

# Inviting visitors in the new portal

The Visitor Management portal allows you to register visitors upfront so they can pick up a badge at the reception desk.

## Logging in to the Portal

The host portal can be accessed at <https://htc-vmh.cardyourself.com>.

When you aren't logged in yet you will be redirected to the login page:

### Login

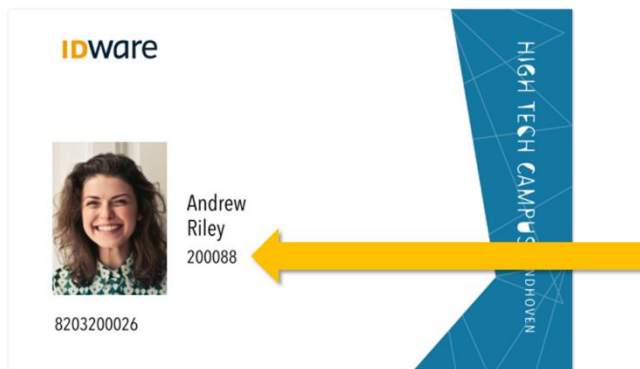
To use the application, you must log in. You will be redirected to the desired page.

Stay logged in on this computer

LOGIN

[Password forgotten?](#)

Use your badge person number (6-digit code on your badge) as your username to log in. On the new badge, this number appears under your name.



Before you can log in, you must first set a password. This can be done by clicking on the "Password forgotten" link. Fill in your email address in the next screen and you will receive a link via email with which you can set a new password.

## Making an Appointment

You can create an appointment directly from the host portal by clicking the “+Appointment” button in the top right. Making an appointment consists of three steps:

### Step 1: Appointment Details

In the first screen you can fill out the appointment details such as the subject of the appointment and the start and end dates. Note that a visitor badge will only stay active for up to 2 weeks after it has been issued by the reception. Please request a personal badge for visitors who require access for a longer period.

The start and end time of a badge determines when the visitor badge will work. Visitors can enter with their visitor badge from half an hour before the start until half an hour after the end of their appointment, but only between 06:30 and 19:00.

The screenshot shows a web form titled 'Add appointment' with a sidebar on the left containing three steps: 1. Appointment details (selected), 2. Appointment locations, and 3. Visitors. The main form area is titled 'Appointment Details' and contains the following fields and options:

- Subject \***: A text input field containing the word 'Visit'.
- Start Date \***: A date picker showing '22/12/2022'.
- Start Time \***: A time dropdown menu showing '08:00 am'.
- All day**: A checkbox that is currently unchecked.
- End Date \***: A date picker showing '22/12/2022'.
- End Time \***: A time dropdown menu showing '08:30 am'.
- MAKE RECURRING**: A button with a circular arrow icon.
- Creating the appointment for yourself?**: A checked checkbox with the text 'Activate the checkbox if you want to create an appointment for yourself.'
- Owner**: A text input field containing 'Menno Bell'.
- Host**: A text input field containing 'Menno Bell'.
- Remarks**: A text input field that is currently empty.
- DISCARD**: A light blue button.
- NEXT**: A dark blue button.

Click the ‘Make Recurring’ button to make the appointment recurring (daily/weekly/monthly) up to a specific end date.

Deselect the ‘Creating the appointment for yourself?’ to make the appointment on behalf. Note that you have to search and select a host before you can continue.

Use the ‘Remarks’ field to provide additional information for the reception, such as the phone number of the host/contact person.

Click the ‘Next’ button to continue to the next step.

## Step 2: Appointment Locations

In the second screen you specify where the visitor receives their visitor badge and to which locations they need have access to.

