Manuals+ — User Manuals Simplified.

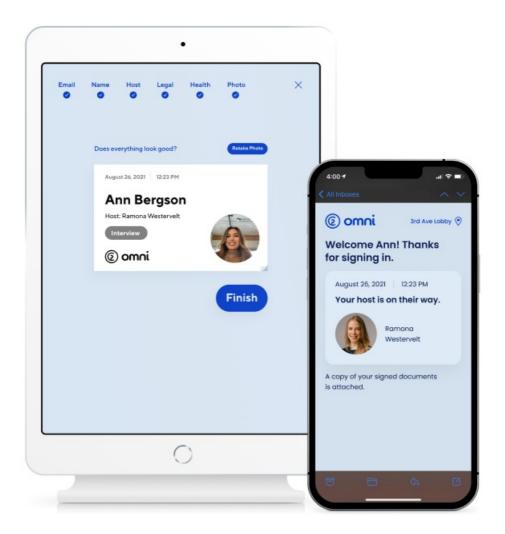# Software s Verkada Guest Software User Guide

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Document

Document Details

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Introduction

Welcome

With Verkada Guest, you can quickly set up a visitor management solution to welcome visitors, vendors, interviewees—any type of guest you can think of, each with an experience tailored to their needs.
The following document will outline the high level features and answer any frequently asked questions.
To view step-by-step instructions on how to Setup, please visit our Help Articles:

- Getting Started with Verkada Guest

- Guest Users and Permissions

- Adding Cameras and Doors to Guest

- Verkada Guest Supported Printers and Printer Troubleshooting

- Verkada Guest Security Screen

Requirements

- iPad (any iPad will work as long as it on iOS 14 or higher)
- Badge printer (we recommend Brother QL-820NWB or Brother QL-1110NWB, but any Airprint-enabled badge printer will work)
- iPad stand (optional but recommended for best guest experience)
- Verkada Command account

The elements of Verkada Guest

Sites
Just like Verkada Command, everything in Verkada Guest is organized into sites. A site is a specific location where you welcome your guests. Each site can be fully customized; one site may require contract workers to sign an NDA, while another simply asks delivery drivers for their name and captures a photo. Because it's integrated with Command, you can also keep an eye on the space with Verkada Cameras and unlock doors with Access Control.

Tablets
In each site, you may deploy one or more tablets to welcome your guests, depending on your foot traffic. Branded with your logo and colors, a tablet beckons guests to approach and choose the reason for their visit. Then the guest simply enters the information required for their guest type. A tablet can capture signatures on legal documents, snap a photo, and automatically print ID badges. It can also display a QR code, refreshed daily, which allows guests to check in on the web with their phone, contact-free.

Badge Printers
Plug in an Airprint-enabled printer, connect it to your network, and use your tablet to quickly add it to the site. You can find instructions on the Site Settings page on Verkada Guest. Once you've installed a printer, any tablet in your site can access it.

Web Dashboard
Integrated with Verkada Command, your dashboard is where Verkada Guest brings everything together. There, you can monitor check-ins for your sites, keep an eye on your space with Verkada Cameras, and even unlock doors with Access Control. This is also where you'll find settings for your Organization and Sites. You'll be able to customize your branding, set access levels, choose your guest types for each site, and so much more.

Users and Roles
You can designate coworkers specific roles according to their responsibilities. Site Viewers have access to the web dashboard for the purpose of monitoring and helping guests. Site Managers can do all this and also customize all settings for their specific sites. Admins, as usual, set up everything and have full access.

Hosts
This is a list of coworkers who may welcome guests into your space. When the guest checks in, they are asked to choose a host. Afterward, the host is automatically notified that their guest has arrived. You'll want to choose a default host (usually a receptionist) in case your guest doesn't know who their host is.

Verkada Guest Features

iPad app:

- Collect guest info like name, email, photo, purpose of interview, and signatures on documents (examples include NDA, health documents, COVID Questionnaire)
- Print badge
- Notifies host via email that their guest has arrived

- Daily-refreshed QR code allows guests to scan with their mobile phone for a contact-free check in

Mobile web:

- Collect guest info as above (including photo)
- After check-in, host will be notified and the badge will print automatically

Admin web:

- Guest log
    - Show guests' info of all the information visitor put in
    - Export CSV of visitors
- General settings
    - Company name, brand, and logo
        - Logos must be at least 1000px by 100px in size (landscape orientation)
    - Upload documents for visitors to sign
    - Customize visitor types to be whatever you want
- Device management
    - Add iPad
    - Add printer
    - View status of these devices
- Permission management
    - Upload hosts as a CSV file or via SCIM integration
    - Decide which users are Verkada Guest admins, site managers, no permissions
- Camera integration
    - Pick and choose what cameras you want displayed on your visitor log so you can monitor live cameras while on the visitor log dashboard
    - View timeline of visitors coming in on your facility with face search on visitors
- Access Control integration
    - Pick and choose what doors you want displayed on your visitor log so you can remotely unlock doors that are relevant to your visitor entrances while on the visitor log
    Schedule access to when those doors can be unlocked from the visitor log

FAQ

Frequently asked questions

Is Verkada Guest managed in Command?

Yes, all Verkada Guest settings and visitor logs live in Command.

How do hosts get notified when a visitor arrives?

Hosts get notified via email or phone based on the CSV file that was uploaded by the admin.

Which employees get access to Verkada Guest?

Org admins are able to decide which hosts get access to the Verkada Guest Command UI. Based on the host's permissions, they can modify any of the settings related to the site(s) they have access to. Permissions are separated into Org Admin, Site Manager, and Site Viewer.

What does the camera integration do?

By adding your existing Verkada cameras to Verkada Guest, you are able to view cameras while looking at the visitor log which makes it easy for your front desk person to see if there are visitors at the entrances.
The camera integration also allows for a face search on visitors so that a timeline view can be presented of visitors walking around your facility.

What does the Access Control integration do?

By adding your Verkada Access Control to Verkada Guest, admins can configure what doors can be unlocked from Verkada Guest. This is useful in the case when the receptionist is away from their desk and need to allow visitors in remotely.
Admins can also configure to give visitors unlock links so that visitors can open a door by clicking a link that they get in their email or via SMS. These links can be scheduled and protected.

For mobile web check-in, do guests have to download an app?

No, the mobile web check in works via a QR code that points to a URL. The visitor will be able to fill out all their info, take a picture, and print a badge from the mobile web check-in.

How do I troubleshoot my printer?

1. Make sure the iPad and printer are both on the same network.
2. Make sure the printer has paper.
3. For QL-1110NWB model printers without a display, to see the IP address hold down the "scissor" button and diagnostics information will be printed, including the IP address.

Locking down the iPad
Follow instructions here: **https://support.apple.com/en-us/HT202612**

Preventing iPad from going to sleep
Go to Settings > Display & Brightness, then set Auto-Lock to Never.

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Support

Thank you for purchasing this Verkada product. If for any reason things don't work right, or you need assistance, please contact us immediately.
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Sincerely, The Verkada Team

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