Inside

Enterprise Edition

User Guide

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Introduction

The Inside App features quick and intuitive visitor sign-in and sign-out processing, detailed reporting, customizable settings, and greeting email notifications; all in a simple app at your front desk. The App gives privacy to your visitors and digital record-keeping for easy Contact Management. We are the only visitor registration app that supports every generation, size, and color of the Apple iPad!

Inside is integrated with and trusted by thousands of companies, communities, schools, and organizations around the globe.

The QR scanning feature speeds up the process for your repeat visitors, simply scan your Inside QR code using the iPad camera and voila! Pre-register your guests to pre-fill the entire form when they scan on arrival!

Customize the forms to display legal agreements, collect signatures, or even take photographs using the iPad camera.

Enable the Badge Printing feature to identify your Visitors. Support for Brother QL-710W, QL-720NW, QL-810W, QL-820NWB and several other AirPrint compatible printers allows you to automatically and wirelessly print a Visitor Badge upon sign-in. Badge options include the Large 4in x 2.43in badge featuring the Visitor Photo or the Mini 2.43in x 2in badge to reduce paper usage.

With the Enterprise Edition enabled, Inside syncs all records to the cloud and unlocks plenty of advanced features! You and your team can privately access complete visitor details and administration.

Enterprise Edition

Feature Comparison

FEATURES	Free	Enterprise
Signin / Signout Processing	x	x
Email Notifications	x	x
QR Scanning	x	x
CSV Reporting	x	x

Custom Branding	x	x
Multiple iPads + Offices		x
Cloud Support		x
Preregistration for Visits		x
Badge Printing for Guests		x
Configurable Themes per iPad		x
Custom Forms per Location		x
Guest Photographs		x
Signed NDA's and Disclosures		x
Employee Directory Integration		x
Rich-Text Messages per Location		x
Emergency Evacuation Message		x
Message to Signed In Visitors		x
Location Capacity Control		x

By upgrading your account to Enterprise Edition, it will unlock all the enterprise features that will help you streamline your company's visitor management process.

- You can manage multiple locations and iPads. By having a single account and multiple locations, you can simplify the billing cycle, synchronized forms, and centralize the management.
- Your data reside in the cloud, backed by Amazon Web Services.
- You can pre-register visitors, so you can send visitors essential information about your building and location. When they arrive, the sign is a quick and easy process using the QR code that was attached to welcome email.
- You can print the visitor badges to AirPrint printer.

Pricing

We are confident that our service delivers the most of your front desk needs at a great price.
For the price of two cups of lattes, you get all the enterprise features for a month.

Our annual subscription is $99 per location.
Our monthly subscription is $9.99 per location.

Sign Up for Enterprise Edition - Quick Start Guide

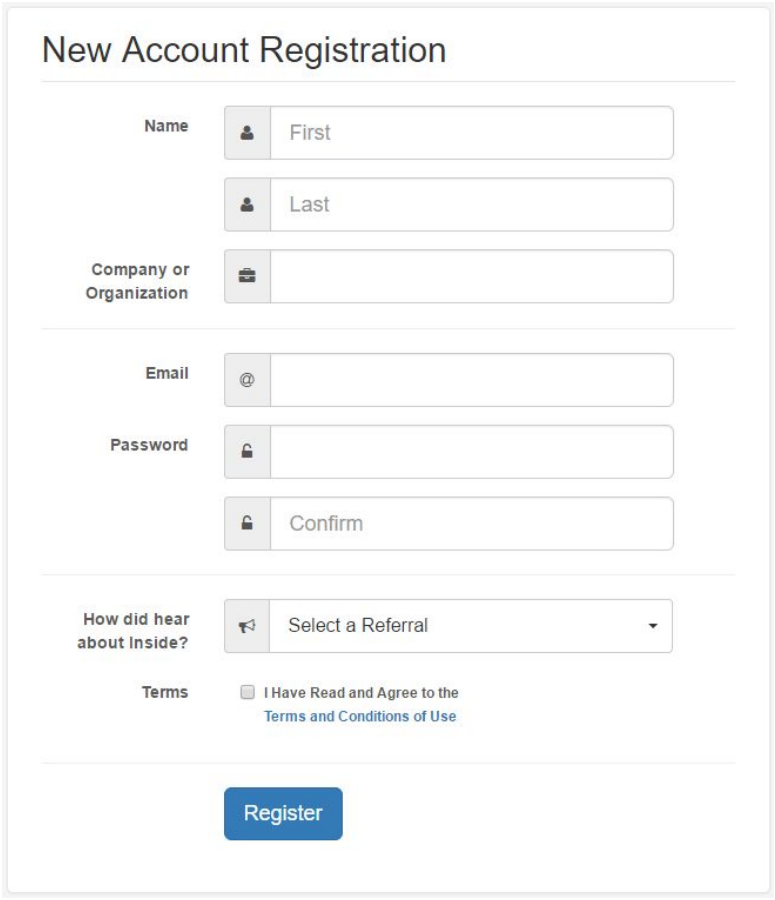
Steps for a quick start

Setting up with Enterprise Edition is easy. You can get up and running by following the quick steps below.

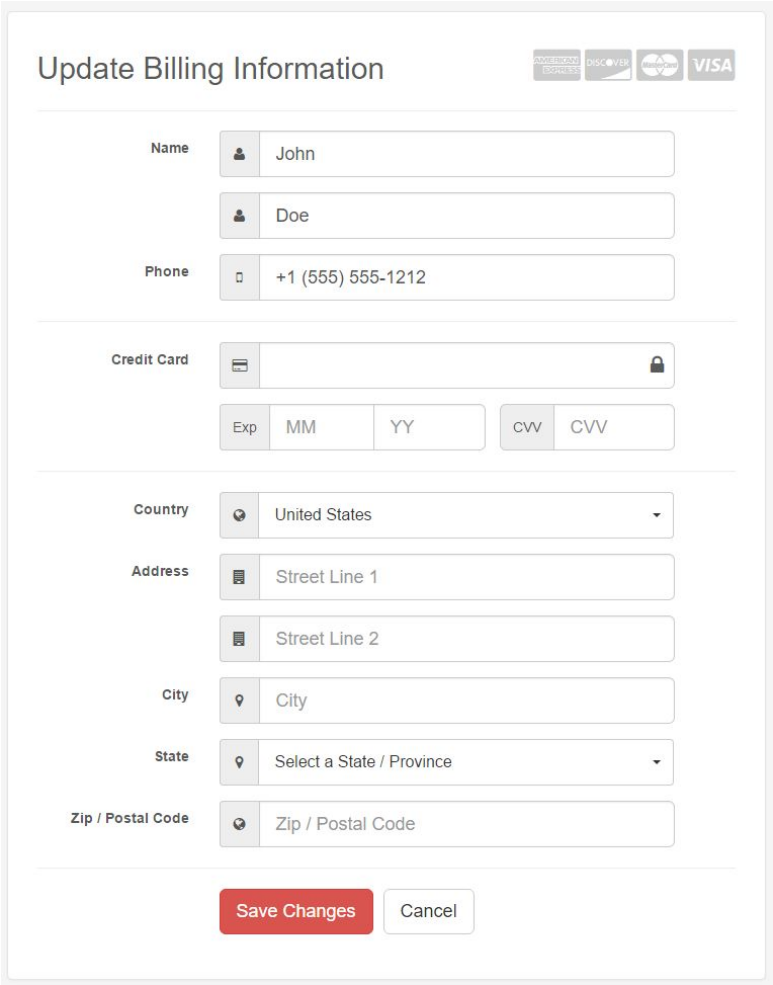
- Sign up for an account (https://atfrontdesk.com)
- Enter your billing information
- Create your first location
- Download the Inside app
- Link your iPad to your account.

1. Sign up for an account

Go to https://atfrontdesk.com/account/. Fill out the required information. Accept the terms and conditions of use, then click on the “Register” button.

