EVTRACK

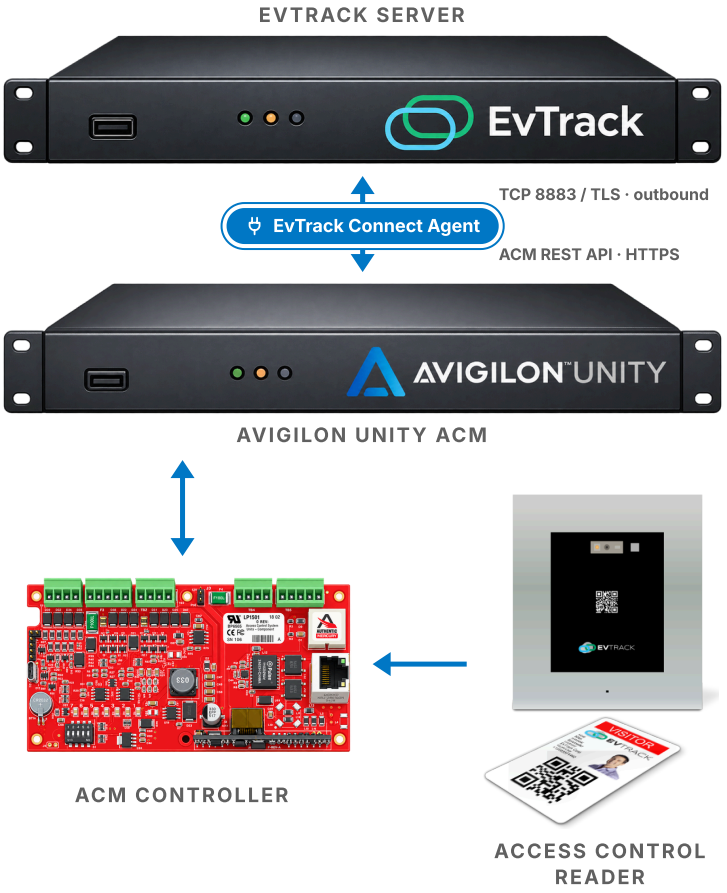
AVIGILON UNITY

VISITOR MANAGEMENT · ACCESS CONTROL INTEGRATION

Integration Note

EvTrack's Avigilon integration delivers a fully automated visitor access control workflow between our visitor management platform & **Motorola Solutions' Avigilon Unity Access (ACM) access control solution**.

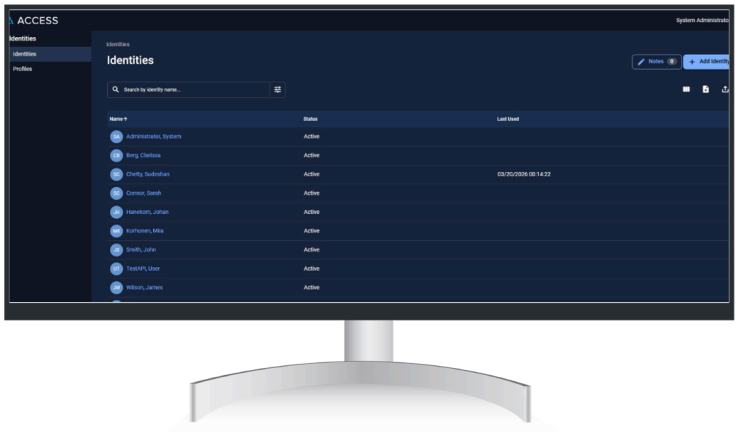
With EvTrack's visitor pre-registration, real-time credential provisioning, AI-powered ID verification and face enrolment, the visitor cycle is speeded up, turning visitor processing into secured, auditable access events in seconds.



Introduction

Managing visitor access in high-security environments demands more than sign-in sheets and temporary badges. **EvTrack's integration with Avigilon Unity ACM eliminates manual credential** provisioning entirely — automating the creation of identities, tokens, photos and roles the moment a visitor is registered, whether through a self-service kiosk, handheld guard device, registration form or the EvTrack web portal interface.

The integration runs through the EvTrack Connect agent inside your network, which keeps an encrypted outbound link to EvTrack and drives ACM over its REST API. **Visitor photos are pushed to ACM for automatic SAFR face enrolment**, and credentials are revoked when the visit ends. Third-party face readers that output a card number over Wiegand or OSDP can also be used; contact EvTrack for supported makes. A visitor presents their face, QR code or PIN, and access is granted or denied instantly.



Avigilon ACM

Key Features

EvTrack Connect Agent

A small Windows service inside your network. Add the ACM server URL, username and password, and it discovers doors and roles. No inbound firewall ports needed.

Supported Credentials

EvTrack QR codes, one-time PINs and card numbers become ACM identities and tokens, with visitor photos enrolled for SAFR face recognition.

Visitor Fields Supported

First + Last Name, Email, Phone, Company, Dept, Location, Type (Visitor, Contractor, Employee), Activate / Deactivate dates, Status and Photo.

On-Premise Deployment

EvTrack's server application is available as standard as an on-premise, customer-hosted server deployment. SSO via Entra ID, Okta or ADFS SAML available.

