TEKWAVE Solutions

TEKWave Kiosk

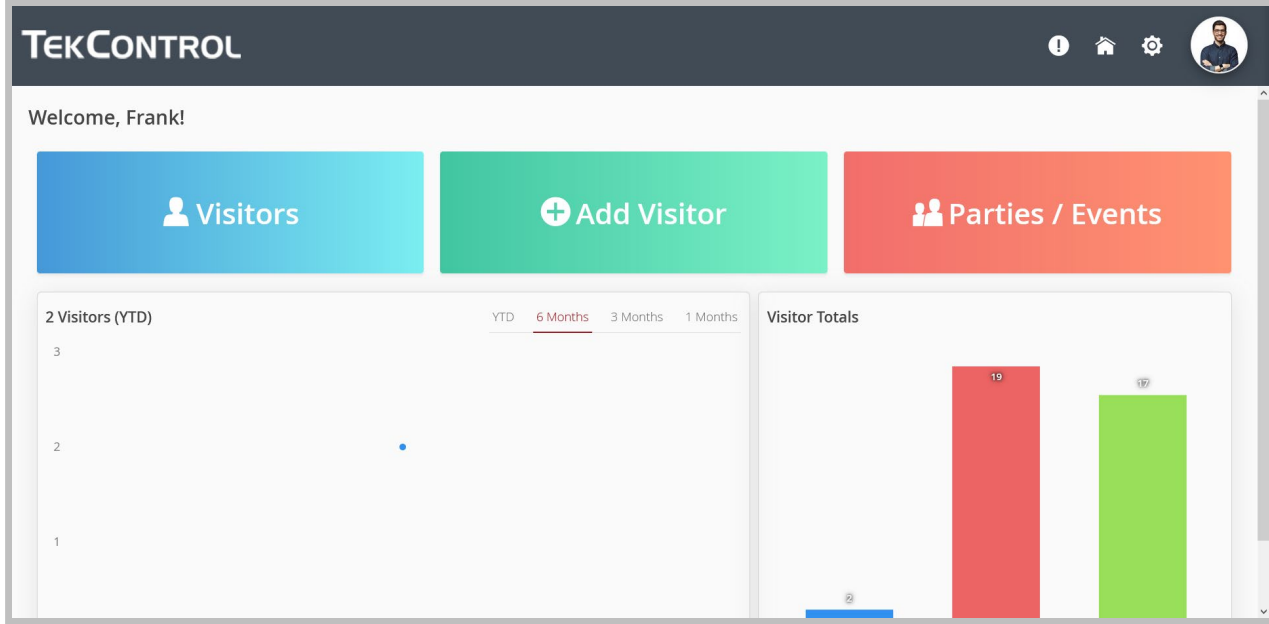
Visitor Management and Remote Access

Hardware

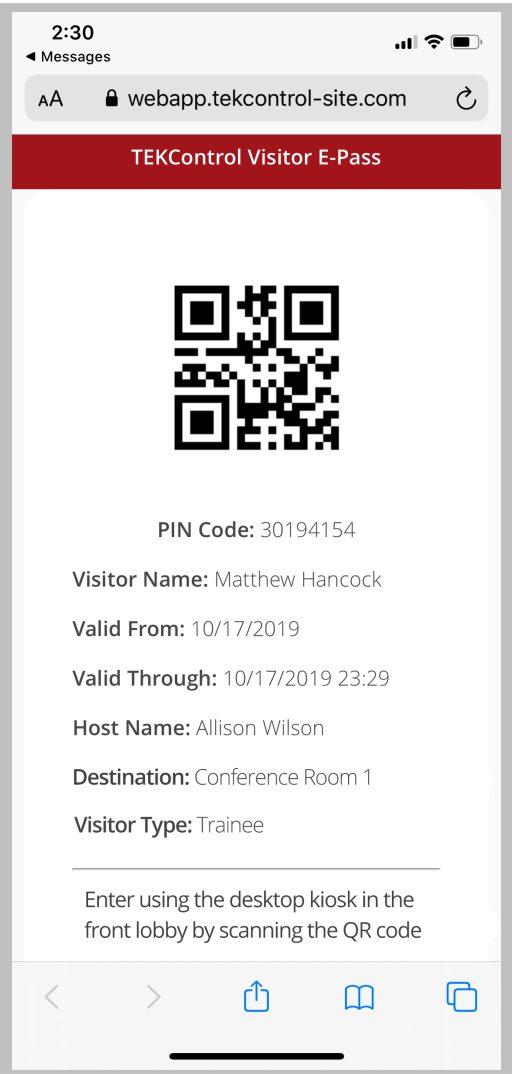
- Three options:
  - Desktop
  - Floor stand
  - Wall-mounted
- Front facing camera, speaker, microphone, and mounted QR/barcode scanner
- 17” touchscreen AIO
- Expandable peripherals: thermal camera, printer, etc.

