questico.site

Visitor Gate Passes

User manual

Inside your tool it is called “Dwaar”.

A digital visitor register where the gate checks visitors in on a phone, prints a numbered pass, alerts the host on WhatsApp and checks them out.

1. Your tool at a glance

Paper visitor registers are hard to read, easy to skip and tell the owner nothing about who is still inside. Dwaar lets the gate check visitors in on a phone, note the last 4 characters of their ID, vehicle and belongings, run a safety briefing where needed, print a pass and alert the host. The owner sees who is inside, who has overstayed and the busiest hours, with a searchable logbook and monthly reports.

Made for: Factories, offices and clinics with a gate or reception, where a guard or receptionist checks visitors in and staff receive them.

Who can do what

Your tool has 3 role profiles. Everyone signs in with their own email address and sees only what their role allows.

Role	Usually	Can	Cannot
Owner	The business owner	• Do everything in the tool; owner and manager are identical here • See Reports, manage Hosts and delete visits • Add team members from the Questico owner console (Team section) by typing their email address and choosing "Can use it" (gate staff) or "Can manage it" (manager)	• Invite team members from inside the tool; this is done in the console
Manager	An admin, office or security manager	• Do everything the owner can do inside the tool • See Reports and the visit-purpose chart • Add, edit and delete hosts • Delete mistaken visits	• Add team members from inside the tool
Gate staff	Guards and receptionists, and any host who has been given a login	• See Today, Check in, Inside now, Expected and Logbook • Check visitors in and out • Print and reprint passes • Correct a visit's details, except its pass number, date, time in and ID details • Message hosts on WhatsApp • Add an expected visitor for any host and send them the invitation • Change or remove the expected visitors they host, and mark any expected visitor arrived at check-in • Download the logbook CSV • See the gate rules reminder on Today	• See Reports • Manage Hosts • Delete visits • Change a visit's pass number, date, time in or ID details • Change or remove an expected visitor someone else is hosting

What staff can do in each list

These rules are kept by Questico's database, not only by the screens: a staff member who finds a way past a screen is still refused. They are for staff: owners and managers are not held to them.

Hosts

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Expected visitors

- Staff see every entry.
- Staff can add entries.
- Staff can change only their own entries.

- Staff can delete only their own entries.
- An entry is a staff member's own when they are the host.
- On entries that aren't theirs, staff may change only the arrived mark (set at check-in).

Visits

- Staff see every entry.
- Staff can add entries.
- Staff can change any entry.
- Staff can't delete entries.
- Once saved, staff can never change the pass number, its place in the series, the date, the time in, who checked them in, the ID type and the last four digits of the ID.

2. Getting started

Ready when you buy

- Your business name (and its short form) is set from checkout, and your contact details replace the demo's.
- The demo business is gone: its people, customers, vendors and figures are not in your copy. City and address start empty for you to fill in.
- Lists such as departments start with a common set; change them to match your business in the admin panel.

Where your tool lives

- Your tool has its own address, such as yourbusiness.questico.site. Open it on a phone or a computer.
- You can also open it from your Questico account: Your space → Paid, or your console, where the tool shows three buttons: Open the tool, Edit website (the admin panel) and Team.

Signing in: there are no passwords

- Everyone opens your tool’s address and presses Sign in, then signs in with the email you added for them, in one of two ways.
- With Google: press “Continue with Google”. For a Gmail address, or a work email that is a Google account (Google Workspace). Google looks after the password and security.
- With any other email (Outlook, Zoho, your company’s own mail): under “No Google account? Use any email”, type the address and press “Email me a code”. Questico emails a 6-digit code; type it in and you are in. The code works once and expires soon.
- Someone who signs in but has not been added sees “You’re signed in, but not invited yet” until you add their address.

Adding your team

1. One person at a time: in your Questico console, open the tool’s Team section, type their email address and choose “Can use it” (Gate staff) or “Can manage it” (Manager).
2. Everyone at once: in the same Team section → Add many from Excel. Download the template, fill one row per person (name, email and access), and upload it. You see every row checked before anything is added.
3. Your whole company, for all your tools: Your space → Your company team. Upload your staff sheet once (name, email, employee ID, department, designation, function, mobile, joining date, access, and Active or Left), then press Apply beside each business tool. New people get access and appear on the tool’s own

lists. Applying never changes the access someone already has in a tool. To take someone off, mark them Left: the next Apply removes their access, and their past records stay. Someone simply missing from a new sheet is not treated as having left.

Partners as owners

- If you run the business with partners, make them owners too: in your console, the tool's overview has an Owners card. Type a partner's email and press Add an owner. Up to five owners in all.
- They become owners the next time they sign in to Questico with that email, and can then do everything you can: the admin panel, the team, and asking for changes. The tool shows in their own Your space under Sites you co-own.
- Any owner can remove a co-owner, and a co-owner can leave. The person who bought the tool always stays an owner.

