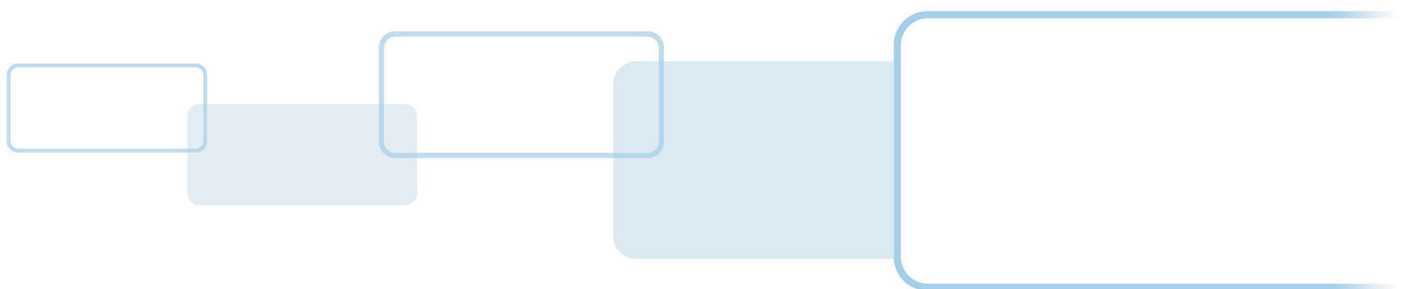




EASYLOBBY SVM 10.4 FAQs

PLT-03392, Rev. A.1

January 2018



Copyright

© 2018 HID Global Corporation/ASSA ABLOY AB. All rights reserved.

This document may not be reproduced, disseminated or republished in any form without the prior written permission of HID Global Corporation.

Trademarks

HID GLOBAL, HID, the HID Brick logo, the Chain Design, EASYLOBBY, EADVANCE, EKIOSK, FARGO and SVM are the trademarks or registered trademarks of HID Global, ASSA ABLOY AB, or its affiliate(s) in the US and other countries and may not be used without permission. All other trademarks, service marks, and product or service names are trademarks or registered trademarks of their respective owners.

Revision History

Date	Description	Revision
January 2018	Various updates, including new proxy printing section.	A.1
January 2018	Initial release.	A.0

Contacts

For additional offices around the world, see www.hidglobal.com/contact/corporate-offices

Americas and Corporate

611 Center Ridge Drive
Austin, TX 78753
USA
Phone: 866 607 7339
Fax: 949 732 2120

Asia Pacific

19/F 625 King's Road
North Point, Island East
Hong Kong
Phone: 852 3160 9833
Fax: 852 3160 4809

Europe, Middle East and Africa (EMEA)

Haverhill Business Park Phoenix Road
Haverhill, Suffolk CB9 7AE
England
Phone: 44 (0) 1440 711 822
Fax: 44 (0) 1440 714 840

Brazil

Condomínio Business Center
Av. Ermano Marchetti, 1435
Galpão A2 - CEP 05038-001
Lapa - São Paulo / SP
Brazil
Phone: +55 11 5514-7100

HID Global Technical Support: www.hidglobal.com/support



Contents

- 1 **Overview** 5
- 2 **Requirements and installation** 6
- 3 **Language support** 8
- 4 **Email and alerts** 8
- 5 **Hardware** 9
- 6 **Visitor badges** 10
- 7 **eAdvance** 10
- 8 **Check-in process** 13
- 9 **Self-registration** 14
- 10 **Watch lists and screening services** 15
 - 10.1 Consulted authorities EL-CUST 17
 - 10.2 Consulted authorities EL-SOS-K12/EL-SOS-NONK12 22
- 11 **Kiosks** 28
- 12 **Access Control Integrations (ACI)** 29
- 13 **Maintenance and warranties** 29
- 14 **Security and privacy concerns** 30
- 15 **Proxy printing** 32

This page is intentionally left blank.

1 Overview

Q: What is the difference between EasyLobby® SVM® and EasyLobby Solo?

A: EasyLobby Solo is a single workstation solution aimed at customers moving away from a paper and pen log book. EasyLobby SVM is an enterprise level solution that can scale to meet a large customer base, and offers preregistration, Access Control Integrations, and advanced security features. A full feature comparison matrix is available on the HID Global website (https://www.hidglobal.com/sites/default/files/resource_files/hid-easylobby-vm-cc-en.pdf).

Q: Where can I find more information about EasyLobby?

A: The HID Global website provides detailed information about EasyLobby SVM and EasyLobby Solo. The visitor management solutions page is a good place to start learning more about EasyLobby (<https://www.hidglobal.com/solutions/visitor-management>).

Additionally, there are videos available on the HID Academy YouTube channel which provide a product overview and demonstration (<https://www.youtube.com/watch?v=hXu1bBunAAE>).

Q: Are there training resources available for EasyLobby?

A: The HID Academy offers EasyLobby training videos provided you have registered for an account. Go to <https://hidglobal.csod.com/selfreg/register.aspx?p=hidglobal&c=srap>.

Custom training may also be available through the HID Professional Services group. Contact your sales person for more details on custom training.

2 Requirements and installation

Q: Is it possible to upgrade from an older version of EasyLobby SVM (v8 or v9) to SVM 10?

A: Yes, you can upgrade from v8 or v9 to v10 by:

- Installing a new v10 database schema
- Using HID's DB Migration utility to upgrade and migrate the database from 8 to 10
- Installing v10 client software on all necessary machines and pointing them to the new database.

Q: Why should I upgrade from v8 or v9 to v10?

A: HID no longer supports v8 or v9, so we cannot offer full assistance through tech support. Using the newest version will ensure all the latest hardware options from HID are fully supported, and that driver software for any hardware is compatible with EasyLobby.

Q: What new features are included in v10?

A: Below are some of the new features that were not found in v8 or v9:

- Redesigned eAdvance™, including barcodes in confirmation emails, and the ability to specify rules-based approval
- Employee time and attendance
- Parking inventory and management
- Conference room assignment
- Categories and Reasons by site
- Password change rules
- Barcode nomenclature rules
- Lost and Found form
- Additional user-defined fields
- Check-in and check-out alerts (programmable)
- Created new functionality to allow assigning employees and users to multiple sites
- Allow site filtering when using multiple site-selection.
- Enabled selection of multiple sites per user / per employee within Administrator.
- Enabled selection of multiple sites per employee within eAdvance Group Upload, eAdvance Pre-Register Group and eAdvance Pre-Register Visitor.
- Created shortcut key to search for Visitor by Last Name (Ctrl+F8).

Q: Where can I find a list of all the updates made for EasyLobby SVM releases?

A: A change log is included on the EasyLobby SVM DVD. Additionally, you can view the change log at: <http://www.easylobby.com/downloads/EasyLobbyChangeLog.htm>.

Q: Will EasyLobby run in a virtual environment? If so, what is the RAM requirement?

A: Yes, EasyLobby can run in a virtual environment. There is no specific virtual RAM requirement; however for the server side it should meet the recommended requirements for the version of the database back end you're using (e.g. SQL Server 2012). Please note that while the server-side works with virtual machines, it is not recommended to run virtual EasyLobby client machines (thin client), since the peripheral devices can be a challenge to deal with in that environment.

Q: Can I move the EasyLobby software from an old workstation (PC) to a new one? Will I need to buy a new license?

A: Customers can reuse an EasyLobby license on a new workstation as long as you uninstall the software from the old machine before logging in to the software on the new machine. Failure to uninstall will cause a licensing issue.

