

Documentation

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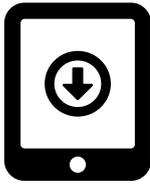
VPass Overview

1.01

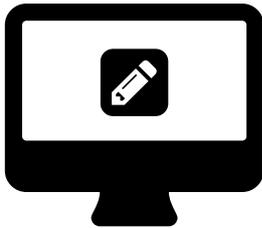
VPass is a cloud-based iPad visitor registration system. To get started, will need to:



Have an iPad with Wi-Fi / 3G / 4G.



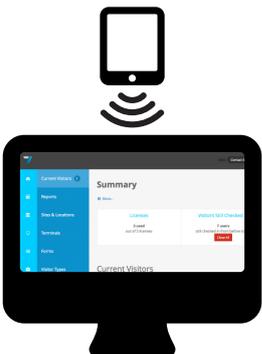
Download the **VPass2** App from iTunes.



Get online and build your App in your admin account



You're done! Visitors can now sign in and out.



Visitor data collected by the iPad is sent to the online admin account where you can see who's on site, generate reports and much more.

Configuring your iPad for VPass

For instructions on how to:

- A.** Provide Wi-Fi/Firewall access
- B.** Download the VPass App from the App Store (and create an iTunes Store account)
- C.** Setup Guided Access
- D.** Turn off keyboard auto-correction
- E.** Turn off keyboard auto-lock
- F.** Turn on iPad Camera (iOS8)

A Provide Wi-Fi/Firewall Access

Please provide wireless access for the iPad and have the username and password handy.

Also allow the following web sites:

- **admin.vpass.io**
- **vpass-prod-apac-web.elasticbeanstalk.com**
- **vpass-production-au.s3.amazonaws.com**

to have access through your firewall (or restrictions you have in place). This will allow you to access the data on your admin web page.

If you are in Europe & Africa allow:

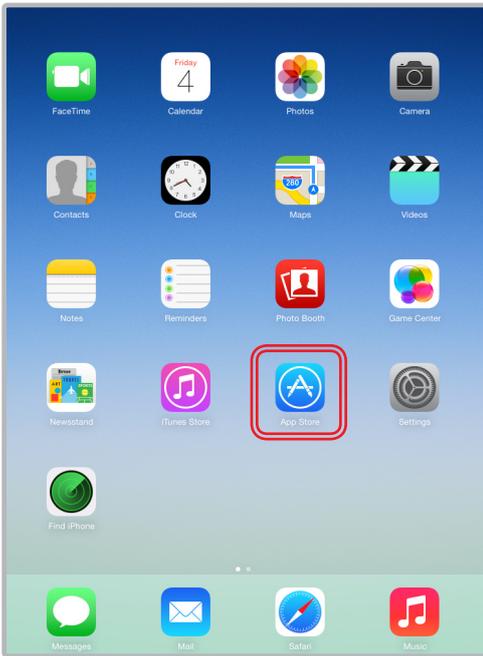
- **admin.eu.vpass.io**
- **vpass-prod-eu-web.elasticbeanstalk.com**
- **vpass-production-eu.s3.amazonaws.com**

If you are in the Americas allow:

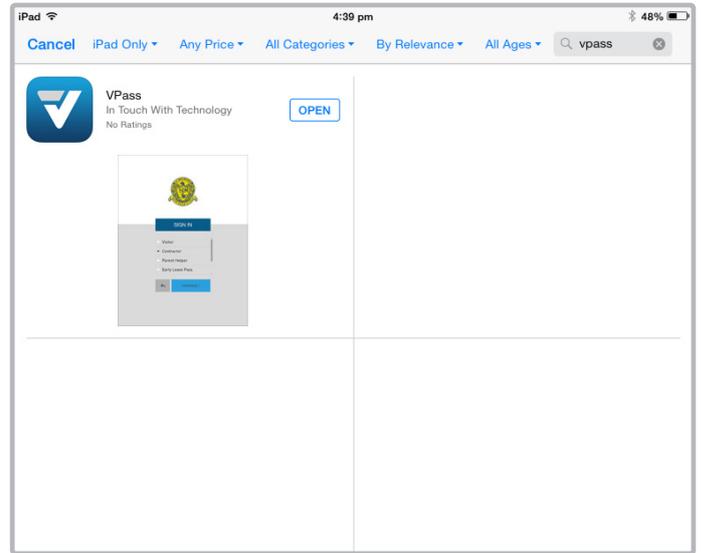
- **admin.us.vpass.io**
- **itwt-prod-usa-web.elasticbeanstalk.com**
- **vpass-production-usa.s3.amazonaws.com**

B Download the VPass 2 App

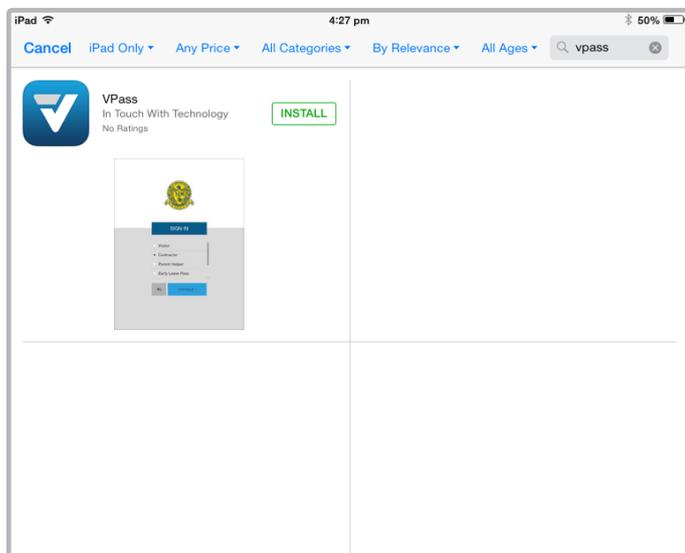
1. Launch the **App Store** by touching the icon on the iPad's screen.



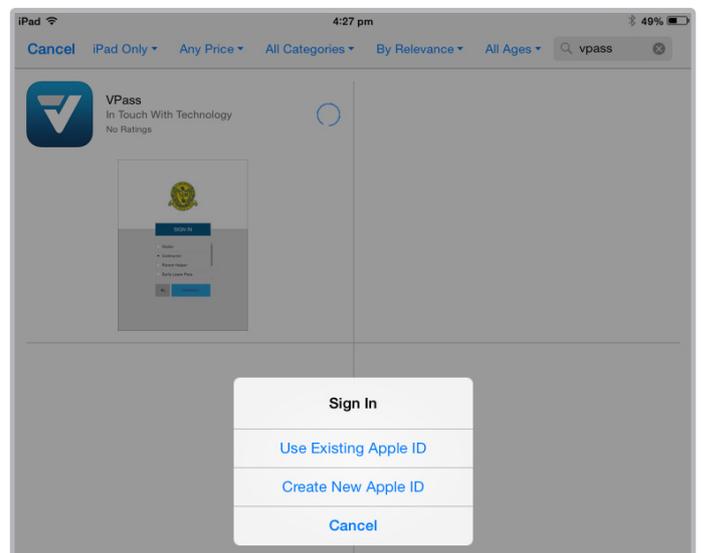
2. To find the **VPass 2** App, type "vpass 2" in the search bar on the upper right corner. Then touch the search key on the on-screen keyboard.



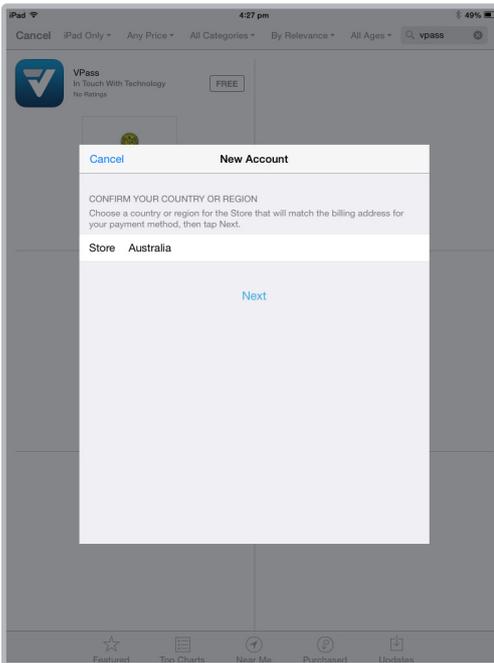
3. Touch the **FREE** button. When you touch this button, it will change to a green **INSTALL** button.



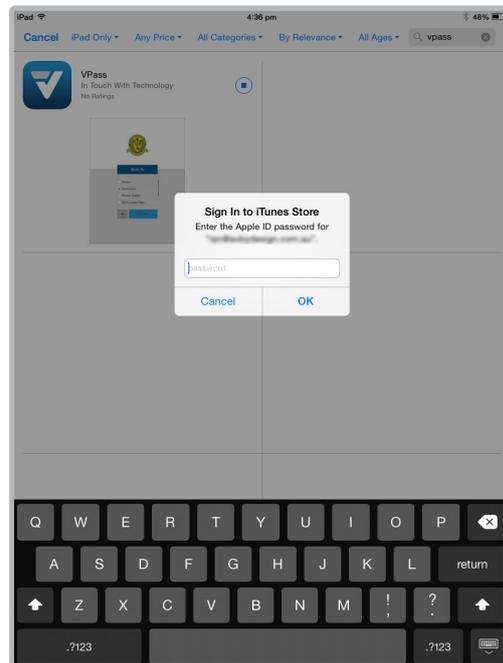
4. When you touch the **INSTALL** button, you will be prompted to sign in using an Apple ID. Tap **Create New Apple ID** (if you don't have one).