Host Interface

- Employee login to pre-register visitors, send e-pass, or manage profile
- SAML integration enables automatic employee syncing and Single Sign On
- Notifications
  - Visitor arrival
  - Visitor checkout
  - Announcements



E-Pass and Printed Pass



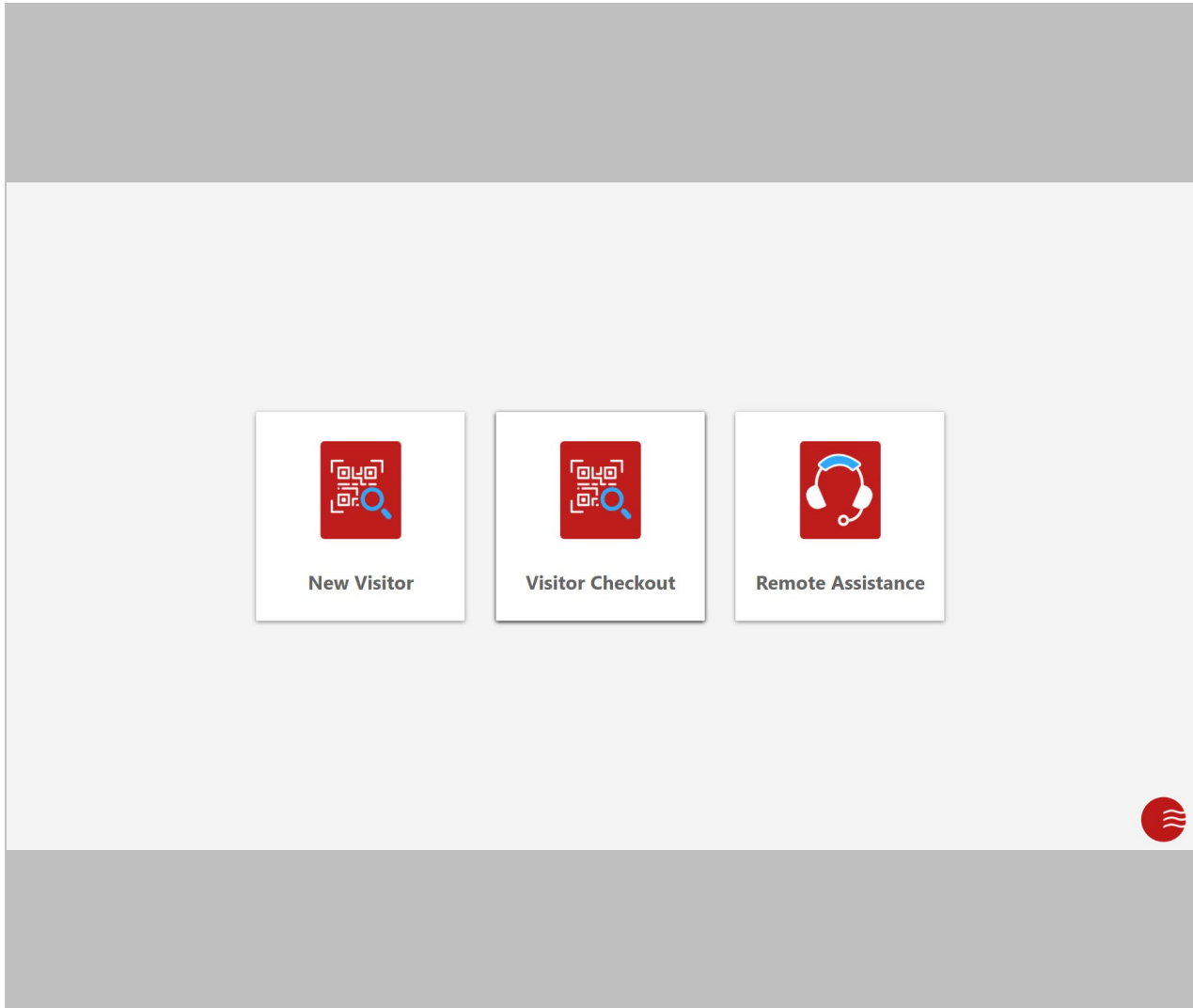
- Visitors can receive an e-pass or printed pass with a QR code or barcode for easy entry
- The e-pass will be texted or email to the visitor
- The physical pass is printed at the kiosk
- This can be used for touchless entry at the kiosk
- If any additional information is needed, it can be captured via smartphone before the e-pass is displayed

