EVTRACK WEB · VERSION 3.X

Visitor management that runs in your browser.

Pre-register visitors, approve visits, check people in and out, issue access cards and run reports from one web console. Nothing to install.*



01 Visitor dashboard

See every visitor's status, on-site location and assigned host in one live view.

02 Pre-registration

Capture visitors manually, through a public web registration form, or over the REST API.

03 Identity capture

Plug-and-play USB passport readers, cameras and Emirates ID card readers at any workstation.

04 Host approval for walk-in guests

Unannounced visitors wait at the reception desk until their host approves or denies the visit, by email link or mobile app.

05 Flexible deployment

SaaS Cloud, dedicated Customer-Cloud or fully On-Premise. Your data, your choice.

06 Access and security

Role-based permissions, single sign-on (Entra ID / Okta / ADFS) and optional two-factor authentication.

WORKS WITH YOUR ACCESS CONTROL

COMING 2027 LENEL·S2 C·CURE 9000

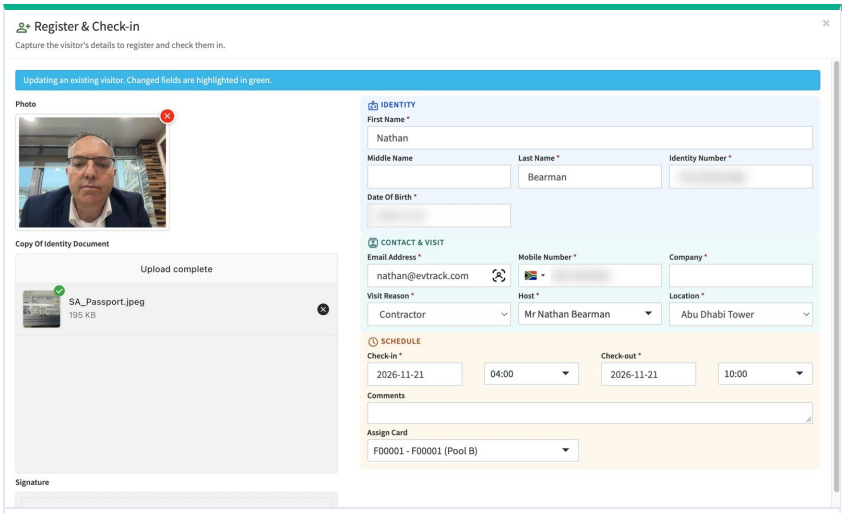
GALLAGHER · Genetec Security Center. · AVIGILON UNITY · nedap · suprema BIOMETRICS & SECURITY · HIKVISION · impro ASSA ABLOY · SAFR

* USB drivers may be required, depending on the accessory connected.

VISITOR ONBOARDING

Three ways to register a visitor. Manual, bulk import or self-service registration link.

Register a single visitor at reception, bulk-load hundreds from a spreadsheet the night before an event, or share a public link and let visitors register themselves. Whichever method you choose, every record lands in the same approval queue — configurable per location for one, two or three layers of sign-off.



ADDING A SINGLE VISITOR

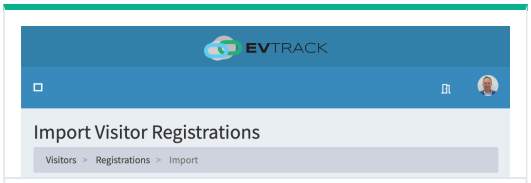
Add at reception, in seconds.

Check-in Check-out

Reception registers and checks in a visitor from one Register & Check-in form: portrait photo, a copy of the identity document, contact and visit details, host, location, check-in and check-out times, and an access card from the card pool. Returning visitors are recognised, and only the changed fields are updated.

Where the site requires it, the visit first waits for the host to approve it. Once the visitor is checked in, the host is notified by email, SMS, push or Microsoft Teams, and the visitor's card or QR credential is sent to your access control system.

USB ID scan · Portrait capture · ID document copy · Card pool assignment · Signature · Watchlist check



BULK VISITOR IMPORT

Hundreds at once, from CSV.

Four-step wizard — upload, map columns, preview, import. Strict mode skips incomplete rows; Import-All flags them as drafts. Photos in a ZIP auto-match by ID or name.

