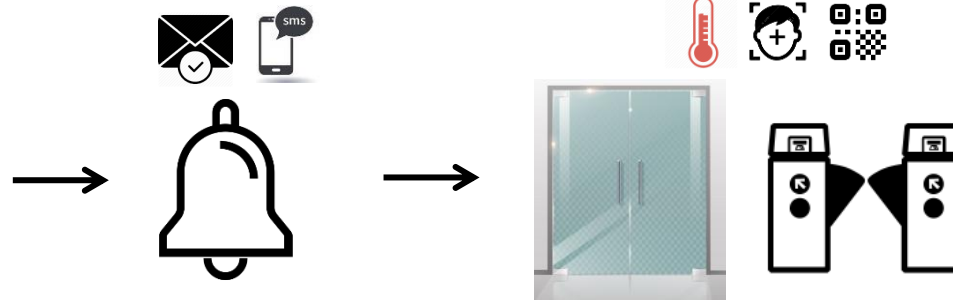2. Auto notify host

Scan QR code to register

Notify host

8

Case 2d (Self Check In + Notify + Access Control)

1. Walk in visitor scans virtual kiosk QR code to register
2. Auto notify host
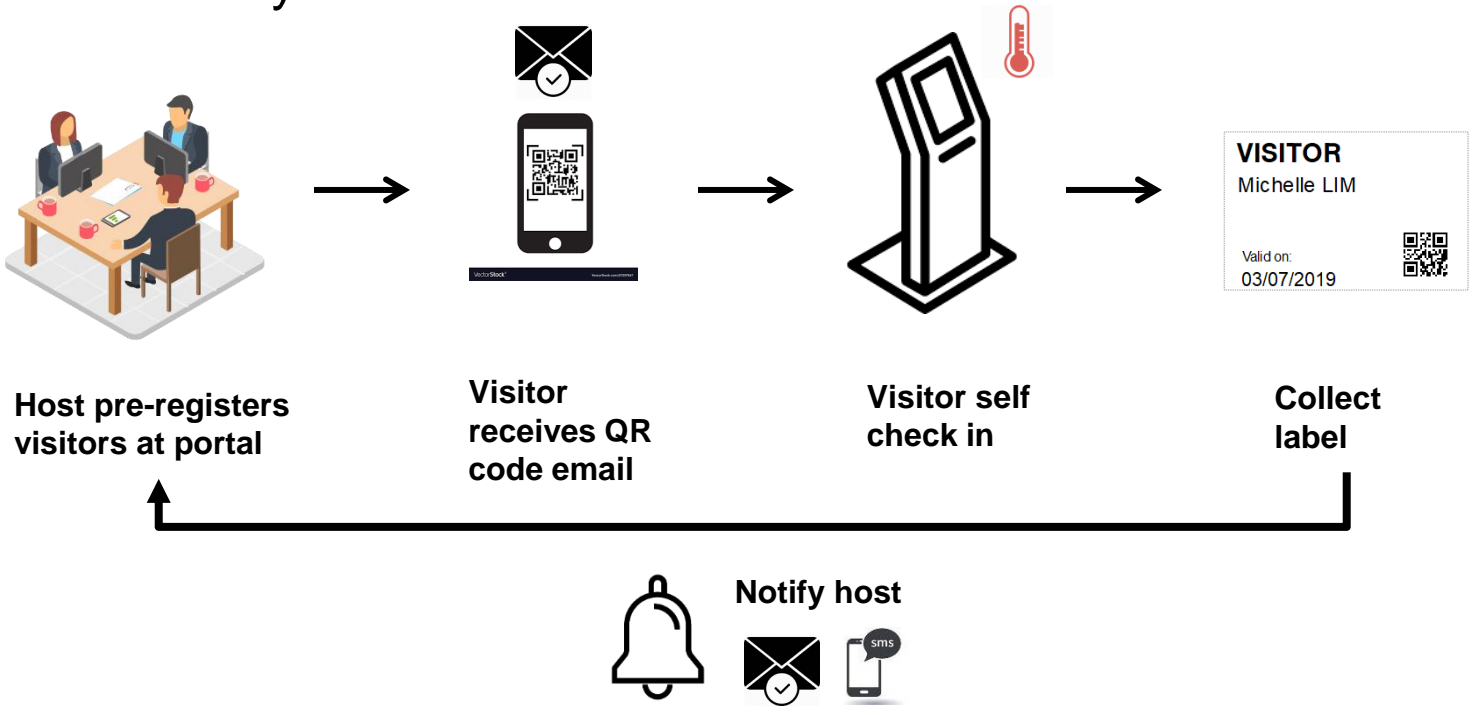3. Access main entrance or turnstile using label QR code/face
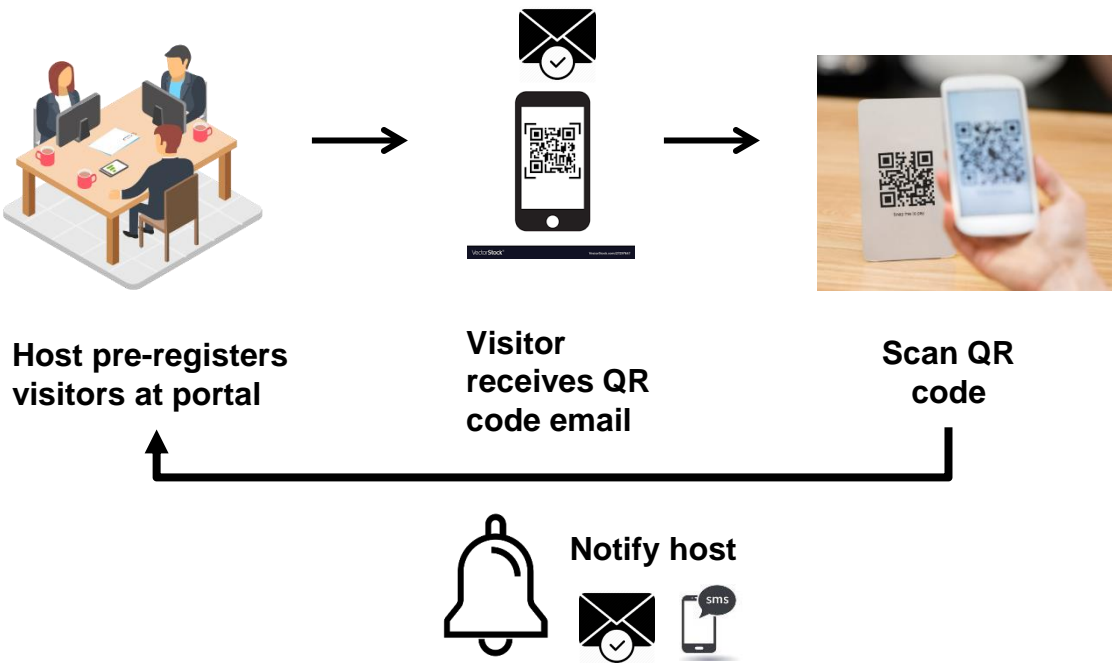

