

# Quick Guide – Visitor Passes

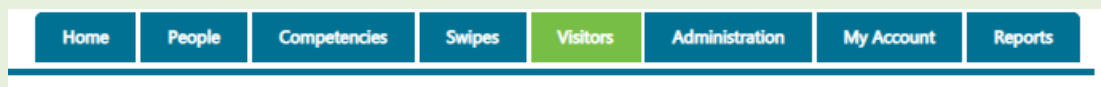
## QUICK GUIDE v1.0

Project and site administrators have the ability to create and manage visitors who are visiting sites which 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.

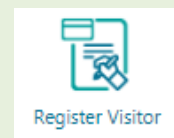
### How to register a new visitor

**Step 1** Login at <https://app.riw.net.au> using your 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** Enter the first name, surname and date of birth fields for the visitor and click **Search**. The system will check whether the visitor already exists in the database.

If the visitor is found in the RIW system you are able to view how many visitor passes have previously been issued to the visitor and issue a new pass if required. If no matching record is found, the table will remain blank under the title **People**, you will then need to click the **Add New Visitor** button.

**Register Visitor Now**

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

Search

First Name: Sameday    Surname\*: Visitor    Date Of Birth: 04/03/1993    Search

**People**

**Add New Visitor**

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

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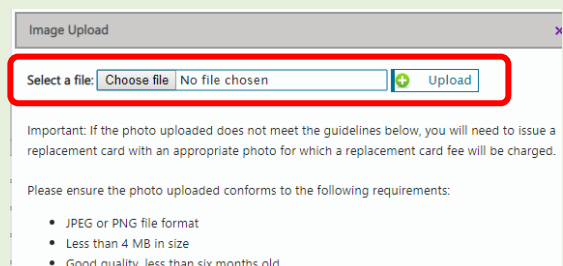
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**Step 5** On the **Add Visitor** screen, complete the remaining required details, noting that any fields highlighted with a red asterisk are mandatory, including a visitor photograph (refer next steps for details). You can also add any notes in the **Notes** text box provided.

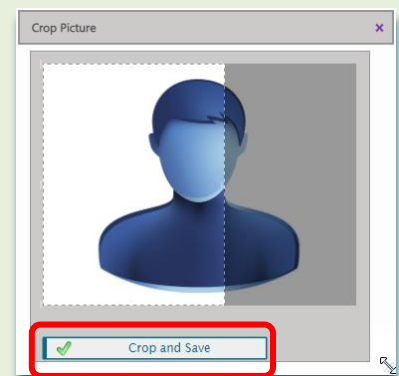
Note: Only sites linked to the assigned project will be available for selection.

**Step 6** To upload a photograph for a Visitor, click the **Upload** button. Click **Choose File** and browse the computer to locate the photograph. Click Upload when complete.



**Step 7** Once the image has been uploaded, you will be prompted to crop the image. Hover the mouse over the image and drag to move the highlight box across the photograph until the position is correct and then 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.



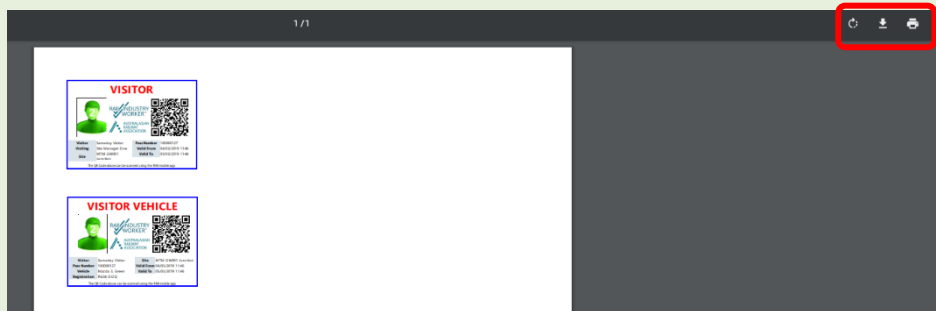
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**Step 8** Click the **Save and Print Visitor Pass** button to display the Visitor Pass, which will display as a PDF screen. The Visitor Pass can be downloaded or printed at this point using the available icons in the top right hand corner of screen.

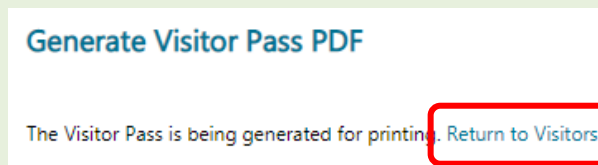
The passes are designed so they can be cut to fit into a typical card wallet.

**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 9** 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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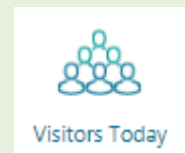
## Managing Visitors