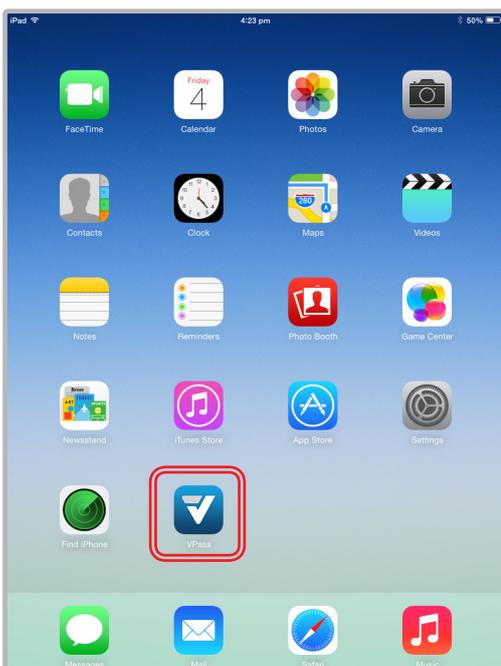
5. Follow the onscreen prompts and create your iTunes account.



6. Once you have set up your account successfully, return to the **App Store** and re-enter your password.



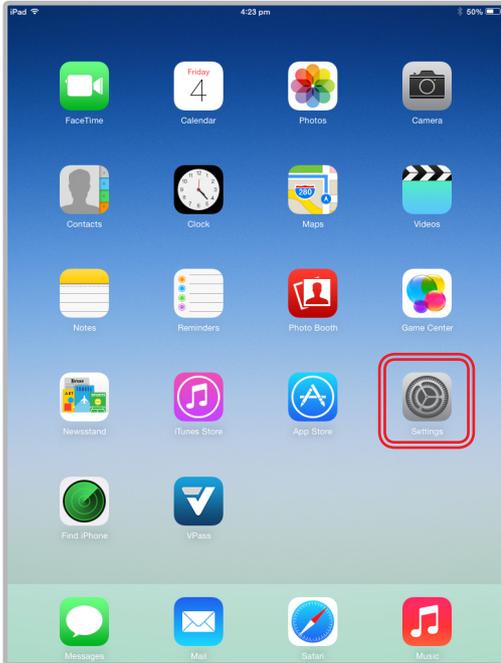
7. The download of the **VPass 2** App should start. The App will appear on your iPad's home screen.



Setup *Guided Access*

Guided Access settings limit the iPad to a single App and disables the hardware buttons

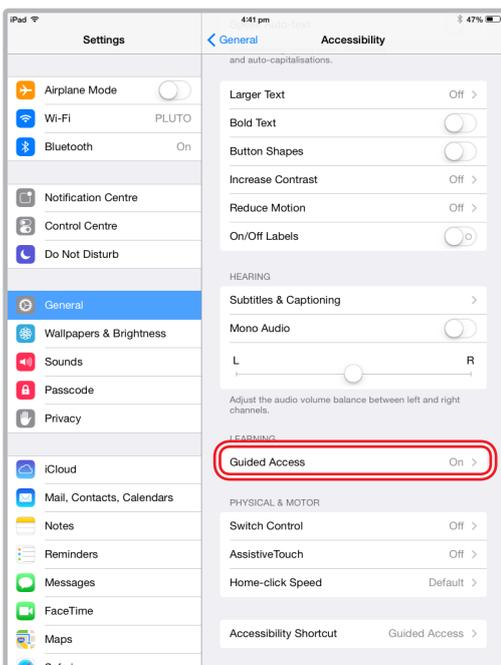
1. In the home screen, tap **Settings**.



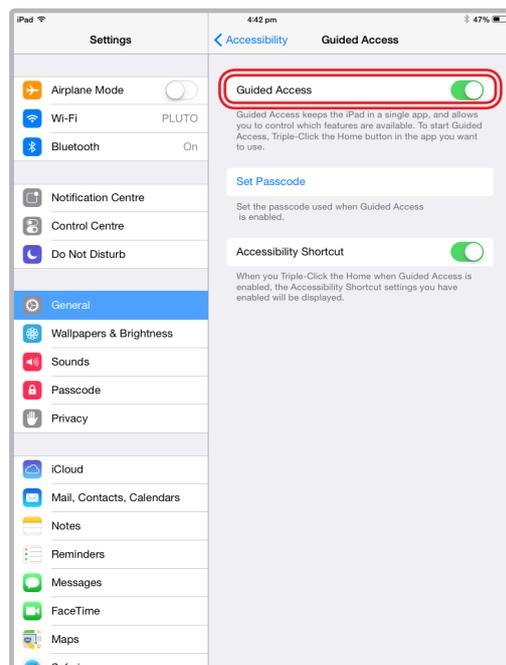
2. Tap **General** then **Accessibility**.



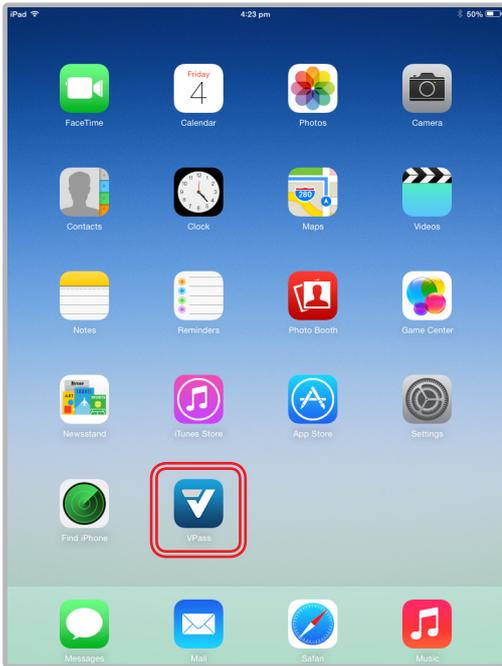
3. Tap **Guided Access**.



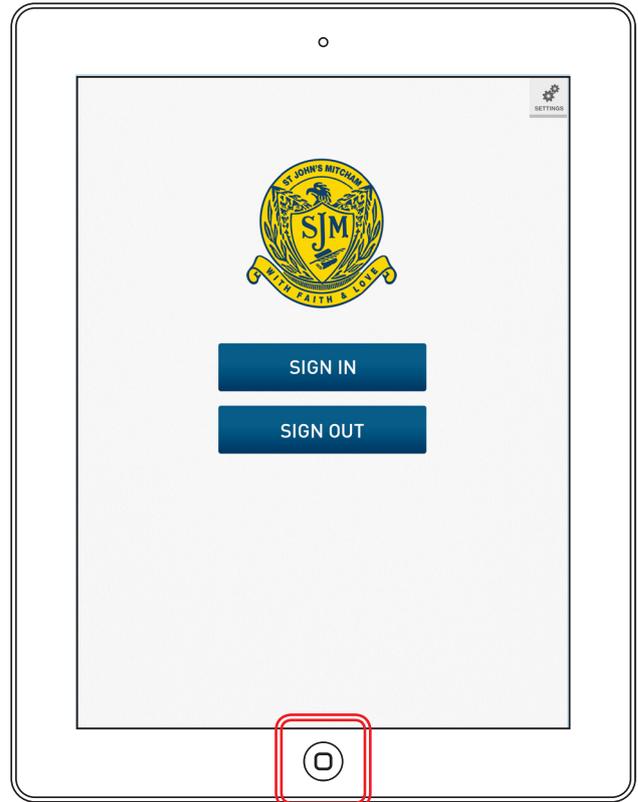
4. Slide **Guided Access** on.



5. Return to the home screen and open the **VPass** App.



6. Triple-click the home button. **Guided Access** is now enabled.

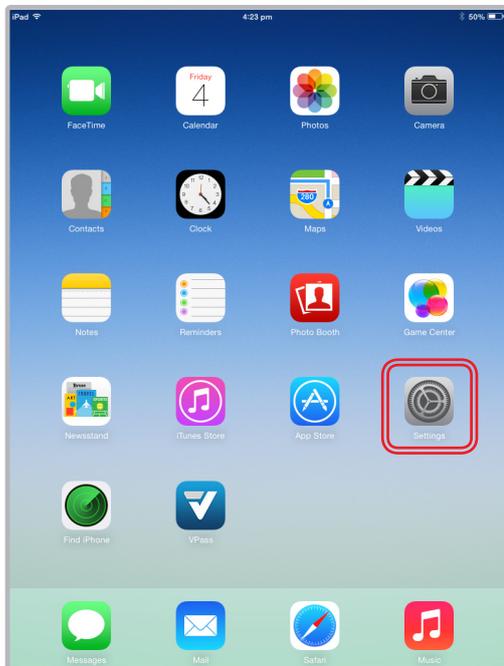


3 clicks in rapid succession.

D Turn off keyboard auto-correction

This setting is disabled to protect privacy of users who previously registered, by not allowing names and details to pop up as suggestions as a new user enters their details

1. Go into your iPad's **Settings** via the icon that looks like gears turning.



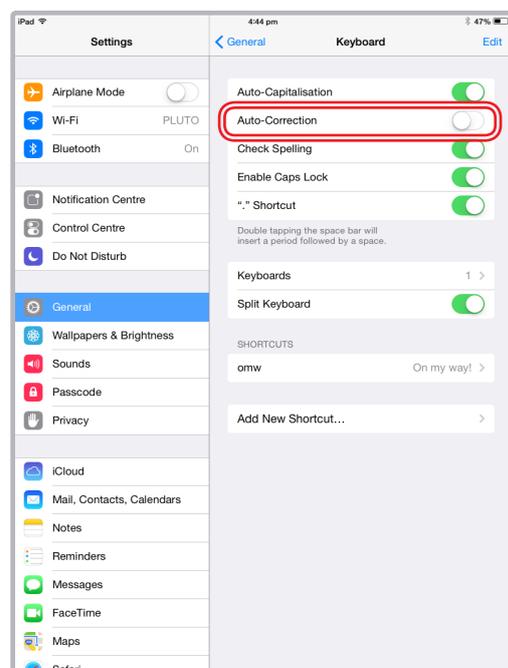
2. Next, choose **General** from the left-side menu.