Scan QR code to register

Notify host

Access main entrance or turnstile

Case 3a (Web Pre-registration + Self Check In + Notify)

1. Pre-registration by host at portal
2. Email QR code to visitor
3. Self check in by pre-registered visitor using QR code email / mobile no. at kiosk
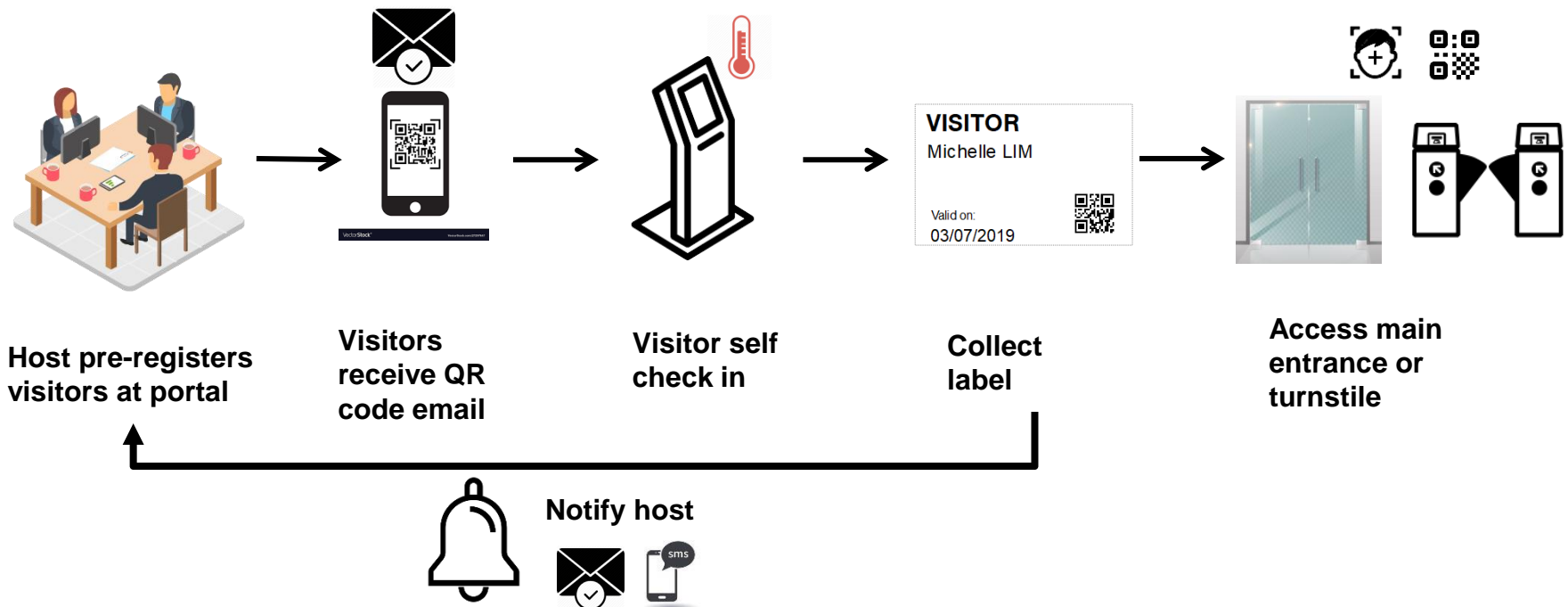4. Collect visitor label
5. Auto notify host

