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Date	Version	Updated by	Details
2020-12-29	v0.1	Chan Yee Kwan	Initial Draft
2025-03-19	V0.2	Sunny Chan	Update instructions about mobile pass event



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1. Introduction

The Visitor Registration System (VRS) gives participating department administrators to register their visitors who are going to visit the University, send invitation emails to visitors with QR code for entrance and generate visiting reports.

2. Features

VRS provides the following key features:

- **Managed Events and Visitors:** VRS provides department administrators with a platform to create and manage events. In each event, department administrators can manage the participants.
- **Send Invitation to Visitors Automatically:** Department administrators can set the email template. The system helps send email with a QR code to participants.
- **Taking Visitors' Attendance Quickly:** With the QR code, departments administrators can record visitors' attendance quickly. Departments administrators can set the valid date, to-be-scanned times of the QR code.
- **View visitors' Check-in Record:** It allows users to browse visiting records and generate visiting reports. The access right of able to view the data, how big is the scope of data is different between roles. (Please refer Appendix A to see the access right of different roles.)
- **Manage System Users:** With the access right of managing system users, departments administrators can create and manage users. In VRS, there are different roles. One user can only be assigned to one role. (Please refer Appendix A to see the access right of different roles.)

3. Benefits to Departments and Visitors

With the VRS, departments can enjoy the following benefits:

- **Manage the Event and Visitors Easily:** Department users can use the system to organize events. The system can help send invitations to participants and log their check-in record.
- **Visitors Check-in Quickly with the QR code:** Participants just need to present the QR code in the invitation email.
- **Easy Communication with CUHK Security Office:** CUHK Security Office is the central administrator of VRS. They will do visitors' check-in procedure with visitors' QR code in the received invitation email. It helps shorten the check-in procedure and communication time.

4. Service Request Procedures

Refer to Security Office.



5. User Guides

Go to [Visitor Registration System](#). Use SSO login.

A. Manage event

Remarks:

The system will only keep log for 365 days after the event day.

Click “Event” at the left menu bar.

1. Create Event.
2. Please note that there are 2 entry types you could choose to create:
 - a. Static QRCode
 - b. Mobile Pass QRCode

You may understand the difference between these 2 entry types according to the following table:

	Static QRCode	Mobile Pass QRCode
QRCode valid period	1-3 days	1-14 days
QRCode valid count	Maximum 10 times per day	Unlimited
Way to use at CUHK entrance	Visitor pathway (Scanned by handheld device in person)	Visitor pathway/ Card reader pole
Action required by visitor	Show electronic/printed of the visitor code directly	Install “CUHK Mobile Pass” app to redeem the visitor profile
Recommended use case	One-time visitor	Visitor that may re-visit the campus multiple times within a short period of duration

For example, we create a workshop held by ITSC.

Choose the Department and click “Create”. (For example, we choose ITSC.)

The screenshot shows the 'Visitor Registration System' interface. On the left, a sidebar menu has the 'Event' option highlighted with a red box. The main content area is titled 'Event - Current' and features a dropdown menu for selecting a department, with 'Information Technology Services Centre' selected and highlighted by a red box. A '+ Create' button is visible next to the dropdown. Below the dropdown is a table with columns: ID, Name, Event Date, Venue, and Contact Person. The table is currently empty, displaying 'No data available in table'. At the bottom, there is a footer with copyright information: 'Copyright © 2021 The Chinese University of Hong Kong. All rights reserved.' and the text 'Visitor Registration System'.



Fill in the information of event in “Details” tab.

Entry type - Static QRCode:

The screenshot shows the 'Create' form for an event. The 'Create' button is highlighted with a red box. The form contains the following fields:

- Name*: Demo Event
- Venue*: Test Venue
- Organizer*: Information Technology Service Centre
- Contact Person*: Siu Ho Tung
- Email: slui@cuhk.edu.hk
- Contact Number: x8888
- Authorized by*: Test Authorizer
- Authorize Person email*: auth@cuhk.edu.hk
- Entry Type*: Static QRCode
- Event Category*: Event/Activities
- CampusAccess: ☒
- Event Date*: 2025/03/19
- Time*: 18:00
- QR Code Validity: From*: 2025/03/19
- Time*: 07:00
- QR Code Validity: To*: 2025/03/20
- Time*: 18:00
- QR Code Validity Count*: 20
- Remarks:

Remarks:

Must fill in all the mandatory fields (*).