Q: Is EasyLobby a 32-bit or 64-bit application?

A: EasyLobby will work on either a 32-bit or 64-bit OS. However, there are some small items regarding peripheral support that require assistance when installing on a 64-bit system. The support team can help you if you choose to run EasyLobby on a 64-bit system.

Q: In what programming language is EasyLobby written?

A: Desktop applications (SVM/Administrator/Satellite) are VB6, all other products are VB.Net, C# or JavaScript.

Q: What are the minimum system requirements to run EasyLobby?

A: We recommend the following as minimum requirements:

- Microsoft Windows Server operating system
- 4 GB RAM
- Sufficient disk space. Average record size is 10 KB without photo, 20 KB with photo.

Q: What operating systems do you support?

A: With the release of EasyLobby SVM 10.4, supported operating systems include:

EasyLobby SVM, Administrator, Satellite:

- Microsoft Windows 7, 8.1, 10
- Microsoft Windows Server 2008, 2012, 2016

eAdvance:

- Microsoft SQL Server 2008, 2012, 2014, 2016 with Microsoft IIS 5.0 or higher

Database Server:

- Microsoft SQL Server 2008, 2012, 2014, 2016 Express.

Q: What SQL versions do you support?

A: With the release of EasyLobby SVM 10.4, the following SQL versions are supported:

- Microsoft SQL Server 2008, 2012, 2014, 2016 Express
- Microsoft SQL Server 2008, 2012, 2014, 2016

Q: Can I run EasyLobby on a tablet?

A: Yes, EasyLobby will run on selected Windows tablets. The Microsoft Surface Pro tablet with a full version of Windows is the recommended tablet solution.

3 Language support

Q: In what languages is EasyLobby SVM available?

A: EasyLobby SVM is available in the following languages:

- English
- French
- Spanish
- German
- Portuguese
- Italian (self-registration mode only)
- Norwegian (self-registration mode only)
- Danish (self-registration mode only).

Q: Can I use EasyLobby in an unsupported language such as Japanese or Chinese? Could I print my badges in this language?

A: Only the languages listed above are officially supported by HID. Generally, EasyLobby SVM should accept data inputs in whatever characters the PC's regional settings support, although there may be downstream impacts. Users are able to set it up within their test environment to try out unsupported languages, but there will be only minimal technical support for unsupported languages.

4 Email and alerts

Q: Does EasyLobby's email notification feature support SSL?

A: Yes. SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browser remains private.

Q: Is it possible to send a text message notification to the host employee when their visitor checks in?

A: Visitor notifications can be sent via email automatically by SMTP (Simple Mail Transfer Protocol), allowing smartphones to receive the notification. EasyLobby cannot send direct SMS (Short Message Service) text messages. However, text messages can be generated by combining the employee's phone number and the carrier's SMS gateway address to create an email address for the employee's record, for example **7012345678@txt.att.net**. This is simplified if all employees use company-supplied phones from the same service provider. The SMS gateway addresses for various carriers can be found online, although some carriers may not publicize or provide this service.

5 Hardware

Q: What ID scanners does EasyLobby SVM support?

A: EasyLobby SVM works with a number of driver's license and passport scanners. These include:

EasyLobby part number	Scanner name	Scanner description
EL-CSS-R2	Acuant R2/ SnapShell	CSS SnapShell R2 license/card scanner (OCR with photo capture)
EL-CSS-1000	ScanShell 1000	CSS 1000 Passport/License/Card Scan (OCR with photo capture)
EL-AST-COMBO-A	Assure Tec ARH Combo Smart A	AssureTec ComboSmart A (driver's license and passport scanner, data and photo capture + authentication)
EL-AST-COMBO	Assure Tec ARH Combo Smart	AssureTec ComboSmart (driver's license and passport scanner, data and photo capture)
EL-AST-ID150	Assure Tec ID-150	AssureTec ID-150 (reads both sides of driver's license, data and photo capture)
EL-AST-ID150A	Assure Tec ID-150A	AssureTec ID-150A (reads/authenticates driver's license, data and photo capture)
EL-ITC-DCM	Intellicheck IM-2000	ICI DCM License Reader (Magstripe and 2D barcode, US Driver's Licenses, data only, no photo)

More details on compatible ID scanners can be found by searching for the EasyLobby How To Order Guide at <https://www.hidglobal.com/documents>.

Q: Is there a list of IDs that each scanner can read?

A: The supported ID scanners can read driver's licenses and passports from around the globe. If you have questions about a specific ID, please contact insidesales@hidglobal.com.

Q: What barcode scanners does EasyLobby SVM support?

A: HID officially supports and sells the Honeywell (Metrologic) Voyager MS9520 (EL-METRO-9520). Details about the Honeywell Voyager MS9520 can be found in the EasyLobby How To Order Guide, available at <https://www.hidglobal.com/documents>. EasyLobby has also been tested with the Honeywell Xenon 1902 Cordless Area-Imaging Scanner.

Q: I have a different barcode scanner that I would like to use. Will it work with EasyLobby?

A: Technically, almost any USB barcode scanner can work with EasyLobby for automated check in/out. One of the following two requirements have to be met for the scanner to function properly:

- The manufacturer has to provide serial/COM port emulation drivers and/or barcodes to program the device in that mode.
- The manufacturer has to provide drivers or barcodes to program the device in 'keyboard wedge mode'.

Without either of those requirements, scanning a barcode will just populate the currently highlighted field in EasyLobby with the value in the barcode. Please note that these devices are considered 'unsupported', even if they function properly.

Q: What printers does EasyLobby SVM support?

A: We officially support and sell the DYMO 450 Turbo thermal label printer as well as all HID FARGO badge printers. Details on the DYMO 450 Turbo thermal label printer can be found in the EasyLobby How To Order Guide, available at <https://www.hidglobal.com/documents>.

Q: I have a different printer that I would like to use. Will it work with EasyLobby?

A: Almost any printer can be made to work with EasyLobby. Support for badge design and printing is limited on devices other than the DYMO 450 Turbo and HID FARGO® printers.

6 Visitor badges

Q: What type of badges can I print using EasyLobby?

A: EasyLobby allows you to print visitor badges in multiple formats including adhesive labels, paper badges, and plastic/PVC cards. Additionally, EasyLobby allows you to specify the badge design and badge format for different visitor types, so a personal visitor and a long term contractor can automatically receive different styles of badge.

Q: What is the difference between selecting 'Print Badge' and 'Pre-print'?

A: Selecting 'Print Badge' will print the badge and cause EasyLobby to check in the visitor. Selecting 'Pre-print' will print the badge without checking in the visitor. This is helpful if you want to print badges for a large group of visitors before they arrive.

7 eAdvance

Q: In what languages is eAdvance available?

A: eAdvance is available only in English. Users can modify the text to be language specific by clicking **Admin > Resource Strings**.

Q: Can I use eAdvance in multiple languages, e.g. French and English within French-Canadian offices?

A: Yes, you can use multiple languages within the same company. However, you would need two copies of eAdvance in order to do so. Language translations are done manually within the software at installation, so the customer would need to choose language A on the first copy, and language B on the second copy.

Q: Is it possible to use single sign-on?

A: Yes, users can elect to use Single Sign On to allow employees access to eAdvance.

Q: Can I use Active Directory to automate the process of setting up all employees within eAdvance?

A: You can use the employee import tool to bulk import all the employees from Active Directory, but individual security rights within eAdvance must be assigned manually. The employee import tool (EmployeeImport.exe) is found in the EasyLobby installation's Utilities subfolder.