EvTrack / Avigilon Part No:
EVT-INTEGRATION-1P-AVIGILON

EvTrack Integration
How it Works

The moment a visitor is registered — whether pre-approved or walk-in — EvTrack captures their identity, photo, and visit details through any connected endpoint. No manual data entry on the access control side is required.

The on-site Connect agent provisions an identity on Avigilon Unity ACM: name, access dates, token, role and access group in a single, automated workflow. The photo is pushed as a JPEG, so ACM's native SAFR integration enrols the visitor's face.

Other Features

- **Three-step pairing**. Add the app in EvTrack, download its configuration file and upload it to the agent.
- **Outbound-only connection**: TCP 8883 (MQTT over TLS) from the agent to EvTrack. No inbound ports, no VPN.
- **Role & access group mapping**. Entity types map to ACM roles (auto-created if missing) and ACLs to ACM access groups.
- **Door reads back to EvTrack**. ACM door events arrive via XML Collaboration as virtual reader events.
- **Selective sync**. Choose which credential owners are written to ACM: Users, Personnel and Visitors.
- **Automatic de-activation**. Visitors are de-activated on ACM at check-out or when their status changes.

Requires ACM 6.30 or later, a dedicated ACM API user and a 64-bit Windows PC for the agent. Face recognition requires SAFR.

Typical Visitor Journey

1 Register

The visitor is pre-registered from the web portal, an invite or a registration form, or walks in at a kiosk or guard device. ID is scanned and a photo captured.

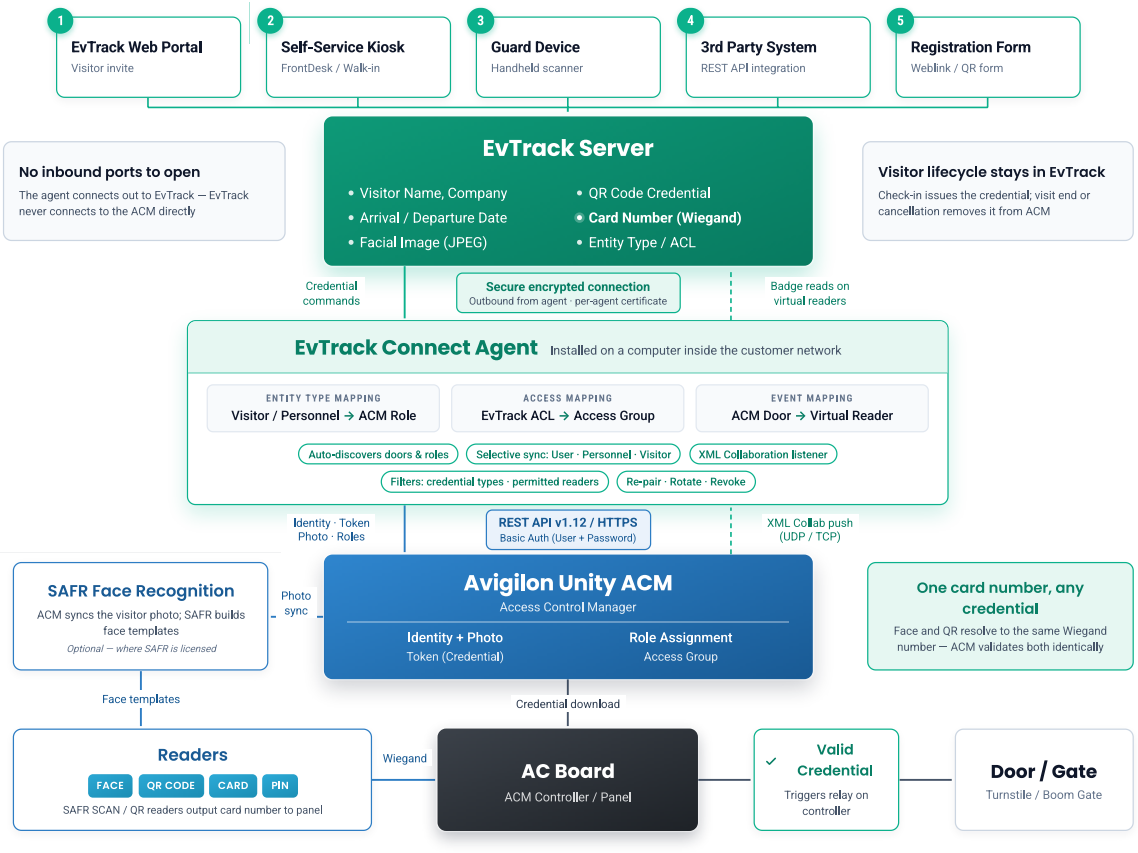
2 Provision

EvTrack sends a credential command to the Connect agent, which creates the ACM identity, token, photo, role and access group, valid only for the visit window.

3 Access & check-out

The visitor presents a QR code, PIN or face at ACM readers. Door events flow back to EvTrack, and at check-out the identity is de-activated on ACM.

System Architecture



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info@evtrack.com | www.evtrack.com