





# VisitForm




## VisitForm Portal Manual

This document will guide you through a selection of the most important features of VisitForm Portal.

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## 1. Installing VisitForm Portal

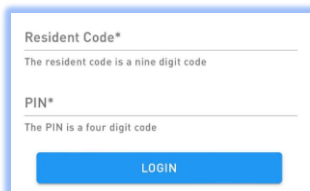
1. Go to your App Store
  - For Apple devices, go to App Store 
  - For Android devices, go to Play Store 
2. Search for VisitForm
3. In the results you should find 'VisitForm Portal'
4. Click on VisitForm Portal and choose to download it.  
Download and installation may take a minute.
5. When installation is complete, you should find the VisitForm Portal app on your home screen.
6. The app icon on your home screen will look like this: 

You can also access the VisitForm Portal with any browser by visiting

<https://visitform.com/portal>

## 2. Logging in

1. When logging in to VisitForm Portal for the first time you must first request your login credentials.
2. You can request credentials by clicking on 
3. You will be prompted to enter your name and either your email address or your phone number. It is important that you enter the same information as has been provided to your gatehouse.
4. After filling in your information, click on 
5. Within a few minutes, you should receive an email from VisitForm with your login credentials
  - If you do not receive any email from VisitForm, remember to check your spam folder
  - If you still have not received an email, contact your gatehouse to verify that you have been entered into the VisitForm system
6. Enter your residents code and pin from the email and click login




Resident Code\*






The resident code is a nine digit code

PIN\*

The PIN is a four digit code



### 3. Visitors Page

1. Select Visitors in the main menu. This will take you to the Visitors page
  - Here you can view all of you registered Visitors
  - Click on registered Visitors to view details as well as edit or add information
2. To register a new Visitor, click the add button 
3. This will take you to a form where you can fill in information about your Visitor
  - Required fields to fill are the name of the Visitor or Vendor and the arrival and departure date
  - Other fields may be required depending on the rules in your Community
4. When you are finished filling in details on your Visitor, click on 
5. After a Visitor has successfully been registered you can generate a QR pass for the Visitor to be used for quicker processing at the Gatehouse
6. To do this, click on your Visitor and select the Access tab 
7. Click on  to generate a QR Pass
8. You can provide the QR Pass to your visitor by clicking on  and sending the provided link to your Visitor

## 4. Auto-Admits

A Visitor that visits frequently may be added to the Auto-Admit list to permanently or for a selected time period be allowed in.

1. Select Auto-Admits in the Main Menu

- Here you can view and manage your frequent visitors

2. To add a Visitor to the Auto-Admit list, click on the add button



3. This will take you to a form where you can fill in information about your Visitor

- Required fields to fill are the name of the Visitor or Vendor and a time period that the Visitor shall be allowed in. You may select admission to be permanently allowed.
- Other fields may be required depending on the rules in your Community

4. After a Visitor has been added to your Auto-Admit list, you can generate a QR pass for the Visitor to be used for quicker processing at the Gatehouse.

5. To do this, click on your Visitor and click on



6. Open Passes can be viewed by clicking on



or by going to Passes in the main menu

## 5. My Info

From the My Info page you can

- Update your contact information
- Edit your notification settings
- Add emergency contacts
- Add people to your unit

1. Select My Info in the Main Menu to take you to the My Info view.
2. Verify that your contact information is correct
  - If not, correct it

**Important!** Whenever your contact information changes, make sure to update it here accordingly.





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If you encounter any issues, contact your Gatehouse or management.

If you have questions about the VisitForm software or need assistance, please send an email to [info@visitform.com](mailto:info@visitform.com)