Q: Can other users of eAdvance see my registered guests?

A: No, by default the software will only allow users to see their own registrations. Users with gatekeeper permissions may see other user's registered guests.

Q: What are the different levels of security rights I can grant to eAdvance users?

A: There are seven permission levels that can be assigned to eAdvance users:

- No Login: Cannot log in to eAdvance, but gatekeepers and administrators may register visitors on their behalf.
- Individual: Can log in and register visitors only for themselves.
- Gatekeeper: Can register visitors for themselves or for any other active employee in either their department or company. To change this setting, choose **Admin > Product Config**, select the **Security** tab, and adjust the **Gatekeeper Filter** setting.
 - Employees with this permission can also use the **Manage > Employees** screen.
- Site Gatekeeper: Can register visitors for themselves and for any other employee in their site.
- Registration Gatekeeper: Similar to gatekeeper permission, but without access to the **Manage > Employees** screen.
- Administrator: Can register visitors for any active employee in the database.
- No Guests: Cannot log into eAdvance and cannot have visitors registered on their behalf.

To edit the permission level for an employee, choose **Manage > Employees** from the menu. Select the employee and click **Edit**.

Q: What is a gatekeeper? How does this functionality work?

A: Gatekeepers are users that are able to register on behalf of other users. Restrictions around the scope (same department, same company, etc.) are defined within the eAdvance security options. See the previous question, *What are the different levels of security rights I can grant to eAdvance users?*

Q: As a gatekeeper, can I preregister visitors on behalf of someone else (i.e. like an executive team member)?

A: Yes, a gatekeeper can register visitors for themselves or for any active employee in their department/company. This is a helpful tool for executive administrators or team coordinators.

Q: Is it possible to limit the people for whom the gatekeeper can preregister?

A: Yes, you can assign the Site Gatekeeper security level. This level will allow the gatekeeper to register visitors only for themselves and for any other employee on their site.

Q: Can I customize the email message that is sent out after a visitor is preregistered?

A: Yes, all eAdvance and EasyLobby email notifications can be customized. Please note that the email cannot be customized at an individual level, only at the enterprise or site level.

Q: Can my visitor accept or decline a meeting through the eAdvance confirmation email?

A: No, the confirmation email is for notification purposes only and does not provide an accept/decline function.

Q: Is it possible to have different confirmation emails for preregistered visitors according to their category?

A: No, currently the confirmation email is global for all visitors.

Q: Is it possible to include attachments with the confirmation email?

A: No, the current email configuration does not allow for attachments.

Q: What does the standard confirmation email look like?

A:

Dear Test,

Your visit to on 1/18/2018 has been entered into our visitor preregistration system by Sally Aston.

Visit Date: 1/18/2018
Category: Visitor
Reason: Sales Call
Host: Sally Aston
Site: New Site

Your registration Id is V1102010.

Print out this email and bring it with you when you visit us at Autodesk, you will be able to scan the barcode below for rapid check in.



V1102010

*** Message automatically generated by EasyLobby eAdvance ***
*** Please do not reply ***

Q: Is it possible to screen potential visitors using watch lists during the preregistration step, or do they need to be on-site?

A: During preregistration names can be compared to an internal (user-defined) watch list. In order for external watch lists (national database, etc.) to be queried, the visitor must be checking in at an EasyLobby SVM station. This allows your front desk staff to confirm whether the external screening has identified a true match or not.

8 Check-in process

Q: Can I require that my visitor reviews and acknowledges a document as part of check in?

A: Yes, you can set up a document to be displayed on screen as part of the check-in workflow. Refer to the EasyLobby User's Manual *EasyLobby SVM 10.4 Installation, Administration and User Guide* (PLT-03258), for details of the **Edit > Program Options, Self Registration** tab, **Behavior Options** tab.

Q: Can I make my visitor view a video as part of check in?

A: No, EasyLobby does not have the ability to display videos.

Q: Can I set a manual alert to require that a document such as a non-disclosure agreement (NDA) be re-signed after one year?

A: Yes, this is possible with a few caveats:

- You must first create a user-defined field with the Date control type (**Edit > Program Options, Customize Fields** tab, **Visitor User Defined** tab).
- Create a Time/Value-Based alert for the desired time frame using your user-defined field as the trigger for the alert (**Edit > Alerts, Time/Value-Based** tab).
- When a visitor record is created, your user-defined date field automatically defaults to the current day. An alert will appear after the number of days defined in the alert (e.g. 365), to indicate the document needs to be reviewed and acknowledged again.

Please note that there are some limitations with this process. If there are multiple document types for signatures, users cannot specify a date per document type. Even if there are multiple user-defined date fields to handle multiple document types, all dates default to the current date, even if the visitor did not sign one of the documents on that day. This could cause confusion when alerts appear for documents the visitor never signed. In general, the recommendation is to use this process only for a single document type.

Additionally, if the guest was preregistered, the date populated in the user-defined field will be the preregistered date. The operator must manually adjust the date to the date the visitor actually signs the agreement, if that is different to the initial preregistered date.

More details about setting up Time/Value-based alerts can be found in the *EasyLobby SVM 10.4 Installation, Administration and User Guide* (PLT-03258).

9 Self-registration

Q: Can I customize the screens for self-registration?

A: Yes, customers can modify the screens that are shown when running EasyLobby in self-registration mode. You can add your own background images, logo, and edit the messages that appear on screen. Refer to the *EasyLobby SVM 10.4 Installation, Administration and User Guide* (PLT-03258).

Q: Can you configure EasyLobby to allow employees to check in via self-registration mode using active directory validation?

A: EasyLobby has an employee self-service mode which allows you to authenticate yourself using active directory ID/password to unlock the kiosk. That mode is only for printing a temporary employee badge and is normally used when an employee works at the facility and needs a temporary badge. If the employee normally works at another location, they should be treated as a visitor and you should use the normal visitor registration mode. In that case, all employees will need to be imported into the visitor database (i.e. they would have a visitor record). Refer to *EasyLobby SVM 10.4 Installation, Administration and User Guide* (PLT-03258) for details.

Q: Can you use the same workstation to allow employees to print temporary badges and allow visitors to check in?

A: No, if the workstation is running as an employee temporary badge station it will not allow visitors to check in.

Q: Can I check in packages via self-registration mode?

A: No, the EasyLobby software does not have the capability to check in packages in self-registration mode. Package management is designed to be used primarily by employees who are operating EasyLobby in an attendant/administrator mode rather than in self-registration mode.

10 Watch lists and screening services

Q: What is the difference between the internal watch list and an external screening service?

A: You create the internal watch list for your company. You can add names of people or companies that should not be admitted to your buildings, and people who should be treated as a VIP. You can enter names manually or retrieve them from a Microsoft Excel file or database. Refer to the *EasyLobby SVM 10.4 Installation, Administration and User Guide* (PLT-03258) for more information about watch lists.

External screening services compare the visitor details against selected authoritative lists created by government and state agencies. Using external screening services requires an additional purchase for a one year subscription.

Q: What are the different external screening service options?

A: As of August 2017, EasyLobby SVM offers subscriptions for the following screening services:

- EL-CUST: Government screening service provided by Visual Compliance®. Checks against numerous global authorities.
- EL-CUST-BASIC: Government screening service provided by Visual Compliance. Checks against numerous US authorities.
- EL-SOS-K12: Sex offender screening service provided by DataDiver Technologies. K12 education focused sex-offender screening.
- EL-SOS-NONK12: Sex offender screening service provided by DataDiver Technologies; for use by non-education customers.