Host pre-registers visitors at portal

Visitor receives QR code email

Visitor self check in

Collect label

Notify host

Case 3b (Web Pre-registration + Self Check In + Notify)

1. Pre-registration by host at portal
2. Email QR code to visitor
3. Visitor scans virtual kiosk QR code to check in
4. Auto notify host

Host pre-registers visitors at portal

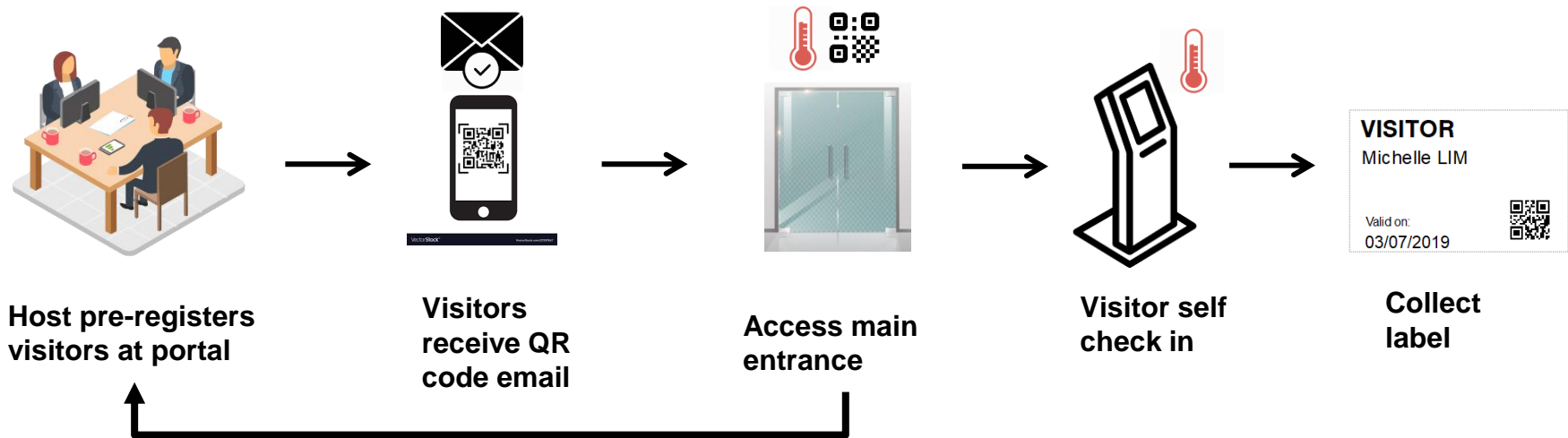**Visitor receives QR code email**

Scan QR code

Notify host

Case 4a (Web Pre-registration + Self Check In + Notify + Access Control)

1. Pre-registration by host at portal
2. Email QR code to visitor
3. Self check in by pre-registered visitor using QR code email/mobile no. at kiosk
4. Collect visitor label
5. Access main entrance or turnstile using label QR code or face
6. Auto notify host

