

Visitors, How to Pre-book

Depending on your account type in the COSEC system, there are different processes to pre-book visitors. Note that our system is currently not set up to be able to invite visitors.

If you have been advised that you are an ESS user, you can login with your employee ID and follow the 'ESS' process below.

If you have been given a management account, you can login with that and follow the 'Management' process below.

If you don't have either of the above, you can either speak with your company HR/ secretary or email the visitor details through to the Tower 1 security desk - t1security@siil.com.qa

ESS

Once logged in, you need to select 'Visitor Management' and 'Visitor Pre Registration'

The screenshot shows the 'Visitor Pre-Registration' interface. On the left is a navigation menu with options like 'Basic', 'Time Attendance', 'Visitor Management', 'Invite Visitor', 'Visitor Pre Registration', 'Visit Request Handling', 'Visit Approval', and 'Import Visitor and Visit'. The main area is divided into sections: 'Host Details' (Appointment No., Host User: EMP_CT_00128 Andrew Baker, Additional Hosts, Remark), 'Visitor Details' (Mobile No., Visitor Name, Organization Name, Visitor Type: General Visitor, Additional Visitors), and 'Visit Details' (Visit Date: 16/09/2024, Visit Until Date: 16/09/2024, Visit Start Time, Visit End Time, Visit Type: Personal, Visit Station, Visit Location, Purpose, Status, Field 1, Field 2, Field 3). A table on the right shows a list of appointments with columns for Appointment No., Visit Date, Visitor Name, Status, and Approval Details.

Appointment No.	Visit Date	Visitor Name	Status	Approval Details
240915000019	17/09/2024	Inas Eissa	Applied	

Select the '+' to start a new registration. You cannot change the host user but can add additional hosts.

Complete the Visitor Details fields and it's possible to add additional visitors if there is more than one person coming. If a visitor has been here before, and is already in the system, it may autocomplete some of the visitor details.

Note that the start and end time are approximate to give security an idea of when to expect the visitors and how long they will be here.

The screenshot shows the 'Visitor Pre-Registration' interface for Salam International. The interface is divided into several sections:

- Host Details:** Includes fields for Appointment No., Host User (EMP_CT_00128, Andrew Baker), Additional Hosts (ID, Name), and Remark.
- Visitor Details:** Includes fields for Mobile No., Visitor Name, Organization Name, Visitor Type (General Visitor), and Additional Visitors.
- Visit Details:** Includes fields for Visit Date (16/09/2024), Visit Until Date (16/09/2024), Visit Start Time (HH:MM), Visit End Time (HH:MM), Visit Type (Personal), Visit Station (1, Salam Plaza Tower 1), Visit Location (Select), Purpose, Status, Field 1, Field 2, and Field 3.

At the bottom left, there are buttons for 'Mark Punch', 'IN', and 'OUT'. At the top right, there is a search bar and a table of appointments:

Appointment No.	Visit Date	Visitor Name	Status	Approval Details
240915000019	17/09/2024	Inas Eissa	Applied	

Once all the details are entered, click on the 'Save' icon in the top menu and the appointment will appear on the right-hand list.

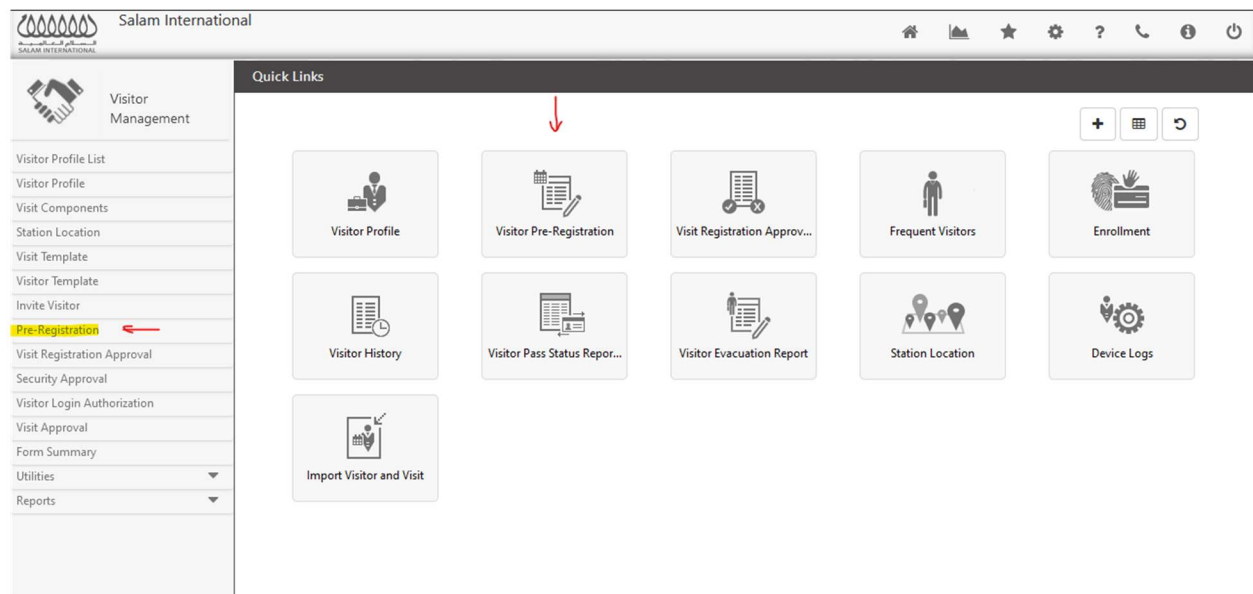
NOTE: your MANAGER (will ESS access) or a COSEC Admin (your HR or company admin or secretary) will need to authorize the visit before it appears in the Visitor Management System for security.

