



Hogan  
Lovells

## VISITOR MANAGEMENT

The Visitor Management section of myKASTLE is used to authorize visitors and keep record of those visitors in the system for verification.



Kastle Systems is pleased to deliver myKASTLE to Hogan Lovells. myKASTLE is an innovative web-based tool designed to bring greater convenience to the visitor management process through a new and improved user interface. myKASTLE is accessible from any Internet connection, utilizing any Internet-enabled device, even an iPad.

The Visitor Management section of myKASTLE is similar to Visitor Management in Web Link in that you are able to authorize visitors and keep record of those visitors in the system for verification. Visitor Management in myKASTLE has been designed to elevate service levels and ensure that you maintain complete awareness and control of your visitors. As you use myKASTLE, you will notice the additional functionality that will improve your experience.

Since you have been a regular user of Visitor Management in Web Link, we have put this introduction packet together to make the transition as easy as possible for you.

To ensure you are completely comfortable and have a clear understanding of how to use Visitor Management in myKASTLE, before your Web Link account expires on December 14, 2011, your client services team is available to provide further training and support.

Please contact your client services team if you have any questions.

Phone: 703-955-8885

Email: [DCCSTeamA@KASTLE.COM](mailto:DCCSTeamA@KASTLE.COM)

Thank you for using myKASTLE.

## LOG-IN

Log-in to myKASTLE by typing the following secured URL in your web browser address bar: <https://www.mykastle.com>

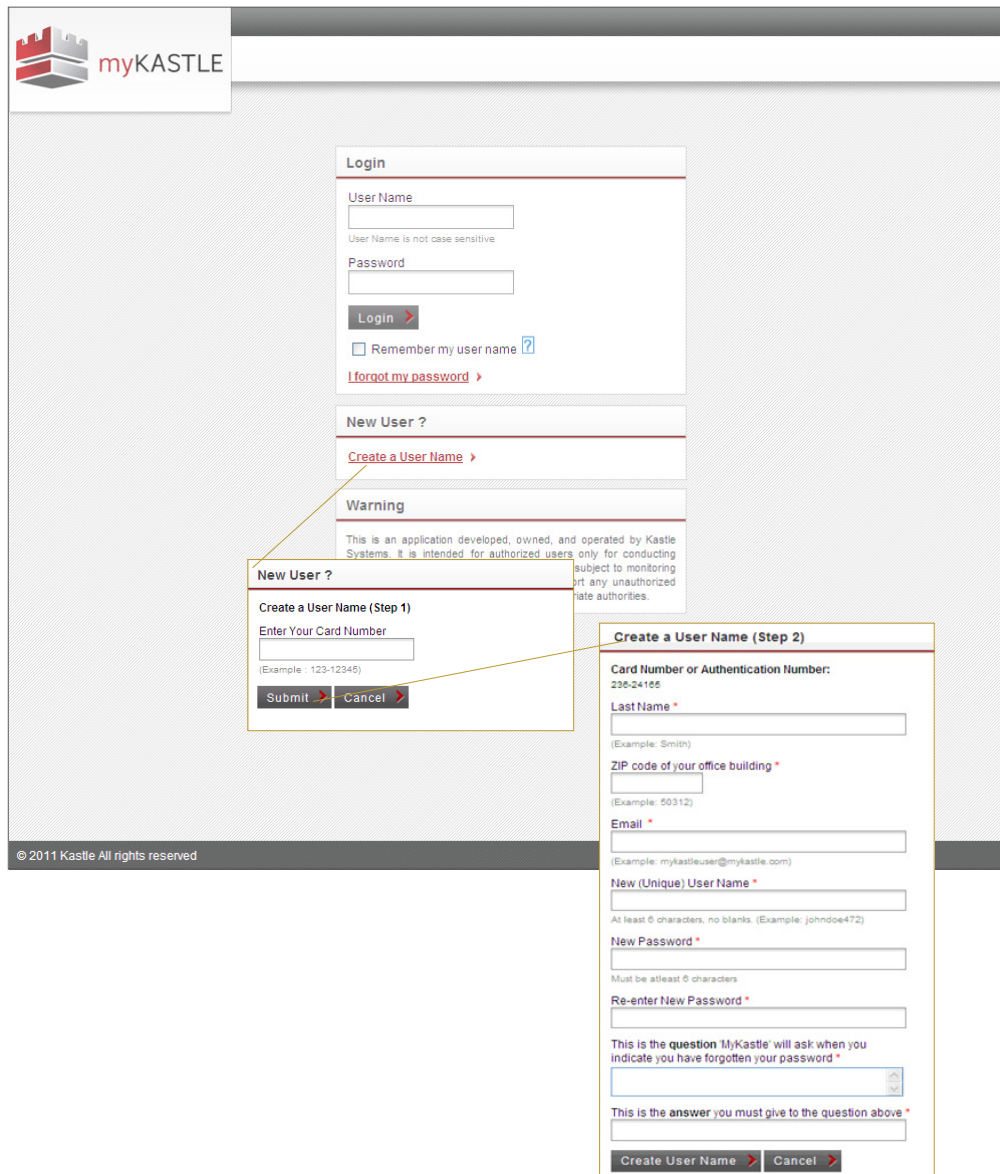
NOTE: myKASTLE will create a secure connection, so make sure the "s" is placed after the "http" in the address bar.