Kiosk Interface – Splash Screen

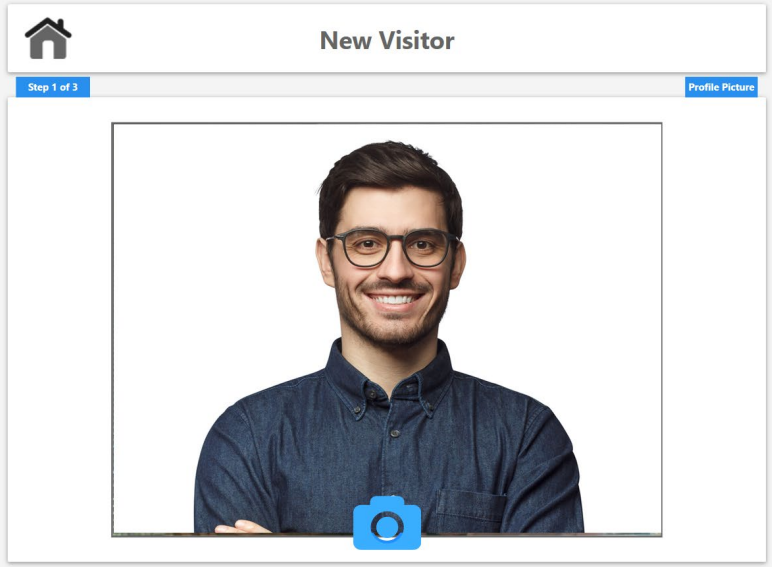
- Customizable splash screen for the kiosk resting interface
- Some clients provide set of instructions
- Can include logo or any other images, words, or graphics

Kiosk Interface – Home Screen

- Latent scanning – scan an e-pass or printed pass at any time
- New visitor adds a new visitor into the facility
- Visitor checkout marks the visitor as off-site
- Remote assistance connects the visitor with a remote receptionist



