

Table of Contents

How To Search Registered Visitor Fingerprint 1

1. Search for visitors using fingerprints from the Welcome Page (= Self-Registration Page of BioStar)
..... 1

2. Search for visitors using fingerprints from the VISITOR menu 3

How To Search Registered Visitor Fingerprint

From BioStar 2.7.8, search for visitors using fingerprints is supported in the visit application page and the VISITOR menu.

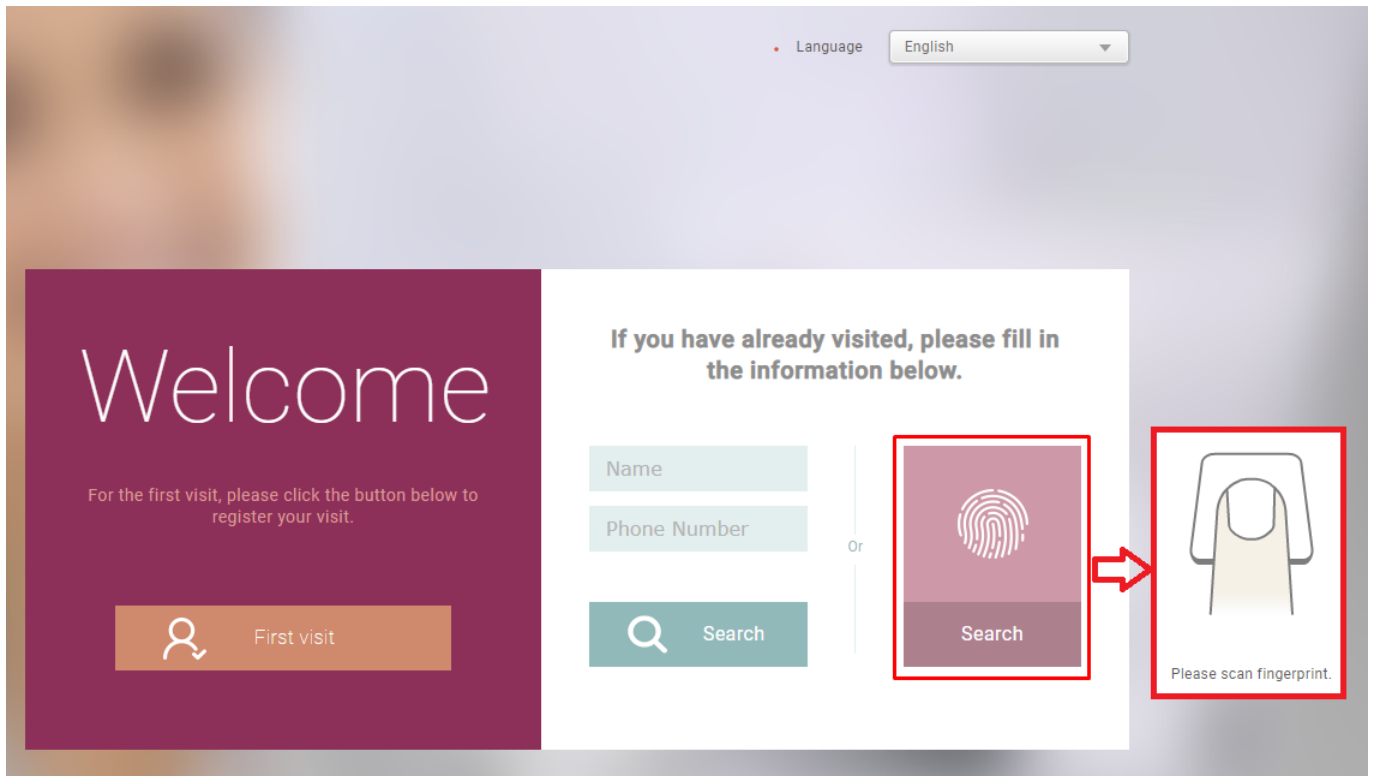
- If there is no fingerprint device in the Visitor PC setting, then the fingerprint search button will not show up.
- If one fingerprint is registered in multiple visitor's fingerprint data, then we cannot guarantee the searched data is correct or not.