3. Open the keyboard settings by scrolling down until you see the **Keyboard** option and tapping on it.



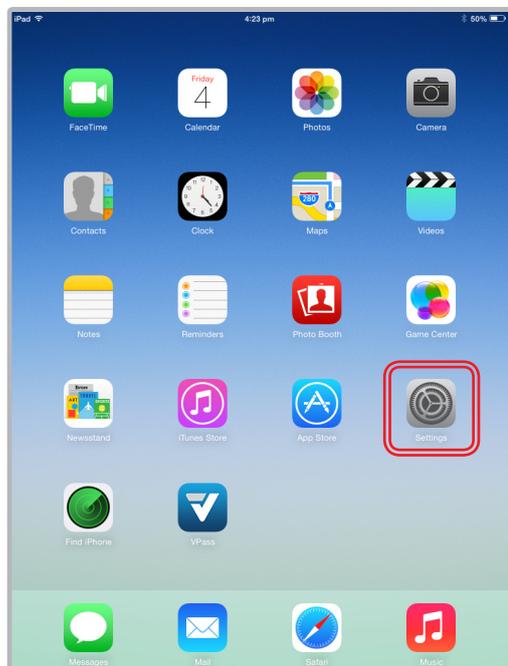
4. Simply slide the button from On to **Off**.



E Turn off keyboard Auto-Lock

This setting is disabled to ensure that the screen never goes to sleep.

1. Go into your iPad's **Settings** via the icon that looks like gears turning.



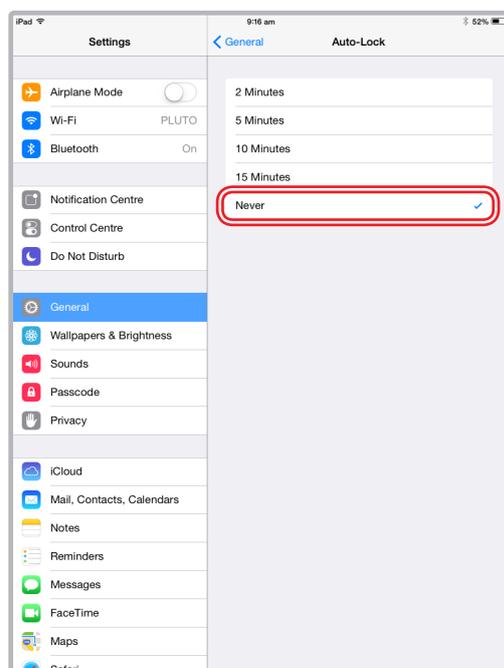
2. Next, choose **General** from the left-side menu.



3. Open the Auto-Lock settings by tapping on the **Auto-Lock** option.



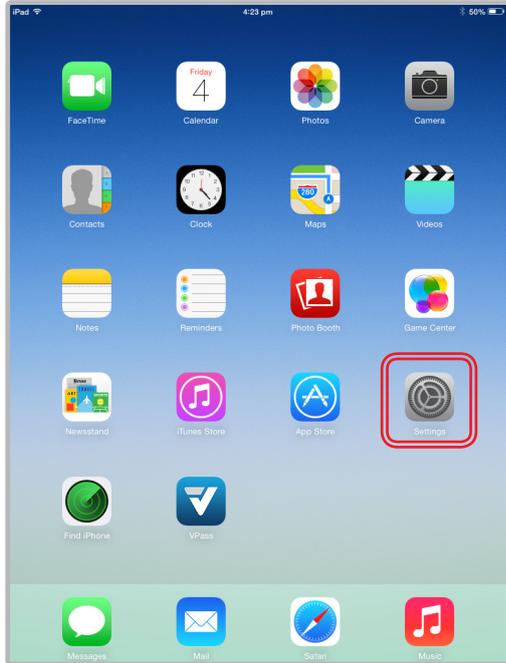
4. Tap on **Never**.



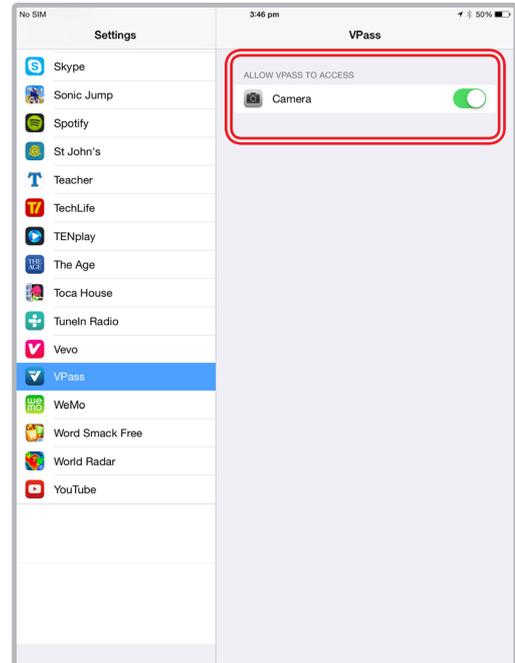
F Turn on iPad Camera

To use the camera in VPass it needs to be turned on in the iPad's VPass App Settings

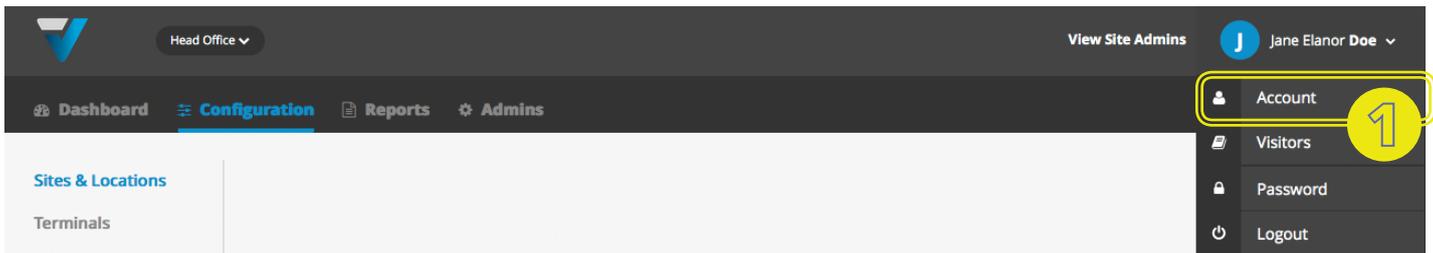
1. In the home screen, tap **Settings**.



2. Scroll down to the bottom of the **Settings** page and on the left hand side, select VPass. Ensure camera access is turned on.

