The Receptionist for iPad
Complete Guide to Visitor Management

5 steps to making a secure, efficient visitor management system for your company

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Step 1: Establish Visitor Types and Procedures

Welcome! You're probably here because you've realized that you could improve the way your organization handles visitors a little (or a lot). Whether you're looking to start fresh with a completely new visitor management system, just want to improve a few things, or need a secure way of tracking visitors for regulatory purposes, you're in the right place. By the end of this eBook, you'll have everything you need to implement a visitor management system that's optimized for the most efficient and safe guest and employee experience. Let's start with your objectives.

The Key Benefits of a Visitor Management System

What's your primary goal in implementing a visitor management system? For most people, it's to improve at least one of these things:

- **Security** - Visitor management can help protect trade secrets and maintain the confidentiality of clients and employees.

- **Safety** - Having a defined visitor management process can make sure each visitor gets necessary safety information and equipment and can help in emergency evacuations. With increased attention on infectious disease transmission in the workplace, a visitor management system can help you assess risk for your guests and employees, reduce on-site capacity, and assist with contact tracing if necessary.

- **Compliance** - Visitor management systems can help demonstrate that you're following the laws that regulate your industry.

- **Productivity** - A visitor management system can boost productivity by simplifying things for your front desk staff, which frees them up to do other work. No front desk staff? A visitor management system cuts down visitor-related interruptions for everyone.

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- **Company Image and Branding** - A streamlined and easy-to-use visitor system shows visitors that you value their time and want to get them where they need to go as efficiently as possible.

Usually, organizations of all sizes and in all industries have a lot to gain from improving each of these components. As we dive in to create specific procedures, it helps to keep your primary objectives at the top of your mind.

Creating Your Visitor Types

Now it's time to establish the foundation of your visitor management system: An understanding of which kinds of visits happen the most at your business.

Don't skip this step. It may seem simpler to start by creating a uniform check-in procedure for all visitors, but thinking about visitors in a generic way won't get to the heart of the myriad specific needs and situations that come up in the reception area. Consult with all your colleagues when creating a list of visit types, including these examples:

- **Deliveries** - Lots of visits are simply to deliver food, supplies, individual packages, or even legal documents.

- **Services** - People may come to your office regularly to provide services such as catering and cleaning.

- **Appointments and Meetings** - You can keep this visit type general, or split it up into specific meeting types (job interviews is an example of a type of meeting that might need its own button).

- **Staff Check-In** - While most companies don't require their full-time staff to check in, it may be required of contractors, part-timers, interns, or volunteers.

Make sure to include any temporary or seasonal types of visits on the list, too. The most important thing is to get an initial working list together -- you can always revise it later.

Mocking Up Your Check-In Procedures

Next, create a check-in procedure for each type of visit you listed. Each visit type requires five decisions:

1. **What information you'll collect about the visitor** - Examples: Name, photo, visitor type/role, the company they're affiliated with, their job title, their citizenship status.

2. **What information you'll collect about their visit** - Examples: Who at your company they're visiting, the time and date of check in and check out, their security level as it pertains to your facility.

3. **Which legal documents or agreements they should sign** - Waivers, visitor agreements, agreements that assess their risk factors for infectious disease (i.e. if they are presenting symptoms of illness or have traveled to a high-risk areas based on local health alerts), and even things like non-competes, privacy policies and nondisclosure agreements could be required for certain types of visits.

4. **Who on staff should get notified when they arrive** - Perhaps everyone in the human resources department should get notified when a candidate arrives for a job interview, for example. Or, perhaps you will only notify the person he's there to meet. Either way, get the procedure in writing to prevent any confusion.

5. **Whether this type of visitor requires a badge** - Many companies choose not to use badges. However, they can be a good security measure and a helpful way for employees to identify visitors.

You don't need to limit yourself to the ideas suggested above. Create procedures for collecting any information that might be useful for your company. Then, take yourself through these six steps for every visitor type you listed and document the answers. Congrats! You've just created the skeleton for your visitor management system.

