

Advanced visitor management
that adapts to meet your needs

End-to-End Visitor Management from OnGuard®

OnGuard Visitor Management provides a versatile and feature-rich suite of applications to support an end-to-end visitor process, while providing the security and traceability required by today's businesses.

The OnGuard® visitor management portfolio is a comprehensive visitor management solution that provides unparalleled ease of use, increased mobility, and seamless integration across a range of devices and applications, extending from mobile to desktop.

This intuitive and flexible visitor management solution offers unique visitor experiences: self-service, full-service with visitor pre-registration, and full-service at the front desk without visitor pre-registration. Together, they provide a robust, user-friendly, and customizable visitor management portfolio.

Offering three distinct levels of visitor and host experience, the visitor management solution can leverage a mix of clients from the suite to support your visitors and your employee's needs.

- OnGuard Cardholder Self Service (CSS), a browser-based application, includes the "Host a Visitor" feature, pivotal to the described visitor management models which include visitor pre-registration by employee hosts.
- OnGuard Visitor Self Service (VSS) is a mobile application that enables a self-service model at reception, or a concierge-like model in more full-service scenarios.
- OnGuard Visitor is a browser-based client that facilitates the delivery of a full-service model.

OnGuard Visitor is also referred to as a "Concierge Service" visitor management model. It is designed for use by front lobby attendants or other OnGuard users involved in managing visitor access or hosting.

Visitor Self-Service Model for Visitor Management

The visitor self-service model relies upon the OnGuard Visitor Self Service (VSS) mobile app, running on an iPad® at the front desk. When used in combination with the OnGuard Cardholder Self Service (CSS) “Host a Visitor” feature, which enables an employee “host” to pre-register a visitor, the resulting seamless process is a self-service model requiring little to no interaction with the front desk attendant during visitor check-in. Mobile- and web-enabled, VSS streamlines and simplifies the visitor management process.