CSV / XLSX · Photo-match by ID · Strict · All modes



SELF-SERVICE REGISTRATION

A visitor registration link, per location.

A branded, location-scoped link visitors complete themselves — or on someone's behalf. Photo, ID and consent are captured before they ever arrive on site.

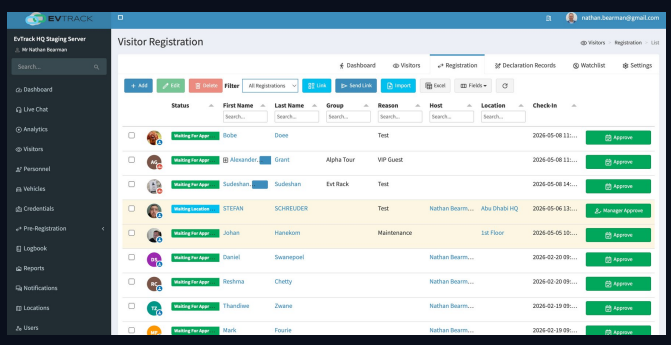
Per-location link · On-behalf flow · Multilingual · Group booking

VISIT APPROVAL

One, two or three layers of approval.

Choose per location how much sign-off a visit needs before the Visit Pass and credential are issued.

MODE A **Single-step**	Host			Pass issued
MODE B **Two-layer**	Host	Location Manager		Pass issued
MODE C **Three-layer**	Host	Location Manager	Compliance Manager	Pass issued



04 · APPROVAL QUEUE

VISITOR-FACING ARTEFACTS

What the registered visitor receives.

Every approved invite generates a complete, branded credential set — a uniquely numbered visitor permit, an on-site badge, plus instant WhatsApp and email invitations carrying the same QR code, validity window and host details.



01 · VISIT PASS PERMIT

Formal Visitor Pass Document

Unique visitor permit no. attached to the approval — for security checks, gate handover and visitor records. English / Arabic side-by-side, with photo, QR, validity window, host, location & purpose.

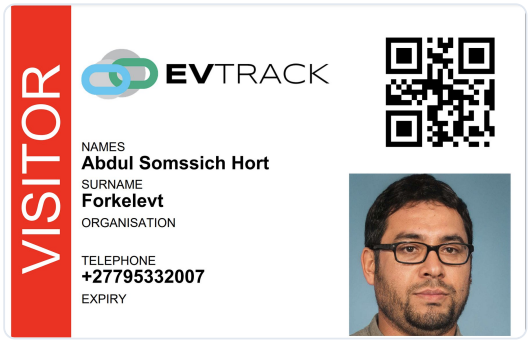
Print Visit Pass · Download Visit Pass

02 · VISITOR BADGE

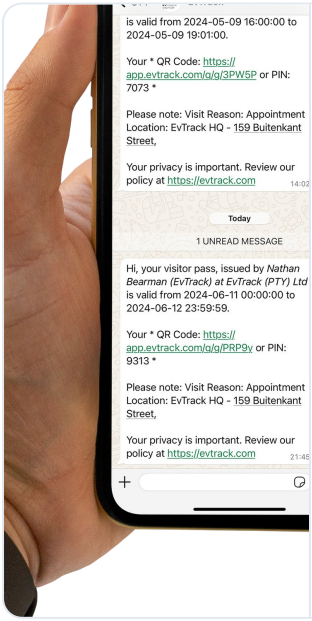
Printed on site, or at home.

High-visibility badge printed at reception or the kiosk, or by the visitor before they arrive, carrying the same QR credential as every other artefact. Portrait, host & organisation, expiry date and QR — auto-revoked on sign-out.