A complete list of the consulted authorities is provided later in this section.

Q: How long is the subscription period for a screening service?

A: One year. The external screening services (EL-CUST, EL-CUST-Basic, EL-SOS-K12, and EL-SOS-NONK12) all require an annual subscription per EasyLobby SVM station.

Q: Can I vet visitors against the screening service when I preregister them?

A: No, verification and notification occur at the time of check-in, not during preregistration. This is because an operator is needed to review potential matches to eliminate false positives. However, the internal watch list can be queried as part of preregistration since you are the manager of this list.

Q: What happens when someone is found on an external screening service list?

A: If using a screening service, the visitor's first and last name (and date of birth for SOS screening) are queried against all the state or government agencies. If a match or partial match is found, you are notified of the possible match. You should then verify if the match is accurate. You can either cancel the visit, or allow it to proceed if the suggested match is a different person. For example, there are many people named Mike Smith, so verifying all the data is crucial. HID recommends that you prepare a procedure for dealing with occasions when an external screening service identifies a positive match.

Q: What happens when someone matches a screening list while using a kiosk for self check-in?

A: If a visitor is using self-registration to check in, and their name appears on the internal watch list or a screening service, EasyLobby sends you an alert advising you of the match and prompting you to confirm/deny. The visitor will see a pop-up on the screen that can be edited to display any message you want, for example “Please see receptionist.” HID recommends that you prepare a procedure for dealing with occasions when an external screening service identifies a positive match.

Q: What information is provided for operator review when a match is found?

A: When a match is found, a window appears with possible matches.

Information provided when using EL-CUST includes:

- Level
- Full Name
- Reference #
- Address
- City
- State
- Country
- Source

Information provided when using the EL-SOS-K12/EL-SOS-NONK12 sex offender screening includes:

- Photo
- Full Name
- Address
- Date of Birth
- Age
- Hair Color
- Eye Color
- Height
- Weight
- Race
- Gender

There is also a **More Info** button which opens a window with a description and notes.

Q: How often are external screening services updated? Are they updated in real time?

A: While the visitor name is queried against a live database, the names listed on that database are not updated in real time. Names are added by each state or government agency according to their own schedule. The EL-CUST watch list is updated weekly with any new or removed names, and the EL-SOS-K12 list is updated on a monthly or weekly basis depending upon the state list.

Q: What is the difference between the watch list options EL-CUST and EL-CUST-BASIC?

A: The EL-CUST-BASIC watch list does not include international checks and is limited to only North America.

Q: Are sex offender registries included in EL-CUST and EL-CUST-BASIC?

A: No. Sex offender registries are excluded from the standard watch list queries, but a sex offender’s name could still appear on other queried lists, such as FBI Top Ten.

Q: What is the difference between EL-SOS-K12 and EL-SOS-NONK12?

A: The EL-SOS-K12 is specially priced for K-12 schools. Please contact your HID sales representative to find out if you qualify.

Q: In the settings for the EL-CUST screening service I can select the type of search to perform: Exact, Phonic, Fuzzy 1, Fuzzy 2. What are the differences between these types of searches?

A: By going to **Edit > Program Options > Security > Denied Party** you can configure the settings for the screening service. This allows you to define how specific you want the search to be, based on the security concerns of your location and the time allowed for reviewing possible matches. Here are definitions of the different search types within the EL-CUST solution:

Exact: An exact search finds the keywords supplied either together or in close proximity to one another. The exact search screens for the keywords exactly as you have entered them.

Fuzzy: A fuzzy search finds words that are similar, to include misspellings such as “John Smith” for “Jon Smythe”. Search fuzziness can be adjusted from 1 to 4, where 1 is a narrow search allowing for few misspellings and typos, and 4 is a very broad search accounting for a wide range of misspellings. Typically, Fuzzy 2 is recommended as a good balance. Fuzzy search does not substitute the first letter of the name, otherwise results could be unlimited.

Phonic: Phonic search finds phonetic matches that sound like the keywords supplied, for example “Smythe” in a search for “Smith”. Phonetic search uses the Soundex algorithm and returns any results that sound phonetically similar to the keywords that were supplied.

The minimum amount of information required to perform a screening is either an individual name or company name. It is always the name that will generate a result. All other location information is supplementary and serves to elevate the *alert level* associated with a result. An alert level corresponds directly to the number of search criteria matched by Visual Compliance. Results with an elevated alert level indicate a stronger match.

10.1 Consulted authorities EL-CUST

Q: What’s included in the government denied part screening functionality (EL-CUST)? What authorities are consulted?

A: EL-CUST screening service consults the following authority lists (updated 01/2016). Data is generally updated on a weekly basis.

Export-related Restricted, Denied, and Blocked Persons Lists, including:

- Department of Commerce Denied Persons [BIS]
- Department of Commerce Entity List [BIS]
- Department of Commerce “Unverified” List [BIS]
- Department of State Arms Export Control Act Debarred Parties [DDTC]
- Department of State Nonproliferation Orders
 - Executive Order 13382
 - Iran and Syria Nonproliferation Act
 - Executive Order 12938, as amended
 - Missile Sanctions Laws
 - Chemical and Biological Weapons Sanctions Laws
 - Sanctions for the Transfer of Lethal Military Equipment
 - Iran, North Korea, and Syria Nonproliferation Act Sanctions (INKSNA)

- Department of State Munitions Export Control Orders [DDTC]
- Weapons of Mass Destruction Trade Control Designations [OFAC]
- Department of State Designated Terrorist Organizations
- Department of State Terrorist Exclusion List
- U.S. Treasury Department Palestinian Legislative Council List [OFAC]
- U.S. Federal Register General Orders

Sanction Programs-related Blocked Persons Lists, including:

- U.S. Treasury Department Specially Designated Nationals and Blocked Persons, including Cuba and Merchant Vessels, Iran, Iraq and Merchant Vessels, Sudan Blocked Vessels [OFAC]
 - Department of Treasury Specially Designated Terrorist Organizations and Individuals
 - Department of Treasury Specially Designated Narcotic Traffickers and Narcotics Kingpins
 - Department of Treasury Foreign Narcotics Kingpins
 - List of Foreign Financial Institutions Subject to Part 561
- United Nations Consolidated List
 - U.N. sanctions measures (assets freeze, travel ban, or arms embargo) imposed by the Security Council on individuals and entities under Security Council Resolutions 751 (1992) and 1907 (2009) concerning Somalia and Eritrea, 1267 (1999) and 1989 (2011) concerning Al-Qaida and associated individuals and entities, 1518 (2003), 1521 (2003) concerning Liberia, 1533 (2004) concerning The Democratic Republic of the Congo, 1572 (2004) concerning Côte d'Ivoire, 1591 (2005) concerning The Sudan, 1718 (2006), 1737 (2006), 1970 (2011) concerning Libya, 1988 (2011), and 2048 (2012) concerning Guinea-Bissau.

General Services Administration, including:

- U.S. General Services Administration List of Parties Excluded from Federal Procurement Programs [SAM/EPLS]
- U.S. General Services Administration List of Parties Excluded from Federal Nonprocurement Programs [SAM/EPLS]
- U.S. General Services Administration List of Parties Excluded from Federal Reciprocal Programs [SAM/EPLS]

Law Enforcement-related Wanted Persons Lists, including:

- Air Force Office of Special Investigations - Top Ten Fugitives
Focuses on four priorities: to exploit counterintelligence activities for force protection, to resolve violent crime impacting the Air Force, to combat threats to Air Force information systems and technologies, and to defeat and deter acquisition fraud.
- Bureau of Alcohol, Tobacco, Firearms and Explosives Most Wanted
Enforces U.S. federal laws and regulations relating to alcohol, tobacco products, firearms, explosives, and arson.
- FBI Ten Most Wanted Fugitives
Investigative functions fall into the categories of applicant matters, civil rights, counterterrorism, foreign counterintelligence, organized crime/drugs, violent crimes and major offenders, and financial crime.