Step 2: Structure and Train Your Staff

Now that you've established procedures for each type of visit, you'll need to figure out who's in charge of making sure they're carried out consistently and smoothly. Below, we list different ways you can structure your staff when it comes to visitor management.

One of them probably describes how your office works now. However, for an optimal visitor management system, changes might be necessary -- especially if your current structure doesn't have contingencies in place. Consider which of these is the best fit for your company's visitor management needs:

Model 1: A dedicated, full-time receptionist

This is the ideal model a team member fully devoted to visitor management is the best way to make sure it gets the attention it deserves.

Full-time receptionists also may take care of other office tasks like answering phone calls and entering data, but their focus should be on your company's first impression for anyone who walks through the door.

Full-time receptionists are often seen as "brand ambassadors" for the company. They should understand that they're making the first impression on behalf of the company and share the same enthusiasm for the company's goals and values.

This Model is Best For: Companies that get lots of visitors each day and can afford to invest in making a great impression; companies with sensitive security concerns or more complicated check-in procedures.

Have a Backup Plan: Your receptionist will need to take breaks, and will sometimes be unavailable (sick, vacation, etc.). You can designate other employees to step into the role of dedicated receptionist in these cases, or you can switch to one of the models below to fill in the gaps.

Model 2: A Receptionist-Combo-Employee

If you're like many companies, you don't have quite enough visitors or phone calls to justify hiring someone who solely works at your front desk

However, you can probably still identify someone on staff to oversee visitor management. That employee might be in human resources, office administration, or even customer service. You may also need someone to carry out safety and screening procedures up front, like taking guest temperatures.

However, adding visitor management to an existing employee's duties will only work if they're not overwhelmed with other responsibilities.

This Model is Best For: Businesses who receive several visitors each day (but not so many that the receptionist can't complete other work); businesses who frequently host valuable clients who expect to be greeted in person.

Have a Backup Plan: In this model, the designated front desk manager may often get pulled into meetings or involved in projects that take them away from the desk. Consider splitting visitor management duties among at least a few staffers, or plan to use one of the following models when they're not available.

Model 3: The Group Effort

If no one on your team seems particularly suited to the duty of visitor management or has the time to dedicate to it, individual employees can manage their own visitors.

Of course, the group will have to decide on workflows and procedures together to make sure everyone is on the same page before you implement this method.

This Model is Best For: Small companies in tucked-away offices that don't get much foot traffic or solicitation. Companies that have minimal security concerns and a simple check-in procedure.

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Have a Backup Plan: We all have great intentions of meeting our visitors up front, but sometimes it doesn't happen (we forget, meetings run over, visitors show up at the wrong time, etc.) For the "group effort" model to work, employees need to give any scheduled visitors instructions about what to do when they arrive and how to contact them. It's also courteous to keep the rest of the office in the loop about visitors so no one is startled to find a stranger at the water cooler.

Model 4: The Unstaffed Front Desk

This is similar to the above group effort option, but with a twist.

Instead of visitors hanging out in the empty lobby until their host arrives, they encounter a prominent touchscreen or tablet loaded with visitor management software.

The software should make it easy for them to check in, sign anything necessary documentation, ask screening questions, and send messages directly to the person they came to meet. The system may also send the host a visitor photo so they know who to look for and can introduce themselves with confidence.

This Model is Best for: Businesses who want a high-tech image and whose visitors will appreciate an intuitive check-in process that doesn't leave them stranded at the front desk.

Have a Backup Plan: The nice thing about this model is that as long as the equipment holds up and stays charged, you don't need a backup plan. In fact, this is an ideal backup plan (or supplement) for all the other models listed.

Once you've decided which model works for you, get everyone on the same page about who's in charge of visitor management, what's expected at the front desk, and what's expected of employees who are hosting visitors.

If you don't already have an internal visitor policy outlined and documented, consider adding it to your employee handbook.

Step 3: Choose Your Assets

Now that you have an idea of who will be in charge of your visitor management pro-cedures, it's time to start executing. Let's talk about your visitor management "infra-structure."

In order to collect visitor data, you need a physical system that works for each step. Here's some tips on choosing a tool for each job.