Host pre-registers visitors at portal

Visitors receive QR code email

Visitor self check in

Collect label

Access main entrance or turnstile

Notify host

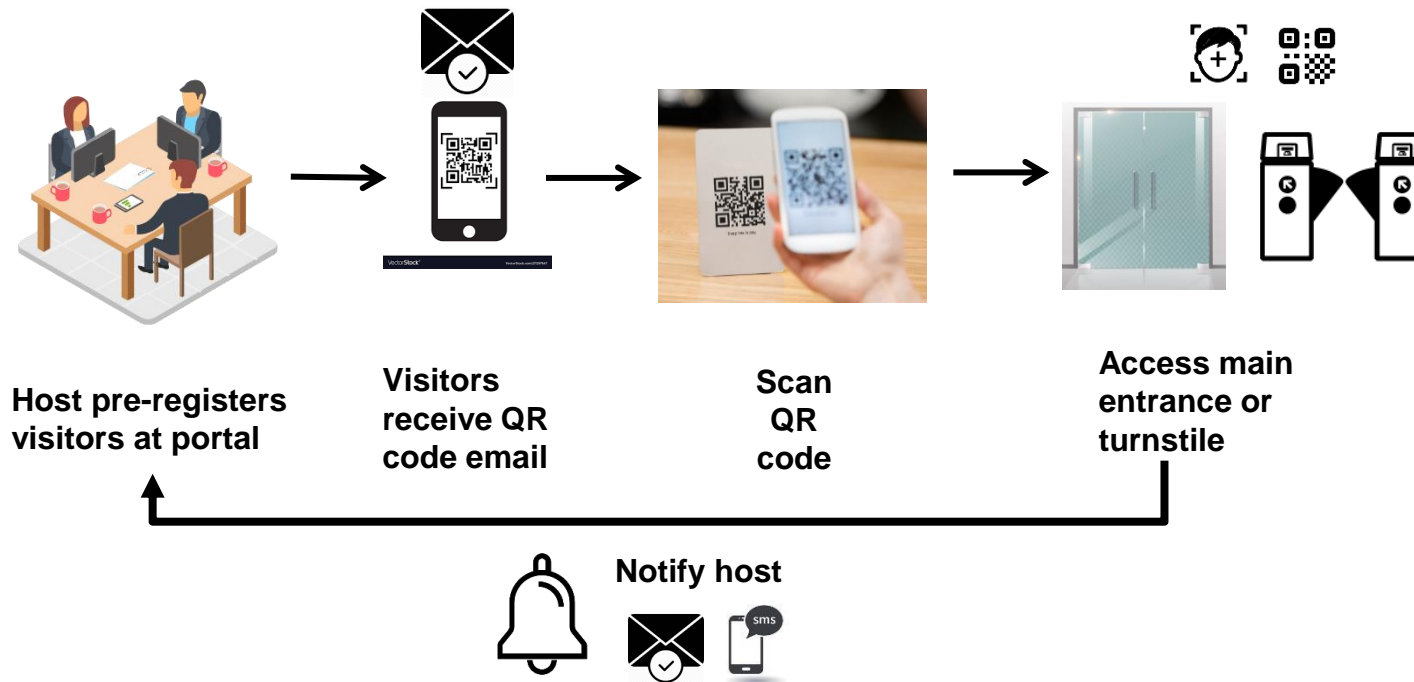# Case 4b (Web Pre-registration + Access Control + Notify + Self Check In)

1. Pre-registered by host at Portal
2. Email QR code to visitor
3. Access main entrance using email QR code
4. Auto notify host
5. Self check in by pre-registered visitor using email QR code/mobile no. at kiosk
6. Collect visitor label

Host pre-registers visitors at portal

Visitors receive QR code email

Access main entrance

Visitor self check in

Collect label

Notify host

VISITOR
Michelle LIM

Valid on:
03/07/2019
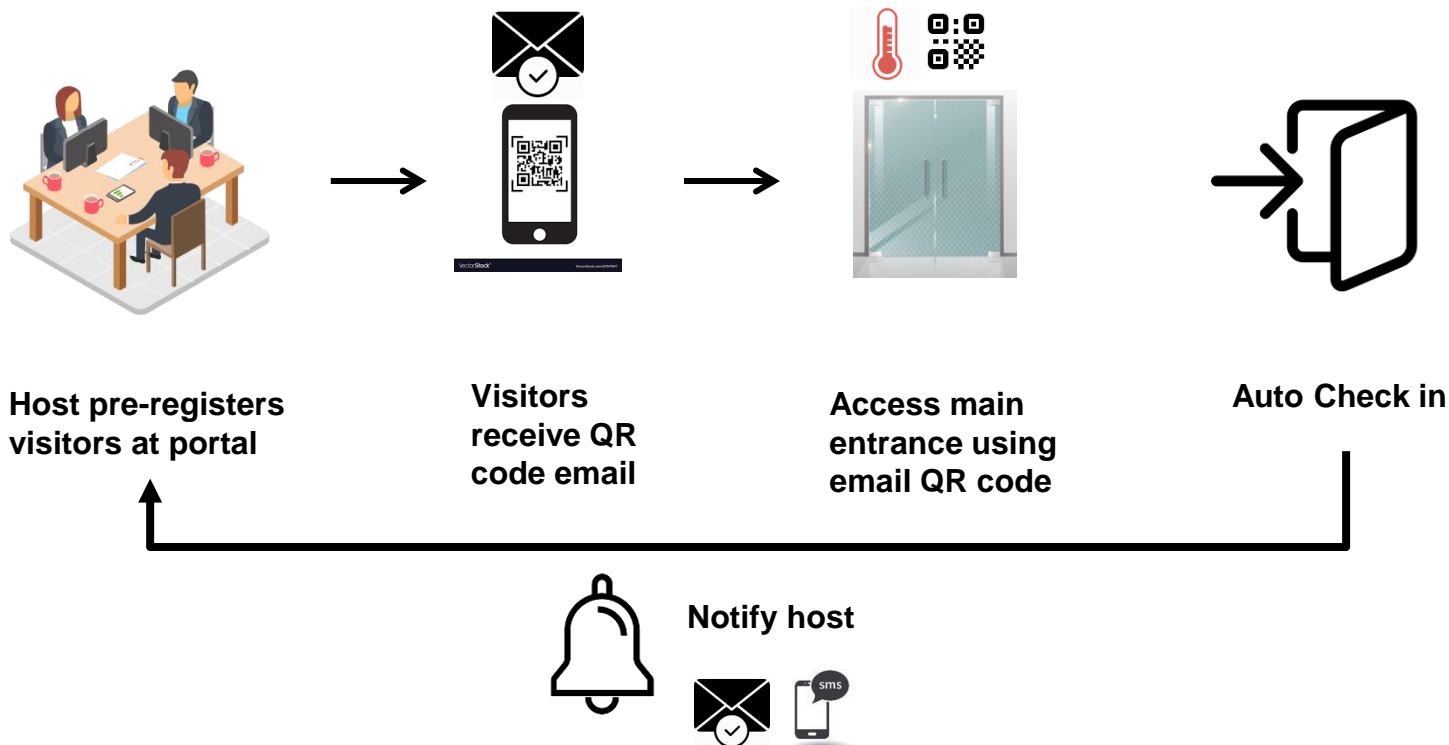
Case 4c (Web Pre-registration + Self Check In + Notify + Access Control)

