



guestOne :

User manual

version 02/07/2019



creativeOne
creativeOne

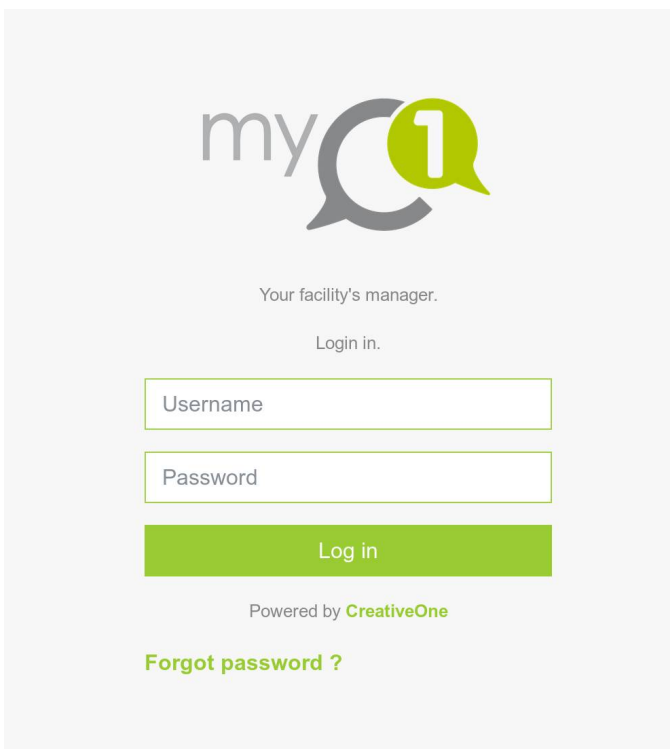
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1. Log in

Browse to your myC1 portal using the URL following the pattern :

`https://company.portal2.myc1.eu`

where “company” should be replaced with your company name or acronym.

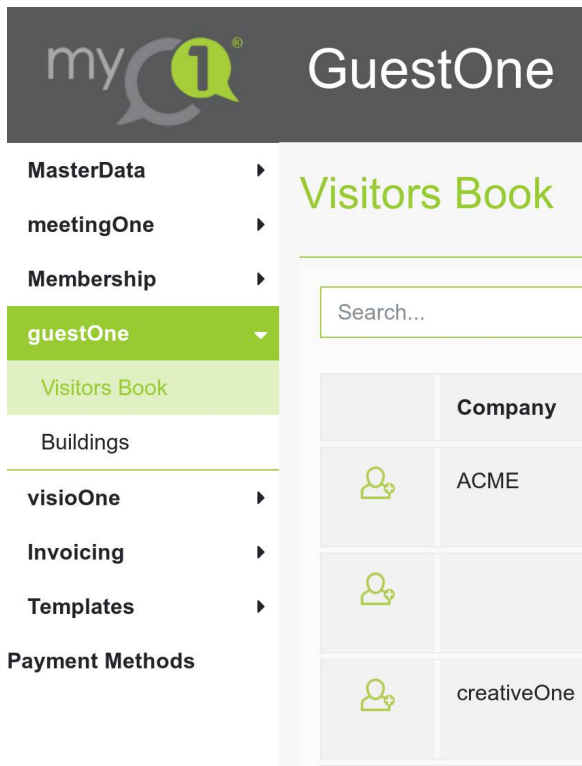


The screenshot shows the myC1 login interface. At the top is the myC1 logo. Below it, the text reads "Your facility's manager." followed by "Login in.". There are two input fields: "Username" and "Password". Below these fields is a green "Log in" button. At the bottom, it says "Powered by CreativeOne" and a link for "Forgot password ?".

You will get this screen.

- If you already have got a login and password, just log in using those.
- If you don't, please click on “Forgot password?” and fill in your professional email address in the corresponding field. You will then receive an email on this address, containing a link. Following that link will take you to a webpage allowing you to create a new password. Your login is always your email address. Then, simply log in using the regular login page.

2. Open guestOne



The screenshot shows the myC1 GuestOne interface. The left sidebar menu is expanded to show the 'guestOne' category, which is highlighted in green. Under 'guestOne', the 'Visitors Book' option is selected and highlighted in a lighter green. The main content area displays the 'Visitors Book' title, a search bar, and a table of visitor records.

| | Company |
|--|-------------|
| | ACME |
| | |
| | creativeOne |

In the menu on the left, select “guestOne” category, then “Visitors Book”.

i Your menu can have more or less entries than the one shown here. That depends on the number of myC1 modules activated in your installation.

You will then reach guestOne main screen.

3. Visitors Book

On the Visitors Book screen, you will find a table where each line is one of your visitors.

Visitors Book [XLS](#) [Create](#)

Search... All buildings All status Show past visitors




| | Company | Name | Start | ↓ | End | Organizer | Status | Code |
|--|-------------|---------------|---------------------|---|---------------------|-----------------------------|------------|------|
| | ACME | Jean Jacques | 15-01-2019 18:00 | | 16-01-2019 19:00 | CreativeOne - Pierre Naveau | VALIDATED | 9083 |
| | | Test Test | 07-02-2019 15:00 | | 07-02-2019 16:00 | CreativeOne - Pierre Naveau | VALIDATED | 6699 |
| | creativeOne | Jean Dupont | 07-02-2019 17:00 | | 07-02-2019 18:00 | CreativeOne - Pierre Naveau | CHECKED_IN | 9889 |
| | creativeOne | Benoit Dubois | 07-02-2019 18:00 | | 07-02-2019 19:00 | CreativeOne - Pierre Naveau | VALIDATED | 5317 |
| | creativeOne | Tom Bombadil | 07-02-2019 19:00 | | 07-02-2019 20:00 | CreativeOne - Pierre Naveau | PENDING | 3630 |
| | | Pierre Naveau | 26-03-2019 10:00 | | 26-03-2019 11:00 | CreativeOne - Pierre Naveau | PENDING | 3529 |

