

# visitor KIOSK

SGS

## VISITOR KIOSK OFFLINE MANUAL

# VISITOR KIOSK OFFLINE

## Identification

**Title:** Visitor Kiosk Offline User Manual  
**Version:** Visitor Kiosk 2.0.1.0

**Date:** 21.12.2009

## Welcome

The Visitor Kiosk is an innovative software system that replaces the "sign in" book with an electronic self registration process. Main features include improved visitor flow and the ability to deliver safety messages at the point of entry.

### What can your Visitor Kiosk version do?

	DELUXE	PREMIUM
<b>Reports</b> Reports can be exported as XML, CSV, PDF, MHTML, EXCEL (.XLS), TIFF & WORD (.DOC) formats. <b>Standard Reports:</b> <i>Active Visitors Report:</i> View who is on site at any one time. <i>Historical Attendance Report:</i> View who was on your premises - from what company as well as their sign in & sign out time.	Yes	Yes
<b>Produce Name Badges</b> Name badges produced at sign in for site visitor to wear. The visitor inputs personal data (name/company/who they are visiting) which is then printed onto the name badge along with their photo ID.	Yes	Yes
<b>Capture Visitor Photo ID'S</b> Visitors can have their photo taken which is printed on their name badge and stored in the centralised database.	Yes	Yes
<b>Unlimited Locations</b> No limit on number of kiosks installed on one <u>site</u> .	Yes	Yes
<b>Data stored on centralised database and on local hard drive for increased speed</b> Data stored on local hard drive then sent to the centralised database every few minutes so repeat visitors can simply type in their name and sign in without repeating the induction and site questions. They will be provided with the opportunity to change personal information, take a new photo and be provided with a name badge.	Yes	Yes
<b>Visitor Friendly Interface</b> Simple interface allowing for ease of use by all visitors.	Yes	Yes
<b>Free SGS Support Help Desk</b>	Yes Deluxe comes with <b>1 hour</b> free telephone support p.a	Yes Premium comes with <b>2 hours</b> free telephone support p.a
<b>Site safety Inductions</b> No need for sign in books. Upload your personalised site safety inductions specific to the site. Simply create in Powerpoint and upload via the website. Maximum size 30MB per induction, however <i>SGS recommend a maximum size of 5MB each to maintain internet speed. Video and audio may also be embedded into the power point files.</i>	Yes	Yes
<b>Customized Site Safety Questions</b> Ensure site visitors are aware of your site safety procedures or vital site information. Near limitless number of questions or possible answers.	No	Yes
<b>Web Customisation</b> Have direct control of the required input fields, inductions, questions & other options yourself to make changes as and when you see fit.	No	Yes

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## Contact

**WEB:** [www.au.sgs.com/stax](http://www.au.sgs.com/stax)

**SALES:** 1300 131 726

**SERVICE:** 1300 850 257



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*NOTE: Please refer to the appropriate software/hardware combination*

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# CHECKLIST

**IMPORTANT**  
Read before  
proceeding

**PLEASE NOTE:** All Hardware and Visitor Kiosk Software is supplied **pre-installed**. All *steps which you do not need to do*, but simply stated as a reference – have been *made orange*.



REFERENCE  
ONLY

## Software checklist:

- ✓ .NET Framework v3.5 Service Pack 1 (Download online)
- ✓ <http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7&displaylang=en>
- ✓ Windows XP including Service Pack 3
- ✓ Touch-screen software (CD provided with monitor)
- ✓ Webcam software (CD provided with webcam) – optional
- ✓ Printer software (CD provided with printer) – optional

REFERENCE  
ONLY

## Hardware checklist:

- ✓ Computer and included cabling
- ✓ Touch-screen monitor and included cabling
- ✓ Keyboard (Keyboard not typically required once touch-screen software is installed)
- ✓ Mouse (Mouse not typically required once touch-screen software is installed)
- ✓ Network cable and active internet connection

### Computer (minimum requirements):

1GB RAM  
1.0GHz  
3 GB HDD space

### Printer (Optional):

Printer power cable  
Printer software CD  
USB cable  
Printer  
Labels (62mm x 100mm)

### Webcam (Optional):

Web camera  
USB cable  
Installation CD

REFERENCE  
ONLY

## Internet connectivity:

- ✓ Check with your Internet Service Provider that you can consistently achieve 1 Mbps per second

## DESKTOP BUNDLE

## PREMIUM EDITION SOFTWARE

**IMPORTANT**  
Read before  
proceeding

## SETTING UP YOUR KIOSK

**PLEASE NOTE:** All Hardware and Visitor Kiosk Software is supplied **pre-installed**. All *steps which you do not need to do*, but simply stated as a reference – have been *made orange*.

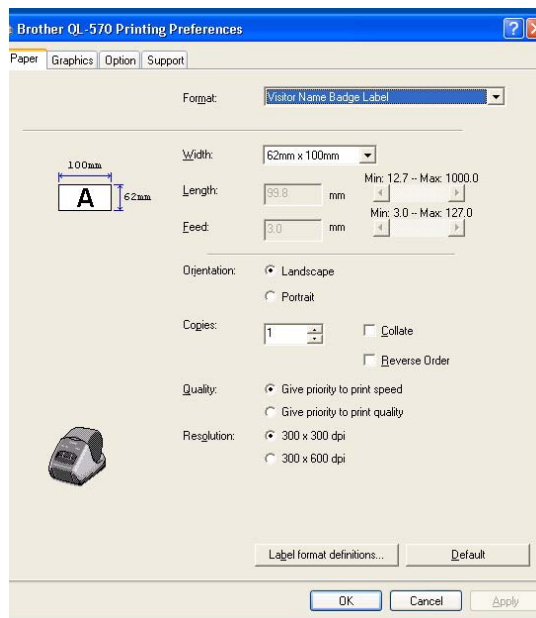
1) **TURNING ON THE COMPUTER**

- a. Position your computer in the desired location and connect the power cable, monitor (VGA) cable, keyboard, mouse and power on. *Ensure your computer is set to your local time.*

REFERENCE  
ONLY

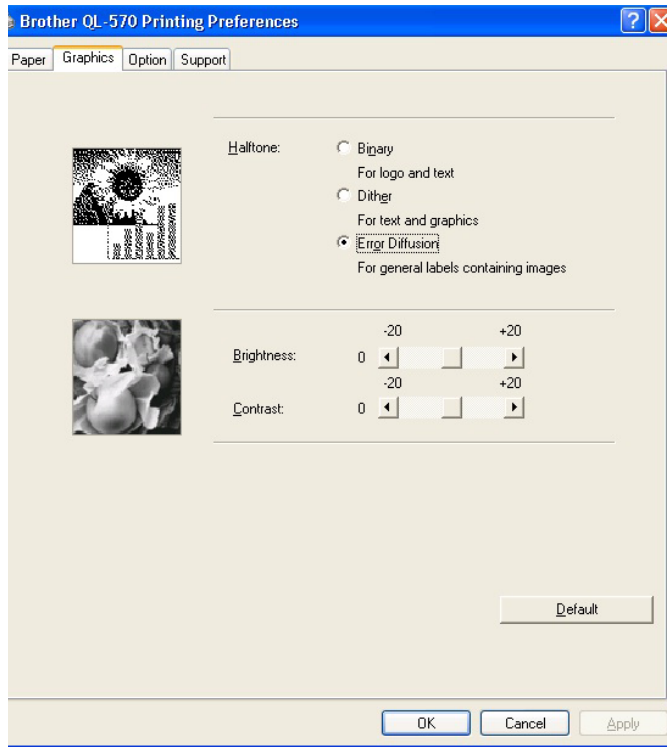
2) **INSTALLING THE PRINTER (OPTIONAL)**

- a. Follow the manufacturer's instructions for installing your label printer with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer.
- b. Adjust the print size to match the inserted label paper and set it as the default. To reach the printer settings page, Click Start' > 'Printers and Faxes' > click on the appropriate printer and then select 'Set Printer Properties' on the left-hand side. Select the 'Advanced' tab then 'Printing Defaults' button on the bottom left. A window should appear like below. (Return to these screens if you need to make adjustments to the printer output, such as to darken the print. Refer to the printer manufacturer's instructions for more specific guidance.) Label size should be set in both Device Settings and Printing Preferences. **Recommended printer settings:**

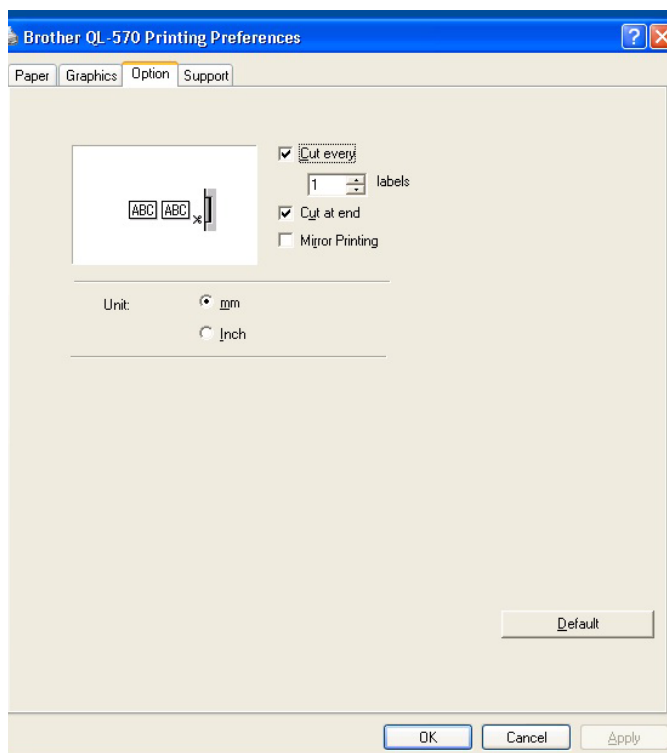


## PAPER TAB

- Ensure Label size is set to 62x100mm default
- Orientation Landscape
- Give priority to print speed
- 300x300 dpi resolution



- GRAPHICS TAB
- Select error diffusion
  - Brightness -20, +20
  - Contrast -20, +20



- OPTIONS TAB
- Select cut every 1 label, cut at end
  - Unit = mm

REFERENCE  
ONLY

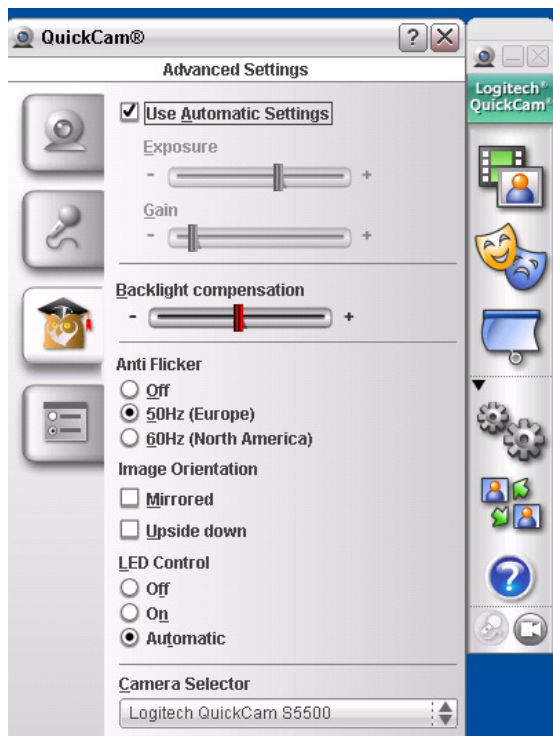
### 3) **INSTALLING THE WEB CAM (OPTIONAL)**

- a. Follow the manufacturer's instructions for installing your webcam with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Position your webcam for optimum image quality. Backgrounds with a high degree of contrast (eg: strong lighting) can result in a degraded image capture or printed result. Refer to the webcam manufacturer's instructions for more specific guidance. To adjust webcam settings, open your webcam software (after installation) which is accessible through *Start > All Programs > Logitech*

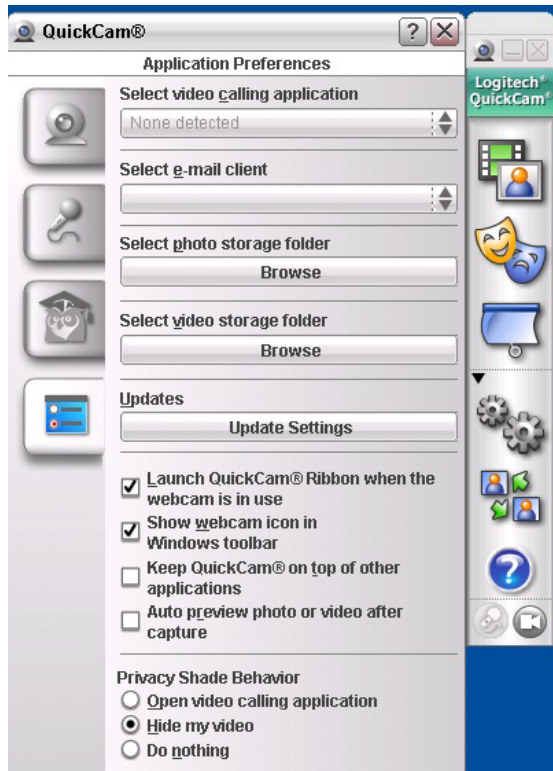
**Recommended webcam settings:**



- Enable Face Tracking
- Increase Brightness
- Decrease Contrast
- Decrease Colour Intensity
- Check Auto White Balance tickbox
- Enable Low Light Boost



- Enable Automatic Settings
- Select 50Hz (Europe) for Anti Flicker
- Set LED Control Automatic



- Enable Launch Quickcam Ribbon
- Enable Show Webcam Icon in Windows Toolbar
- Enable hide my video

REFERENCE ONLY

**4) INSTALLING MICROSOFT .NET FRAMEWORK v3.5 SP1**

- Install the .NET Framework v3.5 SP1 which is freely available from [microsoft.com](http://www.microsoft.com) or provided to you on CD.
- Microsoft website download link:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7>

REFERENCE ONLY

**5) INSTALLING THE VISITOR KIOSK SOFTWARE**

- Install the Visitor Kiosk software by launching Internet Explorer and navigating to <https://visorkiosk.au.sgs.com>
- At the login screen, input the administrator username and password you were supplied with in your confirmation email. *Be aware that after the 3<sup>rd</sup> attempt trying to use incorrect credentials the kiosk account will be locked. To unlock the account you will need to call 1300 850 257.*
  - Click on 'Installer' to reach the download page for the software.
  - Click install.
  - Download and install the software or, if the software is to be used on a different computer, save the executable file to a USB or CD and run on desired computer.

**SGS  
Visitor Kiosk**

Name: Visitor Kiosk

Version: 1.2.0.0

Publisher: SGS

[ClickOnce and .NET Framework Resources](#)

**6) CONFIGURING YOUR VISITOR KIOSK SOFTWARE**

- Open your browser with <https://visorkiosk.au.sgs.com>

- b. Login with the same username and password you were supplied with in your confirmation email.
- c. Once logged in, you will automatically be directed to the 'LOCATION' page.  
*Below is a description of what you can do on each page.*

- i. **LOCATION:** On this page you can configure the main components of your Visitor Kiosk.
  1. *Location Code:* You may set this to be a unique identifier of your location.
  2. *Location Name:* Location Name appears as the title of your Visitor Kiosk when a visitor is about to sign in. A common title one may enter is "Welcome to ABC Company. Please sign in below"
  3. *Terms and Conditions Enabled:* By clicking the 'terms and conditions' checkbox, a text box will appear allowing you to insert desired terms and conditions text.

4. *Induction Enabled:* You can select which induction you wish visitors to view when signing in. Inductions can be uploaded via a different page so that they appear in the drop down list. This is discussed in more detail under 'Inductions'.
5. *Questions Enabled:* You can select to enable site questions which will appear when a visitor has finished viewing the induction. Questions can be uploaded via the 'Location Questions' page.
6. *Visitor Card Enabled:* You can select to enable the visitor card function. This allows visitors to input which number name badge they have been issued with. This function is generally used when there is no printer automated for label printouts and there was a name badge and book system beforehand.