1. Search for visitors using fingerprints from the Welcome Page (= Self-Registration Page of BioStar)

Once a user has been visited the site before, you can search the visitor through the fingerprint search button.

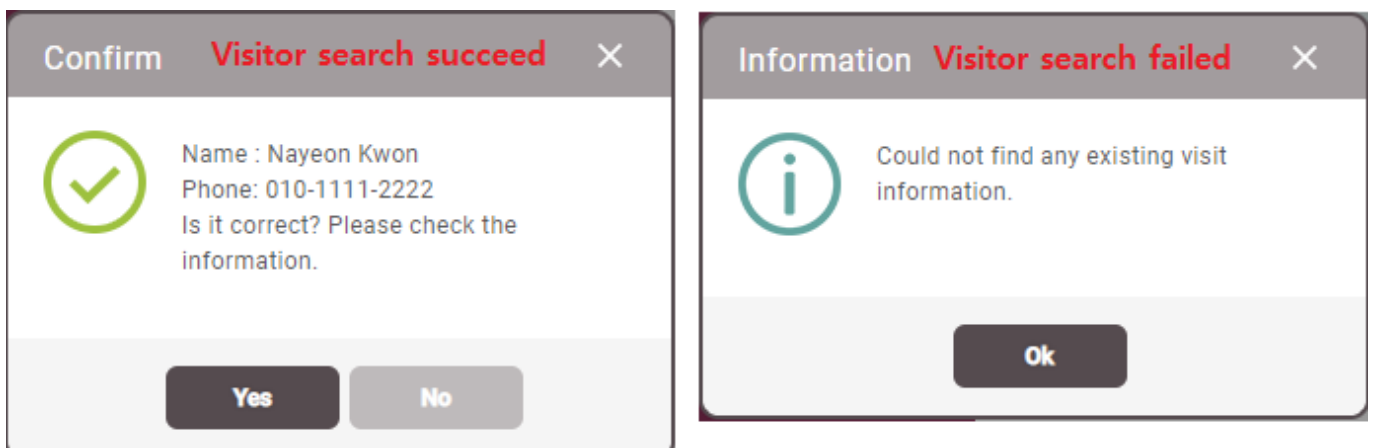
- If the user did not accept the terms and conditions and privacy policy OR the user data is already expired, then the user cannot be searched by the fingerprint.

1) Open the Visitor Welcome page and click the fingerprint search button.



The main interface features a language dropdown set to 'English'. On the left, a purple 'Welcome' panel instructs first-time visitors to click the 'First visit' button (with a person icon). The central area, titled 'If you have already visited, please fill in the information below.', contains input fields for 'Name' and 'Phone Number', a 'Search' button with a magnifying glass icon, and an 'Or' separator. To the right of the 'Or' separator is a red-bordered box containing a fingerprint icon and a 'Search' button. An arrow points from this box to another red-bordered box on the far right, which shows a hand scanning a fingerprint and the text 'Please scan fingerprint.'

2) If the user is already visited before, you will get a confirm pop-up window with the name and phone number indicated. But if the user cannot be found, then the alert pop-up will show as the below image.



Two pop-up windows are shown. The left window, titled 'Confirm Visitor search succeed', displays a green checkmark icon and the text: 'Name : Nayeon Kwon', 'Phone: 010-1111-2222', and 'Is it correct? Please check the information.' It has 'Yes' and 'No' buttons. The right window, titled 'Information Visitor search failed', displays a green information icon and the text: 'Could not find any existing visit information.' It has an 'Ok' button.

3) If the Visitor information is correct as the user's and click 'YES', then the user can proceed to accept terms and update user information include the fingerprint.

