SMART TOUCH

VISITOR MANAGEMENT SOLUTION

Smart Touch Visitor Management Solutions
Kiosk & Mobile VMS for Every Need

Making visitor registration both secure and efficient requires the right Visitor Management System (VMS). Smart Touch offers two complementary solutions: a self-service kiosk VMS for fixed, high-traffic entry points, and a mobile-based VMS for flexible, on-the-go visitor handling. Both replace paper sign-ins with pre-registration, QR code check-in, access control integration, visitor pass issuance, and compliance audit reports—helping you create a professional impression from the very first door.

> " Our systems are cloud deployment-ready, scalable, and user-friendly. Built with security, experience, and data at their core, they record, manage, and monitor every visitor entry and exit—whether you're running a single office or using multi-site management across multiple locations. "

Mobile-Based VMS
Flexible Visitor Management Anywhere

- Visitor registration via shareable mobile link—no app required
- Pre-registration with host approval for faster access
- QR code check-in for smooth, contactless entry
- Access control integration for automated permissions
- Blacklist management to block unauthorized visitors
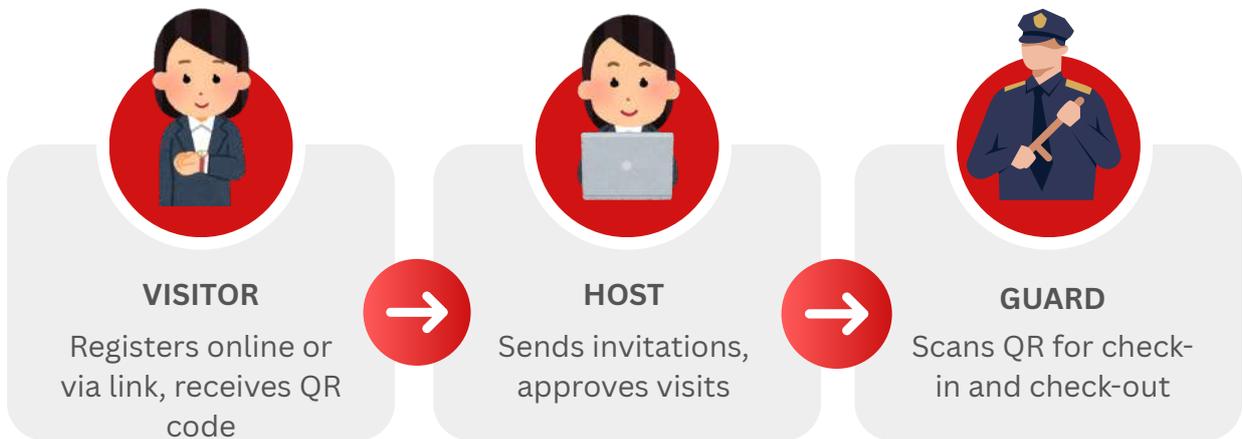- Built-in data reports, compliance audit logs, and emergency evacuation list exports

VISITOR MANAGEMENT SYSTEM (MOBILE)