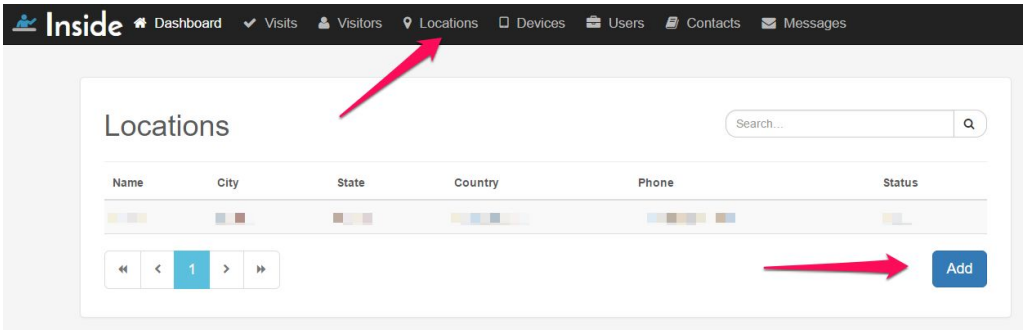

New Account Registration
Name
First
Last
Company or Organization
Email
Password
Confirm
How did hear about Inside?
Select a Referral
Terms
I Have Read and Agree to the
Terms and Conditions of Use
Register

2. Enter Billing Information (New and Update)

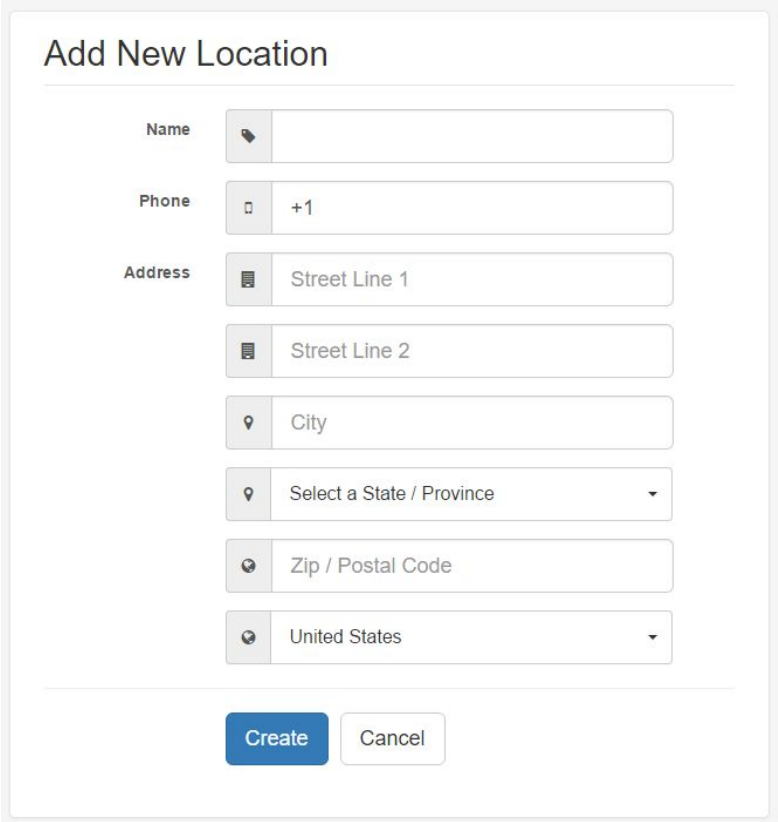


3. Create your first location

Go to Locations, then click on “Add” button.

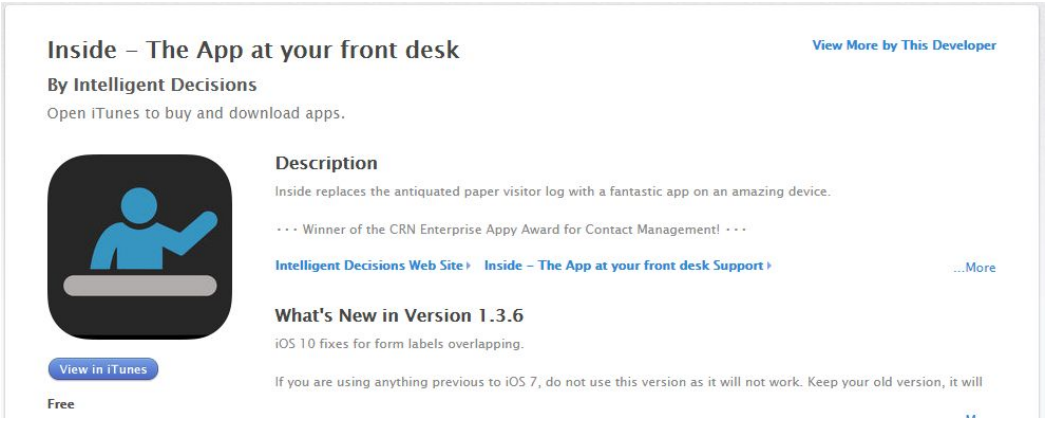


Fill out the location information.



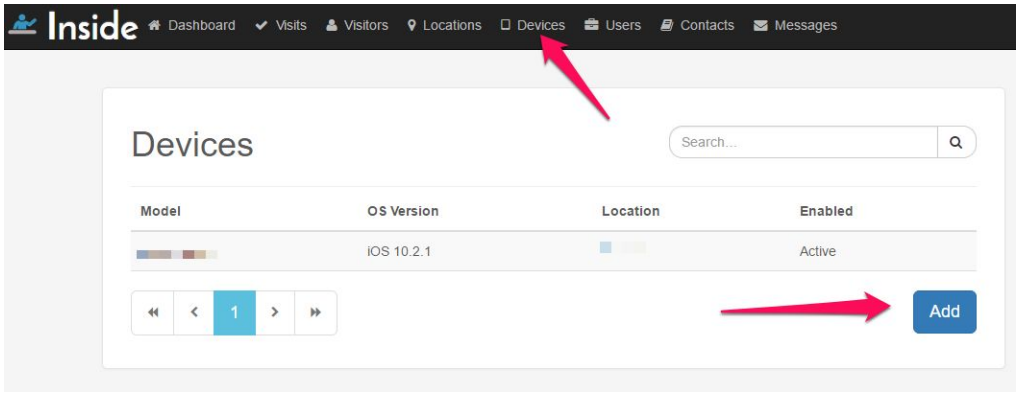
4. Download Inside App

Download Inside app from IOS AppStore.

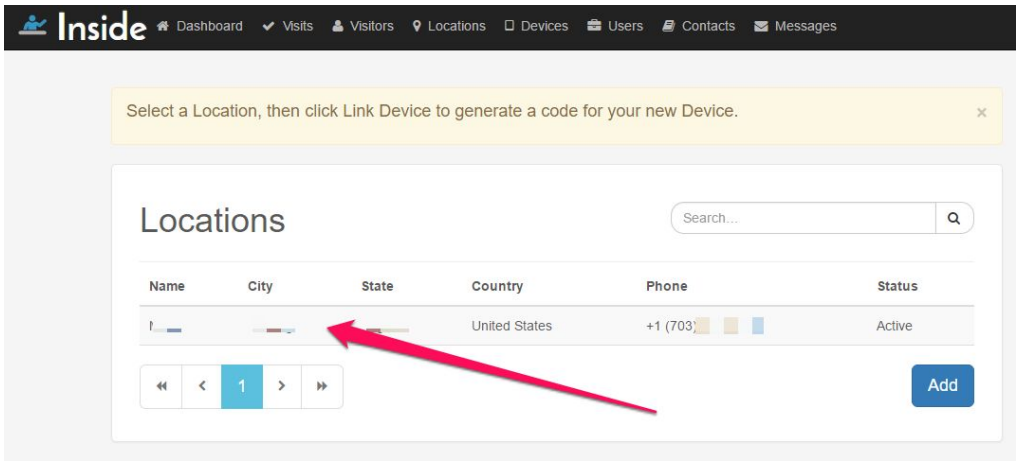


5. Link your iPad to your account

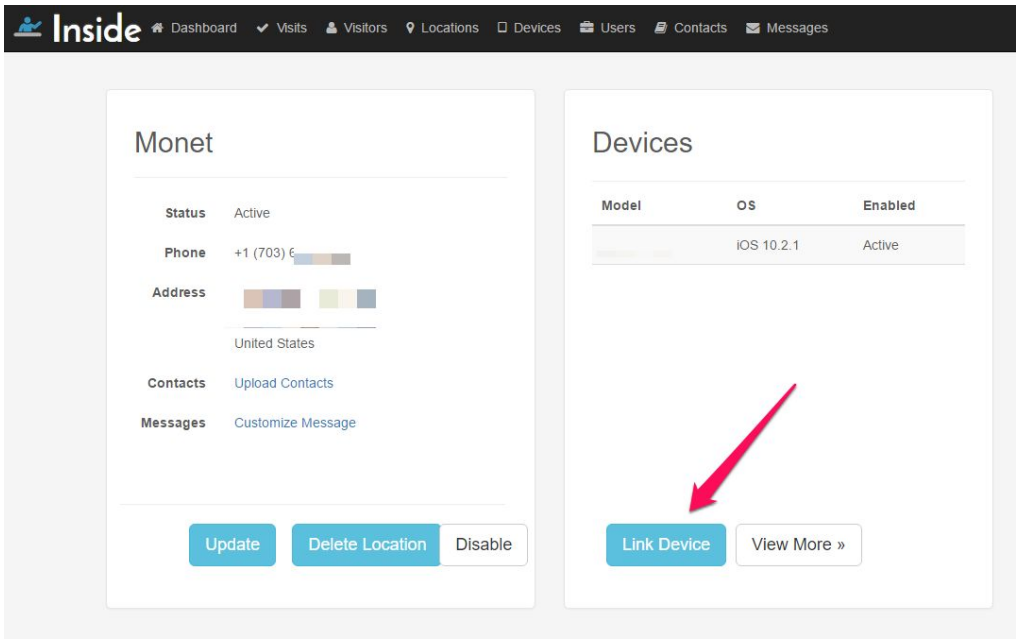
It is easy to link your iPad to your account.
Click on the Device menu. Then click on “Add” button.