Print Badge · Download Badge



- Pick a layout or design your own SVG badge template
- Card printer at reception, thermal printer at the kiosk
- Your company logo on every badge
- Label printing from the Guard handheld app

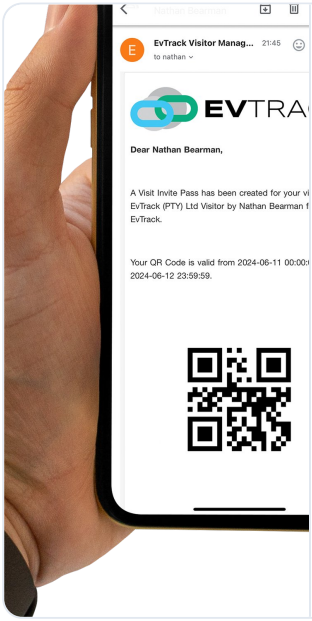


03 · WHATSAPP INVITE

Instant invite, in their pocket.

A WhatsApp message the host can share manually — or that EvTrack Web sends automatically when WhatsApp is configured on the system.

- QR link
- Validity window included



04 · EMAIL INVITE

Email invite with scannable QR.

Templated HTML email from EvTrack Visitor Management with the full visit details and QR.

- Branded EvTrack template
- Embedded QR, validity window
- Host & organisation details

One invite, four touchpoints — **permit, badge, WhatsApp and email, all carrying the same QR credential.**

NOTIFICATIONS

The right people know, the moment it happens.

EvTrack tells hosts, security teams and visitors what they need to know, on the channel they already use. You choose which visit events are sent, to whom, per location.

NEW

Microsoft Teams notifications

Your visitor just arrived. Your host already knows.

Visit events arrive in the host's Teams activity feed on desktop, web or mobile, and one tap opens the visit in EvTrack. No inbox to watch and no extra app to install.

In Parking · On-Site · Checked-in · Hosted · Checked-out · Approval reminders · Daily visitor summary

HOST'S TEAMS ACTIVITY FEED

EV **Visitor checked in** Just now
Alexander Grant (EvTrack (Pty) Ltd) has checked in at Main Reception.
OPEN VISIT IN EVTRACK ›

EV **Visitor parked** 4 min ago
Alexander Grant has entered the visitor parking.

EV **Approval needed** Yesterday
1 visit request is waiting for your approval.

CHANNELS · USE ONE OR COMBINE THEM

Microsoft Teams
Activity-feed alerts for hosts, with a link straight to the visit.

Email
Branded templates, sent through your SMTP server or Microsoft Graph.

SMS
Via Clickatell, BulkSMS or an email-to-SMS gateway.

WhatsApp
Invites with the QR code, delivered via Twilio or Gupshup.

Push
Mobile app alerts. Cloud SaaS, South Africa only.

WHO IS NOTIFIED

01 · HOSTS
Know when guests arrive
- **Status alerts:** In Parking, On-Site, Checked-in, Hosted, Checked-out.
- **Approval requests** and reminders for visits waiting on them.
- **New registrations** from their own pre-registration links.

02 · SECURITY & RECEPTION
Stay ahead of the day
- **Recipient lists** set globally or per location.
- **Visit pass issued** notices for every approved visit.
- **Cancelled, No-Show** and expiring-credential updates.

03 · VISITORS
Arrive ready
- **Invites** by email, SMS or WhatsApp, carrying the QR code.
- **Reminder emails** before the visit.
- **Updates** when a pass is changed, re-sent or cancelled.

AUTOMATIC REMINDERS

VISITS
Upcoming visit
Visitor, plus a daily digest to each host.

REGISTRATION
Registration expiry
Registrant with incomplete details, before it lapses.

APPROVALS
Approval chase
Host, a set number of hours after a request is left waiting.

ACCESS
Credential expiry
Card holder, plus a daily digest to your admin.

ACCOUNTS
Account expiry
Account holder, plus a daily digest to your admin.

Your timing
Any days before, from 1 to 90, plus on the day itself.

Working days only
Sent at the hour you choose, only on your working days.

Your language
Editable templates, including dual-language and right-to-left Arabic.

No repeats
Sent once per person; host and admin digests come as one daily email.

Microsoft Teams and the Microsoft Teams logo are trademarks of the Microsoft group of companies. WhatsApp and the WhatsApp logo are trademarks of WhatsApp LLC.

