

# Salam Visitor Management System – Security Desk

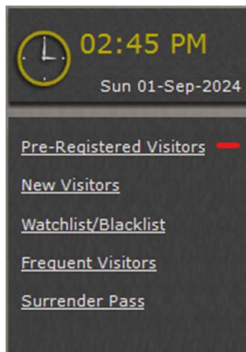
Login to the COSEC VMS application on the desktop using the credentials provided



The screenshot displays the Salam Visitor Management System Security Desk interface. The main window is titled "Visitor Management System" and shows a "Visitor Details" form. The form includes fields for Appointment No., Mobile No., Visitor Name, and Organization. Below these are sections for "Visit Details" (Host User, Visit Period, Expected Visitor, Arrival Time, Visiting Hours, Visitor ID, Escort User, Visitor Type, Additional Visitors, Purpose, Enable Elevator Access Control, Elevator Floor Group, and 10 numbered fields) and "Vehicle Details" (Vehicle Type, Vehicle No., Description). The interface also features a sidebar with navigation options like "Pre-Registered Visitors", "New Visitors", "Watchlist/Blacklist", "Frequent Visitors", and "Surrender Pass". A "Current Status" section shows a table with columns for Date, Name, In, and Out. At the bottom, there are buttons for "Create Pass", "Surrender Pass", and "Clear". The right sidebar contains a "Visitor Details" section with a camera icon and an "Basic Details" section with fields for Address, City, State, Country, PIN/ZIP Code, Email ID, Gender, D.O.B., and Nationality, along with an "Additional Details" section and an "Update" button.

## Pre-Registered Visitors

If a visitor arrives and they have an appointment, check the “**Pre-Registered Visitors**” menu



The current status will also indicate if there are any pre-registered visitors



Double clicking on the visitor will complete all the appropriate fields about their details and host. You will just need to select the next available “**Visitor ID**”, add any “**Additional Visitors**” details and then “**Create Pass**”

**Visitor Details**

Appointment No. 240901000001  
 Mobile No 50676581  
 Visitor Name Test Visitor  
 Organization Test Organization

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**Visit Details**

Host User EMP\_CT\_00128 Andrew Mobile No [Search]  
 Visit Period 01/09/2024 - 01/09/2024  
 Expected Visitor Arrival Time 15:00  
 Visiting Hours 15:00 - 15:15 Visit Station 1 Salam Plaza Tower 1  
 Visitor ID [Red Arrow] [Red Arrow]  
 Escort User [Red Arrow] Mobile No [Search]  
 Visitor Type Supplier Visit Type Official  
 Additional Visitors 0 [Red Arrow]  
 Purpose Something Random  
 Enable Elevator Access Control  Elevator Floor Group [Red Arrow]  
 Field 1 [Red Arrow]

**Additional Visitors Details**

Name [Red Arrow] Gender Male Mobile No [Red Arrow]  
 Add Clear  

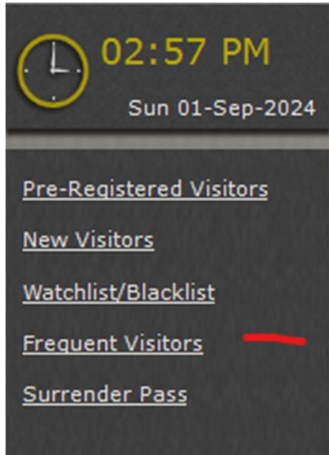
Sr. No.	Name	Gender	Mobile No	Edit	Delete
[Empty Table]					

 Ok Cancel

NOTE: if they are a little early for their appointment, please adjust the “Visiting Hours” start time to the current time, otherwise the gate won’t let them in. If they are more than 15 minutes early, then contact the “Host User”

## Return Visitor

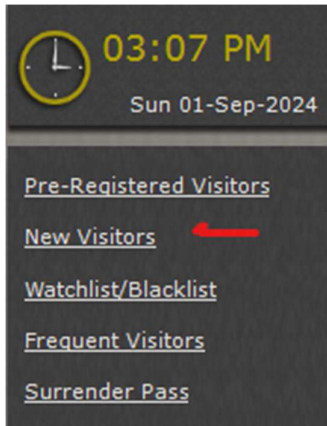
If the person has been here before and is in the system, you can either search through the “**Frequent Visitors**” or you can enter their mobile number into the Visitor Details area and hit the tab key to search for them

A screenshot of a mobile application interface showing a 'Visitor Details' form. The form has a title 'Visitor Details' in yellow. Below the title are four input fields: 'Appointment No.', 'Mobile No', 'Visitor Name', and 'Organization'. The 'Mobile No' field is highlighted with a red underline.

You will still need to select the “**Host User**”, “**Visitor ID**” and “**Additional Visitors**” before clicking “**Create Pass**”

## New Visitor

If the visitor hasn't visited the tower before then you should add them into the system using the "New Visitor" menu



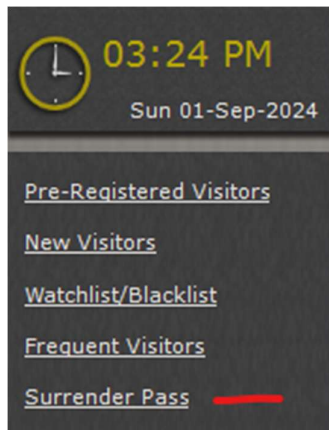
The top 3 fields are the important ones

A screenshot of a 'New Visitor' form. The form is divided into sections: 'Visitor Details' (with fields for Visitor Name, Organization, and Mobile No), 'Basic Details' (with fields for Address, City, State, Country, PIN/ZIP Code, Email ID, Gender, D.O.B., and Nationality), and 'Additional Details' (which is currently collapsed). There are 'Save', 'Clear', and 'Close' buttons at the bottom. A small icon of a person wearing a bow tie is visible in the top right corner of the form area.

Once entered, select the "Host User", "Visitor ID" and "Additional Visitors" before clicking "Create Pass"

## Visitor Leaving

Click on “**Surrender Pass**” and select the appropriate visitor



Double check the details on the main screen and then click “**Surrender Pass**” in the bottom menu. Fill in any comments for the visitor if required.

Note that if there is an issue with a visitor where they caused an issue, it needs to be reported to the Host User and Salam IT Manager. Management will make the decision if a person needs to be added to the watchlist or blacklist.

## Problem Visitors

If a visitor is flagged up as being on the watchlist when you go to create a pass, the visitor is NOT to be allowed in unescorted.

You must contact the Host User, advise them that their visitor has arrived, and advise them that they need to be escorted at all times during their visit. If they are unable to escort them or send a person from their department down to escort, then the visitor is NOT to be allowed in.

If a visitor is flagged up as being on the blacklist, then they are NOT to be admitted to the building.

You can contact the Host User to check if they are expecting the visitor and advise the Host User that the visitor is not allowed in the tower so they will need to arrange the meeting in another location.

Visitors will be added to the watchlist or blacklist under the authority of Mr Suleiman ALKhateeb, Executive Director of Salam International. Any request to have a person removed from the watchlist or blacklist needs to be submitted to Mr Suleiman and the IT Manager cc'd.

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Any queries on any of the above should be addressed to the Salam IT Manager

[it.manager@salam.com.qa](mailto:it.manager@salam.com.qa)

Ext 5711 on the Avaya phone system