Visitor & Employee Management Platform

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INTRODUCTION TO MYLOBBY

Hello!

Thank you for using the MyLobby Employee and Visitor Management System!

If you've ordered the hardware from MyMedia, we typically install all the apps on the device before shipping it to your location. However, if you are using your own device, please make sure that the following apps are installed on your device. If not, please download it from Google Playstore on your Android device and install it first.

- MyLobby Employee and Visitor Management System App:
https://drive.google.com/file/d/1dDMmSSBaY665Avm_dNH6D5VfA3M1hfnA/view?usp=sharing

- AnyDesk remote PC/Mac control (for remote support in case there are issues with the tablet or app)
https://play.google.com/store/apps/details?id=com.anydesk.anydeskandroid

- Brother iPrint&Label (if you have a printer)
https://play.google.com/store/apps/details?id=com.brother.ptouch.iprintandlabel&hl=en_CA

For your reference, here is the link to show you how to set up your printer with the MyLobby Employee and Visitor Management System:
https://drive.google.com/file/d/1aonx12mapBeKNvgIYEZavXSRbExP8ONM/view?usp=sharing

After downloading and installing the applications mentioned above, you can now start configuring your MyLobby Account.

LOGIN CREDENTIALS

You will be provided your log ins for your organization's account:

Backend Link: https://admin.my-lobby.com/#/login

Please feel free to change your password from the backend. Thank you!

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GETTING STARTED

I. MYLOBBY DOCUMENTATION

1. This documentation is intended for users with different access levels.
2. Section 1 (a) to (d) describes the various access levels
    a. If you are unable to identify your user level, please contact your Account Manager.
3. To add a user, click the red plus sign button at the bottom right-hand corner of the screen (Figure 1)

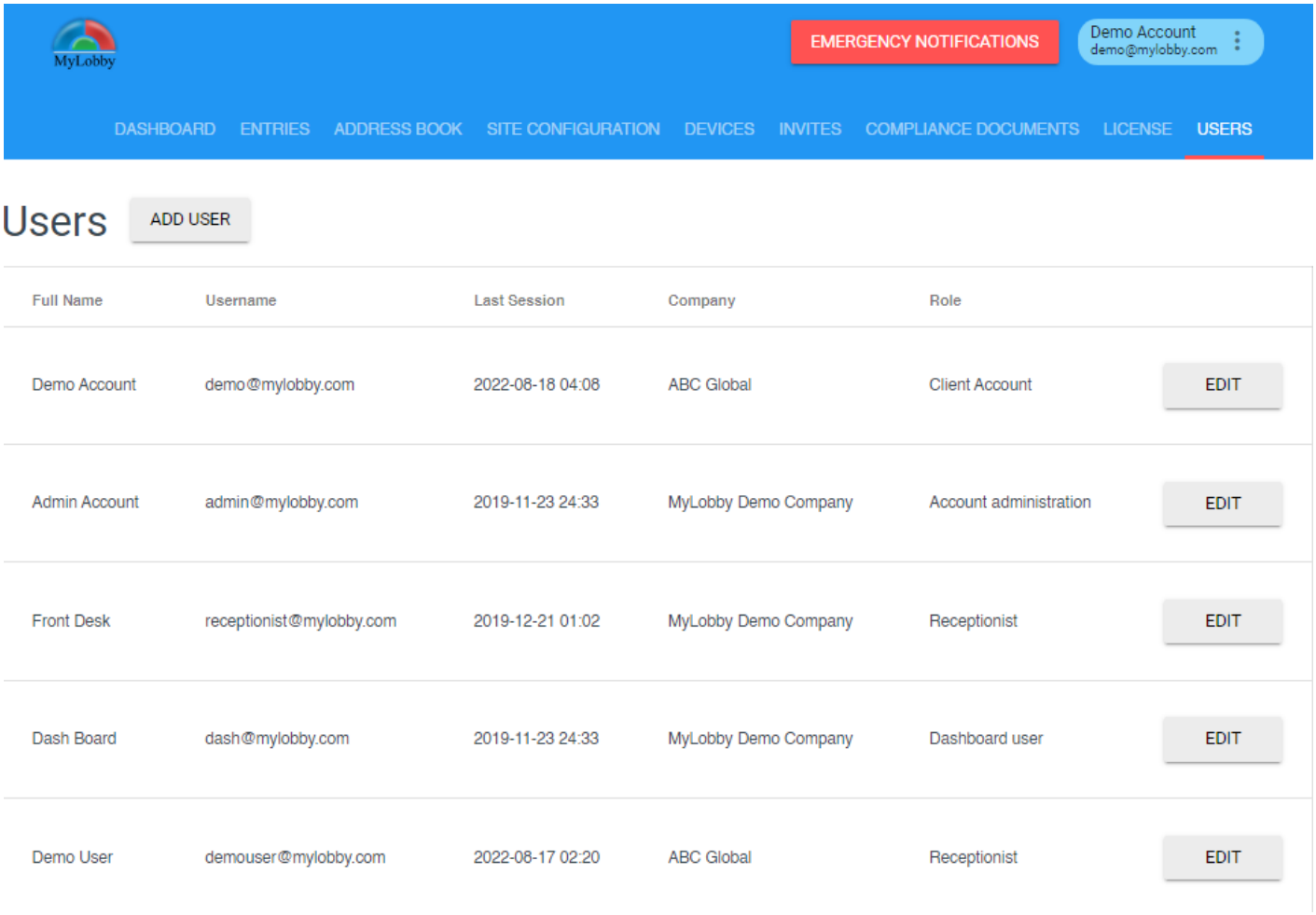

Figure 1. MyLobby Users

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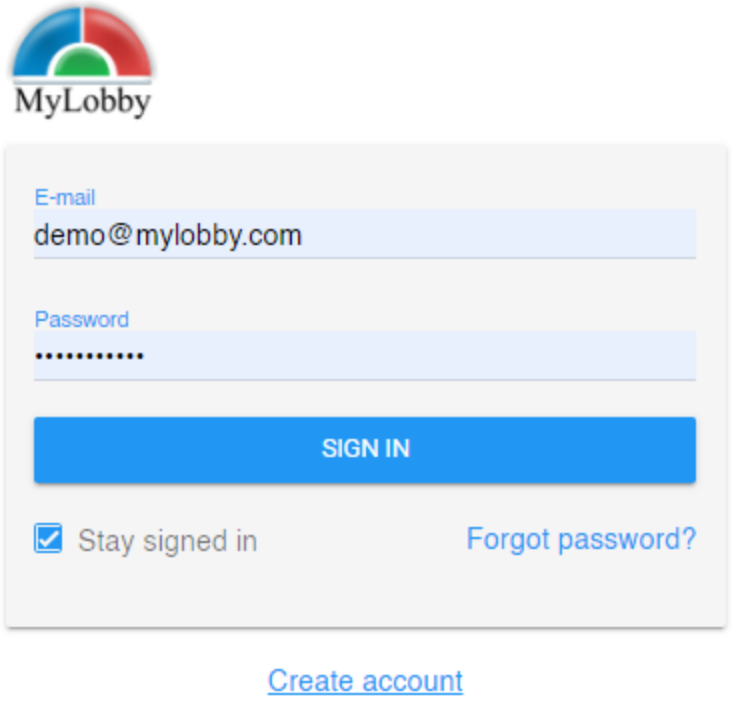
Updating Password

There are 2 ways update your account's password:

1. Updating password as an Admin.
   Please follow the steps below on how to update a password of any of your registered accounts:
   a. Log in as an admin in the MyLobby backend
   b. Go to the USER tab and select EDIT on any of the accounts you need to update.
   c. Enter your new password.
      Note when creating passwords:
      Passwords must be at least 8 characters, contain numbers, special characters and Latin letters, in upper and lower case, and should not be similar to the first name or last name. You cannot reuse an old password or update a new password similar to the old one.
   d. Save your changes.

2. Updating password from the MyLobby login page.
   a. Go to the MyLobby login page and select FORGOT PASSWORD.



   b. Enter your user email for MyLobby and an activation link will be sent to you. Click SEND and you will receive an email where you can update the login credentials.

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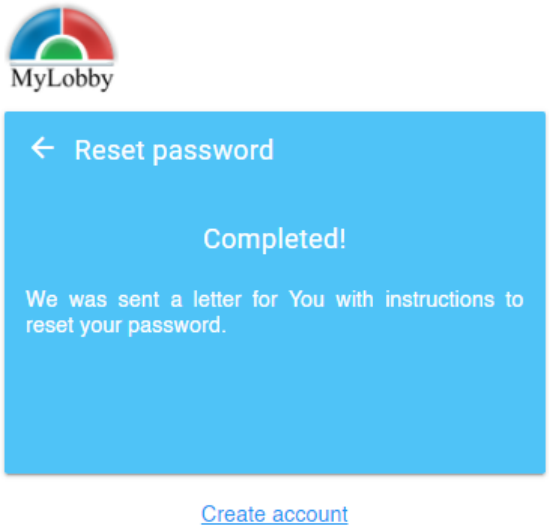
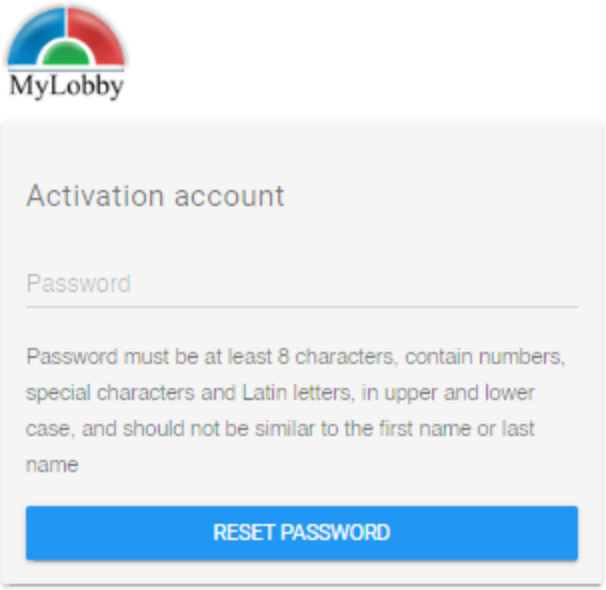


c. Click the activation link from the email you entered and it will ask you to enter a new password. Please take note of the requirements when creating a new password:

Password must be at least 8 characters, contain numbers, special characters and Latin letters, in upper and lower case, and should not be similar to the first name or last name



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a. Account Administrators

i. Possesses an overview of all the users and sites linked to your account.

ii. Ability to view all activities:
1. Visitors' Sign-in in/Sign-out
2. Access Employees' details registered for each site
3. Configure all sites

iii. Visitors' activity:
1. Sign-in/sign-out
2. List of devices with active MyLobby accounts.
3. Sign-in guests from the backend.
4. Security Officers or Parking Attendants can access current visitors' overview within the building

b. Site Administrators

i. Can view visitors' activities and Employees they have visited
ii. Ability to configure sites (they are assigned)
ii. If your organization consists of multiple buildings and locations, managed by different individuals; the 'Site Administration' access level would enable them to access their specific building's backend information.

c. Receptionists

i. Receptionists can view:
1. Dashboard Visitors
2. Hosts
3. Devices with an active Mylobby account
4. Ability to send a QR code meeting invite to a guest.
5. Ability to sign-in as guests from the backend.

d. Payroll

i. Specifically for payroll users.
ii. Ability to view employees' sign-ins/sign-outs
iii. Filter:
1. Dates
2. Employees
3. Specific locations

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II. SYSTEM REQUIREMENTS

a. Android Devices

b. Following applications are required to be installed on your Android devices:
i. My Lobby Visitor Management System
ii. AnyDesk Remote Control
iii. Brother iPrint and Scan (Appendix 1 explains how to connect your Brother printer with MyLobby Visitor Management System)

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1 Professional Pricing Plan

III. MYLOBBY ACCOUNT CONFIGURATION

LOGIN CREDENTIALS

a. Login to your account through the login configurations provided by your Account Manager (Figure 2).

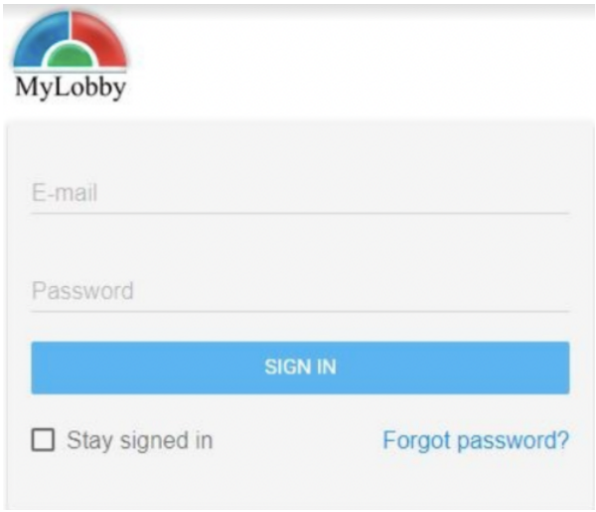

Figure 2. MyLobby Login Screen

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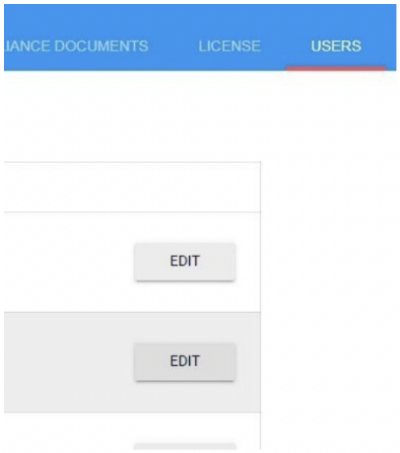
CHANGING LOGIN CREDENTIALS



Passwords can be changed through your user portal:

a. Login using the credentials provided
b. Click the 'Users' tab and select "Edit" on the "Client Account"
c. Update your password
d. The password must have:
    i. 1 capital letter
    ii. 1 number
    iii. 1 special character
e. Save changes

Figure 3. Changing Login Credentials

IV. CONNECTING THE DEVICE TO THE INTERNET

Scalefusion Lockdown System, please refer to Appendix 2.

End-users

a. Swipe down from the top of the screen.
b. Touch and hold Wi-Fi
c. Tap a listed network. Networks that require a password have a Lock

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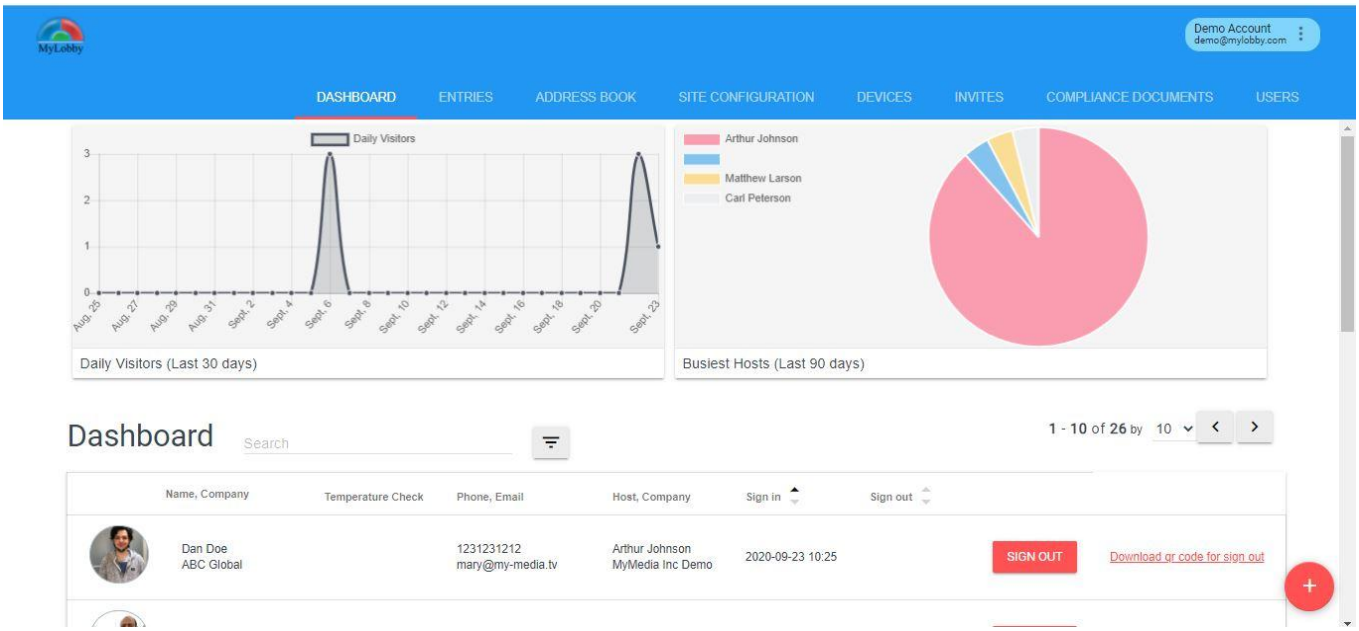
PART II MYLOBBY DASHBOARD

Video introduction: https://drive.google.com/drive/folders/1XyxDqT22os5BXLea52X93li48scRz6Qk



The 'Dashboard' tab is the first tab in the user-interface, it consists of:

a. A line chart displaying the number of visitors
b. A pie-chart displaying employees and their visitors
c. Visitor details

Each of the above features is explained further:

1. Daily Visitors. This is a line chart that shows how many visitors you get in a day

2. Busiest Visitors. This is the pie chart which shows an overview of who among your employees receives the most visitors in a 90-day period

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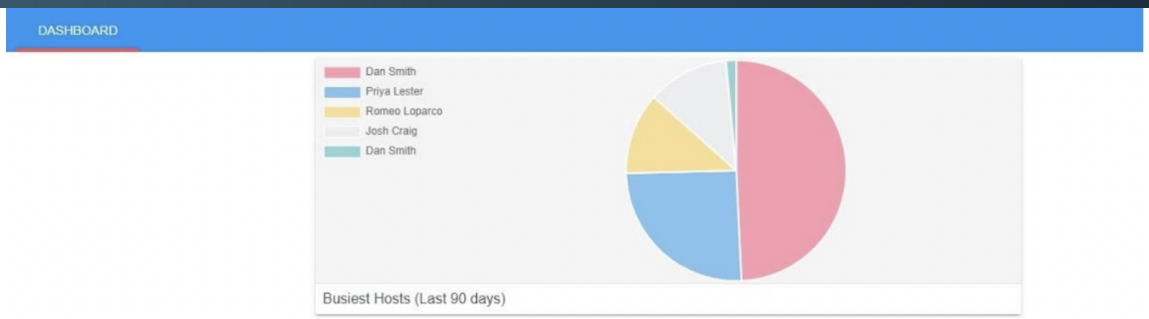

3. Sign in Dashboard. This where you can check the details of all people who signed in the tablet. Just click the name of the visitor and the details upon the visitor's sign in show up. If the person forgets to sign out from the building, the admin can manually sign out the visitor from the backend, just click the Red button that says, "sign out"

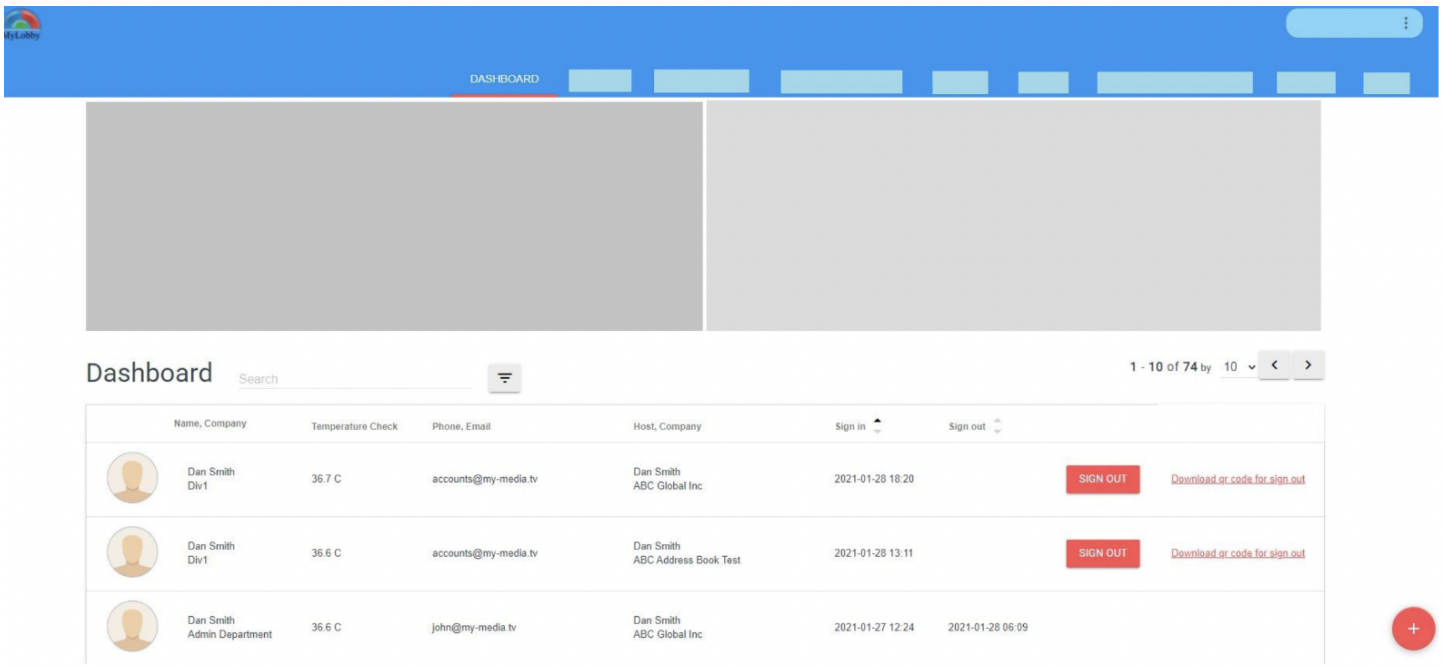

Figure 7. Sign-in Dashboard is located at the bottom of the Dashboard screen

1. A sign-in dashboard displays:
   a. Visitor's sign in details
   b. Clicking a visitor's name displays visitor-specific details in a drop-down card
   c. By clicking the Filter icon , the database can be filtered into:
      i. Visitor Name
      ii. Site
      iii. Company
      iv. Duration
2. To 'filter' further from a larger visitor database, click on the 'Entries' tab
3. If the visitor leaves without signing out, an admin can process the sign out by clicking the SIGN OUT

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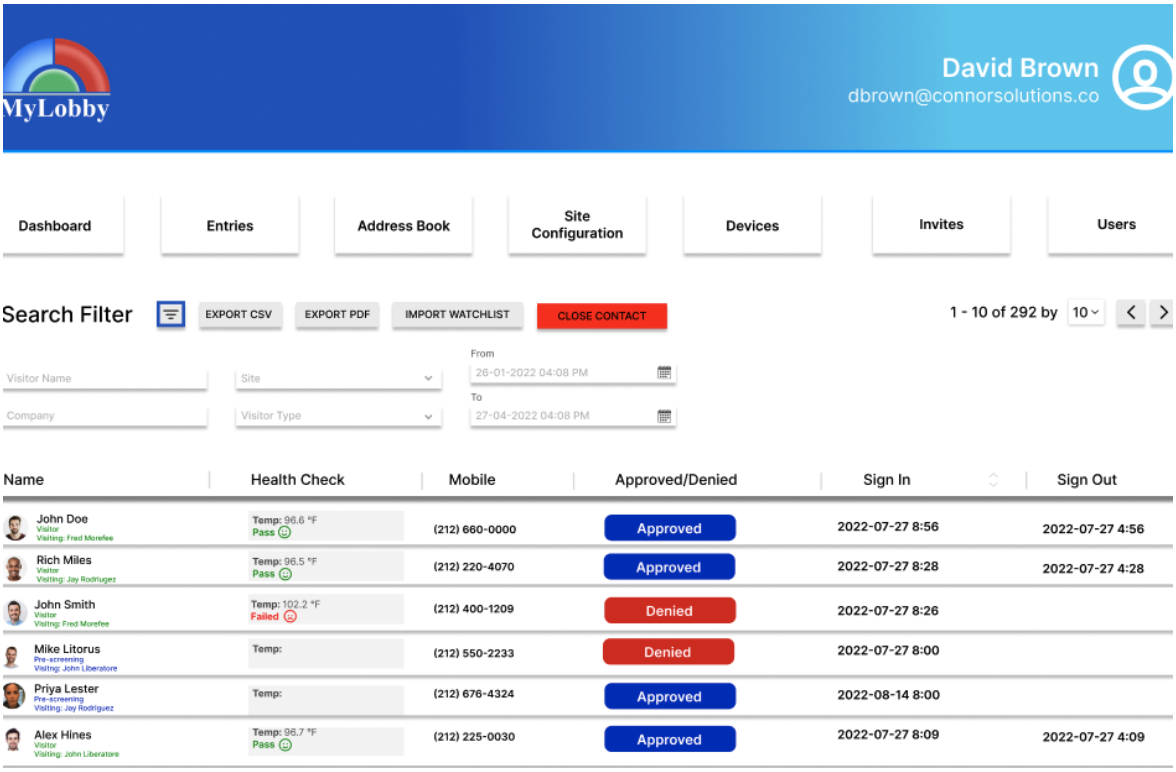
ENTRIES MODULE

This dashboard allows you to view the Type of Visitor who signed in to the device and response their screening questions. If the individual signed in as a Contractor, the backend will show that they are a contractor. This is mostly helpful for organizations who are monitoring the visitors coming into the facility.