SYSTEM ARCHITECTURE

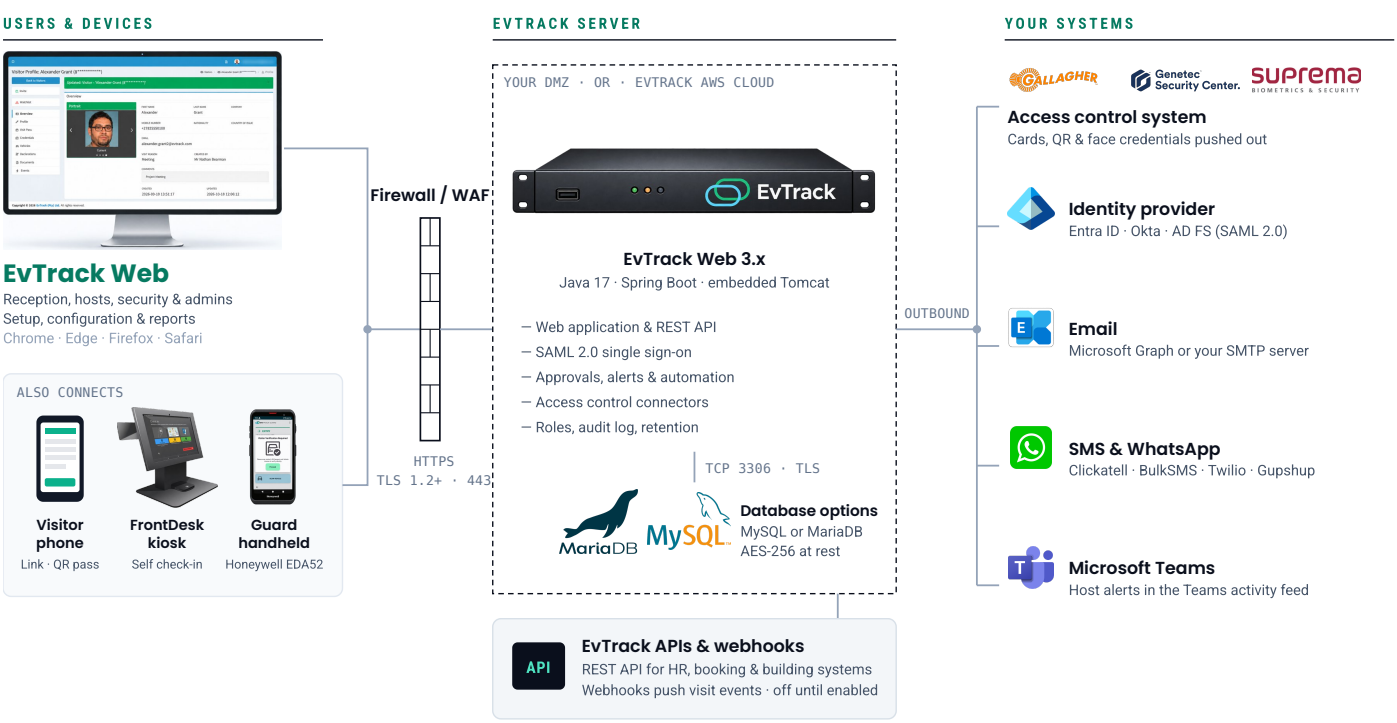
How EvTrack fits your network. One server, every client, your existing systems.

ON-PREMISE SERVER · MINIMUM SPEC

2–4 vCPU Processor cores	**16 GB RAM** App & database memory
500 GB NVMe Records, photos & logs	**100 devices** Kiosks, handhelds & PCs
MariaDB / MySQL Local or your DB server	**Windows Server** Linux on request

USERS · CLIENT REQUIREMENTS

Runs in Chrome, Edge, Firefox and Safari. USB hardware requires a Windows PC.



Same software, three ways to host it.

Choose SaaS Cloud (AWS), Customer-Cloud or On-Premise.

01 · SAAS CLOUD

Hosted by EvTrack

- AWS, multi-zone database
- Cloudflare web application firewall
- 99.9% uptime SLA, automatic updates

02 · CUSTOMER-CLOUD

Your own cloud tenancy

- Dedicated EvTrack instance
- Data stays in your account and region
- Your security and backup policies

03 · ON-PREMISE

Your data centre

- Windows Server in your DMZ; Linux on request
- Perpetual licence for data sovereignty
- Outbound-only internet for SSO and email

SECURITY BY DESIGN

Encrypted in transit
TLS 1.2+ on every web, API and database connection.