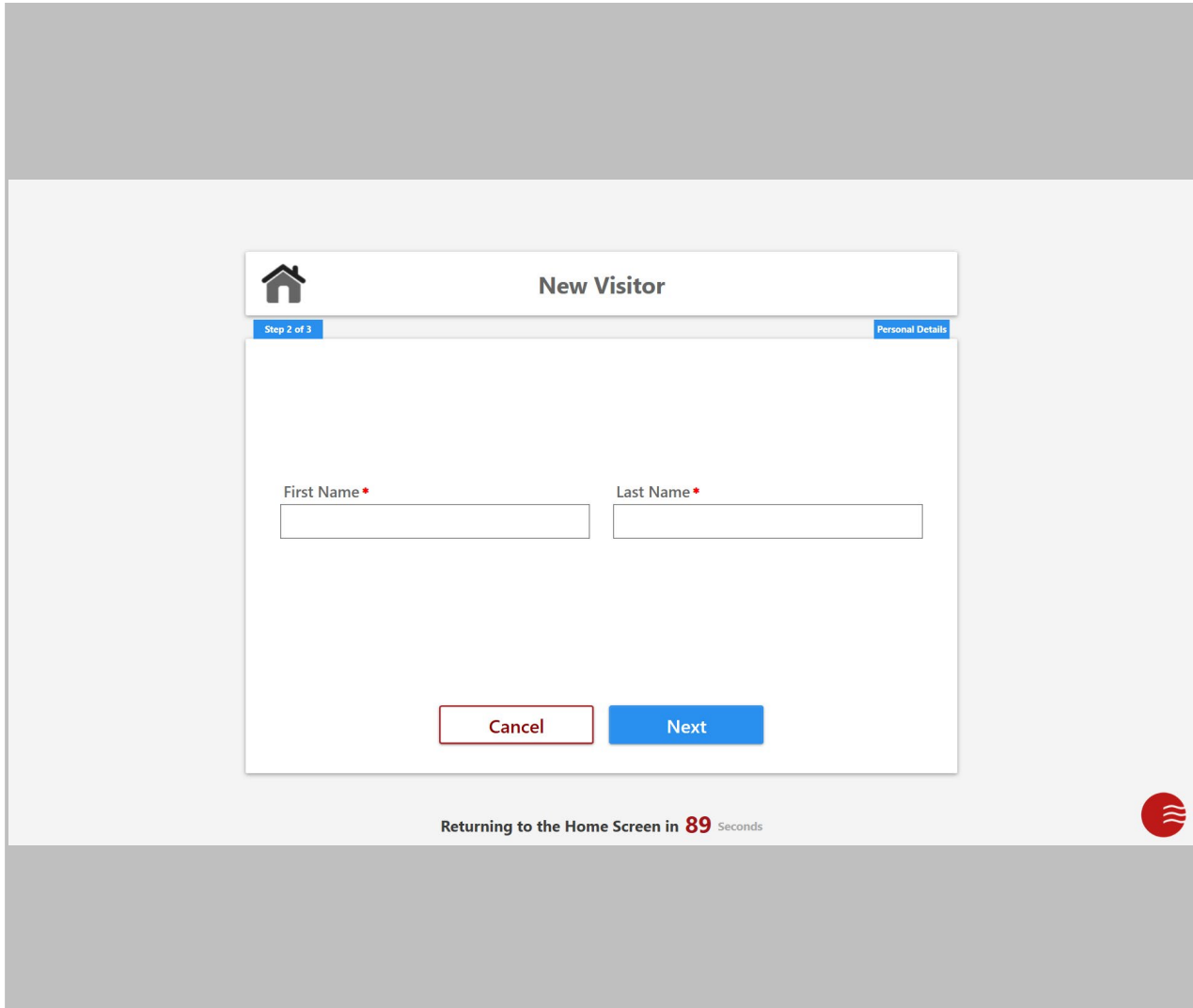
Kiosk Interface – New Visitor 1



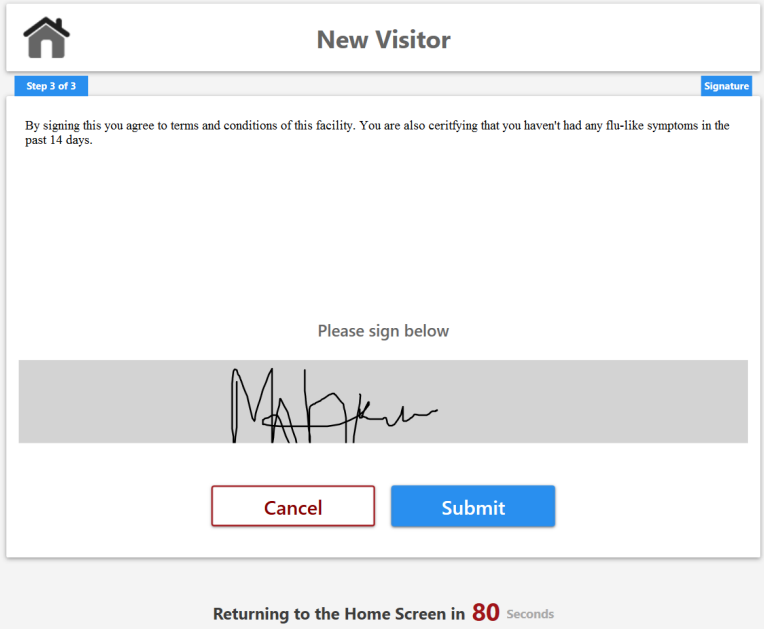
- When the new visitor button is selected a step-by-step wizard is activated
- This wizard is completely customizable for fields, steps, and actions
- The typical first screen within the wizard activates the front facing camera on the kiosk for a picture capture