- **FBI Most Wanted Terrorists**
Lists alleged terrorists that have been indicted by sitting Federal Grand Juries in various jurisdictions in the United States for the crimes reflected on their wanted posters.
- **FBI Wanted Fugitives**
- **FBI Crime Alert**
- **FBI Seeking Information**
- **Food and Drug Administration - Clinical Investigators**
- **Food and Drug Administration - Disqualified and Restricted**
- **Food and Drug Administration - Debarment List**
Individuals that have had various restrictions placed against them by the Food and Drug Administration (FDA) for scientific misconduct.
- **Department of Homeland Security Investigations Most Wanted**
Terrorism, Drug Smuggling, Money Laundering, Human Trafficking/Smuggling, Import/Export Violations, Child Pornography/Exploitation, Document and Benefit Fraud, Gang-related Crimes, Intellectual Property Rights Violations, Work Site Enforcement.
- **Naval Criminal Investigative Service - Wanted Fugitives**
Conducts felony criminal investigations and counterintelligence for the Department of the Navy, and managing Navy security programs.
- **U.S. Immigration and Customs Enforcement and Removal Operations Most Wanted**
ICE ERO prioritizes the apprehension, arrest and removal of convicted criminals, those who pose a threat to national security, fugitives, and recent border entrants.
- **U.S. Drug Enforcement Administration - Major International Fugitives**
Enforces controlled substances laws and regulations of the United States and brings to the criminal and civil justice system of the United States those entities and individuals involved in the growing, manufacture, or distribution of controlled substances appearing in or destined for illicit traffic in the United States.
- **U.S. Marshals Service - Top 15 Most Wanted**
- **U.S. Marshals Service - Major Fugitive Cases**
Involved in most every federal law enforcement initiative. U.S. Marshals major cases and top 15 most wanted consist of individuals with a history of violent crimes who may be considered armed and dangerous.
- **Office of Research Integrity Administrative Actions**
The names of individuals that have had administrative actions imposed against them by the Office of Research Integrity (ORI), maintained by the Public Health Service (PHS). The Assistant Secretary for Health (ASH) makes the final PHS decision on findings of research misconduct and the imposition of administration actions after reviewing the recommendations made by ORI.
- **U.S. Postal Inspection Service - Most Wanted**
Important areas of jurisdictions include: assaults, bombs, controlled substances, electronic crimes, mail fraud, and money laundering.
- **U.S. Secret Service - Most Wanted**
The United States Secret Service is mandated to carry out two missions: protection and criminal investigations. In criminal investigation, the Secret Service is responsible for the enforcement of laws relating to counterfeiting of obligations and securities of the United States, investigation of financial crimes including, but not limited to access device fraud, financial

institution fraud, identity theft, computer fraud, telecommunications fraud, and computer based attacks on our nation's financial, banking, and telecommunications infrastructure.

Politically Exposed Persons and Office of Inspector General, including:

- Chiefs of State and Cabinet Members of Foreign Governments [Central Intelligence Agency]
- Office of Inspector General List of Individuals/Entities Excluded from Federal Health and Medicare Programs

International Terrorist, Blocked Person, Wanted, and Entity Lists, including:

- European Union Consolidated List
- Interpol Recently Wanted
Lists persons that are wanted by national jurisdictions.
- Japan Foreign End-Users of Concern
- Kingdom of Saudi Arabia Wanted Militants
- Canada Public Safety and Emergency Preparedness Listed Entities
- Australia Foreign Affairs Consolidated List
- HM Treasury Consolidated List [England]
- Canadian Border Services Agency Wanted List
Violations of human or international rights under the Crimes Against Humanity and War Crimes Act or under international law.
- RCMP Wanted Fugitives
Enforces laws made by, or under, the authority of the Parliament of Canada.
- World Bank Listing of Ineligible Firms
Lists names of firms and individuals that are ineligible to be awarded a World Bank-financed contract for the periods indicated because they were found to have violated the fraud and corruption provisions of the Procurement Guidelines or the Consultants Guidelines.
- OSFI Consolidated List - Entities
- OSFI Consolidated List - Individuals
Office of the Superintendent of Financial Institutions (OSFI) issues names subject to the regulations establishing a list of entities made under the Canada Criminal Code or the United Nations suppression of terrorism regulations. OSFI is the sole regulator of banks, and the primary regulator of insurance companies, trust companies, loan companies and pension plans in Canada.
- OSFI Warning List
Issues entity names that may be of concern to the business community and the public.

Sanctions and Embargoes:

Visual Compliance contains a comprehensive list of sanction and embargo information, including but not limited to:

- OFFICE OF FOREIGN ASSETS CONTROL (OFAC) SANCTIONS
- EAR PART 746, EMBARGOES - Comprehensive controls
- EAR PART 746, EMBARGOES - Sanctions on selected categories of items to specific destinations.
- EAR PART 736, GENERAL PROHIBITION THREE - Foreign-produced direct product re-exports

- EAR PART 736, GENERAL PROHIBITION EIGHT - In transit shipments and items to be unladen from vessels or aircraft
- EAR PART 736, GENERAL ORDER NO. 2
- EAR SUPPLEMENT NO. 1 TO PART 740, TERRORIST SUPPORTING COUNTRIES (Country Group E:1)
- EAR PART 744.21, RESTRICTIONS ON CERTAIN 'MILITARY END USES' IN THE PEOPLE'S REPUBLIC OF CHINA OR FOR A 'MILITARY END USE' OR 'MILITARY END USER' IN RUSSIA OR VENEZUELA
- SUPPLEMENT NO. 3 TO PART 744, COUNTRIES NOT SUBJECT TO CERTAIN NUCLEAR END-USE RESTRICTIONS IN §744.2(a)
- UNITED NATIONS SANCTIONS AND EMBARGOES
- DEPARTMENT OF STATE ARMS EMBARGOES (ITAR 126.1 PROHIBITED EXPORT DESTINATIONS)
- DEPARTMENT OF STATE EXPORT RESTRICTIONS ON TECHNOLOGIES AND SERVICES REGULATED UNDER THE USML
- DEPARTMENT OF STATE NONPROLIFERATION SANCTIONS
- U.S. DEPARTMENT OF STATE, STATE SPONSORS OF TERRORISM
- U.S. DEPARTMENT OF STATE, COUNTRIES NOT COOPERATING FULLY WITH UNITED STATES ANTITERRORISM EFFORTS
- COUNTRIES WHICH REQUIRE OR MAY REQUIRE PARTICIPATION IN, OR COOPERATION WITH, AN INTERNATIONAL BOYCOTT (WITHIN THE MEANING OF SECTION 999(B)(3) OF THE INTERNAL REVENUE CODE OF 1986)
- CANADA ECONOMIC SANCTIONS
- EUROPEAN UNION ARMS EMBARGOES

10.2 Consulted authorities EL-SOS-K12/EL-SOS-NONK12

Q: What's included in the sex offender screening functionality (EL-SOS-K12)? What authorities are consulted?