1. Pre-registration by host at portal
2. Email QR code to visitor
3. Visitor scans virtual kiosk QR code to check in
4. Access main entrance or turnstile using label QR code or face
5. Auto notify host

Host pre-registers visitors at portal

Visitors receive QR code email

Scan QR code

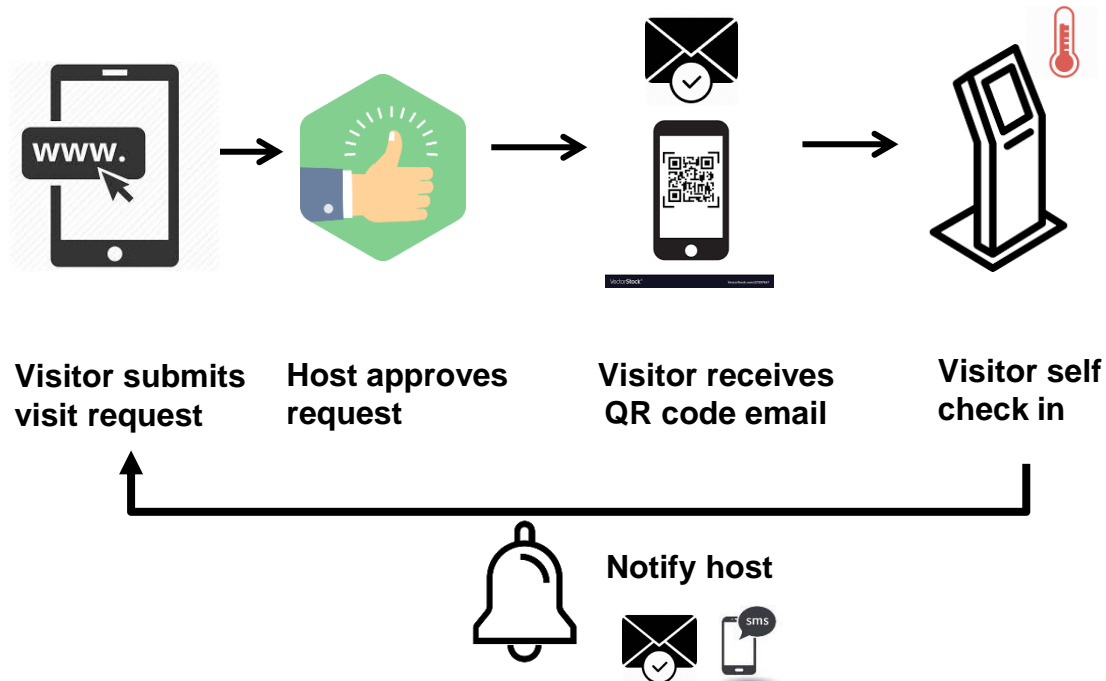**Access main entrance or turnstile**

Notify host

Case 4d (Web Pre-registration + Access Control + Auto Check In + Notify)

