TEKControl
VISITOR MANAGEMENT SYSTEM
Desktop app

(POWERED BY TEKWAVE SOLUTIONS)

APRIL 27, 2022

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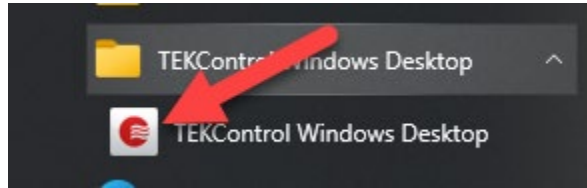
Prelude

This guide is designed to teach the guards at residential communities on how to use the TEKControl Desktop program to process a visitor.

Each community is different and have different requirements. Always follow your community post orders and instructions.

1. Open the TEKControl Windows Desktop
   a. Click the Windows icon on the lower left corner of your pc
   b. Scroll down and Click TEKControl Windows Desktop
   c. Click the TEKControl Icon
   d.
   e. This icon can usually be found on the task bar as well
2. Log in with your username and password

Overview

A. Search Bar for Hosts
   a. Start typing the name, address or lot and section B will start to filter by that name
B. Host Block
   a. This is where the basic host information will be located
   b. Drag and drop these fields in the order you choose
C. Visitor Block
   a. Once you highlight a host in the host block, a list of the visitors that have been scheduled are listed here
D. Detail Host Information
   a. This lists the residents, address, and phone number along with any notes
   b. The note in RED is an admin note, the resident cannot see this
E. This gives more details of the selected host
F. Click this to add a visitor

G. View a list of passes the visitor has received
H. Refreshes the visitor list
   a. This list automatically updates every three minutes
I. Field Selector
   a. This lets you choose which fields you want to see in the visitor block

Search for a host

1. Start typing the host information into the box next to Name/Address/Lot. As you type more information the list will start to filter down. If you just need to search for a street, try typing in the street name.
2. When you get to the host you are looking for, click that host to select them.
3. The ID Number or PIN can be used to identify the host if they call in a visitor.
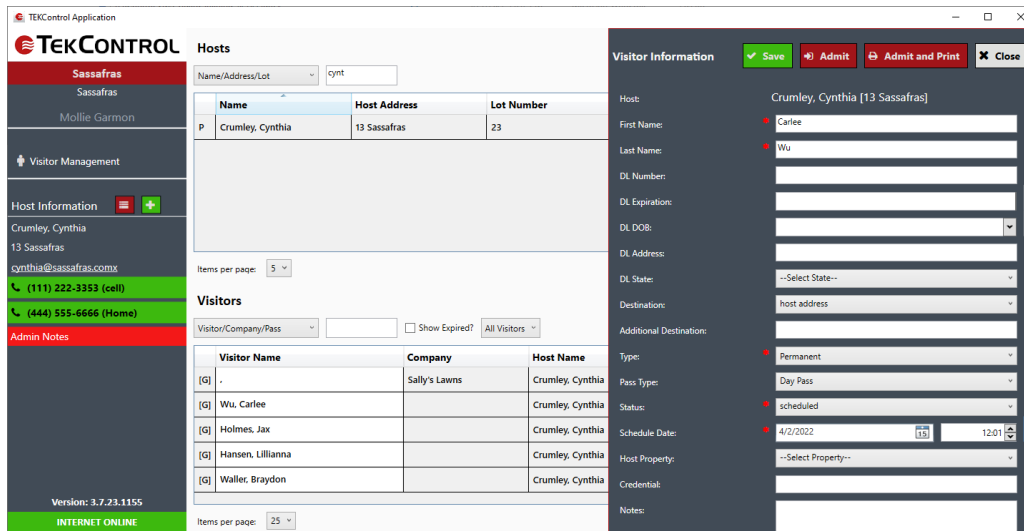
View Host Information

1. Once you select the host, you will see some basic information
   a. Name, address, email, and phone numbers
2. To view detail information, click the red square with the three lines in it
   a. Click on each tab that you would like to view

Add a Visitor

1. After you select the host, look at the visitors in the visitor box.
2. If you see the visitors name there, click on that visitor and the Visitor Information screen will pop up.
3. At this point you can scan the driver's license and it will record any information that is requested on the driver's license.
4. Fill out any other information and click Admit and Print.
5. If the visitor is not listed in the visitor block, click the green plus sign.
6. The Visitor Information screen will pop up.
7. Scan the driver's license and it will record any information that is requested on the driver's license.
8. Fill out any other information and click Admit and Print.
9. If a visitor comes to the gate with a printed pass or QR code, you can just scan that from the main screen, and they will be admitted.