VISITOR
After approval, visitor receipt QR code via email

HOST
Send Invitation Request

VISITOR
Meeting

GUARD
Scan Visitor's QR code and Check in visitor

GUARD
Scan visitor QR and Check out visitor

TYPICAL FLOW

VISITOR
Registers online or via link, receives QR code

→

HOST
Sends invitations, approves visits

→

GUARD
Scans QR for check-in and check-out

HOST

New visitor
Send visitor registration link

Existing visitor
Send invitation to visitor

VISITOR

New visitor
Register

Existing visitor
Receive invitation email with QR Code

GUARD

Verify Visitor's QR code
Check In and Check Out Visitor
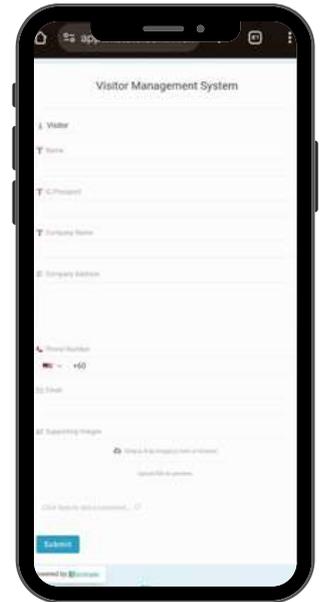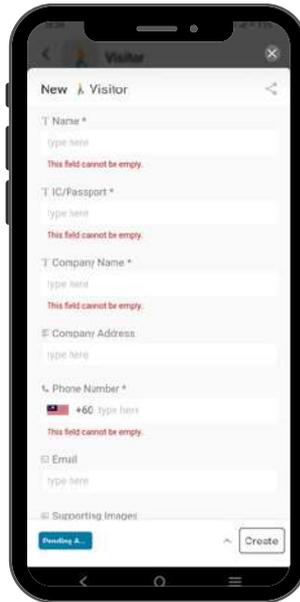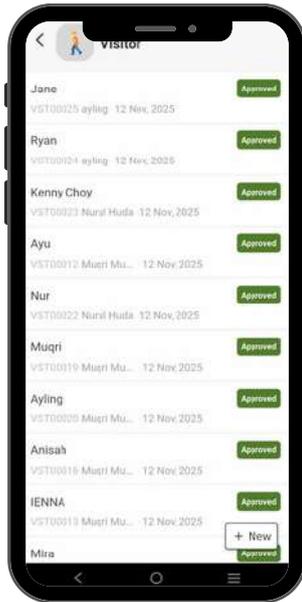
Click on VISITOR icon to check visitor list and add new visitor

→

Click '+ New' to fill in information or share registration form to visitor
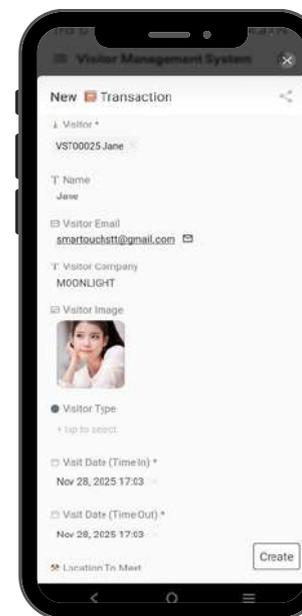
→

Click share button to generate link and share through various communication media.

→

Visitor able to access to the link through phone browser and fill in personal details.
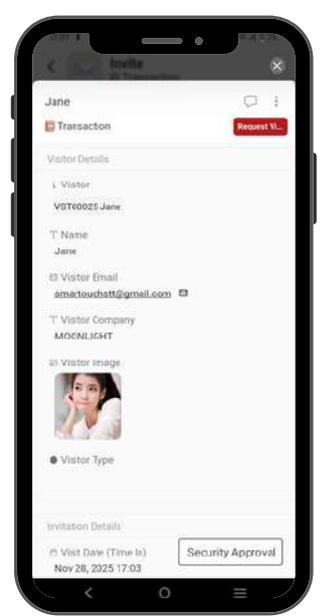
HOST INVITATION
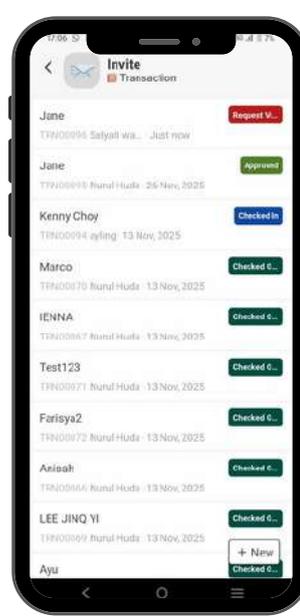
INVITATION APPROVAL

Click '+ New' button to create new invitation

→

Select the visitor name from the list and fill in all the details. Click 'Create' to request visitation
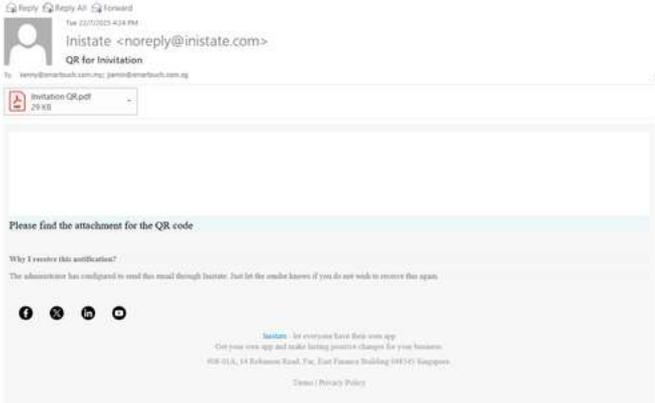
Check Visitation Request in Transaction list