Click on the location where you would like to add the device.



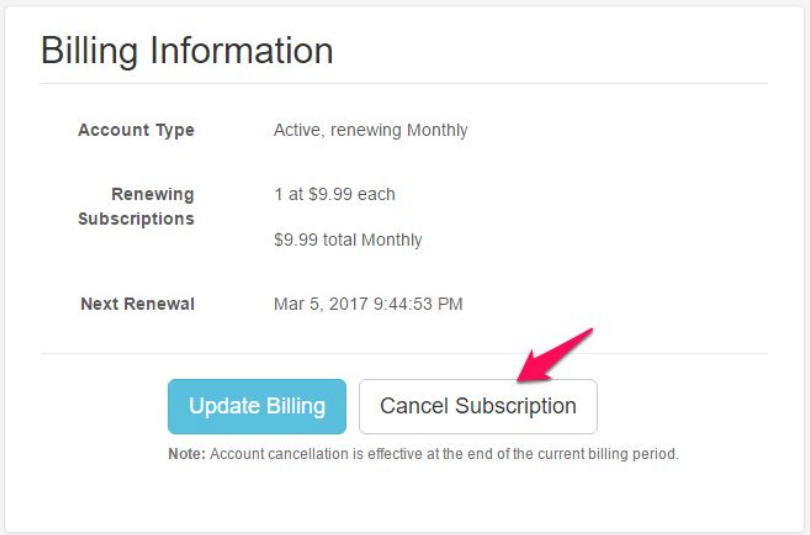
Click on the “Link Device” button.



Use the code generated to activate the iPad.

Cancel Subscription

Canceling subscription is easy. Go to your billing info page. Click on the “Cancel Subscription” button.

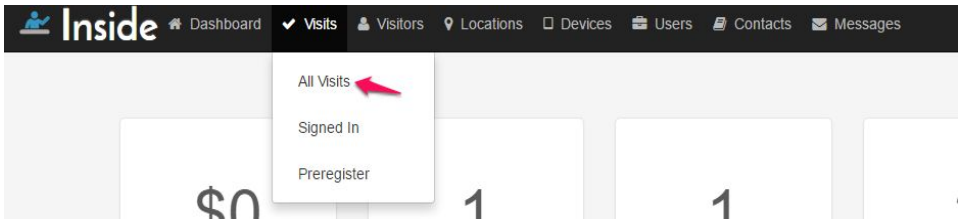


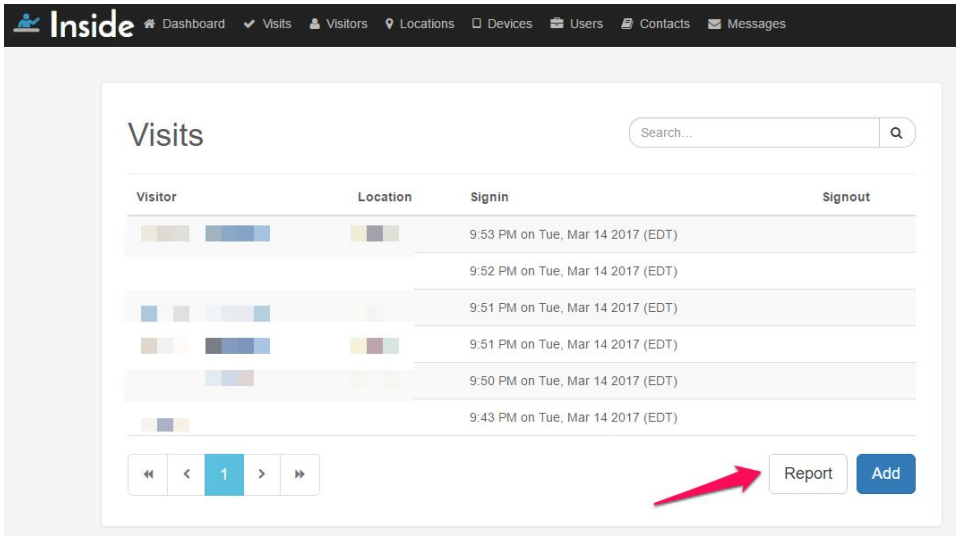
Visits and Visitors

Reports

You can generate two types of reports. Reports can be exported to CSV format. You can use your favorite spreadsheet application to view.

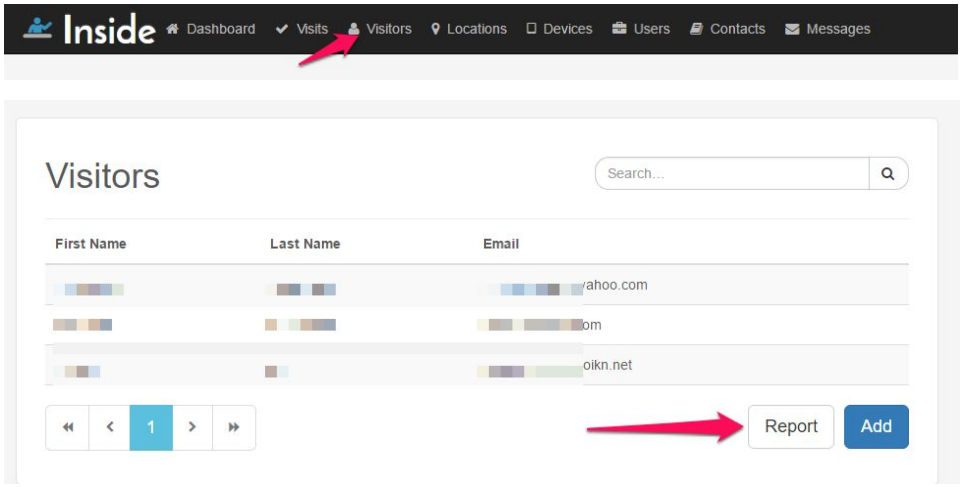
All Visits





This report is a detailed report of all visits. In addition to system fields such as First Name, Last Name, Visit Duration, Location, Sign-in & Sign-out time, it includes all the user defined fields.

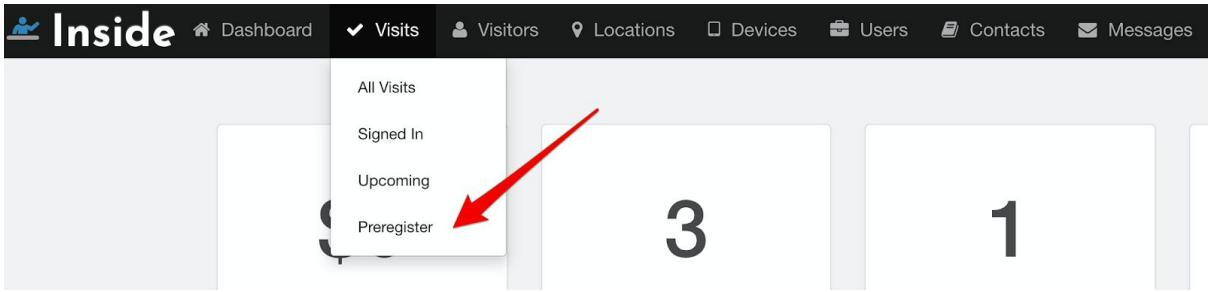
Visitors

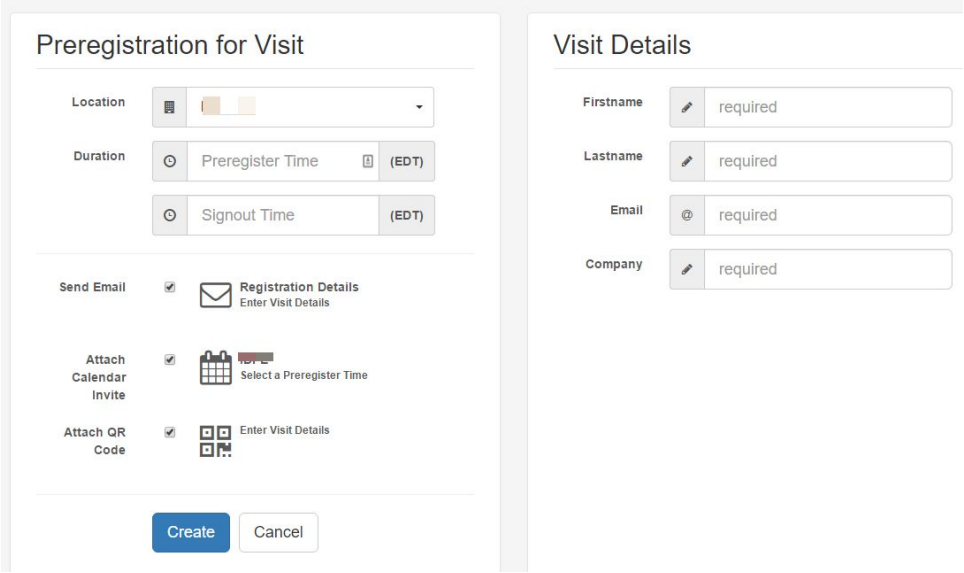


Visitors report includes visitor name, number of visits, total duration, and the most recent visit date.

