

Guide

5 Minute Guide to Secure Visitor Access



BOMA Recommendations

BOMA International recommends buildings “use a visitor management system through pre-registration and check-in to minimize interaction with the security team,” as a way to prevent COVID-19 spread in buildings.

Source: https://www.boma.org/BOMA/Research-Resources/3-BOMA-Spaces/Newsroom/Press_Room/2020/Getting_Back_to_Work.aspx

Introduction

Visitors enter your building every day to meet with tenants. To keep tenants and visitors happy, you need to check visitors in quickly. A good visitor check-in experience is also an opportunity for your building to make a great first impression – boosting your reputation.

Along with a smooth check-in experience, many buildings are moving towards having more security and control over who is coming into their buildings. Having guards and controlled access to a tenant space can be a huge selling point for your building when it comes to attracting prospective tenants.

During COVID-19, having a better understanding of who is coming into your building and tracking tenant volume can help you keep your building healthy. Keeping visitors from congregating in your lobby with a fast check-in process can help you prevent disease spreading through your building.

Unfortunately, many buildings rely on manual visitor check-in processes that result in long lines in your lobbies, frustrated tenants, and lack of visibility you need to keep your building safe.

A better way to check-in visitors is with visitor access software, which simplifies the visitor check-in process while ensuring your building is secure.

By automating the entire process of pre-registering visitors, checking them in, printing badges and capturing detailed info, visitor access software streamlines your visitor check-in process – creating a positive tenant and guest experience.



How Does Visitor Access Impact Tenant Satisfaction?

Your visitor check-in process doesn't just impact visitors. It also impacts tenant satisfaction.

One way your visitor access system impacts tenant satisfaction is by throwing off tenant and visitor schedules. Most visitors don't account for a long check-in process. So, if your check in process takes a while, it can cause visitors to miss their appointments with your tenants.

Even if tenants can rearrange their schedules, visitors might not be willing to. If your visitor check-in process is too slow, the visitor might decide not to do business with your tenant altogether – costing your tenant money and decreasing satisfaction.

And, tenants want to avoid having to run back and forth to guide visitors through the check-in process. The right visitor access software will enable your tenants to pre-register their guests, so that your security team can see guests through the doors and off to their designated suites, with no effort from your tenants.



Are you ready to simplify your visitor management while ensuring that your building is secure? Follow these seven steps:

Seven Steps to Streamline Visitor Management

1. Simplify Pre-Registration
2. Provide Multiple Ways to Check In
3. Facilitate Group Arrivals
4. Quickly Capture Visitor Details
5. Keep Unwanted Visitors Out
6. Tap into Advanced Integration Options
7. Leverage Reporting for Visitor Insights



Simplify Pre-Registration

Visitor pre-registration helps you know which visitors to expect on any given day. And, it means tenants don't have to go down to the lobby every time a visitor shows up – saving them time. But, the traditional process can be time-consuming and tedious for you and your tenants.

Instead of trying to keep track of visitor registration on paper or with a spreadsheet, you can simplify it with visitor access software. With this software, tenants can pre-register visitors from both web and mobile devices.

After tenants pre-register visitors, the information is automatically shared with your security team. So, you don't have to spend time getting the pre-registration information to your security team. And, they have the insight they need to make visitor check in a smooth process.



"The pandemic has forced us all to rethink the role of visitor management in the workplace... we should consider ourselves lucky to have these smart technologies at our fingertips. Together, we can help people everywhere prioritize health and safety in their return readiness."

— [Gregory Blondeau](#), Forbes Technology Council

Provide Multiple Ways to Check-in

If you have multiple visitors arriving at the same time, your lobby can get congested while visitors wait to check-in.

This not only creates a negative experience for visitors because they have to wait so long to get checked in. It also creates a health hazard because people congregating in your lobby can spread diseases more effectively.

To check visitors in faster, you should use visitor access software that provides multiple ways for visitors to check-in (including on web and mobile devices). So, visitors don't have to wait to check-in at one desk or on one sign-in sheet. Instead, multiple visitors can check-in at the same time – speeding up the process and keeping your lobby clear.



Facilitate Group Arrivals

Tenants might need to check in more than one visitor at a time. If it's a large group, it can take upwards of 30 minutes to check in everyone one by one. This incredibly slow process creates a negative visitor experience. And, it can take so long that the visiting group misses their appointment with your tenant, causing your tenants to lose business.

Visitor access software can streamline the process by allowing tenants to register a group with the quick submit form. And, your security team can use the related visitor feature to speed up the process further. Plus, visitors can use a QR code or a barcode to prove who they are and recall the visitor record. This enables faster authentication and access control in one.