## CREATE A USER NAME

To create a user name, type the authorized card number of the person you are creating a user name for and click Submit.

NOTE: If you are an existing Web Link user, you will log-in using your current user name and password.

If this is your first time using myKASTLE, a message will appear asking you to agree to the "Terms and Conditions" associated with the use of the application.



The screenshot displays the myKASTLE web interface. At the top left is the myKASTLE logo. The main content area is divided into several sections:

- Login:** Contains fields for "User Name" (with a note "User Name is not case sensitive") and "Password", a "Login" button, a "Remember my user name" checkbox, and a "I forgot my password" link.
- New User ?:** Contains a "Create a User Name" link.
- Warning:** A text box stating: "This is an application developed, owned, and operated by Kastle Systems. It is intended for authorized users only for conducting subject to monitoring or any unauthorized late authorities."

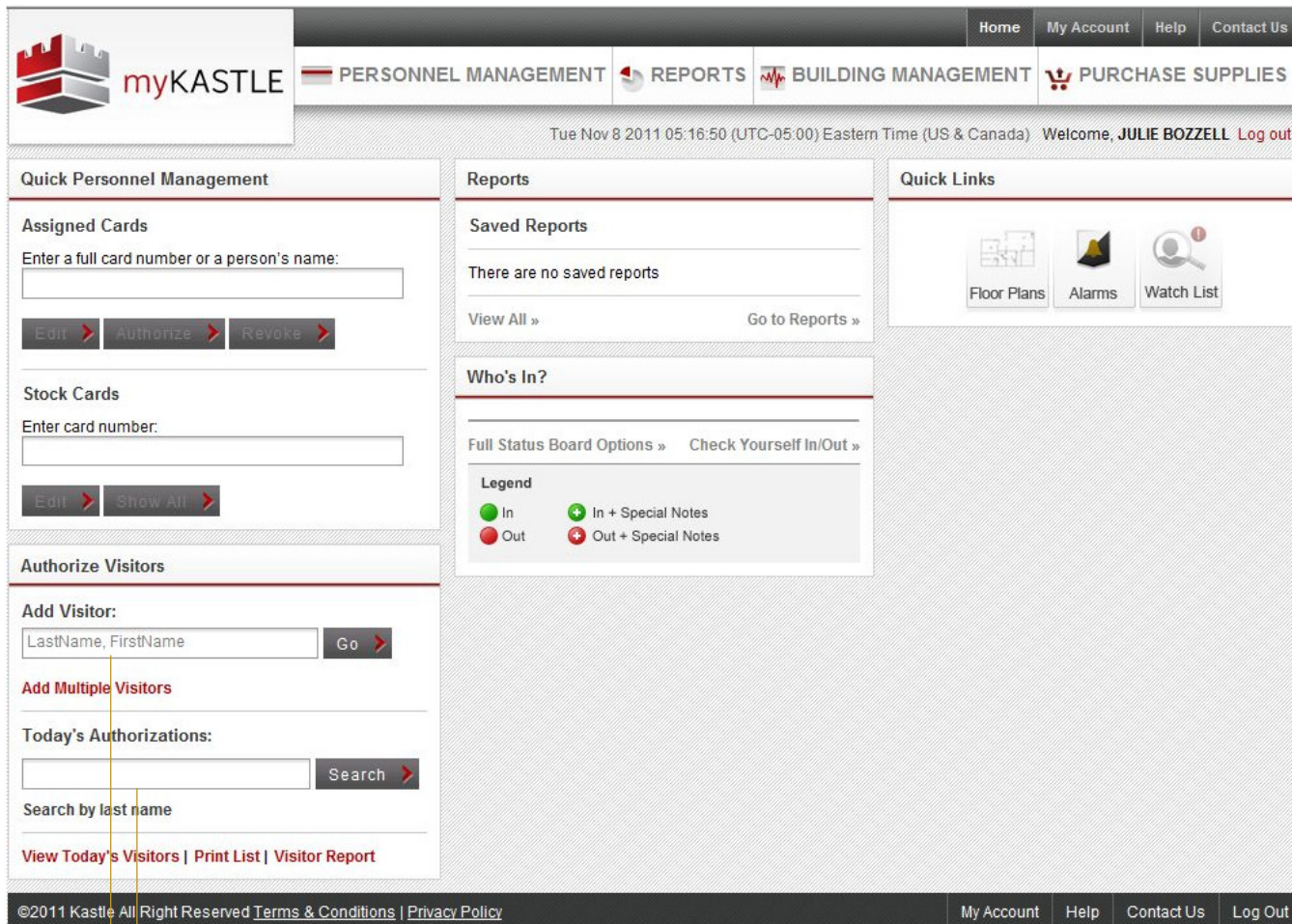
Two callout boxes provide detailed views of the user creation steps:

- Create a User Name (Step 1):** Shows the "Enter Your Card Number" field with an example "123-12345" and "Submit" and "Cancel" buttons.
- Create a User Name (Step 2):** Shows a form with the following fields: "Card Number or Authentication Number:" (with example "238-24165"), "LastName \*", "ZIP code of your office building \*", "Email \*", "New (Unique) User Name \*", "New Password \*", "Re-enter New Password \*", a question field for password recovery, and an answer field. It includes "Create User Name" and "Cancel" buttons at the bottom.

At the bottom left of the page, it says "© 2011 Kastle All rights reserved".

## HOMEPAGE

Once logged in to myKASTLE, you are immediately directed to the homepage (also referred to as your customized dashboard). There are a number of features and functions that can be quickly accessed by using the shortcuts on the myKASTLE homepage.



The screenshot shows the myKASTLE homepage dashboard. At the top, there is a navigation bar with links for Home, My Account, Help, and Contact Us. Below this is a main menu with categories: PERSONNEL MANAGEMENT, REPORTS, BUILDING MANAGEMENT, and PURCHASE SUPPLIES. The user is identified as JULIE BOZZELL, logged in on Tue Nov 8 2011 05:16:50 (UTC-05:00) Eastern Time (US & Canada).

The dashboard is divided into several sections:

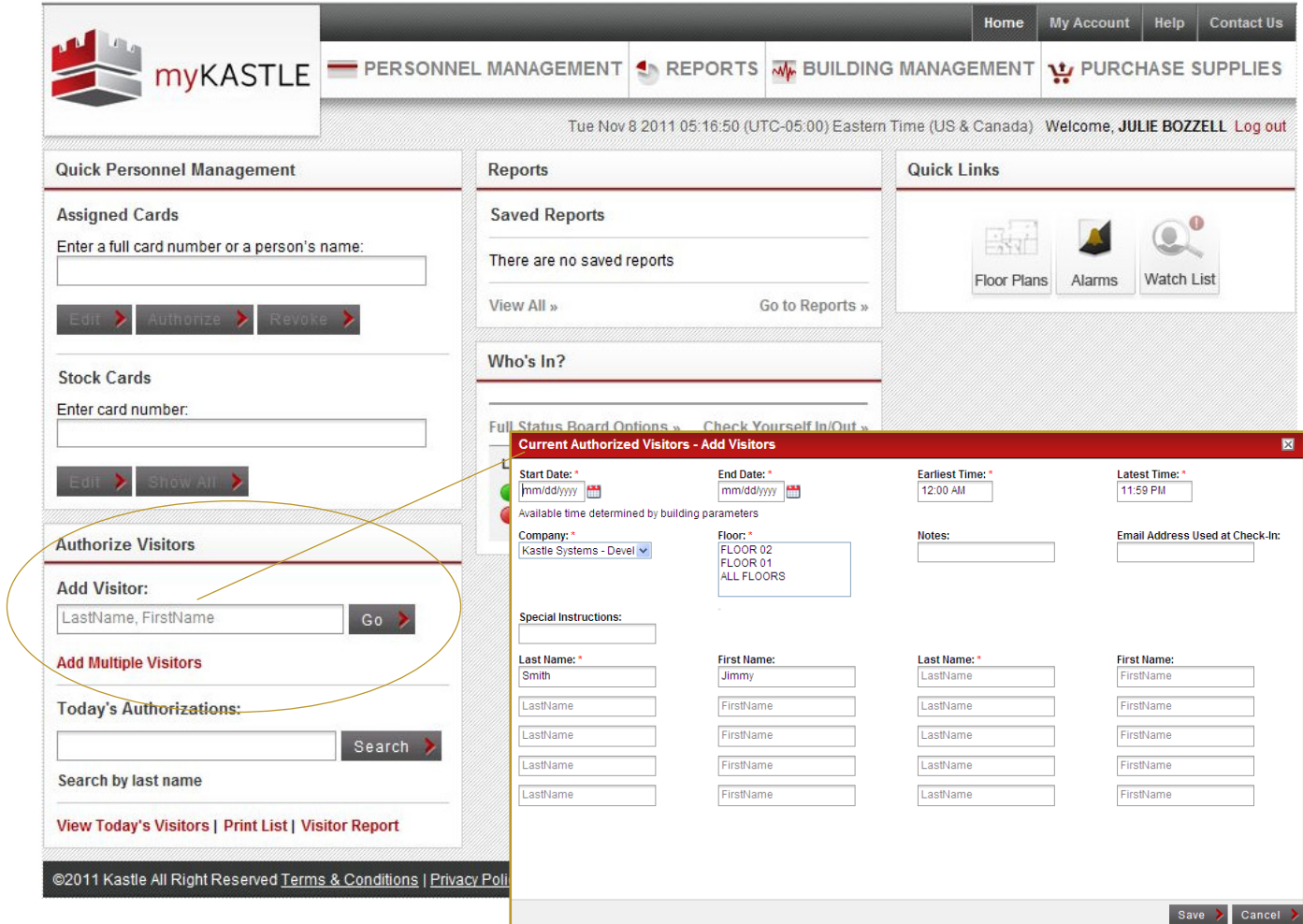
- Quick Personnel Management:**
  - Assigned Cards:** Includes a search field for card numbers or names and buttons for Edit, Authorize, and Revoke.
  - Stock Cards:** Includes a search field for card numbers and buttons for Edit and Show All.
- Authorize Visitors:**
  - Add Visitor:** A form with a text input for 'LastName, FirstName' and a 'Go' button.
  - Add Multiple Visitors:** A section for adding multiple visitors.
  - Today's Authorizations:** A search field with a 'Search' button.
  - Search by last name:** A section for searching by last name.
  - Links for [View Today's Visitors](#), [Print List](#), and [Visitor Report](#).
- Reports:**
  - Saved Reports:** A section showing 'There are no saved reports' with 'View All' and 'Go to Reports' links.
  - Who's In?:** A section with 'Full Status Board Options' and 'Check Yourself In/Out' links. It includes a legend for In (green circle), Out (red circle), In + Special Notes (green circle with plus), and Out + Special Notes (red circle with plus).
- Quick Links:** A section with icons for Floor Plans, Alarms, and Watch List.

At the bottom, there is a footer with copyright information: ©2011 Kastle All Right Reserved [Terms & Conditions](#) | [Privacy Policy](#). On the right side of the footer are links for My Account, Help, Contact Us, and Log Out.