Sending the invitation, and seeing who has joined

- Questico emails each person an invitation as soon as you add them, however you add them: one at a time, from Excel, or from your company team. It tells them your tool's address and how to sign in, with Google or with a code.
- In the console's Team section, "Remind the N not signed in" emails everyone who has not joined yet. Under "Send the invitation" you can also copy the ready message for your team's WhatsApp group.
- The same page counts who has joined and who has not signed in yet, lists everyone with the date they were invited and the date they joined, and downloads the list for Excel.
- To change someone's access or remove them, use the tool's Team screen or the console's Team section. Their past records stay.

The emails Questico sends your team

Questico tells people when something needs them, by email from notices@questico.site, so nobody has to keep the tool open to find out.

Within a few minutes

- The person the visitor came to meet: "Your visitor [name] has arrived at the gate (pass [pass])."

Every morning at 8

- The person the visitor came to meet: "N visitors expected today"

Several things at once come as one email, never a flood. Each email says what happened and links to your tool. Anyone can stop them: the link at the foot of each email stops that business's notices for that person, and the same link turns them back on. Invitations and sign-in codes still arrive.

Changing your settings

In your console, press Edit website to open your tool's admin panel. Change the name, logo, colours, words, pictures, lists and rules; every change shows in a live preview first. Records (the day-to-day entries) are made inside the tool itself.

Everyday features

- On a phone the menu moves to a bar at the bottom, and tables turn into cards.
- Anything printable opens your browser's print window, where you can also choose "Save as PDF".
- Lists and reports download as CSV files that open in Excel.
- WhatsApp messages open ready-written; you press send. Nothing is sent automatically.

3. Your first day

1. Try the demo first: switch "View as" between owner, manager and gate staff to see what each person will see
2. Open the admin panel from "Edit website" in the Questico console and set the brand, the address and the gate contact
3. Set the pass prefix and validity, the gate hours and the gate names
4. Choose which check-in questions to ask (ID, photo, vehicle, belongings) and their option lists
5. Set the visit purposes and mark which need a safety briefing and PPE
6. Replace the sample departments
7. Write the message templates and the pass rules
8. Inside the tool, a manager adds the hosts with their WhatsApp numbers
9. Add gate staff, managers and any hosts who need a login from the Team section of the Questico console: type their email address and choose "Can use it" (gate staff) or "Can manage it" (manager); they then sign in with that email address (with Google, or a code Questico emails them)

4. Everything it does

Today (everyone)

- See how many are inside now, how many are past their pass time, how many checked in today and how many more are expected
- Jump to "New check-in" or "Inside now"
- See people inside now, the names of those overstaying, today's average stay with a 14-day trend line, and expected visitors arrived and still to come
- See everyone inside now, overstays first, with a WhatsApp button to the host and an "Out" button
- See today's expected visitors with "In" buttons
- See the busiest hours: check-ins by hour over the last 7 days, within gate hours
- See why visitors came over 14 days in a donut chart (owner and managers)
- Show gate staff the gate rules reminder

Check in (everyone)

- Prompt managers to add hosts when the host list is empty
- Type a returning visitor's name to fill company, phone, host, vehicle and purpose from their visits in the last 30 days
- Enter mobile, company, number of people and who they are meeting
- Record the ID seen and its last 4 characters (both required when the ID setting is on)
- Record how they came and the vehicle number, if switched on
- Record what they are carrying with quick-pick chips, if switched on
- Choose the gate, when there is more than one
- Set the pass valid-till time, filled from your pass hours and capped at gate closing time
- Choose the purpose with buttons; purposes marked for safety need "Safety briefing given and PPE issued" ticked
- Take the visitor's photo with the front camera (optional, or required by setting)
- Press "Check in and make pass" to get a pass number made from your prefix, the day and month, and a running number
- Link the visit to a pre-registered visitor automatically

- Show the pass to print straight away, or go to Inside now, as set
- Tap an expected visitor in the side panel to fill the form

Inside now (everyone; called Inside on the phone)

- See visits still open from today and the previous 2 days
- Filter by gate, when there is more than one
- See on each card: photo, purpose, extra people, PPE tag, pass number, who they meet, time in, pass valid till and a time-left or overstay bar
- Check out, reprint the pass or WhatsApp the host from each card
- See a warning banner for overstays
- Check out with a "Pass returned at the gate" tick and a note
- See the number of overstays on the menu

Visit detail (everyone)

- See every detail of a visit, an "After hours" flag, who checked them in and out, and whether the pass was not returned
- Edit name, phone, company, people, purpose, host, vehicle, carrying and note; the edit is stamped
- Reprint the pass or check out
- Delete a mistaken entry (owner and managers)

Expected visitors (everyone)

- Switch between Today, Tomorrow, Next 2 weeks and Last 7 days
- Tick "Only my visitors" when the signed-in person is a host
- See visitors grouped by day as arrived or not arrived
- Send a WhatsApp invitation to an expected visitor
- Edit, remove or check in an expected visitor
- Pre-register a visitor: name, mobile, company, people, date (not in the past), time, purpose, host, coming by and a note for the gate

