

# Quick Guide – Visitor passes

## QUICK GUIDE

Project and Site Administrators have the ability to create and manage visitors who are visiting sites that are linked to a project. A visitor is someone who does not have an RIW card and is only *visiting* the site and not performing work. This quick guide will outline how to register a new visitor, how to manage the visitors on site and how to view and manage previous visitors.

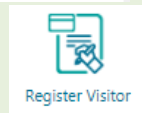
### How to register a new visitor

**Step 1** Login at <https://app.riw.net.au> using Project or Site Administrator credentials.

**Step 2** Click on the **Visitors** tab on the main dashboard.



**Step 3** To register a visitor, click the **Register Visitor** button via the Visitor dashboard.



**Step 4** Firstly, check to see whether the visitor already exists in the RIW database. Enter the visitor's **first name**, **surname** and **date of birth** and click **Search**.

**Register Visitor Now**

Search to see if the Visitor to register is already in the database

Search

First Name Surname\* Date Of Birth

RIW Visitor 01/01/1980 X Search

If the visitor is located in the RIW system their details will appear below.

**Register Visitor Now**

Search to see if the Visitor to register is already in the database


Search

First Name Surname\* Date Of Birth

RIW Visitor 01/01/1980 X Search

People

Add New Visitor

Photo	First Name	Surname	Date Of Birth	Date Created	Date Modified	Number Of Passes
	RIW	Visitor	01 January 1980	03 January 2020	03 January 2020	1

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If the profile belongs to the visitor to be issued the pass, double click on the profile to open the **Add Visitor screen** to be updated if required, and for the new visitor pass to be issued.

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**Step 5** If no matching record is found, the table will remain blank under the **People** section. Click the **Add New Visitor** button to commence adding a new visitor.

**Register Visitor Now**

Search to see if the Visitor to register is already in the database

Search

First Name	Surname *	Date Of Birth	
Sameday	Visitor	04/03/1993	<input type="button" value="Search"/>

**People**

First Name	Surname	Date Of Birth	Date Created	Date Modified	Number Of Pas
No items					

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**Step 6** On the **Add Visitor** screen, complete the required details noting that any fields highlighted with a red asterisk (\*) are mandatory, including a visitor photograph. Add any required notes in the **Notes** text box provided. Note: Only sites linked to the assigned project will be available for selection from the drop down box.

To upload a photograph, click the **Upload** hyperlink under the placeholder image.

**Add Visitor**

Complete the form below for this Visitor

**Details**

First Name \* Sameday

Surname \* Visitor

Date Of Birth \* 04/03/1993

Mobile Number

Host First Name \*

Host Surname \*

Host Phone \*

Site \*

Hours Valid \* 24

Notes

ID Checked? \*

**Vehicle**

Registration

Make

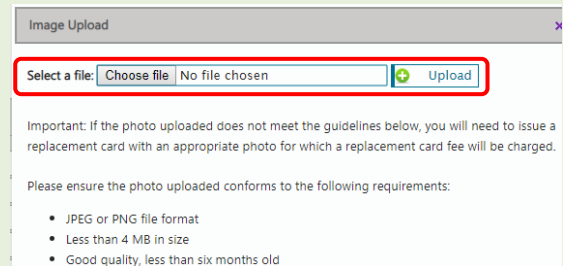
Model

Colour

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**Step 7** On the **Image Upload** screen, click **Choose File** and browse the computer to locate the photograph. Click **Upload** when complete.




**Step 8** Once the image has been uploaded, crop the image if required by hovering the mouse over the image and dragging to move the highlight box across the photograph until the position is correct. When complete click **Crop and Save**.

The new image will now be associated with the Visitor's record along with the date that the image was updated. The image will now form part of the Visitor Pass.



**Step 9** Click the **Save and Print Visitor Pass** when all details have been updated.

**Add Visitor**  
Complete the form below for this Visitor



Upload

Details

**First Name \*** RIW

**Surname \*** Visitor

**Email Address \*** riw.visitor@gmail.com

**Date Of Birth \*** 01/01/1980

**Mobile Number** 08954596478

**Host First Name \*** Host

**Host Surname \*** Surname

**Host Phone \*** 0659656593

**Site \*** RIW Site 01

**Hours Valid \*** 24

**Notes**

Site entry requirements met  and ID checked? \*

Save and Print Visitor Pass

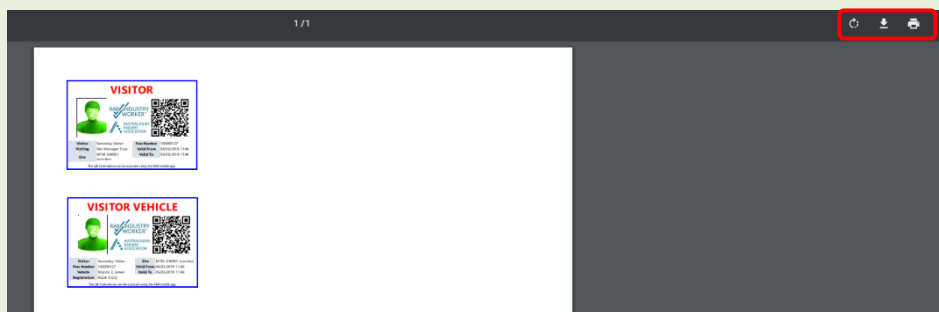
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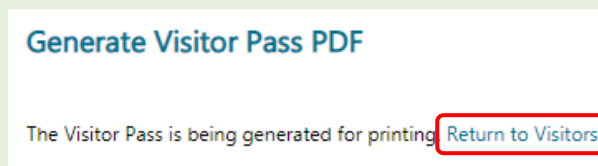
**Step 10** The RIW system will now present the visitor pass as a PDF file. The visitor pass can be downloaded or printed at this point using the available icons in the top right hand corner of screen.

