



# VisitForm

VisitForm is a leading visitor management software solution designed specifically for gated communities, gatehouses, entrances, and front desks.

[VisitForm.com](https://www.VisitForm.com)





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**VisitForm: Powerful  
Features. Seamless  
Operation.**

[VisitForm.com](https://www.visitform.com)

## **Content**

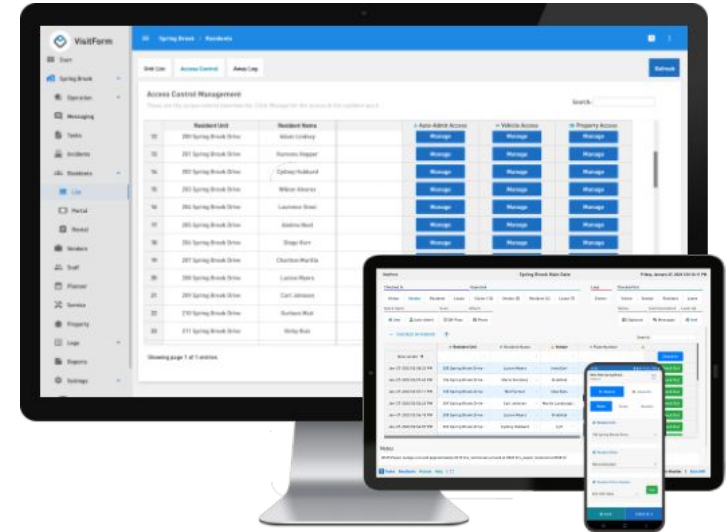
1. System Overview
2. Attendant Desktop
3. Attendant Mobile App
4. Resident Portal
5. Administrative Dashboard
6. Integrations & Automation
7. Access Automation
8. Setup, Training & Support



# 1. System Overview

The VisitForm system is composed of several integrated components, each designed for a specific user group—attendants, administrators, and residents.

**Note:** VisitForm is a secure, cloud-based SaaS solution. All servers and data are hosted in the United States on the Microsoft Azure platform.



## Attendant and Administrative Software

Web

Windows,iOS,  
Android,Web

Windows,iOS,  
Android,Web

VisitForm  
Management

VisitForm  
Access  
(Attendant)

VisitForm  
Mobile  
(Attendant)

## Resident Software

Windows,iOS,  
Android,Web

VisitForm  
Resident Portal

## Integration & Automation (optional)

Windows

VisitForm Edge  
Gate control,  
scanners, cameras &  
transponders

VisitForm Cloud Server

## 2. Attendant Desktop

VisitForm

Spring Brook Main Gate

Friday, January 27, 2023 | 03:12:11 PM

Checked In

Expected

Visitor

Vendor

Resident

Lease

Visitor (12)

Vendor (5)

Resident (2)

Lease (7)

Logs

Checked Out

Quick Input

Scan

Attach

Unit

Auto-Admit

QR-Pass

Photo

Notes

Communication

Look-Up

Clipboard

Messages

Unit

^ CHECKED IN VENDOR

↑

Search:

	Resident Unit	Resident Name	Vendor	Plate Number		
New vendor →						Check In
Jan-27-2023 02:58:22 PM	208 Spring Brook Drive	Lucien Myers	InstaCart	AYT4295	Food/W	Check Out
Jan-27-2023 02:57:43 PM	106 Spring Brook Drive	Mario Gonzalez	GrubHub	HRL7665	Food/W	Check Out
Jan-27-2023 02:57:11 PM	105 Spring Brook Drive	Will Farmer	UberEats	HVK9021	Food/W	Check Out
Jan-27-2023 02:56:43 PM	209 Spring Brook Drive	Carl Johnson	Martin Landscapi...	JKJ8094	Private	Check Out
Jan-27-2023 02:56:18 PM	208 Spring Brook Drive	Lucien Myers	GrubHub	HRL7665	Food/W	Check Out
Jan-27-2023 02:54:59 PM	202 Spring Brook Drive	Cydney Hubbard	Lyft	HXR8634	Trans	Check Out

Notes

#105 Power outage ocured approximately 0315 hrs, technician arrived at 0520 hrs, power restored at 0538 hr