7. *Person Visiting Enabled*: You can select to ask the visitor who they are visiting. You can also select to make it a required field by checking the box on the right.
8. *Vehicle Registration Enabled*: You can select to ask the visitor their vehicle registration. You can also select to make it a required field by checking the box on the right.
9. *Phone Number Enabled*: You can select to ask the visitor their phone number. You can also select to make it a required field by checking the box on the right.
10. *Photo Enabled*: You can select to enable the software to allow visitor to take a photo of themselves when signing in. This photo will be printed on the label and can be retaken several times until the visitor is satisfied. In order for this function to work a webcam would have to have been installed prior to opening Visitor Kiosk software. If the photo is enabled for a location, at least one security question needs to be provided.
11. *Label Printer*: By enabling the label printer, a label of everyone who signs in will be produced. A label displays the information which the visitor input into the sign in process.
12. *Resynchronisation Interval (mins)*: Set how often you would like your kiosk to automatically send your data through the internet. **Default (1) minute.**
13. *Visitor Data Retention Period (days)*: Set how often you want the visitor data cleared from your computer and sent to the online server. **Default (365) days.**
14. *Maximum Permitted Failed Resynchronisations*: Set how many maximum times you would like your kiosk to attempt to synchronise in the event of internet failure. **Recommended: 5**
15. *Maximum Additional Failed Resynchronisations*: Set how many maximum additional times you would like your kiosk to attempt to synchronise in the event of internet failure. **Recommended: 1**

ii. **KIOSKS**: On this page you can view the kiosks configured under the username to which you are logged in.

iii. **INDUCTIONS**: On this page you can upload inductions.

Location | Kiosks | **Inductions** | Location Questions | Visitor Companies | Reports | Installer

Filename	Description	Void	
SGS Noble Park Induction.pps	SGS Noble Park Induction	<input type="checkbox"/>	Edit   Delete
SGS Noble Park Induction-TEM.pps	SGS Induction	<input type="checkbox"/>	Edit   Delete
SGS Noble Park Induction FINAL.pps	FINAL SGS Induction	<input checked="" type="checkbox"/>	Edit   Delete

1 Page 1 of 1 (3 items)

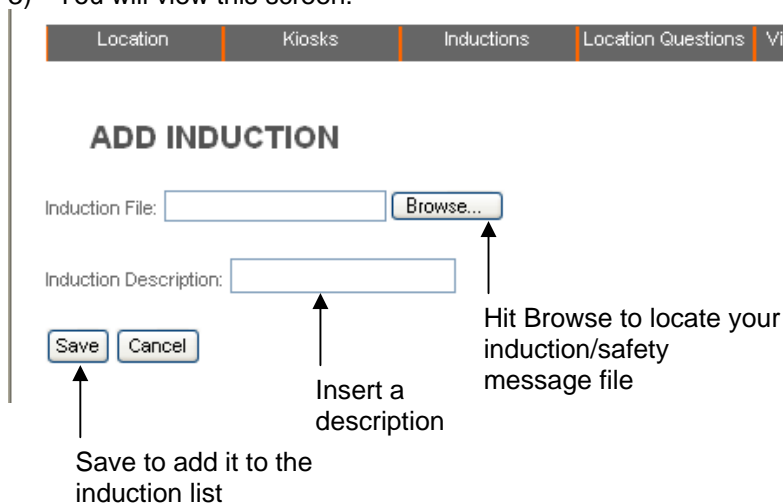
Annotations:

- Click here to add a new induction (points to 'Add Induction' button)
- Induction name (points to 'Filename' column)
- Description of an induction (points to 'Description' column)
- You can select to make an existing induction void instead of deleting (points to 'Void' column)
- Edit or delete inductions. Editing allows you to replace an existing file and deleting removes it from the list. (points to 'Edit | Delete' actions)
- Move an induction up and down on the list (points to arrow icons)

Click here to add a new induction

**Adding a new Induction/Safety Message:**

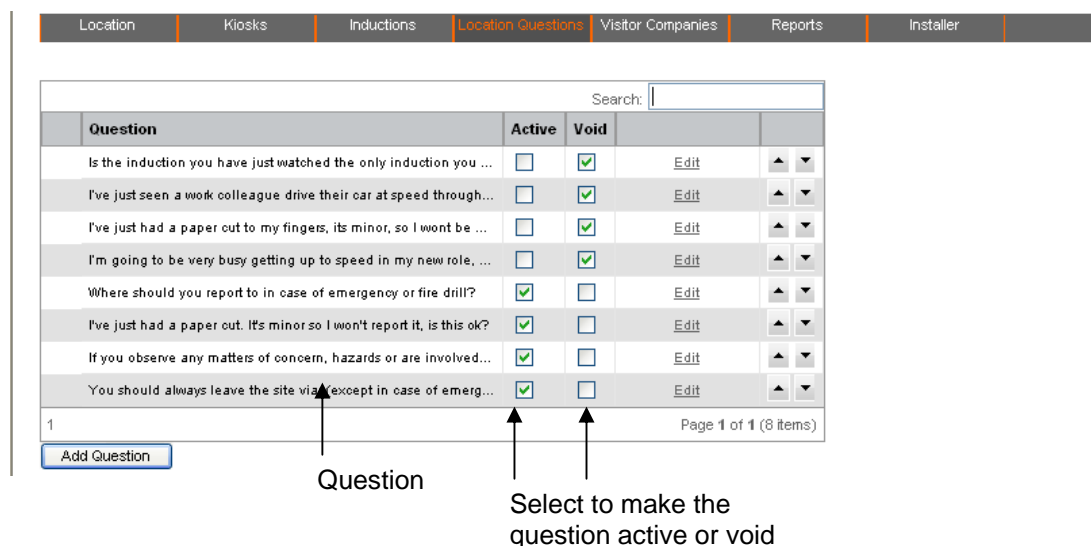
- 1) To add a new induction, ensure your Microsoft Powerpoint has been saved as a PPS or PPSX file. *Please ensure your Visitor Kiosk has the appropriate viewer installed.*
- 2) Proceed to click on the 'Add Induction' button.
- 3) You will view this screen:



**Important!**

**Please note:** Maximum file size for presentations is **30MB**. However, SGS recommend a maximum size of **5MB** each to maintain internet speed. If you wish to add video or audio to your presentation, this may be embedded into your presentation as long as presentation size does not exceed 30MB. If it does, SGS cannot guarantee successful performance.

- iv. **LOCATION QUESTIONS:** On this page you can add desired site specific questions for visitors to answer during the sign in process.



**Adding new questions:**

- 1) Click add question.
- 2) To add a new question, type your question in the text box and click 'save'.

### ADD QUESTION

Question:  [Save](#)

[Return to Location Questions](#)

- 3) To add the possible answers, click 'Add Option'. Once clicked a text box will appear allowing you to type your answer. Once entered, click 'Insert'.

### ADD QUESTION

Question:  [Edit](#)

**Options**

Search:

Option	Correct	
Page 1 of 0 (0 items)		

[Add Option](#)

[Return to Location Questions](#)

Click to add answer option

### ADD QUESTION

Question:  [Edit](#)

**Options**

Search:

Option	Correct	
<input type="text" value="Reception"/>	<input type="checkbox"/>	<a href="#">Insert</a>   <a href="#">Cancel</a> ▲ ▼
Page 1 of 1 (1 items)		

[Add Option](#)

[Return to Location Questions](#)

Enter answer here   Insert answer

- 4) Once the answer has been inserted you now can select the 'Correct' checkbox if it is the correct answer.
- 5) Repeat these steps to add more answers from which a visitor can select.

- v. **VISITOR COMPANIES:** This page will list the companies who have visited your site. By clicking 'Merge' a pop up dialogue box will appear allowing you to merge two companies together if they are essentially the same and do not need to be separated.

Location	Kiosks	Inductions	Location Questions	Visitor Companies	Reports
Search: <input type="text"/>					
Visitor Company Name	Void				
SGS	<input type="checkbox"/>	<a href="#">Merge</a>			
TYUIOOP	<input type="checkbox"/>	<a href="#">Merge</a>			
1					Page 1 of 1 (2 items)

- vi. **REPORTS:** There are two types of reports you can view on this page - Active Visitors Report or Historical Attendance Report. Select the report type by clicking on the drop down menu on 'Select Report'. Once selected, your report form will open and allow you to input desired information for filtering.

**Active Visitors Report:**

Location	Kiosks	Inductions	Location Questions	Visitor Companies	Reports	Installer
Select Report: <input type="text" value="Active Visitors Report"/>						
Company:	<input type="text"/>	First Name:	<input type="text"/>			
Last Name:	<input type="text"/>	Start Date:	<input type="text"/>	<input type="checkbox"/>	NULL	
End Date:	<input type="text"/>	<input type="checkbox"/>	NULL			


- vii. **INSTALLER:** This is the page where the Visitor Kiosk software can be downloaded and installed. Refer to step 5 (*"Installing the Visitor Kiosk Software"*) for more information on this page.

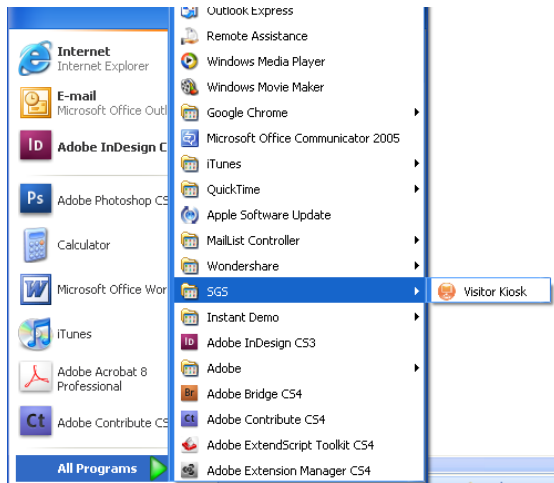
REFERENCE ONLY

**7) INSTALLING TOUCH SCREEN SOFTWARE**

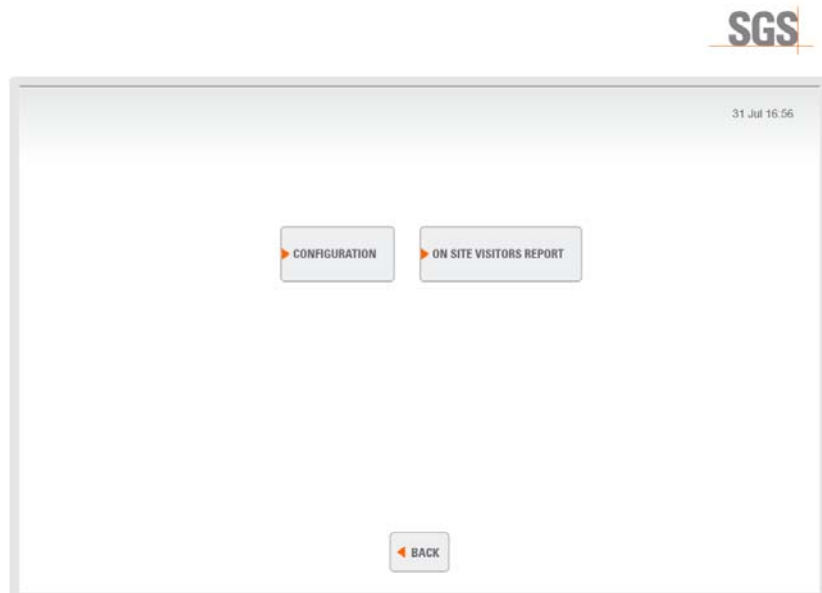
- a. Follow the manufacturer's instructions for installing your touch-screen with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Once installed, you will not require neither mouse nor keyboard as the touch-screen should be functioning.

**8) RUNNING THE VISITOR KIOSK SOFTWARE**

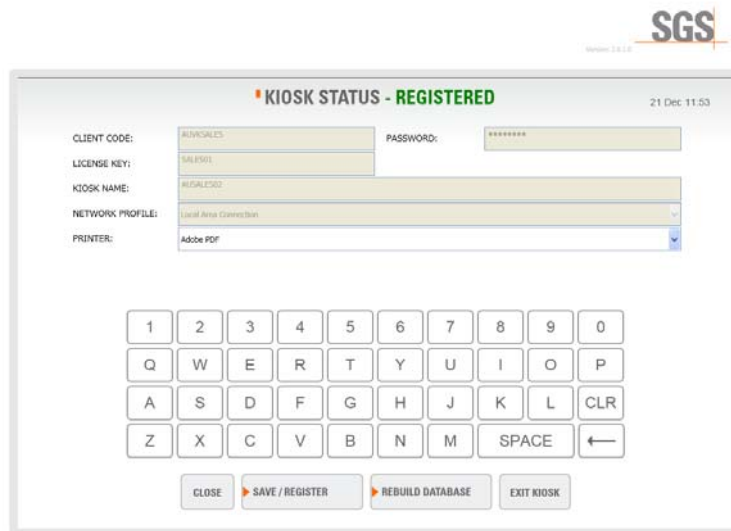
- a. Before proceeding to open the software, note the client code, password and licence key that you were supplied with in your introductory email.
- b. Once installed from the website, click on the Visitor Kiosk Icon  displayed on your desktop or by going to Start > All Programs > SGS > Visitor Kiosk



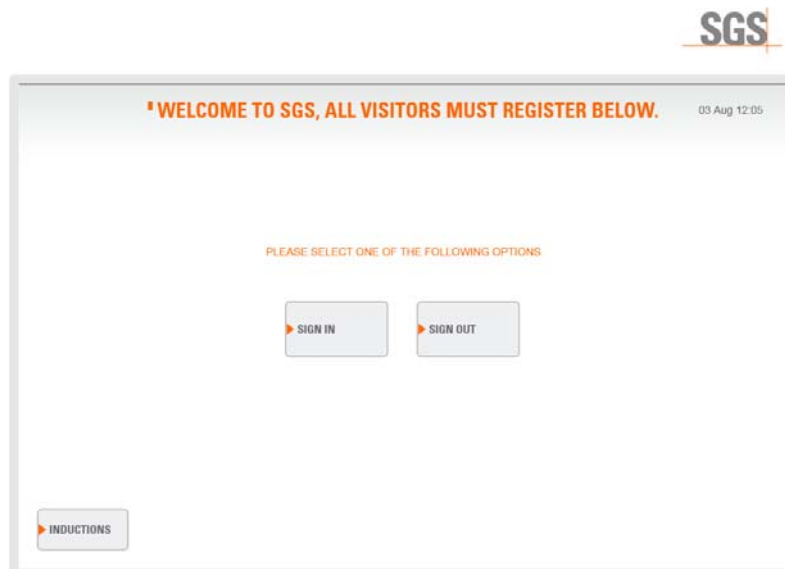
- c. If running for the first time, a message will display informing you that the software is not configured. In order to configure your software, click on the SGS logo on the top right hand corner of your screen. Then you may single click the 'CONFIGURATION' button.



- d. Once in the Configuration screen, you will be asked to enter your client code and password.
- e. Once entered, you will be taken to the registration screen where you must complete all the fields.
- f. *Kiosk name* can be any name which describes your premises.
- g. Network profile is generally '*Local Area Connection*' which is selected from the drop down menu and if you have set up a printer, you may select it from the drop down menu.
- h. Once all information is entered click 'SAVE/REGISTER'. If details are correct, your kiosk will display that registration has succeeded then will proceed to display it is attempting to synchronise with the server. Upon completion, your kiosk status should display as 'REGISTERED'.

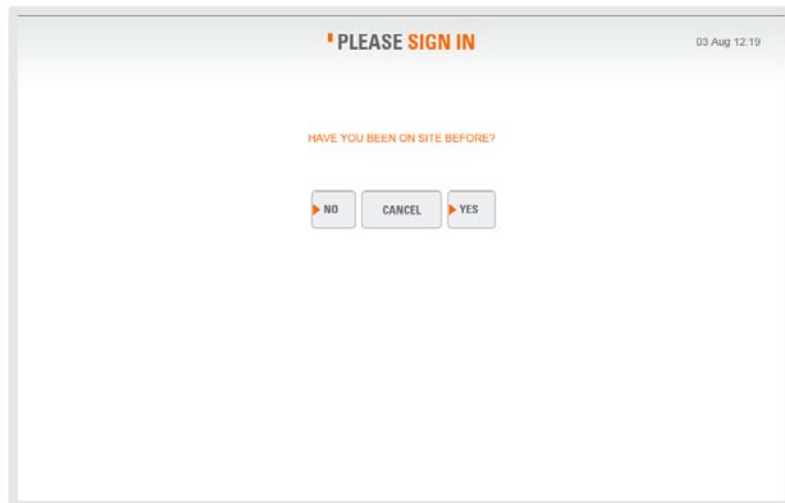


- i. Now that your software is configured, you may click 'CLOSE' which will return you to the main menu where your visitors may start signing in.



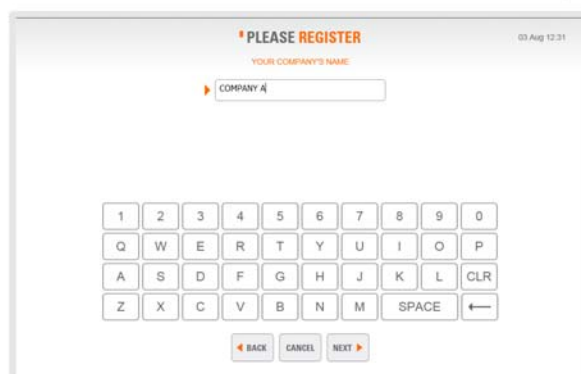
## SIGNING IN AS A VISITOR AND OTHER FUNCTIONS

- a. Based on your previous selections, your Visitor Kiosk will display accordingly.
- b. If a visitor taps 'SIGN IN', they will be directed to a page which asks them whether they have been on the site before.
- c. If they tap 'NO' they will, in addition to filling in their details they will need to view your safety message and/or answer questions.
- d. If they tap 'YES' they will only be required to review their previously completed details and sign in. They will have already undergone the safety message and site security questions.