Pre-Registration

Preregistration is the best way to invite guests to your organization! By scheduling a visit in advance, you can send an email with directions, parking information, setup an introduction by CCing a Contact, and prefill the Visit form for easier signing in.

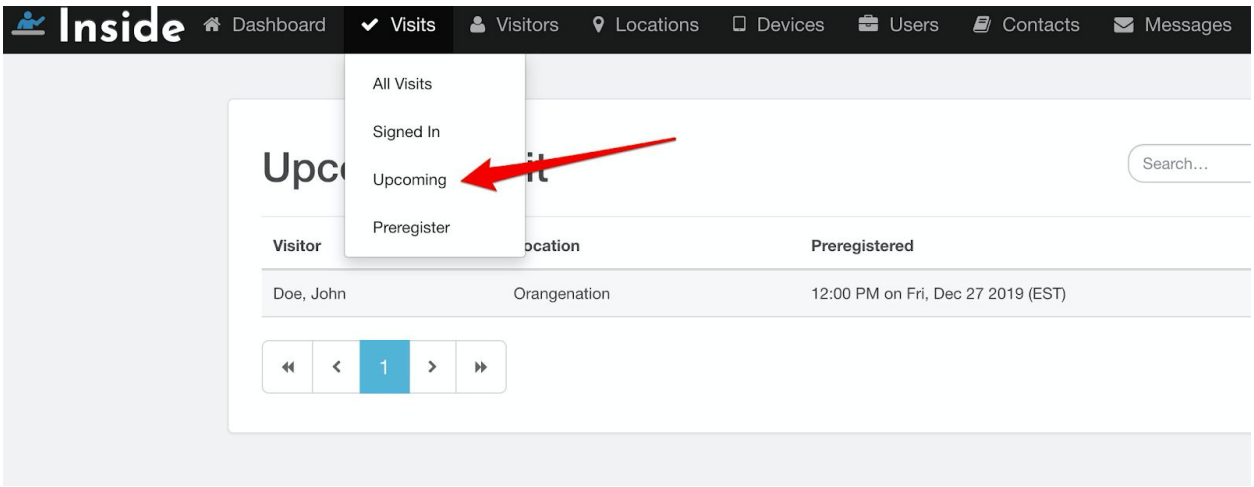




To invite a previous guest back, navigate to their Visitor profile and click "Preregister" to complete the remaining fields and options.

Viewing Upcoming Pre-registered Visits

You can view the list of pre-registered visits.

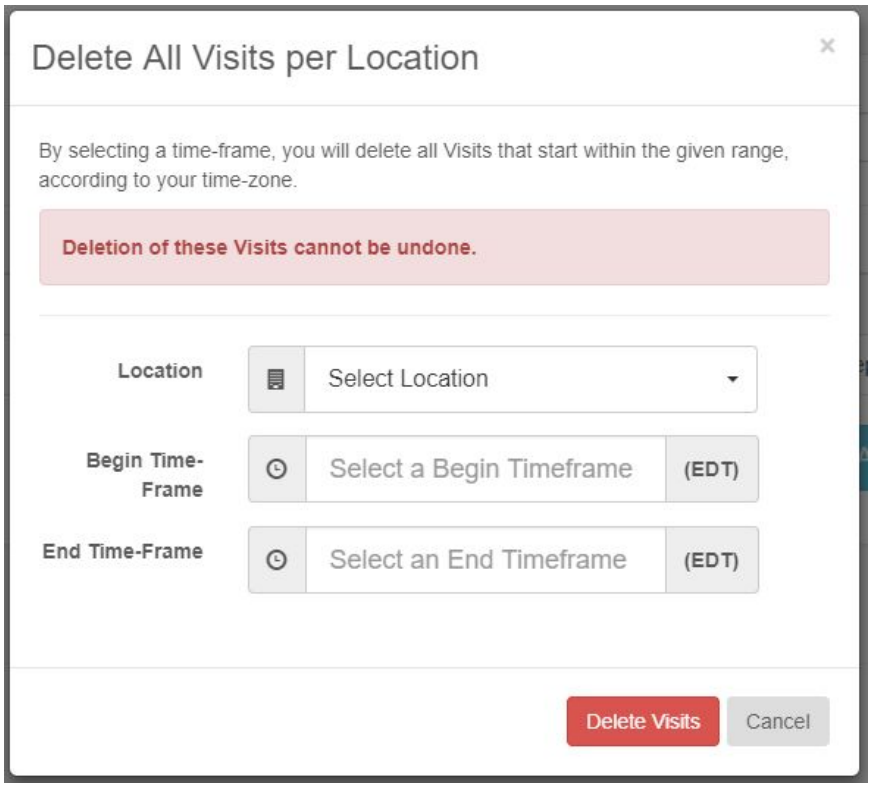


Purge Visits and Visitor Data

In order to comply with GDPR, we have introduced a new feature where you can purge the visit and visitor data.

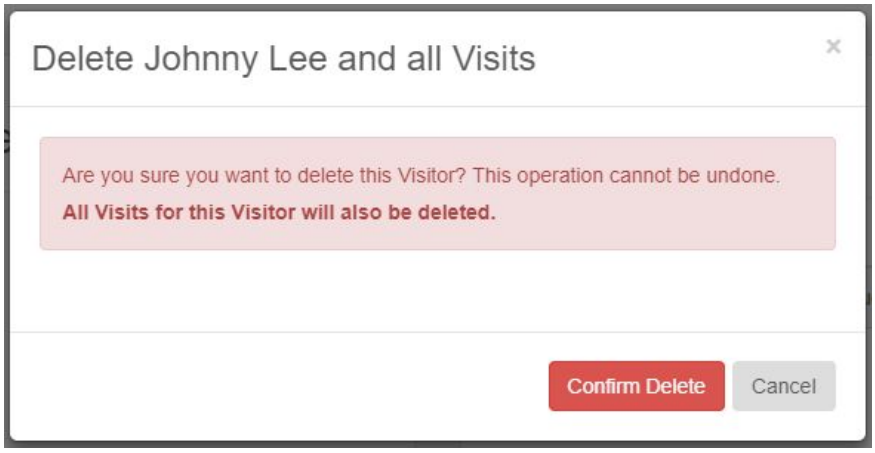
Delete All Visits

Go to All Visits menu, then select “Delete” button.



Delete Visitor

Go to Visitor menu, then select a visitor. There will be a “Delete” button. When you delete a visitor, the system will delete visitor and all visits records tied to the visitor.



Please be careful when you delete. This action is not reversible.

Locations and Devices

For organizations with multiple locations, we do support multi-locations. Within a single location, you can have multiple devices (iPads). We charge per location, not per devices. *We support up to 4 devices per location.

You should use multiple locations if you would like to…

- Delegate management of the locations to local admins.
- Have a different set of employees in each location.
- Use different forms per location.
- Have a single billing account.

You should use multiple devices if you would like to…

- Have multiple entrances to a location.
- Have a high traffic lobby.