1. Pre-registered by host at Portal
2. Email QR code to visitor
3. Access main entrance using email QR code/face
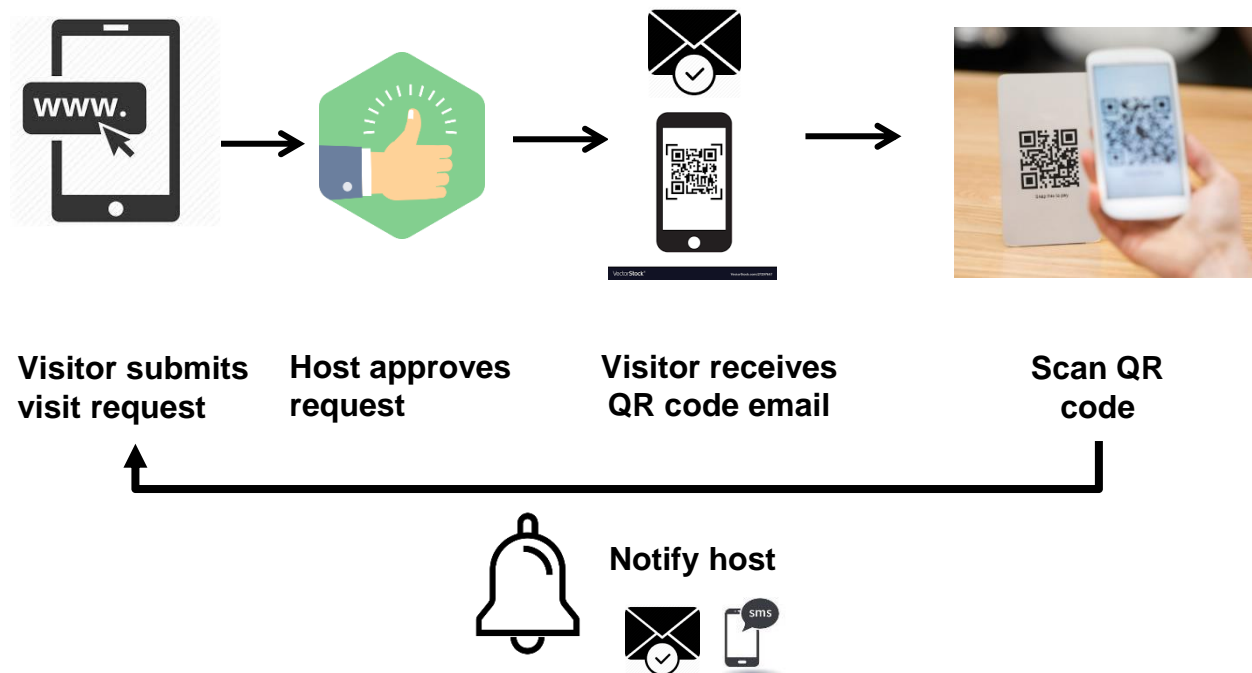4. Auto check in pre-registered visitor
5. Auto notify host

Host pre-registers visitors at portal

Visitors receive QR code email

Access main entrance using email QR code

Auto Check in

Notify host

Case 5a (Web Pre-registration + Approval + Access Control + Auto Check In + Notify)

1. Visitor opens a web link and self submit visit request
2. Host to approve request
3. Email QR code to visitor
4. Self check in by pre-registered visitor by email QR code at kiosk
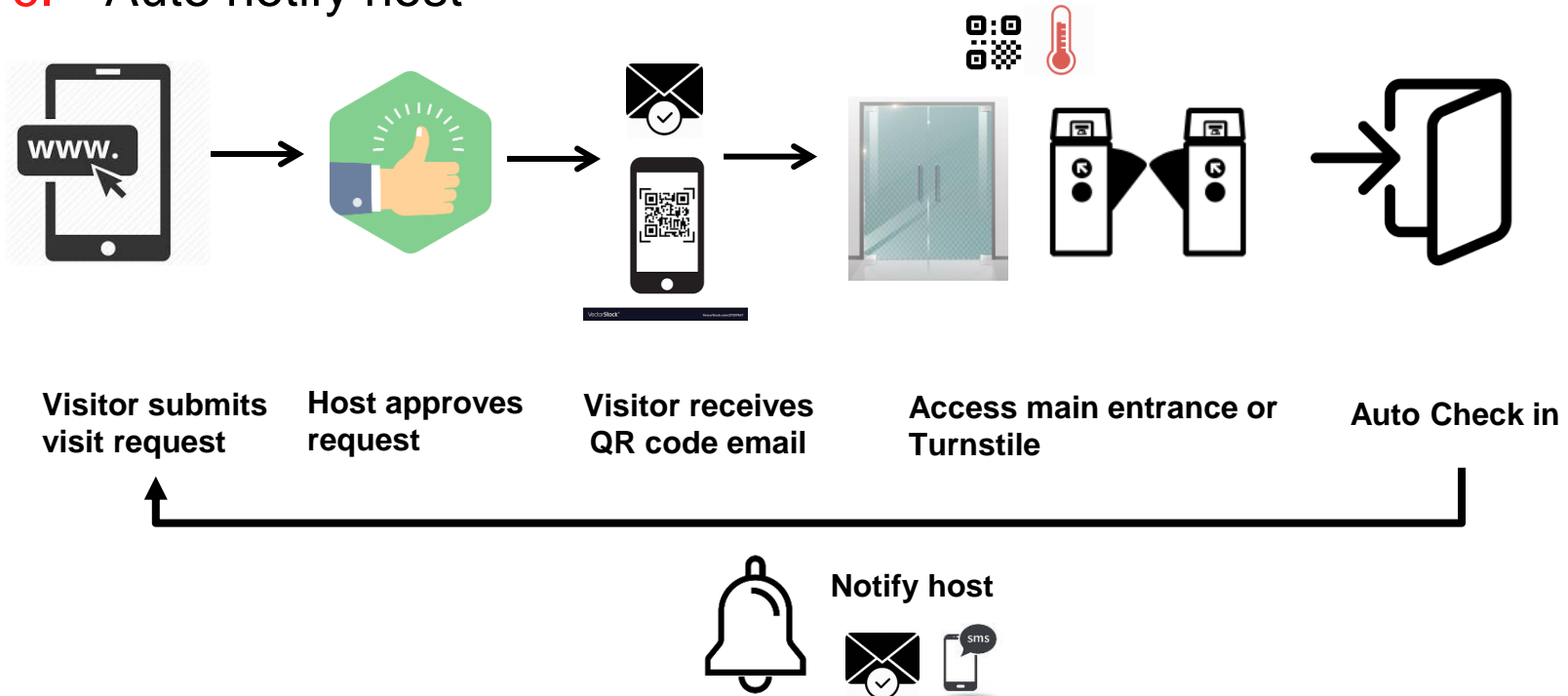5. Auto notify host