Logbook (everyone)

- Pick Today, Yesterday, 7 days, This month or a date
- Search by name, company, host, pass, phone, vehicle or items, and filter by purpose
- See the number of visits and people
- See each visitor, pass, purpose, who they met, time in, time out (or Inside or Overstay) and stay
- Download a CSV file (every role): pass, date, visitor, mobile, company, people, purpose, met, in, out, minutes inside, ID seen, vehicle, carrying, gate, checked in by, checked out by and note

Reports (owner and managers)

- Move month by month; in the first 7 days of a month it opens on the previous month
- See visits (about N a day), average stay, overstays with per cent, and passes not returned plus after-hours check-ins
- See visitors each day, busiest hours, visits by purpose, most frequent companies and most visited hosts
- Download the month's report as a CSV file

Hosts (owner and managers)

- Get a warning listing active hosts with no WhatsApp number

- Search hosts
- See each host's name, department, extension, WhatsApp added or missing, visitors in the last 30 days and status
- Add or edit a host: name, work email (cannot be changed later), department, designation, WhatsApp number, desk extension and "Visitors can come to meet this person"
- Delete a host

Sign-in and phone use (everyone)

- Sign in with Google or a code by email; records stay private to the business
- Show a "You're signed in, but not invited yet" screen, with the person's email, to anyone not yet added
- Use it on a phone with a bottom tab bar, cards instead of tables, one-column forms and the front camera for visitor photos
- Show a clear message when a save fails instead of losing it quietly
- Refresh a screen's data when you come back to the browser tab

5. Reports, prints and downloads

Prints

- Visitor pass, 80 mm wide: logo, name and address; "Visitor pass" with a large pass number; photo or initials; name, company and "with N more"; to meet, purpose, date, time in, valid till, gate, ID seen, vehicle, carrying and safety; pass rules; three signatures (Visitor, Security, Host before leaving); contact line
- Any print can be saved as a PDF from the browser's print window

Downloads

- Logbook CSV (every role)
- Monthly report CSV (owner and managers)

WhatsApp

- Arrival alert to the host, filled with visitor, company, gate, purpose, pass number and time
- Invitation to an expected visitor, filled with visitor, business, address, date, time and host
- WhatsApp opens with the message filled in; the guard presses send

Worked out for you

- Pass numbers running per day
- Length of stay
- Overstay: still inside after the pass's valid-till time
- After hours: check-in outside gate opening and closing times
- Average stay
- Check-ins per hour
- Visits per day
- Overstay per cent
- Passes not returned
- Most frequent companies and most visited hosts

6. What you can change in the admin panel

No coding: every change shows in a live preview, and saving updates your live tool.

Business & look

- Change the business name, short name, city and the address printed on passes and invitations
- Upload the logo
- Pick the main colour; text contrast is adjusted automatically
- Choose the sidebar style (Light, Deep or Tinted), one of 8 typefaces and the corner style (Soft, Round or Sharp)

Gate & passes

- Set the pass prefix (blank = numbers only)
- Set how many hours a pass is valid (0.5 to 24)
- Choose whether the pass shows straight after check-in
- Set the gate opening and closing times
- List the gates

Check-in form

- Turn on or off "An ID must be seen" and edit the ID types
- Turn on or off "A photo must be taken"
- Turn on or off "Ask how they came and the vehicle number" and edit the ways of coming
- Turn on or off "Ask what they are carrying" and edit the quick-pick belongings

Visit purposes

- Set 1 to 14 purposes, each with a name, colour and a "Needs a safety briefing and PPE" switch

Hosts

- Edit the departments list (the hosts themselves are added inside the tool)

Messages

- Write the host arrival message and the invitation to an expected visitor
- Write the rules printed on the pass
- Write the reminder shown to the guard at check-in

Words & pictures

- Write the manager welcome and gate staff welcome
- Write the sign-in heading, text and quote
- Change the banner, sign-in and empty-list pictures, with alt text

Contact

- Set who answers for the gate, the email and the WhatsApp number, all printed at the foot of every pass

How the panel works

- Open it from "Edit website" in the Questico console; no coding needed

- See every change in a live preview, on desktop or phone, with sample data
- Get a warning before saving if the gate closes before it opens, purpose names repeat, or an ID is required but no ID types are listed
- Change only the look, words, lists and rules here; hosts, visits and expected visitors are entered inside the tool

7. Good to know

- Sends no WhatsApp or SMS automatically; the guard taps a link and presses send
- Does not scan IDs or record full ID numbers; by design only the last 4 characters are kept
- Has no visitor self-service kiosk or QR check-in
- Has no team invite screen inside the tool
- Inside now looks back only 3 days
- A host's work email cannot be changed after they are added
- Adding someone as a host does not give them a login; that is done in the console
- Every role can download the logbook CSV. Gate staff can correct a visit, but never its pass number, date, time in or ID details: the database refuses it, not only the screen.

Need help?

Write to contact@questico.site with your tool’s address and what you need.