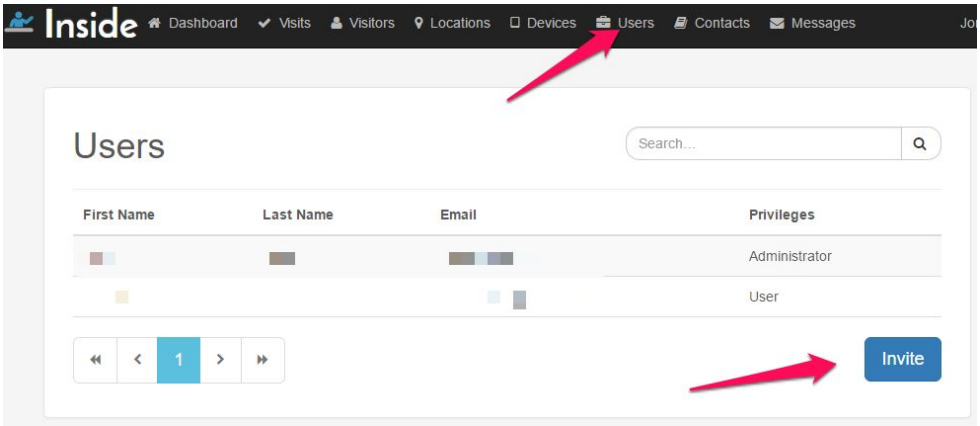
Users

About User Roles

The following Roles are available for Users under your Organization:

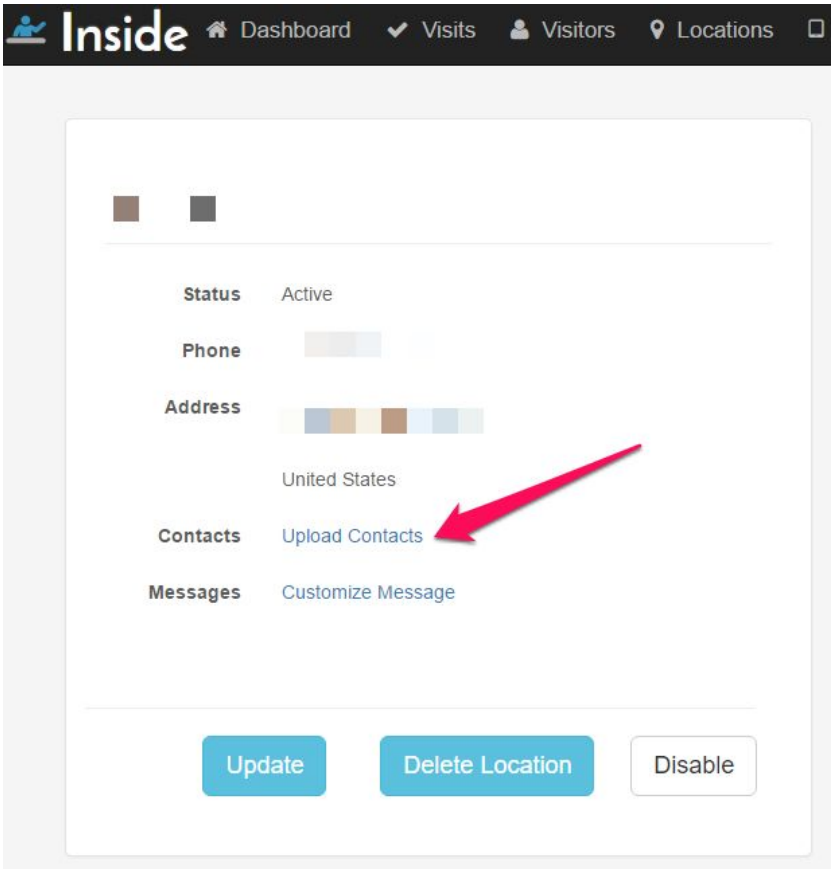
- Administrator - The highest authority gives you read-write access to everything, including billing.
- User - Read-only access to all Visits and Visitors to your Organization. Can Pre-Register Guests
- Location-Based Admin - Read-write access to everything for one Location under your Organization. This Role will not give access to other Locations. Can Pre-Register Guests for the single Location
- Location-Based User - Read-only access to Visits and Visitors for one Location under your Organization. This Role will not give access to other Locations. Can Pre-Register Guests for the single Location

Adding an user

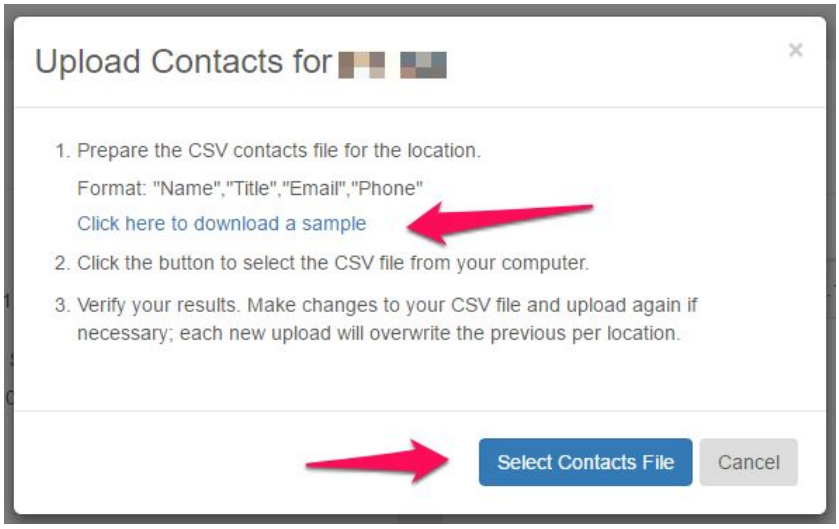


Contacts

Contacts are your internal people. The name the visitor lookup when they sign in. You can upload the contacts per location. Select the location where you want to upload, then click on the Upload Contacts.



Then download the sample template, and use it to populate your data. Once populated, and saved to a CSV format file, you can choose “select Contacts File” button to upload.



Once the contact has been uploaded, you need to add “Contact Lookup” field in your custom form to start using this feature.

Please make sure the column headings are identical to the sample template. If the import fails, make sure you are not using any unusual special characters in the template.

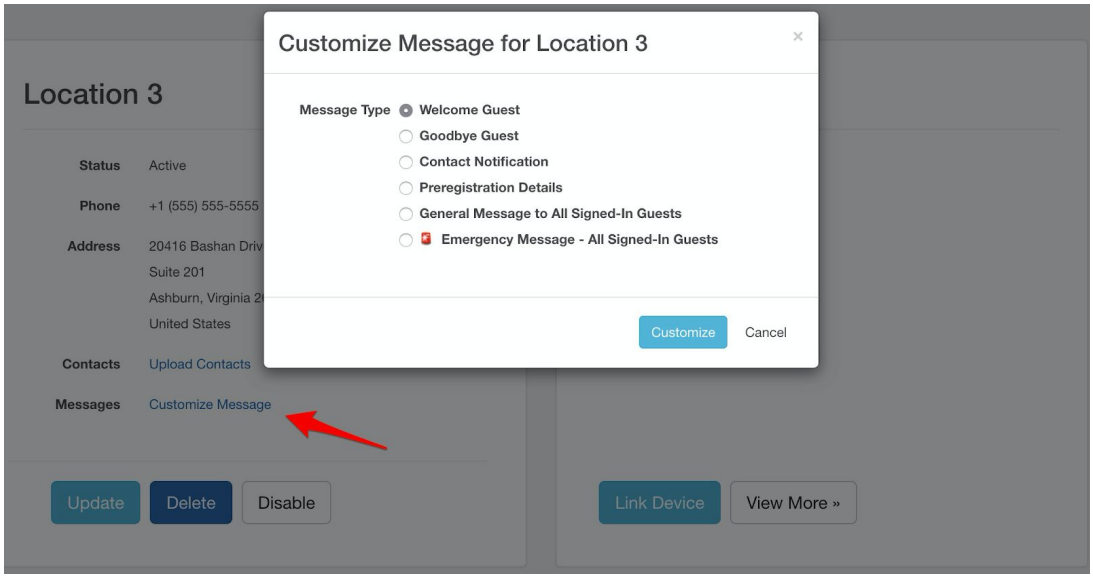
Customized Messages

Inside supports sending Rich-Text Messages over email by giving administrators full control of the contents of each type of message. You may use the default editor to quickly enter and format contents.
Since the Messages are HTML format, you may optionally switch over to Code View using the button and markup any valid HTML tags. Please note that our messages will not support scripts or frames.

You can customize the email messages per location. There are six types of messages.

- Welcome Guest Email Message
- Goodbye Guest Email Message
- Contact Notification Message
- Pre-Registration Details Email Message
- General Message to All Signed-In Guests
- Emergency Message - All Signed-In Guests

After selecting the location for the customization, click on the “Customize Message” link. Then select the message type.