Sign In & Sign Out

In a world full of new digital tech tools and apps, a surprising number of companies still rely on paper visitor logs to track who's in their building at any point in time. But paper logs present more than a few problems.

The first one: privacy. Especially in certain industries (i.e., legal and healthcare), names on the check-in sheet constitute confidential information that could even be protected by law. In certain industries, your visitors may even be uncomfortable sign-ing their name and info for other guests to read.

Old-fashioned paper sign in sheets could also disclose relationships with important consultants or clients that you'd rather keep confidential.
There's a range of products that make paper logs more confidential, like carbon paper, peel off sheets (once the visitor signs in, the line they wrote on can be easily removed and stuck on their file, for example), or sheet covers designed to be moved down line by line.

These are an improvement on a traditional log, but paper solutions are still inade-quate compared to the power of digital tools, which generally remove the possibil-ities of illegible writing, the odd comedian signing in as Donald Duck, or seeing the names of other visitors. Digital tools can then automatically store critical data like visitor date and time. They also offer a more easily sanitized check-in solution and contactless sign-in functionality.

Digital sign-in tools abound online. Choose one that's well-established and secure to establish your trustworthiness.

Regardless of whether your sign-in sheet is electronic or paper, consider using some of these best practices: ensure it is consistent with your brand's logo and colors, and include a warm greeting near the sign in location and a friendly parting message near the sign out.

Data Storage

Compared to paper files, digital storage is more affordable, better for the environment, doesn't require the same physical space, and generally safer from damage or misplacement. But that doesn't stop plenty of businesses from still relying on paper to keep track of visitor data.

If that's true for your company, it's time to upgrade. Make sure any program that stores your visitor data digitally has the following features:

- **Reports and filters** - Visitor reports can yield valuable insights about your front desk's busiest times, when certain types of visits tend to occur, and more. Filters enable powerful at-a-glance views of who is in your office at any moment.

- **Exportability and scheduling** - You should be able to export any set of data to CSV and PDF formats for handy printing, sharing, and storage.

- **Auto-erase** - Some companies have policies about keeping personal information for only a certain amount of time. Your software should be able to comply with these settings automatically.

Staff Notifications

Talking on the phone is becoming increasingly obsolete these days, and office communication is no exception.

If your receptionist still has to pick up the phone and dial an extension to notify a colleague that their visitor has arrived, there may be a better solution.

If you're already using a staff-wide chat app such as Slack to keep everyone in the loop, you may be able to use that for visitor notifications. The best visitor management software will send these notifications automatically when the visitor signs in.

SMS and email notifications may also be native options in your visitor software or chat application. Ideally, your software will make it easy to choose which notifications and intervals work best for each employee and visitor type.

Document Signing

Your visitor management staff will need quick, easy access to any agreements that visitors might need to sign (NDAs, waivers, and non-compete agreements, etc.). You may also need visitors to answer new questions that assess their risk for infectious disease transmission to comply with any health screening regulations.

As little as a few years ago, that might have meant keeping a stack of the printed agreements in a file folder in the desk and plenty of pens handy. These days, agreements can be signed electronically using a variety of tools and apps.

Especially in the case of these legal documents, secure storage is of the utmost importance. Make sure these documents are backed up in the cloud and that everyone knows exactly where and how to find them.

Badge Printing

If you've decided to incorporate badges into the visitor management process, your staff will need the ability to design the badges and print them.

The printer and paper you choose will depend a lot on the design program. For more on visitor badge design, see an entire post on the topic.

The badge printer will ideally be connected to your visitor management software or sign in sheet software so that process is automated, saving time for your front desk staff.

Workflows

All your efforts to create a defined visitor management system won't mean much if your staff gets confused about procedures or skips an important step.

Give your staff easy access to all procedures and make them very clear.

Store the procedures along with other important office documents in an easily accessible place. If necessary, print them for keeping near the desk. Bonus points if there's some kind of checklist or system in place that your staff can use to note when they've finished each step.

Step 4. Review for Safety, Security and Compliance

It's time to optimize the procedures you've put together for safety, security and compliance. For certain business types, insecurities in the reception area could be especially dangerous, and may even be illegal.