→

Select pending request for Security Approval

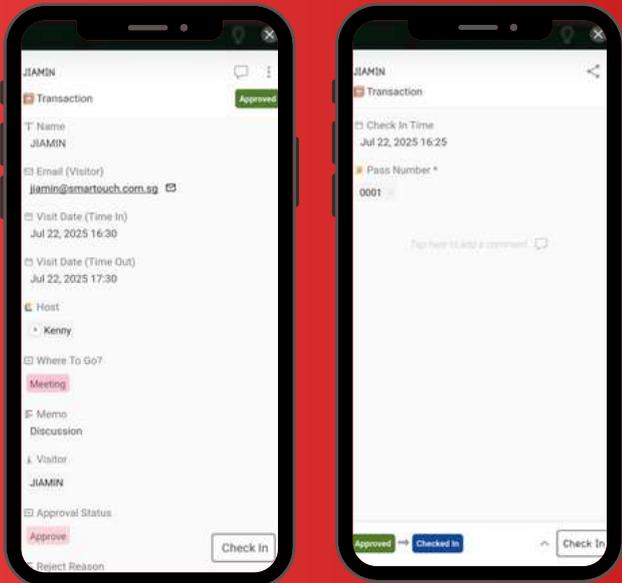## INVITATION APPROVAL

After visitation request approved, visitor will receive Invitation QR email.
Visitor need to show to Security Guard upon arrival

VISITOR CHECK IN
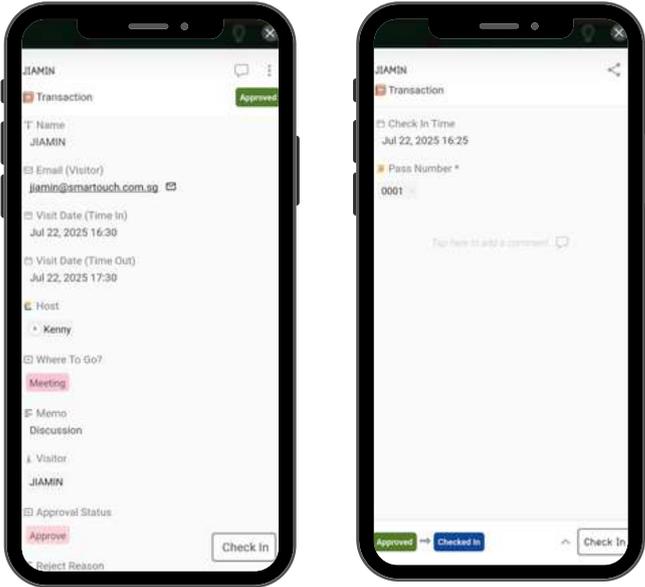
Security Guard can use the QR function to scan visitor's QR code to Assign Pass Number and Check In
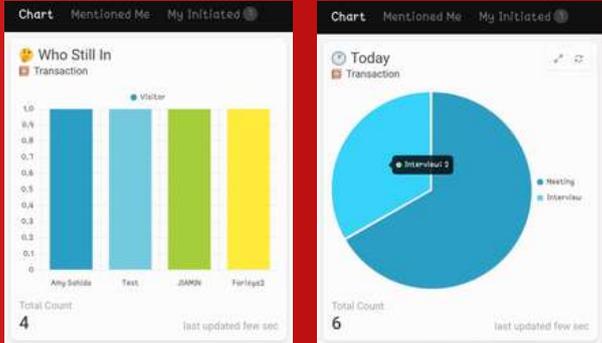
WHO STILL IN & CHECK OUT

Check Who Still In for Checked In list → Scan visitor's QR code to Check Out

DASHBOARD

VISITOR KIOSK SYSTEM

Self-Service at the Front Desk

The Smart Touch self-service kiosk offers guests a quick, independent way to check in. Visitors enter their name, company, purpose, and contact details directly on the kiosk. The system instantly generates a QR code check-in pass, prints it, and syncs the data in real time to the VMS. Hosts receive auto-alerts via email or SMS upon visitor arrival

Key Capabilities:

Pre-registration or on-site registration options

Instant QR code generation and visitor pass printing

Access control integration for time-bound, secure entry

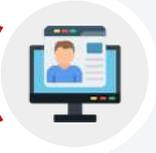Full logs for compliance audit and emergency evacuation list exports