Visitor submits visit request **Host approves request** **Visitor receives QR code email** **Visitor self check in**

Notify host

Case 5b (Web Pre-registration + Approval + Access Control + Auto Check In + Notify)

1. Visitor opens a web link and self submit visit request
2. Host to approve request
3. Email QR code to visitor
4. Visitor scans virtual kiosk QR code to check in
5. Auto notify host

Visitor submits visit request   **Host approves request**   **Visitor receives QR code email**   **Scan QR code**
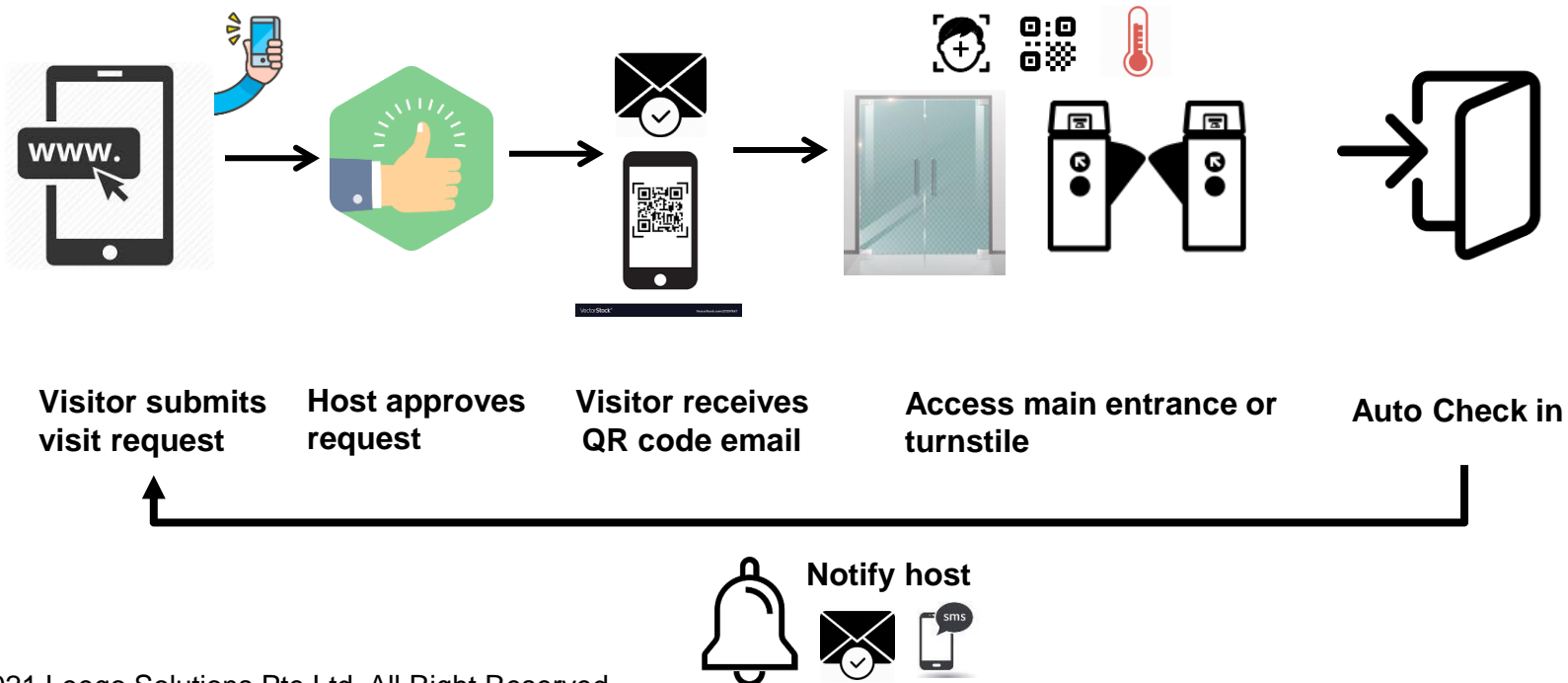
Notify host