2 Tasks Residents Reload Help |

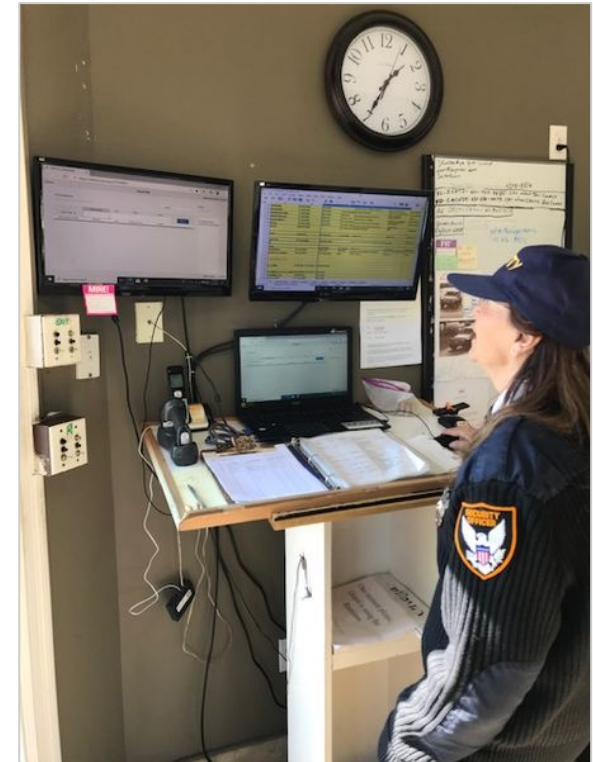
Austin Mueller | End shift

## 2. Attendant Desktop

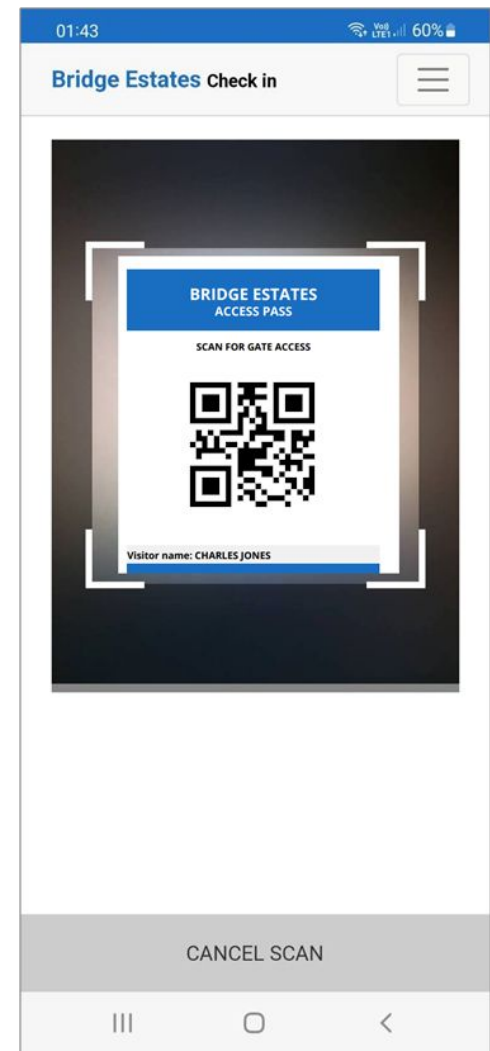
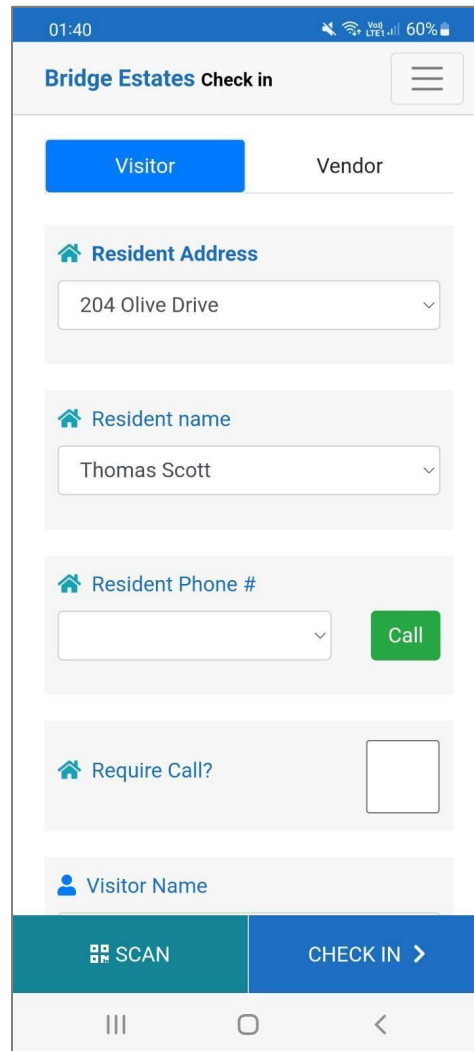
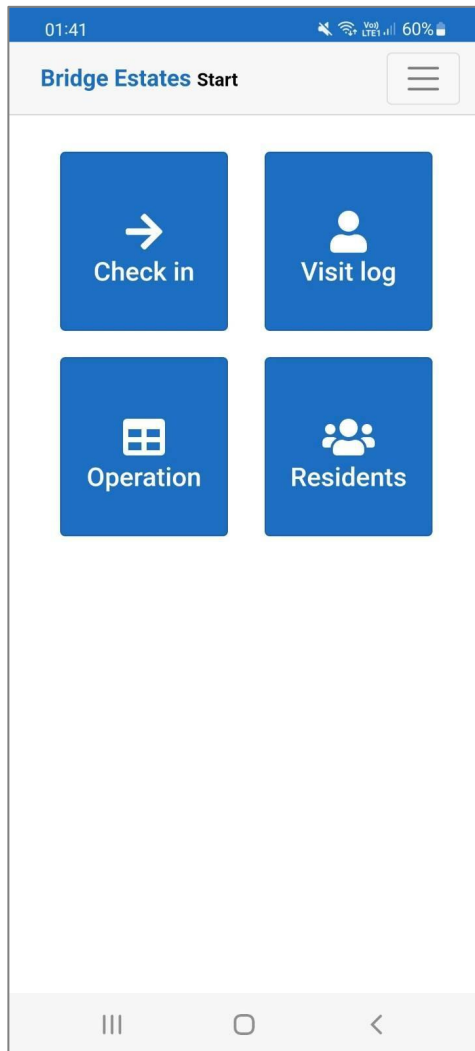
The **Attendant Desktop** is the primary workspace for attendants, designed to manage the day-to-day operations of the gatehouse. It is accessible from any modern browser on a desktop PC or tablet with an internet connection. The interface is intuitive and can be easily customized to meet the specific needs, policies, and rules of your community.

### Key Features:

- Check in visitors, vendors, and residents—including pre-registered or expected arrivals—via manual entry, QR code, auto-admit pass, or license plate recognition
- Manage visitor and vendor registrations and check-ins
- Review and update resident, visitor, and vendor information
- Send notifications and broadcast messages via text/SMS or email
- Check in packages, notify residents, and record pickup
- Manage the resident away log and attendant notes
- Use the digital post-it notes board for internal communication
- View assigned tasks, messaging pages, and bulletin items
- Log events and incidents
- Attach photos to entries (e.g., ID cards, documents, visitor images)