Short Cuts/Tips

- Select the Escape – 'Esc' – key on your keyboard to clear out the information in the search or Host Information. This can also be done by selecting the recycle button in the top right.
- The application is ready for a scan at any time, unlike the web where you must select a button to scan.
  - When the Visitor tray is not open, a Visitor pass can be scanned for easy admit.
  - When the Visitor tray is open, a driver's license can be scanned.
- The application will run even when the internet is down. There is an internet indicator in the bottom right that will either say 'INTERNET ONLINE' with a green background when connected to the internet or 'INTERNET OFFLINE' with a red background when disconnected from the internet.
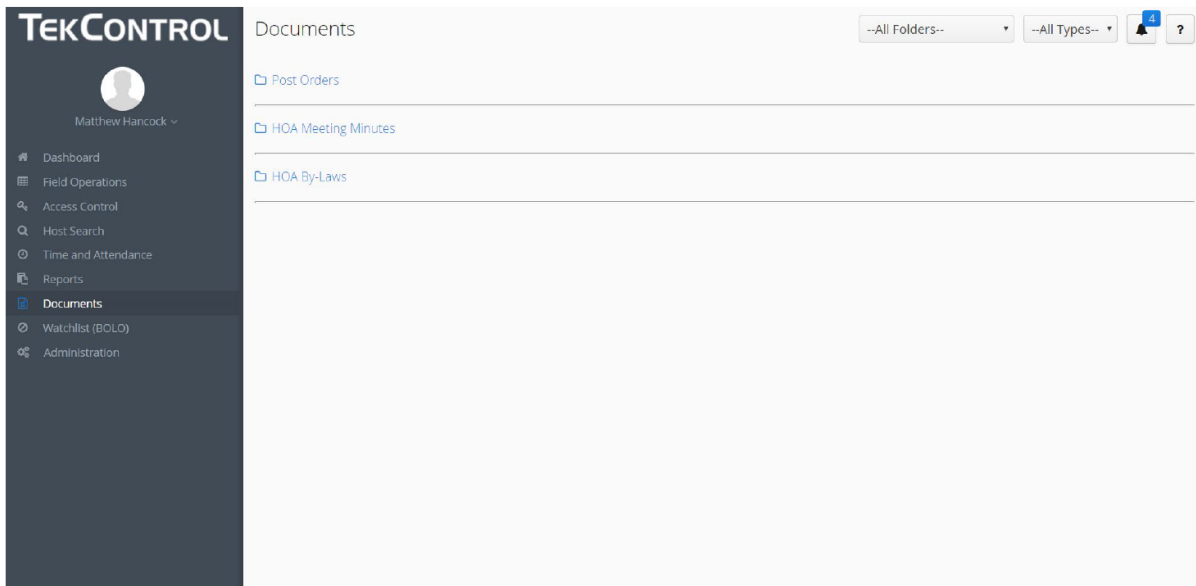
Reports

- The reporting sections allows you to see the data in various ways.
- Simply select a report you want to see, fill out the parameters, then select generate.
- You can generate reports in PDF, XLS, or CSV file formats.
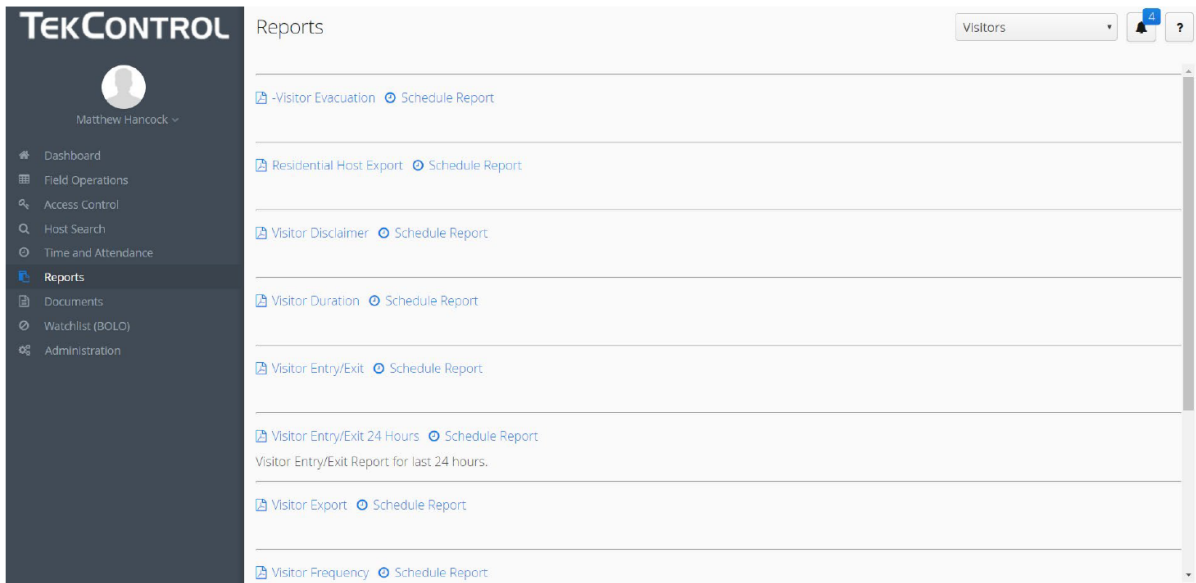
Report Scheduling

- You can also schedule any reports to be emailed to you periodically.

- Simply fill out the scheduling criteria, then the report parameters at the bottom and select Save Report Schedule.

Watchlist (BOLO)

- View all the banned visitors in the Watchlist (BOLO).
- Select the actions button to view details or images for each banned person.