The top screenshot displays the 'Registration Information' step of a four-step process (1. Accept Terms, 2. Entry Information, 3. Credential, 4. Complete). It contains fields for Visitor Name (Nayeon Kwon), Visitor Telephone (010-1111-2222), Host Name (Laney Lee), Host Telephone (010-3333-4444), and Entry Information (Zone: Visitor Group, Period: 2019/09/24 18:53 to 2019/09/25 18:53). Navigation buttons 'Cancel', 'Prev', and 'Next' are at the bottom.

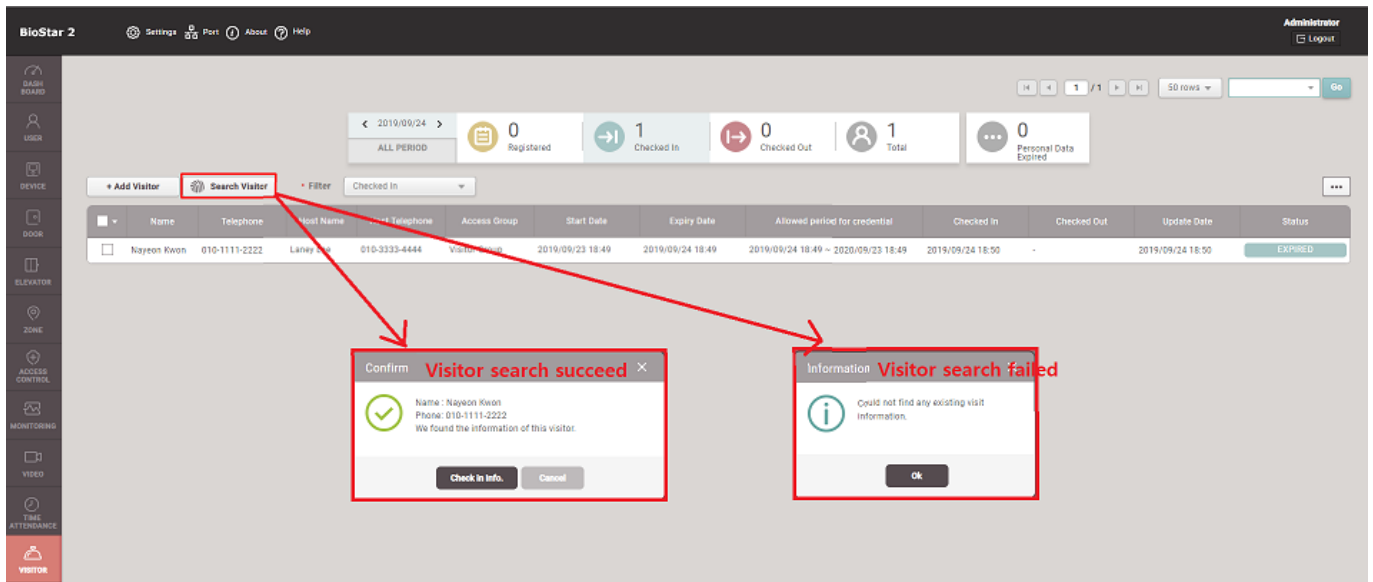
The bottom screenshot displays the 'Credential' step. It features a 'Fingerprint' section with a button to register a fingerprint and a table with columns 'Fingerprint' and a trash icon. Below this is a 'Card' section with a toggle switch set to 'No request'. Navigation buttons 'Cancel', 'Prev', and 'Next' are at the bottom.