This is where you can check the details of all the guests who signed in the tablet. Just click the name of the visitor and the details upon the visitor's sign in show up. If the visitor forgets to sign out from the building, the admin can manually sign out the visitor from the backend, just click the Red button that says, "sign out"

Entries is the MyLobby module that allows you to see each individual that has entered your facility.



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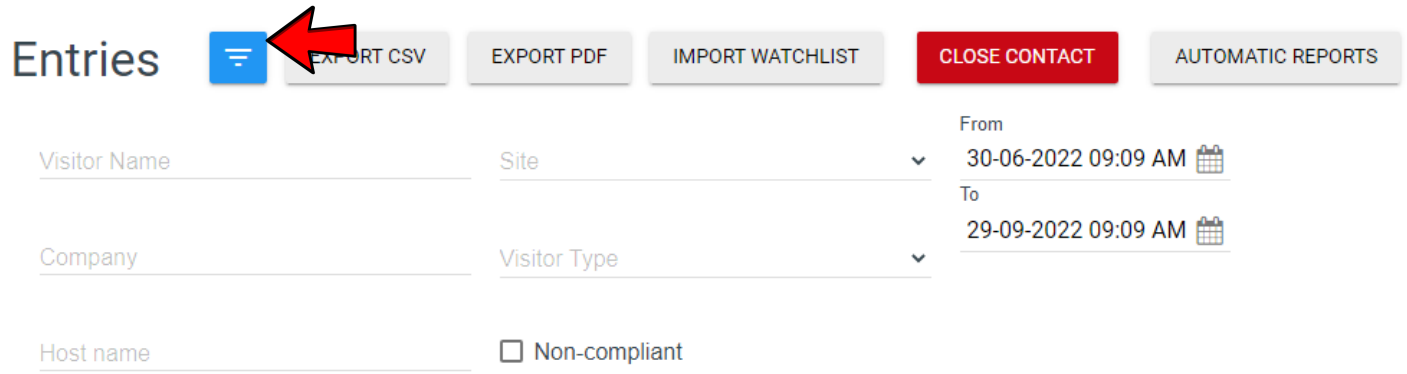
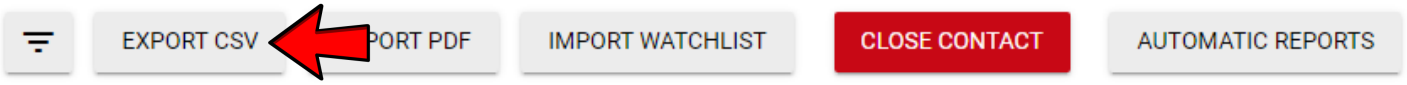
SORT/SEARCH FUNCTION: This funtion allows you to filter and sort your entries by the following criteria: Visitor Name, Company, Host (Your Employee), Site (Location), Visitor Type (Visitor, Contractor, Courier…etc), Compliance and Date Range

First Step: tap the Blue tab button to see all of the fields appear.



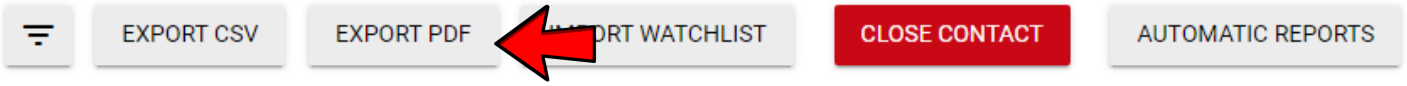
EXPORT CSV

EXPORT CSV: This function allows you to export your filtered or unfiltered results into a CSV (Comma Separated Value) file.



EXPORT PDF

EXPORT PDF: This function allows you to export your filtered or unfiltered results into a PDF (Portable Document Form)



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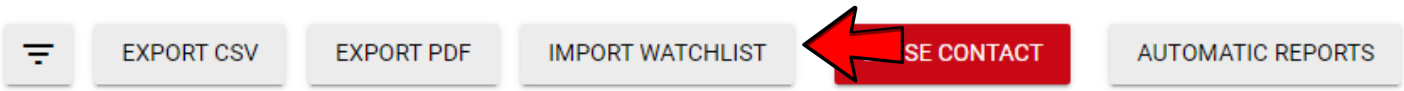
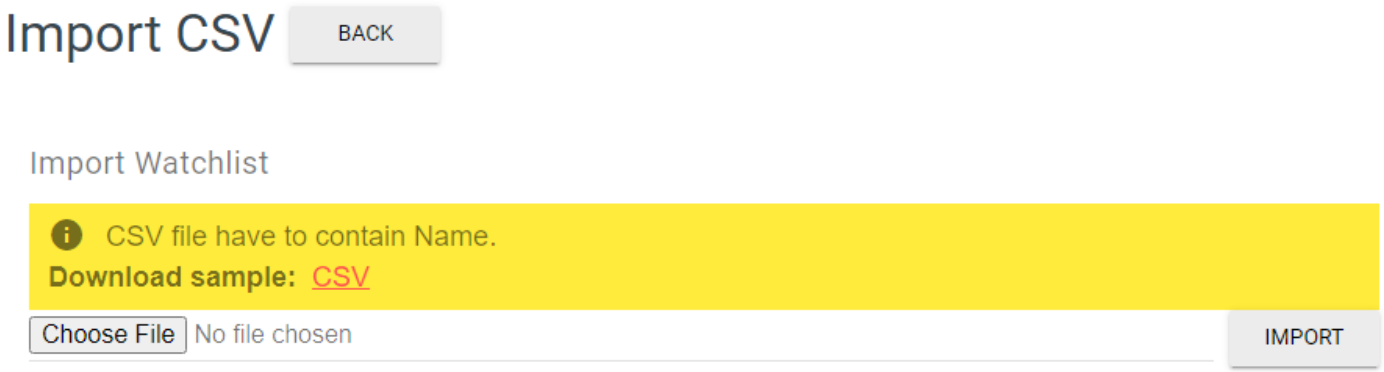
IMPORT WATCHLIST

The import watchlist tab allows you to import a list of people that are not welcome in your facility that are essentially “Persona Non Grata”



Importing a watchlist requires you to import a CSV file.

.



CSV Files will need to have the following categories - Name, Country, City, ZipCode

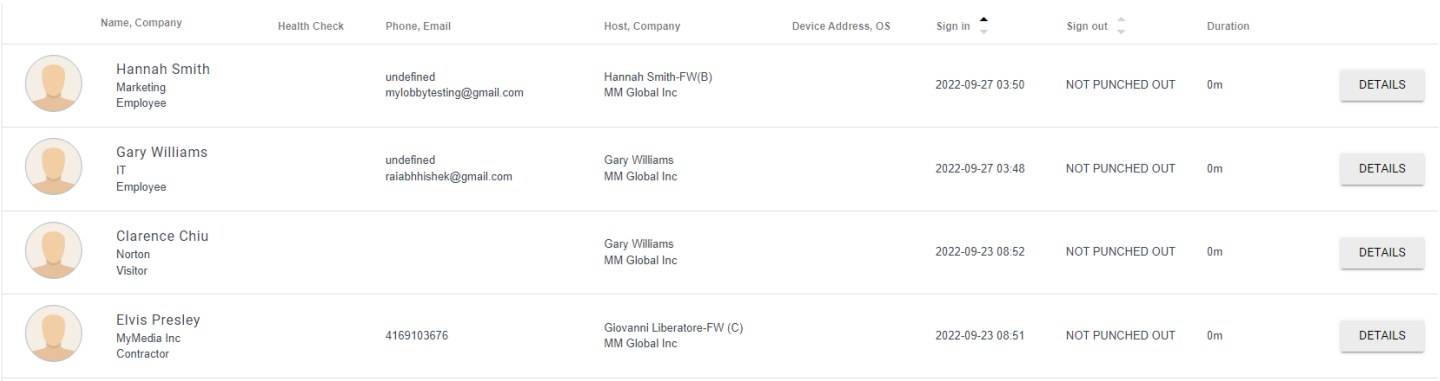


Figure 8. Entries List of Visitors, Visitor Categories and their Further Details

1. Similar to the ‘Dashboard’ tab, if a visitor leaves without signing out, the admin can process the sign out by clicking SIGN OUT.
2. ‘Entries’ allows the admin to ‘Import Watchlist’ to establish a Person of Interest database.
3. The entries can be exported as an external file by the ‘Export’ option

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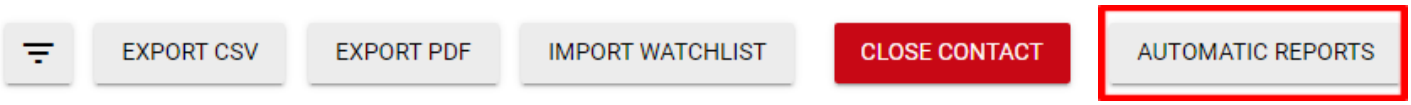
E.g. Contactor/Deliveries/Service/Employees/Employee Family and Friends/etc. This feature is useful for organizations monitoring visitor categories.

AUTOMATIC REPORTS

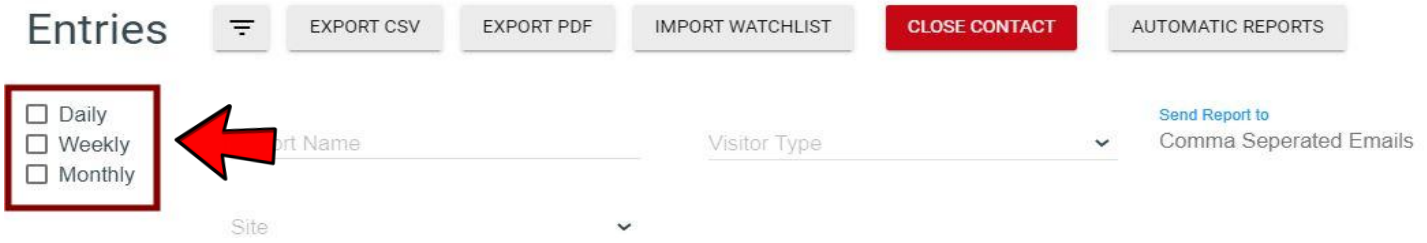
The "AUTOMATIC REPORTS" feature can be found under the "ENTRIES" tab of the MyLobby's backend system. This feature will allow the admin to generate daily, weekly, or monthly reports automatically. It also allows the admin to send the reports to multiple email addresses or accounts.

It would greatly help the company's daily reporting needs, especially in the daily attendance or entries of the office/building because it automatically gathers all the information and formats all of it as a report.



Generating Reports

To generate reports, click on the "AUTOMATIC REPORTS" button under the ENTRIES TAB. The admin can choose a report timeline - whether if it is a daily, weekly, or monthly report.



Then, enter a report name (required). Choose a visitor type and the site or company name. Under the "**Send Report to**" section, you can input all the email addresses that you want to send the report(s) to. Please **Note: Make sure to separate each email address by a comma ",".**

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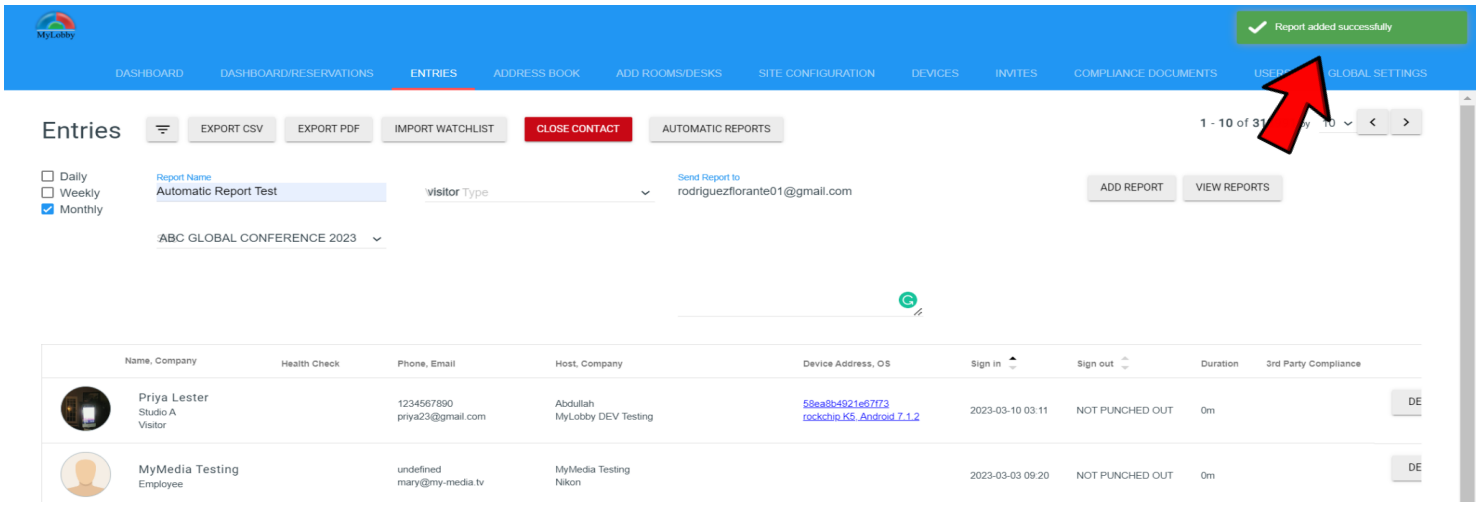
After entering all the required information, click on the “ADD REPORT” button in the right corner of the screen.



You should see a message that says “**Report address successfully**”, otherwise you need to recheck the required fields and click the button again. Please note that at this point, the report is still pending and hasn’t been sent to the recipient(s) yet.

Sending Report(s)

In order to send the reports, beside the Add report button, a “**VIEW REPORTS**” button can be found. This button will show all the reports you generated.

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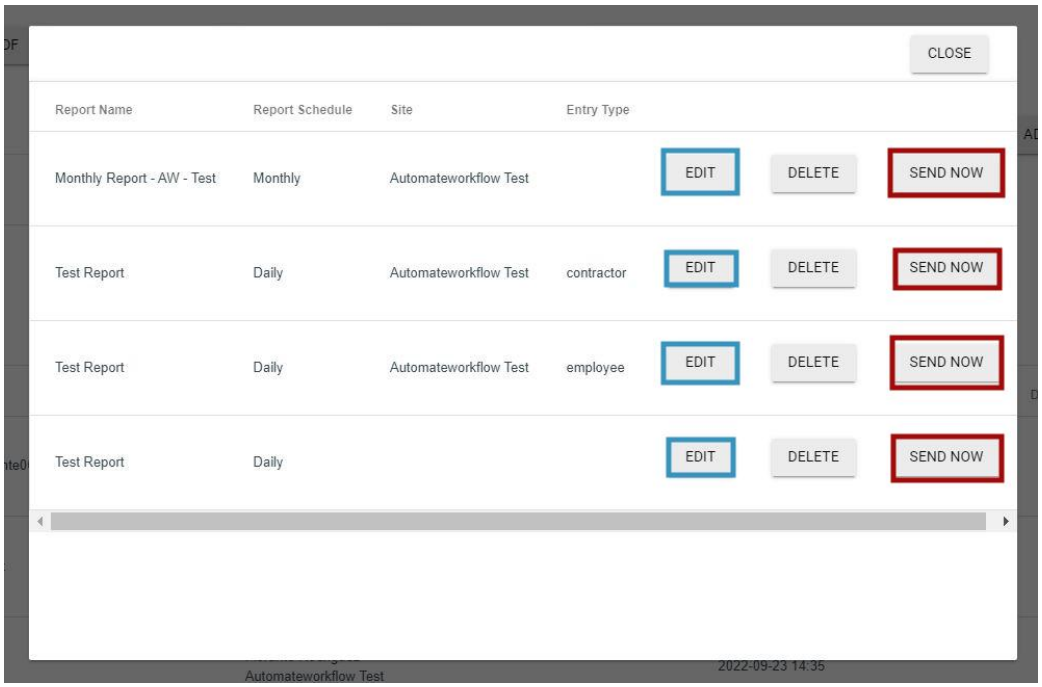
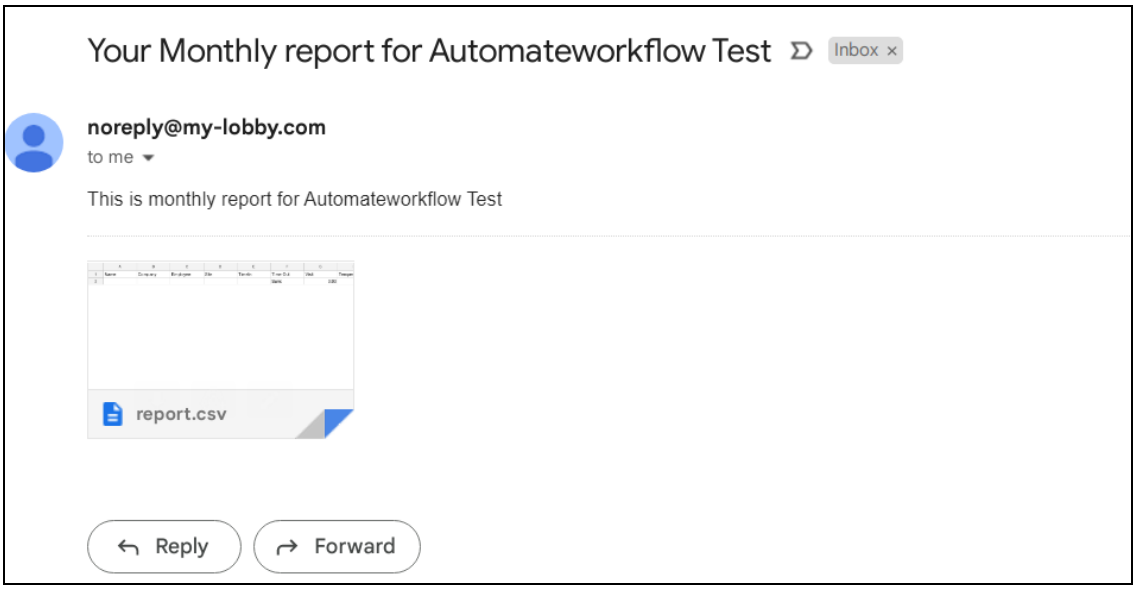


This pop-up window will show all the reports and this is where you can edit the parameters of the reports. You can also delete the unnecessary reports. After double-checking all the information, you can now click on the "**SEND NOW**" button.

This is where the recipients should receive the reports from "noreply@my-lobby.com"

This is what the email looks like:



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Then you can check the email's attachment(s) for the report.

Address Book

The Address Book is where you upload your hosts' contacts and view their profile. Here is how you add a single individual host or team member.

1. 'Address Book' is the third tab in MyLobby admin dashboard, it consists of:

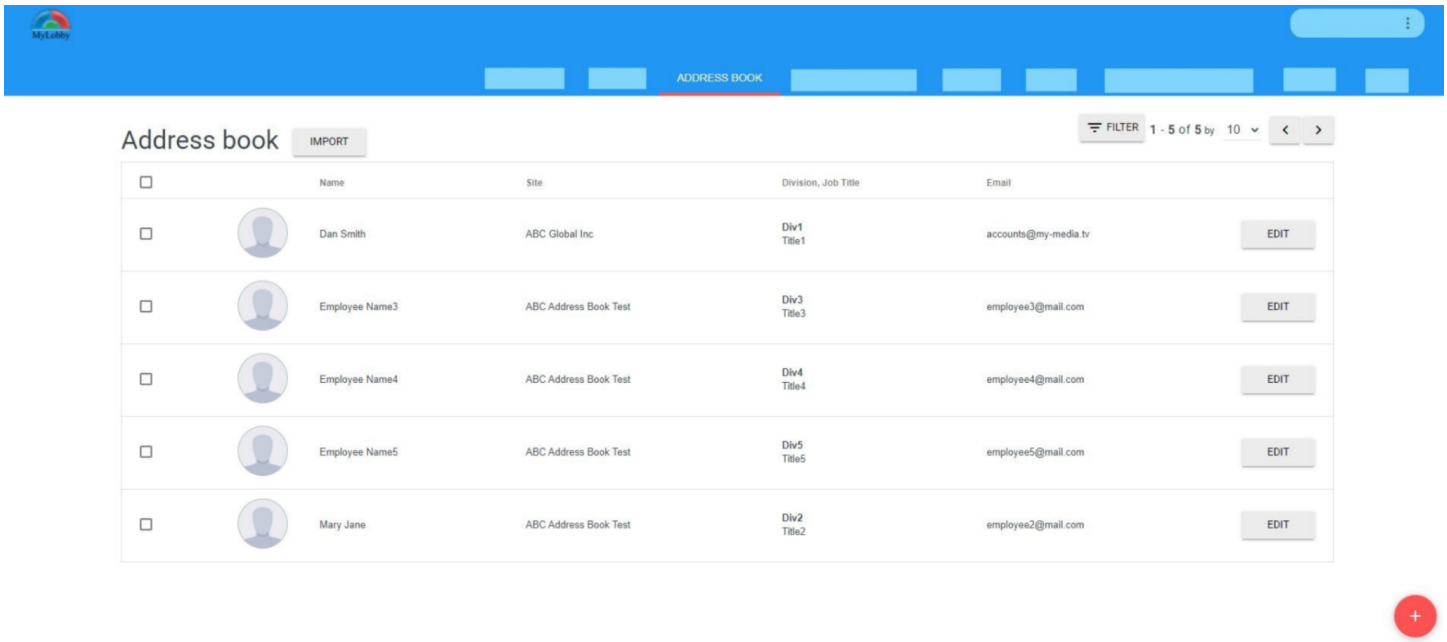

Figure 9. Address Book

a. Importing address book from a previous/another database
b. Filter feature
c. Employees' 'Address Book' features
d. Name
e. Company
f. Division
g. Job Title
h. Phone Number
i. Email

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Adding Profile

Method 1

2. To add an employee profile, click on the red + sign button at the bottom right hand side of the dashboard ‘Entries’.

3. Enter the required information:

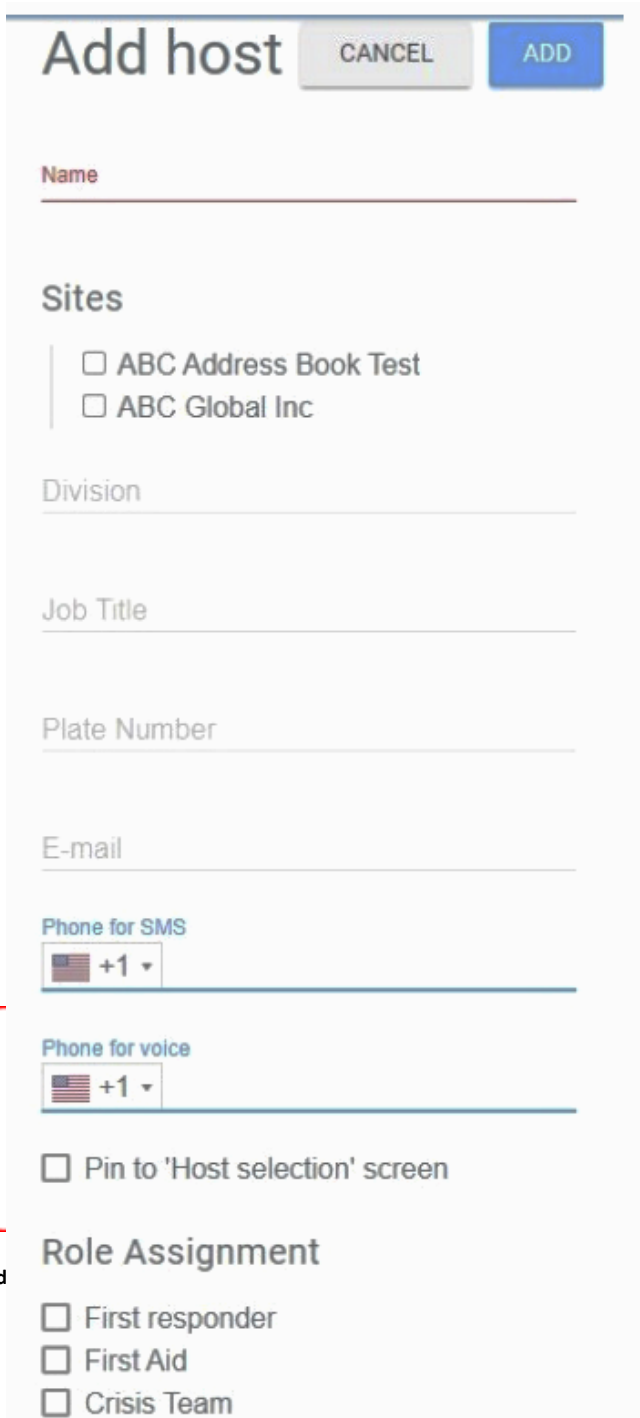
The system requires:

Employee’s Name

Division

Job Title

SMS and Voice Numbers



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If the employee is working at ‘ABC Address Book Test’ and ‘ABC Global Inc: ☑ the ‘Site’ to connect the profile to your company’s account

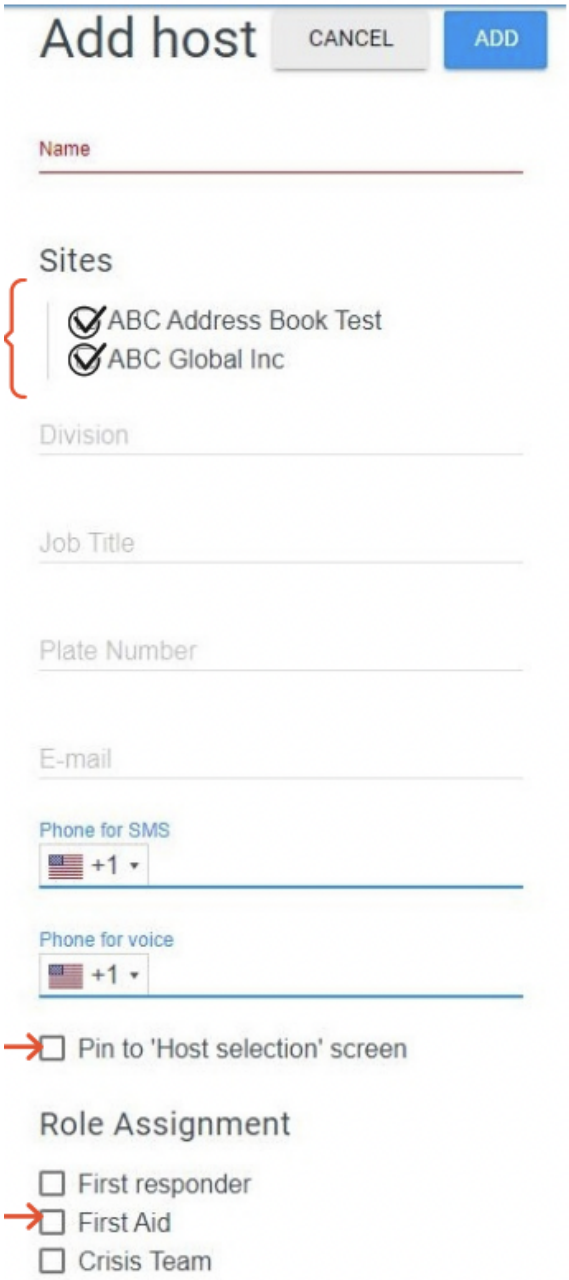

Figure 11. Add Host- Sites and pin to Host Selection Screen

Purpose:
Visitor ‘A’ is asked, “Who are you visiting?”