Authorized by: Security office may contact the authorizer to confirm the event is a university official activity.

Authorized email: Only @cuhk.edu.hk email is accepted

CampusAccess: Checked means the QRCode could be used to enter CUHK entrance (Scannable by security office VRS scanner). If unchecked, the QRCode will only be valid when being scanned by the event's department VRS scanner

QR Code Validity From Time: should not earlier than 07:00.

QR Code Validity To Time: maximum is 23:59.

Duration of QR Code Validity From/To: maximum is 3 days

QR Code Validity To Time should not earlier than QR Code Validity From Time.

QR Code Validity Count: Maximum 10 times per day (e.g. The duration of QR Code validity from/to is 2 days, the validity count will be 20)



Entry type - Mobile Pass QRCode:

Event

Email template

User

Create

Details

Email

Name*

Demo Event (Mobile Pass)

Venue*

Test Venue

Organizer*

Information Technology Service Centre

Contact Person*

Siu Ho Tung

Email

siu@cuhk.edu.hk

Contact Number

x8888

Authorized by*

Test Authorizer

Authorize Person email*

auth@cuhk.edu.hk

Entry Type*

Mobile Pass QRCode

Event Category*

Event/Activities

CampusAccess

☒

Event Date*

2025/03/20

Time*

23:59

QR Code Validity: From*

2025/03/19

Time*

00:00

QR Code Validity: To*

2025/03/20

Time*

23:59

QR Code Validity Count*

999

Remarks

Remarks:

Must fill in all the mandatory fields (*).

Authorized by: Security office may contact the authorizer to confirm the event is a university official activity.

Authorized email: Only @cuhk.edu.hk email are accepted

Campus Access: Must be checked (Could not be edited)

QR Code Validity From/To: Full day access (Could not be edited).

Duration of QR Code Validity From/To: maximum is 14 days

QR Code Validity Count: Unlimited (Could not be edited)



Fill in the information of event in “Email” tab
Customize the email subject and content here.

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Event

Details

Email

Email Subject

Visitor Registration System Receipt

Email Content

Dear {Visitor},

We are looking forward to see you at CUHK.

Please show the QRCode below when entry {Venue}

{QRCode}

The code valids at {Period}

Best Regards,

Visitor Registration System

{Remarks}

Back to List

Save

Remarks:

The email template is different for “Static QRCode” event and “Mobile Pass QR Code” event
After finish input event details, click “Save”. The event will be saved.

3. Edit Event

Click  to edit the event.

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Event - Current

Information Technology Service Centre

Create

Show 25 entries

Search:

ID	Name	Event Date	Venue	Contact Person
66	Testing	2021/01/26 12:02	Testing	Siu Ho Tung

Showing 1 to 1 of 1 entries

Previous

Next

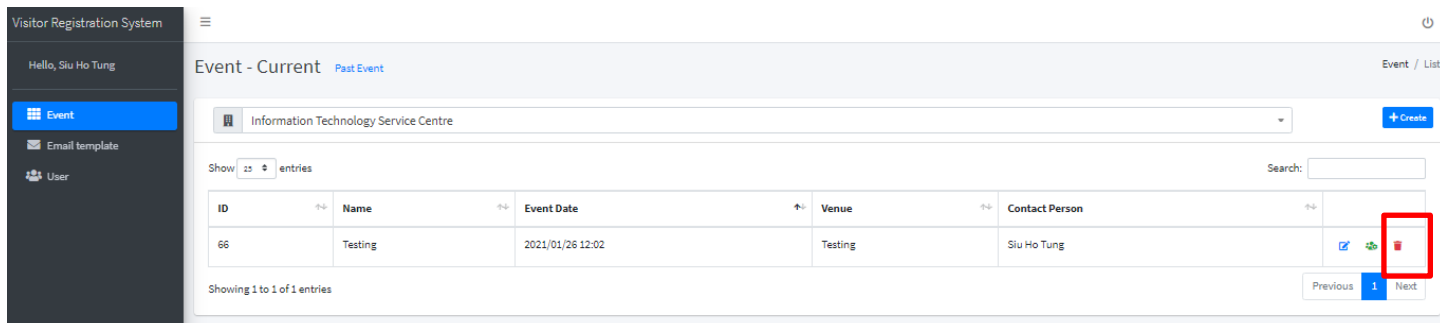
Edit the event information or email template. And then click “Save”.





4. Delete Event

Click  to delete the event.