Encrypted at rest
AES-256 on sensitive personal data and configuration secrets.

Single sign-on
SAML 2.0 with Entra ID, Okta or AD FS; MFA from your identity provider.

Role-based access
Users see and do only what their role allows. Every action is logged.

Trusted devices
Kiosks use device keys and certificate pinning; handhelds use signed tokens.

Hardened by default
Device and third-party APIs are switched off until you enable them.

Brute-force protection
Rate limiting and session time-outs on every login and API.

Data retention
Configurable retention and privacy deletion for PDPL, POPIA and GDPR.

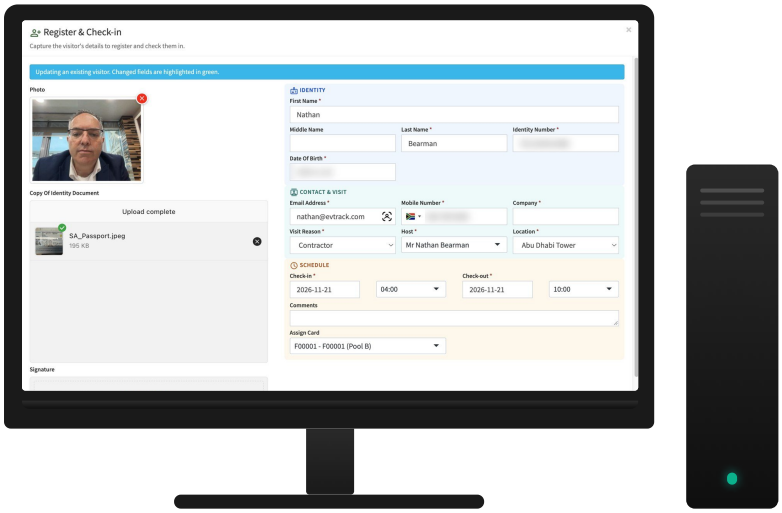
ACCESS CONTROL INTEGRATIONS

Works with the access control brands you already run.

EvTrack Web layers on top of your existing access-control stack — pushing credentials, cardholders and access groups directly into the systems your security team already operates. No rip-and-replace.

- Gallagher — ACCESS CONTROL
- Genetec Security Center. — ACCESS CONTROL
- Avigilon Unity — ACCESS CONTROL
- nedap — ACCESS CONTROL
- Suprema Biometrics & Security — ACCESS CONTROL · BIOMETRIC
- Hikvision — ACCESS CONTROL · FACE · LPR
- SAFR — FACE RECOGNITION
- Axis Communications — ANPR · INTERCOM
- impro / ASSA ABLOY — ACCESS CONTROL
- LENEL·S2 — ACCESS CONTROL · COMING FEB 2027
- C-CURE 9000 — ACCESS CONTROL · COMING MAR 2027

COMPATIBLE USB WINDOWS HARDWARE





01 · USB
USB Camera
FACE CAPTURE



02 · USB
ID/Passport Reader
MRZ + PHOTO OCR



03 · USB
Emirates ID Reader
SMART CARD CAPTURE



04 · USB
RFID Card Reader
125KHZ + 13.56MHZ · NFC



05 · USB
Evolis CR80 PVC Card Printer
PLASTIC PHOTO ID CARDS



06 · USB
Sticky Badge Printer
RED/BLACK THERMAL LABELS



07 · USB
Epson 80mm Thermal Printer
VISITOR PASS PRINTING



08 · USB
Zebra 80mm Thermal Printer
VISITOR BADGE PRINTING

ADDITIONAL VISITOR FEATURES

- **Banned & Watchlist** — Flag and block visitors.
- **Visitor Reports** — On-demand HTML and CSV exports.
- **Visitor Logbook** — Searchable history of every visit.
- **Email Templates** — Branded, multilingual emails.
- **Visitor Status Updates** — In Parking, On-Site, Checked-in, Hosted, Checked-out, No-Show.
- **Cancellation Updates** — Hosts and security told instantly.