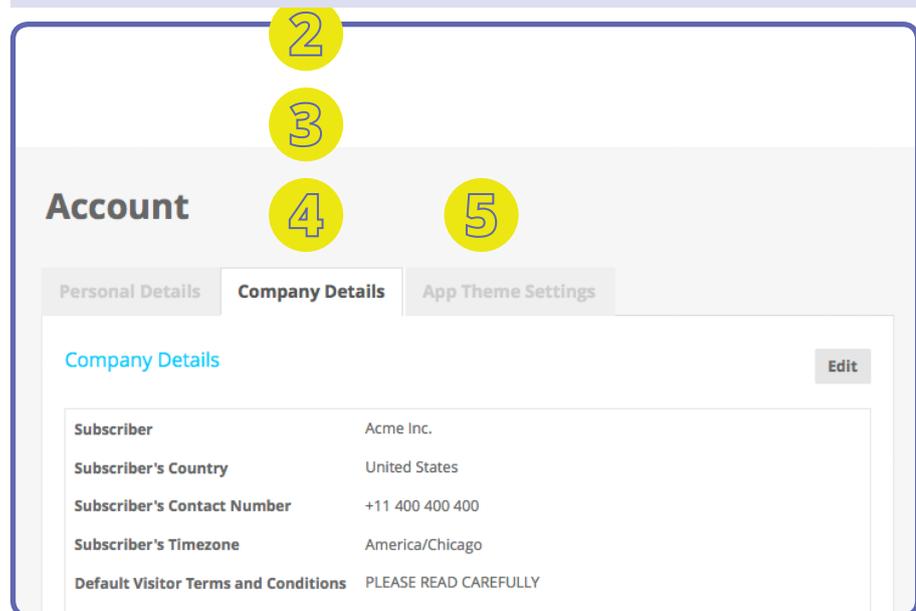


Account Details



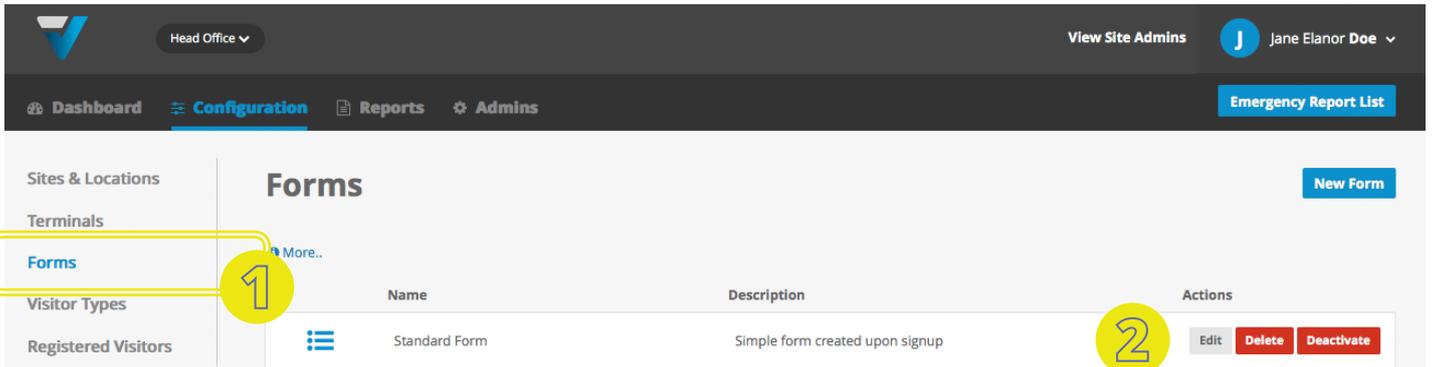
Login to the admin at vpass.io/login

1. Go to *Account* (right-hand topbar menu).
2. In the *Company Details* tab you may want to update the subscriber name to that of your organisation as that is what will appear on the home page of the VPass App.
3. Also in the *Company Details* tab update your timezone (Click the *Edit* button top right).
4. Here you can also enter in any terms and conditions that your visitors will agree to as they sign in. Some basic terms and conditions are available [here](#).
5. In the *App Theme Settings* add your logo (jpg or png file). Be sure to hit the Blue *Update* button down the bottom.



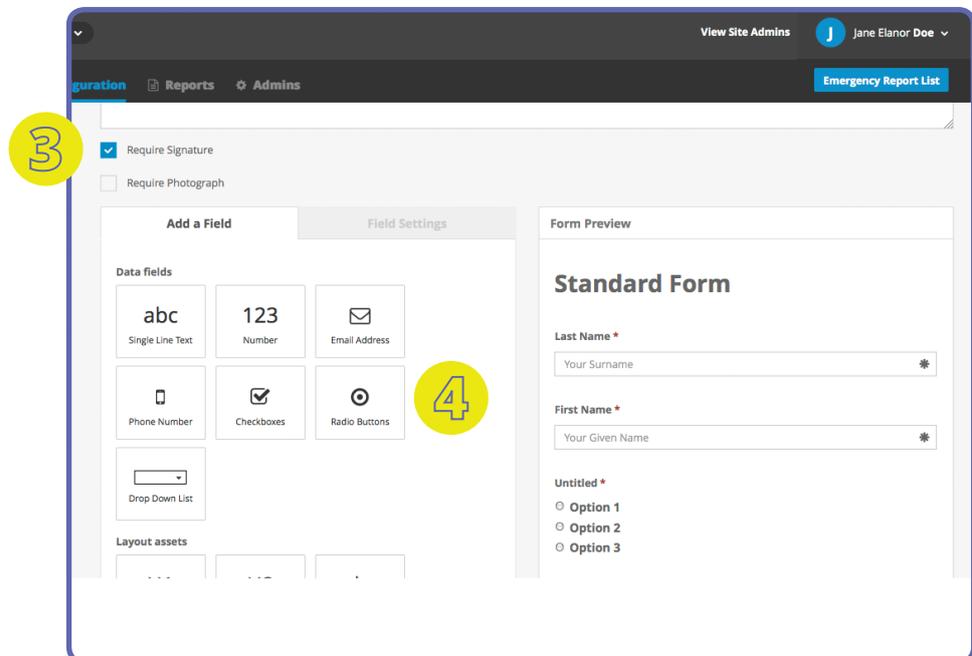
[Next: Forms](#)

Forms



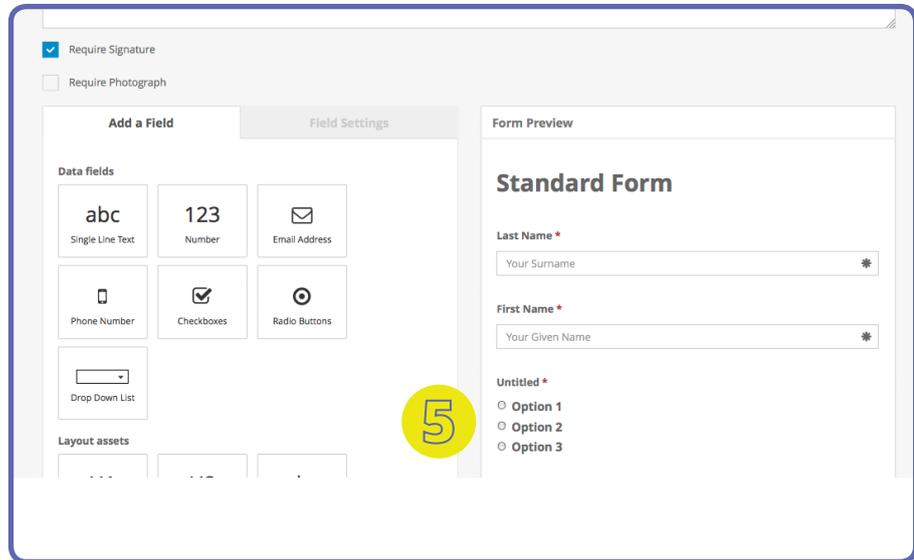
A form is made up of fields visitors fill out as they sign in...

1. Go to Forms (sidebar menu).
2. Let's edit the existing form rather than starting from scratch (Click the *Edit* button).
3. Check *Require Signature & Require Photograph*.
4. Click the *Radio Buttons* button.

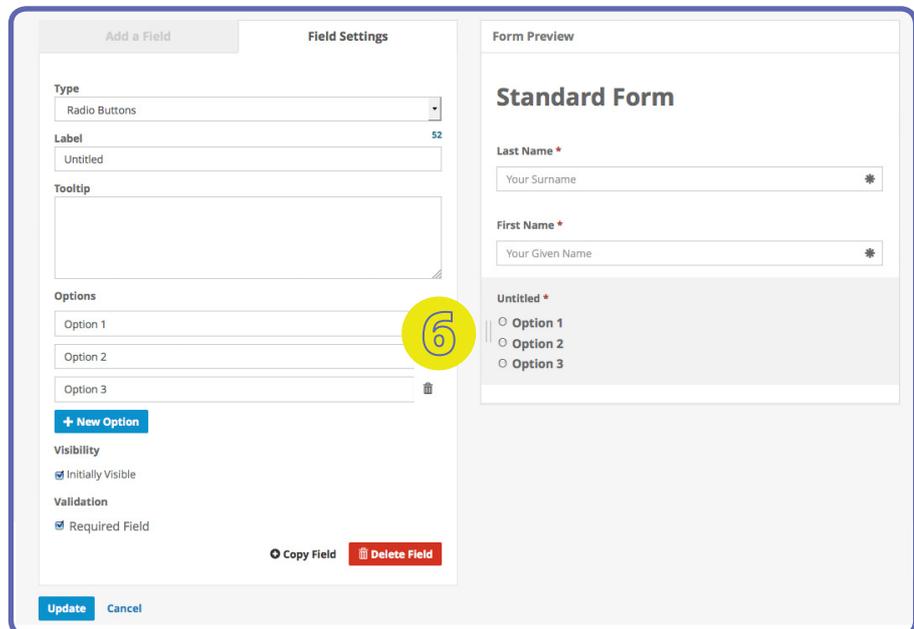


(Forms Continued)

5. The radio buttons are now added to the preview pane.



6. Click on the radio buttons so they are highlighted in grey. The *Field Settings* tab shows on the left hand side.



(Forms Continued)

7. Under *Label* enter **Reason**.
8. Under *Options* enter **Meeting, Interview, Training & Other** (or something similar).
9. Click *Update*.

The screenshot shows a form configuration interface. On the left, the configuration panel includes:

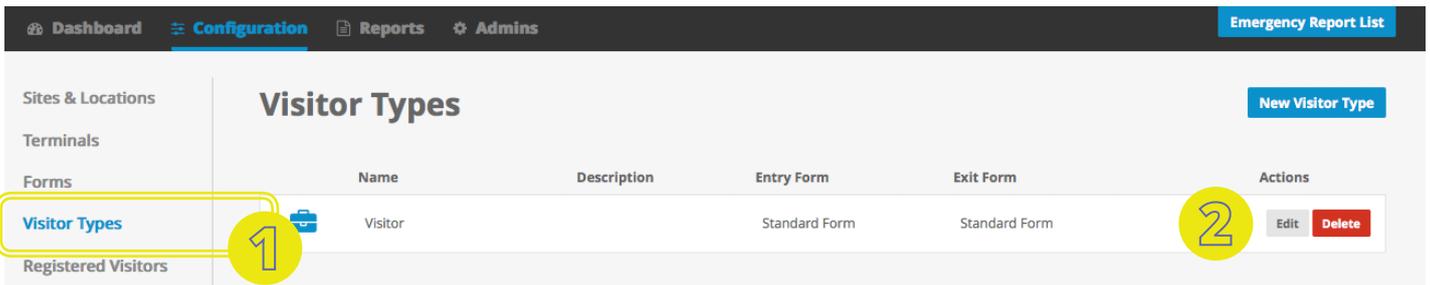
- Type:** Radio Buttons
- Label:** Reason
- Options:** Meeting, Training, Interview, Other
- Visibility:** Initially Visible
- Validation:** Required Field
- Buttons: Copy Field, Delete Field
- Buttons: Update, Cancel

On the right, the preview section titled "Standard Form" shows:

- Last Name *** (text input)
- First Name *** (text input)
- Reason *** (radio button group with options: Meeting, Training, Interview, Other)

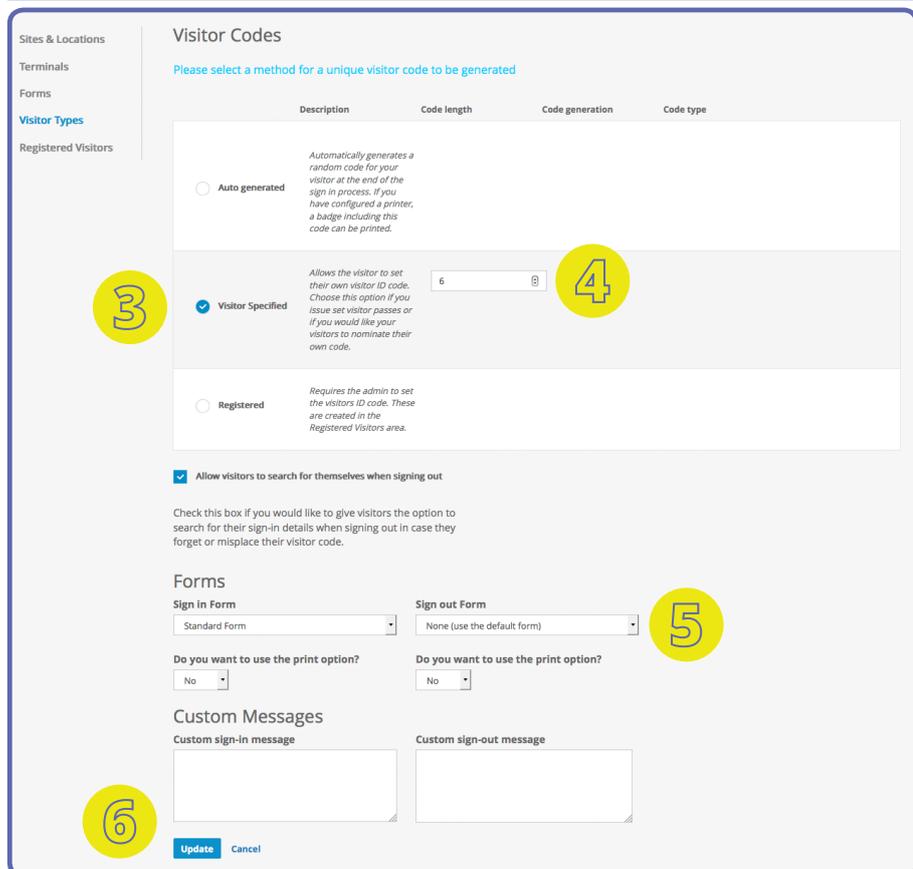
[Next: Visitor Types](#)

Visitor Types



A Visitor Type is the role a visitor selects when they sign in (eg: Visitor, Contractor, Staff etc.)...

1. Go to *Visitor Types* (sidebar menu).
2. Let's edit the existing form rather than starting from scratch (Click the *Edit* button).
3. Select *Visitor Specified* radio button.
4. Set code length to 6.
5. Select *None* in the *Sign out Form* dropdown.
6. Select blue *Update* button at bottom of page.



[Next: Download the VPass App](#)

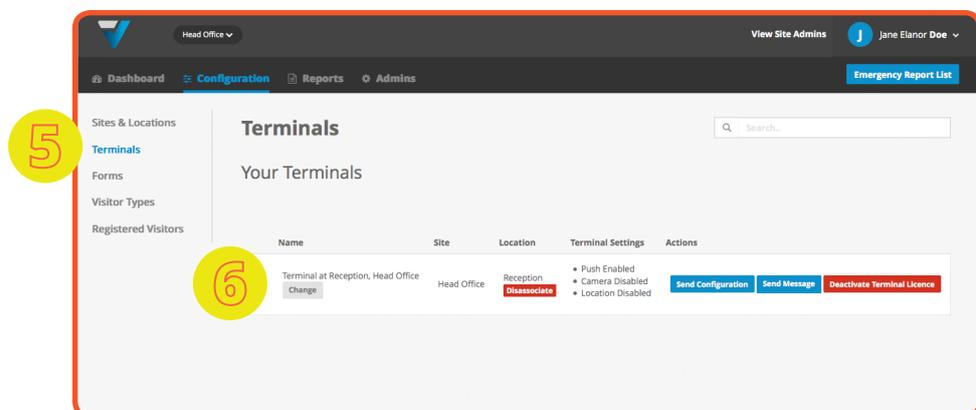
1 Download & Open the VPass 2 App onto your iPad



1. Open the VPass 2 App onto your iPad.
2. Enter your account email and password.
3. Hit *SUBMIT*
4. Your iPad is now activated.

Return to the VPass admin

5. Go to *Terminals* (Configuration sidebar menu).
6. Your iPad will be listed here



You should now be up and running...

[Not working? Please see Troubleshooting Page](#)

Getting Started FAQ's

[How do I activate my iPad?](#)

[How do I set my timezone?](#)

[How do I add my logo to the VPass App?](#)

[How do I set the organisation name on the home screen of the iPad?](#)

[What are Sites, Locations, Terminals, Visitor Types and Forms?](#)

[How do I add my terms & conditions / NDA?](#)

[Can terms & conditions / NDA's vary from site to site?](#)

VPass Admin Tour

A. Dashboard & Reports

B. Sites & Locations, Terminals

C. Forms & Visitor Types

D. Registered Visitors

E. Admins

F. Sites Listing, Site Admins Listing, Emergency Report List

G. Account

H. Troubleshooting

VPass Admin Tour

vpass.io/login

The screenshot shows the VPass Admin dashboard. At the top left is the VPass logo and a 'Head Office' dropdown menu (callout F). The main navigation bar includes 'Dashboard' (callout A), 'Configuration', 'Reports' (callout A), and 'Admins' (callout E). On the right, there is a user profile for 'Jane Elanor Doe' (callout J) with a dropdown menu containing 'Account' (callout G), 'Visitors', 'Password', and 'Logout'. The left sidebar has sections for 'Sites & Locations' (callout B), 'Terminals', 'Forms' (callout C), 'Visitor Types' (callout C), and 'People' (callout D). A blue callout box (callout A) is positioned over the 'Reports' section, containing text about dashboard and reports.

A Dashboard & Reports

Get a quick overview of who is on site today. You also have the option to manually clear visitors who you know have left the premises but didn't sign out.

A full visitor history is stored on the *Reports* pages. Here you can dig deeper using a wide range of criteria to filter your data such as person's name, date range and *Visitor Type*.

Current Visitor FAQ's

[How do I find out who is on site?](#)

[How do I find visitors between a certain date range?](#)

[How do I find visitors of a certain *Visitor Type*?](#)

[How do I search for a visitor by name?](#)

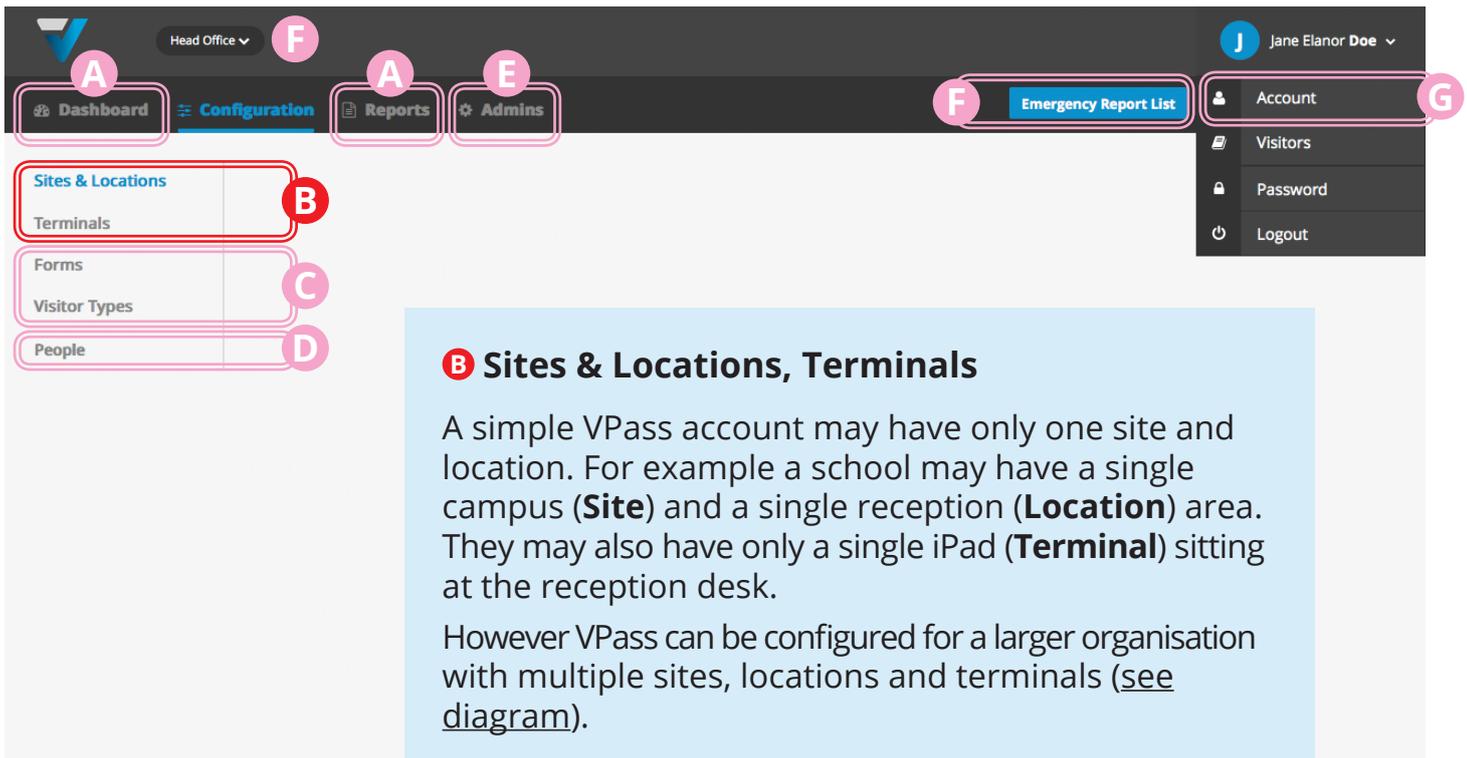
[Some visitors didn't Sign Out yesterday but I know they have left. How do I clear them from *On Site* listing?](#)

[How do I export a report as a csv file?](#)

Emergency Reporting:

[How do I keep my Emergency Report List up-to-date?](#)

[How do I check the Emergency Report List in an evacuation?](#)



B Sites & Locations, Terminals

A simple VPass account may have only one site and location. For example a school may have a single campus (**Site**) and a single reception (**Location**) area. They may also have only a single iPad (**Terminal**) sitting at the reception desk.