Kiosk Interface – New Visitor 2

- After the picture capture, the wizard walks through a customizable set of fields and screens to capture information from the visitor
- These can be configured per location
- COVID questionnaire, contact info, etc.
- The visitor can capture all information via voice-to-text



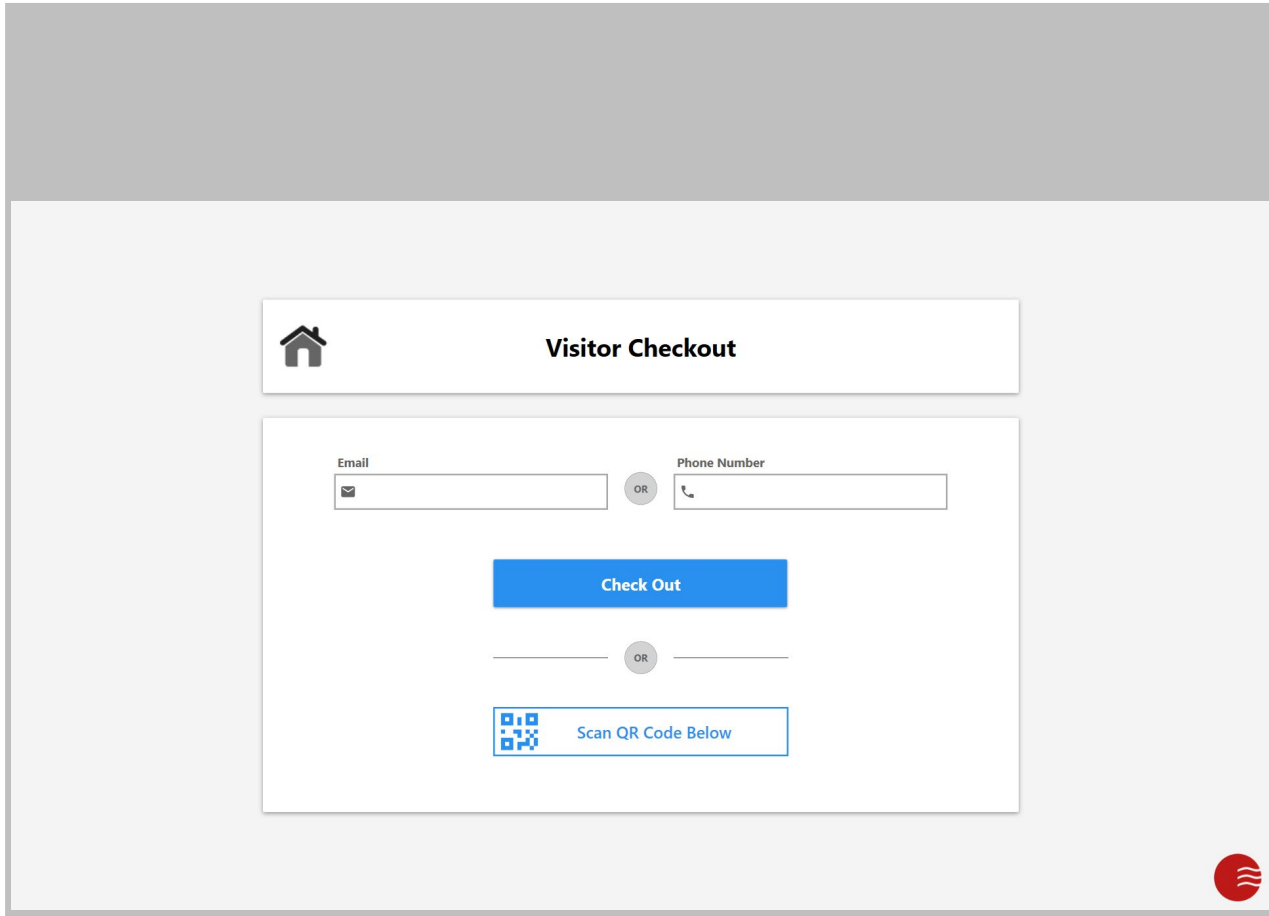
Kiosk Interface – New Visitor 3



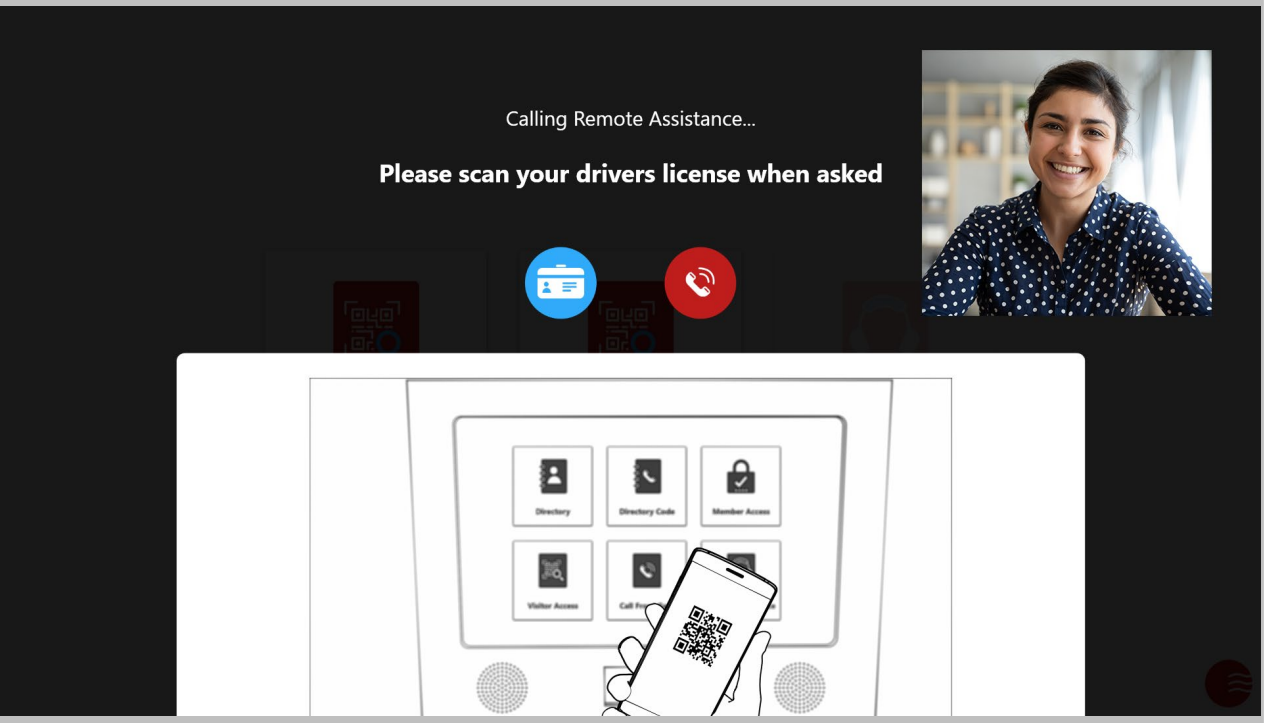
- Once all the information is captured from the visitor, they can finalize the record by signing and submitting
- On the signature screen, the software can display an NDA, sign disclaimer, etc.
- The signature can also have frequency requirements where the visitor is required to re-sign at a specified interval

Kiosk Interface – Visitor Checkout

- To checkout, the visitor can enter email, phone number, or scan the e-pass or physical pass
- The software supports touchless exit so the kiosk can accept a scan without the screen being activated at all.



Kiosk Interface – Remote Assistance



- There is also a remote assistance option to activate the speakers, microphone, and camera on the kiosk to dial a remote operating center for additional help
- This remote receptionist can see and talk to the visitor and completely process them remotely
- The visitor doesn’t have to do anything for entry

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