Visitor Self-Service with Pre-Registration of Visitor by Employee Host

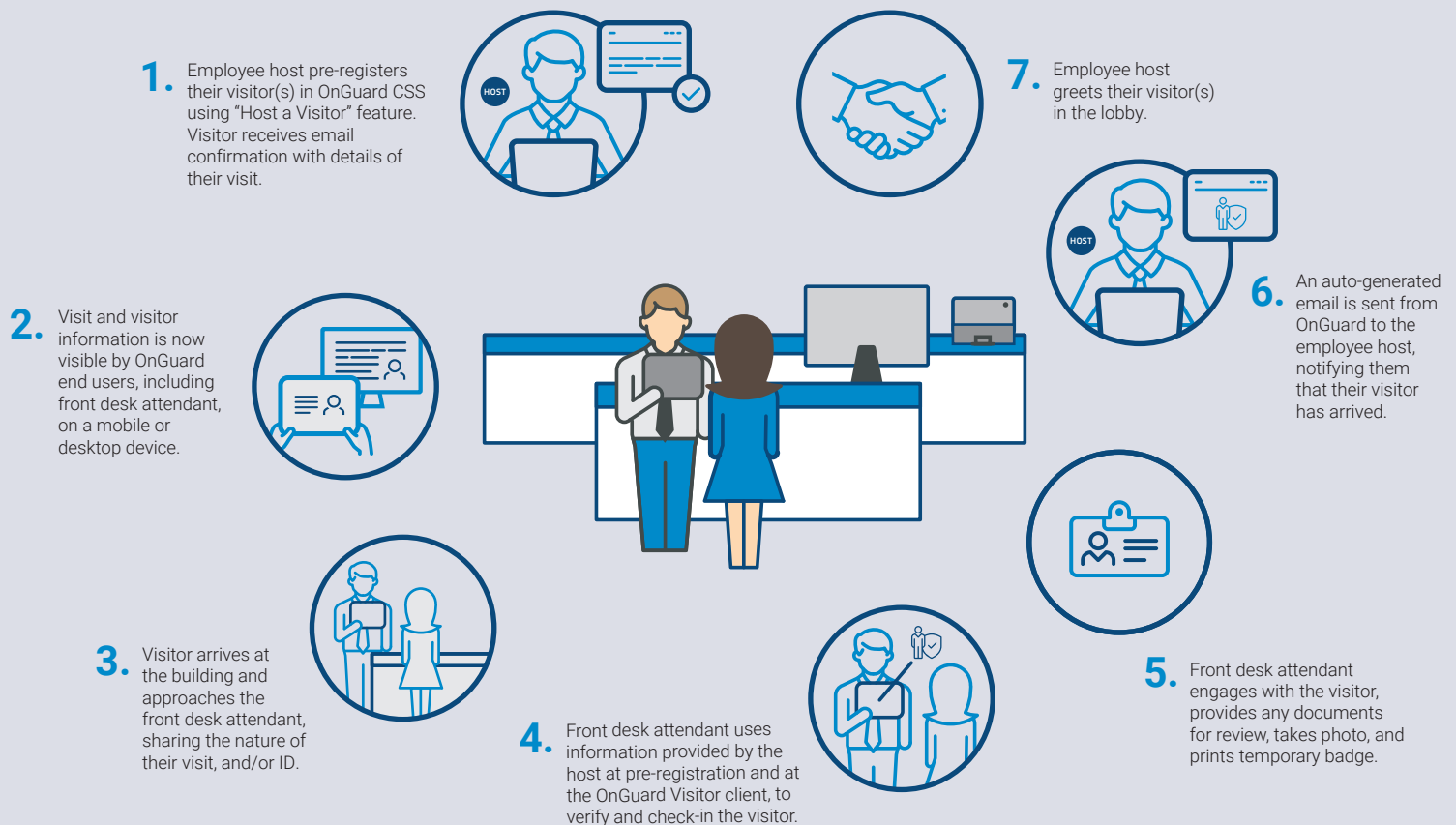


Concierge Service Model for Visitor Management, with Pre-Registration

A full-service, concierge-like model for managing visitors leverages the browser-based OnGuard® Visitor client to provide a welcoming front desk experience. The front desk attendant is able to provide documents for review, take a photo, print and retrieve a visitor badge, contact a host or co-host, or accompany the visitor to their appointment.

And, because Visitor client is web- and mobile-enabled, the attendant, or any OnGuard end-user involved in greeting visitors, is free to engage from their desk, or come out from behind their desk and greet visitors face-to-face with a tablet in hand. This enables the attendant to engage with visitors in a less formal, more personal manner.

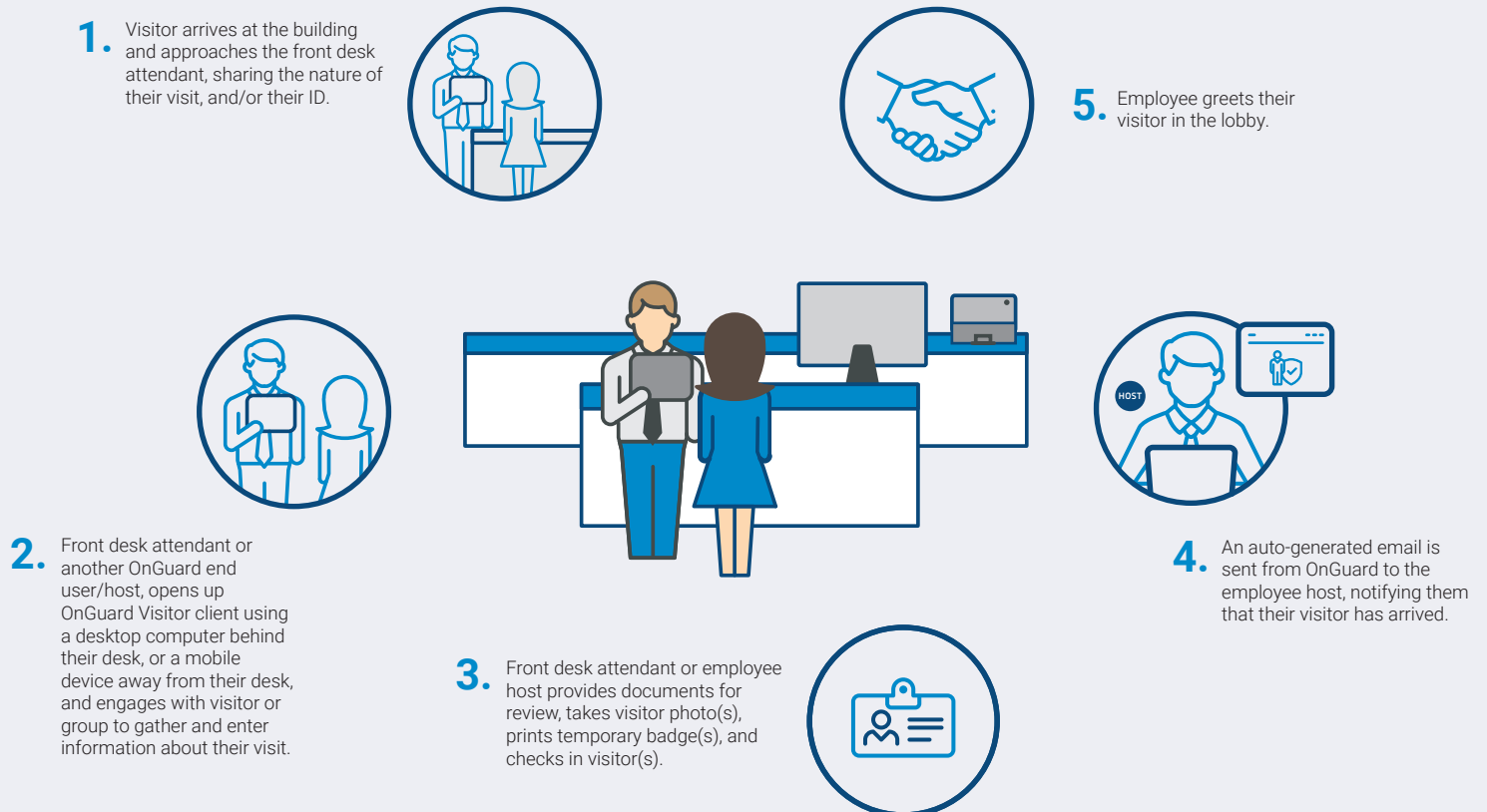
Concierge Service Model for Visitor Management, with Pre-Registration of Visitors by Employee Host