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

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

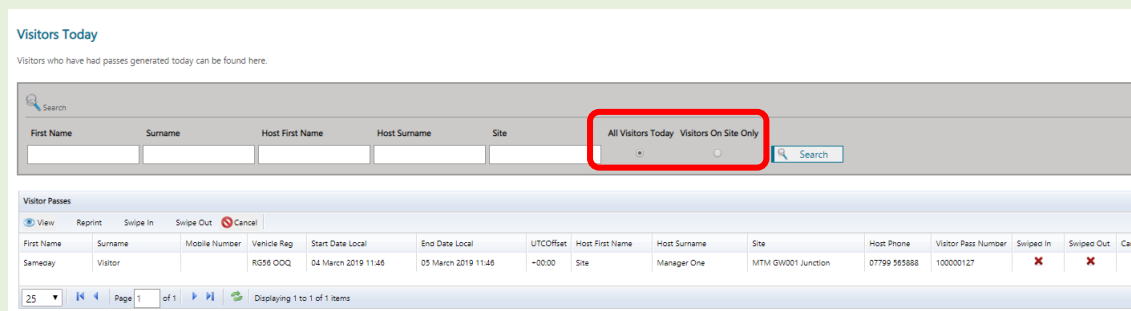


**Step 3** Click the **Visitors Today** button on the Visitor dashboard.



**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

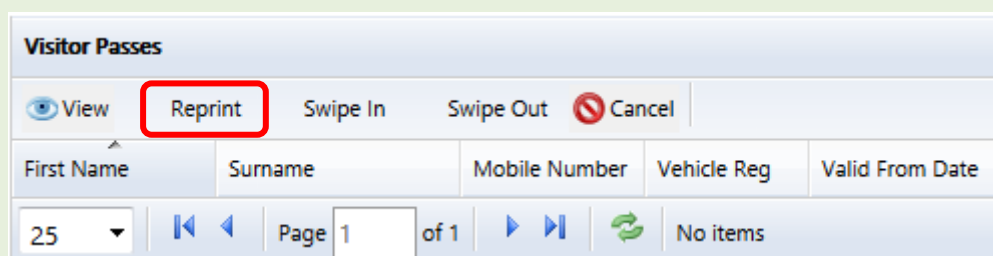


**Step 5** Use the search filters to refine the list displayed.



**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.

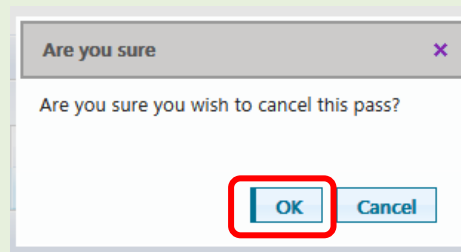
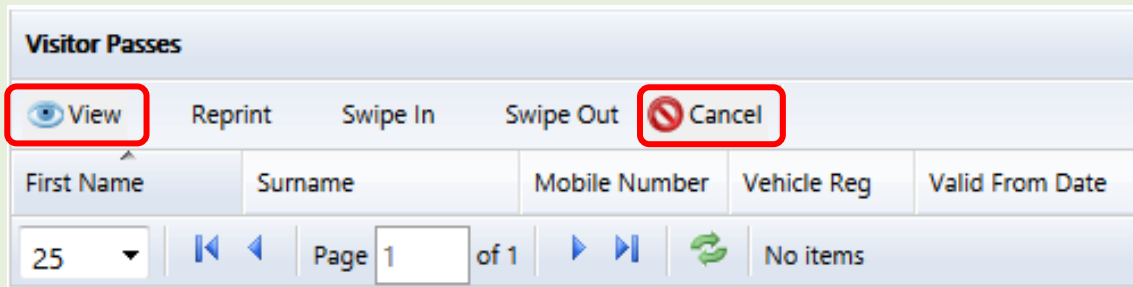
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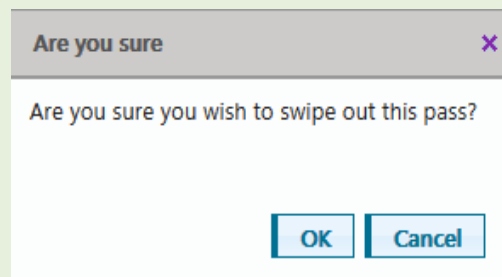
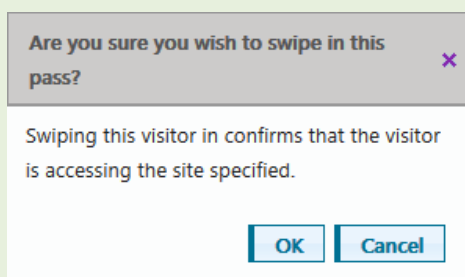
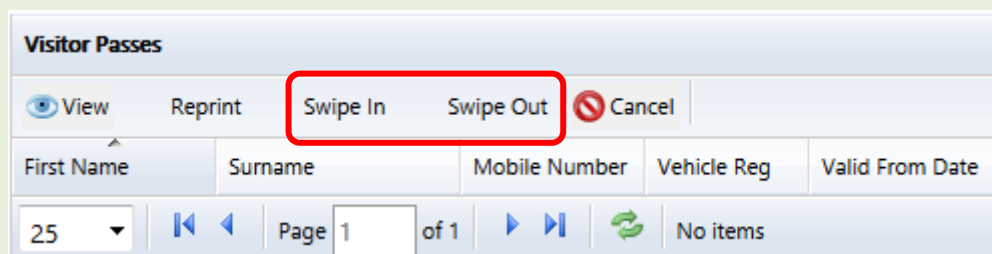
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**Step 7** You can also view or cancel a visitor pass by highlighting the relevant visitor and clicking the **View** or **Cancel** button. If a pass is cancelled, the action must be confirmed.



**Step 8** Once a pass has been printed, the Visitor can then 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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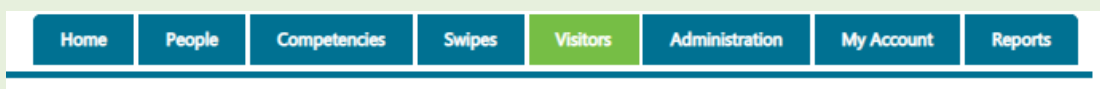
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## View existing visitor passes

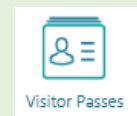
This function is useful for viewing current and historic visitor passes for an individual visitor or a group of visitors.

**Step 1** Login at <https://app.riw.net.au> using your 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
			Daltry		<input type="radio"/>	<input type="radio"/>

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

25 Page 1 of 1 Displaying 1 to 1 of 1 items

**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 their profile.

**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
			Daltry		<input type="radio"/>	<input type="radio"/>

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
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