Works seamlessly in multi-site management environments

Typical Flow

Registration → **Visit Request** → **Host Approval**

QR Code Issue → **Security check-In** → **Check Out**

Visitor Registration & Check-in Flow

Step 1

Registration
- NRIC (Malaysian)/ Passport (Foreigner)
- Name
- Company
- Phone Number
- Email

Step 2

Request Visit
- Host (Person to meet)
- Date & Time
- Purpose of Visit
- Location to meet

Step 3

Notification to Host
- Host receives email / SMS to approve the visit
- Host Approval required before proceeding

Step 4

Notification to Visitor
- Visitor receives approval via email /SMS
- Includes QR code for check -In

Step 5

Check -In at Security
- Show QR code to Security on Duty
- Security scan QR code with barcode scanner
- Visitor pass issued and check- In logged

Step 6

Check Out
- Visitor returns pass to security
- Security scans QR code to record Check-Out

VMS System Features

Visitor registers name, company, purpose of visit, contact details

Instant QR xode generation and printout

Data sync to VMS in real time

Auto -alert to host upon visitor check-in (email/SMS integration optional)

Shared Strengths of Both VMS Types

Whether kiosk-based or mobile-based, both Smart Touch VMS solutions deliver:

Secure Visitor Management System functions with blacklist management and permission control

Pre-registration, QR code check-in, and visitor pass issuance

Cloud deployment and multi-site management capabilities

Real-time data reports for operational insight

Exportable emergency evacuation lists for safety readiness

Benefits & ROI

- Brand upgrade: Digital-first check-in gives a professional first impression
- Efficiency boost: Self-service kiosks and mobile flows reduce reception bottlenecks
- Security loop: From blacklist management to access control integration, policies are enforced automatically
- Data-driven management: Actionable insights from data reports improve staffing, security, and compliance

Industry Applications

- Corporate HQ & Business Parks: Standardized processes across multiple buildings with multi-site management
- Manufacturing & Industrial Parks: Integrated gates, parking, and contractor workflows with time-bound visitor passes
- High-Security Facilities: Strict approvals, video integration, and detailed compliance audit records

Technology & Deployment

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Visitor Management System Report – 5 August 2025

Visitor Management System Report – 5 August 2025

Location: ABC Manufacturing Plant, Singapore

Reporting Period: 5 August 2025

Prepared by: Mustafa (Security Department)

1. Summary Statistics

Metric	Total
Total Visitors	200
New Visitors	149
Returning Visitors	51
Pre-Registered Visitors	188
On-Site Registrations	12
Average Visit Duration	1 hr 43 min
Peak Visitor Day	Tuesday (200 visitors)
Most Common Purpose of Visit	Client Meetings

2. Visitor Type Breakdown

Visitor Type	Count	% of Total
Clients	85	42.5%
Contractors	44	22.0%
Interviewees	28	14.0%
Vendors/Suppliers	40	20.0%

3. Security & Compliance
- QR Code Check-In Usage: 93%

- Manual Check-In: 7%
- Missed Check-Outs: 2 incidents (resolved)
- Blacklist Alerts: 1 visitor denied entry due to prior incident
- Access Control Integration: 100% for pre-registered visitors

4. Who's Still In Report (as of 18:00)

Visitor Name	Company	Host	Time In	Location
John Smith	Acme Corp	Mr. Tan	09:15	Factory Floor
Mary Lee	Beta Logistics	Ms. Wong	10:00	Meeting Room 2
David Chan	Alpha Services	Mr. Lim	11:45	Warehouse

5. No-Show / Not Visited Report

Visitor Name	Company	Host	Scheduled Time	Reason (if known)
Alice Ng	Gamma Tech	Mr. Tan	09:00	Cancelled appointment
Farid Rahman	Delta Suppliers	Ms. Lee	14:00	No communication

6. End-of-Day Summary
- Total Visitors Checked Out: 197
- Visitors Remaining On-Site: 3 (handled as per security protocol)
- Incidents Logged: 1 blacklist entry, 2 missed check-outs
- Operational Notes: Day proceeded smoothly with peak traffic between 10:00 and 11:00 AM