If ☑, this profile will be displayed on the ‘contacts’ list on the ‘MyLobby’ app

—----------

1. Employees/External services can be categorized into either of the three (according to their training)
2. They can then be grouped accord -ing to the category selected
3. Example:
    a. Employees A, B, and C are part of the Crisis Team and selected as response team during a crisis
    b. When an emergency message is triggered, employee A, B, C will be notified.

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Method 2

Another way of entering employees is by uploading a **CSV, IMAGE or ZIP** file of your employees
To make sure you have the correct **CSV, IMAGE or ZIP** file format. You can download a sample copy of each on the backend (as seen on the screenshot below). You can copy that file and fill the necessary information (Name. Division, Title, Email, Mobile, Phone number (landline). Choose the file located on your computer and select IMPORT. The system will produce a handy confirmation screen to ensure the details you entered were correct. You can edit details from this window if necessary. ***See Fig 1*** on the next page. To import employees in bulk using images, you need to upload an image with a specific file name format:

John Smith_MyLobby_engineer_test@gmail.com_10755578080_10755578080_T_F_T.png

Please note that all data is written and separated by an underscore, if you do not have any data, then just leave an empty space between the underscores.

Name_Division_Title_Email_Mobile_Phone_FirstResponder(T/F)_FirstAid(T/F)_CrisisTeam(T/F)

For example: John Smith_ABC Company__testuser@gmail.com_12125551234_12125557080_T_F_T_F_F.png. In this example, we omitted the title but the data will still be written only without it.

Supported image formats: **.PNG / .JPEG / .JPG / .WEBP**

If you need to upload several images at once, you can put them in an archive. **Supported archive format is .zip**

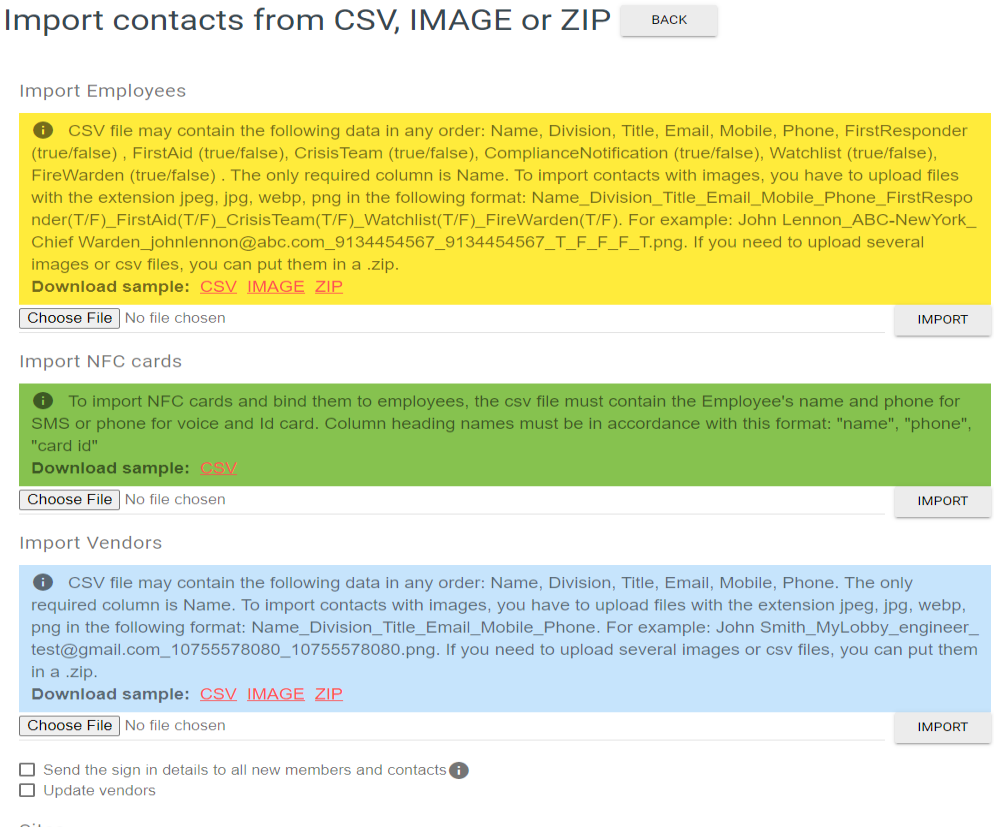

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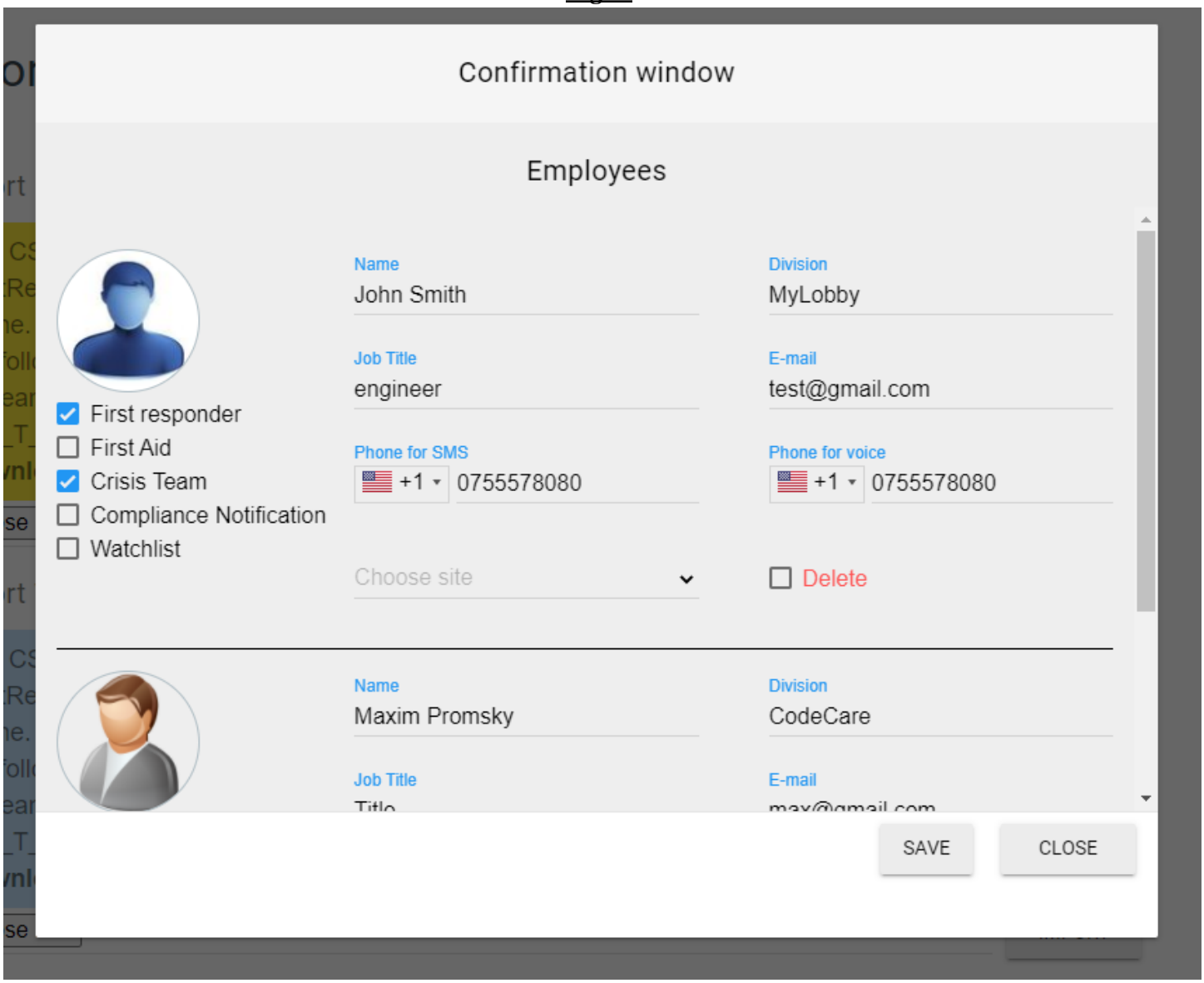
Fig. 1



Address Book - Vendors Imports

Vendors imports are handled exactly the same way as Employee's with the only distinction of the checklist for First Responders and Compliance Notification Officers

Name_Division_Title_Email_Mobile_Phone

For example: John Smith_Engineering_ABC Company__testuser@gmail.com_12125551234_12125557080

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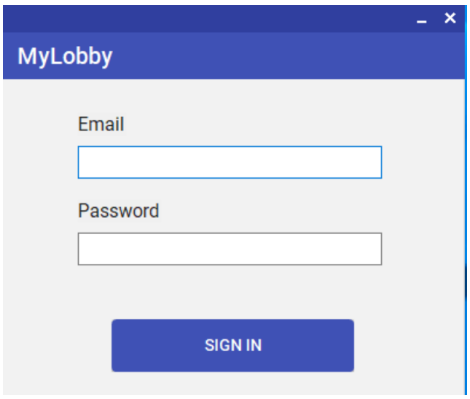
Active Directory Synchronization (Optional Paid Add-on)



MyLobby has an Active Directory tool to assist companies with large rosters of employees, or a high turnover rate. By logging into your account, you will be connected to your MyLobby database. The connection is secured and data transmitted is encrypted end to end. Our Active Directory Sync software will allow users to upload and synchronize their Active Directory to the MyLobby servers with ease. Please note that the software has the ability to connect to other Active Directory servers. As long as you have credentials for the domain that you want to use.

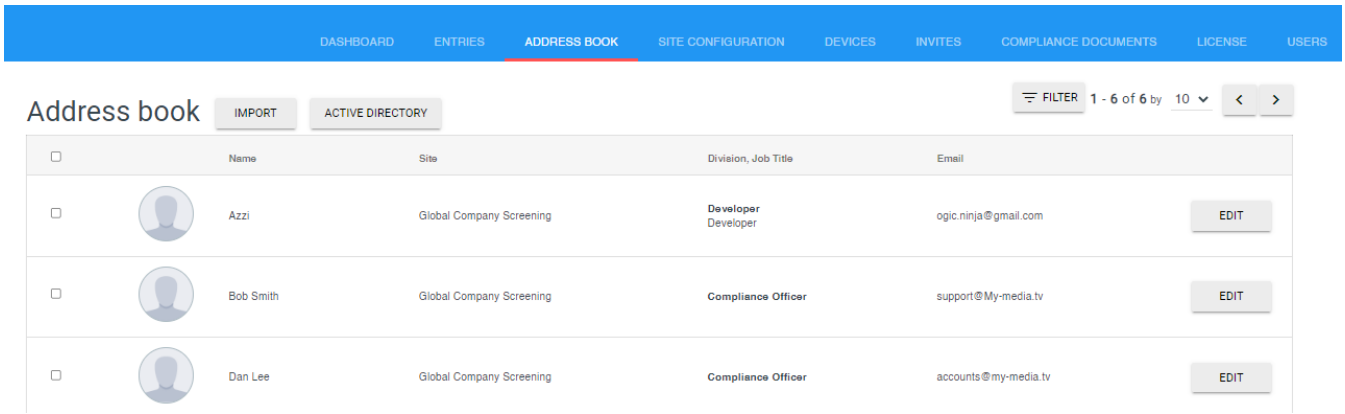
Requirements:

- The user who is synchronizing the AD should be logged in to the same computer where the organization's AD is installed.
- You should have the login credentials of your MyLobby Account.

Steps on using the MyLobby Active Directory Synchronization tool:

1. Downloading the MyLobby Active Directory Synchronization tool.
    a. Open https://admin.my-lobby.com/ on your internet browser and login using your MyLobby Account credentials

2. Go to address book and click ACTIVE DIRECTORY



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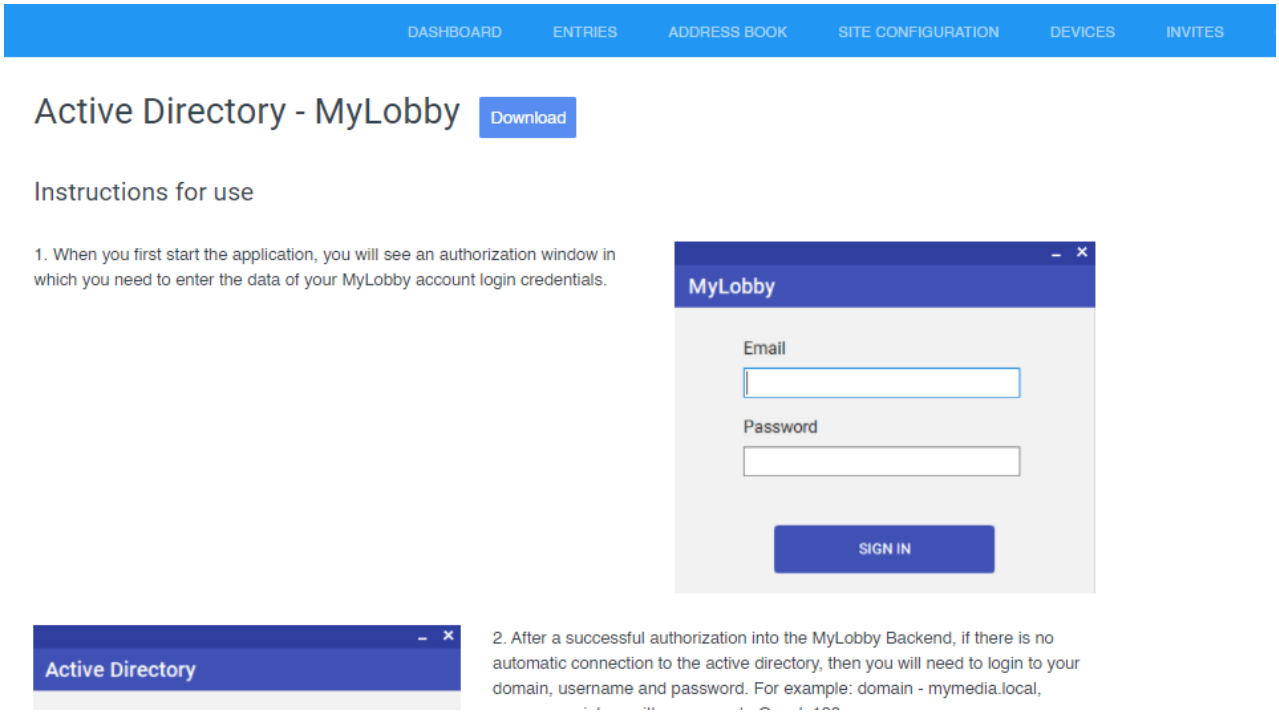
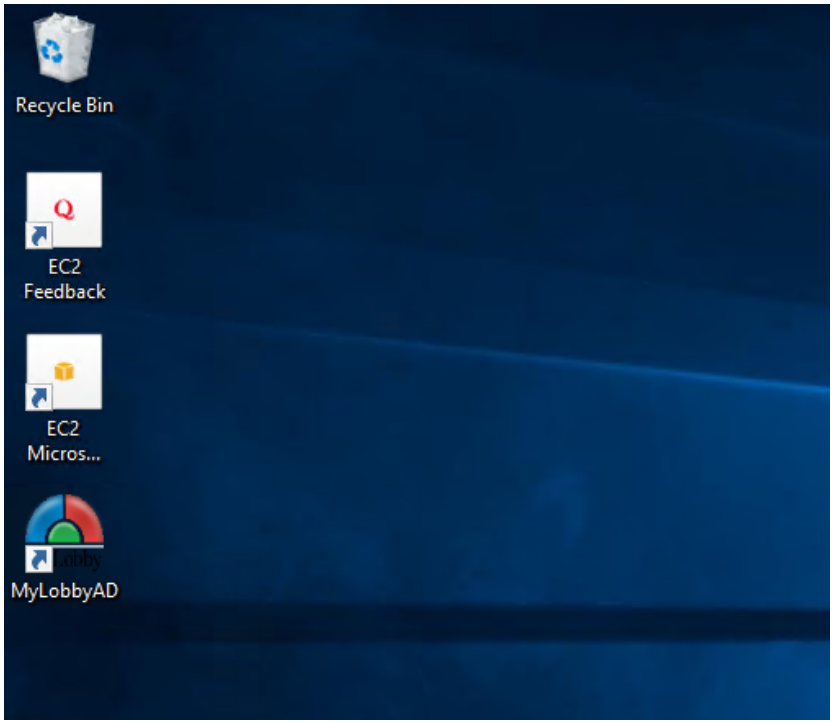
3. Click DOWNLOAD to get MyLobby Active Directory Synchronization tool installer application.



4. After downloading, go to the folder where the file is downloaded. Right click the file and select RUN AS ADMINISTRATOR and the app will proceed on installing.

5. Once you're done installing, a shortcut will appear on the desktop.



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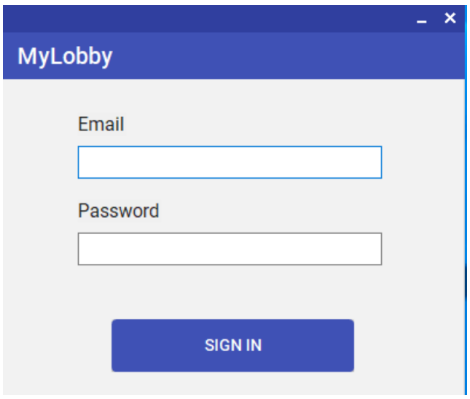
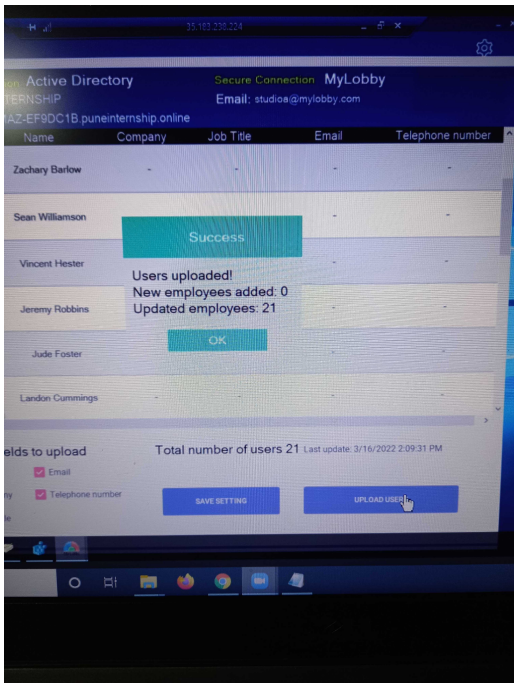


6. Double click the icon to open the app on your desktop and it will ask you to login. Enter the user and password of your MyLobby Account.
7. After logging in with the credentials, simply click the UPDATE IMMEDIATELY button at the lower right corner of the app. It will show a pop up that will indicate if the update is successful.



8. Once it shows Upload successful, you should be able to see that all the contacts in your MyLobby address book are in sync with your Active Directory.

9. If you would like to set MyLobby to sync with your AD on a specific time period, just click the gear icon at the top right of your MyLobby AD tool and it will open a pop up.

10. Please choose SCHEDULER and select the interval in which you want your AD to sync. For example, if you select DAILY, that means your AD will sync with MyLobby every 24 hours.

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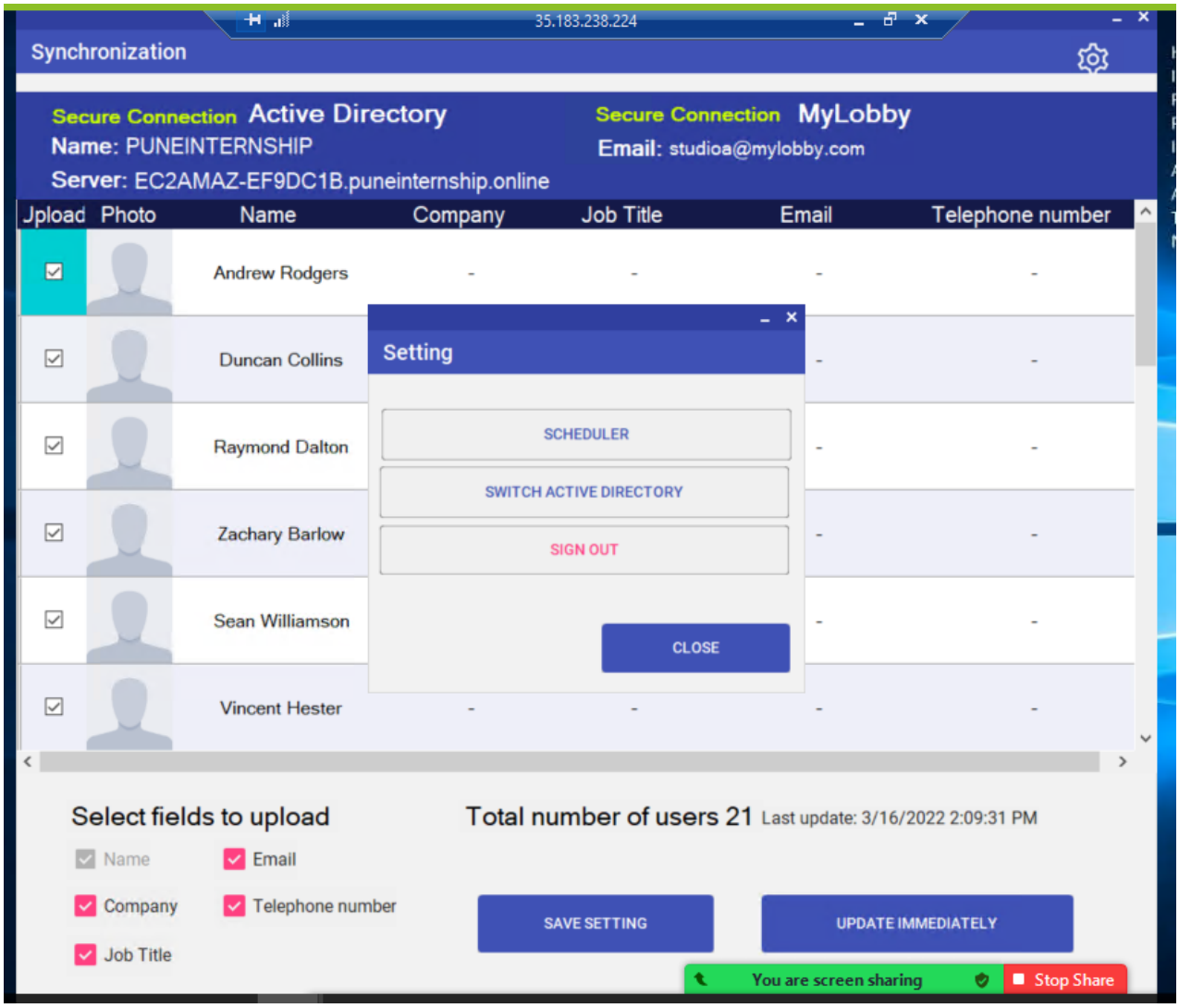

11. You will see the countdown on when the next update will happen by looking at the LAST UPDATE section of the AD which can be found at the bottom right corner of your dashboard, just above the UPDATE IMMEDIATELY button.