Here are the biggest safety concerns for any visitor management system.

Safety

You might need to give arriving visitors certain instructors in order to stay safe, like clarification of emergency exit procedures or other safety protocols either in written or video form. Providing these instruction should be standard in your check-in procedure.

If you use visitor badges, consider adding space on those badges to note any special needs that will help them get any necessary assistance -- especially in the case of an emergency.

You also need to consider employee safety. Along with keeping the front desk staffed to monitor who is coming in and out, consider adding a photo requirement to your check-in process. That can give the staff a visual alert regarding who's trying to check in.

We must also work to safeguard our workplaces against the transmission of infectious diseases. A digital visitor management system is able to ask your guests screening questions to reduce risk, and store guest and employee data so you know who was in your building at any point in time in case you need it for contact tracing purposes.

Privacy

We already mentioned the privacy drawbacks of paper sign-in logs. You also need to take steps to protect your digital information. Put a system in place to shred, delete or dispose of old visitor logs if necessary. You can also implement an auto-delete feature for certain intervals to comply with office privacy policy.

Your responsibilities don't stop with protecting your visitors' privacy: Sometimes it's your employees who need protection.

Don't give visitors access to any details on your employee list unless that visitor is expected by the staff. Some visitor management software has the ability to hide employee contact lists for certain types of visits, which keeps solicitors from scrolling through your directory for your staff's names and selling purposes.

Another big part of respecting your employees' privacy when it comes to visitor management is having a system that prevents people from wandering into the office unannounced. Not only could those visitors hear or see things that were meant to be confidential -- a situation that occurs much too often -- but your staff deserves to know when to expect strangers in the office. Don't risk making a team member the Person Nearest the Door (PND) and susceptible to interruption anytime someone walks through the door and doesn't know where to go.

Finally, you need to consider your company's overall privacy as well. It might be worth incorporating some non-disclosure or photography/videography policies into a visitor agreement to protect trade secrets. For more on this topic, see the full article.

Emergency Planning

The U.S. Occupational Safety and Health Administration recommends that business-es have emergency evacuation plans in place.

We go into this topic in more detail in our blog, but to summarize, everyone who's in your building -- including visitors -- should know how to get out in the case of an emergency. And you should have a clear list of who is in your building at all times so you know who needs to be evacuated and can check them off accordingly.

Cloud-based visitor management systems are great for this, because they let you search for visitors by date and category quickly and from any internet enabled de-vice.

Regulatory Compliance

For many companies, especially those that handle food or develop sensitive technology (aerospace, military), having specific visitor protocols is not optional. There are several laws that could regulate aspects of visitor management in your industry. Here's an overview:

ITAR

ITAR stands for International Traffic in Arms Regulations. It's a set of export control laws to prevent sensitive information from getting into the hands of foreign nationals. All manufacturers, exporters, and brokers of defense articles, defense services, and related technical data are required to be ITAR compliant. To be ITAR compliant, companies must have a documented visitor management process that involves verifying whether visitors are United States citizens. Visitors may be required to sign an ITAR NDA and a technology control plan (TCP) briefing. Companies must also maintain comprehensive visitor records.

C-TPAT

The Customs-Trade Partnership Against Terrorism (C-TPAT) is a U.S. Customs and Border Protection (CBP) program to ensure the safety of all goods entering the United States. C-TPAT is like TSA Precheck for containers arriving in the United States from foreign suppliers. Under this voluntary program, importers are responsible for implementing best practices for security across their supply chain so that they don't run into any problems when the goods arrive at the border. Like ITAR, C-TPAT involves several processes, but its foundation is visitor management. The required best practices include taking photos of all visitors, issuing ID badges, and keeping records in a visitor database.

FSMA

If you're in the food industry, you've undoubtedly heard of the Food Safety Modernization Act (FSMA). These seven FDA rules set a new bar for food safety practices and procedures. Like the other regulations on this list, the Food Safety Modernization Act has many aspects, including requirements for visitor management that include a check-in/check-out procedure at security or reception areas that verifies proper identification, screening equipment, and relinquishment of prohibited items; a visitor policy which requires visible identification, escorts, and adherence to rules regarding restricted access, a policy for driver check-in and vehicle documentation review.