You can sort and filter this table on a number of different ways:

- Click on a column title to sort the table along that column. Multiple clicks will take you from ascending to descending order, as shown by the arrow next to the column title.
 - Enter some text into the search bar on the top left of the table to search for that text in the name, company, host name or host company of the visitors. Only those containing the entered text will be shown.
 - Select a building in the central drop-down to only show those visitors who are invited into that building.
- i* In this case, visitors with no invitation (self subscribed visitors) stay on display.
- Select a status in the right drop-down to only show visitors with that status.
 - Check the “Show past visitors” box to display past visitors. The default behaviour hides all visitors with “CHECKED OUT” status or with an end time occurring yesterday or earlier. So you are only seeing future visitors.

This check box is therefore allowing you to show your visitors history.

In this table, you will quite some information about each visitor:

1. The first column does not have a title. It shows an icon describing how the visitor was added to the system. Each icon stands for a different myC1 module:
 -  guestOne : You have added those visitors directly into guestOne.
 -  visioOne : Those visitors were added using a visioOne terminal (touch screen). They are most probably self subscribed visitors who didn't originally have an invitation.
 -  meetingOne : Those visitors are created automatically by the meetingOne module. They are external guests you added to a meeting in meetingOne who require an access to the building, so they must be visitors too.
2. Column « **Company** » shows the visitors company. This field can be empty as the company is not a mandatory information.
3. Column « **Name** » shows the visitors first and last names.
4. The visitors access becomes active at « **Start** » date and time.
5. The visitors access is revoked at « **End** » date and time.
6. Column « **Organizer** » shows your name and company, meaning that you are responsible for this visitor.

If you hold the cursor on this column, you will also get a tooltip showing your phone number and the allowed location for the visitor.
7. Column « **Status** » is one of the most important. His status tells you whether the visitor is expected (PENDING), has arrived (CHECKED IN), was duly identified (VALIDATED), or left already (CHECKED OUT).
8. Column « **Code** » contains the visitor's code that can be used, depending on your installation, to unlock some doors, replace a lost QR code, action a lift...

Finally, you can export all your visitors data into an Excel spreadsheet. Just click on the “XLS” button on the top right of the table. You will get the full history of visitors, allowing you to filter or sort them using any tool or rule available in Excel.

4. Enter new visitors

Any guestOne user can create a new visitor and be responsible for him.

guestOne administrators can also create new visitors on behalf of someone else. This allows for a receptionist to create a new visitor for someone in the building, after that person accepted to receive this visitor.

Intuitively, creating a new visitor happens through the “Create” button on the top right of the table.

The screenshot shows a web interface for creating a visitor. At the top left, it says "Visitors Book". In the top right corner, there is a green button with a white "Back" label. Below this, the text "Guest(s)" is displayed. The form consists of several input fields arranged in two rows. The first row contains "First Name *" (with a red asterisk), "Last Name *" (with a red asterisk), and "Digicode". The second row contains "E-Mail Address *" (with a red asterisk) and "Company". Each field is represented by a white rectangular box with a thin border. In the bottom left corner of the form area, there is a small green square button with a white "+" sign.

The first part of the screen you get is all about your guest. It is mandatory to enter at least:

- either his first AND last names;
- either his email address.

Other fields are optional: The visitors company and his digicode.

The digicode can be left empty, which will cause it to be randomly generated. Being able to choose it yourself allows to use pre-printed labels or special-rights access with pre-encoded codes in the access control system.

You can enter multiple guests at once, using the “ + ” bottom left. Clicking on it will add new fields allowing you to enter more guests.

The next fields are about the invitation itself:

Organizer

Pierre Naveau

When

Start Date * 02-07-2019 From * 11 : 00 End Date * 02-07-2019 To * 12 : 00

Where

Why

Subject

Comment

In the first drop-down you select the host. That person will be responsible for this visitor.

i When a non admin user is creating a visitor, this drop-down is read-only and pre-filled with his own name.

In “**When**” area you should enter the period when the visitor has access to the premises. Choose a start date and time and an end date and time.

In « **Where** » you can choose to which location exactly you want to give access to this visitor.

Optionally, you can also enter a subject and some comments or indications in the « **Why** » section. They can also be included in an email sent to the visitor(s).

Send invitation

Save

Cancel

The only option left is the “**Send invitation**” checkbox.

By checking it, you ask for an email to be sent to your guests with a known email address. That email contains useful information about the access he has just been granted (+ possibly the subject and comments about it).

If you filled in all fields correctly, “Save” button should be available. Clicking it will save the visitor and show him in the table with status “PENDING”.

5. Editing visitors

If you need to modify a visitor who has been previously encoded in the system (be it his own data or the time, place, etc. he needs to be there), just clicking the corresponding line in the Visitors Book table will do.

This will get you the same screen as you saw when creating a visitor, pre-filled with your visitor's data. Edit any field you want, and just save it again, as long as the new data is valid.

i When editing a visitor, the “Send invitation” checkbox is never checked, whatever its value when you first created the visitor. Checking it again will send a new email when clicking “Save”.