2. Search for visitors using fingerprints from the VISITOR menu

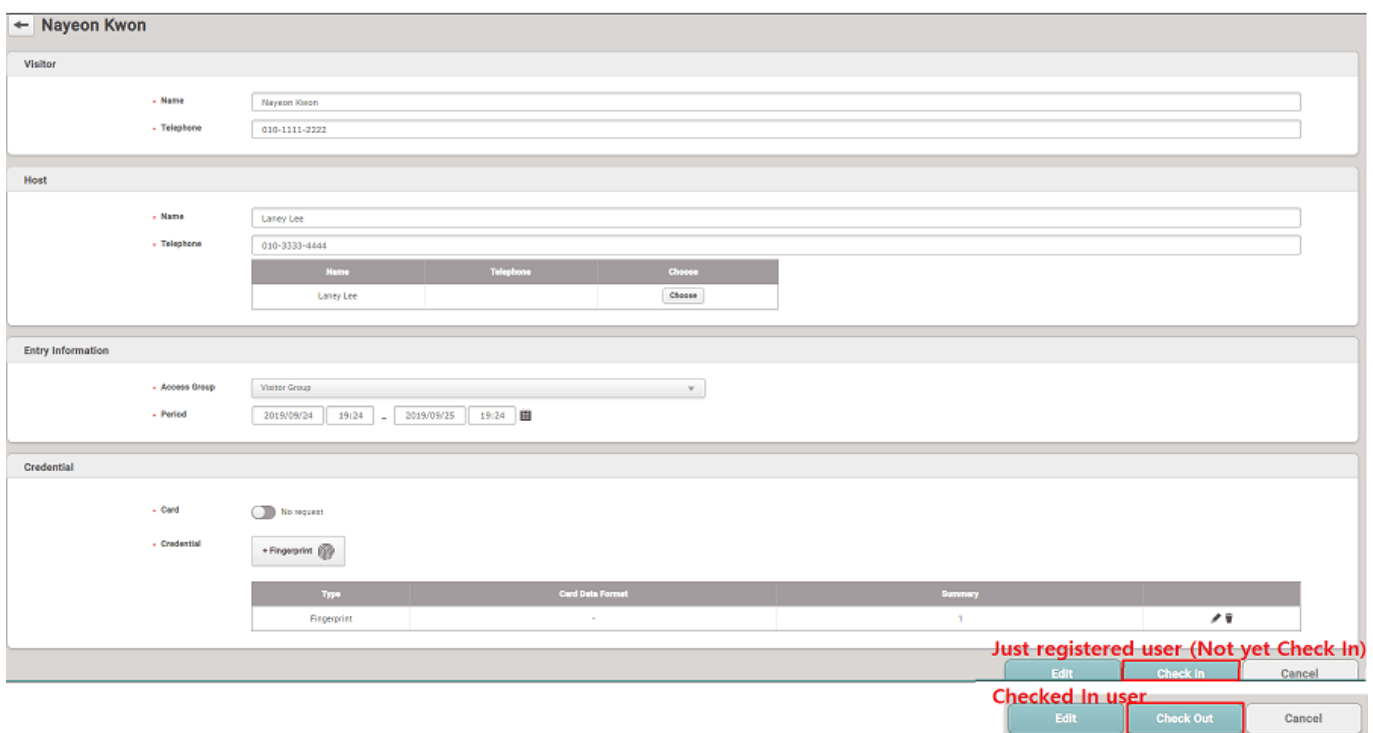
At the information center(visitor center), a user can search for visitor data via fingerprint search. If you are the visitor who has a visiting history or who is a checked in visitor then can be searched from this menu.

- As the Welcome page, if the user did not accept the terms and conditions and privacy policy OR the user data is already expired, then the user cannot be searched by the fingerprint.
- You cannot search the expired user who already did Check Out.

- 1) Go to BioStar 2 > Visitor menu and click 'Search Visitor' button to search by fingerprint.
- 2) If the fingerprint is found from the stored data, it will show the visitor's user name and phone number.



3) If a searched user is a visitor who just registered but not 'Check In', then you can review and edit the user information and 'Check In' on the visitor detail page. If a searched user is a visitor who already 'Check In', then you can review and edit the current user information and 'Check Out' on the visitor detail page.



4) The fingerprint search priority will be as the below.

- Priority 1> Search the check in data and today's visiting request list and show the result.
- Priority 2> Search the check in data and the future date from today's visiting request list and show the result.
- The past day's visiting request is regarded as a 'NEED TO BE DELETED' data and not to search.

From:

<https://kb.supremainc.com/knowledge/> -

Permanent link:

https://kb.supremainc.com/knowledge/doku.php?id=en:how_to_search_registered_visitor_fingerprint

Last update: **2019/12/20 15:34**