A: EL-SOS-K12/EL-SOS-NONK12 sex offender screening is a compilation of all US-based sex offender registries. This service is provided by DataDiver Technologies. Data is generally updated weekly or monthly.

Alabama

Alabama Sex Offender Registry: Weekly

Alabama Sex Offender Registry II: Weekly

The Poarch Band of Creek Indians Sex Offender Registry: Monthly

Alaska

Alaska Sex Offender Registry: Weekly

Arizona

Ak-Chin Indian Community Sex Offender Registry: Monthly

Arizona Sex Offender Registry: Weekly

Fort McDowell Yavapai Nation Sex Offender Registry: Monthly

Gila River Indian Community Sex Offender Registry Monthly

Pascua Yaqui Indian Tribe Sex Offender Registry: Monthly

Salt River Pima-Maricopa Indian Community Sex Offender Registry: Monthly

Tohono O'odham Nation Sex Offender Registry: Monthly

Tonto Apache Tribe Sex Offender Registry: Monthly

White Mountain Apache Tribe Sex Offender Registry: Monthly

Yavapai-Prescott Indian Tribal Police Department Sex Offender Registry: Monthly

Arkansas

Arkansas Sex Offender Registry: Weekly

Arkansas Sex Offender Registry II: Not Updating

California

California Sex Offender Registry: Weekly

Washoe Tribe of Nevada and California Sex Offender Registry: Monthly

Colorado

Colorado Sex Offender Registry: Weekly

Colorado Sex Offender Southern Ute Indian Tribe: Not Updating

Connecticut

Connecticut Sex Offender Registry: Weekly

Delaware

Delaware Sex Offender Registry: Weekly

District of Columbia

District of Columbia Sex Offender Registry: Weekly

Florida

Florida Sex Offender Registry: Weekly

Florida Sex Offender Registry - FLDE: Bi-Weekly

Miccosukee Tribe of Indians of Florida Sex Offender Registry: Monthly

Georgia

Georgia Sex Offender Registry: Weekly

Guam

Guam Sex Offender Registry: Weekly

Hawaii

Hawaii Sex Offender Registry: Weekly

Idaho

Idaho Sex Offender Registry: Weekly

Shoshone-Bannock Tribes Sex Offender Registry: Monthly

Illinois

Illinois Sex Offender Registry: Weekly

Illinois Sex Offender Registry 2: Bi-Weekly

Indiana

Indiana Sex Offender Registry: Weekly

Iowa

Iowa Sex Offender Registry: Weekly

Kansas

Kansas Sex Offender Registry: Weekly

Kansas Sex Offender Registry 2: Bi-Weekly

Kickapoo Tribe in Kansas Sex Offender Registry: Monthly

Prairie Band Potawatomi Nation Sex Offender Registry: Monthly

Sac and Fox Nation of Missouri in Kansas and Nebraska Sex Offender Registry: Monthly

Kentucky

Kentucky Sex Offender Registry: Weekly

Louisiana

Chitimacha Tribe of Louisiana Sex Offender Registry: Monthly

Louisiana Sex Offender Registry: Weekly

Maine

Maine Sex Offender Registry: Weekly

Maryland

Maryland Sex Offender Registry: Weekly

Massachusetts

Massachusetts Sex Offender Registry: Weekly

Michigan

Grand Traverse Band of Ottawa and Chippewa Indians: Not Updating

Keweenaw Bay Indian Community Sex Offender Registry: Monthly

Michigan Sex Offender Ottawa Chippewa Indian Tribe: Weekly

Michigan Sex Offender Registry: Weekly

Nottawaseppi Huron Band of the Potawatomi Sex Offender Registry: Monthly

Minnesota

Bois Forte Band of Chippewa Sex Offender Registry: Monthly

Minnesota Sex Offender Registry: Weekly

Red Lake Nation Sex Offender Registry: Monthly

Mississippi

Mississippi Band of Choctaw Indians Sex Offender Registry: Monthly

Mississippi Sex Offender Registry: Not Updating

Missouri

Missouri Sex Offender Registry: Weekly

Missouri State Highway Patrol Sex Offender Registry: Bi-Weekly

Montana

Fort Belknap Indian Community Sex Offender Registry: Monthly

Fort Peck Tribes Sex Offender Registry: Monthly

Montana Sex Offender Registry: Weekly

Nebraska

Nebraska Sex Offender Registry: Weekly

Omaha Tribe of Nebraska Sex Offender Registry: Monthly

Nevada

Las Vegas Nevada Sex Offender Registry: Weekly

Nevada Sex Offender Registry: Weekly

Pyramid Lake Paiute Tribe of Nevada Sex Offender Registry: Monthly

Summit Lake Paiute Tribe Sex Offender Registry: Monthly

Washoe Tribe of Nevada and California Sex Offender Registry: Monthly

New Hampshire

New Hampshire Sex Offender Registry: Weekly

New Jersey

New Jersey Sex Offender Registry: Weekly

New Mexico

New Mexico Sex Offender Registry: Weekly

Pueblo of Isleta Sex Offender Registry: Monthly

Santa Clara Pueblo Sex Offender Registry: Monthly

New York

New York Sex Offender Registry: Weekly

Oneida Indian Nation Sex Offender Registry: Monthly

Saint Regis Mohawk Tribe Sex Offender Registry: Monthly

North Carolina

Eastern Band of Cherokee Indians Sex Offender Registry: Monthly

North Carolina Sex Offender Registry: Weekly

North Dakota

North Dakota Sex Offender Registry: Weekly

North Dakota Sex Offender Registry 2: Monthly

Spirit Lake Nation Sex Offender Registry: Monthly

Turtle Mountain Band of Chippewa Indians Sex Offender Registry: Monthly

Ohio

Ohio Sex Offender Registry: Weekly

Oklahoma

Absentee Shawnee Tribe of Oklahoma: Not Updating

Cherokee Nation: Not Updating

Chickasaw Nation: Not Updating

Comanche Nation: Not Updating

Iowa Tribe of Oklahoma Sex Offender Registry: Monthly
Kaw Nation Sex Offender Registry: Monthly
Kickapoo Tribe of Oklahoma: Not Updating
Miami Nation of Oklahoma Sex Offender Registry: Monthly
OK Sex Offender Kickapoo Indian Tribe: Weekly
Oklahoma Sex Offender Chickasaw Indian Tribe: Weekly
Oklahoma Sex Offender Kickapoo Indian Tribe: Weekly
Oklahoma Sex Offender Registry: Weekly
Osage Nation Sex Offender Registry: Monthly
Seminole Nation of Oklahoma Sex Offender Registry: Monthly
United Keetoowah Band of Cherokee Indians Sex Offender Registry: Monthly
Wyandotte Nation Sex Offender Registry: Monthly

Oregon

Confederated Tribes of the Warm Springs Reservation Sex Offender Registry: Monthly
Oregon Sex Offender Registry: Weekly
Oregon Sex Offender Registry: Not Updating
Oregon Sex Offender Umatilla Indian Tribe: Weekly

Pennsylvania

Pennsylvania Sex Offender Registry: Weekly

Puerto Rico

Puerto Rico Sex Offender Registry: Weekly

Rhode Island

Rhode Island Sex Offender Registry: Weekly

South Carolina

South Carolina Sex Offender Registry: Weekly
South Carolina York County Sex Offender Registry: Weekly

South Dakota

Rosebud Sioux Tribe Sex Offender Registry: Monthly
Sisseton Wahpeton Oyate Sex Offender Registry: Monthly
South Dakota Sex Offender Registry: Weekly