The passes are designed so they can be cut to fit into a typical card wallet. Alternatively, email the visitor pass to the visitor so they have a digital copy.

**Note:** Ensure pop up blockers have been disabled for the browser in use, as the pass will load on a new tab in the browser.



**Step 11** A confirmation that the pass has been generated is then displayed. Click the **Return to Visitors** link to repeat the process to add another visitor if required.



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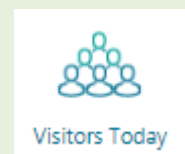
### Managing visitors

**Step 1** Login at <https://app.riw.net.au> using Project or Site Administrator Credentials.

**Step 2** Click on the **Visitors** tab on the main dashboard.

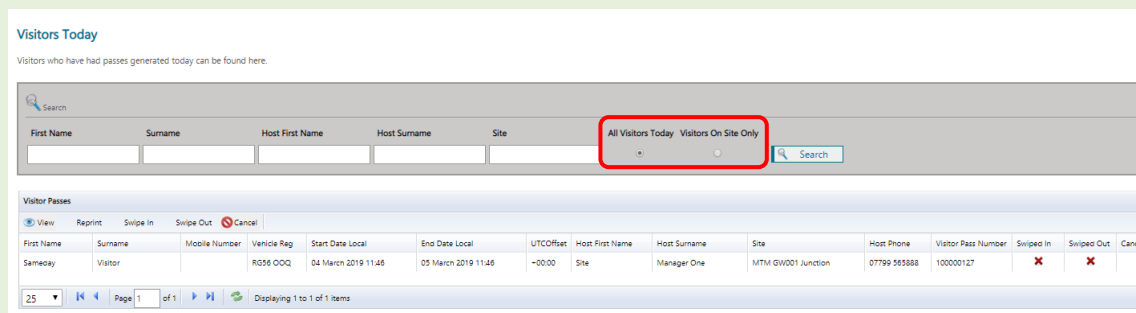


**Step 3** Click the **Visitors Today** button on the Visitor dashboard.

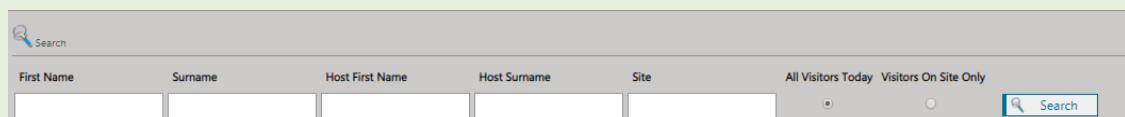


**Step 4** A summary view of all visitors passes generated today for the sites linked to the assigned project or site will be displayed.

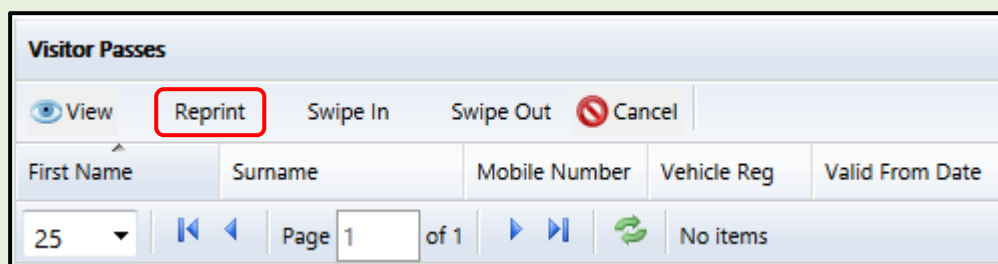
By default, the **All Visitors Today** option is selected



**Step 5** Use the search filters to refine the list displayed.



**Step 6** From here, if a visitor pass wasn't printed earlier or needs reprinting, highlight the relevant visitor and select **Reprint** to print to the default printer.