### 3. Attendant Mobile App



### 3. Attendant Mobile App

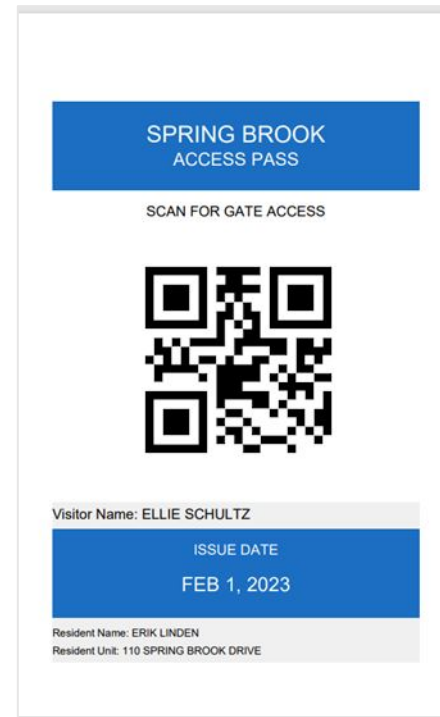
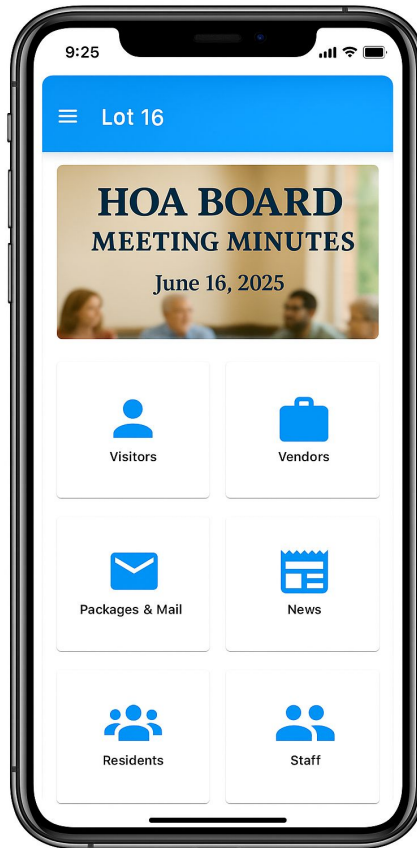
The **Attendant Mobile App** is a streamlined version of the Attendant Desktop software, designed for use on any modern smartphone or tablet. It features a touch-friendly, large-button interface optimized for use outdoors—even in cold weather—making it ideal for quick, on-the-go tasks.

#### Key Functions:

- **Operation:** View the current shift status, most recent visitor, task updates, and administrative announcements
- **Shift:** Start and end attendant shifts
- **Check-In:** Check in visitors and vendors, scan QR codes, and view auto-admit status
- **Visit Log:** Access a log of all visitor and vendor check-ins from the past 30 days
- **Residents:** Browse the resident list and utilize click-to-call (or text) capability
- **Mail:** Scan to check in delivered packages notify residents, and record package pickups by residents
- **Parking:** Validate vehicle parking permits
- **Gate:** Open/close a community gate/barrier