Tennessee

Tennessee Sex Offender Registry: Weekly

Texas

Texas Sex Offender Registry: Weekly

Utah

Utah Sex Offender Registry: Weekly

Vermont

Vermont Sex Offender Registry: Weekly

Virgin Islands

US Virgin Islands Sex Offender Registry: Bi-Weekly

Virginia

Virginia Sex Offender Registry: Weekly

Washington

Confederated Tribes of the Colville Reservation Sex Offender Registry: Monthly

Nooksack Indian Tribe Sex Offender Registry: Monthly

Shoalwater Bay Indian Tribe Sex Offender Registry: Monthly

Upper Skagit Indian Tribe Sex Offender Registry: Monthly

Washington Sex Offender Registry: Weekly

Washington Sex Offender Registry Skagit County: Not Updating

Washington Sex Offender Yakama Indian Tribe: Weekly

Washington State Police Sex Offender and Kidnapping Registry: Quarterly

Yakama Tribe: Not Updating

West Virginia

West Virginia Sex Offender Registry: Weekly

Wisconsin

Wisconsin Sex Offender Registry: Weekly

Wisconsin Sex Offender Registry Menominee Indian Tribe: Weekly

Wyoming

Wyoming Sex Offender Registry: Weekly

Terrorist/Patriot

Australia Sex Offender Registry: Not Updating

Northern Mariana Island Sex Offender Registry: Tri-Annually

11 Kiosks

Q: What options are available for running EasyLobby as a self service kiosk?

A: You can run the EasyLobby application in self-registration mode, or use the eKiosk™ application.

Q: What are the differences between using EasyLobby SVM in self-registration mode or eKiosk?

A: The eKiosk application is web-based and can be used on any web-enable device including tablet. The check-in workflow for eKiosk is limited to enable a fast check-in process with minimal steps. eKiosk is primarily to issue visitor badges for walk in guests without checking against a watch list, reviewing a document, scanning an ID, or capturing a photo.

Using EasyLobby SVM in self-registration mode allows for all of the check-in features from EasyLobby SVM to be managed at a self-service station.

Q: What peripherals work with the eKiosk solution?

A: Peripheral compatibility with eKiosk is very limited. Badge printing works with eKiosk, but only if a copy of EasyLobby SVM/Administrator software is running on a PC which has a direct connection to the badge printer. You will need to enable the proxy badge printing option for the station connected to the printer and for the eKiosk registration station. See *Section 15: Proxy printing*.

Q: Will eKiosk allow the visitor to watch a video and then sign off that they have seen it?

A: No, eKiosk does not have the ability to display videos. It can display a document which the visitor must agree to by acknowledging on screen, but it cannot accept a signature at this time either.

Q: Can you check in delivery packages or track assets though the kiosk?

A: No. eKiosk does not support the package module, and EasyLobby SVM's self-registration kiosk mode will not allow for package or asset functionality. These functions must be completed through EasyLobby SVM.

Q: Can visitors self check out using eKiosk?

A: No, users cannot check out using eKiosk. If EasyLobby SVM is being used in kiosk mode, you can go to **Edit > Program Options, Self Registration** tab, **Behavior Options** tab and check the **Allow visitor self check out** option.

12 Access Control Integrations (ACI)

Q: Where can I find a list of all access control systems that can be integrated?

A: A list of access control systems with which EasyLobby can integrate is available on the [HID Global end-user site](#).

Q: How is an access control integration licensed?

A: For an EasyLobby SVM system with a PACS integration, only one ACI license is required, no matter how many readers or doors the PACS system has (as long as they are all on one server).

Q: How is drop box access control integration licensed?

A: The drop box integration is not licensed per workstation but per server/PACS instance. You only need one instance and it can handle multiple drop boxes as long as they are all managed by a single PACS system. The only reason you might need multiple drop box integration licenses is if you have multiple PACS systems.

Q: What information is sent from EasyLobby to the access control system?

A: This varies from application to application, but generally the visitor name and select details are sent to the PACS system. For a specific PACS integration, contact Inside Sales at insidesales@hidglobal.com.

13 Maintenance and warranties

Q: Can I purchase a single maintenance plan for multiple workstations?

A: No, individual maintenance plans must be purchased for all software. If you select ACI maintenance, and have eAdvance and 5 EasyLobby SVMs, you must purchase maintenance on the EasyLobby SVMs, eAdvance, and the ACI.

Q: What are the different maintenance service options for EasyLobby? What does it cover?

A: All maintenance agreements offer free phone support, web training and software updates. They are sold on a per workstation basis. The annual software maintenance options include:

- EL-SSA-SVMS: SVM annual maintenance per copy (includes all updates for SVM v10)
- EL-SSA-EADVS: eAdvance annual maintenance per copy (includes all updates for v10)
- EL-SSA-ACIS: Access Control Integration annual maintenance per copy (includes all updates for v10)

Q: Is there any warranty for the EasyLobby software? What does it cover?

A: No, outside of the maintenance plans there is no specific warranty available for the EasyLobby software.

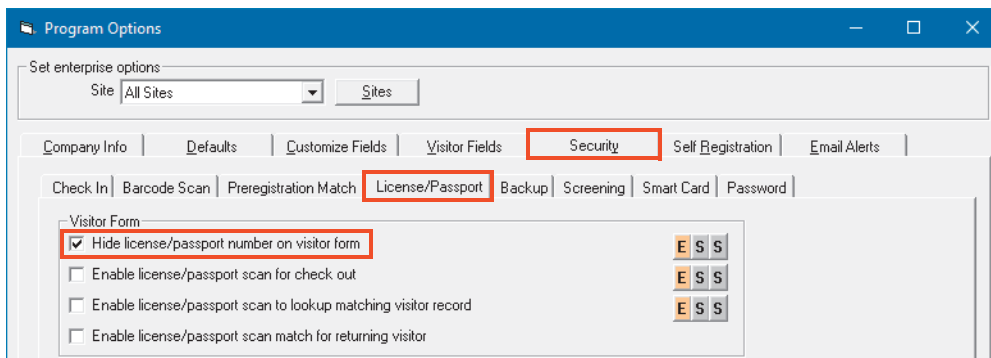
14 Security and privacy concerns

Q: How is the information gathered from ID scanners protected from unauthorized access?

A: Information captured in the application is protected through the use of application logins. A login and password must be provided to each user to access the software and view any data. On the backend, the information is also protected by accounts and can only be accessed by users who have the right to access it.

Q: Can I limit the amount and type of data that I gather from IDs?

A: Yes, you can configure EasyLobby SVM software to retain/discard specific data fields by choosing **Edit > Program Options, Security** tab, **License/Passport** tab. Here you can check the option **Hide license/passport number on the visitor form**. Please note that when applying these changes you must first select the correct Site / Station if you have more than one site/workstation.



Q: Is the information gathered from ID scanners saved? For how long?

A: Yes, information gathered from a scanned ID will be saved. By default the system will save this data indefinitely, but an administrator can use the **File > Visitor Log > Maintenance** window in EasyLobby SVM to purge data as often as required, based upon your company's data retention rules.

Q: Where is the information gathered from ID scanners saved?

A: Data is stored in a Microsoft Access, SQL Server, or Oracle database depending upon the original configuration.

Q: If I restrict certain data from being scanned, could it still be saved?

A: Fields that are disabled from scanning will not be saved in the database. However, after each scan a temporary image file is saved in the EasyLobby installation folder, which contains an image of the full ID. This temporary image is replaced by the next scanned ID, so it is possible for someone to gain access to the most recently scanned ID.