FedRAMP

The Federal Risk and Authorization Management Program (FedRAMP) spells out the set of privacy and security protocols that businesses need to follow if they want to host government data. These include lots of technical specifications for the equipment and software, but there are plenty of requirements for non-tech internal procedures, too. Some of these regulations specify staff security training, authorization procedures for people who have access to the system, incident response training, and handling departing personnel. At FedRAMP-compliant facilities, all physical access must be monitored, and logs of those visits must be reviewed at least monthly and maintained for at least a year. These companies also need records that people given access to a sensitive area have read and understand role-appropriate rules.

Rules and regulations may change, but being on the more secure end of visitor management can only help your business. Taking extra security precautions now may also go a long way toward getting you ready for any security regulations that come up for your industry in the future, like new workplace requirements for visitor tracking and screening that arose as a result of the 2020 COVID-19 pandemic.

Step 5. Review for Usability and Branding

You're almost finished with the setup of your visitor management system. However, it will only be successful if it's easy and pleasant to use for both visitors and staff -- and it will only work as a branding tool if you take the time to consider whether it reflects your company's values.

Take these steps to make sure your visitor management system is aligned with the best interests of anyone who will use it.

Test for Usability for Each Visitor Type

Review the types of visits you used to create your procedures and give some more thought to who exactly visits your business.

Ever heard of customer personas? Think of some visitor personas. Mail deliveries, interviewees, and VIP clients are some examples. Then, ask yourself if there's anything you could do to make check-in easier or more pleasant for each particular visitor.

Once you've done that, it's time for some real-life testing. Have visitors check in with your new system and monitor how things go. If you're using visitor-facing check-in software but your visitors can't figure out how to use it on their own, it might be too complicated. Simplify the process until you don't get as many questions.

Get Buy-In From Your Staff

It's not just the visitors who will need an intuitive check-in solution. Any successful visitor management system absolutely requires buy-in from the staff, too. They'll use it just as much as the visitors -- and sometimes even more if you also use that system for employee check-in.

When you give your new system a test run, you should also be assessing how your front staff likes it.

For example, if your program requires "training" on the staff end, it probably won't be welcomed with open arms. Today's SaaS products are simple and niche enough that most computer-savvy people can pick them up on their own. If they can't, it's not a good sign.

Keep modifying as necessary. Your visitor management process should be considered a living system, not a one-and-done task.

If your procedures or tools are too annoying to use, your employees will start skipping steps at every opportunity -- putting you back at square one. That's why it's worth taking the time to invest in a system that your employees will appreciate and look forward to using.

Usability Checklist for Visitor Management Software

If you're considering using a software solution, either to assist your front desk staff or as a standalone check-in system, there are a few things you should look for:

- **Simple, button-based screens** - Buttons for each visitor option make things simple, clear, and readable for each step of the check-in process.

- **Automated workflows for each visitor type** - A system that takes visitors through the steps you already set out eliminates the chance of error and takes on the tedious tasks that can be automated while your front desk workers do what the humans do best and welcome visitors with a smile.

- **Easy WYSIWYG editors** - Drag-and-drop editors that anyone on staff (certainly not just designers or those with coding knowledge) can use for screens and badges are a must-have.

- **Shortcuts for certain visitors** - Returning visitor functionality and pre-registered visitor functionality means that people who come in regularly can simply approve their info instead of entering it all each time.

Review Your Brand and Mission

Now that you've considered usability, take a moment to review your brand identity and company mission. Just like anything else in your company, make sure visitor experience reflects your brand values.

Here are a few suggestions:

- **Visual Branding** - Have you incorporated your logo, brand imagery, and colors everywhere you can, such as on welcome screens and sign-in sheets?

- **Language and Tone** - Does the language used in your check-in process reflect the tone that you use throughout the rest of your client-facing copy? For example, a company that wants to come off very professionally might stick with simple, direct labels for their intake forms, but a company that values friendliness might try something for a field like "Hi there! What's your name?" instead of the simple "Name" label.