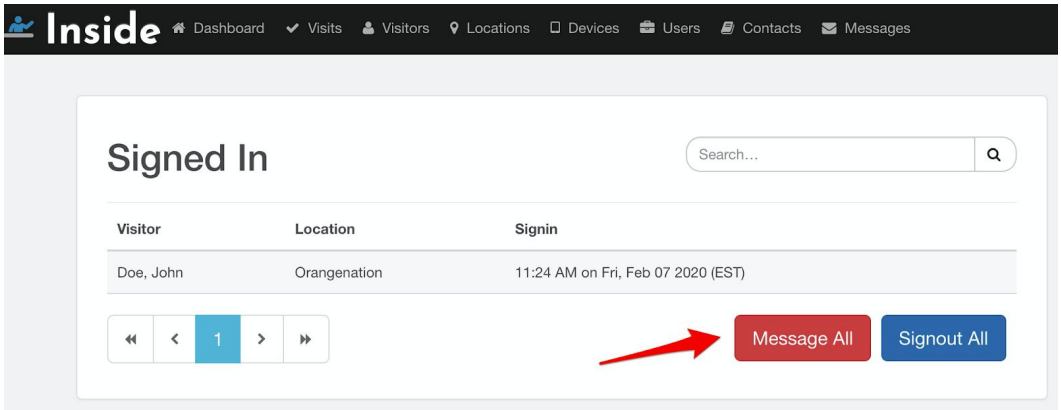
You can use the following macros to inject variables into the subject and body text:

- $visitorFirstname - The Firstname entered by the Visitor
- $visitorLastname - The Lastname entered by the Visitor
- $signin- The time the Visitor completed signing in
- $signout - The time the Visitor completed signing out
- $company - The company name entered on the iPad

For General Message to All Signed-In Guests and Emergency Message, only $company is supported.

Send Message to All Signed-In Visitors per Location

You can send an emergency evacuation message to all Signed-In Visitors. Or you can send facility closing messages to all Signed-In Visitors. The email field must be collected when the Visitor signed-in in order to receive this Message.



These Messages can be customized per each Location under the Messages tab.

The Message will be sent in batches of 30 BCC recipients and will automatically include yourself as a recipient.

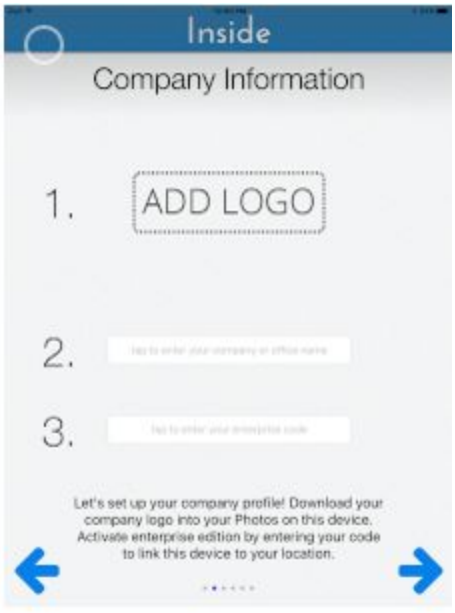
iPad App

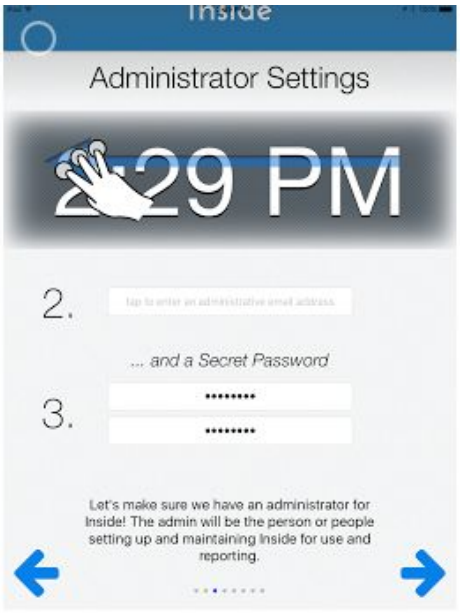
- Custom Forms
  - Basics
  - NDR
  - Photo
- Printing Badges
  - Printers

Run the app for the first time

When you run the app for the first time, you need to choose if you are installing it as a standalone app or an enterprise device.

Select enterprise, then add logo and enterprise code to the form. (Use the enterprise code generated from the web portal) Choose the administrator's email and secret password. (Inside app's admin email and password is different from admin's email and password of the web portal.)





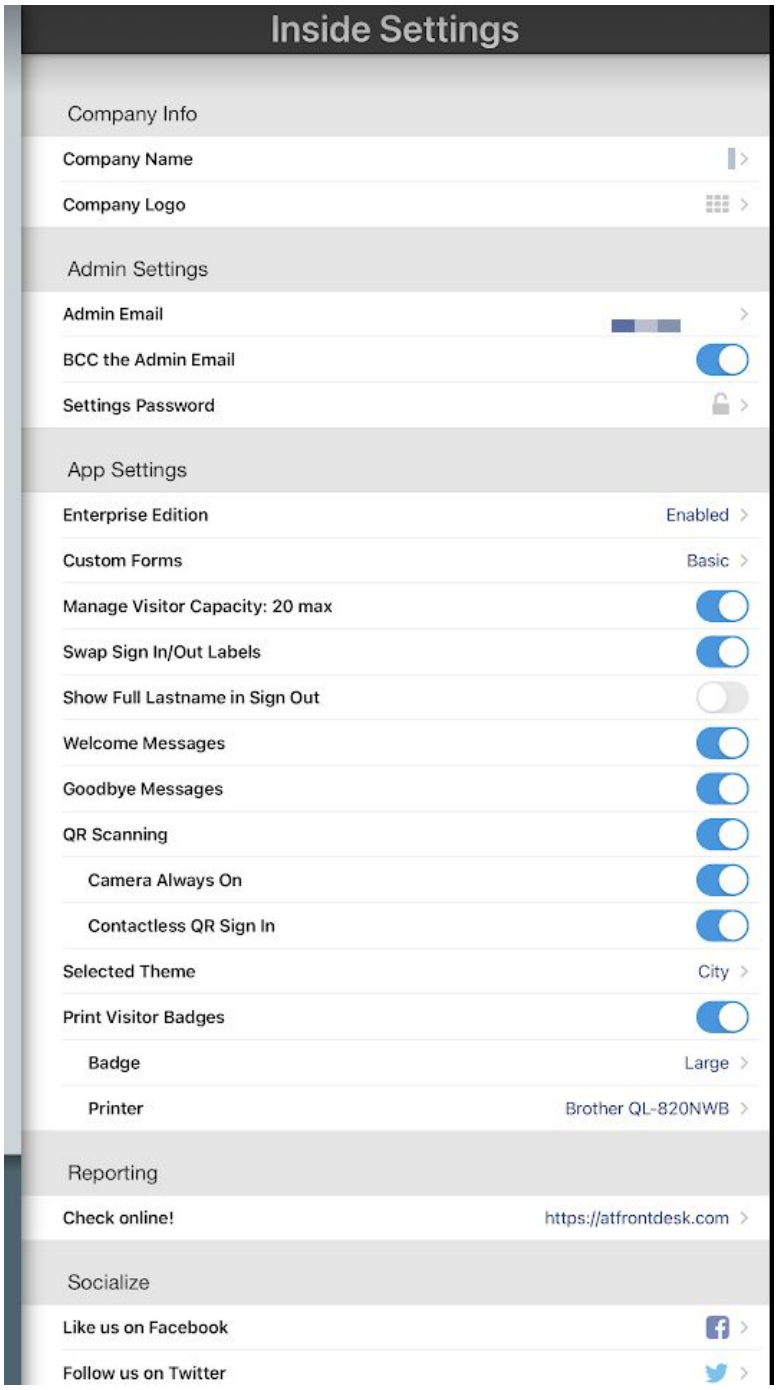
Then answer the series of questions on which feature to turn on. You should be all set!

Unlocking the Secret Settings page.

On the main screen of the app, swipe from right to left over the clock with three fingers. You will be prompted for the admin password set during the setup process of Inside.

In case you have any issues, Inside will set a new temporary password and email it to the administrator email after 8 failed attempts. Just use it quickly because it expires shortly after!