For video instructions, please watch this: https://vimeo.com/manage/videos/699266549

If you encounter any issues, please submit a ticket at https://automateworkflow.com/support-request/

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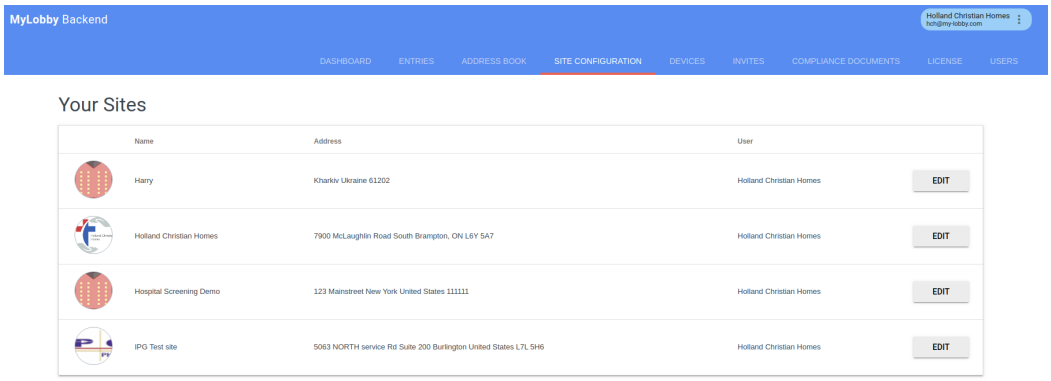
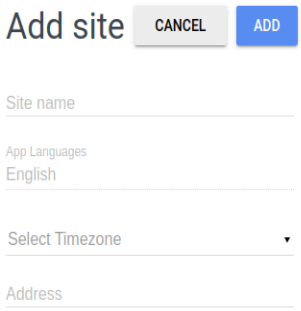
Site Configurations

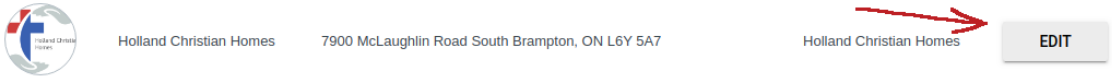
The site configuration allows you to create a site and customize it.



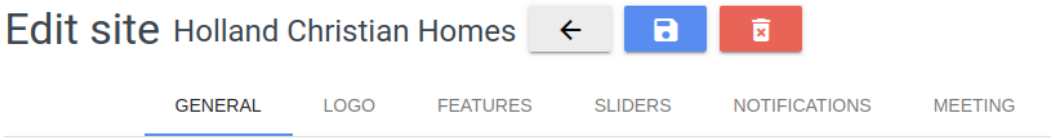
To add a new site, click the red button with a plus sign found on the lower right side of your window. Enter the needed information. And then the site will be successfully created.



To edit and configure sites you need to click on the "Edit" button.



After that you will have a page with six tabs.



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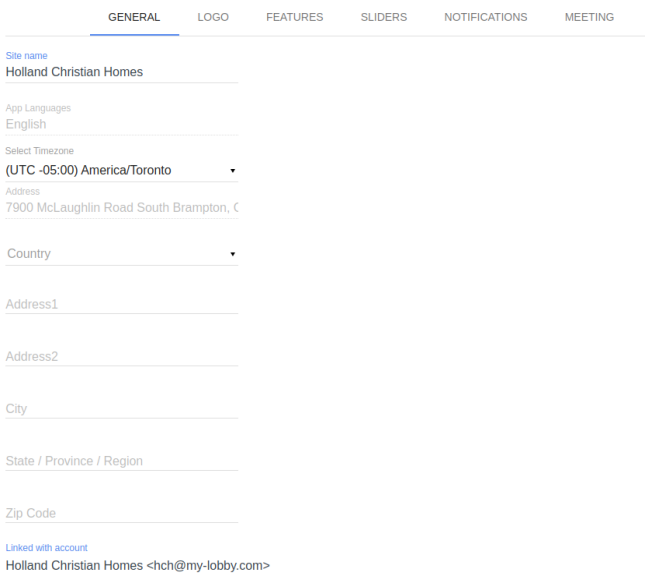
1) **'General'** is a tab where you can fill in information about your site.



2) 'FRONT_PAGE' is a tab where you can upload the site logo.

3) **'Features'** is a tab containing the main features of the site that you can customize.

FEATURES

MyLobby features allows the users to select what you want. You may not have all the feature listed, for the purpose of this manual we show all the feature. Below will give you a brief explanation of what each feature does.

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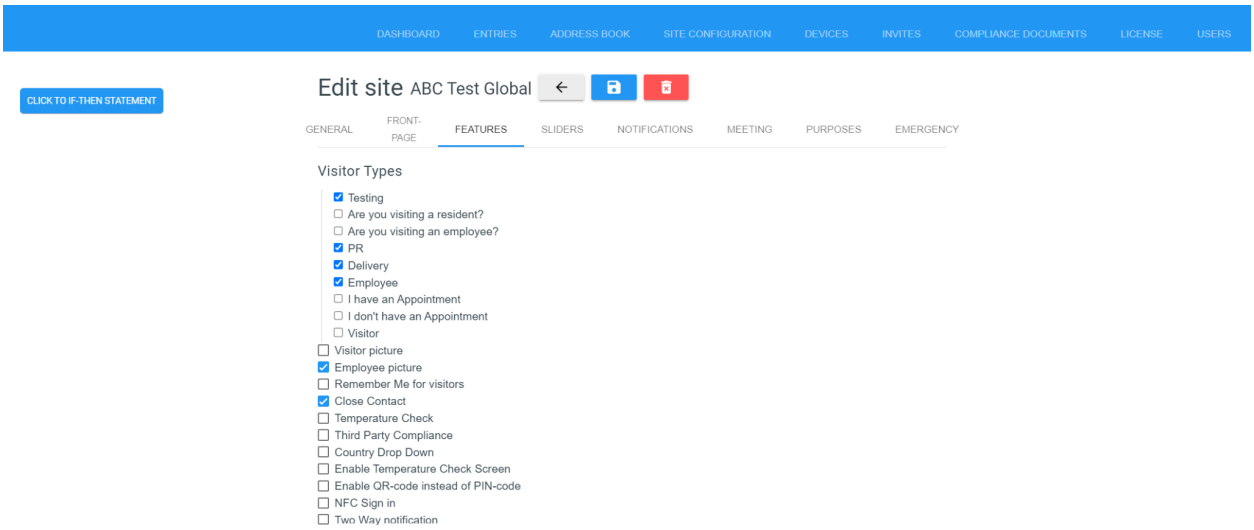
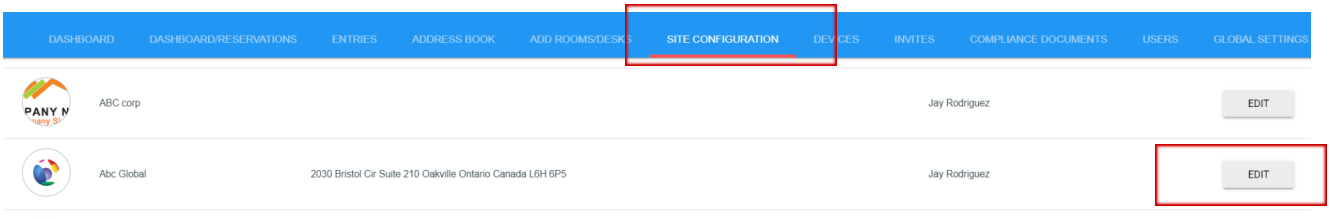
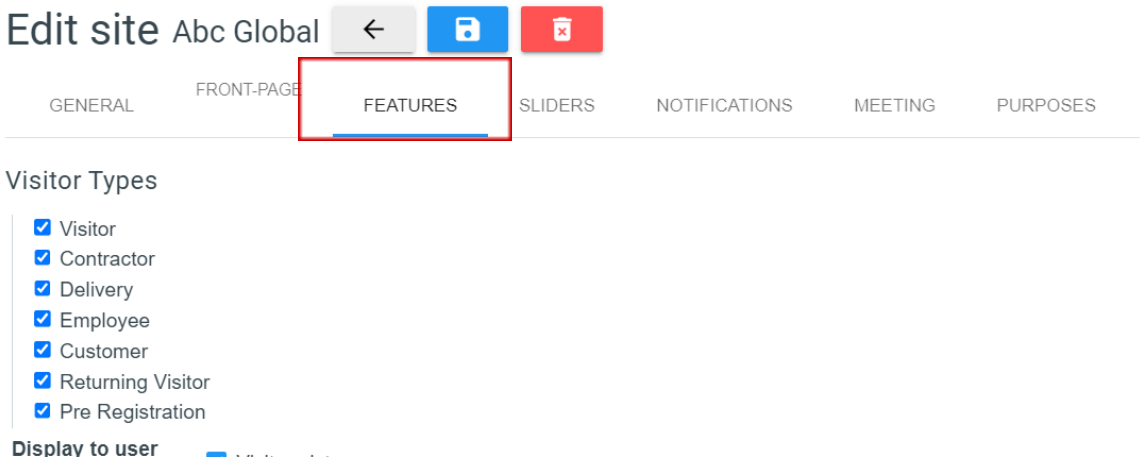


To access the features tab, go to the SITE CONFIGURATION and select the site that you want to configure by clicking the EDIT button.



Then click the FEATURES tab.



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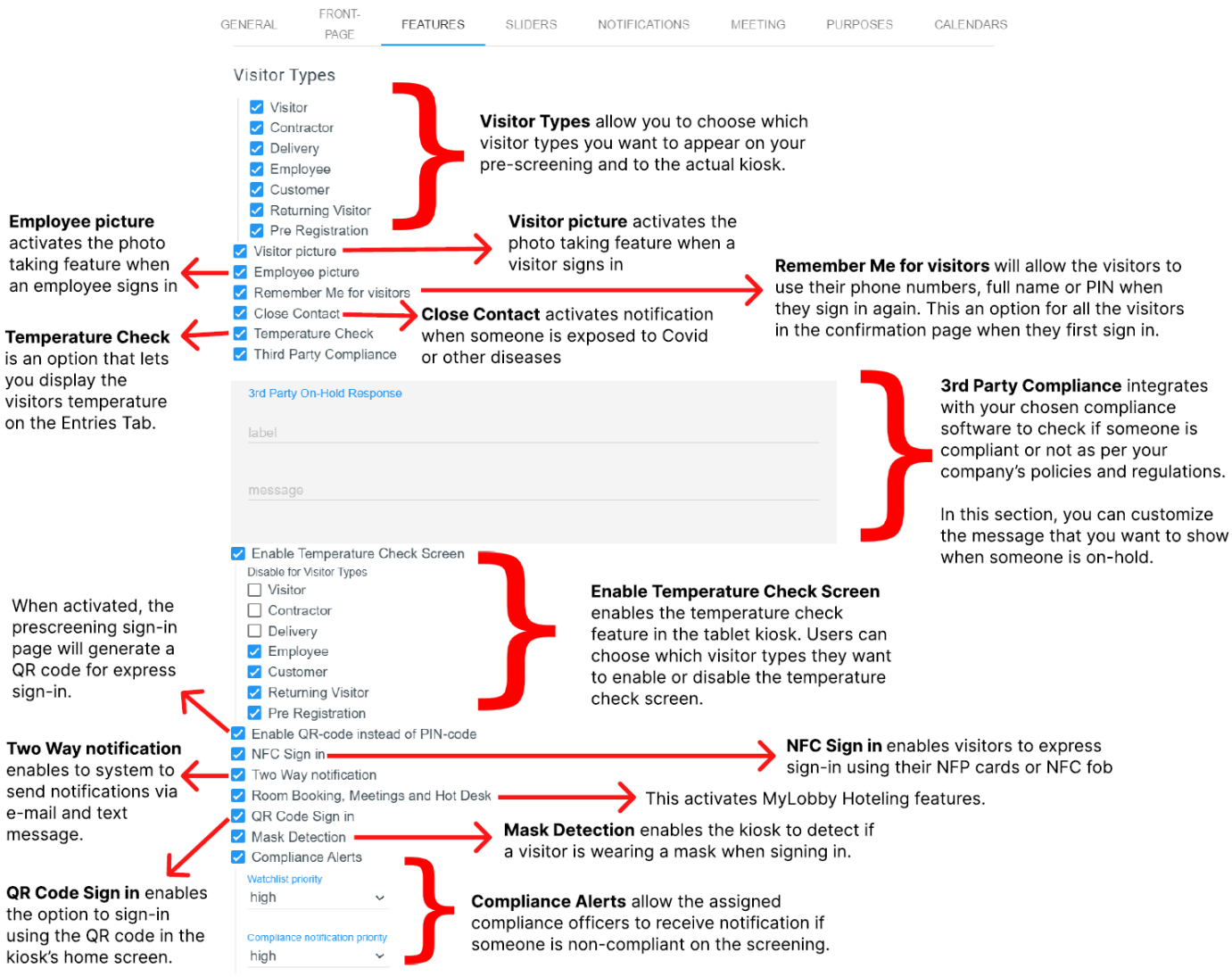

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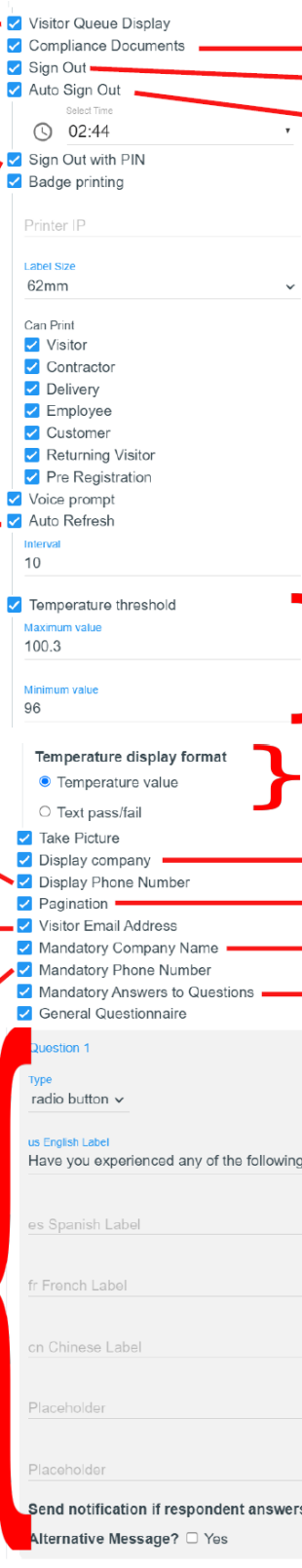
Visitor Queue Display enables MyLobby Visitor Queue feature. Visitor's name will get posted on a display board, which will allow you to direct your visitors to the appropriate desk or counter for service.



Compliance Documents allow users to create documents that they want people to sign for such as NDA, or company safety reminders.

Sign out activates the sign-out button in the Kiosk's home page.

Auto Sign Out will automatically sign out the visitors and users can set the time as to when the visitors will automatically sign-out.

This enables the feature to sign-out from the kiosk using PIN.

Badge printing allows users to print badge when a visitor signs in using the tablet kiosk. Users can also enable or disable the badge printing to a specific visitor type.

It will automatically refresh the kiosk when inactive for couple of seconds.

Temperature Threshold allows you to adjust and display the minimum and maximum amount of temperature you want your visitors to have before they can get inside the building.

This will let users to choose if they want to show the temperature value or just a text that says pass/fail in the temperature field shown in the back end when a visitor signs in or

This enables the phone number field in the sign-in workflow.

This makes the email address as a mandatory field.

This makes the phone number field mandatory.

Pagination enables a mobile version of your site and pre screening questions.

This makes the company name as a mandatory field.

This makes the general questions and if-then statements mandatory.

General Questionnaire allows users to establish the questions that will be asked to their visitors. Please note that it is required to establish the general questions before configuring the if-then statements.

This field gives users the option to activate the question to a specific visitor type. Users can leverage this for skipping questions as well. It will allow you to assign questions for each visitor type accordingly.

This will let users to choose whether the questions will be shown in the kiosk or in the mobile version of the app.

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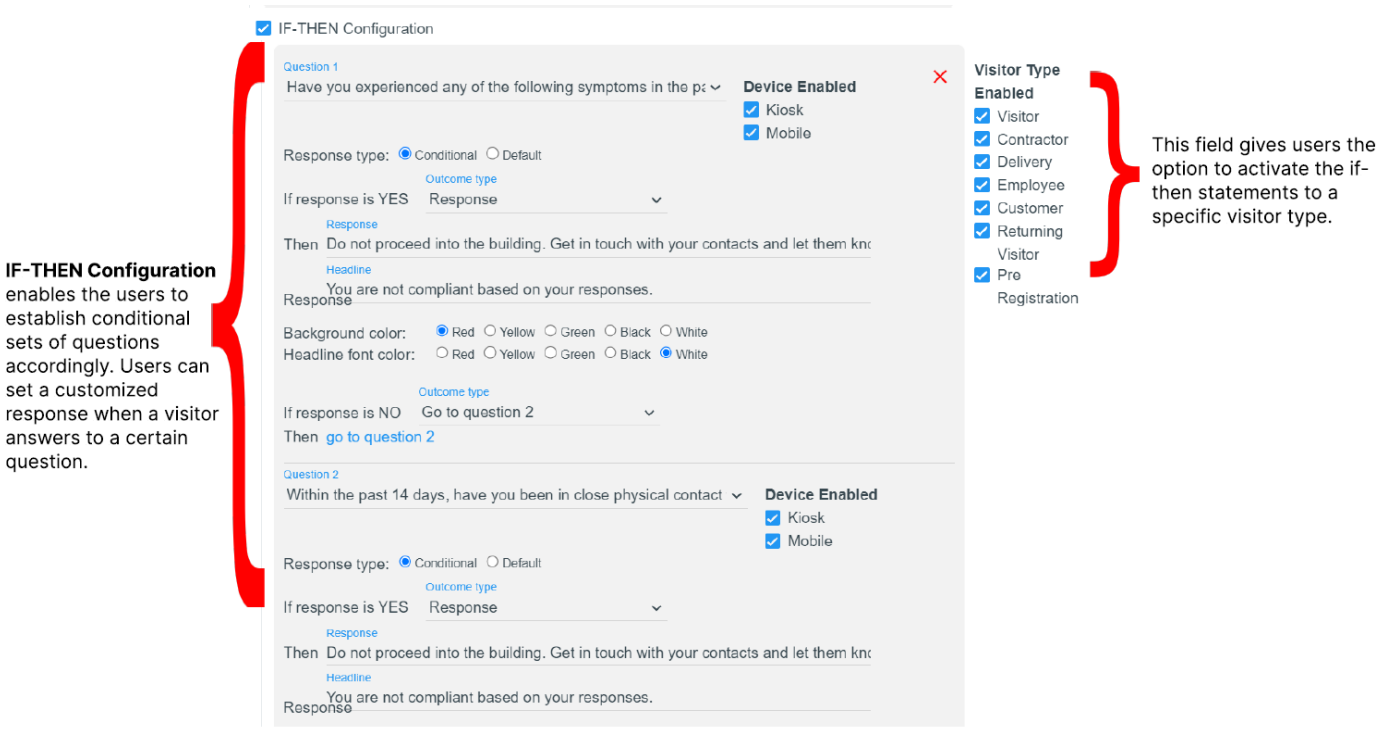

To add questions, simply go to Site Configuration > Features > and at the bottom of the list of features is "General Questionnaire". Select the type of question in the box input. The General Questionnaire, with a full range of custom options this will allow MyLobby customers to customize questions to their visitors easily.

You will find three types of questions:

1. Text – This question type allows the visitor to type words on the front end as their answer
2. Number – Similar to text questions but you can enter numeric characters
3. Radio Button - Radio buttons are used to select if an email notification is required for either a yes or no selection. The system will send an email to the Compliance Notification User under the Host configuration (address book)

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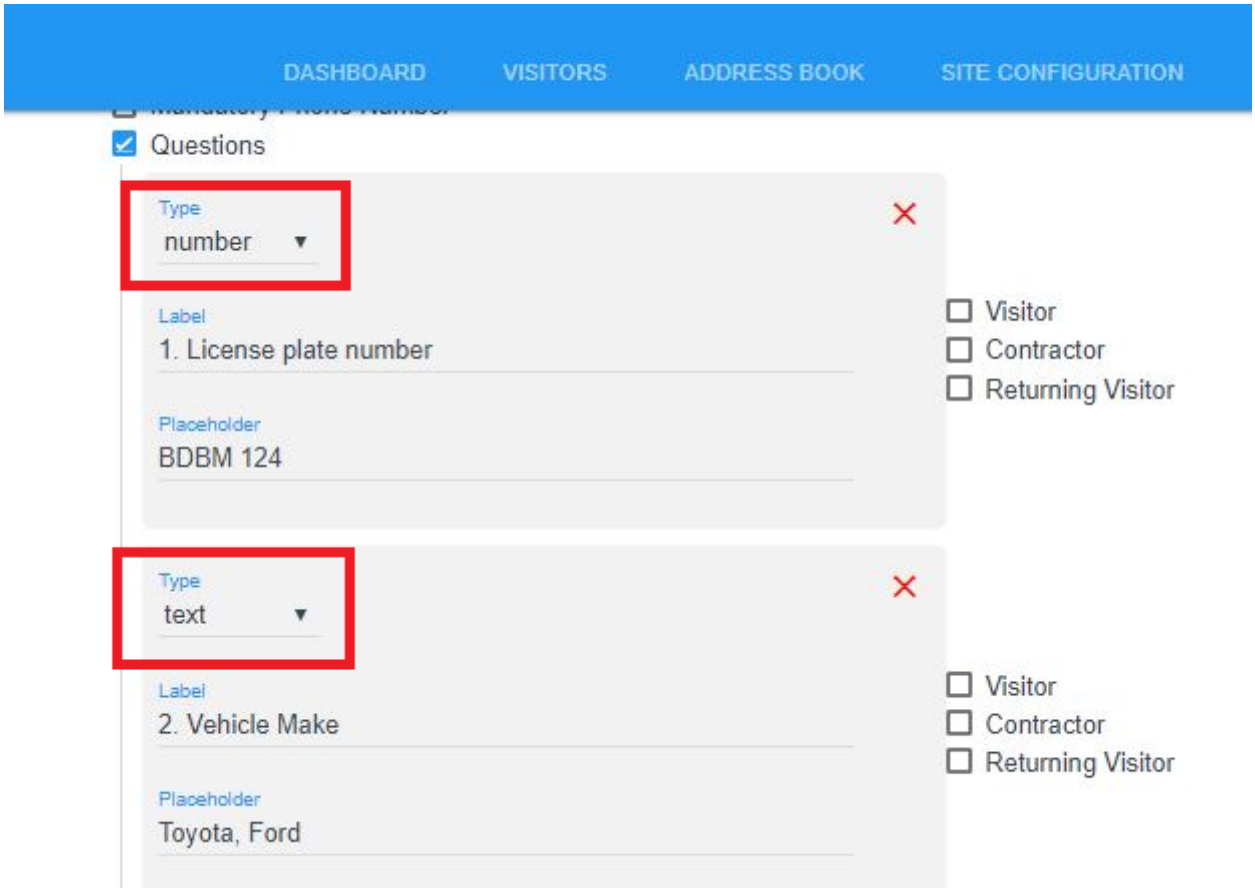
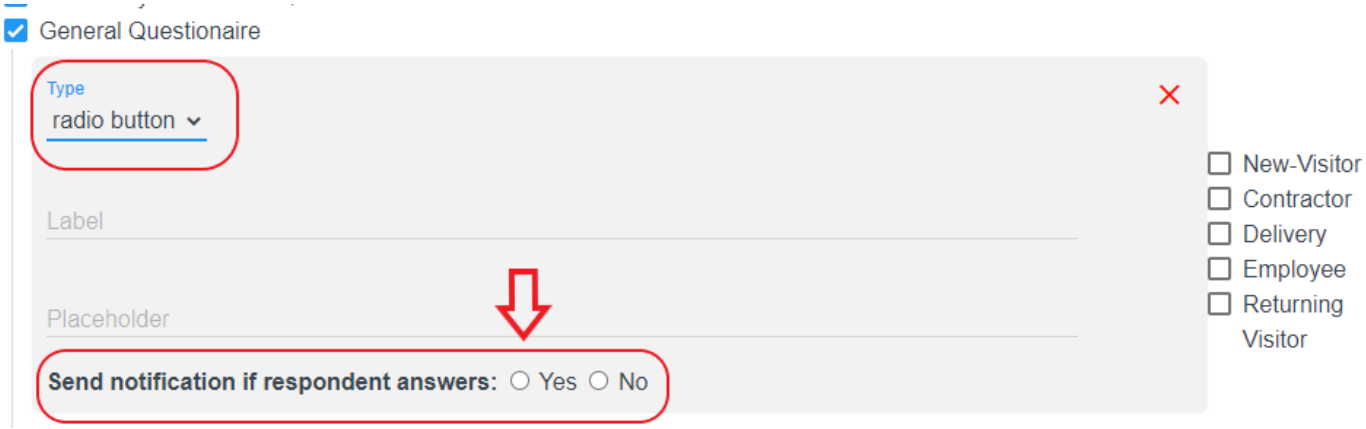
Please see the following images as reference.





