Visitor Aware®

PRODUCT GUIDE

singlewire® software

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The Visitor Aware Difference

Safety starts at the front door. Visitor Aware provides the tools to screen visitors so your organization can identify threats before they gain access to sensitive areas. Provide peace of mind with a comprehensive tool that verifies visitors so you know the people in your building have been given permission to be there. Using technology you already own you can create a secure environment that makes it evident from the moment someone enters your buildings that safety is a top priority.

Encrypted facial recognition results in fewer false positives

No proprietary hardware which means you save money by using tools you already own

Multi-wide insights eliminate the need for visitors to check-in multiple times on the same day

QR codes help identify and verify visitors with ease

Pre-registration links save time and hassle

Drill scheduling helps document and carry out required safety activities

Mass notification and incident management integration with our InformaCast software

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Visitor Manager

Secure visitor screening and check-in

VISITOR CHECK-IN

- Scan guests' IDs when they enter your building to determine whether or not they should be permitted.
- Print badges for permitted guests to identify themselves and the areas within your building they are allowed to visit.
- Perform batch check-ins for large groups and enable a streamlined check-in process for frequent guests.
- Enable visitors to check-in using their own mobile device before allowing them to enter the building.

VISITOR VERIFICATION

- Validate visitor IDs against national sex offender and government watchlists and active court orders.
- Maintain a list of banned visitors who should be flagged when trying to check in to prevent known offenders from gaining access.

VISITOR COMPLIANCE

- Have guests agree to policies and procedures while visiting your buildings upon check-in.

REPORTING

- View a dashboard that provides insights into the number of visits, number of visitors, visitors by hour, and top destinations. ·
- Export a list of current visitors and all visitors.

Safety Manager

Assign, schedule, conduct, and record drills

SCHEDULE AND ASSIGN SAFETY DRILLS

- Assign drills to certain people and designate time frames when drills need to be completed.

CREATE CHECKLISTS

- Add tasks to drills that need to be completed. The person the drill has been assigned to can mark that each item has been done as the drill is conducted.

MAINTAIN DIGITAL RECORDS

- Eliminate pen and paper record keeping, with unified digital records that demonstrate drills have been conducted and that your organization is in compliance.
- Create digital records that document every step of the process that can be reviewed later.

ROLL CALL

- Integrate with InformaCast to account for everyone during a crisis and record their status and location.

TIP LINE

- Collect tips to quickly inform security and upper-level staff of potential safety situations.
- Submit tips with contact information or anonymously.
- Anonymous two-way communication enables staff to communicate with an anonymous tip submitter.

Hardware Recommendations

No requirements means more flexibility

Many visitor management vendors force organizations into using costly proprietary hardware, but Visitor Aware has been built with the utmost flexibility in mind, giving you the ability to use tools you already own or select ones that fit your budget. Our recommended hardware list includes common items that have been tried and tested in a variety of environments.

APPLE IPAD AND IPHONE

- Leverage base-model iPads and/or iPhones to use Visitor Aware.
- Using the Visitor Aware app enables built-in identification card scanning, visitor photos, and a streamlined experience for your visitors.

BADGE PRINTERS

- Add the Brother QL-810W or QL-810WC Wireless printer to automatically print a visitor badge complete with their photo, destination, and time of arrival to make identifying visitors easier for staff.
- Dymo LabelWriters, or other badge printers that do not feature wireless connectivity can also be connected through the Visitor Aware desktop app.

WEBCAMS

- When iPads are unavailable, webcams like the Logitech HD Pro Webcam C920 are recommended to complete the visitor check-in process.

IPAD STAND AND TABLE MOUNTS

- Place iPad stands or table mounts in your check-in area to easily facilitate self- service for guests upon arrival.

HANDHELD ID SCANNER

- When an iPad is not ideal, speed up the web check-in process with a cost-effective handheld ID scanner.

Find full details on hardware recommendations at www.singlewire.com/visitor-aware-hardware.

InformaCast Compatibility

Detect, notify, and manage

Add mass notification and incident management capabilities to your safety toolset with InformaCast from Singlewire Software. InformaCast integrates with Visitor Aware to add another layer of protection to your organization.

EMERGENCY NOTIFICATION

- Send intrusive audio, visual and text alerts to a wide range of on-site and mobile devices.

- Set up automated and manual alerts to quickly initiate notifications that reach everyone.

- Automatically enroll visitors to receive notifications when they check-in with Visitor Aware.

INCIDENT MANAGEMENT

- Get real-time insights as incidents unfold with location information, virtual collaboration, and survey responses.

- Deliver messages for every step of the process from initial alerts to the "All Clear".

- View after-action reports to see what worked and what can be improved.

DAILY OPERATIONS

- Schedule regular notifications for non-emergency events and automate announcements.