However VPass can be configured for a larger organisation with multiple sites, locations and terminals ([see diagram](#)).

FAQ's

[How do I activate my iPad?](#)

[How do I create a new Site?](#)

[How do I add an extra Location?](#)

Printers:

[How do I setup the Brother QL-820NWB printer to work with VPass?](#)

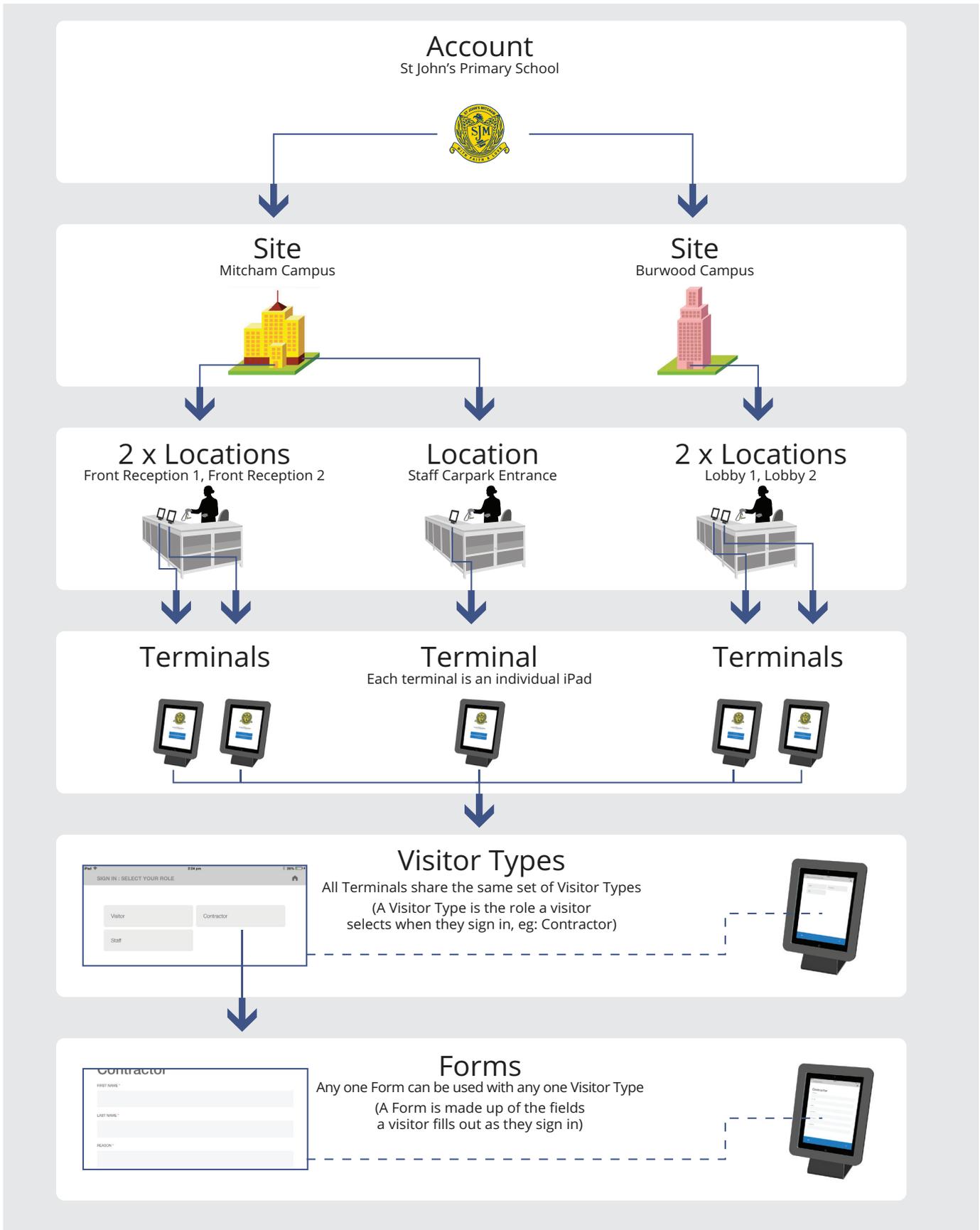
Using more than one iPad:

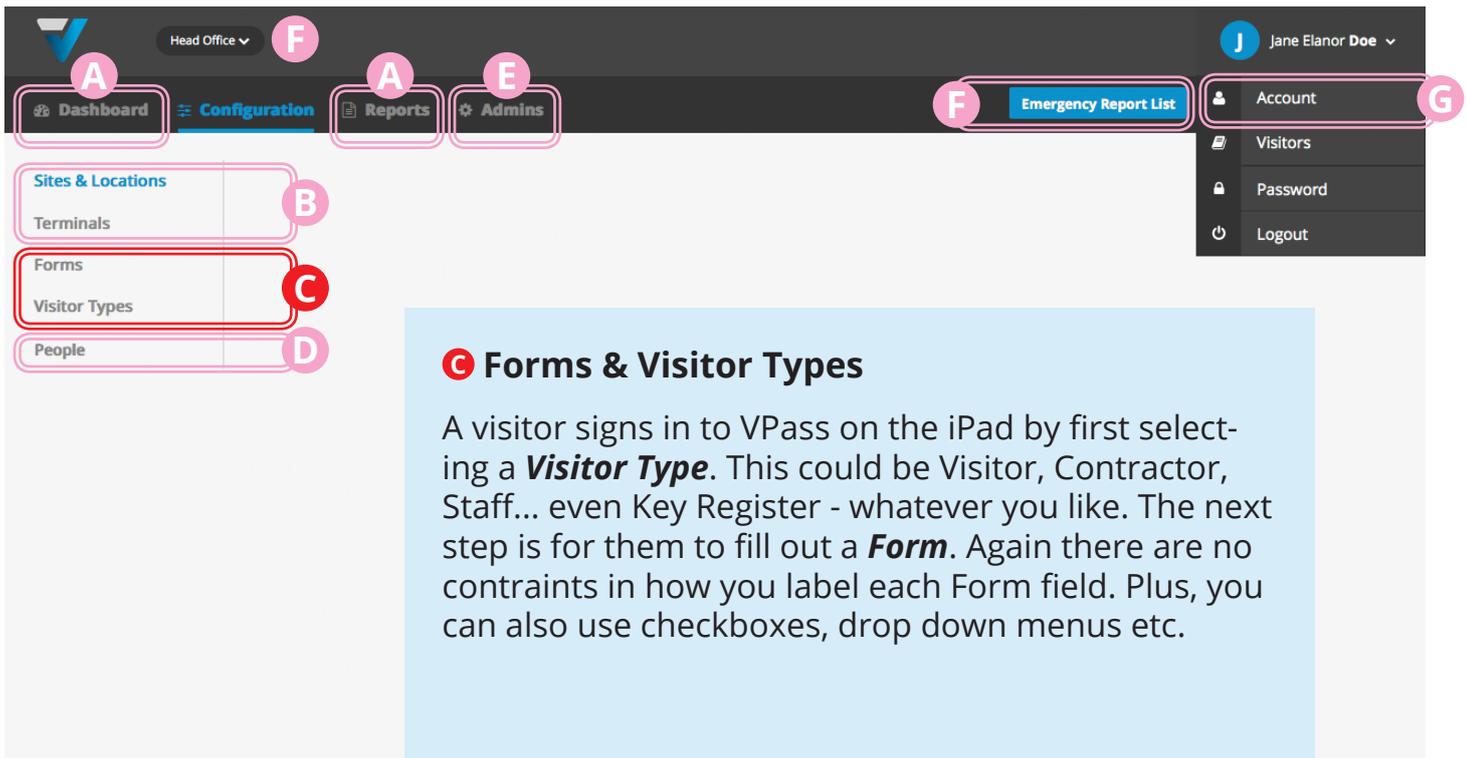
[How do I add a second iPad?](#)

[How do I add a Terminal to a particular Location?](#)

The VPass Eco-system

Sites & Locations, Terminals, Forms & Visitor Types





C Forms & Visitor Types

A visitor signs in to VPass on the iPad by first selecting a **Visitor Type**. This could be Visitor, Contractor, Staff... even Key Register - whatever you like. The next step is for them to fill out a **Form**. Again there are no constraints in how you label each Form field. Plus, you can also use checkboxes, drop down menus etc.