After entering the questions, select from the list of visitor types on the right side on which you would want the questions to be associated with, and then click save.

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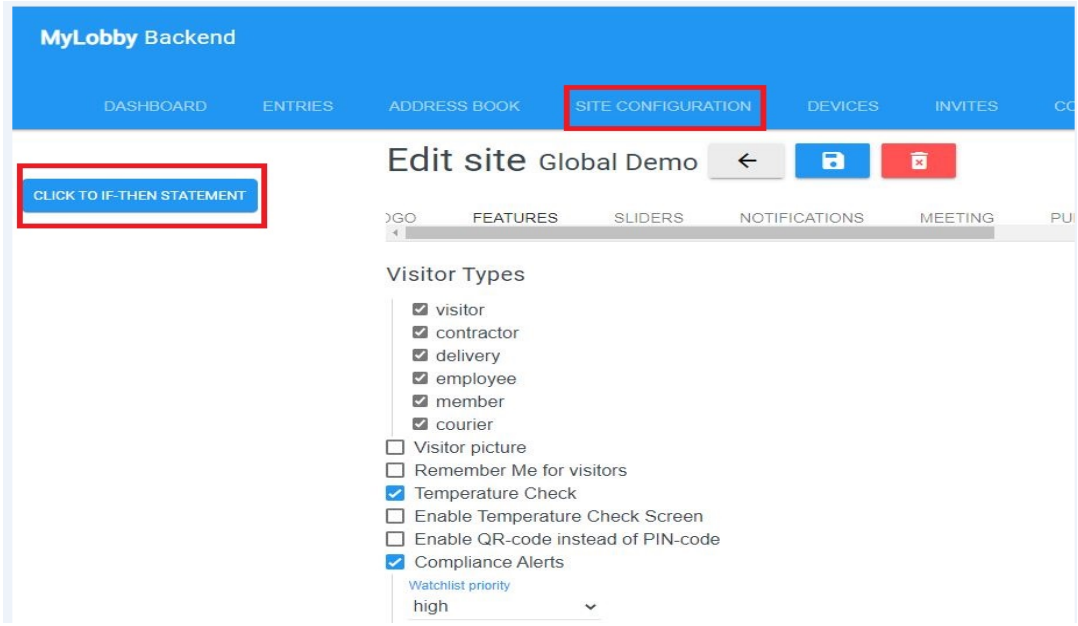
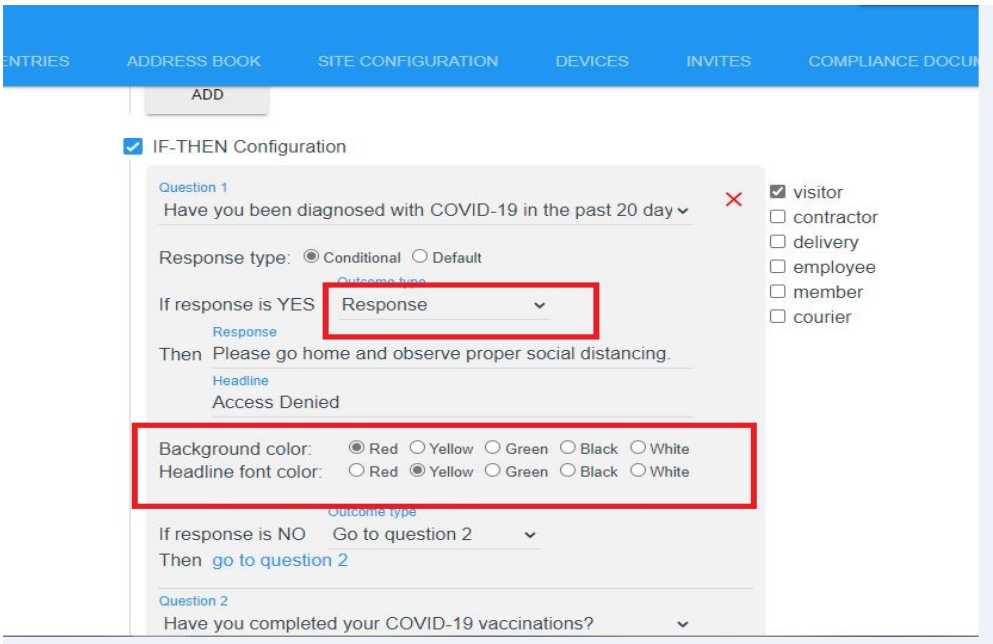
Setting up IF-THEN Questions.

Go to the Site configuration tab > Click on Features > Click on “Click to IF-Then Statement tab.



It will bring you down the page and you will see options to put in your IF-THEN questions. You can also click on the box that says Visitors to modify.



Here you can modify your type of questions and type of responses you want your visitors to answer. Depending on the responses, It will lead you to create a new question. you can also customize the Headline font color and Background color.

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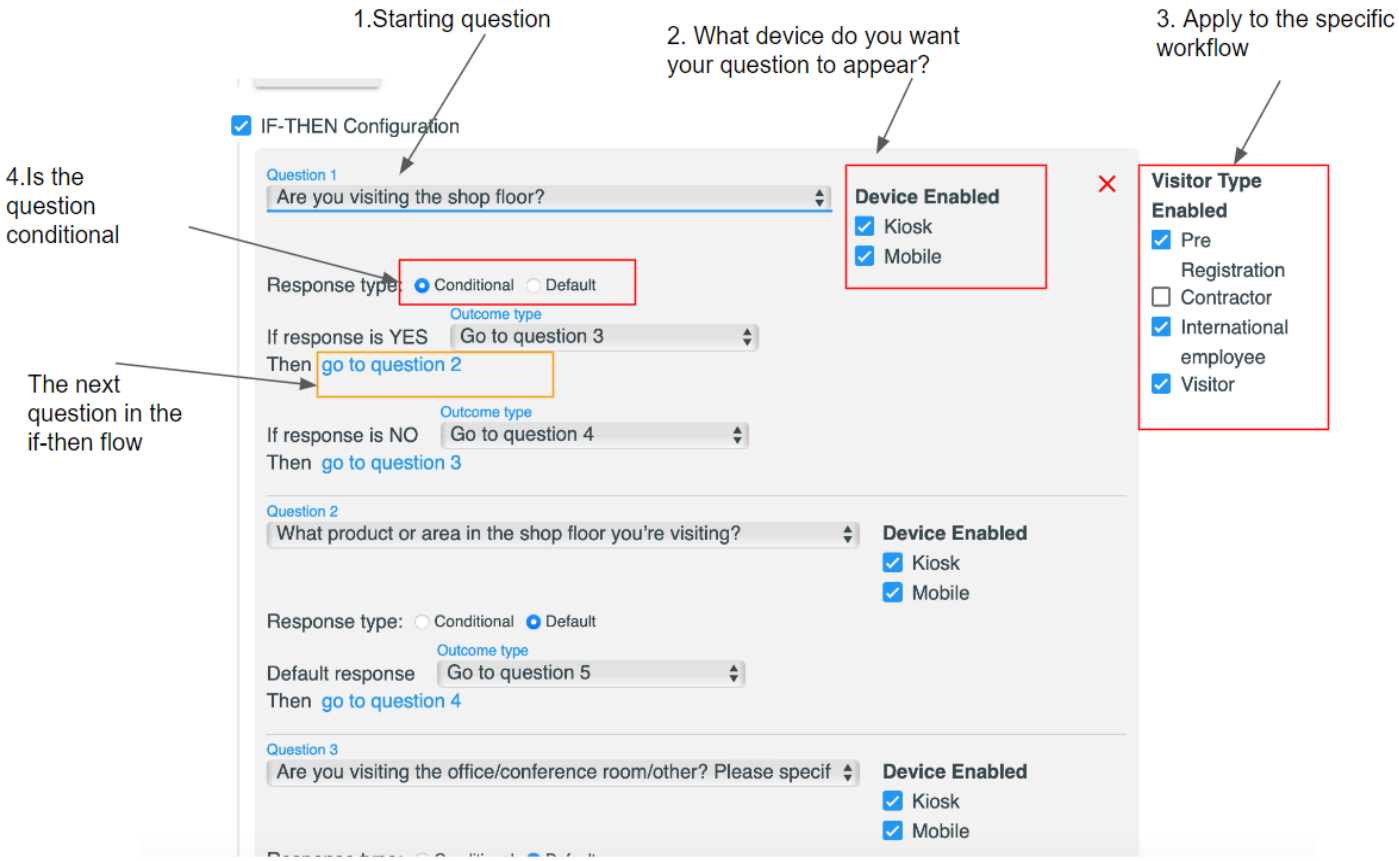
Mapping out If-Then-Questions

This Map provides you with a overview and introduction to setting up if-then questionnaire workflow



You will **notice the contractor workflow above is unselected.** This was intentional because the questions that we want to ask Contractor may have a different questionnaire logic compared to the rest of the workflows seen for visitors. The image below is an additional set of logic questions where we selected solely for the contractor.

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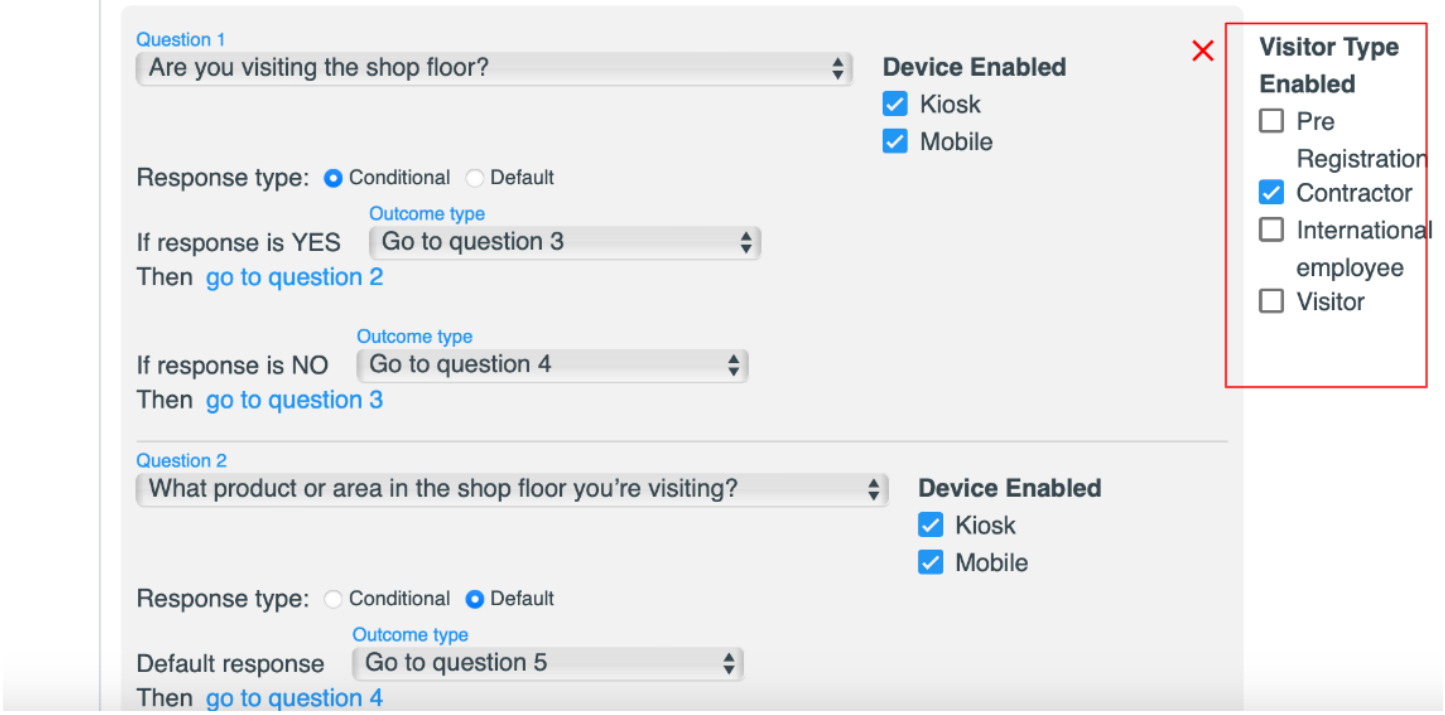
Second Set of Logic for contractor workflow



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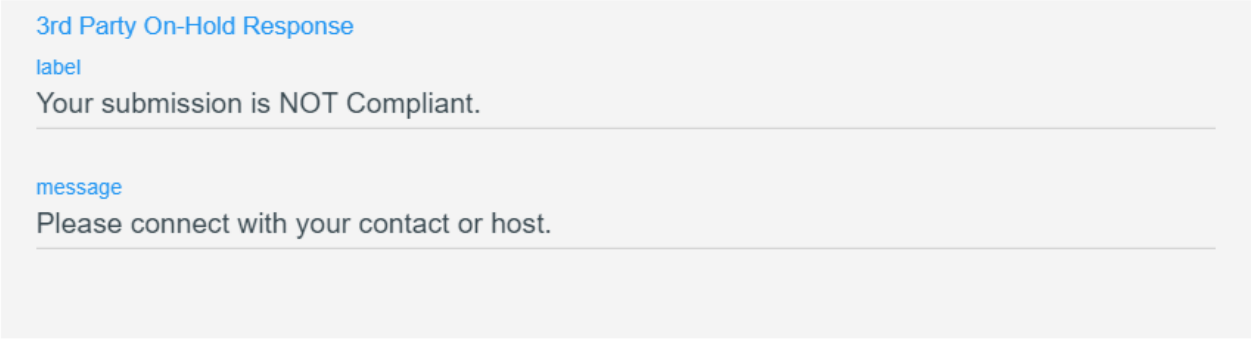
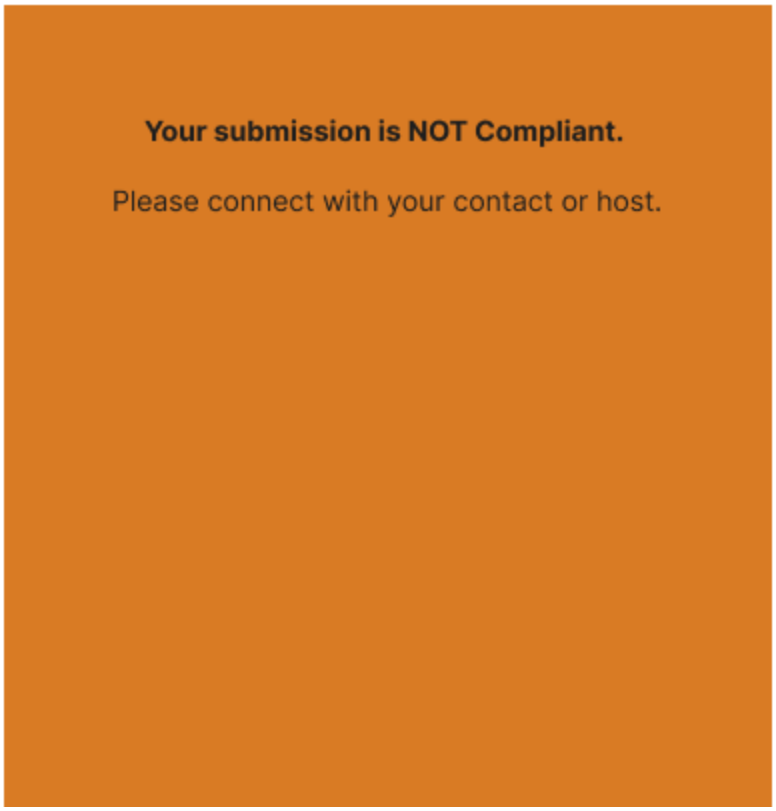
Third Party Compliance

When an individual is not compliant as per the response from the 3rd party compliance software, this section allows you to customize the headline and the message.



The confirmation page would look like this when an individual is on-hold or non-compliant.



In the Mylobby backend, you can then click the thumbs up to approve the entry or thumbs down button to deny the entry. Once approved or denied, the visitor will receive a confirmation email about the status of their entry.

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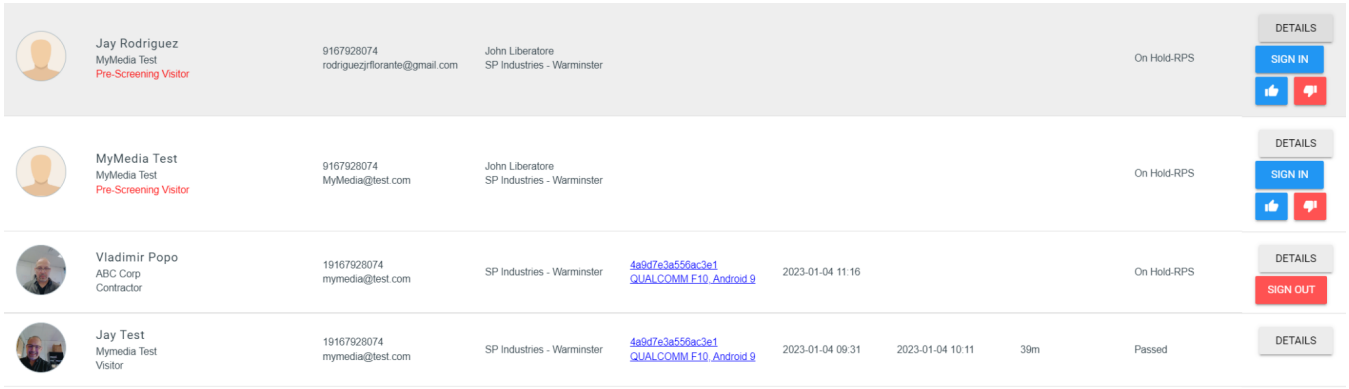

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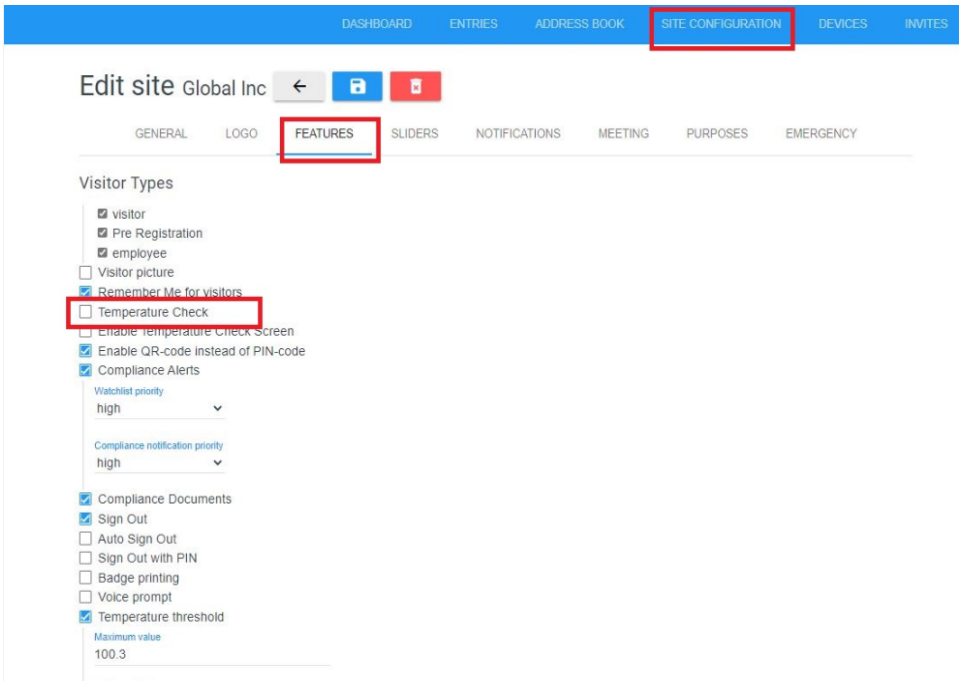
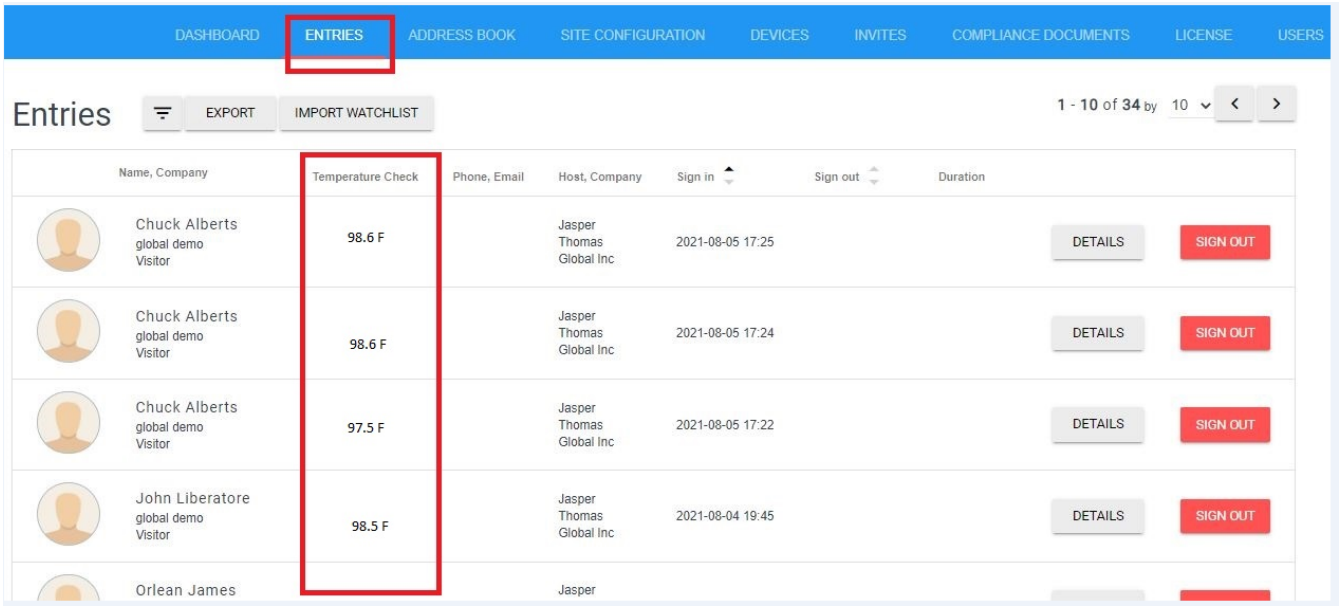
Temperature Check

This is an option that lets you display the visitors temperature on the Entries Tab.



The box should be checked so that you can view the visitors temperature on the Entries Tab.



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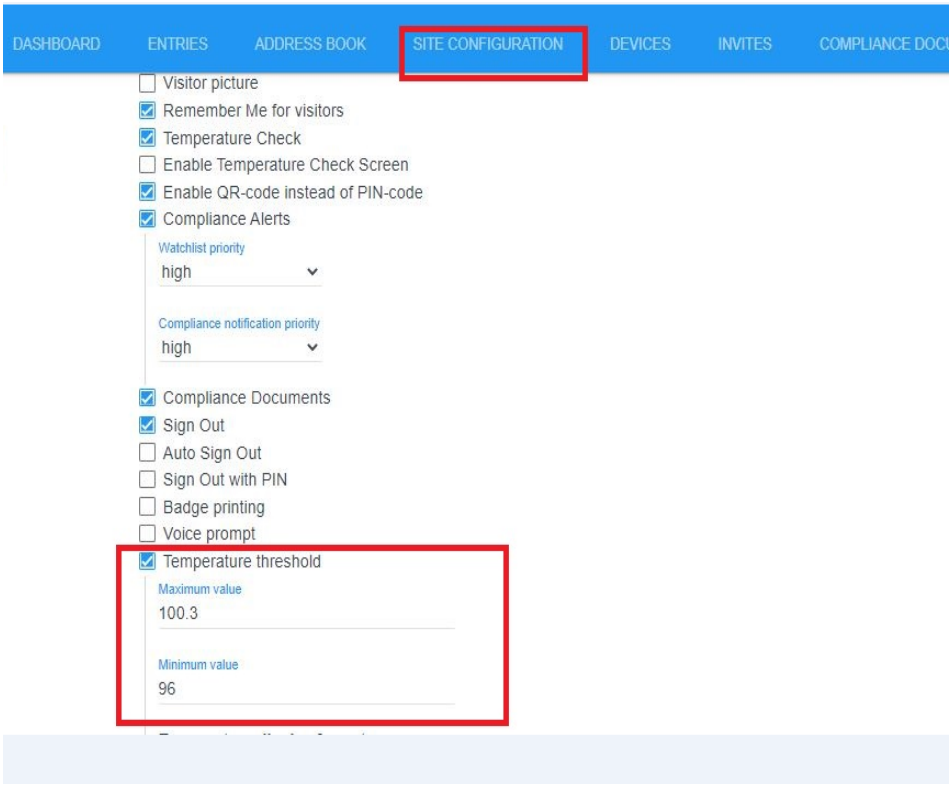
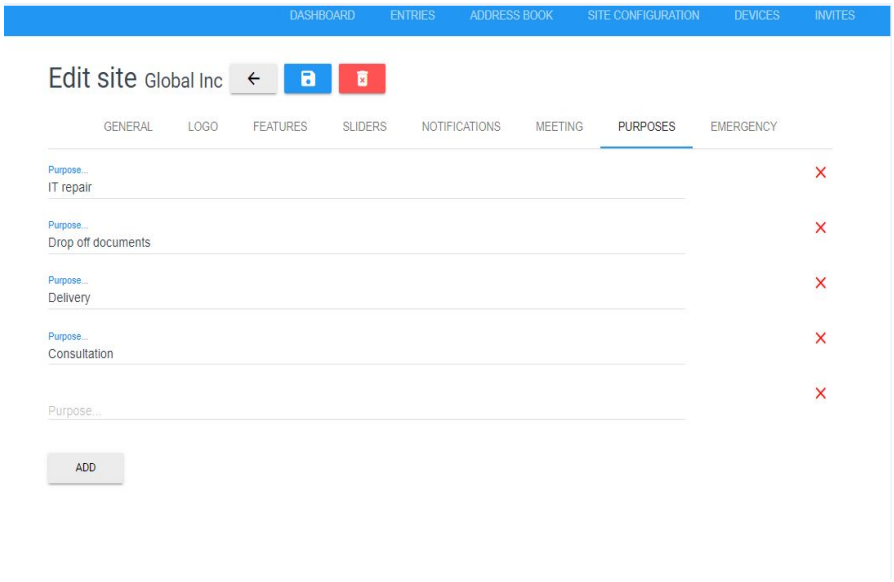
Temperature Threshold - Allows you to adjust and display the minimum and maximum amount of temperature you want your visitors to have before they can get inside the building.