- e. In the example below, we have a first time visitor signing in with the specifications we set. They simply answer the questions with the on screen keypad and touch 'NEXT' to proceed or 'BACK' to change an answer.

*Field: Company name*



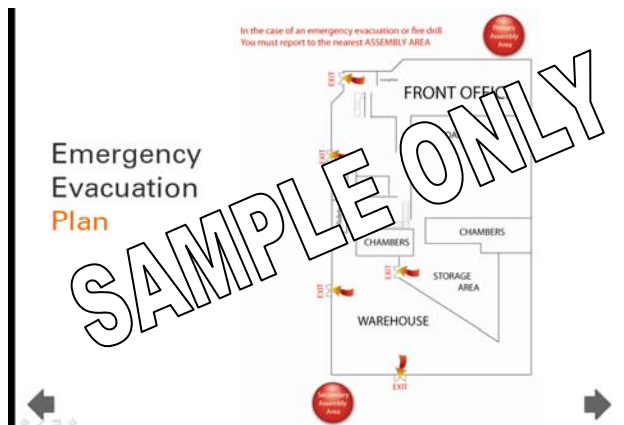
*Field: Surname*



Field: First Name



- f. Once all fields entered, the visitor is then automatically directed to your safety message presentation.



- g. After viewing the induction, visitors will have the option to view the induction again. They can press 'REPLAY INDUCTION' or 'NEXT' to proceed.
- h. Once a visitor hits 'NEXT', they will proceed to your questions if set.



PLEASE SIGN IN 03 Aug 12:42

SITE QUESTION: WHERE SHOULD YOU REPORT TO IN CASE OF EMERGENCY OR FIRE DRILL?

▶ RECEPTION	
▶ ONE OF THE ASSEMBLY AREAS	✓
▶ MAIN ROAD	

◀ BACK CANCEL NEXT ▶

- i. Once answers have been submitted, visitors will then be able to take a photo, create a security question and review all their information. Once they click 'SIGN IN' on the final screen, their data will be sent to the printer to print as a name badge.


*Once a Visitor has taken their Photo ID they will be presented with the option to retake photo if not satisfied.*



PLEASE SIGN IN 03 Aug 12:43

CAPTURE PHOTO

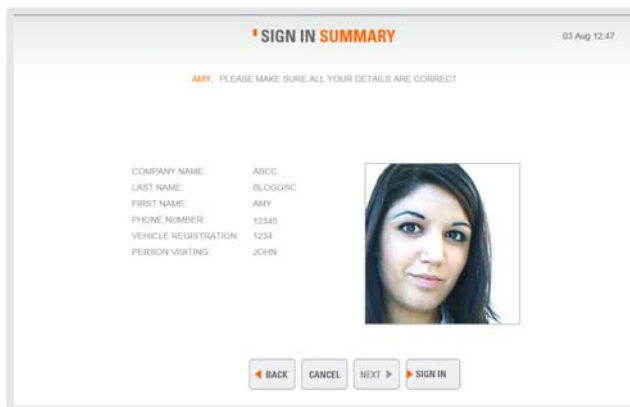
▶ RE-TAKE PHOTO



The data collected by this form will only be used for the purpose of signing in on the site.  
This information may be used in an emergency or during evacuation procedures.

◀ BACK CANCEL NEXT ▶

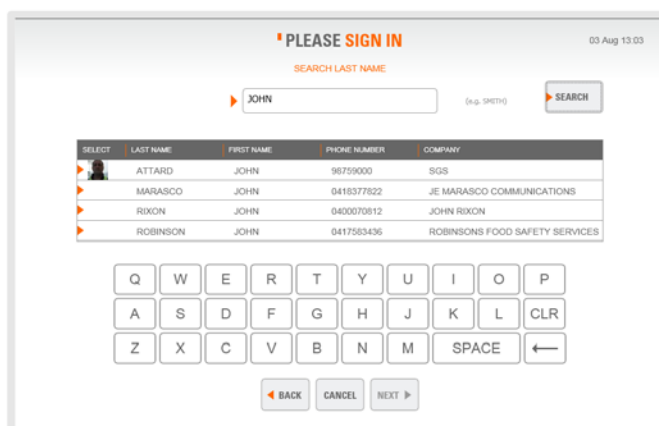
*Visitors may review details to ensure that their information is correct prior to name badge printing*



**1) REPEAT VISITORS SIGNING IN**

Repeat visitors undergo a more rapid process to sign in to a premises. As all visitor data is stored on a centralised database, they can access their details again in the future at any time.

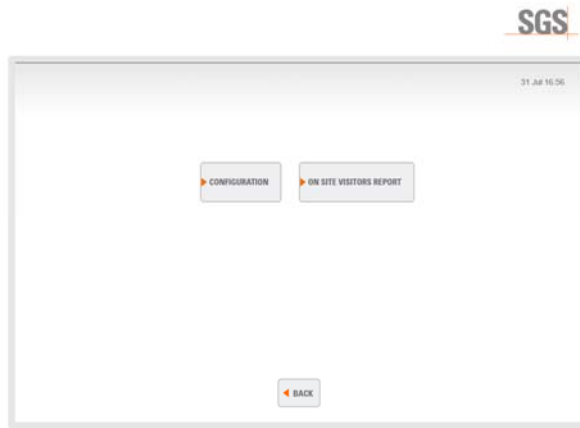
- a. A visitor simply clicks ‘YES’ to being a repeat visitor and they are then directed to a page allowing them to input their surname to search for their record.



- b. Once they have selected their record and hit ‘NEXT’, they will be able to view their details, update if required (including Photo ID) and proceed to final sign in. Their name badge will then be printed.

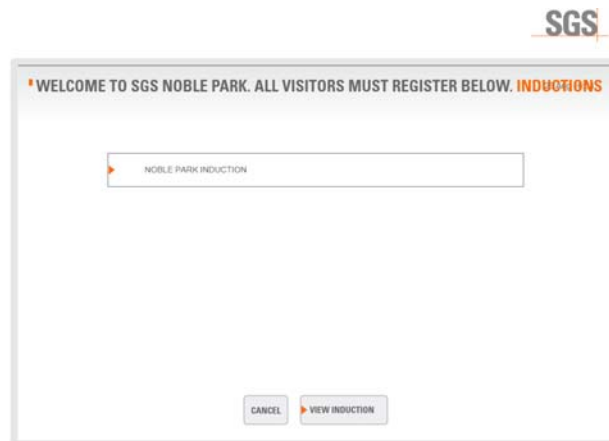
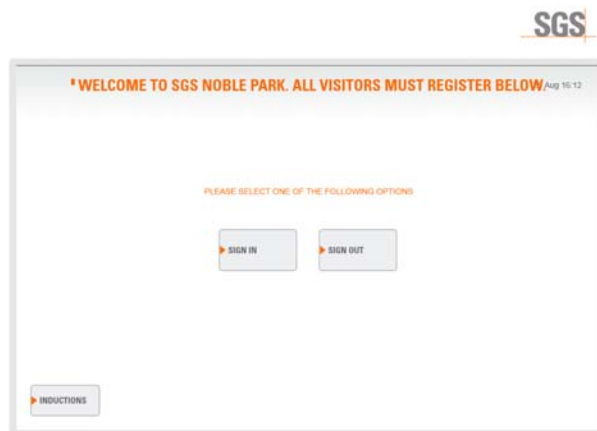
**2) ON SITE VISITORS REPORT**

- a. By double clicking on the SGS logo at the top right, you will be taken to the screen displaying ‘CONFIGURATION’ and ‘ON SITE VISITORS REPORT’. By clicking ‘ON SITE VISITORS REPORT’ you will be able to view and print who is currently on site – this may be useful in an emergency. *(We recommend setting your default printer to your closest standard office printer.)*



### 3) VISITORS VIEWING ADDITIONAL INDUCTIONS

- a. If there is more than one induction available, by clicking on the INDUCTIONS button on the bottom left before signing in, visitors may select which induction they wish to view.



## DESKTOP BUNDLE

## DELUXE EDITION SOFTWARE

**IMPORTANT**  
Read before  
proceeding

## SETTING UP YOUR KIOSK

**PLEASE NOTE:** All Hardware and Visitor Kiosk Software is supplied **pre-installed**. All **steps which you do not need to do**, but simply stated as a reference – have been **made orange**.

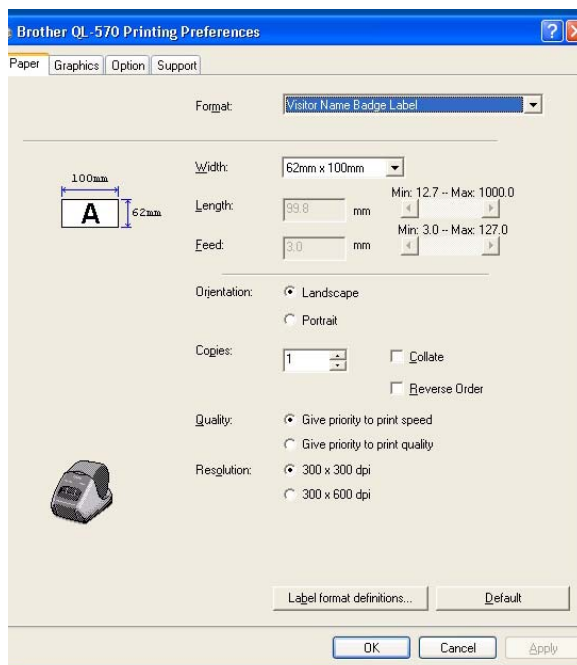
1) **TURNING ON THE COMPUTER**

- a. Position your computer in the desired location and connect the power cable, monitor (VGA) cable, keyboard, mouse and power on. *Ensure your computer is set to your local time.*

REFERENCE  
ONLY

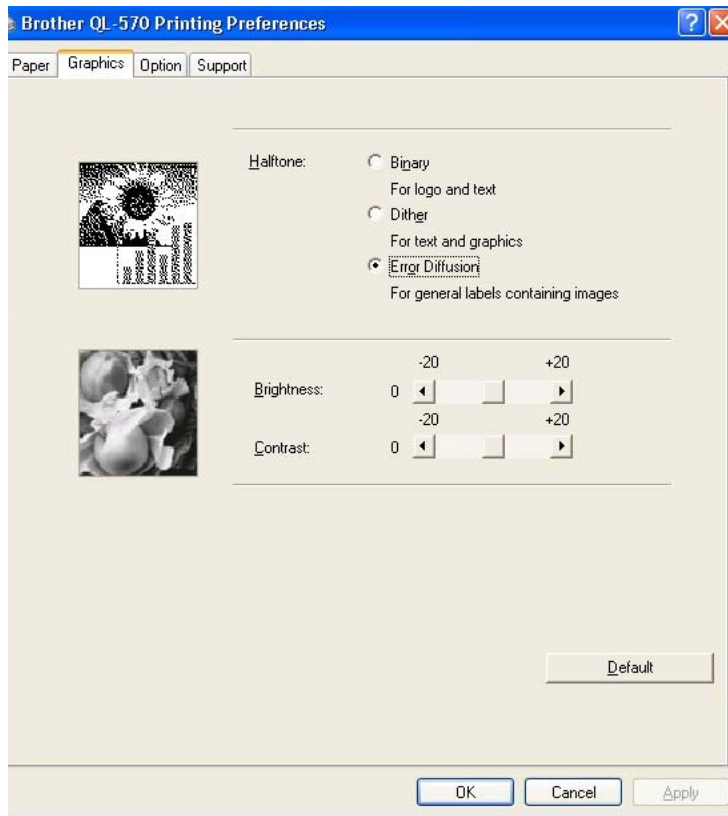
2) **INSTALLING THE PRINTER (OPTIONAL)**

- a. Follow the manufacturer's instructions for installing your label printer with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer.
- b. Adjust the print size to match the inserted label paper and set it as the default. To reach the printer settings page, Click Start' > 'Printers and Faxes' > click on the appropriate printer and then select 'Set Printer Properties' on the left-hand side. Select the 'Advanced' tab then 'Printing Defaults' button on the bottom left. A window should appear like below. (Return to these screens if you need to make adjustments to the printer output, such as to darken the print. Refer to the printer manufacturer's instructions for more specific guidance.) Label size should be set in both Device Settings and Printing Preferences. **Recommended printer settings:**

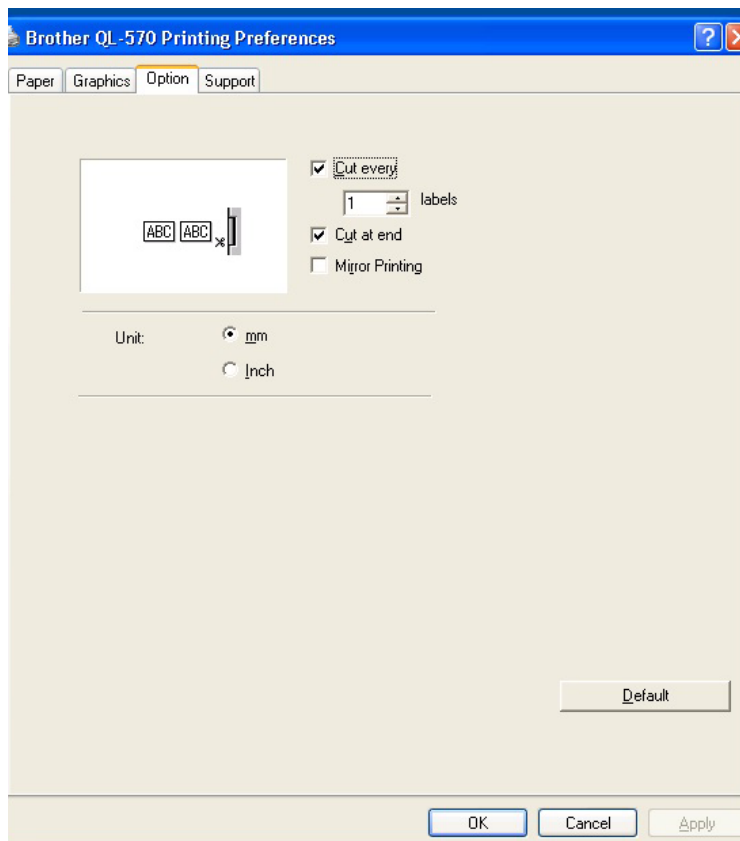


## PAPER TAB

- Ensure Label size is set to 62x100mm default
- Orientation Landscape
- Give priority to print speed
- 300x300 dpi resolution



- GRAPHICS TAB
- Select Error Diffusion
  - Brightness -20, +20
  - Contrast -20, +20



- OPTIONS TAB
- Select Cut Every 1 label, Cut at End
  - Unit = mm

REFERENCE ONLY

### 3) INSTALLING THE WEB CAM (OPTIONAL)

- a. Follow the manufacturer's instructions for installing your webcam with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Position your webcam for optimum image quality. Backgrounds with a high degree of contrast (eg: strong lighting) can result in a degraded image capture or printed result. Refer to the webcam manufacturer's instructions for more specific

guidance. To adjust webcam settings, open your webcam software (after installation) which is accessible through *Start > All Programs > Logitech*

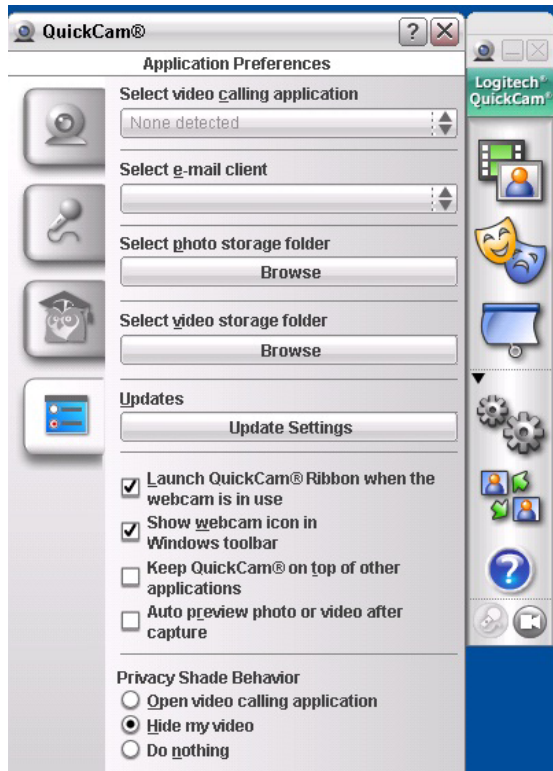
### Recommended webcam settings:



- Enable Face Tracking
- Increase Brightness
- Decrease Contrast
- Decrease Colour Intensity
- Check Auto White Balance
- Enable Low Light Boost



- Enable Automatic Settings
- Select 50Hz (Europe) for anti flicker
- Set LED Control Automatic



- Enable Launch Quickcam Ribbon
- Enable Show Webcam Icon in Windows Toolbar
- Enable hide my video

REFERENCE ONLY

**4) INSTALLING MICROSOFT .NET FRAMEWORK v3.5 SP1**

- Install the .NET Framework v3.5 SP1 which is freely available from [microsoft.com](http://microsoft.com) or provided to you on CD.
- Microsoft website download link: <http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7>

REFERENCE ONLY

**5) INSTALLING THE VISITOR KIOSK SOFTWARE**

- Install the Visitor Kiosk software by launching Internet Explorer and navigating to <https://visitorskiosk.au.sgs.com>
  - At the login screen, input the administrator username and password you were supplied with in your confirmation email. *Be aware that after the 3<sup>rd</sup> attempt trying to use wrong credentials the kiosk account will be locked. To unlock the account you will need to call 1300 850 257.*
- Click on 'Installer' to reach the download page for the software
  - Download and install the software or, if the software is to be used on a different computer, save the executable file to a USB or CD and install on desired computer.