+ Authorize visitors and see who has been previously authorized. For more information visit Visitor Management pg. 27

## Authorize Visitors - Shortcut

On the homepage of myKASTLE, you simply type the person's name in the text field under the Authorize Visitor box and click "Go".



The screenshot shows the myKASTLE homepage with a navigation bar and several sections. The 'Authorize Visitors' section is highlighted with a yellow circle. A modal window titled 'Current Authorized Visitors - Add Visitors' is open, showing a form for adding a new visitor. The form includes fields for Start Date, End Date, Earliest Time, Latest Time, Company, Floor, Notes, Email Address Used at Check-In, Special Instructions, and a table for adding multiple visitors.

**Current Authorized Visitors - Add Visitors**

Start Date: \*  mm/dd/yyyy

End Date: \*  mm/dd/yyyy

Earliest Time: \*  12:00 AM

Latest Time: \*  11:59 PM

Available time determined by building parameters

Company: \*  Kastle Systems - Devel

Floor: \*  FLOOR 02  
FLOOR 01  
ALL FLOORS

Notes:

Email Address Used at Check-In:

Special Instructions:

Last Name: *	First Name:	Last Name: *	First Name:
<input type="text"/> Smith	<input type="text"/> Jimmy	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The next screen allows you to specify the time frame for when this visitor will be granted access to the building, which company they are visiting, and the floors they can access through the elevator. Click **SAVE** to continue.

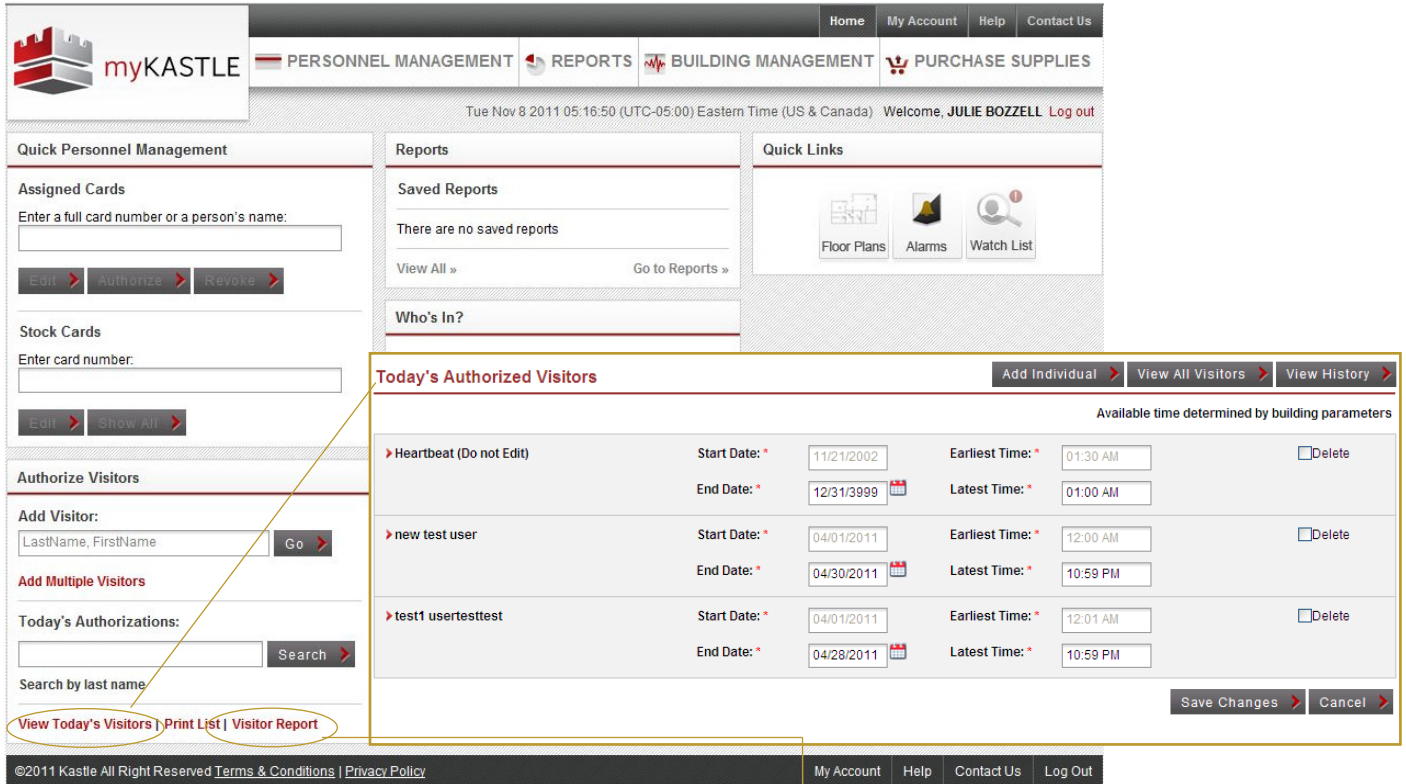
+ **Add a note about the visitor:** Type in the General Text field to add specific notes for a visitor (e.g., have them call Bob and extension #1234). This notes field is limited to 100 characters.