Quickly Capture Visitor Details

Capturing detailed visitor information can help you keep track of who's in your building. This helps you keep your property secure. And, in the event is a disease outbreak, capturing this information makes it easy to notify the visitor

However, capturing detailed info (like name, date of visit, and photographs) can make the visitor check-in process significantly longer. This increased wait time creates a poor visitor experience.

But, with visitor access software, your security team can capture detailed visitor info in seconds. And, that info is stored on a cloud platform. So, you don't have to worry about misplacing visitor details. Instead, it's always available on the software when you need it. To simplify the process further, visitors can show a QR code or a barcode as well.

That way, you can make the visitor check-in process faster and more secure.



Keep Unwanted Visitors Out

Having a secure check in process offers your tenants protections that don't exist on properties that have no guards or access controls in the lobby. As a result, unexpected, unplanned, and unknown visitors can be eliminated.

But, this secure process to keep out unexpected or unwanted visitors can slow down your check-in process.

However, with visitor access software, you can keep your building secure while speeding up the check-in process. This software makes it easy to keep out unwanted visitors by creating a watch list to screen unwanted visitors. That way, you can quickly make sure only approved visitors get into your building – keeping your tenants safe.



Tap into Advanced Integration Options

While visitor access software can be helpful on its own, if it doesn't integrate with your other systems, it has limited benefits. Any data you capture in your visitor access software has to be manually entered into your other systems. This is not only time-consuming: the highly manual process also increases the risk of data entry errors.

So, you need visitor access software with advanced integration options with your other systems (like your building access control system). Having an open API and other features can help your visitor access system integrate with your other software.

That way, your visitor access software can share critical information between systems and reduce the risk of manual data entry errors.



"For successful business continuity and due diligence in risk management, there is much emphasis on the need to easily report on visitor data. By standardizing the way you collect your visitor information, you can use it to take preemptive action and quickly communicate with your visitors."

— [Gregory Blondeau](#), Forbes Technology Council

Leverage Reporting for Visitor Insights

Understanding your property utilization is important to create a positive visitor experience. However, manually determining tenant visitor volume can be time-consuming and tedious. Counting each visitor that enters your property can suck up hours of your time each week.

With visitor access software, you can automate visitor insights and quickly generate reports that help you understand tenant visitor volume and property usage. Plus, these insights can help you track who is in your building and when to help identify any exposures to COVID-19.

That way, you can gain insight into your building and visitors, without spending valuable time manually collecting and reviewing data.

How Visitor Access Improves Security Workflow

Among their many responsibilities, managing visitors is one of the most important aspects of your security team's job. They need to ensure a speedy check-in to keep visitors happy. And, they need to keep your lobby clear so the rest of your team (such as engineers) can do their jobs.

But, with traditional visitor management methods, it's hard for your security team to quickly check-in even pre-registered visitors. They have to capture visitor details manually, reach out to tenants to verify the visitor, and more. And, unregistered visitors make this already slow process even slower.

However, with visitor access software, your security team can quickly check-in visitors with tools like related visits and related visitors. Plus, visitor access software makes accessing tenant contact info easy. So, your security team can clear any unregistered visitors in seconds.

And, visitor access software helps your security team print out temporary badges for visitors quickly – making it easy to identify approved visitors at a glance. Plus, your security team can print a barcode on the badge to make it easy for access control scanners or turnstile systems to recognize them, which can speed up the process further.

Along with making it easier for your security team to check-in visitors quickly, visitor access software also improves the security of your building by increasing visibility into who's in your building at any given moment.



Conclusion

Your tenants will often have visitors. How you check in those visitors impacts your building reputation, tenant satisfaction, visitor experience, building security, and more.

So, you need to make sure you have a quick and secure visitor access process to minimize visitor wait time while keeping your building and tenants safe.

With visitor access software, you can check-in visitors in seconds with pre-registration and multiple ways to check in. And, you can increase building security by quickly capturing visitor details, printing visitor badges, screening unwanted visitors, and knowing who's in your building at all times.

If you're looking for visitor access software with all those features and more, Prism's visitor access module could be right for you.

Get Started Today

Are you ready to see how Prism can help you streamline visitor management and increase building security?

[Schedule a demo of Prism Visitor Access](#)



About Building Engines

For over 15 years, Building Engines has delivered on its mission to help customers improve NOI, increase revenue, reduce operating expenses and deliver greater tenant satisfaction. Building Engines is trusted by hundreds of commercial real estate organizations who manage billions of square feet. With our latest release, Prism, Building Engines is reaching a new level of building operations innovation. Prism comes equipped to help you exceed today's goals while preparing you and your team to meet the challenges of tomorrow.

Exceptional Building Operations. Extraordinary Business Outcomes.



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