**SGS  
Visitor Kiosk**

Name: Visitor Kiosk

Version: 1.2.0.0

Publisher: SGS

Install

[ClickOnce and .NET Framework Resources](#)

**6) CONFIGURING YOUR VISITOR KIOSK SOFTWARE**

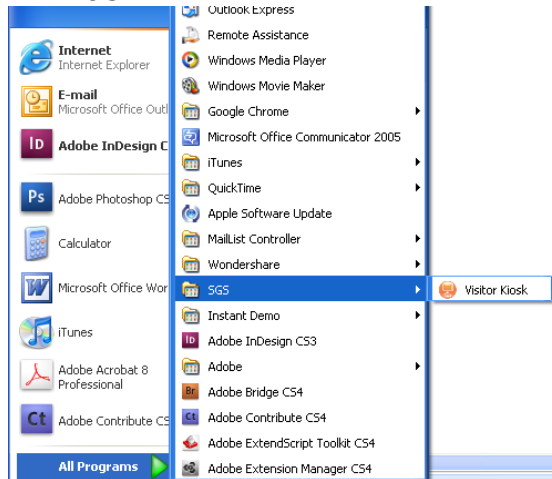
- To setup your Visitor Kiosk software, call us on **1300 850 257**

REFERENCE  
ONLY**7) INSTALLING TOUCH SCREEN SOFTWARE**

- a. Follow the manufacturer's instructions for installing your touch-screen with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Once installed, you will not require neither mouse nor keyboard as the touch-screen should be functioning.

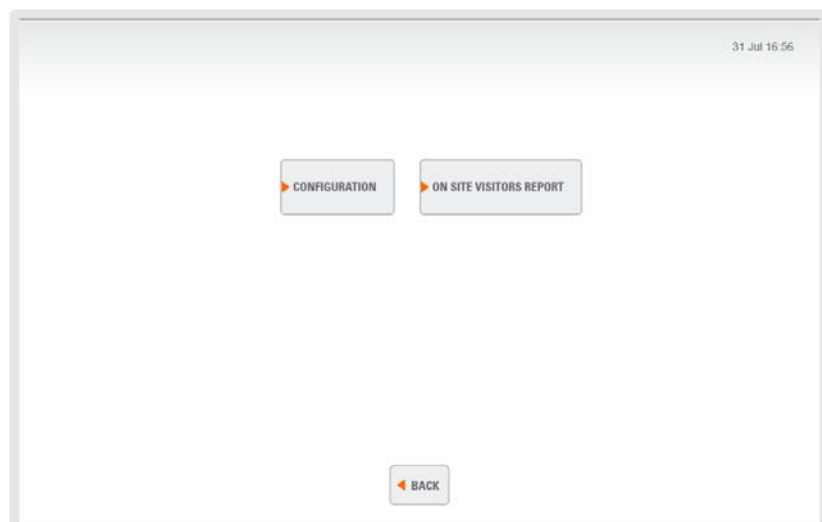
**8) RUNNING THE VISITOR KIOSK SOFTWARE**

- a. Before proceeding to open the software, write down the licence key, client code and password you were supplied with for your software configuration in an email.
- b. Once installed from the website, click on the Visitor Kiosk Icon displayed on your desktop or by going to *START > ALL PROGRAMS > SGS > VISTOR KIOSK*



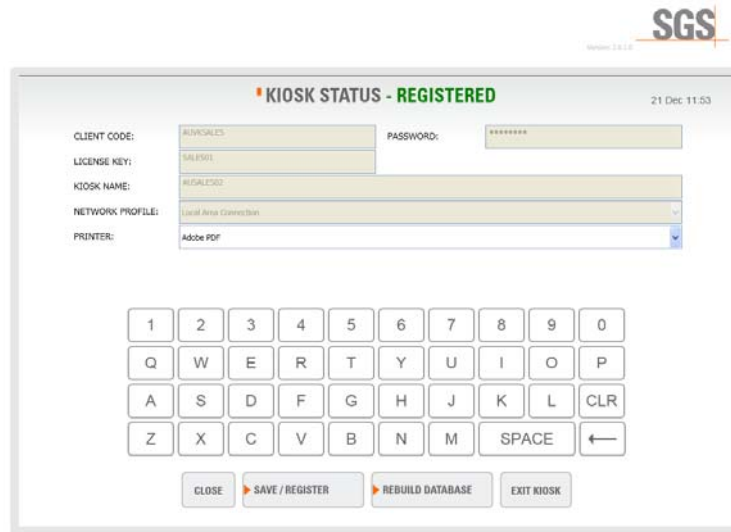
- c. Once the software has opened, a message will display informing you that the software is not configured. In order to configure your software, double click on the SGS logo on the top right hand corner of your screen. Then you may single click the 'CONFIGURATION' button.

The SGS logo, consisting of the letters 'SGS' in a bold, sans-serif font, with a vertical line to its right.

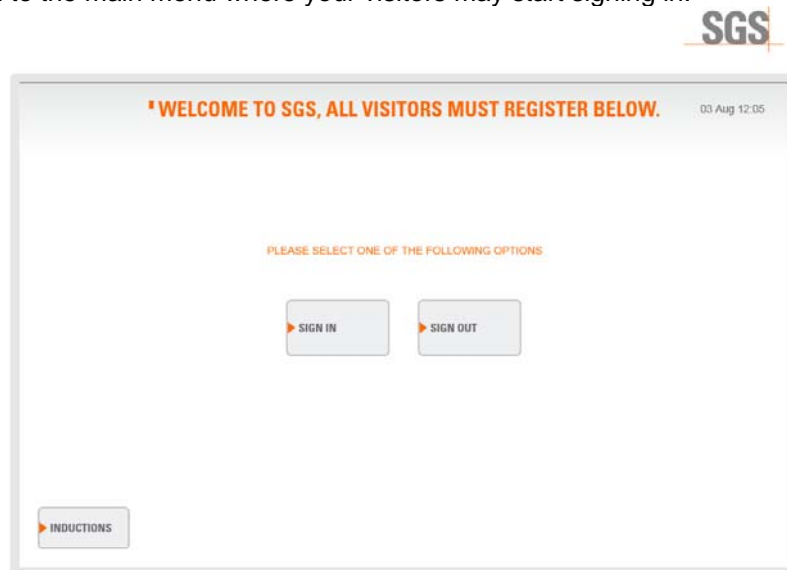


- j. d. Once in the Configuration screen, you will be asked to enter your client code and password. Once entered, you will be taken to the registration screen where you must input all the fields. Kiosk name can be any name which describes your premises, network profile is generally 'Local Area Connection' which is selected from the drop down menu and if you have set up a printer, you may select it from

the drop down menu. Once all information is entered click 'SAVE/REGISTER'. If details are correct, your kiosk will display that registration has succeeded then will proceed to display it is attempting to synchronise with the server. Upon completion, your kiosk status should display as 'REGISTERED'.



- e. Now that your software is configured, you may click 'CLOSE' which will return you to the main menu where your visitors may start signing in.



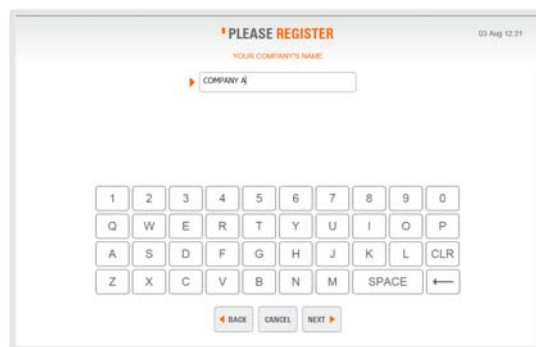
## SIGNING IN AS A VISITOR AND OTHER FUNCTIONS

- a. Based on the field selections, safety message, site questions set in your web customisation section – your Visitor Kiosk will display accordingly. If a visitor hits 'SIGN IN', they will be directed to a page which asks them whether they have been on the site before.
- b. If they touch 'NO' they will, in addition to filling out their details need to view your safety message and/or answer questions. If they touch 'YES' they will only be required to review their details and sign in as they have already undergone the safety message and site questions on a previous occasion.

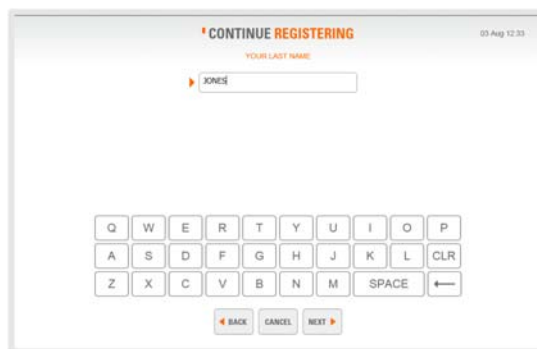


- c. In the example below, we have a first time visitor signing in with the specifications we set. They simply answer the questions with the on screen keypad and touch 'NEXT' to proceed or 'BACK' to change an answer.

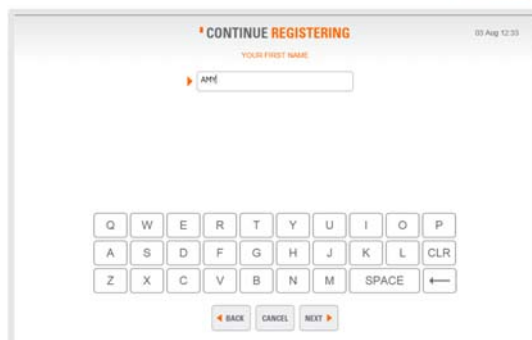
*Field: Company name*



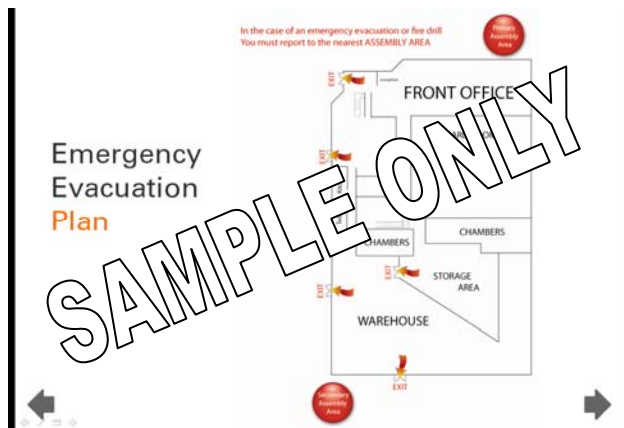
*Field: Surname*



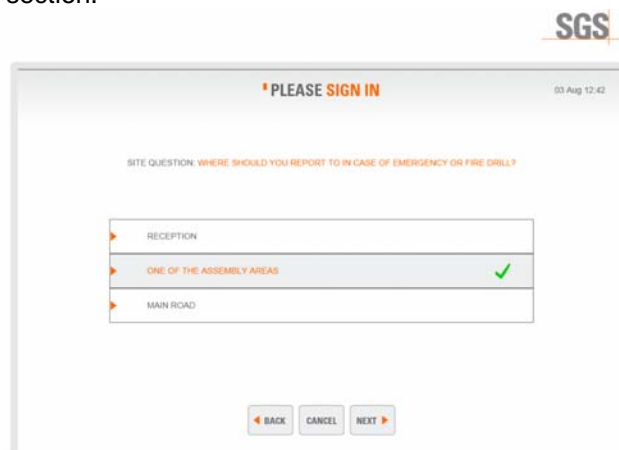
*Field: First Name*



- d. Once all fields entered, the visitor is then automatically directed to our electronic induction presentation.

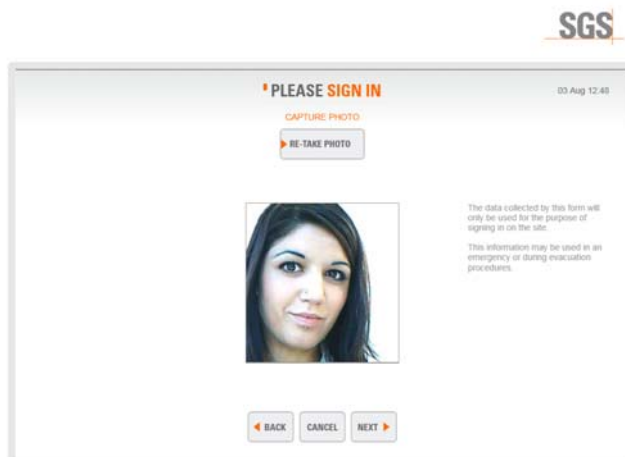


- e. After viewing the induction, visitors will have the option to view the induction again. They can press 'REPLAY INDUCTION' or 'NEXT' to proceed.
- f. Once a visitor hits 'NEXT', they will proceed to questions if this option is set in your customisation section.

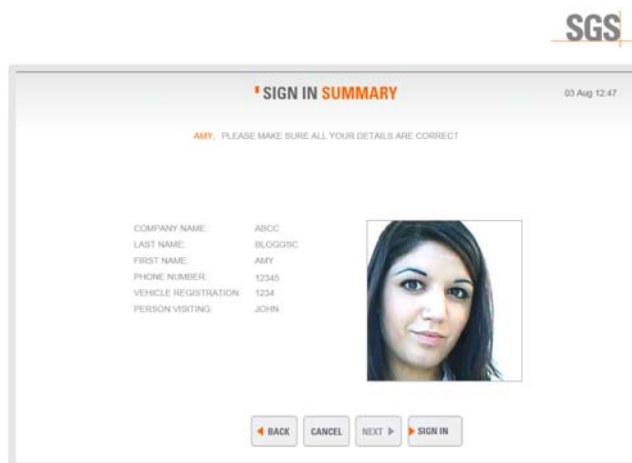


- g. Once answers have been submitted, visitors will then be able to take a photo, create a security question and review all their information. Once they click 'SIGN IN' on the final screen, their data will be sent to the printer to print as a name badge.

Once taken a photo a visitor can take it again if they are unsatisfied with it



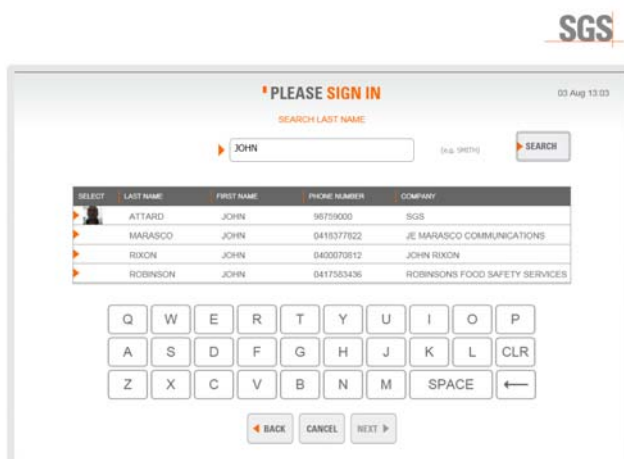
Visitors may review details to ensure that their information is correct prior to name badge printing



### 1) REPEAT VISITORS SIGNING IN

Repeat visitors undergo a much simpler process to sign in to a premises. As all visitor data is stored on a centralised database, they can access their details again in the future at any time.

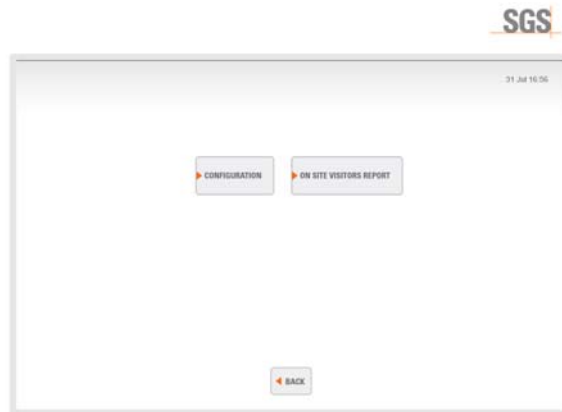
- a. A visitor simply clicks 'YES' to being a repeat visitor and they are then directed to a page allowing them to input their surname to search for their record on the database.