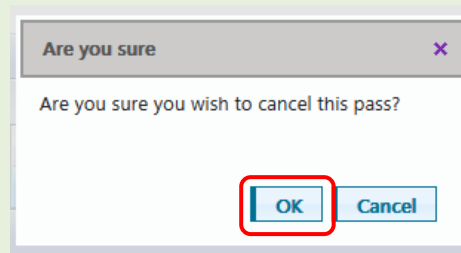
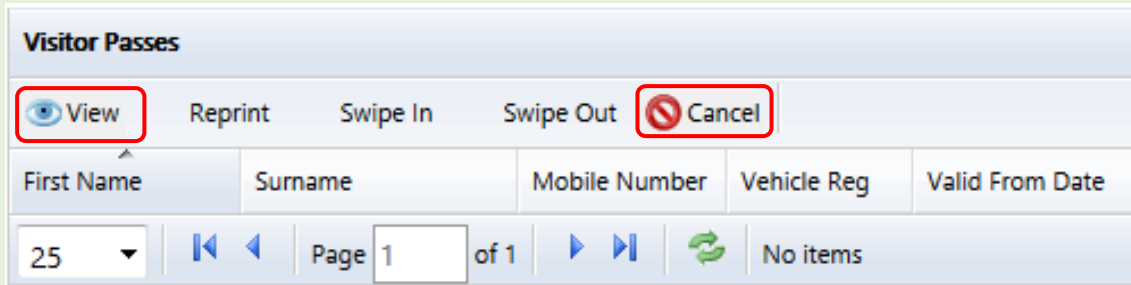


The passes are designed so they can be cut to fit into a typical card wallet.

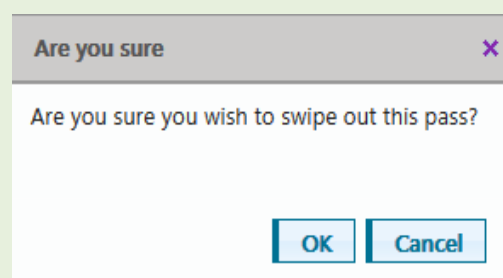
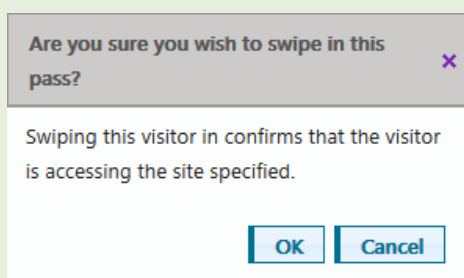
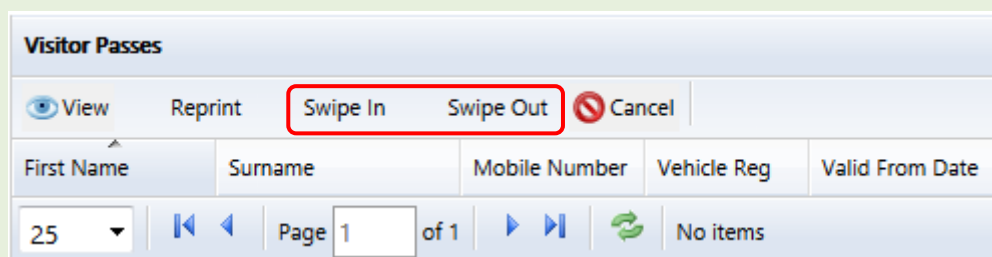
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**Step 7** Visitor passes can also be viewed or cancelled by highlighting the relevant visitor and clicking the **View** or **Cancel** button. If a pass is cancelled, the action must be confirmed.



**Step 8** Once a pass has been printed, the visitor can be swiped in and out of site by clicking the appropriate **Swipe In** or **Swipe Out** buttons on the Visitors Today summary screen, or by the Access Controller on the RIW app using the QR code on the physical visitor pass.



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### View existing visitor passes

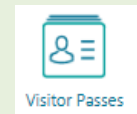
This function is useful for viewing current and historic visitor passes for an individual visitor or a group of visitors.

**Step 1** Login at <https://app.riw.net.au> using Project or Site Administrator credentials.

**Step 2** Click on the **Visitors** tab on the main dashboard.



**Step 3** Click the **Visitor Passes** button on the Visitor dashboard.



**Step 4** On the search screen, use either the surname of a visitor or the surname of the host and click **Search** to search for the visitor's profile you wish to access.

**Visitors Today**  
Visitors who have had passes generated today can be found here.

Search

First Name Surname Host First Name Host Surname Site All Visitors Today Visitors On Site Only

Search

**Visitor Passes**

View Reprint Swipe In Swipe Out Cancel

First Name	Surname	Mobile Number	Vehicle Reg	Start Date Local	End Date Local	UTCOffset	Host First Name	Host Surname	Site	Host Ph
FMG	Visitor Two		RG65 QUW	12 March 2019 15:42	14 March 2019 15:42	-00:00	Raymond	Daltry	MTM GW001 Junction	08787 2

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**Step 5** Once the visitor is found, click the desired visitor profile so it is highlighted in light blue and then click the **View** button to access the visitor pass.

**Visitors Today**  
Visitors who have had passes generated today can be found here.

Search

First Name Surname Host First Name Host Surname Site All Visitors Today Visitors On Site Only

Search

**Visitor Passes**

View Reprint Swipe In Swipe Out Cancel

First Name	Surname	Mobile Number	Vehicle Reg	Start Date Local	End Date Local	UTCOffset	Host First Name	Host Surname	Site	Host Ph
FMG	Visitor Two		RG65 QUW	12 March 2019 15:42	14 March 2019 15:42	-00:00	Raymond	Daltry	MTM GW001 Junction	08787 2

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