7. Attachments
- Visitor Detailed Log – Appendix A
- Evacuation List – Appendix B

- Security Incident Report – Appendix C

8. Detailed Transaction Log

Visitor Name	Company	Host	Check-In Time	Check-Out Time	Purpose of Visit
Visitor 1	Gamma Tech	Mr. Tan	15:58	16:52	Interviews
Visitor 2	Omega Manufacturing	Mr. Tan	13:43	12:17	Maintenance Work
Visitor 3	Acme Corp	Ms. Lee	15:23	16:35	Maintenance Work
Visitor 4	Beta Logistics	Mr. Kumar	13:58	14:51	Deliveries
Visitor 5	Omega Manufacturing	Mr. Lim	10:15	12:16	Interviews
Visitor 6	Gamma Tech	Mr. Kumar	13:33	14:47	Maintenance Work
Visitor 7	Omega Manufacturing	Ms. Lee	10:32	11:56	Client Meetings
Visitor 8	Omega Manufacturing	Mr. Kumar	09:30	12:21	Deliveries
Visitor 9	Beta Logistics	Mr. Lim	09:33	10:08	Interviews
Visitor 10	Omega Manufacturing	Mr. Lim	08:06	09:52	Deliveries
Visitor 11	Beta Logistics	Mr. Kumar	13:59	15:07	Maintenance Work
Visitor 12	Acme Corp	Ms. Wong	12:02	14:09	Deliveries
Visitor 13	Beta Logistics	Ms. Wong	16:49	17:54	Deliveries
Visitor 14	Acme Corp	Mr. Lim	11:11	12:45	Deliveries
Visitor 15	Beta Logistics	Ms. Wong	09:53	11:31	Deliveries
Visitor 16	Delta Supplies	Mr. Tan	09:37	10:11	Maintenance Work

Kiosk User Interface Guide

Follow this guide to learn how to operate the kiosk interface. It explains each screen, button functions, and the steps required to complete tasks.

On the first page, a company display screen will appear. Users can tap anywhere on the screen to begin


After that, the screen will display three option buttons: Check In, Check Out, and Register. Users can tap "Check in" button to the next screen.

Next, please scan your visitor pass on the screen. Once the system reads your pass, it will automatically move to the next step.

After that, your information will appear on the screen. Make sure everything is correct, then confirm your check-in details
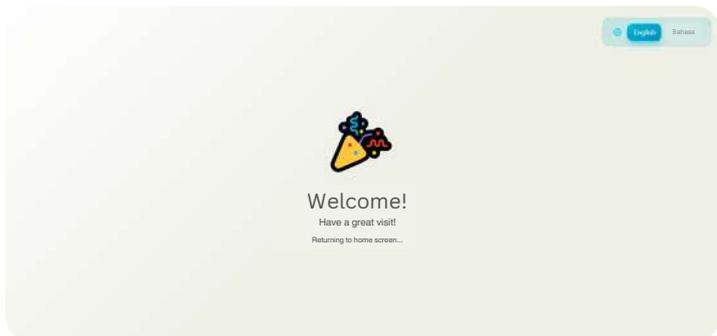
After you confirm the details, your check-in process is successfully completed.
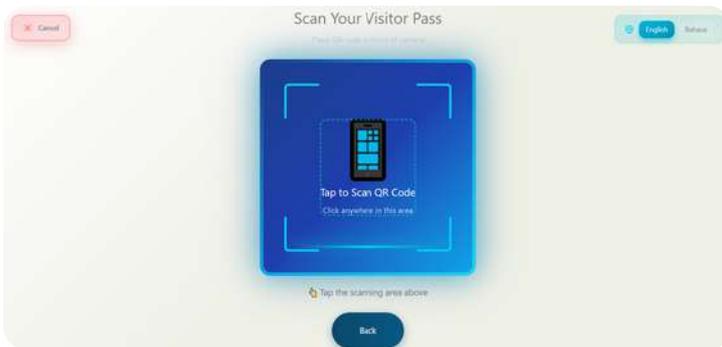
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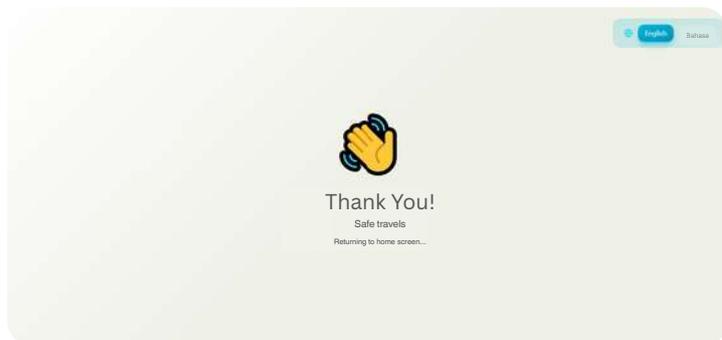

For Check Out, please tap the Check Out button to proceed to the next screen.