Purpose of Visit

Purpose of Visit: Is a workflow for when you're not visiting a specific individual but rather a department or section of the facility. For example, if you're a visitor in a hospital and you need to go to the fractured clinic you can simply choose that department to complete your visitor registration.



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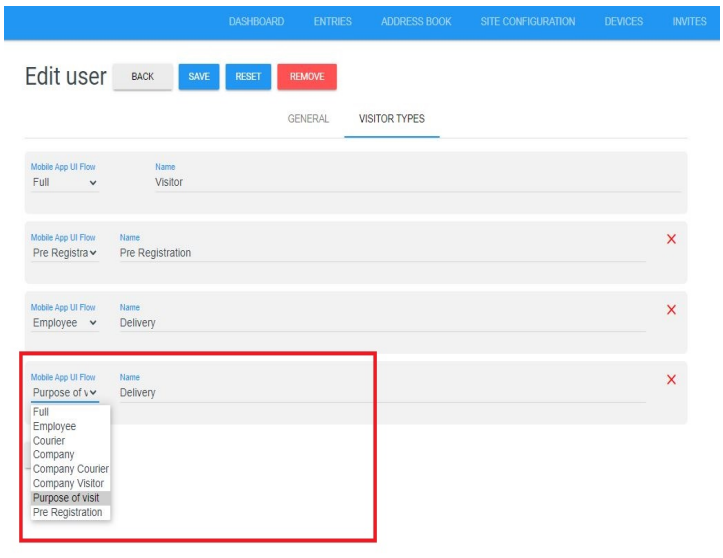
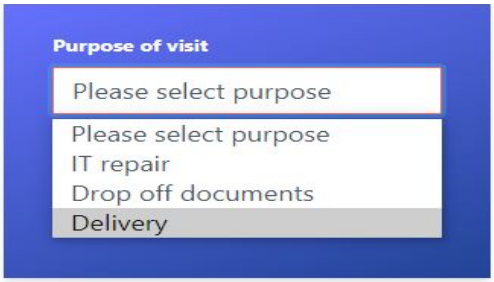
Make sure you have a Purpose of Visit workflow assigned to one of your visitor types.





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Visitor Types Configuration for Tablet/Kiosk and Mobile

These two workflows can differ when pre-screening on your web browser when you are not at the actual sight for a future visit at a facility compared to when you are at the location to do your sign-in registration at the tablet kiosk.

As a result, you need the flexibility to configure the different experiences under the USERS /VISITOR TYPES. It allows you to choose which questions you want to appear on your pre-screening link compared to the actual kiosk.

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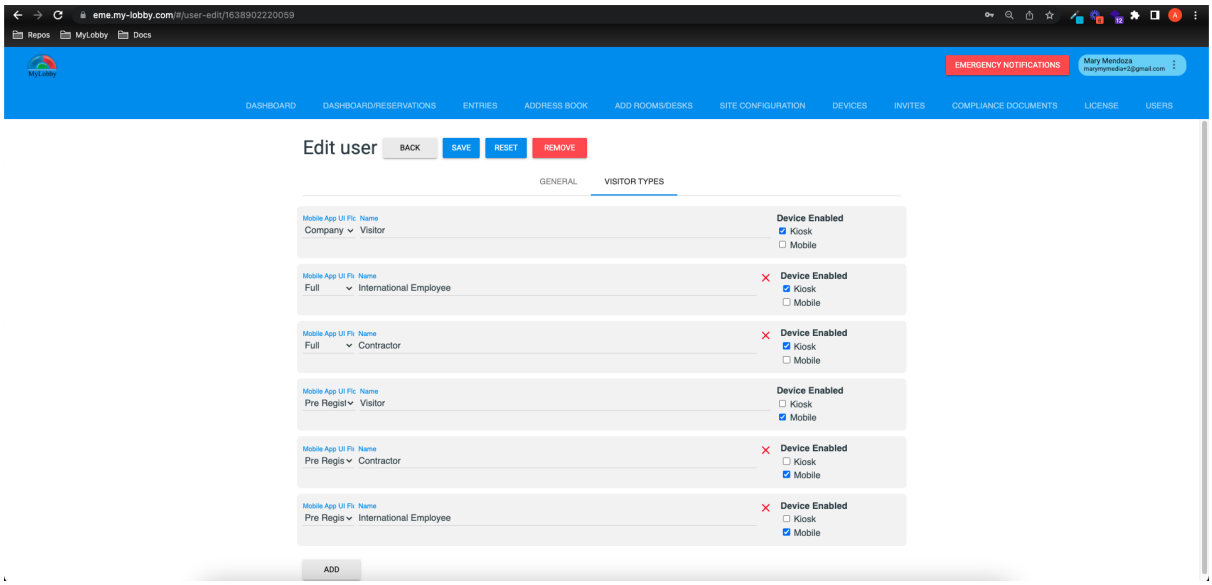
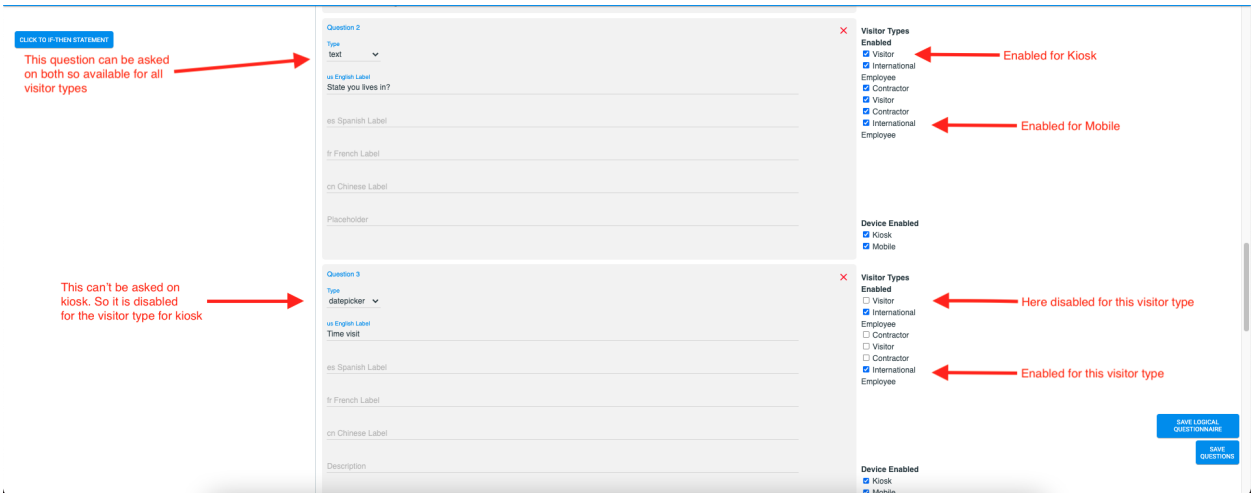
Ability to choose visitor types to display mobile and Kiosk

In order to choose which visitor should be available on each device, we need to create visitor types and choose which device they will be enabled. See the screenshot below:



In the example above, we have the first three visitors enabled for kiosks and the last three ones are enabled for mobile(netlify) only.

We can leverage this for skipping questions as well. It will allow you to assign questions for each visitor type accordingly.



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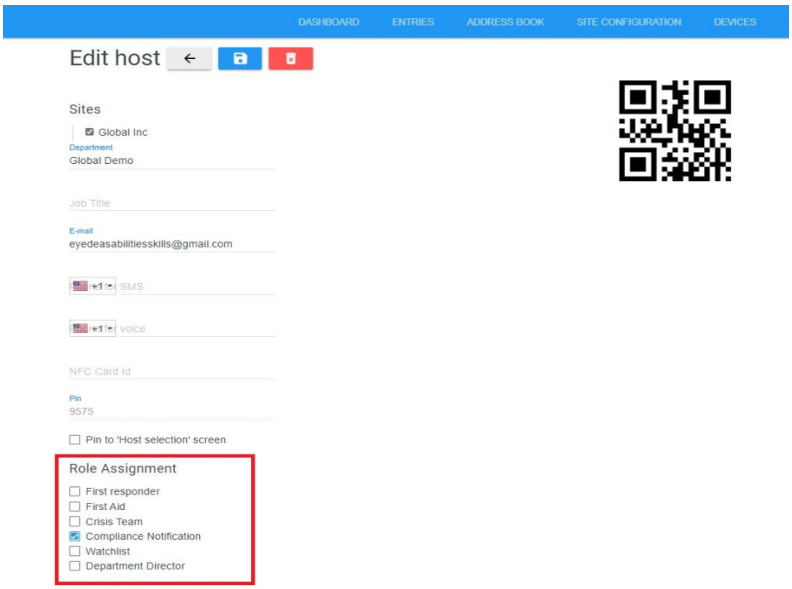
This allows the compliance officers assigned to receive notification if someone is non-compliant on the screening.

First you assign the compliance officer under the Address Book tab > Edit Host and click on the Compliance Notification box.



When someone is non-compliant, The visitor will get a non-compliant alert on his Visitor Sign in Link.

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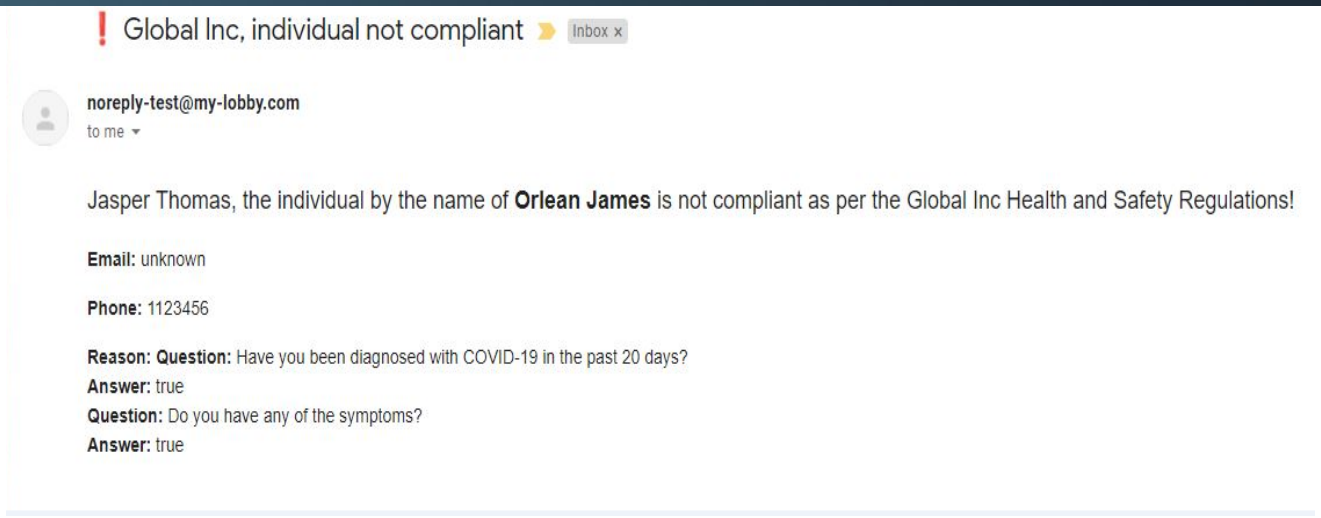

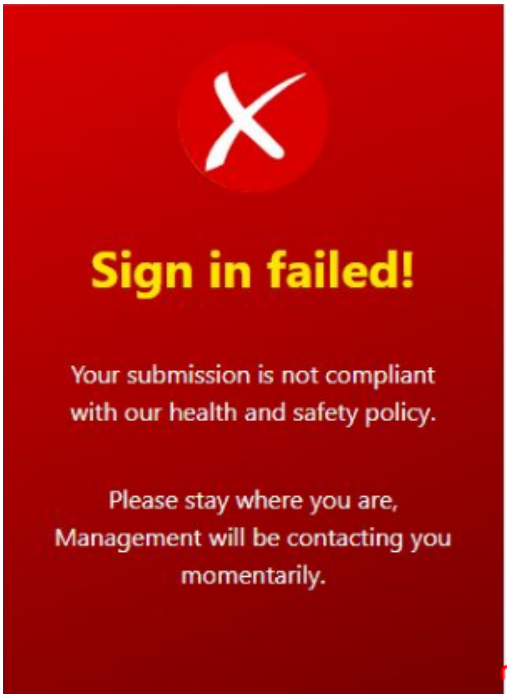

Meanwhile, The Compliant officer will get notified as soon as someone is non-compliant.

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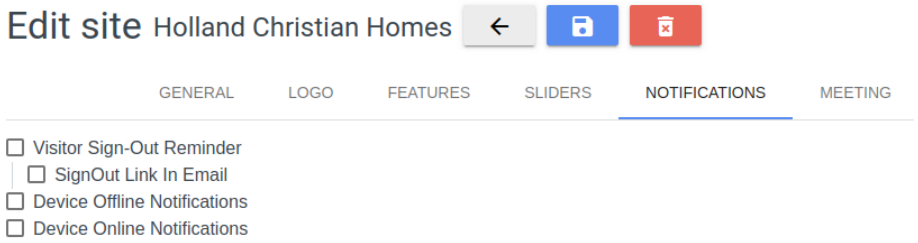
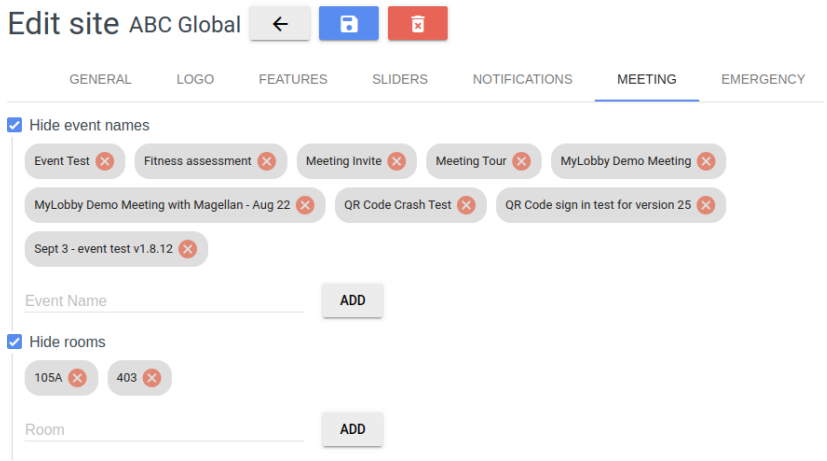
4) **‘Slider’** is a tab that allows you to create a slider.

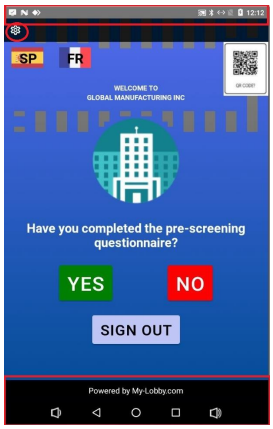
5) **‘Notifications’** this tab allows you to customize various notifications for you



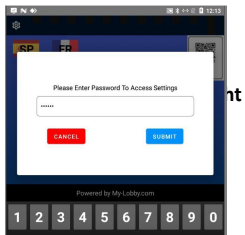
6) **‘Meeting’** is a tab on which you can write the names of events and rooms where these events will be held, so that when creating an event you have autocompletion with the given values for a specific site



MyLobby App (Hiding the status bar and navigation bar)



To hide the status bar and navigation bar. First click on the Gear Icon settings.



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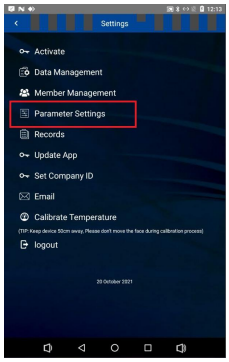
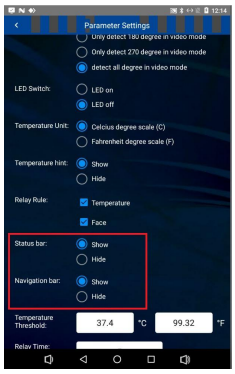
Type in the default password 123456 . You will have an option on the parameter settings to change and personalize your password.



Choose parameter settings to configure the settings of the app.



On the parameter settings select the radio button hide or show.

EVENTS CALENDAR

The “EVENTS CALENDAR” is MyLobby’s newest feature which will let the user link their Google calendar to the MyLobby Visitor Management and broadcast the specific events/meetings events or meetings on your display screen or monitor.

Setting Up the MyLobby Events Calendar

Log-in to the MyLobby Backend system and click on **SITE CONFIGURATION.** Then choose the site profile that you want to link your calendar to and click on the **EDIT** button.

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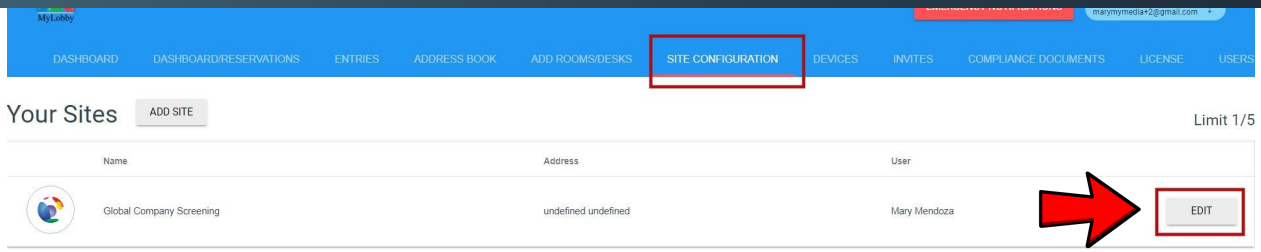
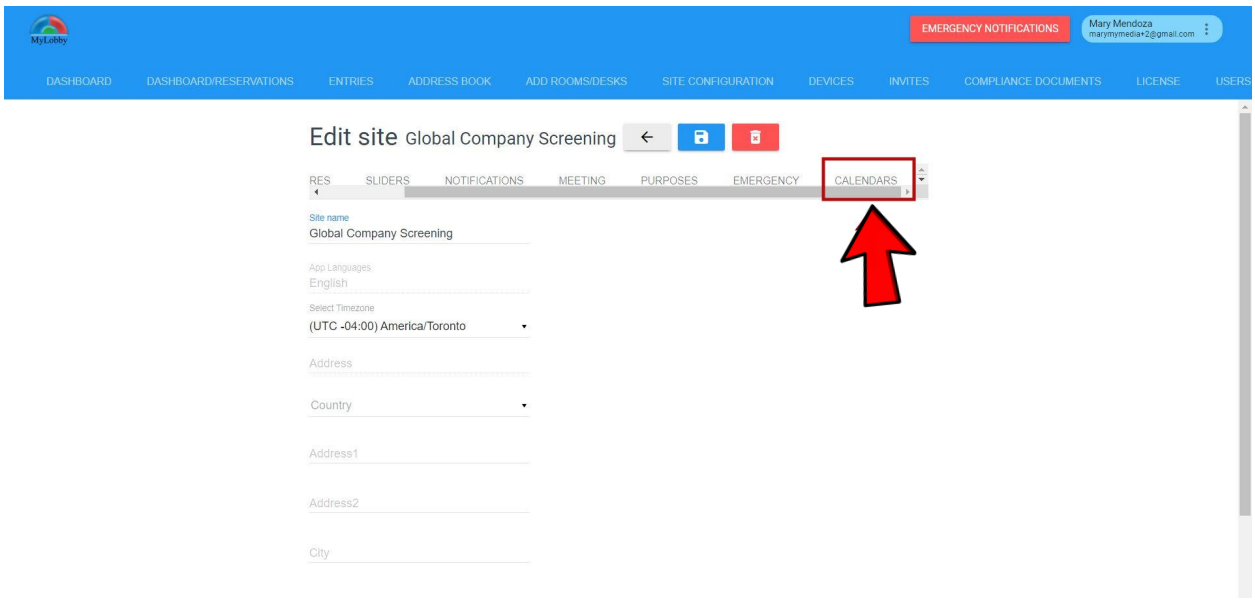


Then on the site configuration page, go to the **CALENDARS** tab.



Here you will see the default settings. You can **costumize** these fields according to your preference.

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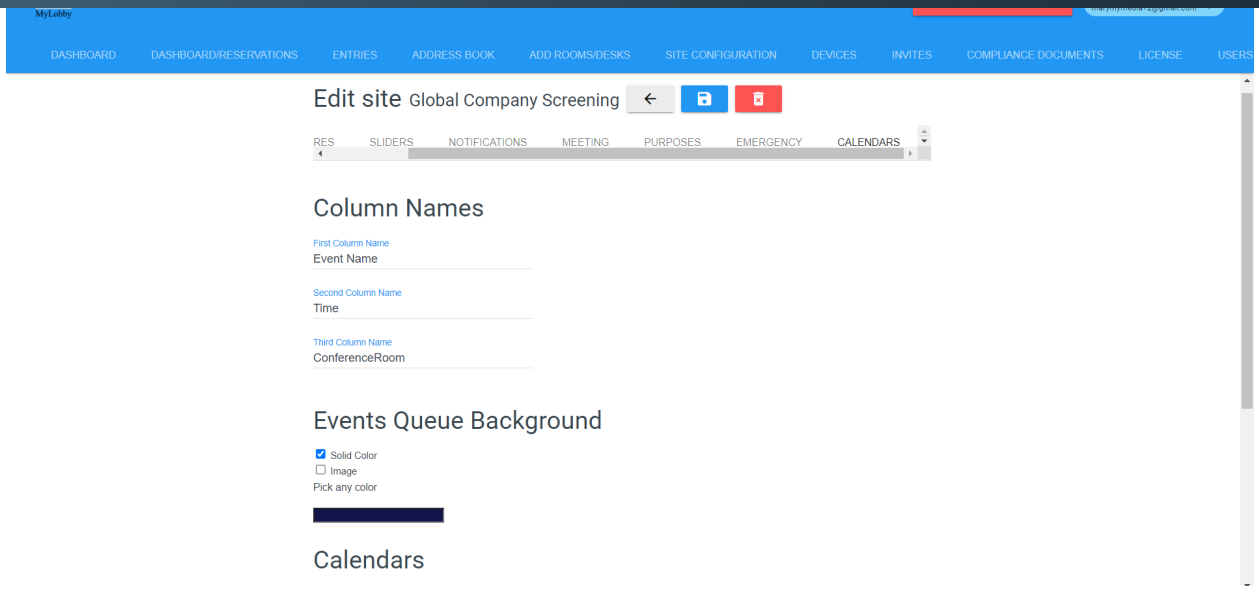
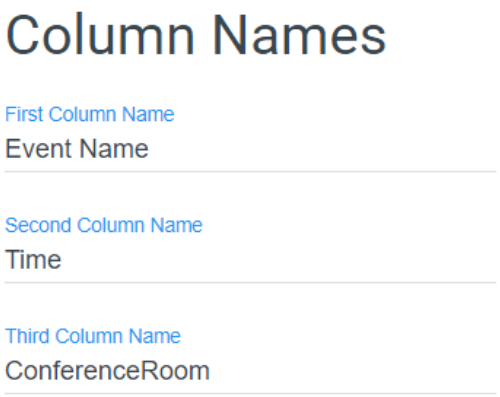


The First field is the **Column Names**. Here you can assign the Event's Name which will be shown in the first column of the dashboard screen. Then next is the Time column which shows up on the second column of the dashboard screen. The third column can assign the event's location name or room number or address.



Next field is the "Events Queue Backgroud". This will let you customize the background color or image of your dashboard screen. You will have to option to use a solid color background or a photo of your choice.