- Send live or pre-recorded audio utilizing overhead paging systems.
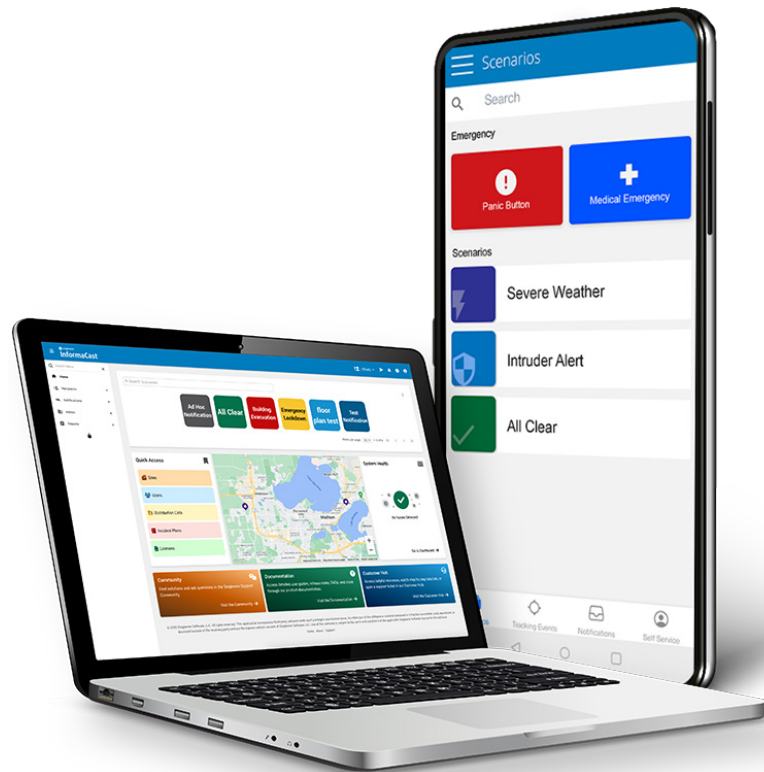
Visit **www.singlewire.com/informacast** to learn more about **InformaCast.**

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Administration and Usability

Easy set-up and implementation

SIMPLIFIED INTERFACE AND CONFIGURATION

- Quick and simple setup means you'll be ready to screen visitors in a matter of hours, not days.
- Easy-to-use interface for visitors checking in and admins verifying visitors.
- Automated visitor flagging and approval reduce administrative burden.

ESTABLISH STANDARDIZATION

- Set standard protocols and procedures within all locations accepting visitors.
- Select functionality to assist with daily responsibilities on a per-location basis.
- Assign permissions and manage groups with custom user roles.

NO PROPRIETARY HARDWARE

- Use your choice of non-proprietary hardware, such as iPads, Chromebooks, or PCs for self-service or staff-assisted visitor check-in kiosks.

Architecture and Security

Deploying a tool that works when it matters most

INTELLIGENT DATA SECURITY

- Only relevant visitor information is collected during the check-in process to complete screening procedures being enforced by your facility.

- All collected data, through check-in and integrations, is securely transferred and encrypted on cloud-based servers.

- Check-in devices automatically destroy visitor information after each check-in—no information is ever stored on the device itself.

EXTENSIVE AUDIT LOG

- Log activity in a historical archive that may be referenced at any time for increased security and accountability.

SCALABLE INFRASTRUCTURE

- Deploy as many check-in kiosks as you need across as many buildings as you have to provide security at every entryway.

- Tailor Visitor Aware to meet your specific needs—utilize integrations, customize your visitor experience, and expand the software to include additional modules and locations at your pace.

VISITOR

Date: January 11, 2023
Time: 10:48 am
Location: Building One
Destination: Front Office

Ryan Lockwood

Professional Services

Partnering to ensure your success

We're invested in your success, which is why our engineers and implementation specialists work with you to build a tailored onboarding plan to ensure your experience with Visitor Aware gets started on the right foot. To help provide a preview of what to expect when getting started with Visitor Aware, our Customer Success team has created a simple four-step onboarding process for new customers.

1. PLANNING

Before we begin, we ensure your environment, technology, and personnel are ready for a successful deployment.

2. VALIDATION

Before scheduling implementation sessions, we'll make sure you understand the time and resources required to move through the deployment phase quickly.

Customer Satisfaction Score of

4.8 out of 5

on completed services/projects

3. DEPLOYMENT

With a detailed plan in place, experienced engineers work side-by-side with your staff to efficiently install and configure your software.

4. TRAINING

Detailed administrative and end-user training sessions ensure your staff is familiar with and comfortable using your new software.

TOOLS FOR SUCCESS

After our initial work, we will share feature updates, best practices, and on-demand resources so you get the most out of your investment.

Conclusion

Visitor Aware is a leading visitor and safety management solution used in organizations throughout the country to protect buildings and the people inside them from unwanted guests. Providing organizations with a first line of defense against potential threats, Visitor Aware helps ensure no one enters a building who shouldn't be there. With bulk check-ins, real-time insights about who is in your buildings, and the ability to assign, conduct and document required safety drills, Visitor Aware provides organizations with every advantage they need to keep their people safe.

SCHEDULE A DEMO

Contact our team at www.singlewire.com/demo or
visit www.singlewire.com/visitor-aware to learn more about Visitor Aware.

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