



Customer Service Centre Visitor Check-In System Staff Guidance



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Visitor Check-In System – Staff User Guide

For all staff hosting visitors at Cunninghame House

1. Purpose of this guide

This guide explains what **staff need to do when hosting visitors** using the digital visitor check-in system at Cunninghame House.

The system helps:

- manage visitor arrivals
 - notify hosts promptly
 - support building security and safety
-

2. Who this guide is for

This guide is for **all staff who host visitors**, including:

- external partners and contractors
- interview candidates
- members of the public attending meetings

It does **not** apply to internal staff access or staff ID card use.

3. What you must do as a host – overview

As a host, you are responsible for:

- **adding meeting details to the check-in system in advance**
 - meeting and escorting your visitor
 - ensuring they leave the building at the end of the visit
-

4. Before your visitor arrives – add meeting details to the system

Staff **must enter meeting details into the visitor check-in system before the visit.**

 **Visitor Check-In System link:**

[Check-In System](#)

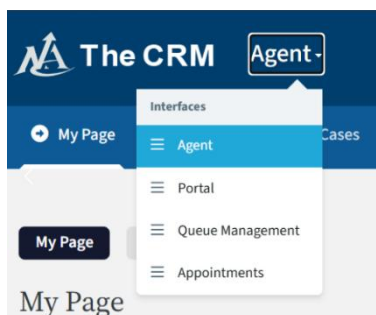
What you need to add

You will be asked to enter:

- Start Date and time
- End Date and time
- Chair of the meeting
- Visitor details
- Details of who should be notified of visitor arrival
- Details of anyone else who can amend the meeting details (**note:** colleagues require to have logged into the system at least once to be able to be selected to amend meeting details)

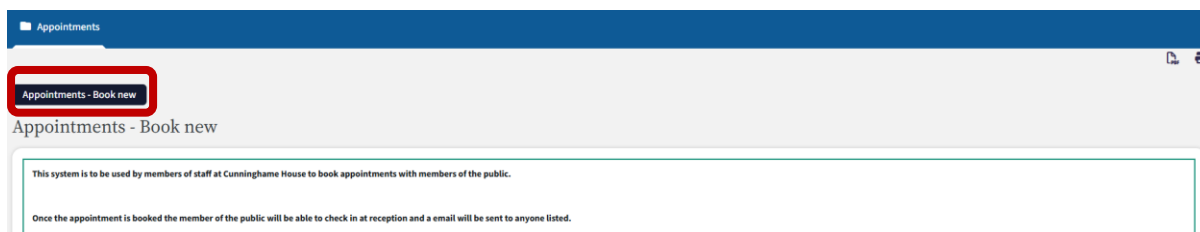
System landing page / login

If you are already a user of the Customer Relationship Management (CRM) system and log in via your usual method, you will see the following: -



Select Appointments from the drop-down menu.

For all other users, the log in screen should look like this: -



You will see an Appointments Tab. Select

Appointments - Book new

Book New Appointment

In Start time, use the pop -up Calendar and sliders to select the appropriate start date and time for the meeting and select done. Repeat this process for end date and time: -

Start time *

19/05/2026 11:00

May 2026

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We

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Time

11:00

Hour

Minute

Current

Done

Input Name of the person Chairing the Meeting

Please ensure full name is input, both forename and surname and ensure visitors are informed of who the chair is to allow ease of checking in.

Who is the chair of this meeting?

i Enter the name of the person chairing this meeting.

Input details of external visitors: -

Do you know who you are meeting with? *

☐ Yes

☐ No

If you know who is attending, please select Yes. If the attendee details are currently unknown, please select No. Details can be updated at a later date if the information becomes available.

If Yes is selected, input name of attendee (Full name – Forename and Surname). Please ensure that visitors are advised to input full name when searching for appointment.

Attendees

Full name

Use the Add New option to add more external attendees if required: -

Attendees

Full name

Add new

Delete

A new section appears to input details: -

Full name

Joe Bloggs

Repeat this process for all external attendees

Input email address of who should be notified when the attendees check in: -

Who should be notified when someone checks in?

Email address *

Note: Multiple details can be input by selecting the Add New option. Group email addresses can also be input where appropriate.

Input details of other users that can edit/ cancel the meeting details

To enable other team members to have access to update any appointment information that you have added, ask the appropriate team member to log into the system. Once they have logged in, they will be added to the system directory, and you will be able to select them from the drop-down list.

Who should have access to modify this appointment?

User

Please select...

Submit

Select Submit

Details of the meeting will now appear in the section ‘Appointments booked by you’ with a status of booked.

Appointments booked by you

Start time	End time	Chair of meeting	Attendee(s)	Who should be notified?	Status	
Tue, 19 May 2026 11:00 am	Tue, 19 May 2026 12:00 pm	Host 1	Joe Bloggs, Mary Bloggs	angelamcnamara@north-ayrshire.gov.uk	Booked	Update

Additionally, if you have been added to bookings made by others, these will show in the ‘Appointments you have access to’ list: -

Appointments you have access to

Booked by	Start time	End time	Chair of meeting	Attendee(s)	Who should be notified?	Status
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The meeting details can be amended or cancelled by selecting the ‘Update’ option next to the meeting. A pop-up box will appear for you to change any of the details previously input.

Once updated information is input, select **Update appointment** button. To cancel the meeting, select **Cancel appointment** button.

Any cancelled meetings will show in your ‘Appointments booked by you’ section in red with a status of cancelled.

- Tips:**
- Adding details in advance ensures you receive an arrival notification and avoids delays for visitors.
 - Only users that have previously logged into the system can be selected to amend details of appointments input.
 - You do not need to be the Chairperson or the person to be notified on arrival to input the meeting details.
 - Ensure visitors are provided with the exact name of the Chair as input to allow ease of checking in.

5. What happens when your visitor arrives

When the visitor arrives:

- they use the digital check-in screen
- they select your name from the list
- they confirm their details

Once they complete check-in:

- **you receive an email** to confirm your visitor has arrived

6. Meeting your visitor – your responsibilities

When you receive a notification:

1. Go promptly to the reception area
2. Confirm the visitor's name
3. Escort them to the meeting room
4. Ensure they remain accompanied at all times

Important

Visitors must not move unescorted through staff-only areas.

Hosts remain responsible for their visitors throughout the visit.

7. During the meeting

- Visitors should remain only in agreed areas
 - If you need to leave, arrange cover or escort the visitor back to reception
 - Do not ask visitors to check in again for room changes
-

8. End of the visit

At the end of the meeting:

1. Escort the visitor back to the exit
 2. Confirm they leave the building
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9. If something doesn't go to plan

Visitor arrives early

- Visitors will be advised at check in to wait until a member of staff comes to meet them
- Go to the reception area at the required time to collect your visitor(s)

You cannot attend promptly

- Arrange for a colleague to meet the visitor
- Inform reception if needed

System not working

- Meet the visitor manually
- Report the issue via the ICT Service Desk

10. Key do's and don'ts**Do**

- add meeting details in advance
- respond promptly to arrival notifications
- escort visitors at all times

**Don't**

- allow visitors to move unescorted
- ignore arrival notifications
- ask visitors to access staff-only areas alone