## 4. Resident Portal





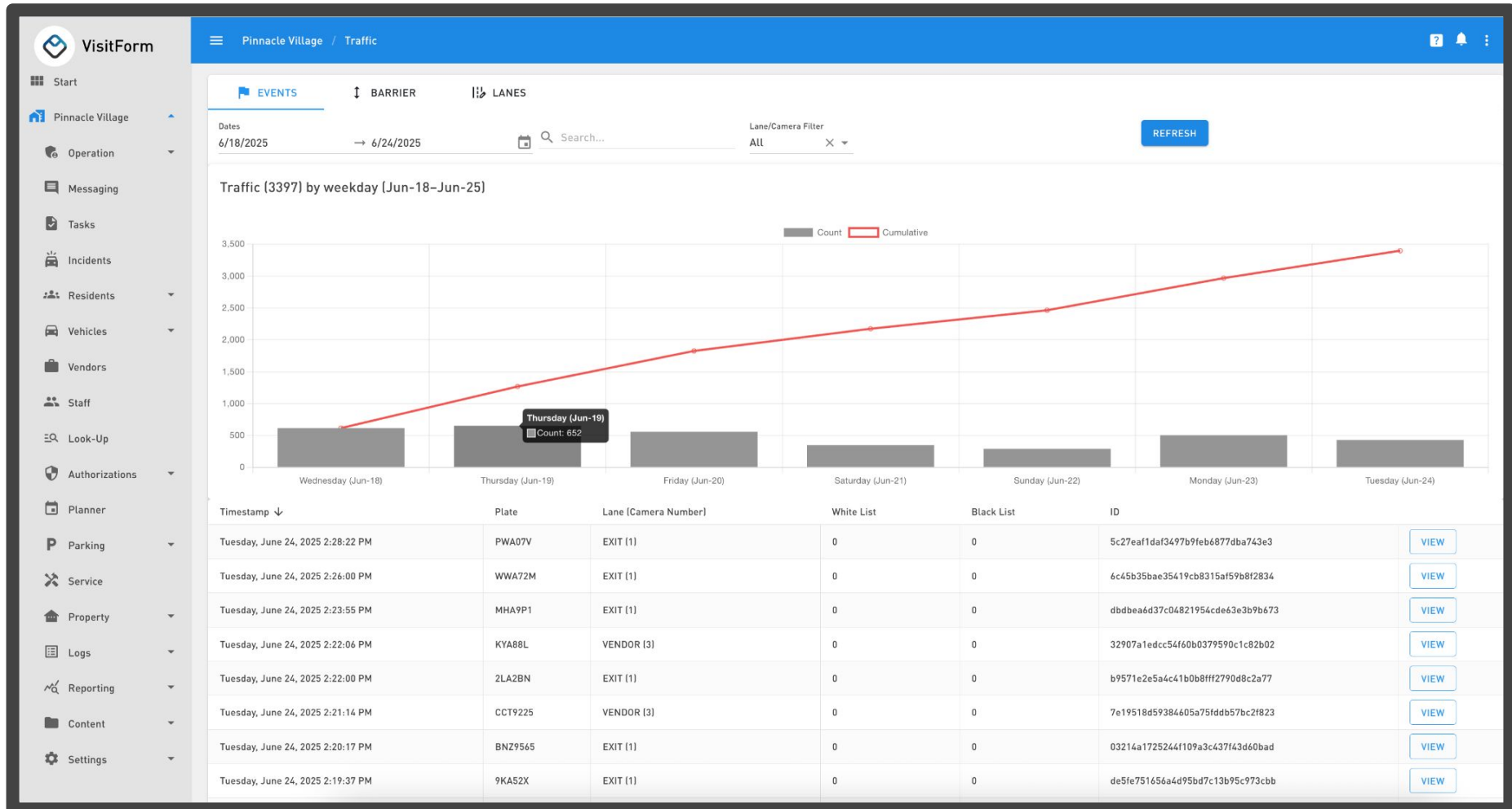
## 4. Resident Portal

The **Resident Portal** gives residents full control over their community access, communications, and personal settings—all from any device, including phones, tablets, or desktop browsers. With a clean, intuitive interface, residents can register visitors and vendors, manage vehicles and deliveries, stay informed through memos and news, and access key documents and support tools, all in one place.

Through the Resident Portal, residents can:

- **Visitors:** Register friends and family to grant access to the community
- **Vendors:** Register vendors and browse the Vendor Catalog to find potential service providers
- **Vehicles:** Manage vehicle access (requires integration with RFID, barcode, or license plate recognition systems)
- **Away:** Set away periods and provide special instructions to the gatehouse during that time
- **Passes:** Issue and manage QR passes and access PINs
- **Memo:** View memos from gatehouse staff or community management
- **Staff:** View attendants currently on duty and their contact information (if enabled)
- **Lease:** Manage lease-related information (if applicable)
- **Block List:** Add or remove individuals or vendors from a personal block list
- **Mail & Packages:** View delivery status and pickup details for received packages
- **News:** Stay informed with community news and upcoming events (with news carousel at top of app)
- **Documents:** Access important documents related to the community, HOA, city, or state
- **My Info:** View and update personal contact information to keep records accurate
- **Help:** Set preferred language (multiple supported), access the system manual, and contact technical support

## 5. Administrative Dashboard



## 5. Administrative Dashboard

The **Administrative Dashboard** in VisitForm provides a centralized suite of modules to manage all aspects of your community. These tools enable administrators to oversee residents, staff, communications, tasks, security, and more—all from one streamlined interface.