- b. Once they have selected their record and hit 'NEXT', they will be able to view their details, change if required (including Photo ID) and proceed to final sign in. Their name badge will then be printed.

## 2) ON SITE VISITORS REPORT

- a. By double clicking on the SGS logo at the top right, you will be taken to the screen displaying 'CONFIGURATION' and 'ON SITE VISITORS REPORT'. By clicking 'ON SITE VISITORS REPORT' you will be able to view and print who is currently on site – this is especially useful in an emergency.



## 3) VISITORS VIEWING ADDITIONAL INDUCTIONS

- a. If there is more than one induction available, by clicking on the INDUCTIONS button on the bottom left before signing in, visitors may select which induction they wish to view.





## E-SERIES KIOSK

# PREMIUM EDITION SOFTWARE

### SETTING UP YOUR KIOSK

**IMPORTANT**  
Read before proceeding

**PLEASE NOTE:** All Hardware and Visitor Kiosk Software is supplied **pre-installed**. All steps which you do not need to do, but simply stated as a reference – have been made orange.



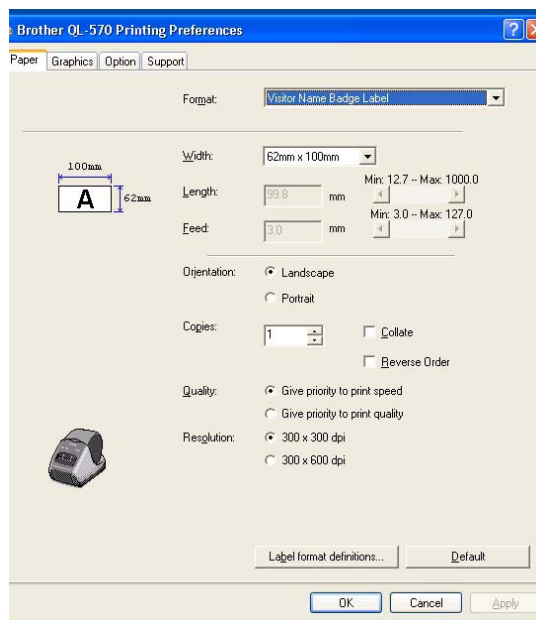
#### 1) **TURNING ON THE E-SERIES**

- a. Position your E-series in the desired location and connect the power cable and power on. *Ensure your computer is set to your local time.*

#### 2) **INSTALLING THE PRINTER (OPTIONAL)**

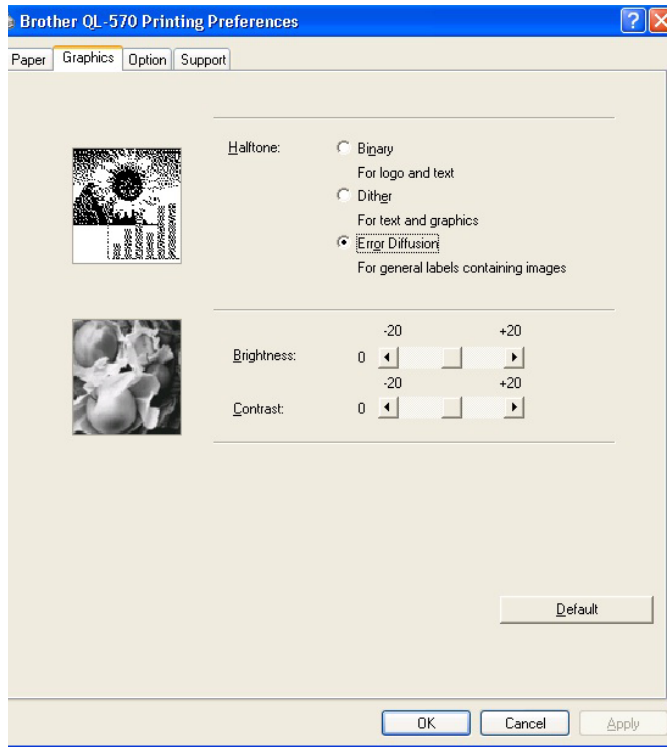
- a. Follow the manufacturer's instructions for installing your label printer with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer.
- b. Adjust the print size to match the inserted label paper and set it as the default. To reach the printer settings page, Click Start > 'Printers and Faxes' > click on the appropriate printer and then select 'Set Printer Properties' on the left-hand side. Select the 'Advanced' tab then 'Printing Defaults' button on the bottom left. A window should appear like below. (Return to these screens if you need to make adjustments to the printer output, such as to darken the print. Refer to the printer manufacturer's instructions for more specific guidance.) Label size should be set in both Device Settings and Printing Preferences. **Recommended printer settings:**

REFERENCE ONLY

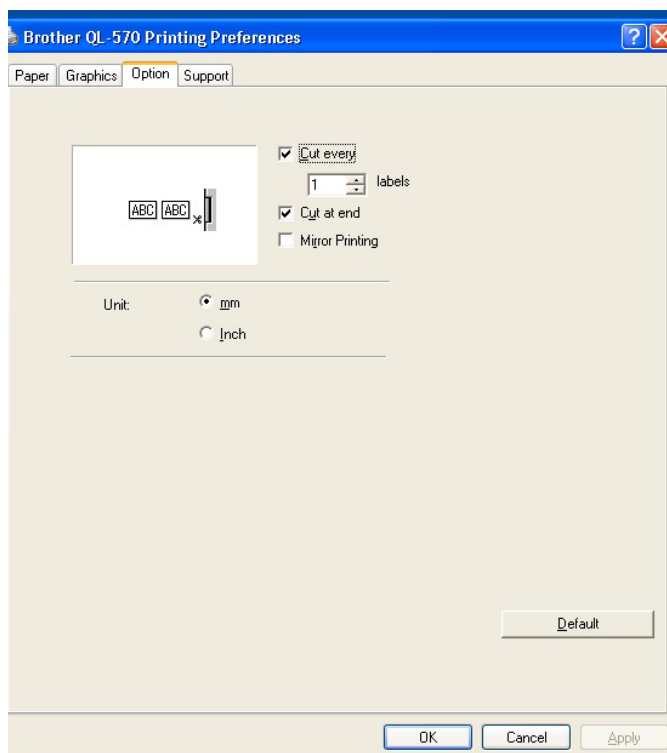


#### PAPER TAB

- Ensure Label size is set to 62x100mm default
- Orientation Landscape
- Give priority to print speed
- 300x300 dpi resolution



- GRAPHICS TAB**
- Select error diffusion
  - Brightness -20, +20
  - Contrast -20, +20



- OPTIONS TAB**
- Select cut every 1 label, cut at end
  - Unit = mm

REFERENCE ONLY

### 3) **INSTALLING THE WEBCAM (OPTIONAL)**

- Follow the manufacturer's instructions for installing your webcam with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Position your webcam for optimum image quality. Backgrounds with a high degree of contrast (eg: strong lighting) can result in a degraded image capture or printed result. Refer to the webcam manufacturer's instructions for more specific guidance. To adjust webcam settings, open your webcam software (after installation) which is accessible through *Start > All Programs > Logitech*

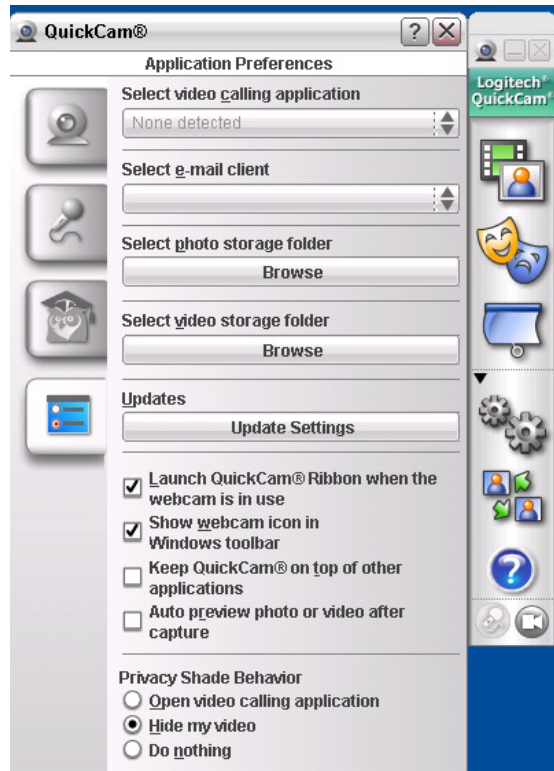
**Recommended webcam settings:**



- Enable Face Tracking
- Increase Brightness
- Decrease Contrast
- Decrease Colour Intensity
- Check Auto White Balance tickbox
- Enable Low Light Boost



- Enable Automatic Settings
- Select 50Hz (Europe) for Anti Flicker
- Set LED Control Automatic



- Enable Launch Quickcam Ribbon
- Enable Show Webcam Icon in Windows Toolbar
- Enable hide my video

REFERENCE ONLY

#### 4) INSTALLING MICROSOFT .NET FRAMEWORK v3.5 SP1

- Install the .NET Framework v3.5 SP1 which is freely available from [microsoft.com](http://microsoft.com) or provided to you on CD.
- Microsoft website download link:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7>

REFERENCE ONLY

#### 5) INSTALLING THE VISITOR KIOSK SOFTWARE

- Install the Visitor Kiosk software by launching Internet Explorer and navigating to <https://visitorskiosk.au.sgs.com>
- At the login screen, input the administrator username and password you were supplied with in your confirmation email. *Be aware that after the 3<sup>rd</sup> attempt trying to use incorrect credentials the kiosk account will be locked. To unlock the account you will need to call 1300 850 257.*
  - Click on 'Installer' to reach the download page for the software.
  - Click install.
  - Download and install the software or, if the software is to be used on a different computer, save the executable file to a USB or CD and run on desired computer.

### SGS Visitor Kiosk

Name: Visitor Kiosk

Version: 1.2.0.0

Publisher: SGS

[ClickOnce and .NET Framework Resources](#)

REFERENCE  
ONLY

## 6) CONFIGURING YOUR VISITOR KIOSK SOFTWARE

- a. Open your browser with <https://visitorskiosk.au.sgs.com>
- b. Login with the same username and password you were supplied with in your confirmation email.
  1. Once logged in, you will automatically be directed to the 'LOCATION' page. *Below is a description of what you can do on each page.*

Visitor Kiosk Core Website - Maintain Location - Microsoft Internet Explorer

Address: <https://visitorskiosk.au.sgs.com/MaintainLocation.aspx>

SGS GROUP

LOCATION: WELCOME TO SGS. ALL VISITORS MUST REGISTER BELOW.

Location Code: SOSBP

Location Name: Welcome to SGS, All Visitors must register below.

Terms and Conditions Enabled

Options:

Induction Enabled

Questions Enabled

Visitor Card Enabled

Person Visiting Enabled  Person Visiting Required

Vehicle Registration Enabled  Vehicle Registration Required

Phone Number Enabled  Phone Number Required

Photo Enabled

Label Printer

Updates:

AUNVSALESADMIN  
12/02/09 4:27:28 PM

Kiosk Synchronizations:

Resynchronization Interval (mins):  Visitor Data Retention Period (days):

Maximum Permitted Failed Resynchronizations:  Maximum Additional Failed Resynchronizations:

Updates:

AUNVSALESADMIN  
12/02/09 4:27:28 PM

Save

2. **Induction Enabled:** You can select which induction you wish visitors to view when signing in. Inductions can be uploaded via a different page so that they appear in the drop down list. This is discussed in more detail under 'Inductions'.
3. **Questions Enabled:** You can select to enable site questions which will appear when a visitor has finished viewing the induction. Questions can be uploaded via the 'Location Questions' page.
4. **Visitor Card Enabled:** You can select to enable the visitor card function. This allows visitors to input which number name badge they have been issued with. This function is generally used when there is no printer automated for label printouts and there was a name badge and book system beforehand.
5. **Person Visiting Enabled:** You can select to ask the visitor who they are visiting. You can also select to make it a required field by checking the box on the right.
6. **Vehicle Registration Enabled:** You can select to ask the visitor their vehicle registration. You can also select to make it a required field by checking the box on the right.
7. **Phone Number Enabled:** You can select to ask the visitor their phone number. You can also select to make it a required field by checking the box on the right.
8. **Photo Enabled:** You can select to enable the software to allow visitor to take a photo of themselves when signing in. This photo will be printed on the label and can be retaken

several times until the visitor is satisfied. In order for this function to work a webcam would have to have been installed prior to opening Visitor Kiosk software. If the photo is enabled for a location, at least one security question needs to be provided.

- 9. *Label Printer*: By enabling the label printer, a label of everyone who signs in will be produced. A label displays the information which the visitor input into the sign in process.
- 10. *Resynchronisation Interval (mins)*: Set how often you would like your kiosk to automatically send your data through the internet. **Default (1) minute.**
- 11. *Visitor Data Retention Period (days)*: Set how often you want the visitor data cleared from your computer and sent to the online server. **Default (365) days.**
- 12. *Maximum Permitted Failed Resynchronisations*: Set how many maximum times you would like your kiosk to attempt to synchronise in the event of internet failure.  
**Recommended: 5**
- 13. *Maximum Additional Failed Resynchronisations*: Set how many maximum additional times you would like your kiosk to attempt to synchronise in the event of internet failure.  
**Recommended: 1**

- i. **KIOSKS**: On this page you can view the kiosks configured under the username to which you are logged in.
- ii. **INDUCTIONS**: On this page you can upload inductions.

Click here to add a new induction

Induction name

Description of an induction

You can select to make an existing induction void instead of deleting

Move an induction up and down on the list

Edit or delete inductions. Editing allows you to replace an existing file and deleting removes it from the list.

Filename	Description	Void	
SGS Noble Park Induction.pps	SGS Noble Park Induction	<input type="checkbox"/>	Edit   Delete
SGS Noble Park Induction-TEM.pps	SGS Induction	<input type="checkbox"/>	Edit   Delete
SGS Noble Park Induction FINAL.pps	FINAL SGS Induction	<input type="checkbox"/>	Edit   Delete

Page 1 of 1 (3 items)

**Adding a new Induction/Safety Message:**

- 1) To add a new induction, ensure your Microsoft Powerpoint has been saved as a PPS or PPSX file. *Please ensure your Visitor Kiosk has the appropriate viewer installed.*
- 2) Proceed to click on the 'Add Induction' button.
- 3) You will view this screen:

The screenshot shows the 'ADD INDUCTION' form in a web application. The navigation bar at the top includes 'Location', 'Kiosks', 'Inductions', 'Location Questions', and 'Visitor Companies'. The form has the following fields and buttons:

- Induction File:** A text input field followed by a 'Browse...' button. An annotation with an arrow points to the 'Browse...' button, stating: "Hit Browse to locate your induction/safety message file".
- Induction Description:** A text input field. An annotation with an arrow points to this field, stating: "Insert a description".
- Buttons:** 'Save' and 'Cancel' buttons are located below the description field. An annotation with an arrow points to the 'Save' button, stating: "Save to add it to the induction list".

**Important!**

**Please note:** Maximum file size for presentations is **30MB**. However, SGS recommend a maximum size of **5MB** each to maintain internet speed. If you wish to add video or audio to your presentation, this may be embedded into your presentation as long as presentation size does not exceed 30MB. If it does, SGS cannot guarantee successful performance.

iii. **LOCATION QUESTIONS:** On this page you can add desired site specific questions for visitors to answer during the sign in process.

The screenshot shows the 'Location Questions' page. The navigation bar includes 'Location', 'Kiosks', 'Inductions', 'Location Questions', 'Visitor Companies', 'Reports', and 'Installer'. Below the navigation bar is a search bar and a table of questions.

Question	Active	Void	Edit	
Is the induction you have just watched the only induction you ...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	▲ ▼
I've just seen a work colleague drive their car at speed through...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	▲ ▼
I've just had a paper out to my fingers, its minor, so I wont be ...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	▲ ▼
I'm going to be very busy getting up to speed in my new role, ...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit	▲ ▼
Where should you report to in case of emergency or fire drill?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit	▲ ▼
I've just had a paper out. It's minor so I won't report it, is this ok?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit	▲ ▼
If you observe any matters of concern, hazards or are involved...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit	▲ ▼
You should always leave the site via [except in case of emerg...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit	▲ ▼

Annotations below the table:

- An arrow points to the 'Question' column header with the label "Question".
- Two arrows point to the 'Active' and 'Void' columns with the label "Select to make the question active or void".

At the bottom left of the table area is an 'Add Question' button. At the bottom right, it says "Page 1 of 1 (8 items)".

**Adding new questions:**

- 1) Click add question.
- 2) To add a new question, type your question in the text box and click 'save'.