Concierge Service Model for Visitor Management without Pre-Registration

A full-service, concierge-like model for managing visitors leverages the browser-based OnGuard Visitor client to provide a welcoming front desk experience. The front desk attendant is able to provide documents for review, take a photo, print and retrieve a visitor badge, contact a host or co-host, or accompany the visitor to their appointment. And, because Visitor client is web- and mobile-enabled, the front desk attendant is free to engage from their desk, or come out from behind their desk and greet visitors face-to-face with a tablet in hand. Although the visitor has not been pre-registered, the attendant or host is able to gather and enter all relevant information and efficiently check-in the visitor.

Concierge Service Model for Visitor Management, Without Pre-Registration of Visitors



Licensing Requirements

Each of the three products within OnGuard that comprise the Visitor Management portfolio has its own licensing options. Details for each can be found below.

- OnGuard® Cardholder Self Service (CSS), a browser-based add-on module, is licensed per OnGuard server, based on system size (Tier). A valid LenelS2 Software Upgrade and Support Plan (SUSP) is required for the OnGuard system in order to obtain an OnGuard CSS license. CSS requires Cardholders / Employees to be linked to Active Directory or Third Party Authentication for login support.
- OnGuard® Visitor Self Service (VSS), an iPad™ app, is licensed on a per-device (e.g., per-iPad) basis. A valid LenelS2 Software Upgrade and Support Plan (SUSP) is required for the OnGuard system in order to obtain an OnGuard VSS license. Additionally, an in-place OnGuard Visitor client or OnGuard IDVM Front Desk is a prerequisite, and is required for Visitor Self Service to function.
- OnGuard Visitor, a browser-based client, is available with OnGuard Version 7.5 or higher and accessible from a desktop computer or a mobile device, such as an iPad. Visitor is licensed on a 'per-concurrent seat' basis.
- OnGuard Visitor Management is included within OnGuard Cloud.

** While Visitor / Visit creation in CSS requires only the CSS license, in order to enable the processing of employee access requests generated by CSS, Area Managers will additionally require licenses for the OnGuard Access Manager client, a separate component of OnGuard not required for Visitor Management.*

OnGuard Visitor Management Portfolio: Simple Use Case vs. Role Chart

Role	Pre-Register	Register Upon Arrival	Visitor Check-In	Visitor Check-Out
Host	OnGuard CSS Module Accessed through browser			
Visitor		OnGuard VSS app on Front Desk iPad(s)		
Front Desk Attendant	OnGuard Visitor Browser Client¹			

OnGuard Visitor Management Models: Roles, Actions Supported & OnGuard Products Required

Self-Service Visitor Management

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)	X			
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)			X	X*
OnGuard Visitor Browser-based Client (Attendant Assisted)				

Full Service Visitor Management (with Pre-Registration)

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)	X			
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)				
OnGuard Visitor Browser-based Client (Attendant Assisted)		X ¹		X

Full Service Visitor Management (no Pre-Registration)

OnGuard Products	Employee	OnGuard End User	Visitor	Front Desk Attendant
OnGuard Cardholder Self Service (Host a Visit)				
OnGuard Visitor Self Service Mobile App (Self Check-In & Check-Out)				
OnGuard Visitor Browser-based Client (Attendant Assisted)		X ¹		X

* = Optional interaction, if visitor needs assistance

¹ = Can be used by an end user such as an HR Manager or Mobile Security Guard, in addition to a Front Desk Attendant

 Web Module	 Mobile App	 Browser-based Client
---	--	--

LenelS2.com

(866) 788-5095

Specifications subject to change without notice.

© 2026 Honeywell International Inc. All Rights Reserved. All trademarks and service marks referred herein are property of their respective owners. 2026/02