- **Values** - Does the check-in system generally reflect the values of your company? Trying to present an image that's cutting edge and modern while still using a paper logbook with manual visitor tags is a branding conflict. Along the same lines, an unmanned iPad may not reflect the values and needs of a senior living facility or an elementary school.

When visitors check in to your facility, the system they use should look and feel uniquely your own, not something you've essentially borrowed from someone else. Remember, it's all part of making a great first impression that can pay off big time for your company.

Step 6: Consider Health and Safety Guidelines

This section is a new addendum to this Complete Guide to Visitor Management. As the COVID-19 outbreak has radically transformed the way we live and work, there are new considerations you need to take to keep your business open, and most importantly, safe. Will your new visitor management system help you comply with any health regulations, and reduce any anxiety your visitors or employees might have about coming into the workplace?

Your staff will need new protocols to follow health and safety guidelines, and your business needs to decide on the amount of risk you are willing to take on when it comes to opening your doors. Perhaps you would prefer to not have someone at the front desk at all during high risk periods to reduce person-to-person contact opportunities. You'll then need a check-in system that will allow you to still collect key visitor data and screen guests before they can go to their destination. Here are some considerations to make when building a visitor management policy for these new times:

Alerts & Agreements

Your business may want a way to alert any incoming guests of new health and sanitization procedures, capacity limits, or other new changes to your check-in process. Local regulations might also require that your visitors agree to a set of statements that assess the risk of transmission, like travel to a high-risk area, or presentation of any common symptoms. Whether you have a staff member ask the questions or provide an agreement that visitors must sign, you'll need a system in place to screen visitors, and protocol for how to handle visitors that present too high of a risk to your business.

It's also crucial that your guests know where they're going to minimize unnecessary contact—a digital visitor management solution can help you properly direct guests to their meeting, and alert their host that they have arrived so they can pick them up and escort them safely.

Touchless and Contactless Check-In

We are now understandably wary of touching any commonly-used items in public spaces. That includes a digital check-in kiosk or a paper logbook. You now may need to provide guests with a bucket of sanitized pens to sign a logbook (and another bucket to discard used ones), or if you are using a digital tablet, you'll want a checklist for sanitizing that kiosk between each use. You want your guests to know that you have their health at top of mind, so providing safe ways to check-in should be a priority when it comes to visitor management.

If you're considering a digital solution for check-in, whether because you don't want a human at the front desk or you need to collect visitor information that you haven't previously, consider finding one with a contactless option. This will allow your guests to check-in to your workplace and answer any required questions from their own mobile device, no tablet touching required.

Comprehensive Visitor Log

Knowing who is in the workplace, both visitors and employees alike, will help you to limit capacity, contact trace if necessary, and ultimately keep your doors open. Many workplaces that previously had no system for recording visitors and their visit information must now implement one to comply with local regulations and keep their doors open.

Keeping an accurate visitor record goes beyond just compliance—it is also crucial to keeping your workplace healthy. Say an employee or visitor tests positive for COVID-19 or another communicable illness. Do you have a way of knowing which other people they came into contact with, or at least in your building at the time? You'll need those people's contact information, whether in your logbook or digital record, for tracing purposes. Make sure your visitor management policy takes into consideration the kind of information you want in your visitor log to help you keep your office as safe as possible.

How The Receptionist for iPad Handles Visitor Management

So, you've reviewed your visitor management system, have optimized its potential for security, and checked its usability and its consistency with your brand. You also have an idea of what people and equipment you need to get things going.

Are you ready to put it all together?

We have some good news: The Receptionist for iPad was designed to put a complete and automated visitor management system together for you.

The Receptionist for iPad guides you through the steps of creating visit types and custom procedures for each different visitor, including editable fields and legal agreements. It has a robust reporting system and all the features for security, usability and branding that we've suggested in this Ebook. It also integrates seamlessly with a badge editor and printer.