The screenshot shows a mobile application interface for adding an appointment. On the left, a vertical sidebar titled 'Add appointment' contains three steps: '1 Appointment details', '2 Appointment locations' (which is highlighted with a dark blue circle), and '3 Visitors'. The main content area is titled 'Appointment Locations'. At the top, there is a text input field labeled 'Entrance area' containing the text 'Receptie HTC 05'. Below this, there is a list of location cards. The first card is titled 'HTC 05 AI Innovation Centre' and has a subtitle 'HTC Bezoekers, Receptie HTC 05, HTC 05, HTC 05 AI...'. A 'VIEW DETAILS' link is visible below the card. To the right of the list is a large dark blue button with a white plus sign and the text 'ADD MEETING AREA'. At the bottom of the screen, there are three buttons: a light blue 'BACK' button with a left arrow, a light blue 'DISCARD' button, and a dark blue 'NEXT' button.

Select in the drop down menu the reception where the visitor will be received.

Click on the 'Add Meeting Area' button to select a location for the meeting and to where the visitor will be granted access to. Multiple locations may be chosen.

Please be aware that you only see the receptions and locations that were assigned to your organization.

## Step 3: Visitors

In the final step you add the visitors to the appointment.

The screenshot shows the 'Add appointment' interface with three steps: 1. Appointment details, 2. Appointment locations, and 3. Visitors. The 'Visitors' step is active. The main area is titled 'Visitors' and contains a search bar labeled 'Search visitors'. To the right of the search bar is a '+ NEW VISITOR' button with a dropdown menu containing 'Invite visitor' and 'Create visitor'. Below the search bar, it says 'No visitors selected' and 'Please add visitors to be invited'. At the bottom, there are three buttons: '< BACK', 'DISCARD', and 'SAVE'.

There are three ways to add visitors to the appointment:

Er zijn drie mogelijkheden om bezoek aan een afspraak toe te voegen:

1. Previously registered visitors can be added by selecting them through the search bar.
2. New visitors can be invited with their email address. They will receive a link through which they can register themselves. To do so, click the “+ New Visitors” button and choose “Invite Visitor”.
3. New visitors can be registered immediately. To do so, click the “+ New Visitors” button and choose “Create Visitor”. The following screen is shown:

The screenshot shows the 'Create visitor' form. It has a title 'Create visitor' and five input fields: 'First name \*', 'Last name \*', 'Email', 'Organization', and 'Function'. The 'First name \*' field has a red border and a small error message below it: 'This field is mandatory'. At the bottom, there are two buttons: 'CANCEL' and 'ADD'.

You need to provide at least the first and last name of the visitor. When the email field is left blank, a fictional email address will be generated. Note that if a real email address is registered, the visitor will receive a confirmation of the appointment and a map of the campus.

Click on the “Save” button to save the appointment.

# Outlook Process

The appointment creation can also be initiated through an outlook calendar appointment. The outlook process will be phased out in Q2 of 2023.

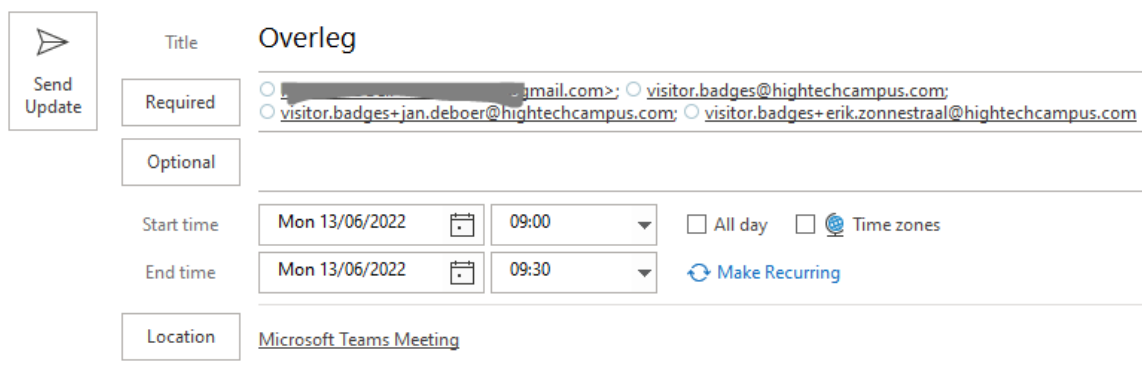
## Step 1: Outlook invitation

You start the registration of visitors with an Outlook calendar invitation. If people from off-campus need to be present at an appointment, you fill in the e-mail address of the visitors themselves as well as the e-mail address of the visitor system. This email address is: [visitor.badges@hightechcampus.com](mailto:visitor.badges@hightechcampus.com).<sup>1</sup>