Inside app settings



BCC the Admin Email

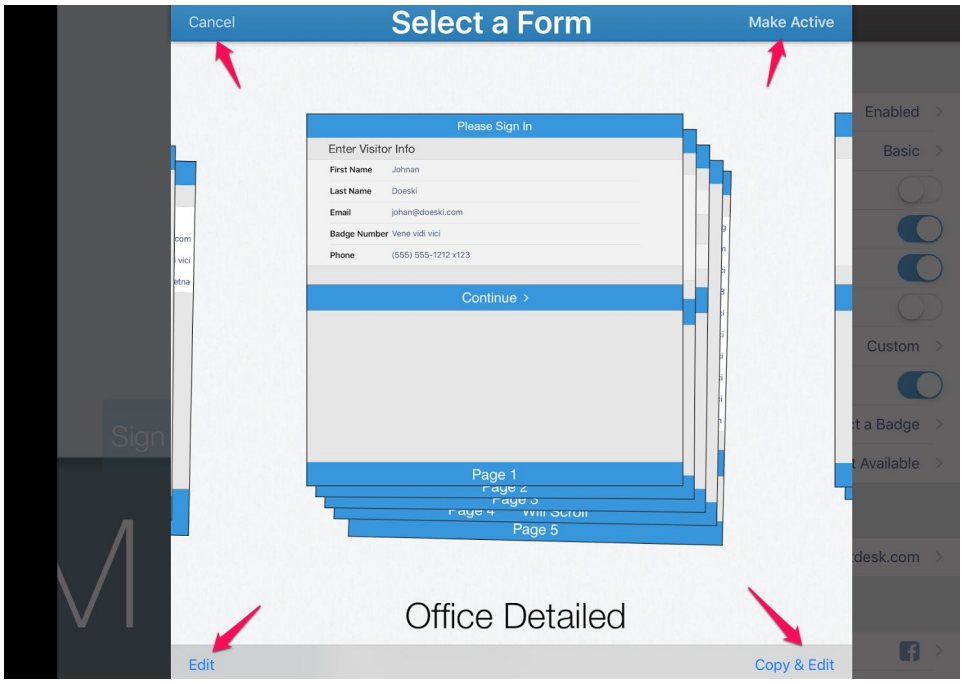
You can enable BCC the Admin Email function so in admin will receive a copy of system generated emails that are sent to visitors and employees. You can add additional email address by adding a comma between the email addresses.

Custom Forms

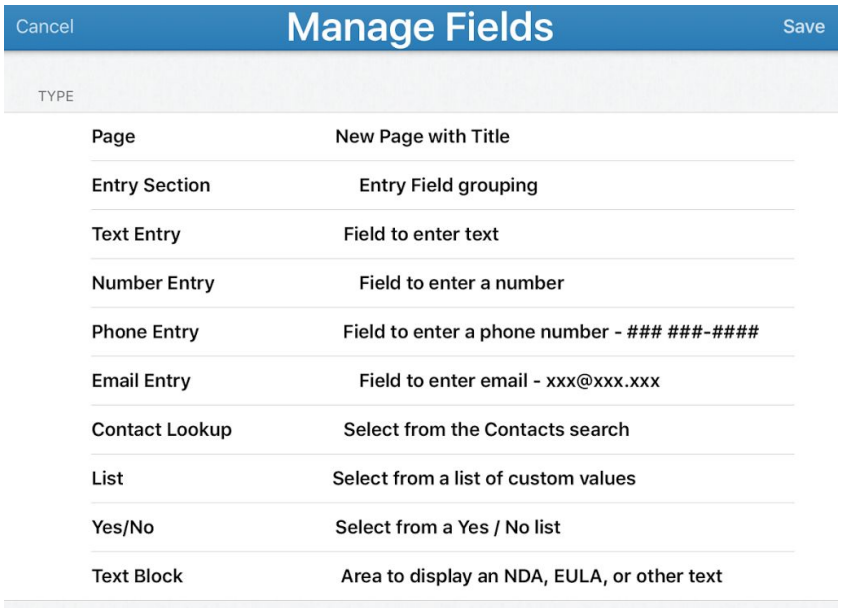
You can control what information are required from the visitors. By creating a custom form, you have complete control over what information to collect. Your custom form will be synchronized to all devices in your location.

We provide multiple starter forms. Use the one that fit your needs the best, then customize further to make it yours.

You can edit the form by click on the edit menu on the four corners.



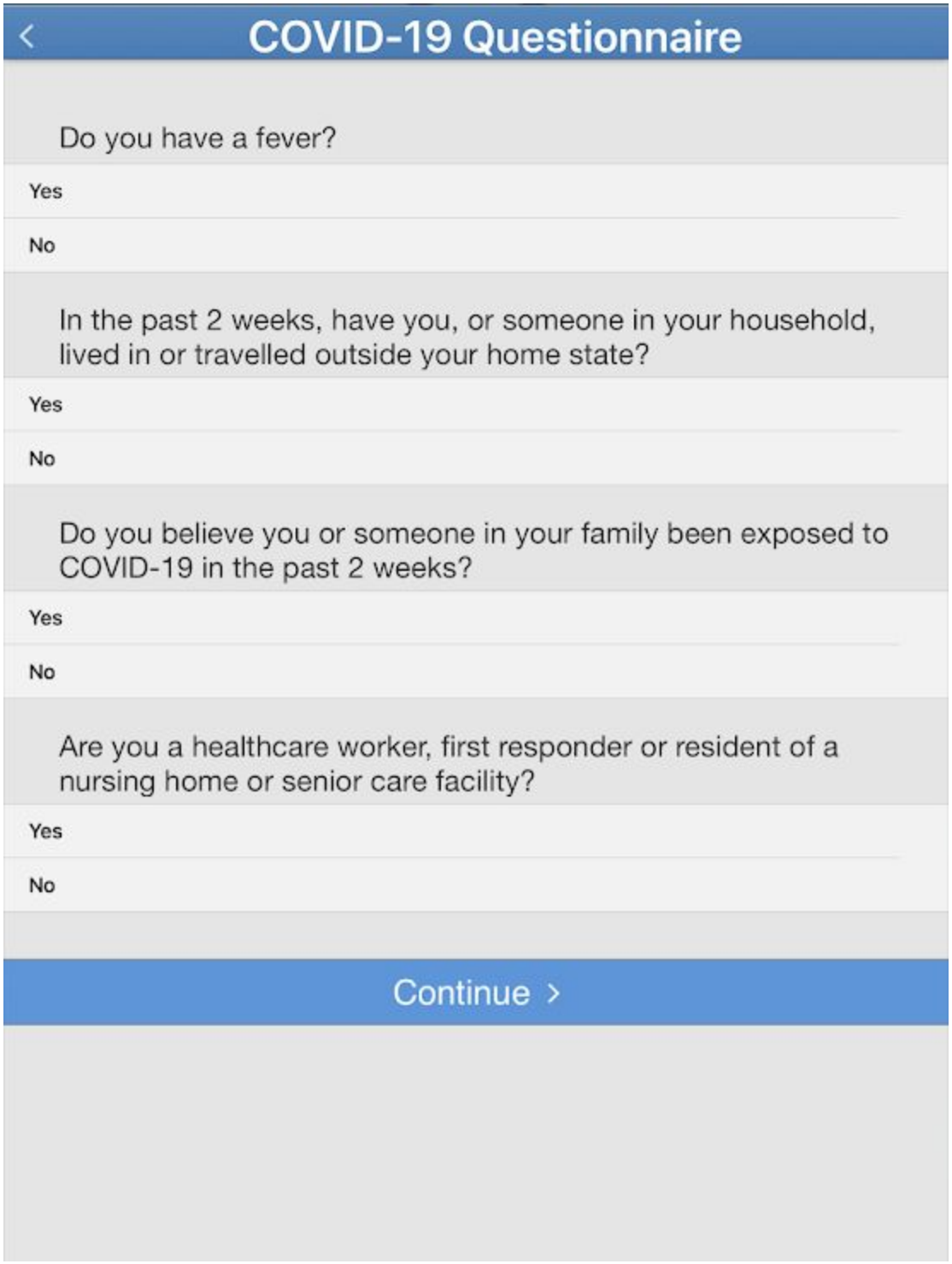
Available Field Types



If you want the employee/contact to be notified of the visitors, your form must include “Contact Lookup” field.

Length of Question

We currently support a length of two lines for the questions. If your question is longer than two lines, consider shortening them.



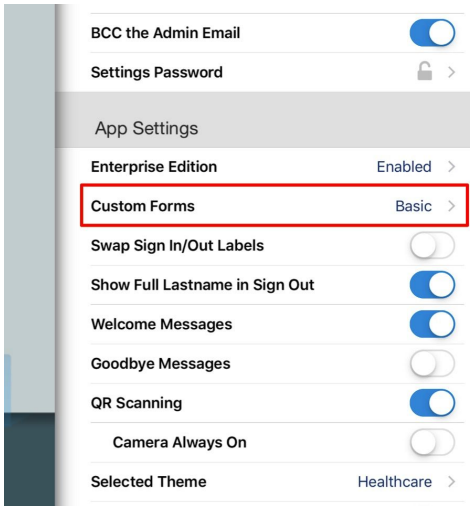
Setup NDA form

Some organizations require visitors to sign non-disclosure agreement before they enter the facility. Inside app has NDA form built-in.