One feature that we're particularly proud of is the ability to get as customized as you want with staff notifications, which may include SMS, email, or even Slack pings at custom intervals after client check-in. You can choose to notify a whole group or certain individuals, and even designate back-up employees for those notifications in case the first employee doesn't respond.

As we mentioned, all these features keep your company more safe, secure, and may even help you comply with legal regulations. If that weren't enough, they also boost productivity for all your employees by making check-in faster and easier and reducing errors and unnecessary interruptions.

Our contactless and employee check-in features enable you to better protect your business against the risk of infectious disease transmission. Your employees and guests can now use a Receptionist-generated QR code or link unique to your

business to check-in, answer any screening questions, and sign necessary documents from their mobile devices without needing to touch an iPad kiosk.

At The Receptionist, one of our crowning achievements is our dedication to Radical Service for our customers. We've installed a chat box on every screen of your software so you can get in touch with us quickly and easily at any time, and our attentiveness to user concerns is something that our customers rave about.

Plus, with The Receptionist for iPad, all features and unlimited customer support are included in every plan, even the free 14-day trial. Ready to see it for yourself? Start your trial, or contact us for more information.

Here are just a few testimonials about The Receptionist for iPad from our happy clients (source: Capterra).

> "We have been very happy with the service. It has allowed our receptionist to step away when needed. We are extremely happy with the amount of customizable options. We have many large meetings and training conferences and this allows us to set up specific sign in buttons that keep track of who came, what time the arrived and how long they were in the facility. The report option has been incredibly helpful to keep paper trail down and able to keep things electronically."

-- Tanya M., Autoneum
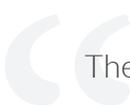
> "The Receptionist is simple and easy for our customers to use. Love the customizations and the customer service I am provided when I do need to contact someone. They are always friendly and issues are fixed usually within less than a five minute time frame."

-- Crystal C., ReTeck

> "Fantastic! Makes my job so much easier! I like the ease of use and the customization options. Also, the customer support is amazing. They are quick to answer and so helpful."

-- Renae B., MTI

The Receptionist

Questions and Answers about The Receptionist for iPad

Still have questions? We can help. Here are a few questions that tend to cross the mind of people who are considering trying out our visitor management software.

Is this program designed to replace your receptionist?
No way! We recently wrote a detailed response to this very question. In short, we want to be your receptionist's most valuable asset. We are certain there are other things going on in your office, and being tied to a desk is no one's favorite responsibility. The Receptionist gives your office manager, front desk person, welcoming committee, or "the person nearest the door" the freedom to tackle other tasks while we keep your entry area running smoothly.

What physical equipment do I need to make this work?
In short, you need an iPad and an iPad stand (either for the desk or the floor), and you may also want a badge printer. We've made it as easy as possible for companies to get the equipment they need with our Receptionist in a Box.

You can also use your own iPad if it runs on iOS 12.0 or higher. Find more information about iPad compatibility on this page. No Android tablets are supported at this time -- but we've found that most companies prefer to buy a new, dedicated tablet for their reception area anyway. Our Receptionist in a Box can get you up and running quickly!

You can update The Receptionist for iPad's settings (along with all your account details) from any internet-connected computer via TheReceptionist.com. Only a few settings need to be updated using the tablet itself.

Is support included?
Absolutely. We want to show you how much we care, and the best way to do that is to be here when you need us. We believe that we have the easiest, fastest setup on

the market. To prove it, we offer free unlimited support (even during your free trial) to answer any questions you have.

How much does The Receptionist for iPad cost?

We charge per month, per location. The only difference between plans is the number of people at your location who are registered in the system to receive visitors.

Plans are currently $49/month for up to 24 registered employees, $99 for up to 49 registered employees, and $149 for up to 99 registered employees. If you opt to pay for the whole year, you get one month free.

For more details or if you have more than 99 registered employees, check out our pricing page.

Do I have to sign a long-term contract?

After the free, 14-day trial, each level of pricing is available on a month-to-month basis, and you can cancel at any time.

Heard enough? Click here to start a free 14-day trial, or contact us for more information.

We hope you've enjoyed this e-book, and we hope to hear from you soon.

Andy & the Team at The Receptionist
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