Q: Is the data collected in EasyLobby connected to a network or is it kept within a standalone system?

A: This depends on the number of client (workstation) licenses you purchase. One client could be a standalone system. Additional clients will require a network connection as they will share the same centralized database. All of this is housed within the customer's network.

Q: Are there any security hardening processes/standards used to secure EasyLobby?

A: Yes, the system comes with user login security with the option for single sign on or active directory authentication. Sensitive information like passwords, social security numbers and license numbers are encrypted natively. Further encryption can be enabled on the database side via third party options.

Q: What type of logging/monitoring occurs within EasyLobby?

A: EasyLobby performs error logging and event logging. Event logging is very comprehensive and is collected for the following actions:

Login	Package Check In	No Fly List Allow
Logout	Package Check Out	No Fly List Deny
Check In	Check Out All	Watch List Match
Check Out	Denied Party Allow	User Create
Checkpoint Arrival	Denied Party Deny	User Delete
Checkpoint Departure	Sex Offender Allow	User Modify
Preregister	Sex Offender Deny	Check Out All Emp
Delete Visitor	Asset Checked In	Add Vis To Watch List
Delete Employee	Asset Checked Out	Add Emp To Watch List
Delete Package	Failed Login	Import
Delete Asset	Smart Card Read	Export
Watch List Rejection	Employee Entry	Maintenance
Watch List Approval	Employee Exit	Satellite Deny Entry
Watch List Cancel	Lost and Found Check In	Employee Self Reg Unlock
Delete Asset Loan	Lost & Found Check Out	API Operation
Asset Loaned	Delete Package	
Asset Returned	Self Reg No Prereg Match	

15 Proxy printing

EasyLobby has the ability to print badges via proxy. This is normally used with the SVM Mobile and eKiosk applications since they cannot accept USB printers. There are a few options you need to configure to allow this to happen.

1. You need to have a SVM or Administrator client installed.
2. A printer must be installed and configured for that SVM or Administrator station and setup under **Edit > Badge Options** to print a badge.
3. On the SVM/Administrator station you will be printing from, go to **Edit > Program Options > Security** tab > **Check In** tab.
4. At the top of the **Program Options** window, select the Site and Station for the computer you want to print to.

Site: 00 -- Kind Health Corp [Sites] Station: Proxy Printer [Stations]

5. Select the **Enable administrator proxy badge printing** option.

Program Options - Set station options

Site: 00 -- Kind Health Corp [Sites] Station: Proxy Printer [Stations]

Company Info | Defaults | Customize Fields | Visitor Fields | **Security** | Self Registration | Email Alerts

Check In | Barcode Scan | Preregistration Match | License/Passport | Backup | Screening | Smart Card | Password

Check In

- Enable multiple check ins within authorized period
 - Allow sequential check in without intervening check out
 - In today's visitors lookup, don't show visitor on subsequent days after check in
 - In today's visitors lookup, only show preregistered visitors arriving today
 - In preregistered lookups, show visitors as preregistered on subsequent days after check in
 - On check in, prompt if visitor is already checked in
 - On check in, disable data entry on all fields except by administrator or manager
 - On check in at different site, set visitor site to the new site

Watch List Options

- On check in, prompt if name matches an entry in the watch list
 - Match by first and last name
 - Match by first letter of first name and last name
 - Match by last name only
 - Include Date of Birth in match
- On check in, prompt if company matches an entry in the company watch list
- On check in, prompt if country matches an entry in the country watch list
- On check in, prompt if citizenship matches an entry in the country watch list

Administrator proxy badge printing

- Enable administrator proxy badge printing**

Interval: 15 secs

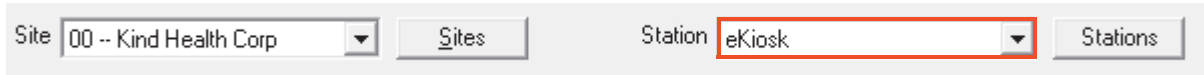
Update changed values only
 Update all values in this set

[OK] [Apply] [Cancel]

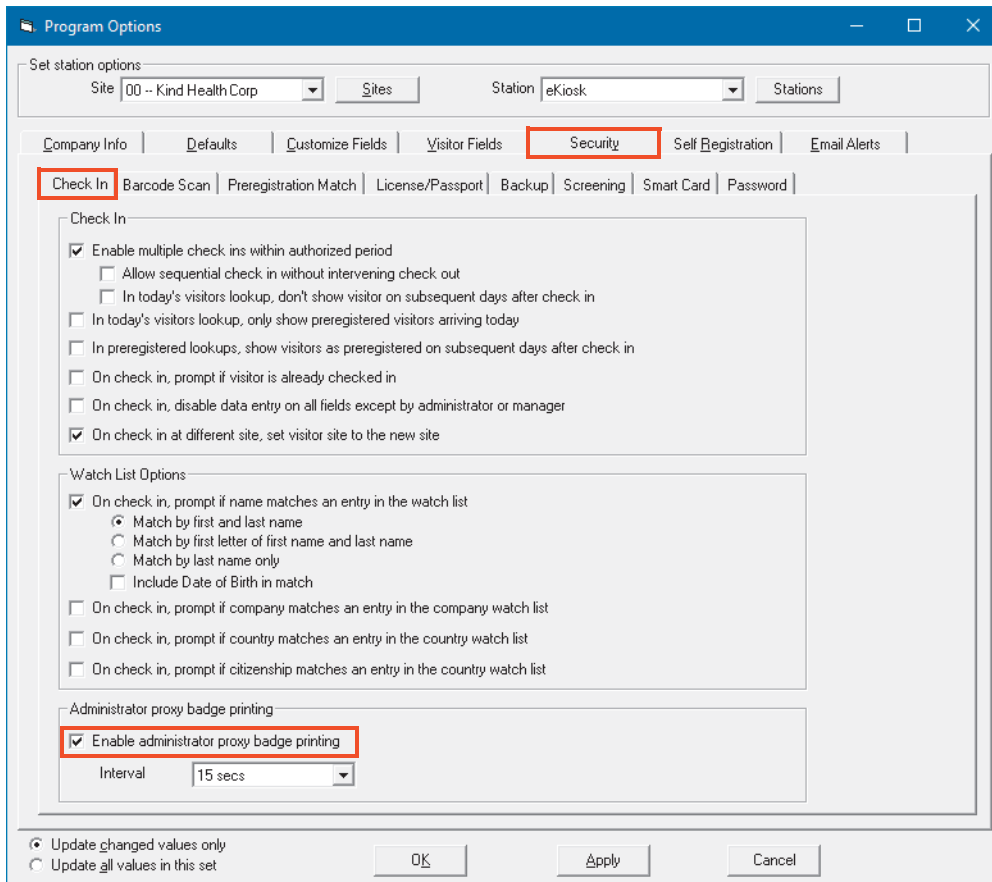
6. The **Interval** sets how often the feature will check for badges to print, so choose a value appropriate for you.

- You also need to verify the printing settings for the registration station. In this example eKiosk is used, but the same concepts apply to SVM Mobile or any registration source you might be using.

While still in **Program Options > Security** tab > **Check In** tab, select the eKiosk station from the Site and Station drop-downs at the top of the **Program Options** window.



Make sure that you select the **Enable administrator proxy badge printing** option here as well.



You're now ready to proxy print badges. Any time you register a visitor via the eKiosk application, it will print to the designated SVM/Administrator computer's printer.