The screenshot shows the 'ADD QUESTION' form. The navigation bar includes 'Location', 'Kiosks', 'Inductions', 'Location Questions', 'Visitor Companies', 'Reports', and 'Installer'. The form has the following elements:

- Question:** A large text input field.
- Buttons:** 'Save' and 'Return to Location Questions' buttons are located below the text input field.

- 3) To add the possible answers, click 'Add Option'. Once clicked a text box will appear allowing you to type your answer. Once entered, click 'Insert'.

**ADD QUESTION**

Question:  [Edit](#)

Search:

Option	Correct		
Page 1 of 0 (0 items)			

Click to add answer option

**ADD QUESTION**

Question:  [Edit](#)

Search:

Option	Correct		
Reception	<input type="checkbox"/>	Insert   Cancel	▲ ▼
Page 1 of 1 (1 items)			

Enter answer here    Insert answer

- 4) Once the answer has been inserted you now can select the 'Correct' checkbox if it is the correct answer.
- 5) Repeat these steps to add more answers from which a visitor can select.

iv. **VISITOR COMPANIES:** This page will list the companies who have visited your site. By clicking 'Merge' a pop up dialogue box will appear allowing you to merge two companies together if they are essentially the same and do not need to be separated.

Location	Kiosks	Inductions	Location Questions	Visitor Companies	Reports
----------	--------	------------	--------------------	-------------------	---------

Search:

Visitor Company Name	Void	
SGS	<input type="checkbox"/>	<a href="#">Merge</a>
TYUIDOP	<input type="checkbox"/>	<a href="#">Merge</a>
Page 1 of 1 (2 items)		

- v. **REPORTS:** There are two types of reports you can view on this page - Active Visitors Report or Historical Attendance Report. Select the report type by clicking on the drop down menu on 'Select Report'. Once selected, your report form will open and allow you to input desired information for filtering.

**Active Visitors Report:**

Location	Kiosks	Inductions	Location Questions	Visitor Companies	<b>Reports</b>	Installer
----------	--------	------------	--------------------	-------------------	----------------	-----------

Select Report:

Company:  First Name:

Last Name:  Start Date:   NULL

End Date:   NULL


- vi. **INSTALLER:** This is the page where the Visitor Kiosk software can be downloaded and installed. Refer to step 5 ("Installing the Visitor Kiosk Software") for more information on this page.

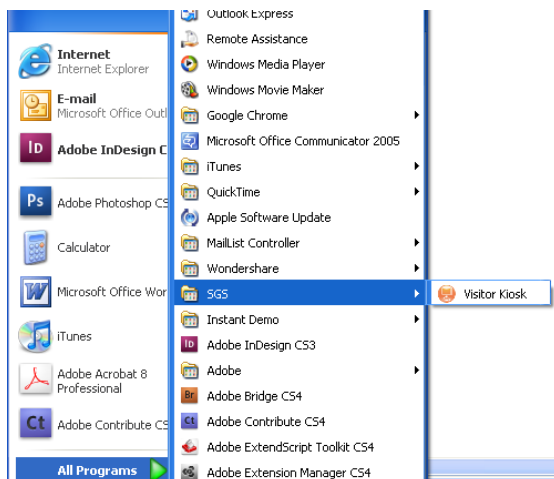
Do not need to do. Reference only.

**7) INSTALLING TOUCH SCREEN SOFTWARE**

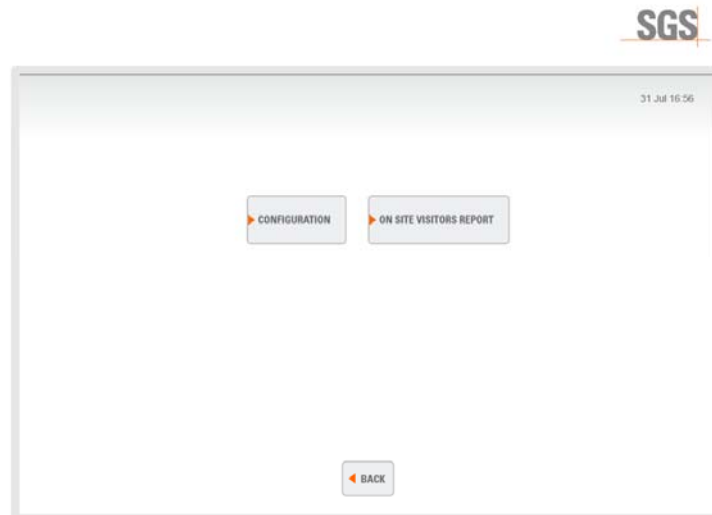
- a. Follow the manufacturer's instructions for installing your touch-screen with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Once installed, you will not require neither mouse nor keyboard as the touch-screen should be functioning.

**8) RUNNING THE VISITOR KIOSK SOFTWARE**

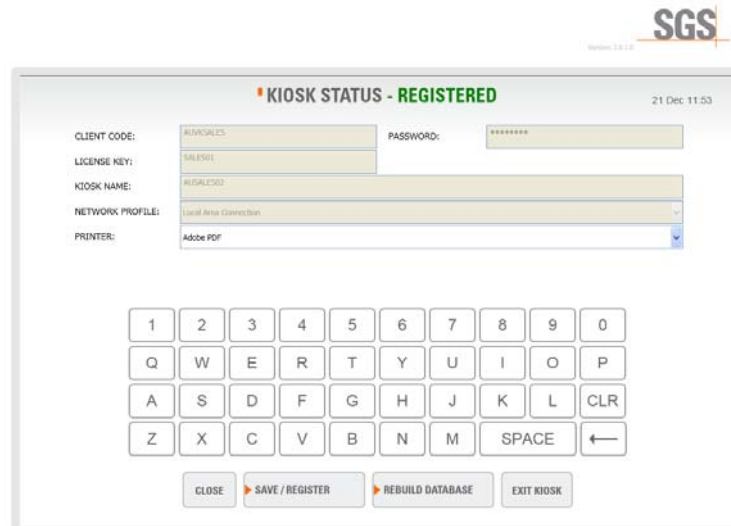
- a. Before proceeding to open the software, note the client code, password and licence key that you were supplied with in your introductory email.
- b. Once installed from the website, click on the Visitor Kiosk Icon  displayed on your desktop or by going to Start > All Programs > SGS > Visitor Kiosk



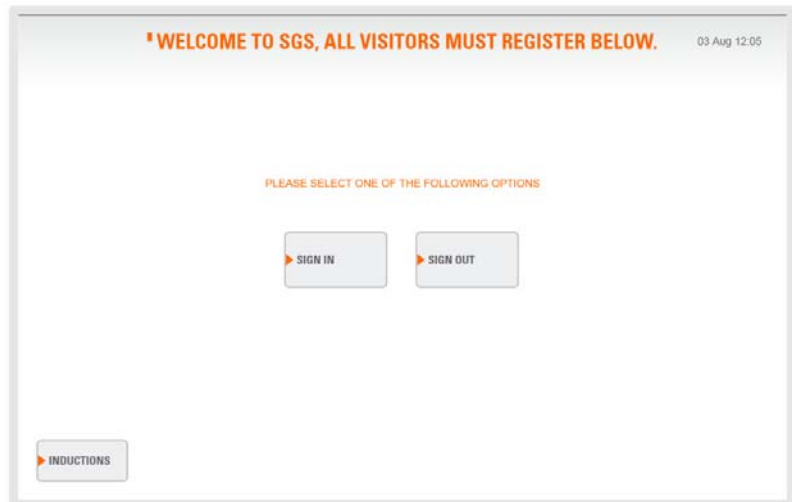
- c. If running for the first time, a message will display informing you that the software is not configured. In order to configure your software, click on the SGS logo on the top right hand corner of your screen. Then you may single click the 'CONFIGURATION' button.



- d. Once in the Configuration screen, you will be asked to enter your client code and password.
- e. Once entered, you will be taken to the registration screen where you must complete all the fields.
- f. *Kiosk name* can be any name which describes your premises.
- g. Network profile is generally '*Local Area Connection*' which is selected from the drop down menu and if you have set up a printer, you may select it from the drop down menu.
- h. Once all information is entered click 'SAVE/REGISTER'. If details are correct, your kiosk will display that registration has succeeded then will proceed to display it is attempting to synchronise with the server. Upon completion, your kiosk status should display as 'REGISTERED'.

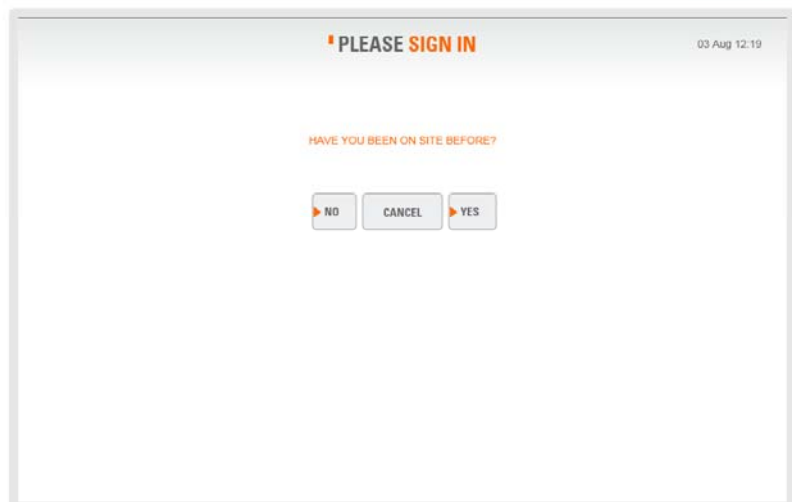


- i. Now that your software is configured, you may click 'CLOSE' which will return you to the main menu where your visitors may start signing in.



## SIGNING IN AS A VISITOR AND OTHER FUNCTIONS

- Based on your previous selections, your Visitor Kiosk will display accordingly.
- If a visitor taps 'SIGN IN', they will be directed to a page which asks them whether they have been on the site before.
- If they tap 'NO' they will, in addition to filling in their details they will need to view your safety message and/or answer questions.
- If they tap 'YES' they will only be required to review their previously completed details and sign in. They will have already undergone the safety message and site security questions.



- In the example below, we have a first time visitor signing in with the specifications we set. They simply answer the questions with the on screen keypad and touch 'NEXT' to proceed or 'BACK' to change an answer.

*Field: Company name*

The screenshot shows a registration screen titled "PLEASE REGISTER" with a timestamp of "03 Aug 12:31" and the SGS logo. Below the title, it says "YOUR COMPANY'S NAME". A text input field contains "COMPANY A". Below the input field is a numeric keypad (0-9) and an alphanumeric keypad (Q-Z, SPACE, CLR). At the bottom are "BACK", "CANCEL", and "NEXT" buttons.

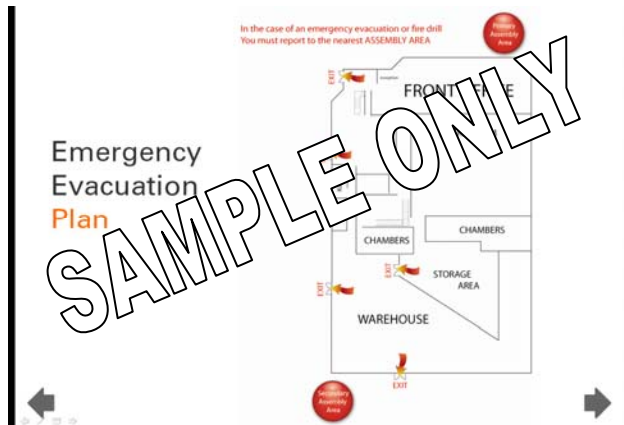
*Field: Surname*

The screenshot shows a registration screen titled "CONTINUE REGISTERING" with a timestamp of "03 Aug 12:33" and the SGS logo. Below the title, it says "YOUR LAST NAME". A text input field contains "JONES". Below the input field is an alphanumeric keypad (Q-Z, SPACE, CLR). At the bottom are "BACK", "CANCEL", and "NEXT" buttons.

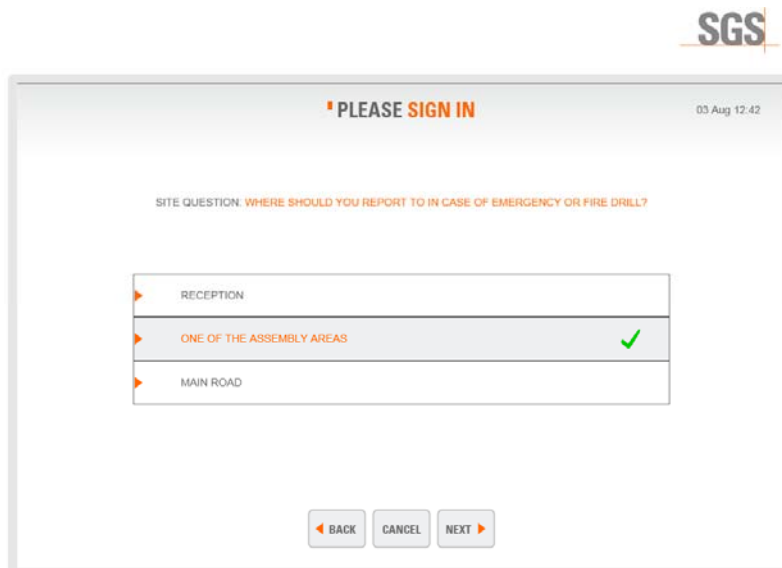
*Field: First Name*

The screenshot shows a registration screen titled "CONTINUE REGISTERING" with a timestamp of "03 Aug 12:33" and the SGS logo. Below the title, it says "YOUR FIRST NAME". A text input field contains "AMY". Below the input field is an alphanumeric keypad (Q-Z, SPACE, CLR). At the bottom are "BACK", "CANCEL", and "NEXT" buttons.

- f. Once all fields entered, the visitor is then automatically directed to your safety message presentation.

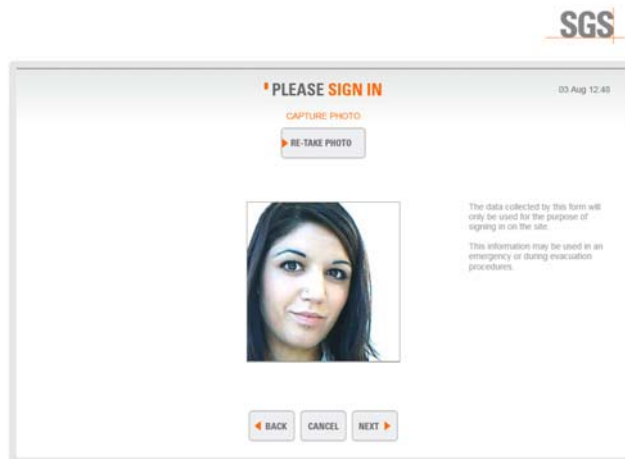


- g. After viewing the induction, visitors will have the option to view the induction again. They can press 'REPLAY INDUCTION' or 'NEXT' to proceed.
- h. Once a visitor hits 'NEXT', they will proceed to your questions if set.

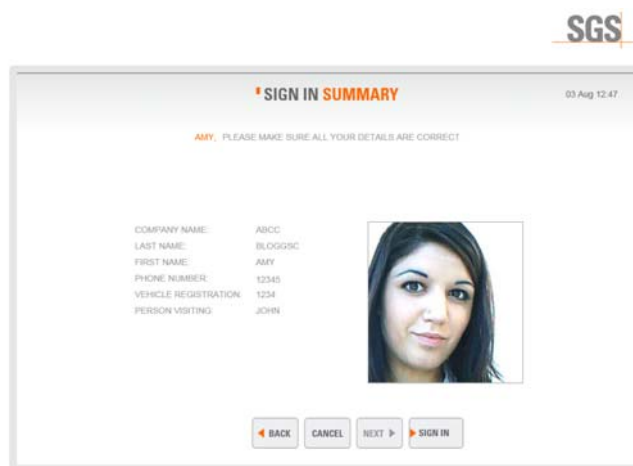


- i. Once answers have been submitted, visitors will then be able to take a photo, create a security question and review all their information. Once they click 'SIGN IN' on the final screen, their data will be sent to the printer to print as a name badge.

Once a Visitor has taken their Photo ID they will be presented with the option to retake photo if not satisfied.



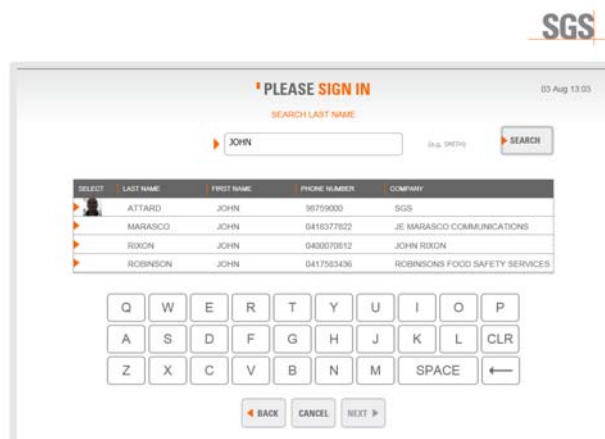
Visitors may review details to ensure that their information is correct prior to name badge printing



### 1) REPEAT VISITORS SIGNING IN

Repeat visitors undergo a more rapid process to sign in to a premises. As all visitor data is stored on a centralised database, they can access their details again in the future at any time.