+ **Email Address Used at Check-in:** Enter the email address a notification should go to when the visitor checks in.

+ **Special Instructions:** General text field for the user to add specific instructions on how this visitor should be handled or directed once checked in. Not to exceed 100 characters.

## View Today's Visitors

Choosing this option will list all authorized visitors for the current day and the time parameter their access is available.



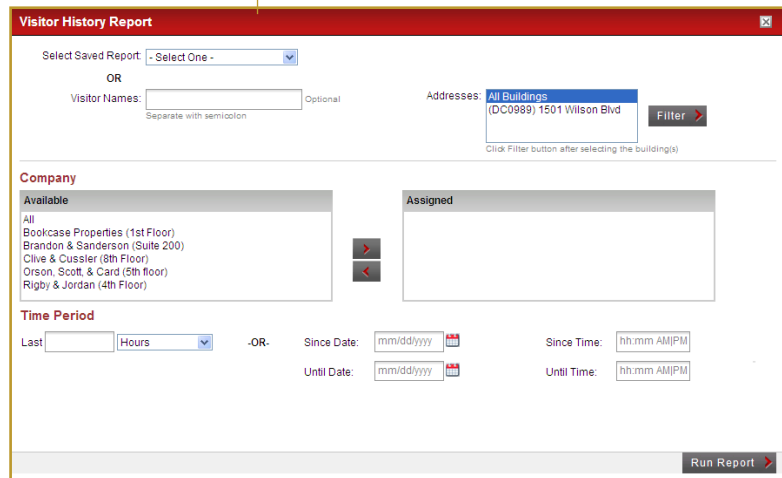
The screenshot shows the myKASTLE web application interface. The main navigation bar includes 'PERSONNEL MANAGEMENT', 'REPORTS', 'BUILDING MANAGEMENT', and 'PURCHASE SUPPLIES'. The user is logged in as JULIE BOZZELL. The 'Today's Authorized Visitors' section is highlighted with a yellow border and contains a table of visitor authorizations. A yellow box highlights the 'View Today's Visitors', 'Print List', and 'Visitor Report' links at the bottom of the section.

Today's Authorized Visitors			
Available time determined by building parameters			
> Heartbeat (Do not Edit)	Start Date: *	11/21/2002	Earliest Time: *
	End Date: *	12/31/3999	Latest Time: *
> new test user	Start Date: *	04/01/2011	Earliest Time: *
	End Date: *	04/30/2011	Latest Time: *
> test1 usertestest	Start Date: *	04/01/2011	Earliest Time: *
	End Date: *	04/28/2011	Latest Time: *

- + **Add Visitor:** Add another visitor to the list.
- + **View All Visitors:** Display all programmed visitors in the system.

## View History/Visitor Report

Provides a filtered report that displays a visitor or visitors in a certain building or company at a generalized or specific time and allows a report to be generated.



The screenshot shows the 'Visitor History Report' dialog box. It includes fields for 'Select Saved Report', 'Visitor Names', 'Addresses', 'Company', and 'Time Period'. The 'Company' section shows a list of available companies and an empty assigned list. The 'Time Period' section includes date and time pickers.