Management

From the management menu, select 'Visitor Management'



Select 'Visitor Pre-Registration' from either the management menu or the quick links



To register a visitor, click the ‘+’ at the top of the screen

The screenshot shows the 'Visitor Pre-Registration' form in the Salam International system. The interface includes a sidebar menu with options like 'Visitor Profile List', 'Station Location', and 'Pre-Registration'. The main form is divided into sections: 'Host Details' (with fields for Host User and Additional Hosts), 'Visitor Details' (with fields for Mobile No., Visitor Name, Organization Name, and Visitor Type), and 'Visit Details' (with fields for Visit Date, Visit Until Date, Visit Start Time, Visit End Time, Visit Type, Visit Station, Visit Location, Purpose, Status, and Field 1-3). A table on the right shows a list of appointments with columns for Appointment No., Visit Date, Visitor Name, Status, and Approval Details.

Appointment No.	Visit Date	Visitor Name	Status	Approval Details
240915000019	17/09/2024	Inas Eissa	Applied	

Start by selecting the ‘Host User’ and any ‘Additional Hosts’. Note that by clicking on the icon on the right of the field, you can search for the host.

Complete the Visitor Details fields and it’s possible to add additional visitors if there is more than one person coming. If a visitor has been here before, and is already in the system, it may autocomplete some of the visitor details.

Note that the start and end time are approximate to give security an idea of when to expect the visitors and how long they will be here.

Once all the details are entered, click on the ‘Save’ icon in the top menu and the appointment will appear on the right-hand list.

Note that once a visitor has been pre-registered using either of the processes above and appears in the right-hand menu, you can check and edit the details by clicking on the entry in the right-hand menu. Remember to save any changes.

Visitor Arrival

On the day of the visit, the pre-entered details will appear on the Visitor Management System. Once your visitor arrives and checks in with security, they will be able to pull the details that you have registered and issue access passes to your visitors that will allow them through the gates.

The visitors will need to hand back the passes at the end of their visit.

The visitor cards will not allow access if

1. The visitor is early. Security can adjust the start time based on when the visitors turn up
2. The visitor exits and then tries to reenter after their visit end time

Note that if the visitor is on the 'Watchlist' they will NOT be allowed unescorted access to the offices. Security will contact you requesting you come collect your visitor.

If the visitor is on the 'Blacklist' they will NOT be allowed access to the offices.

The screenshot displays the Visitor Management System interface. At the top left, the system name "Visitor Management System" is shown. Below it, the current time is 11:57 AM on Monday, 16-Sep-2024. The interface is divided into several sections:

- Visitor Details:** Fields for Appointment No., Mobile No., Visitor Name, and Organization.
- Navigation:** Links for Pre-Registered Visitors, New Visitors, Watchlist/Blacklist, Frequent Visitors, and Surrender Pass.
- Current Status:** A bar chart showing visitor counts. A table below it shows: Pre (0), New (5), In (3), and Out (2). The "Pre" value is circled in red.
- Expired Passes:** A section for managing expired passes.
- Visit Details:** Fields for Host User, Mobile No., Visit Period (16/09/2024 - 16/09/2024), Expected Visitor Arrival Time, Visiting Hours (10:13 - 11:13), Visit Station (1), Salam Plaza Tower 1, Visitor ID, Escort User, Mobile No., Visitor Type (General Visitor), and Visit Type (Personal).
- Additional Visitors:** A field for adding more visitors.
- Purpose:** A field for the visit purpose.
- Enable Elevator Access Control:** A checkbox and a field for Elevator Floor Group.
- Field 1-10:** A list of fields for visitor information, each with up and down arrows.
- Vehicle Details:** Fields for Vehicle Type (None), Vehicle No., and Description.

At the bottom right, there are three buttons: "Create Pass", "Surrender Pass", and "Clear".