Below is a summary of key modules and their core functions:

- **Operation:** Send bulletins, manage attendant notes, and view the latest visitor and current attendant on duty
- **Messaging:** Send and receive resident notifications via text/email; broadcast messages community-wide
- **Tasks:** Manage maintenance, scheduled, and community tasks
- **Incidents:** Report and track resolved or pending incidents
- **Residents:** Manage units, resident profiles, visitor/vendor registration, QR passes, away entries, and notifications
- **Vendors:** Maintain the approved vendor list, vendor types, and review new vendor submissions
- **Planner:** Schedule attendant shifts, maintenance, and community events
- **Staff:** Manage attendant accounts, roles, and permissions
- **Traffic:** Monitor vehicle activity, typically integrated with LPR cameras
- **Portal:** Manage resident login credentials and portal settings; monitor access activity
- **Lease:** Maintain and update unit lease records
- **Visit & Vendor Log:** View, search, and export full visitor/vendor activity
- **Shifts:** Access, search, and export shift logs and visual timelines
- **Reports:** Generate detailed reports and usage statistics for board or internal review
- **Content:** Manage news and documents displayed in the resident portal
- **Manage/Configure:** Adjust system settings for content, workflows, packages, LPR, and more

## 6. Integrations & Automation

< Vehicle | New

GENERAL

ACCESS

Entry from/to  
2/1/2023 → 8/31/2023

Name\*  
GMC SIERRA

Name

Plate number  
TXAMW8417

Vehicle plate number

Barcode  
6325478

Barcode

RFID  
18635074258

RFID

Comment  
Main Truck

Comment to gatehouse

SAVE





## 6. Integrations & Automation

VisitForm supports a wide range of **integrations** designed to improve efficiency and enable automation in your community. These typically include transponders, clickers, RFID readers, cameras and more. Integration and development are handled on a case-by-case basis, depending on the client's existing hardware and desired functionality.

VisitForm does not sell hardware directly. However, our integrations can be used to automate key tasks at the gate—ranging from partially assisted to fully unmanned operations.

### Supported Integrations:

- License Plate Recognition (LPR) cameras
- Intercom systems
- Transponders, RFID devices, handheld scanners, barcode readers, and tag readers
- Automatic resident lane gates and auxiliary gates
- Static QR code readers for auto-admit passes
- Access PIN keypad systems
- Indicator lamps and signage systems

### Requirements:

- On-premise **VisitForm Edge** server software installed on a Windows PC at the gatehouse (or otherwise connected to the integrated hardware via Ethernet, Wi-Fi, Bluetooth, or other supported methods)
- Local cached database for offline operation and resiliency

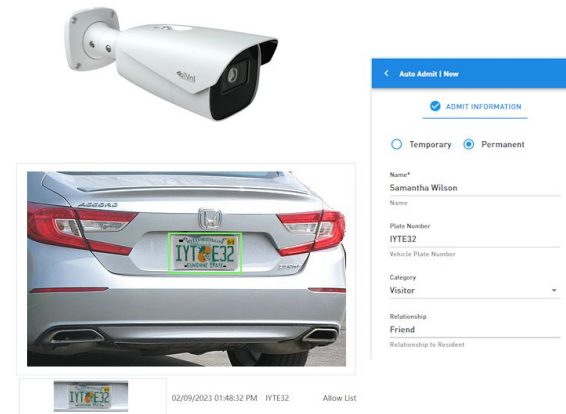
Please note: VisitForm does not provide on-site service technicians. All physical installation, mounting, and repairs must be coordinated by the client or a third-party contractor. To support your setup, we require remote access via screen sharing software (such as TeamViewer or similar) in order to perform software installation and configuration.