Next, please scan your visitor pass on the screen. Once the system reads your pass, it will automatically move to the next step.

Then, your information will appear on the screen. Make sure everything is correct, then confirm your check-out details

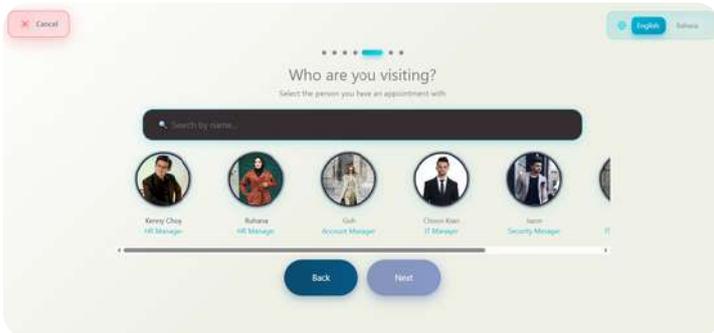After you confirm the details, your check-out process is successfully complete

For Registration, please tap the "Register" button to proceed to the next screen.

After that. Please select the visitor type, then proceed to the next page

Please choose who you are inviting by selecting from the listing, select the correct individual before proceed

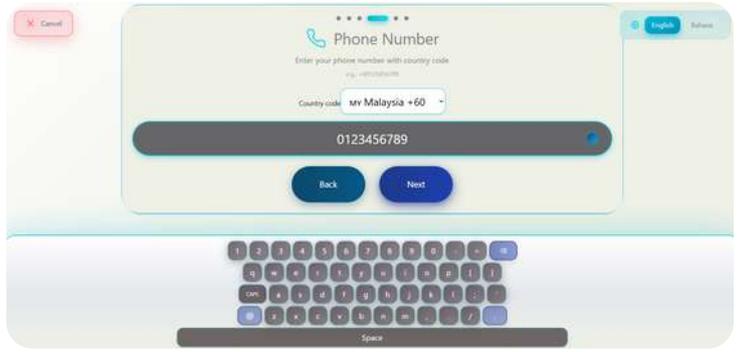Next, select the purpose of your visit from the available options.

Please insert your full name in the provided field.

Choose your nationality by following the button "Malaysian" or "Non-Malaysian"

Next, Please type your identification number in the field provided.

Please provide your contact number to continue with the registration.
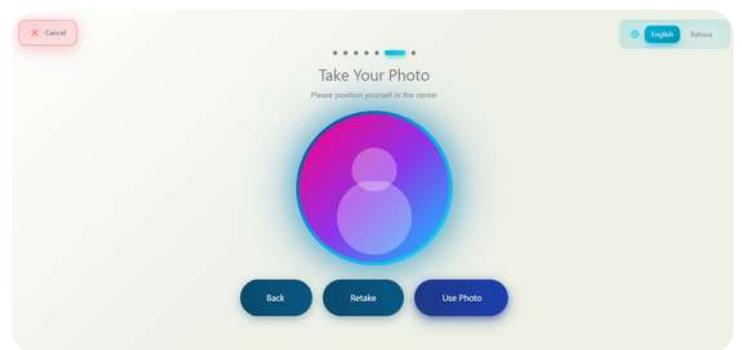

Next, Please enter your email address to continue with the registration process..

Please fill the company name correctly

Next, Please insert your photo

After take photo please tap "use photo" to the next page

Your information will appear on the screen. Make sure everything is correct, then confirm and submit

Finally, your registration complete

Conclusion & Call to Action

A modern Visitor Management System (VMS) is more than just a sign-in log—it's a complete platform for security, experience, and data control. Whether you choose the self-service kiosk for high-traffic entry points or the mobile-based VMS for flexibility, Smart Touch ensures faster check-ins, stronger security, and clear visibility over every visit.
discover how both kiosk and mobile solutions can transform your visitor reception and protect your facilities.

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