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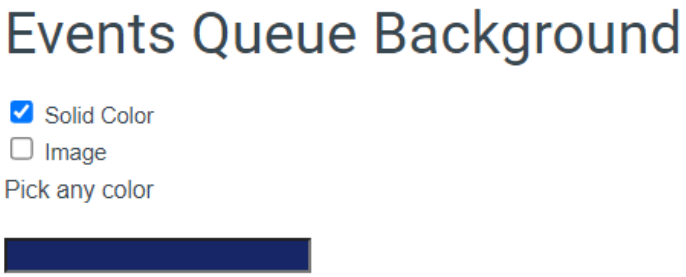
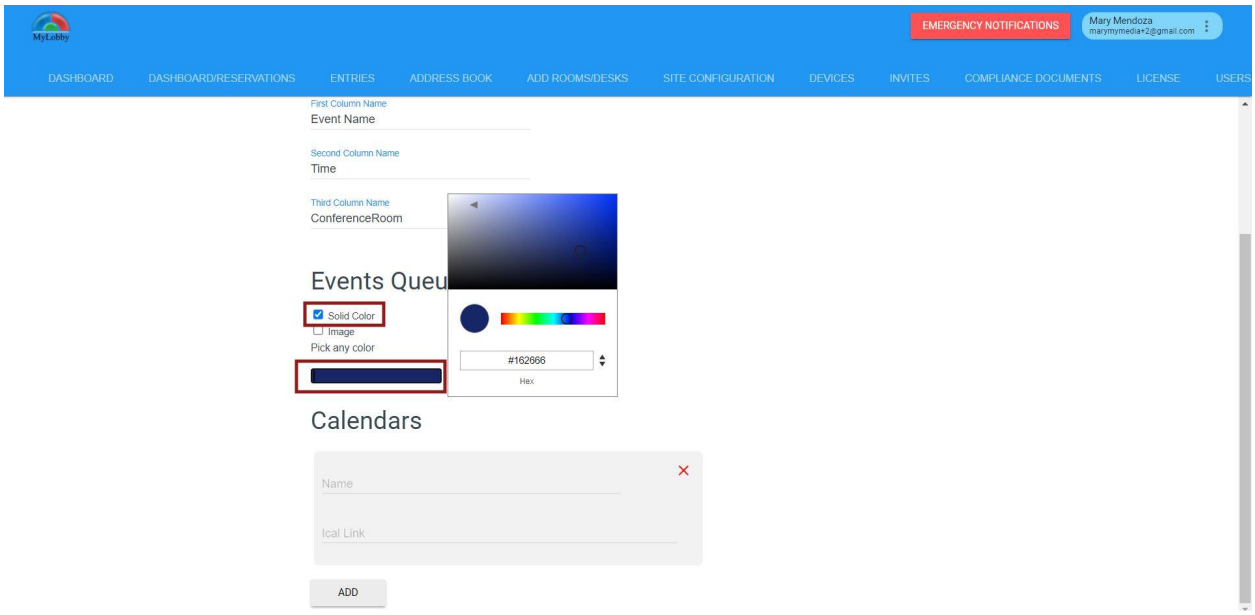


For Solid Color, you can change color by clicking the color bar below the “Pick any color”. Then adjust the color box according to your preferred color.



If you want to use a photo, then click on the “Image” option.

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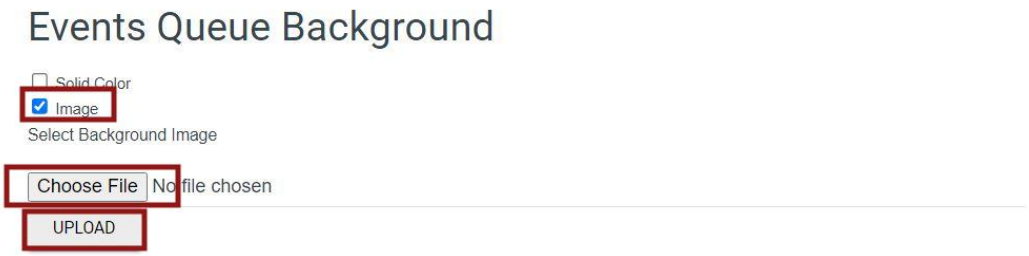

Choose the image file you wanted and click on UPLOAD.

NOTE: This is what you can expect to see in your **dashboard screen**.

Event Name	Time	Location
Test Event	6:30-7:30 PM	OptimaGeeks
AutomateWorkflow Event	11:00-12:00 AM	New York, NY, USA

The next field is the “Calendars” where you can link your Google calendar.

You can put the Event’s name or group’s name to the **Name section**.

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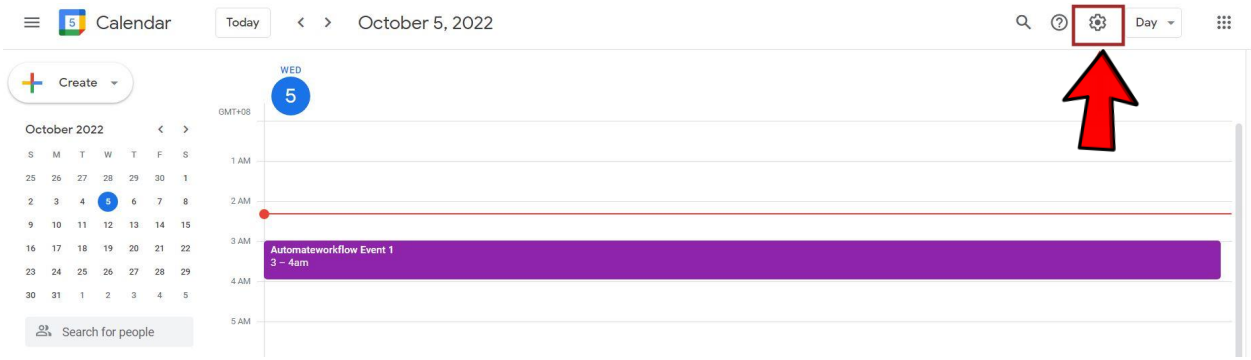
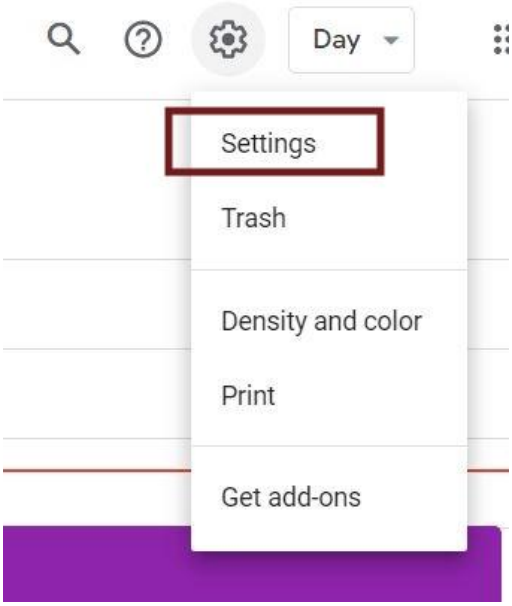
Getting the iCal Link

To get the ical Link, you need to log in to your Google calendar. Then click on the gear icon in the upper right part of your calendar.



Then select **Settings**



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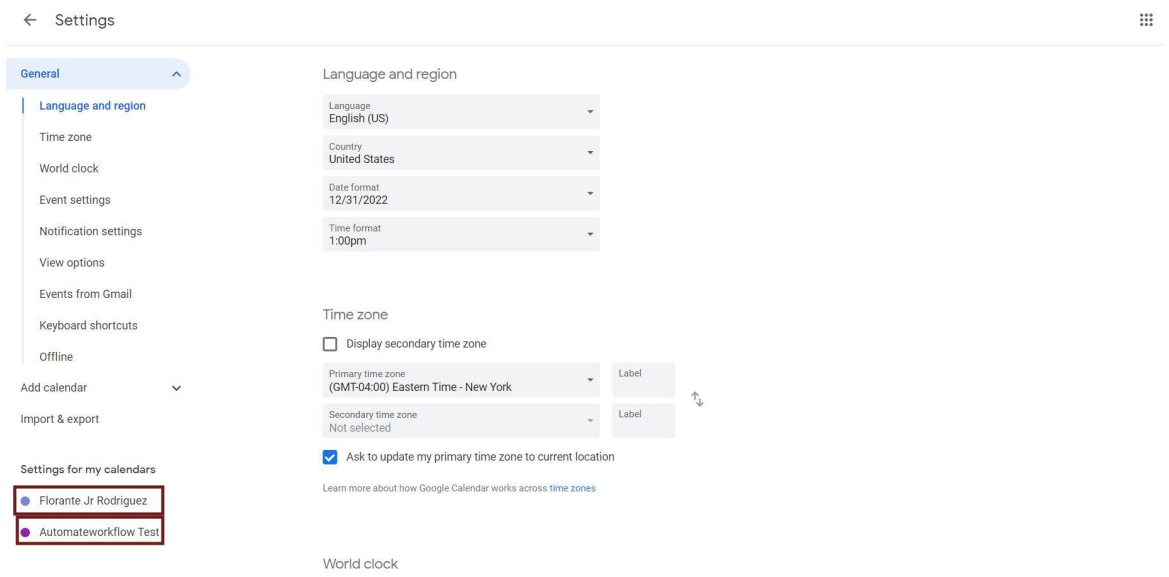
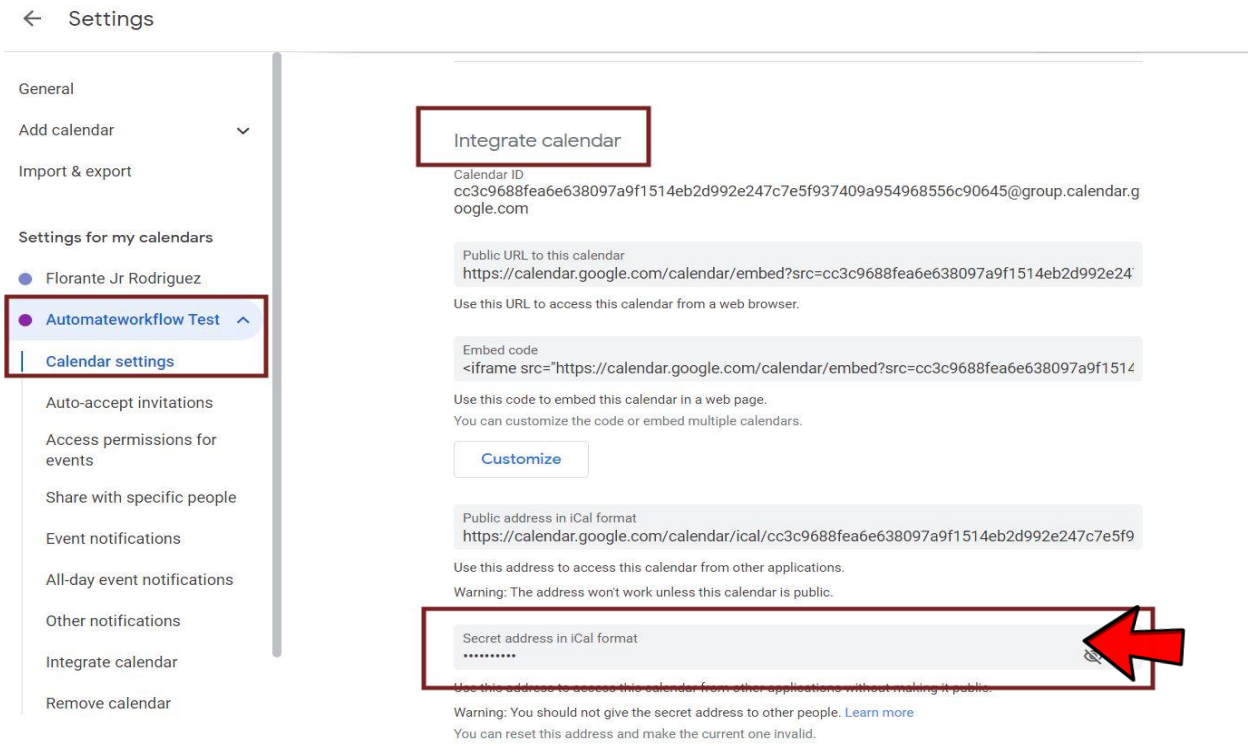
Then select the calendar profile you want to link.



Under the “Calendar settings” of your selected calendar profile, scroll down to the “Integrate calendar” section of the settings. Then check for the “**Secret address in iCal format**”. This is where you will get the iCal link.



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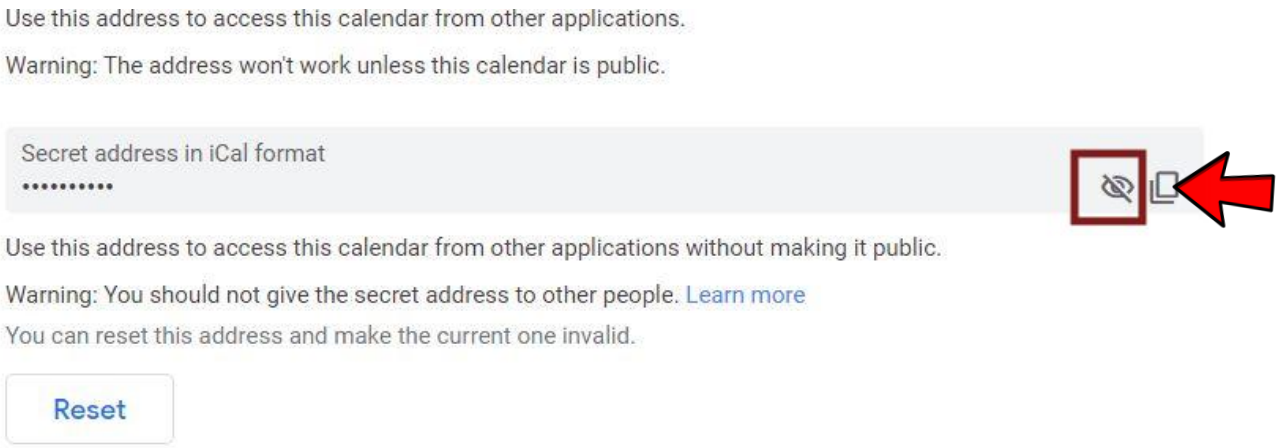
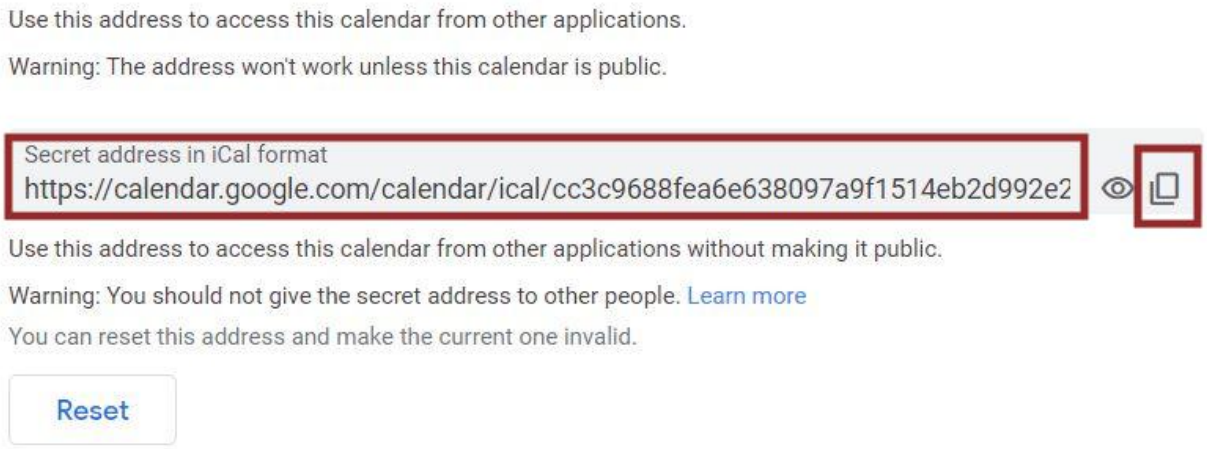
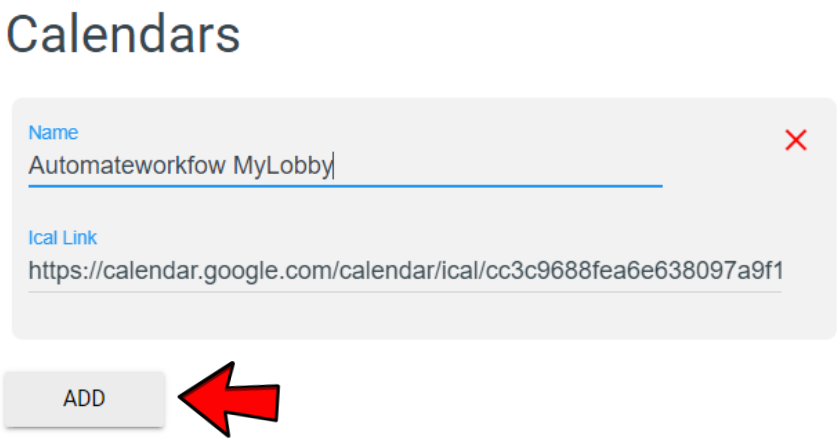
Then toggle visibility of the link by clicking on the eye icon.



It will reveal your iCal link. Click on the copy icon on the right side to copy thelink.



Then paste the link on the iCal section and put in the event's/calendar's name. You can add more than 1 calendar profiles by clicking the "ADD" button.



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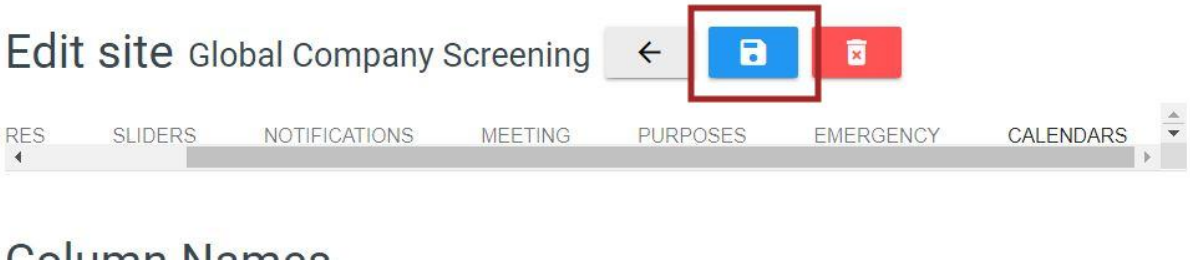
After entering the link and name of the calendar profile, click **SAVE** to save your settings.



Now, the dashboard screen will automatically refresh showing up the events for the day.

Event Name	Time	Location
Test Event	6:30-7:30 PM	OptimaGeeks
AutomateWorkflow Event	11:00-12:00 AM	New York, NY, USA

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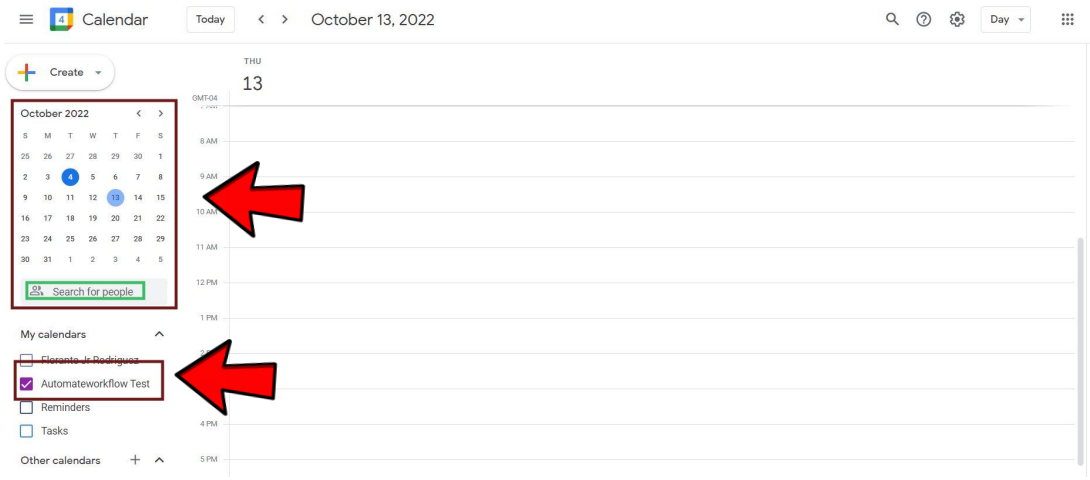
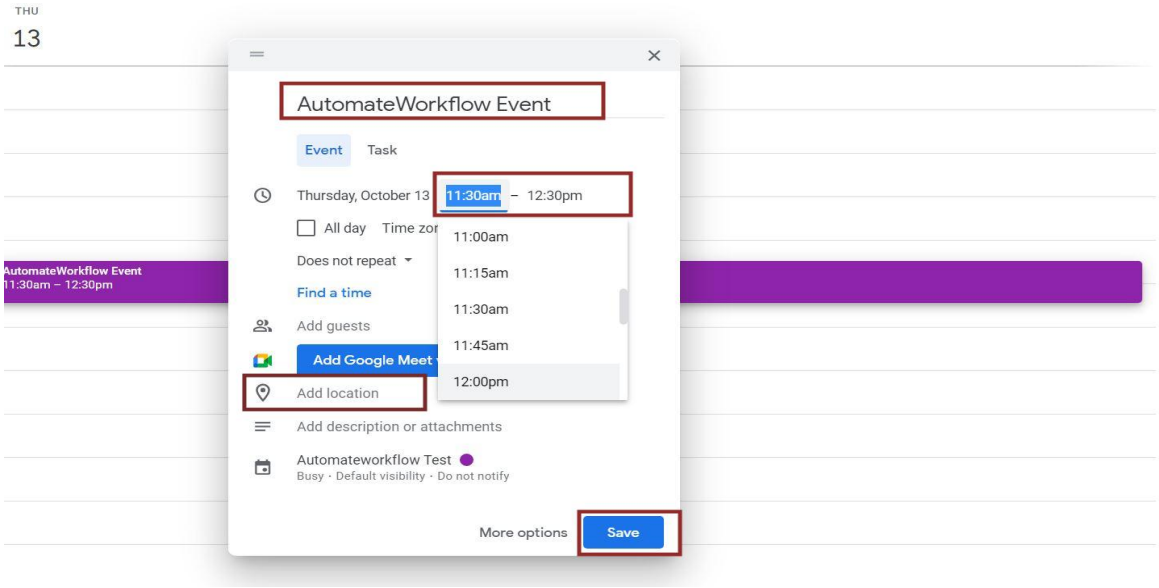
Creating Events in Google Calendar

After logging in to your Google calender, select on the date(s) that you wan to schedule your events. Don't forget to associate the event(s) to the respective calendar profile by selecting the profile under the "My calendars" tab.



Then select the time and put in the name of the event. Adjust/edit the time and add th event's location. Then click Save.



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The event will automatically show up on the dashboard screen accordingly. So there's no need to manually input your events information on the MyLobby calendar.

Event Name	Time	Location
Test Event	6:30-7:30 PM	OptimaGeeks
AutomateWorkflow Event	11:00-12:00 AM	New York, NY, USA

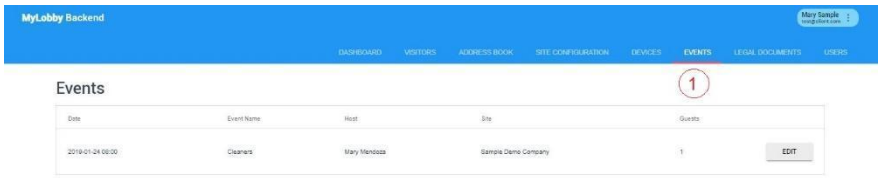
V. Devices

This section gives you an overview of which devices are using the MyLobby app and are logged in to your account.

VI. Invites

This feature lets you create an event in the system and send an event invite to a specific group of people. The invited people will receive an email with their unique QR codes for an express sign in experience.

To create an event, go to "Events" tab then click the red button with a plus sign found on the bottom right of your window.



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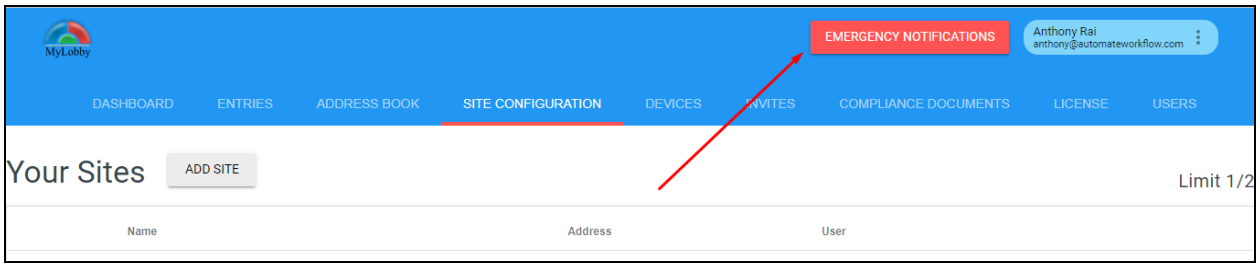
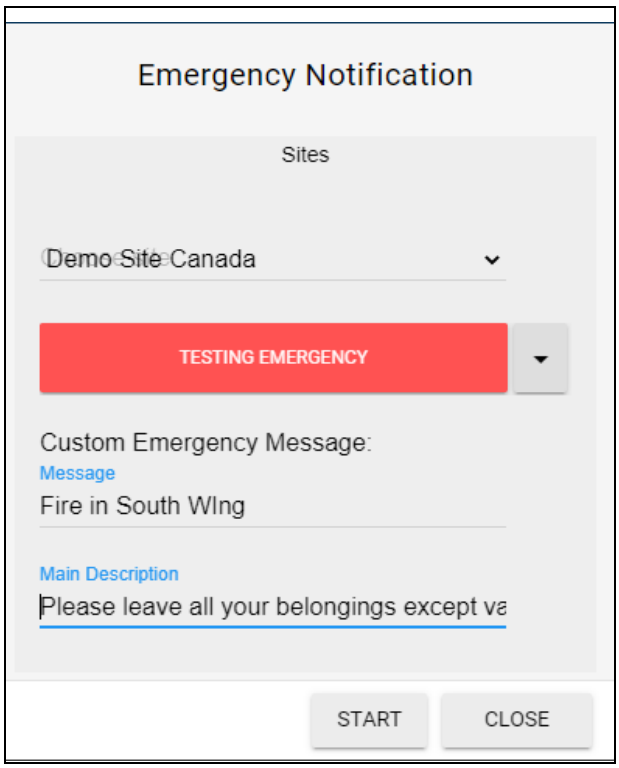
MyLobby Emergency Notification - Send Custom Messages

In this tutorial we will see how you can override the predefined message templates and send custom messages to the employees and other recipients.