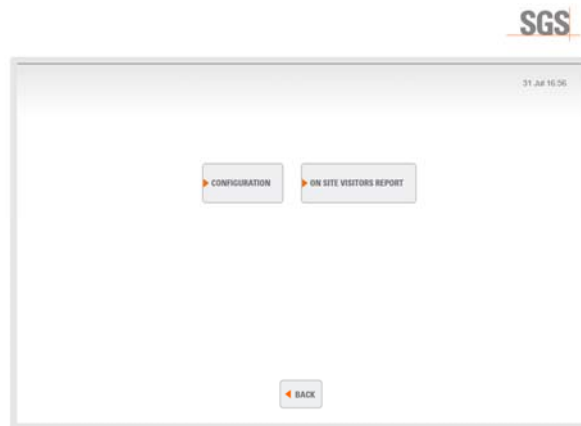
- a. A visitor simply clicks 'YES' to being a repeat visitor and they are then directed to a page allowing them to input their surname to search for their record.



- b. Once they have selected their record and hit 'NEXT', they will be able to view their details, update if required (including Photo ID) and proceed to final sign in. Their name badge will then be printed.

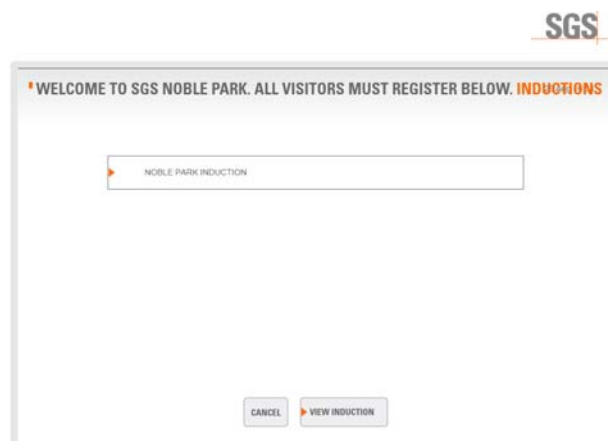
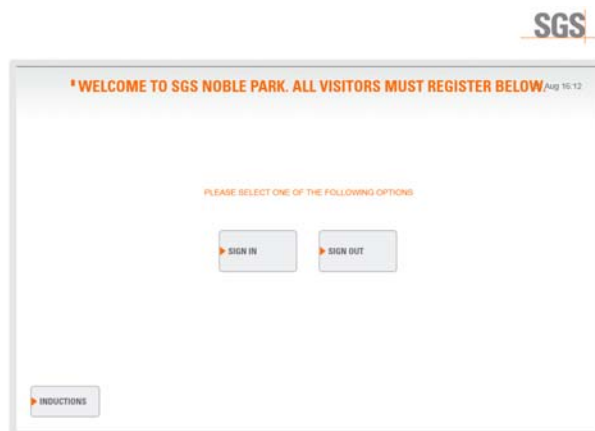
## 2) ON SITE VISITORS REPORT

- a. By double clicking on the SGS logo at the top right, you will be taken to the screen displaying 'CONFIGURATION' and 'ON SITE VISITORS REPORT'. By clicking 'ON SITE VISITORS REPORT' you will be able to view and print who is currently on site – this may be useful in an emergency. *(We recommend setting your default printer to your closest standard office printer.)*



## 3) VISITORS VIEWING ADDITIONAL INDUCTIONS

- a. If there is more than one induction available, by clicking on the INDUCTIONS button on the bottom left before signing in, visitors may select which induction they wish to view.





## E-SERIES KIOSK

# DELUXE EDITION SOFTWARE

**IMPORTANT**  
Read before proceeding

### SETTING UP YOUR KIOSK

**PLEASE NOTE:** All Hardware and Visitor Kiosk Software is supplied **pre-installed**. All steps which you do not need to do, but simply stated as a reference – have been made orange.



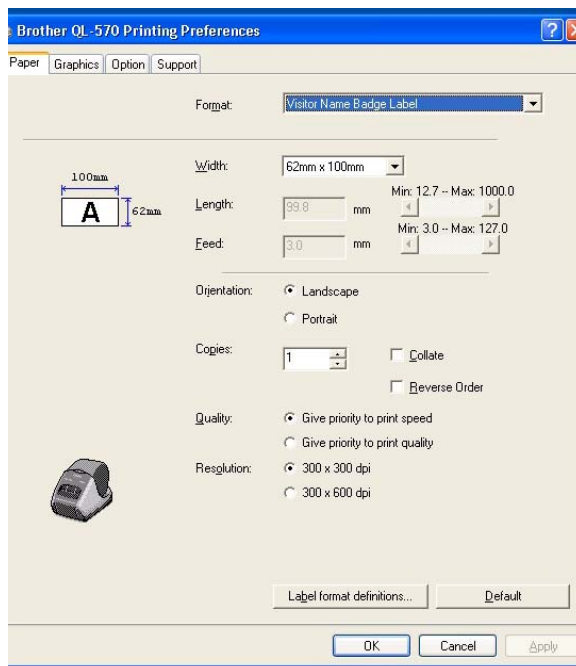
REFERENCE ONLY

#### 1) **TURNING ON THE E-SERIES**

- a. Position your E-series in the desired location and connect the power cable and power on. *Ensure your computer is set to your local time.*

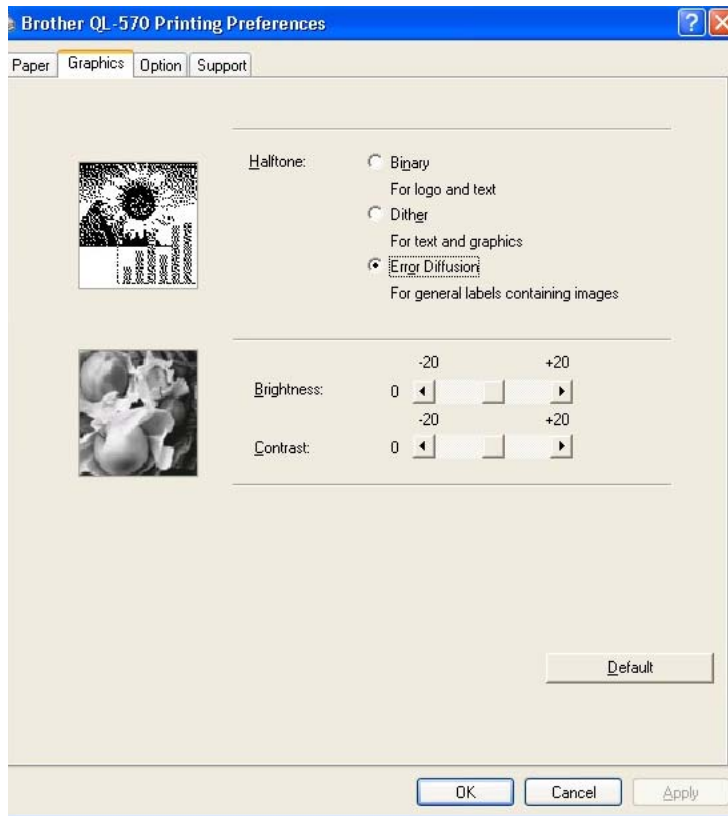
#### 2) **INSTALLING THE PRINTER (OPTIONAL)**

- a. Follow the manufacturer's instructions for installing your label printer with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer.
- b. Adjust the print size to match the inserted label paper and set it as the default. To reach the printer settings page, Click Start' > 'Printers and Faxes' > click on the appropriate printer and then select 'Set Printer Properties' on the left-hand side. Select the 'Advanced' tab then 'Printing Defaults' button on the bottom left. A window should appear like below. (Return to these screens if you need to make adjustments to the printer output, such as to darken the print. Refer to the printer manufacturer's instructions for more specific guidance.) Label size should be set in both Device Settings and Printing Preferences. **Recommended printer settings:**

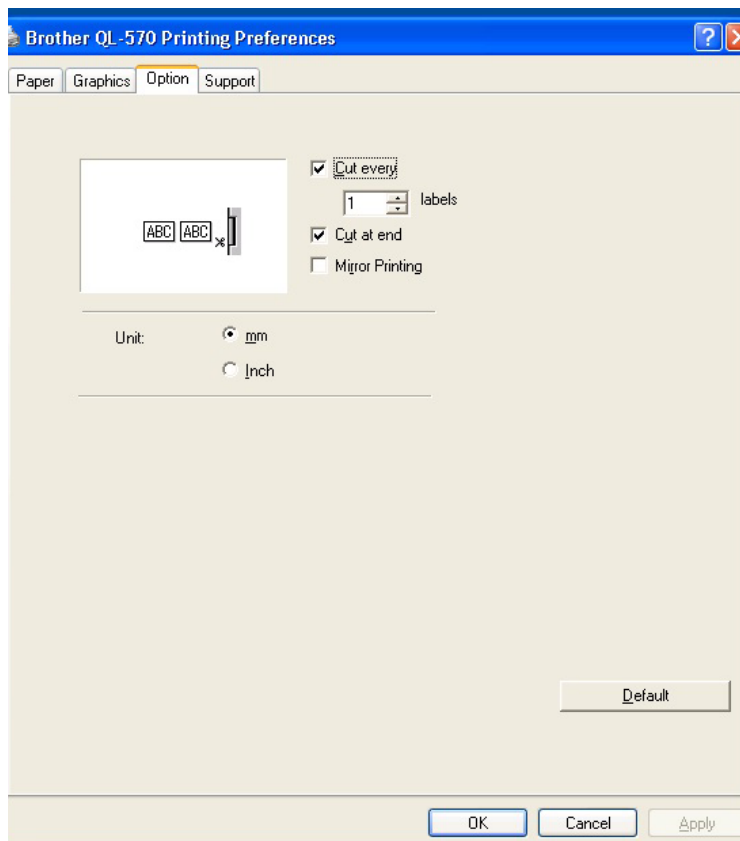


#### PAPER TAB

- Ensure Label size is set to 62x100mm default
- Orientation Landscape
- Give priority to print speed
- 300x300 dpi resolution



- GRAPHICS TAB
- Select Error Diffusion
  - Brightness -20, +20
  - Contrast -20, +20



- OPTIONS TAB
- Select Cut Every 1 label, Cut at End
  - Unit = mm

REFERENCE ONLY

### 3) **INSTALLING THE WEB CAM (OPTIONAL)**

- Follow the manufacturer's instructions for installing your webcam with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Position your webcam for optimum image quality. Backgrounds with a high degree of contrast (eg: strong lighting) can result in a degraded image capture or printed result. Refer to the webcam manufacturer's instructions for more specific guidance.

To adjust webcam settings, open your webcam software (after installation) which is accessible through *Start > All Programs > Logitech*

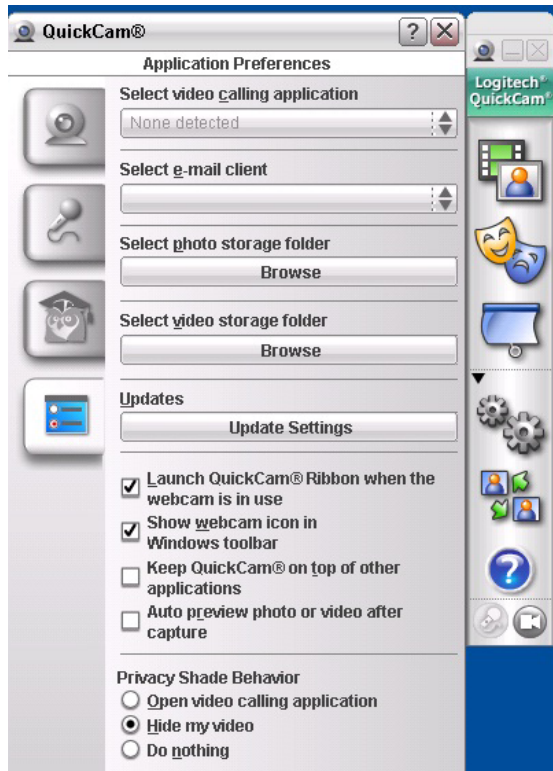
### Recommended webcam settings:



- Enable Face Tracking
- Increase Brightness
- Decrease Contrast
- Decrease Colour Intensity
- Check Auto White Balance
- Enable Low Light Boost



- Enable Automatic Settings
- Select 50Hz (Europe) for anti flicker
- Set LED Control Automatic



- Enable Launch Quickcam Ribbon
- Enable Show Webcam Icon in Windows Toolbar
- Enable hide my video

REFERENCE ONLY

**4) INSTALLING MICROSOFT .NET FRAMEWORK v3.5 SP1**

- Install the .NET Framework v3.5 SP1 which is freely available from [microsoft.com](http://microsoft.com) or provided to you on CD.
- Microsoft website download link: <http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7>

REFERENCE ONLY

**5) INSTALLING THE VISITOR KIOSK SOFTWARE**

- Install the Visitor Kiosk software by launching Internet Explorer and navigating to <https://visitorskiosk.au.sgs.com>
- At the login screen, input the administrator username and password you were supplied with in your confirmation email. *Be aware that after the 3<sup>rd</sup> attempt trying to use wrong credentials the kiosk account will be locked. To unlock the account you will need to call 1300 850 257.*
  - Click on 'Installer' to reach the download page for the software
  - Download and install the software or, if the software is to be used on a different computer, save the executable file to a USB or CD and install on desired computer.

**SGS  
Visitor Kiosk**

Name: Visitor Kiosk

Version: 1.2.0.0

Publisher: SGS

Install

[ClickOnce and .NET Framework Resources](#)

**6) CONFIGURING YOUR VISITOR KIOSK SOFTWARE**

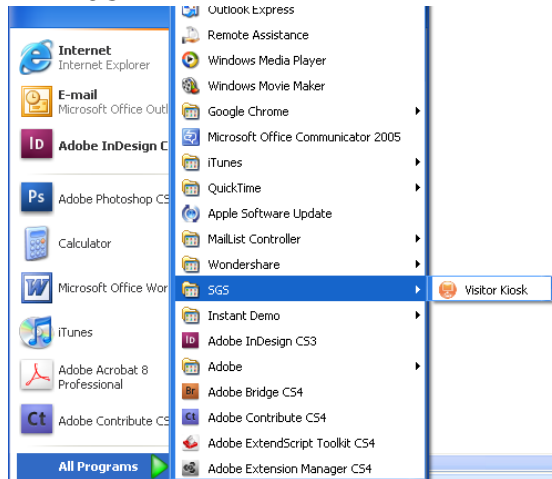
- To setup your Visitor Kiosk software, call us on **1300 850 257**

REFERENCE  
ONLY**7) INSTALLING TOUCH SCREEN SOFTWARE**

- a. Follow the manufacturer's instructions for installing your touch-screen with its standard or default options. **NOTE!** This involves installing the supplied software *before* attaching the unit to your computer. Once installed, you will not require neither mouse nor keyboard as the touch-screen should be functioning.

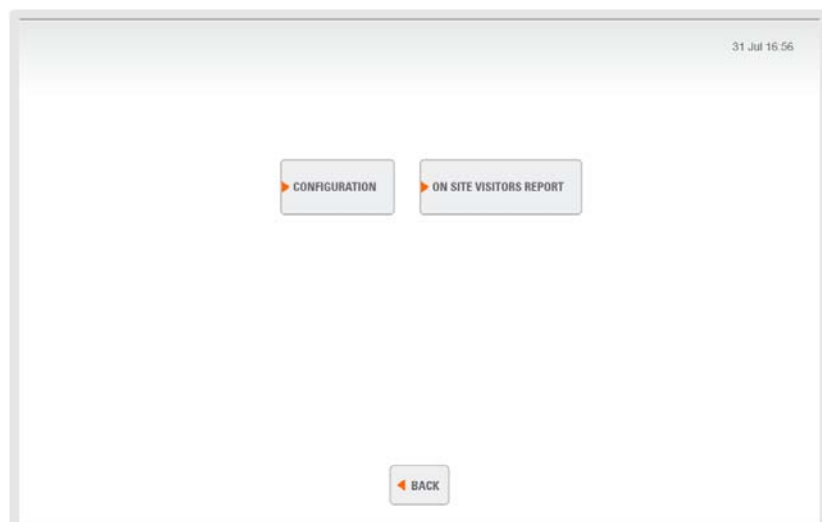
**8) RUNNING THE VISITOR KIOSK SOFTWARE**

- a. Before proceeding to open the software, write down the licence key, client code and password you were supplied with for your software configuration in an email.
- b. Once installed from the website, click on the Visitor Kiosk Icon displayed on your desktop or by going to *START > ALL PROGRAMS > SGS > VISITOR KIOSK*



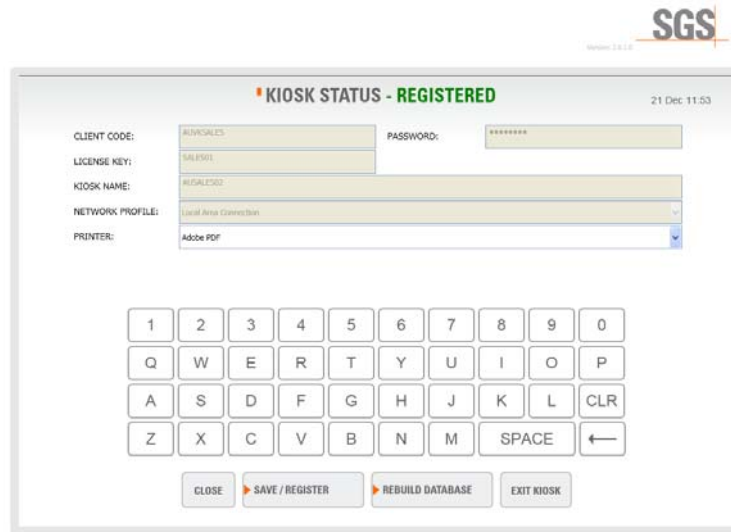
- c. Once the software has opened, a message will display informing you that the software is not configured. In order to configure your software, double click on the SGS logo on the top right hand corner of your screen. Then you may single click the 'CONFIGURATION' button.