If you do not have an email address for the visitor or do not want to send an email, we recommend to create the appointment directly in the portal or to only add the visitors in the next step. However, it is still also possible to add these visitors with a special email address: [visitor.badges+firstname.lastname@hightechcampus.com](mailto:visitor.badges+firstname.lastname@hightechcampus.com). Note the dot between first and last name and that you cannot use spaces in the email address.

It is also possible to add visitors anonymously. It is important, however, that the visitors know with whom and when they have an appointment. It is also important that the reception can contact you (by phone). In this case, put your phone number in the subject of the invitation.

In the screenshot below you can see that one person with their own email address, the visitor system and two people without an email address have been invited.



The screenshot shows an Outlook calendar invitation form. On the left, there is a 'Send Update' button. The main form has a title 'Overleg'. Below the title, there are two sections: 'Required' and 'Optional'. The 'Required' section contains three email addresses: a redacted one, [visitor.badges@hightechcampus.com](mailto:visitor.badges@hightechcampus.com), and [visitor.badges+jan.deboer@hightechcampus.com](mailto:visitor.badges+jan.deboer@hightechcampus.com). The 'Optional' section contains one email address: [visitor.badges+erik.zonnestraal@hightechcampus.com](mailto:visitor.badges+erik.zonnestraal@hightechcampus.com). Below these sections, there are fields for 'Start time' (Mon 13/06/2022, 09:00) and 'End time' (Mon 13/06/2022, 09:30). There are also checkboxes for 'All day' and 'Time zones', and a 'Make Recurring' button. At the bottom, there is a 'Location' field with the value 'Microsoft Teams Meeting'.

Please note that at this time no distinction is made between persons who are on or off campus.

The start and end time of the outlook invitation determines when the visitor badge works. Visitors can enter with their visitor badge from half an hour before the start until half an hour after the end of their appointment, but only between 06:30 and 19:00. Visitors can also be signed up for multiple days, but no longer than two weeks.

<sup>1</sup> In earlier communications [visitors.badges@hightechcampus.com](mailto:visitors.badges@hightechcampus.com) was noted. This email address also works.





## Step 2: Finalizing the Appointment


Within minutes of sending out the invitation, you will receive an email from the visitor system containing the link to further complete the registration.


The link will take you to the host portal. This is also directly accessible at <https://htc-vmh.cardyourself.com>.

The appointment will be preconfigured based on the outlook details (start and end dates, email addresses of the visitors). To finalize the appointment you will follow the same steps as if you would have made the appointment directly in the portal.

In the visitor screen you can complete the visitor information by clicking on the three dots on the right side of the visitor and selecting "Edit visitor". If you do not add any information about the visitor, the visitor will receive a link through which they can register themselves.

Name	Accompaniment necessary	Visitor type	
 Menno Tests mennotests+123455@gmail.com	<input type="checkbox"/>	VISITOR	
 mennotests+12222@gmail.com	<input type="checkbox"/>	VISITOR	

 Edit visitor

 Remove

Visitors that were previously registered with the same email address will have their information automatically added.

It is also possible to add additional visitors and/or register them for the appointment which were not included in the outlook appointment.

## Additional information

If it is not possible to register visitors in the host portal, you may arrange this through the reception desk. Please supply at least the following information: Location, name of contact person and telephone number, date, start and end time and names of visitors.