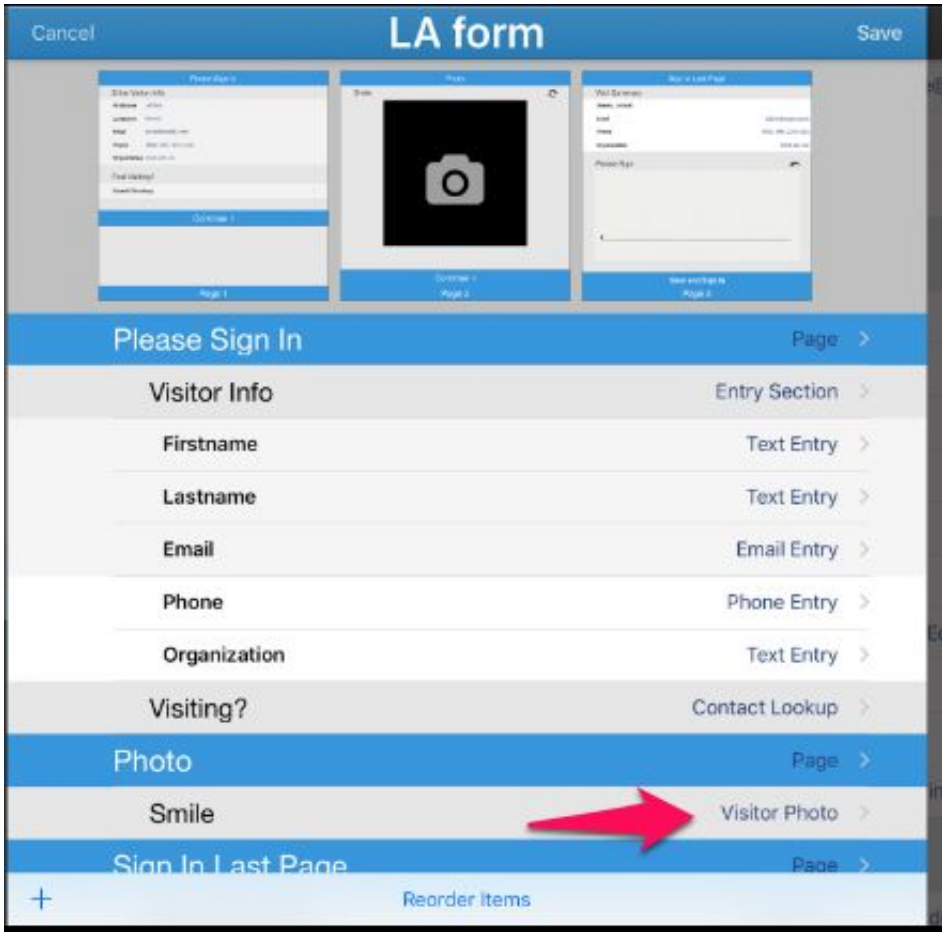
1. Enter admin mode on the iPad (Three finger swipe over the clock)
2. Select the Custom Forms option
3. Edit the form that you are currently using
4. Touch the + icon to add a new field
5. Select Text Block and title the NDA field appropriately
6. Paste the body of the NDA text from somewhere else (you can grab it from and email or website and then cut and paste into the field)
7. Reorder the field if it's not where you want it to be by touching the reorder button, and then grabbing the handle on the right side and sliding it to the desired location.
8. Save the form
9. Activate the form
10. Exit the admin mode by touching to the left of the admin screen.

Visitor Photo is a field in Custom Forms.

Select the Custom Forms from Inside Settings, and verify the Visitor Photo field is a part of the form that you are using.



Like the image below, Visitor Photo field needs to be a part of the Sign In Form.

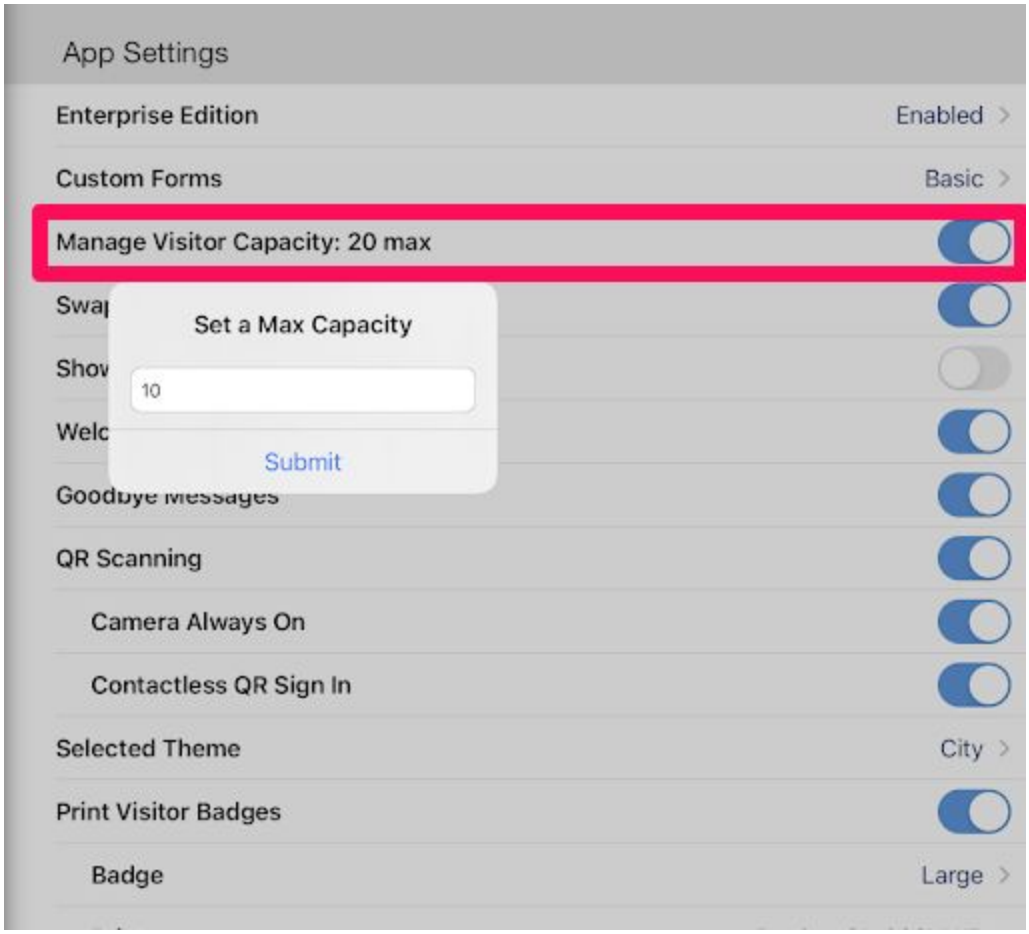


The photo will be printed in the large format badge.

For better user experience, we recommend setting up a multi-page sign-in process like the example above.

Manage Visitor Capacity

You can set the maximum capacity of the location. If the maximum capacity is reached, Inside app will not allow additional sign-ins until someone signs out.



Swap Sign In/Out Labels

This feature simply swaps the Sign In and Sign Out buttons to track people leaving the facility. It was added to accommodate certain educational customers that wanted to track early dismissal of their students.

Show Full Last Name in Sign Out

For added privacy, by default Inside app shows the firstname and last initial when the sign out button is pressed. By enabling this feature, it will display the full firstname and lastname when the sign out button is pressed.

Contactless QR Sign in

If contactless QR code sign-in feature is enabled, the Inside app will bypass the final Visit Summary page when QR code is used to sign-in.

Badge Printer Support

Inside app can print the visitor badges for you.

First, make sure your iPad is updated to iOS8 or greater by going to:
Settings → General → About → Version

Next, you need to get the AirPrint compatible printer on the same Network as the iPad. Each printer is configured differently, so check the included guide or online for more info.

To check that the iPad is on the network, make sure Wifi is enabled and the network name is shown in:
Settings → Wifi

Note that a cellular iPad will need to be connected to a Wifi connection in order to AirPrint. Once everything is ready, open the Secret Settings page, enable Badge Printing, and select your AirPrint Printer. Badges will automatically begin printing when a guest signs in.

The Inside app supports all AirPrint compatible printers, but our current known compatibility list includes models:

- Brother QL-710W
- Brother QL-720NW
- Brother QL-820NWB
- Brother QL-810W

The labels that we have tested:

- DK-1202 (Pre-cut)
- DK-2205 (Continous)

Please let us know about your AirPrint experiences with Inside! We want to support any AirPrint compatible printer you want to use for your front desk!

**Make sure your printer's firmware is on the latest version.*

**Your AirPrint printer must be on the same subnet as your iPad.*

**Your network does not block Bonjour protocol. (UDP 1900, 5350, 5351, 5353)*

Language Support

Inside support following languages.

- English
- French
- Italian
- Korean

If you would like to add your language, please contact us.

Troubleshoot

Application status

In case of system degradation or outage, we publish the application status via a status website and Twitters.

You can check on our system status from https://inside.freshstatus.io
You can follow us on Twitter. https://twitter.com/atyourfrontdesk

FAQs

https://atfrontdesk.freshdesk.com/support/home