The SGS logo, consisting of the letters 'SGS' in a bold, sans-serif font, with a vertical line to its right.

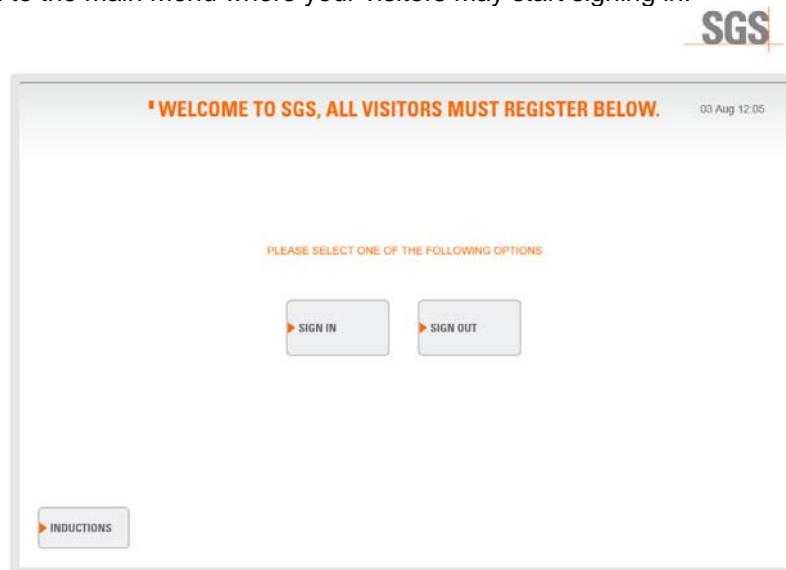


- j. Once in the Configuration screen, you will be asked to enter your client code and password. Once entered, you will be taken to the registration screen where you must input all the fields. Kiosk name can be any name which describes your premises, network profile is generally 'Local Area Connection' which is selected from the drop down menu and if you have set up a printer, you may select it from the drop down menu.

- k. Once all information is entered click 'SAVE/REGISTER'. If details are correct, your kiosk will display that registration has succeeded then will proceed to display it is attempting to synchronise with the server. Upon completion, your kiosk status should display as 'REGISTERED'.



- e. Now that your software is configured, you may click 'CLOSE' which will return you to the main menu where your visitors may start signing in.



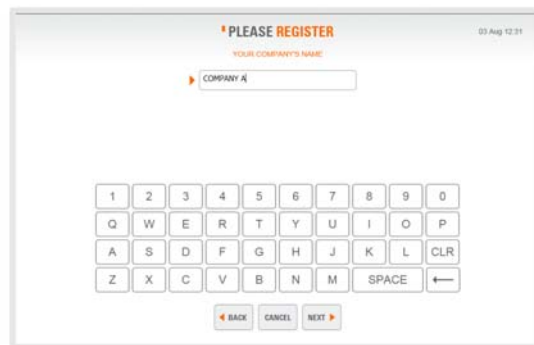
## SIGNING IN AS A VISITOR AND OTHER FUNCTIONS

- a. Based on the field selections, safety message, site questions set in your web customisation section – your Visitor Kiosk will display accordingly. If a visitor hits 'SIGN IN', they will be directed to a page which asks them whether they have been on the site before.
- b. If they touch 'NO' they will, in addition to filling out their details need to view your safety message and/or answer questions. If they touch 'YES' they will only be required to review their details and sign in as they have already undergone the safety message and site questions on a previous occasion.

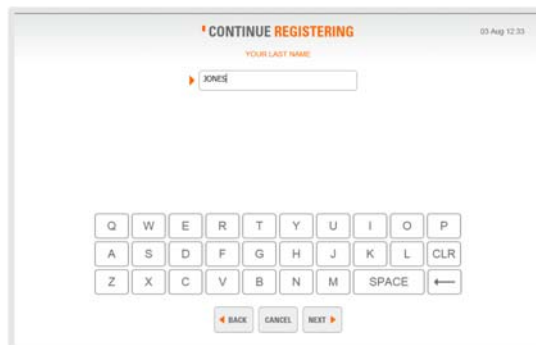


- c. In the example below, we have a first time visitor signing in with the specifications we set. They simply answer the questions with the on screen keypad and touch 'NEXT' to proceed or 'BACK' to change an answer.

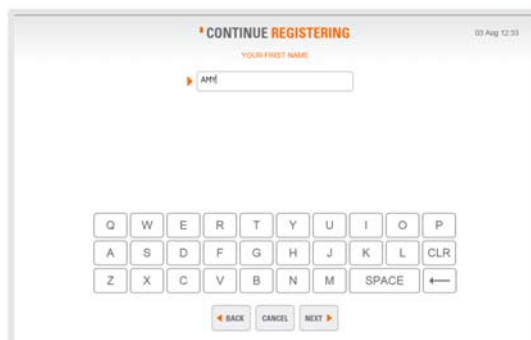
*Field: Company name*



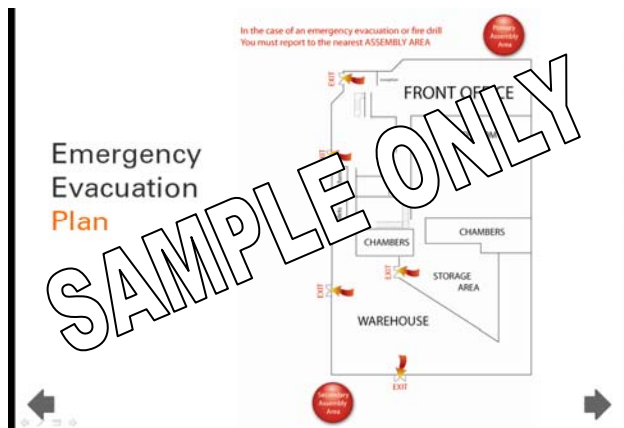
*Field: Surname*



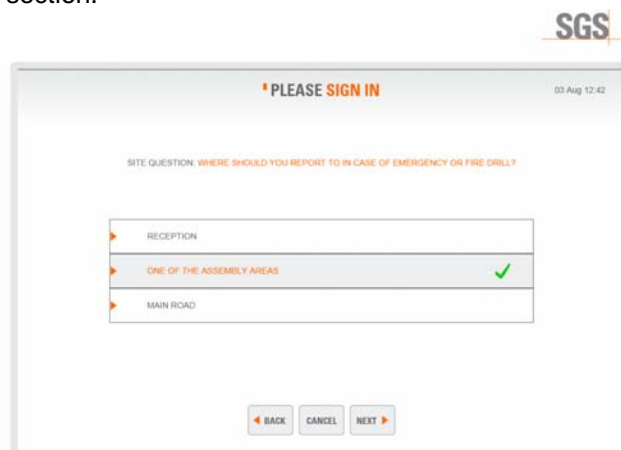
*Field: First Name*



- d. Once all fields entered, the visitor is then automatically directed to our electronic induction presentation.



- e. After viewing the induction, visitors will have the option to view the induction again. They can press 'REPLAY INDUCTION' or 'NEXT' to proceed.
- f. Once a visitor hits 'NEXT', they will proceed to questions if this option is set in your customisation section.

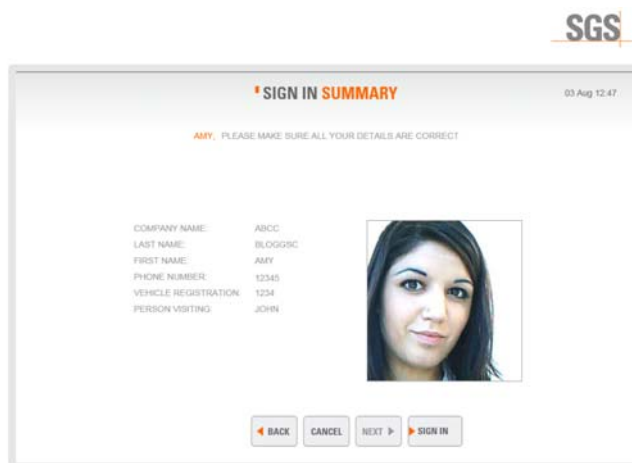


- g. Once answers have been submitted, visitors will then be able to take a photo, create a security question and review all their information. Once they click 'SIGN IN' on the final screen, their data will be sent to the printer to print as a name badge.

Once taken a photo a visitor can take it again if they are unsatisfied with it



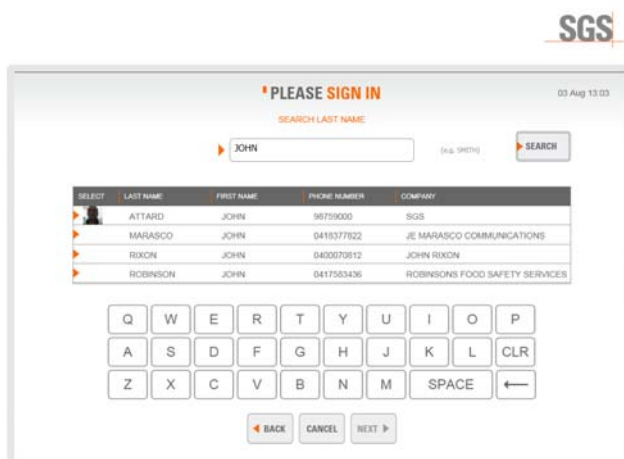
Visitors may review details to ensure that their information is correct prior to name badge printing



### 1) REPEAT VISITORS SIGNING IN

Repeat visitors undergo a much simpler process to sign in to a premises. As all visitor data is stored on a centralised database, they can access their details again in the future at any time.

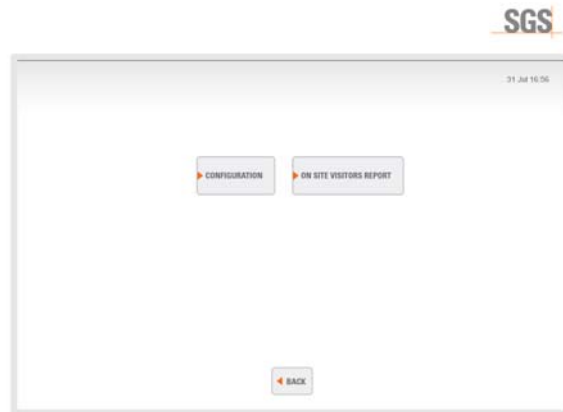
- a. A visitor simply clicks 'YES' to being a repeat visitor and they are then directed to a page allowing them to input their surname to search for their record on the database.



- b. Once they have selected their record and hit 'NEXT', they will be able to view their details, change if required (including Photo ID) and proceed to final sign in. Their name badge will then be printed.

## 2) ON SITE VISITORS REPORT

- a. By double clicking on the SGS logo at the top right, you will be taken to the screen displaying 'CONFIGURATION' and 'ON SITE VISITORS REPORT'. By clicking 'ON SITE VISITORS REPORT' you will be able to view and print who is currently on site – this is especially useful in an emergency.



## 3) VISITORS VIEWING ADDITIONAL INDUCTIONS

- a. If there is more than one induction available, by clicking on the INDUCTIONS button on the bottom left before signing in, visitors may select which induction they wish to view.



## FAQ

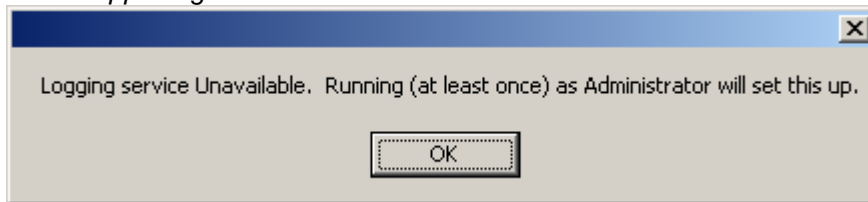
**Q:** I tried to edit a location question, but it doesn't let me because it says that it has already been answered. How do I edit the question?

**A:** *If a question has already been answered by a visitor, then it cannot be edited. The question must be added again as a new question.*

**Q:** When I start up the computer it comes up with a black screen saying 'Pointing Device Error' Press F2 to continue or F1 for setup.

**A:** *Press F1 on your keyboard, open the 'Startup' tab, ensure that 'Keyboardless operation' is enabled. Press F10 to save and restart.*

**Q:** When I open the Visitor Kiosk it states "The Visitor Kiosk is experiencing errors connecting to the supporting service. Please contact the service administrator to resolve this problem"



**A:** *In the Windows Event Viewer (Control Panel->Administrative Tools->Event Viewer ) open the Properties for the Windows Logs > Application (right click on 'Application' in the LHS navigation panel).*

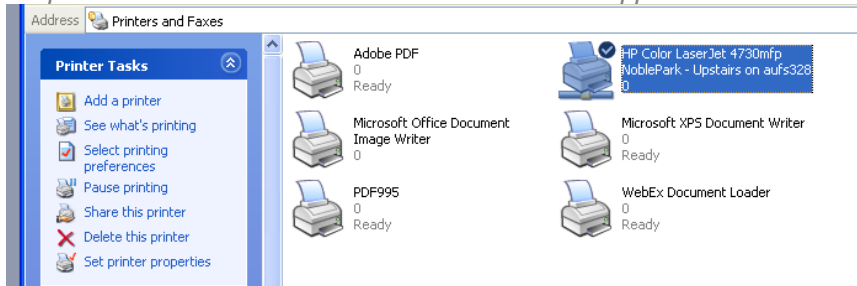
*There is a maximum log size which should be => 2048kb and the "When maximum log size is reached" setting should be set to 'Overwrite events as needed'.*

**Q:** I installed the webcam then removed it. Now when I go to plug it in, it does not work and the Windows Installer window pops up. Why is this happening?

**A:** *Ensure you plug the webcam back into the original USB port that it was installed in. It should automatically work in a 'plug and play' manner. If your webcam still does not work after being removed once, the computer may need to be restarted. If this does not work then the webcam software may need to be reinstalled as per the manufacturer's instructions.*

**Q:** The name badge labels do not fit on the label once printed or it does not print at all?

**A:** *Ensure your label printer is plugged in, on and the drivers are correctly installed. Click Start' > 'Printers and Faxes' > click on the appropriate printer and then select 'Set Printer Properties' on the left-hand side. A window should appear like the following:*



*Refer to 'Setting Up Your Kiosk' Point 2 to see what settings you must have in place.*

**Q:** When we try to run the Visitor Kiosk software it states it cannot connect to the server.

**A:** *Ensure your computer is connected to the internet and can access other websites such as [www.microsoft.com](http://www.microsoft.com) or similar. This message typically appears when the software cannot access the Visitor Kiosk database website. If you still experience problems after you have ascertained that the computer's internet web access is operational, please call **1300 850 257**. Support assistance charges may apply.*

**Q:** The error message **1001** “an unsecured or incorrectly secured fault...” is displayed and indicates that the kiosk could not authenticate to the server.

*A: The cause of the message is most typically that there’s a time mismatch or an incorrect user name and password. As long as the GMT between the kiosk and the server are within 5 minutes of each other they should be able to communicate successfully.*

**Q:** I have an issue not covered here. What should I do?

*A: Please refer to the latest version of this manual by visiting [www.au.sgs.com/stax](http://www.au.sgs.com/stax). Alternatively you may phone **1300 850 257** for further guidance. Support assistance charges may apply.*

## SHORTCUTS, TIPS & TRICKS

Alt + F4:            EXIT VISITOR KIOSK PROGRAM