Case 5c (Web Pre-registration + Approval + Access Control + Auto Check In + Notify)

1. Visitor opens a web link and self submit visit request
2. Host to approve request
3. Email QR code to visitor
4. Access main entrance or turnstile using email QR Code and take temperature
5. Auto check in pre-registered visitor
6. Auto notify host

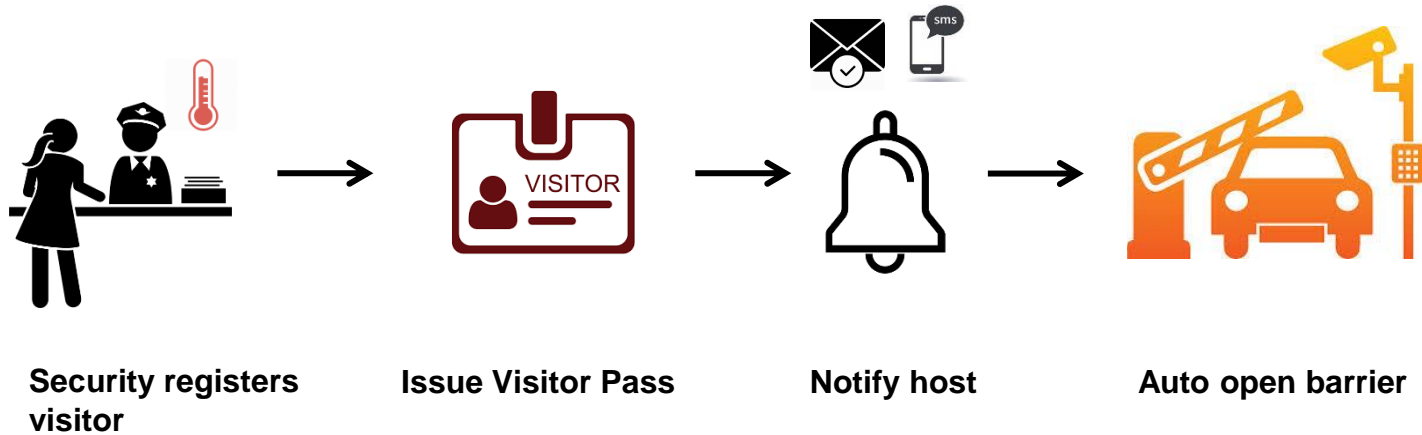| Visitor submits visit request | Host approves request | Visitor receives QR code email | Access main entrance or Turnstile | Auto Check in |

Notify host

Case 5d (Web Pre-registration + Approval + Access Control + Biometric + Auto Check In + Notify)

1. Visitor opens a web link and self submit visit request with selfie
2. Host to approve request
3. Email QR code to visitor
4. Access main entrance or turnstile using email QR Code or face and take temperature
5. Auto check in pre-registered visitors
6. Auto notify host

| Visitor submits visit request | Host approves request | Visitor receives QR code email | Access main entrance or turnstile | Auto Check in |

Notify host

Case 6a (Assisted Check In + Vehicle Access Control + Notify)

1. Security checks in walk in visitor
2. Issue visitor pass
3. Auto notify host
4. Access barrier using licensed plate recognition

Security registers visitor → **Issue Visitor Pass** → **Notify host** → **Auto open barrier**

Case 6b (Web Pre-registration + Vehicle Access Control + Notify + Self Check In)

1. Pre-registered by host at Portal
2. Email QR code to visitor
3. Access barrier using licensed plate recognition
4. Auto notify host
5. Self check in by pre-registered visitor using email QR code/mobile no.
6. At kiosk
7. Print visitor label

Host pre-registers visitors at portal

Visitors receive QR code email

Auto open barrier

Visitor self check in

Collect label

VISITOR
Michelle LIM

Valid on:
03/07/2019

Notify host