Step 1: Login to MyLobby's admin panel through this URL: https://admin.my-lobby.com/
Step 2: Click on **EMERGENCY NOTIFICATION** tab at the top right of the admin page.



Step 3: Select Site & Enter the Custom Message in the space given below the predefined templates. See Below:



Step 4: Once you enter the custom message as shown in the image above, click on any of the message templates you would like to override and send. See Below:

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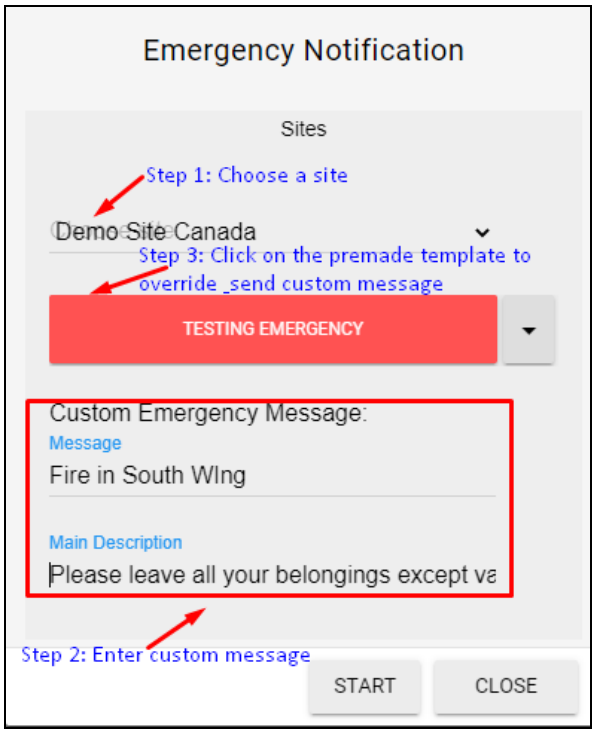
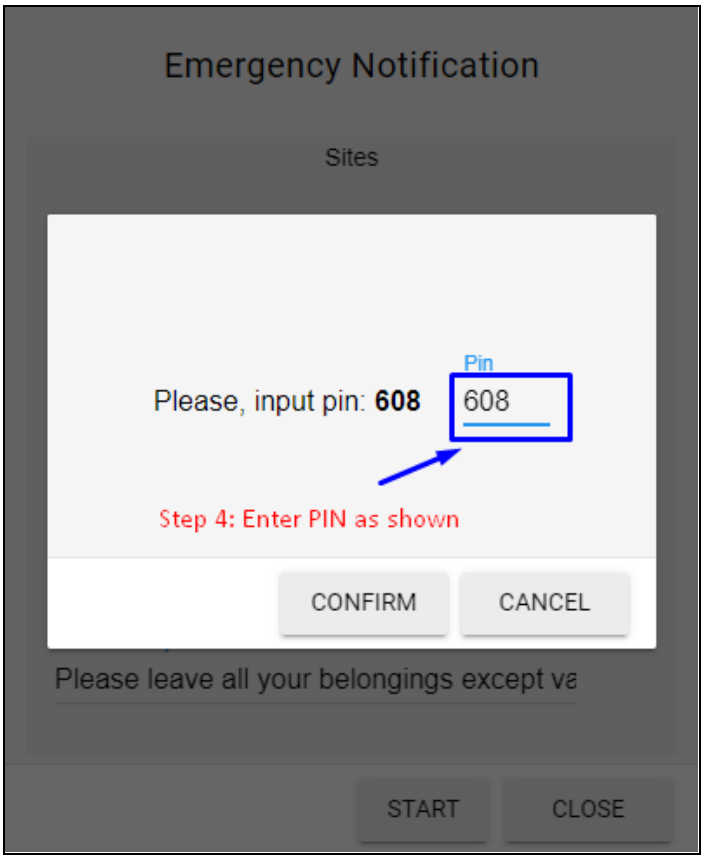
Note: **DO NOT CLICK ON START** when sending custom messages only.



Step 5: Enter "**PIN**" to execute the custom emergency messaging, as shown in the image below:



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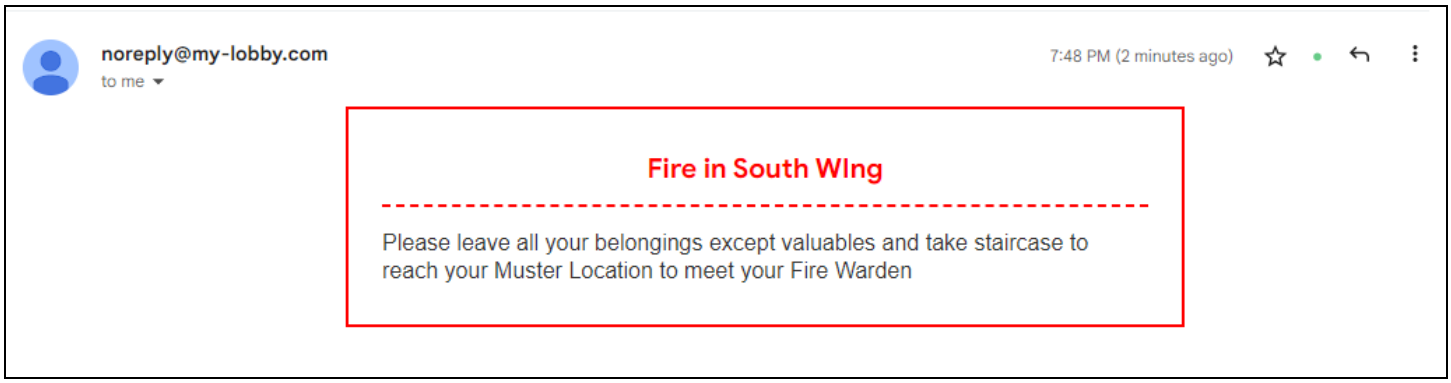
Your emergency notification for custom messages has been triggered:

Here are a few sample emails the recipients receive with custom emergency message.



The recipients with mobile phone numbers in their [profile also receive text messages on their phone informing about the "**Emergency**"

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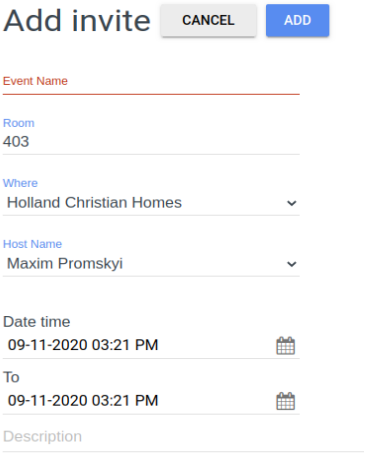
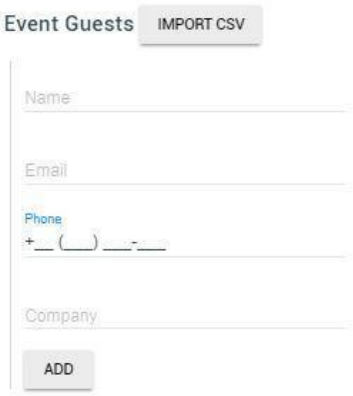
After clicking, fill out the information needed. Once you have filled it out, click “ADD”.



- ‘Event Name’ is the name of the event
- ‘Room’ is the place where the event will take place
- ‘Where’ is the Site, this is usually automatically selected since this is the name of your organization.
- ‘Host Name’ is the one creating the event.
- ‘Date time’ – please enter the starting date and time and the end date and time of the event
- ‘Description’ is where you put additional details about the event.

Once you have added the event, a “Guest” section will show up on the bottom of the page. You can now enter the details of the people who will be invited to the event. See image below:



- Once you have entered the details of the person, he/she will receive an email with the invitation about the event when you click the “ADD” button.
- You can invite as many participants as you want

If you have a lot of people that you need to invite to the event, you can upload a list. To do this, just click the “IMPORT” button and select the file.

NOTE: Make sure you have the correct CSV file format. You can download a sample copy of the CSV file from the backend. When you click the “IMPORT” button, a sample CSV file is available for you. Once you download the file, fill the necessary information (Name. Company, Email, Phone). Once done, select IMPORT.

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VI. Compliance Documents

This is where you can create documents that you want people to sign for such as NDA, or company safety reminders. To create a document, first go to “Legal Documents” then click the red button with a plus sign found on the bottom right of your window. Fill out the information needed:

- Title
- Text
- Footer

The ‘Custom Checkboxes” section allows you to add a checkbox or a Yes/No option on your document. You can put the details of your question on the space provided.

The ‘Applicable’ section is to indicate which visitor type will be required to read this document. For example, if “Employee” is checked, all employees who will be signing in will be required to sign this document that you created.

Finally, checking the “Allow opt-out” box will not make the document mandatory for signature.

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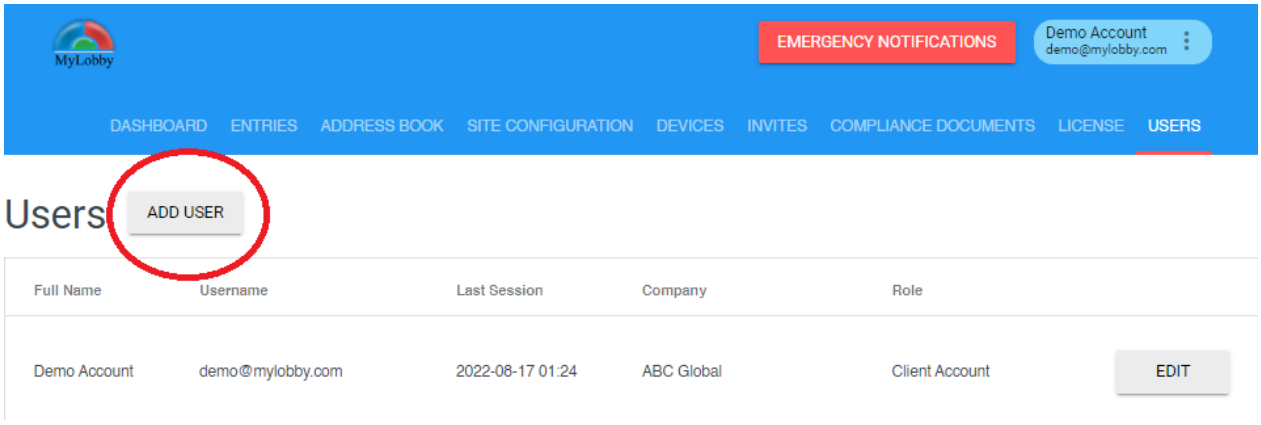
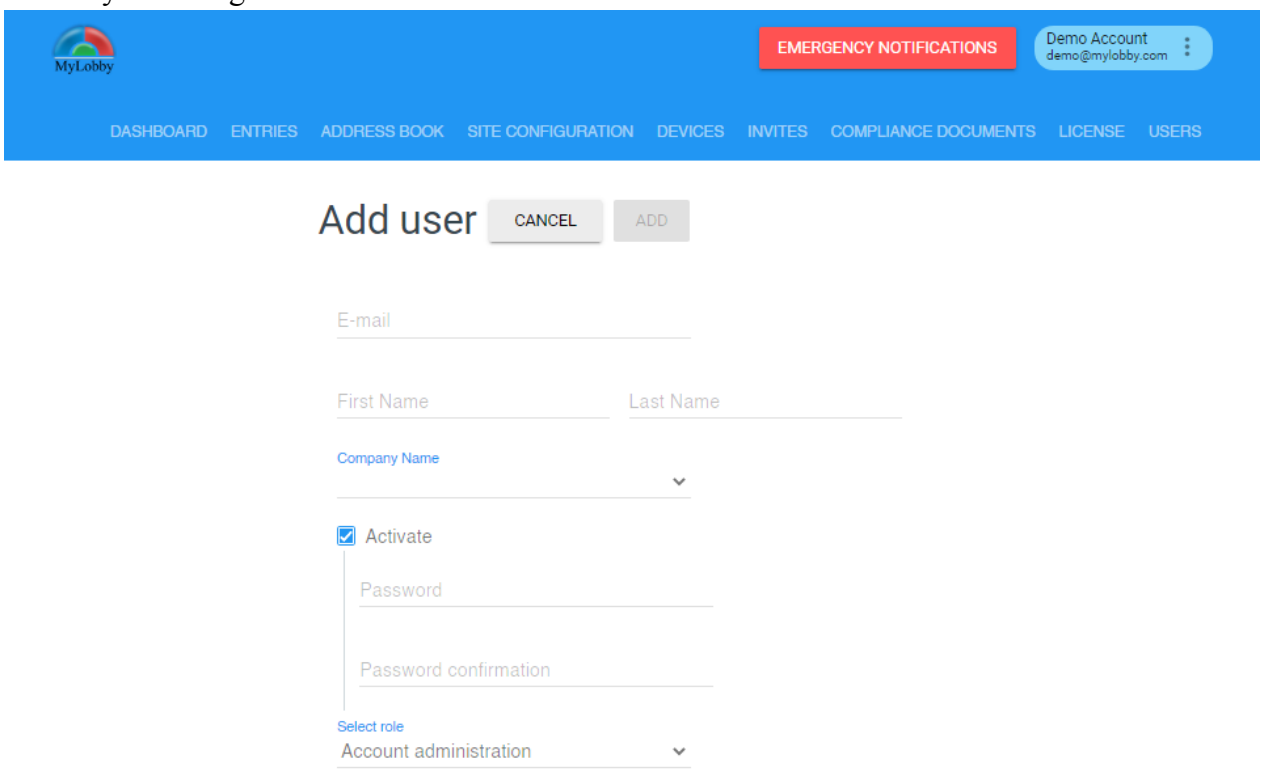
Users Module

a. Log in to the MyLobby backend
b. Go to the USER tab and click the ADD USER Button to open the Add New User window.



c. Enter the details required and make sure you enable ACTIVATE to make sure that the account is active.
d. On the SELECT ROLE option, choose the appropriate account type for the user you are creating. You can check the details of the different user types available on VIII.A.
d. Save your changes.



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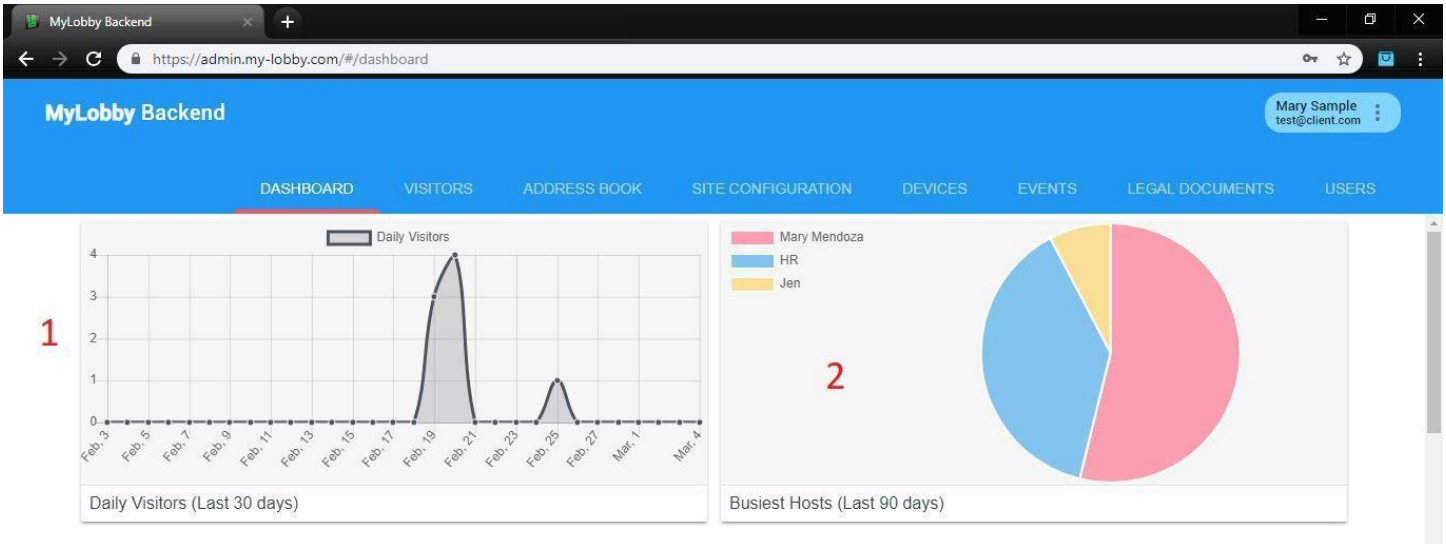
Account Types

The Mylobby platform has multiple different user types:

Account Administrators has an overview of all the users and Sites linked to your account. This account is able to view all the activities like visitors who signed in and signed out, manage hosts/addressbook registered for each site, and are able to configure all sites.

Site Administrators can view visitor activities and hosts, and are able to configure sites similarly to an Account Administrator but only to a specific site it is assigned to. If your organization has multiple buildings or locations and is managed by different individuals, assigning them as Site Manager will allow them to view their building's backend information only.



Receptionists can only view the dashboard, visitors, hosts, devices where your mylobby account is active, and send a QR code meeting invite to a guest. They are also able to sign in guests from the backend.

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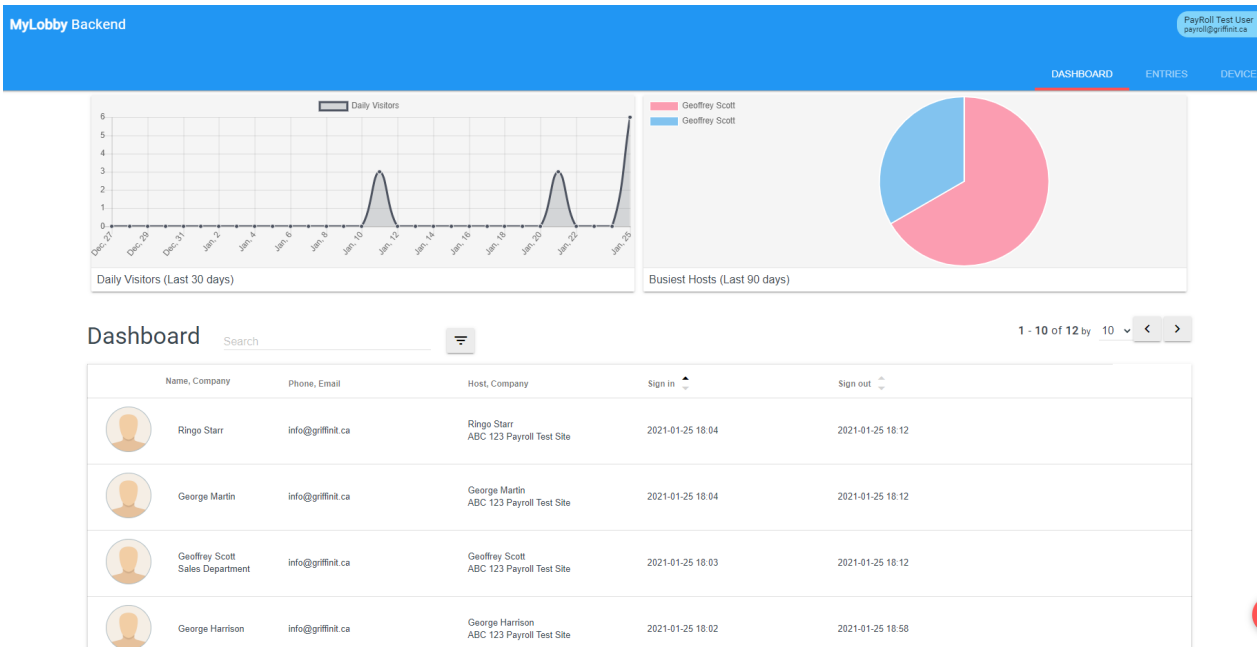
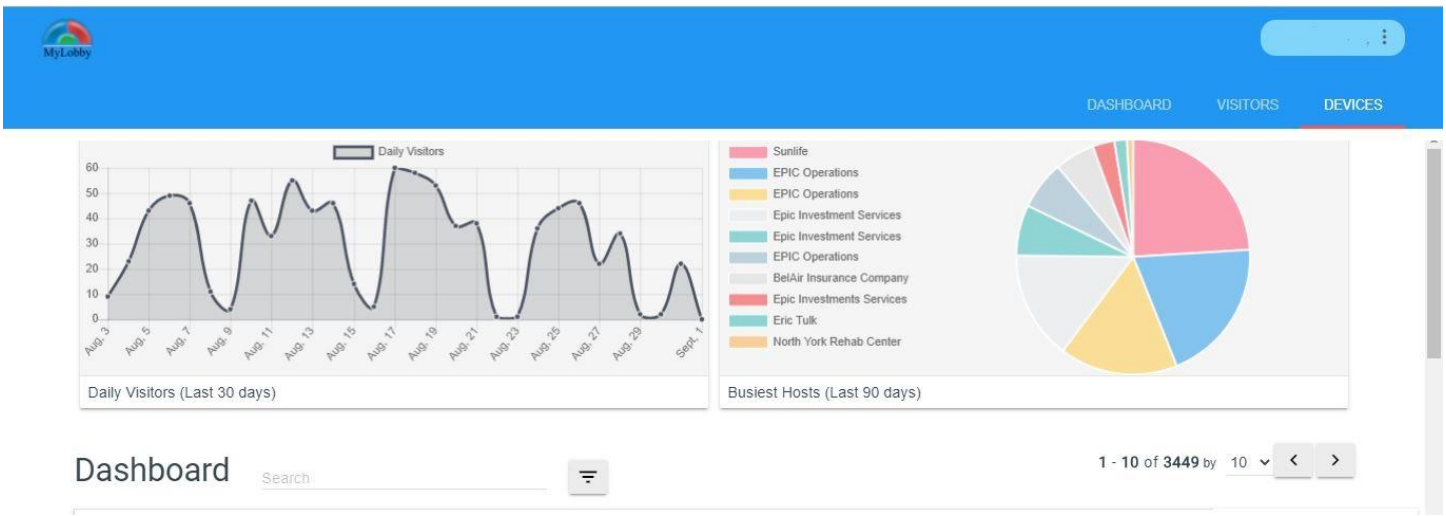
Payroll accounts are specifically for payroll users. Their dashboards allow for payroll personnel to view employees sign in and sign outs at a glance. With the ability to filter dates, specific employees, and specific locations (sites) quickly and easily.



Dashboard users can only view the dashboard that shows the visitors activity like who signed in and signed out, and the devices where your mylobby account is active. They are also able to sign in guests from the backend. This can be used by personnels in the building such as Security Officers or Parking Attendants who just need an overview of the visitors who are currently in the building.



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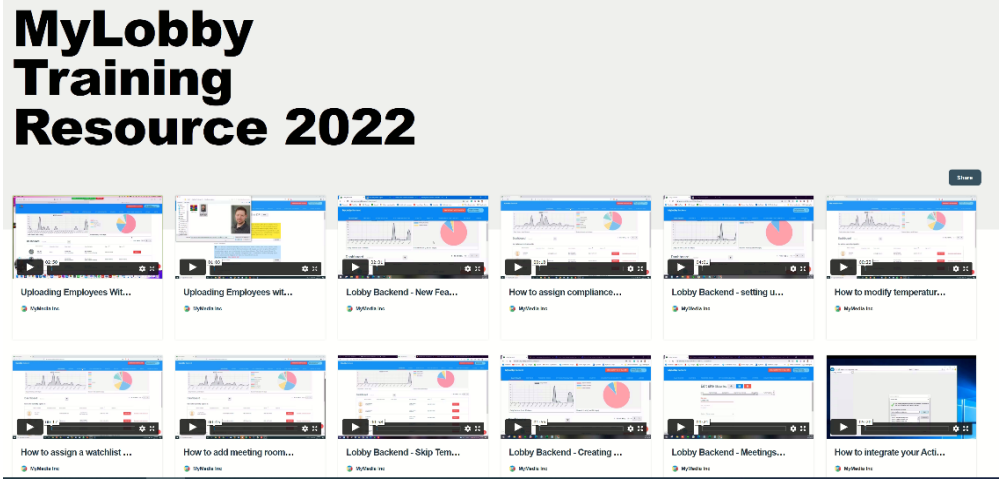
TRAINING VIDEOS

Training Videos can be found on Vimeo. Here is the link of the MyMedia Vimeo Channel:
https://vimeo.com/showcase/7857888



Feel free to contact us at **support@my-media.tv** if you need additional support.

Regards,
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