Forms FAQ's

[How do I create a form?](#)

[What is a required field?](#)

[How do I create a check box list?](#)

[How do I create a radio button list?](#)

[How do I create a drop down list?](#)

[What is a tooltip?](#)

[What is placeholder text?](#)

Visitor Type FAQ's

[What is the difference between the three Visitor Types?](#)

[How do I create a Visitor Type \(Auto Generated\)?](#)

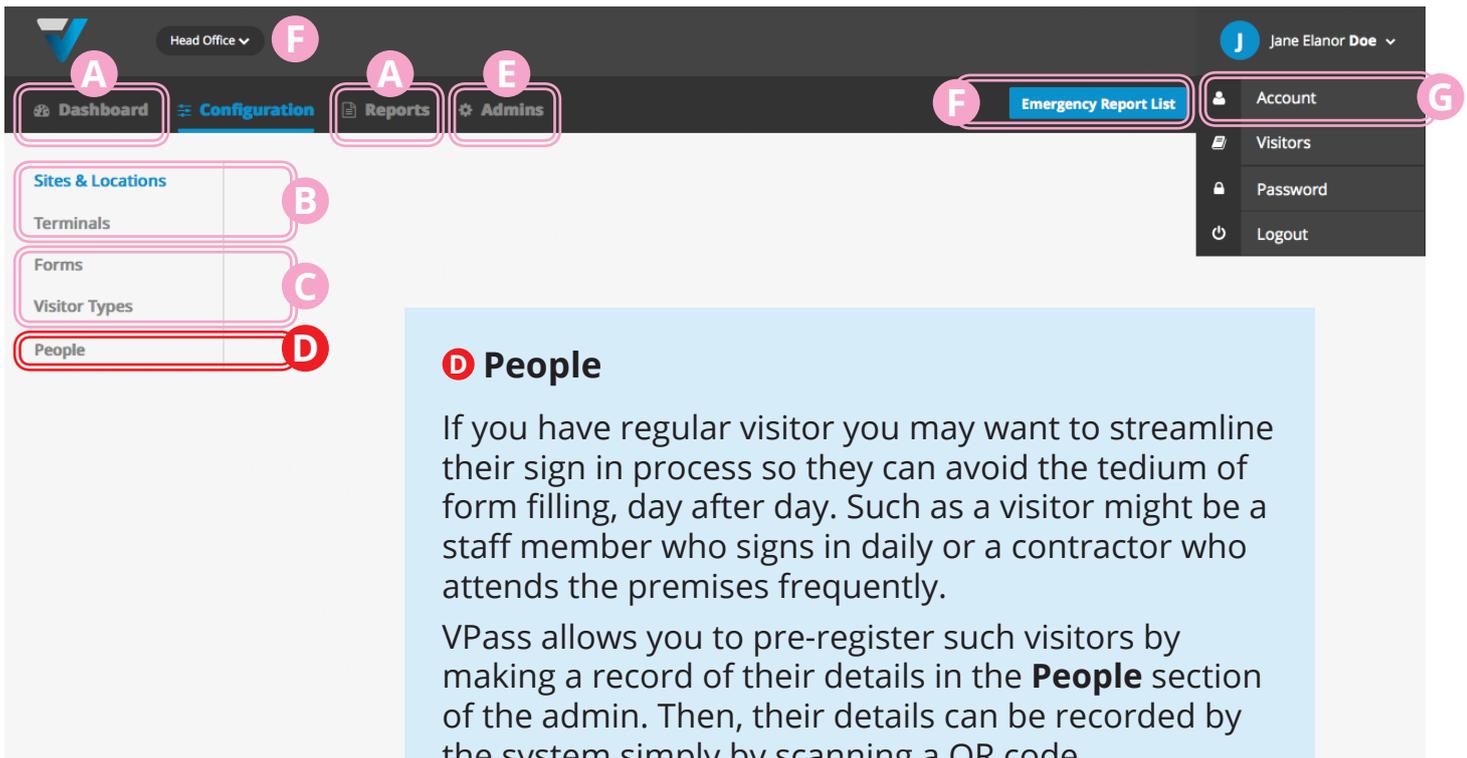
[How do I create a Visitor Type \(Visitor Specified\)?](#)

[How do I create a Visitor Type \(Registered\)?](#)

[How do I avoid visitors having to fill out a form when leaving?](#)

[How do I add some text above the signature box?](#)

[How do I change to the order of Visitor Types in my iPad?](#)



D People

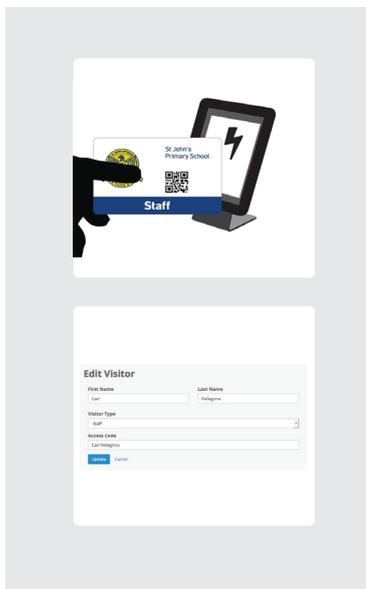
If you have regular visitor you may want to streamline their sign in process so they can avoid the tedium of form filling, day after day. Such as a visitor might be a staff member who signs in daily or a contractor who attends the premises frequently.

VPass allows you to pre-register such visitors by making a record of their details in the **People** section of the admin. Then, their details can be recorded by the system simply by scanning a QR code.

QR codes can be generated here:

<http://www.qrexplere.com/generate/>

NOTE: for a Registered Visitor to be able to sign in, they have to select a Registered Visitor Type.



FAQ's

[Create a Person?](#)

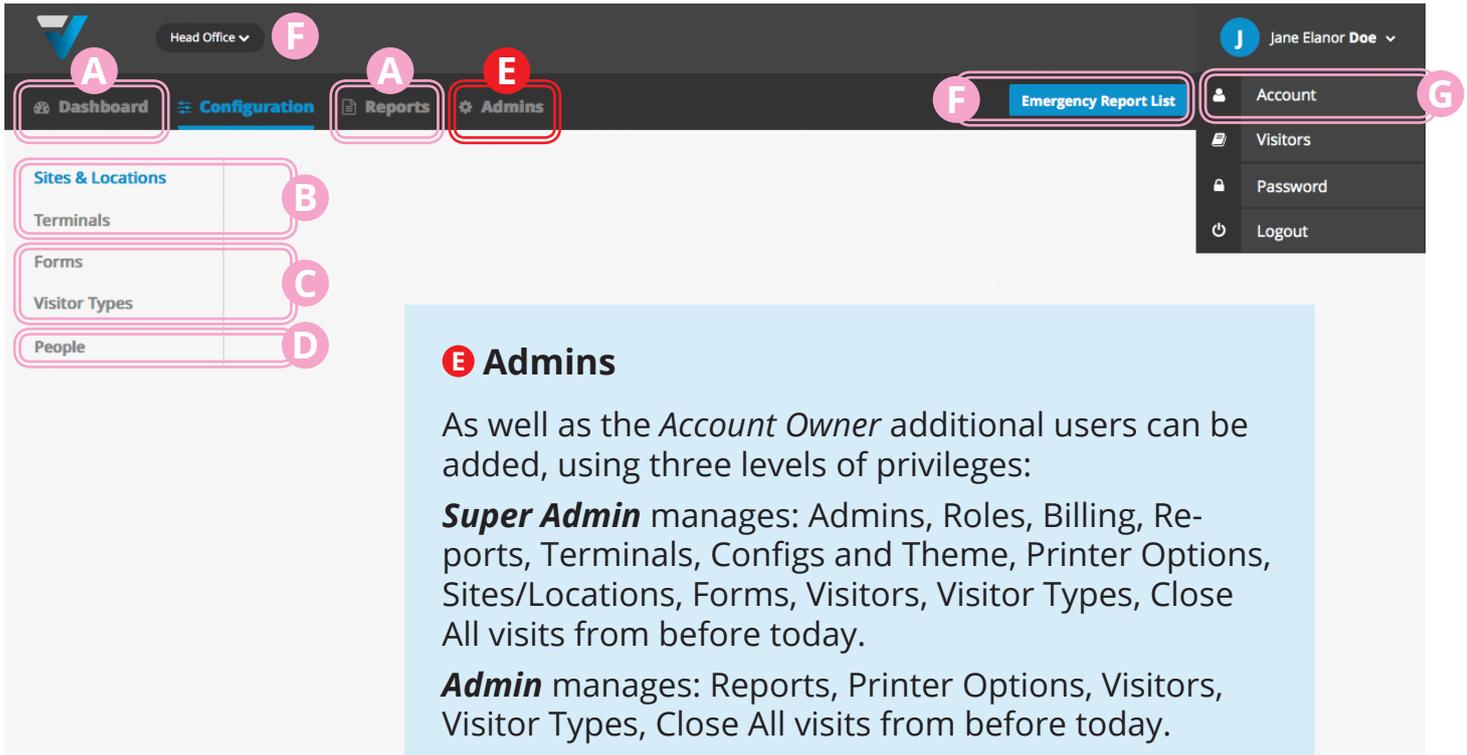
[Difference between a "Person and a "Host"?](#)

[How do I setup email notifications?](#)

[How do I do a CSV upload of People?](#)

[Where can I create QR codes?](#)

[How do I collect additional information from a QR card sign in?](#)



E Admins

As well as the *Account Owner* additional users can be added, using three levels of privileges:

Super Admin manages: Admins, Roles, Billing, Reports, Terminals, Configs and Theme, Printer Options, Sites/Locations, Forms, Visitors, Visitor Types, Close All visits from before today.