## 7. Access Automation

### QR-Code Reader



### LPR Camera



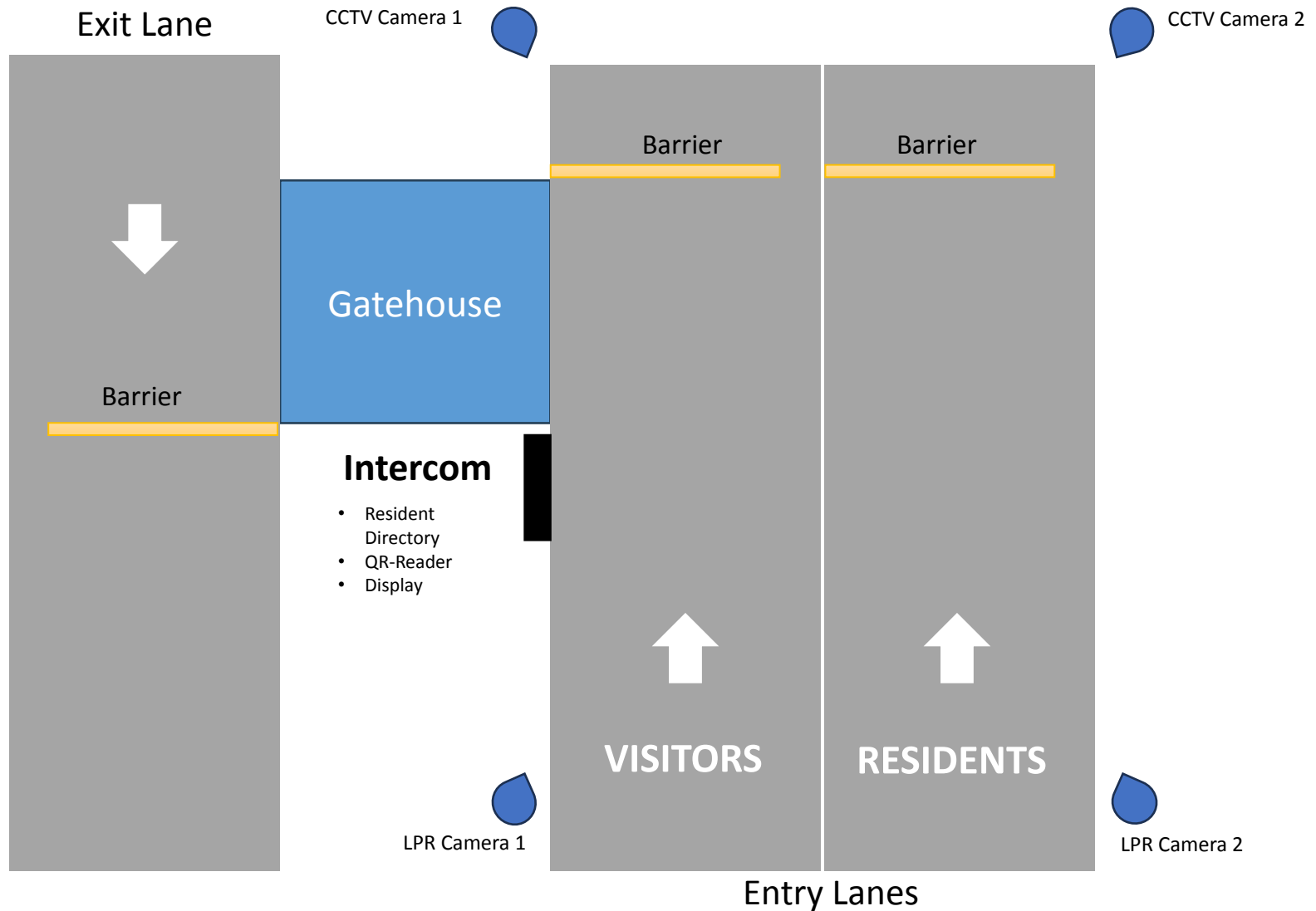
### Intercom



### Transponder



## 7. Access Automation Sample



## 8. Setup, Training & Support

### Support, Setup, and Rollout

- Technical support is available during standard business hours (Eastern Time).
- We offer a streamlined setup process. If you provide resident data in Excel, CSV, or digital text format, we will configure VisitForm for you **free of charge**.
- Our team provides personal, professional technical support and guidance throughout implementation.
- We are responsive to customization needs, adapting the software to align with your community's policies and requirements.
- Online training for attendant staff is included—up to two sessions are provided.

### Getting Started is Easy: Example Two-Phase Rollout

- **Phase 1: Manual Access**  
Begin using VisitForm without hardware integration. This phase can typically be completed within a few days.
- **Phase 2: Automated Access**  
Integrate hardware components such as gate controllers, LPR cameras, and readers to enable automated access.

VisitForm is sold as a SaaS with a monthly or annual subscription.

VisitForm is sold in 3 versions; Basic, Standard and Ultimate. Contact us for the full options list.





For more information visit our website

[visitform.com](https://visitform.com)