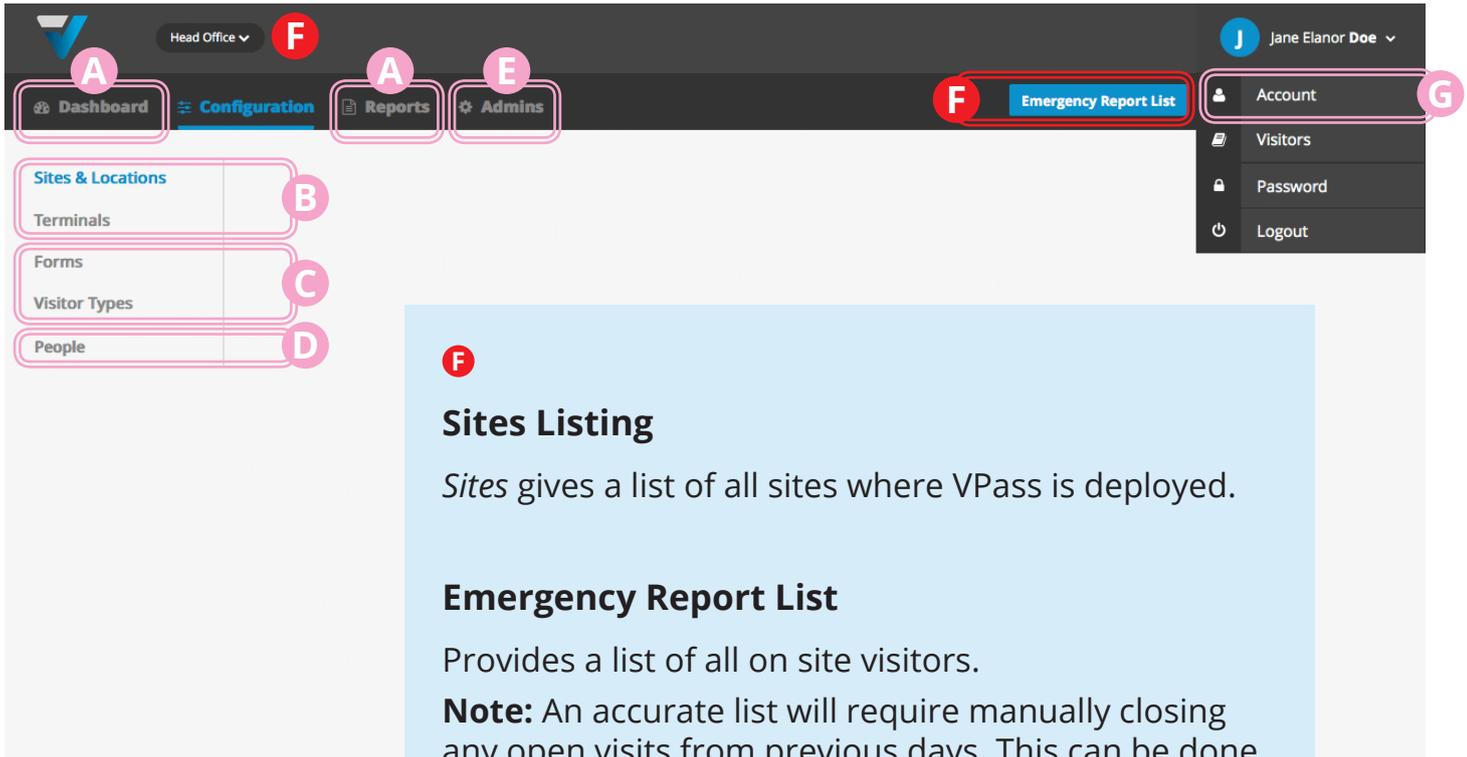
Admin manages: Reports, Printer Options, Visitors, Visitor Types, Close All visits from before today.

User manages: Reports.

FAQ's

[How do I create a new Admin user?](#)

[What is a Super Admin, Admin and User?](#)



F

Sites Listing

Sites gives a list of all sites where VPass is deployed.

Emergency Report List

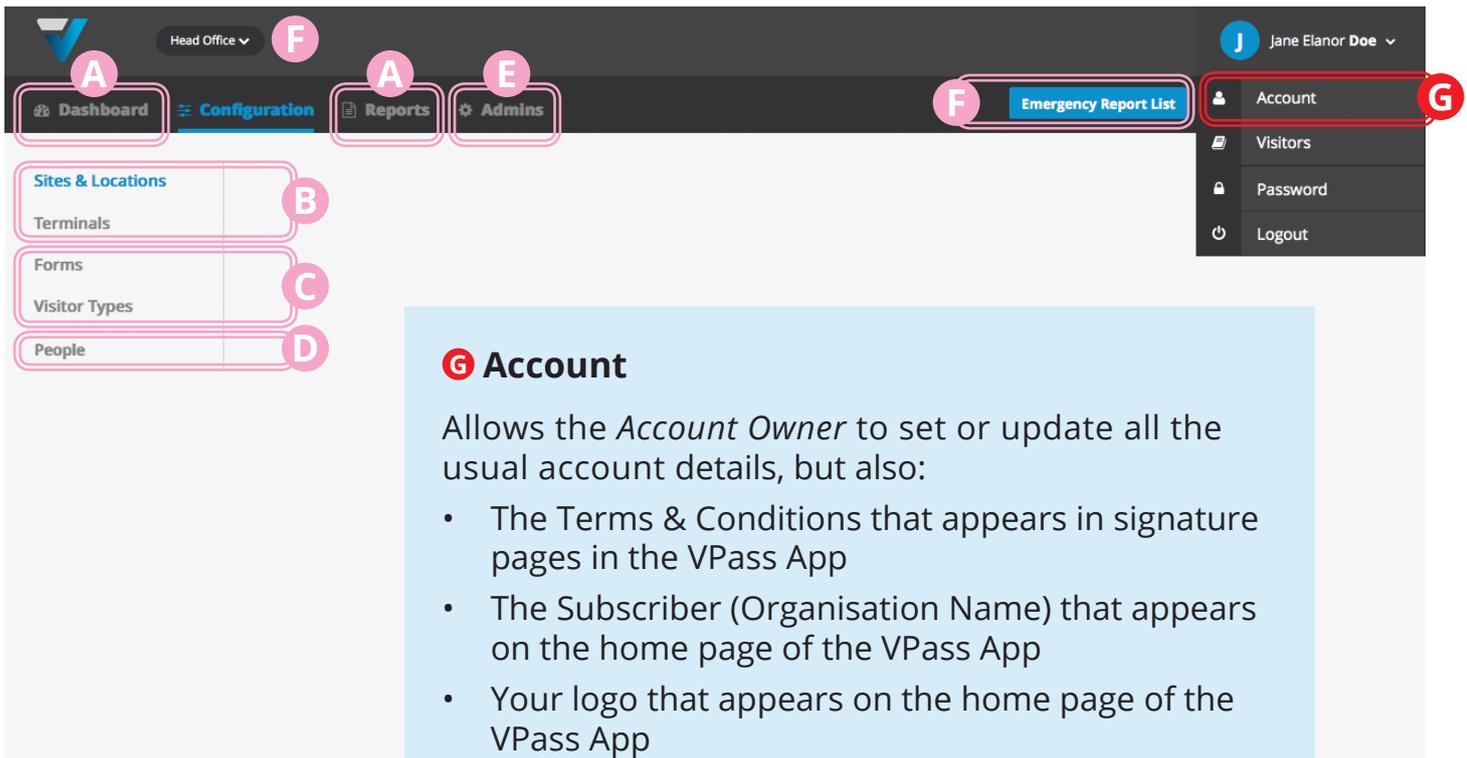
Provides a list of all on site visitors.

Note: An accurate list will require manually closing any open visits from previous days. This can be done on the *Current Visitors* Dashboard.

FAQ's

[Emergency Report list is showing visitors from before today. How do I clear them?](#)

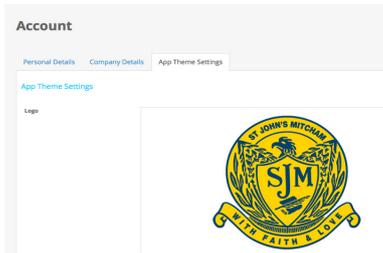
[How do I check the Emergency Report List in an evacuation?](#)



G Account

Allows the *Account Owner* to set or update all the usual account details, but also:

- The Terms & Conditions that appears in signature pages in the VPass App
- The Subscriber (Organisation Name) that appears on the home page of the VPass App
- Your logo that appears on the home page of the VPass App
- Timezone setting
- Delete visitor record data between a date range



FAQ's

[How do I set my timezone?](#)

[How do I add my logo to the VPass App?](#)

[How do I set the organisation name on the home screen of the iPad?](#)

[How do I add my terms & conditions / NDA?](#)

[Can terms & conditions / NDA's vary from site to site?](#)

FAQ's

iPad Unresponsive:

[VPass App hangs or is frozen](#)

[The forward button on the iPad doesn't work](#)

[The iPad says there is an "Unknown Error"](#)

[iPad is not responding at all](#)

[iPad is not updating changes made in the admin](#)

Other iPad Issues:

[How do I de-activate and re-activate my iPad?](#)

[When I sign in the iPad says "Access Code not found"](#)

[iPad says "Camera unavailable"](#)

Admin Web Site:

[I created an admin person but their email link isn't working](#)

["Whoops, looks like something went wrong." message \(in admin\)](#)

[Why are my sign in times incorrect?](#)