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Event - Current [Past Event](#)

Information Technology Service Centre

Show 25 entries

Search:

ID	Name	Event Date	Venue	Contact Person
66	Testing	2021/01/26 12:02	Testing	Siu Ho Tung


Showing 1 to 1 of 1 entries

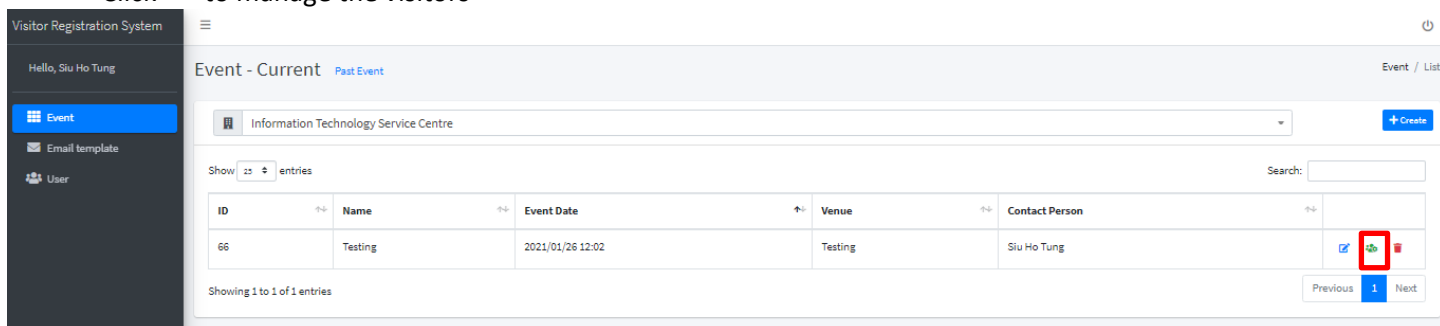
Previous 1 Next

B. Manage the visitors

Remarks:

The system will only keep log for 365 days after the visit day.

Click  to manage the visitors



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Event - Current [Past Event](#)

Information Technology Service Centre

Show 25 entries

Search:

ID	Name	Event Date	Venue	Contact Person
66	Testing	2021/01/26 12:02	Testing	Siu Ho Tung

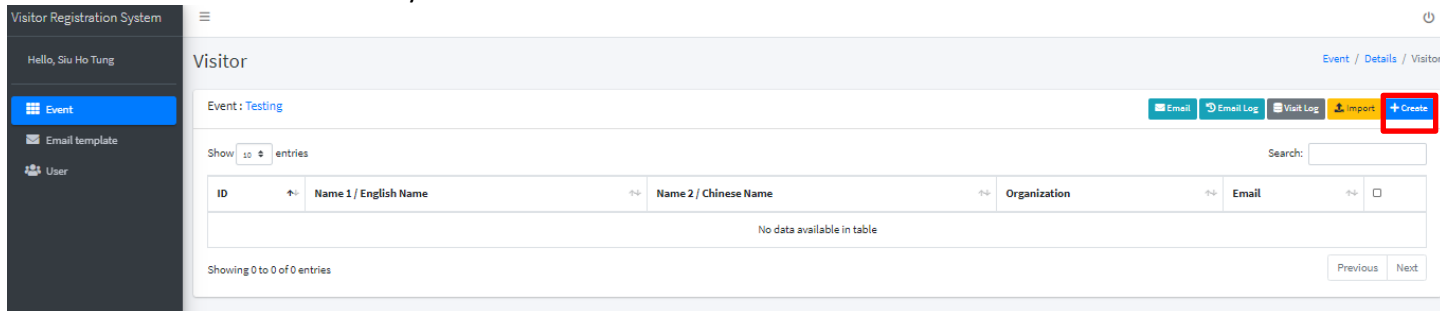
Showing 1 to 1 of 1 entries

Previous 1 Next

1. Create Visitor

After the event is created, we need to add the visitor's information. Visitor can be added one by one or by batch. Administrators can use the system to send invitation email to visitors.

Click "create" to add visitor one by one



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Email Email Log Visit Log Import **Create**

Show 25 entries

Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email
No data available in table				

Showing 0 to 0 of 0 entries

Previous Next

Fill in visitor's information. Then click "Save".



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor of Testing

Create

Name 1 / English Name* Chan Tai Man

Name 2 / Chinese Name 陳太文

Organization

Email* abcd@cuhk.edu.hk

Contact Phone Number

Others

Back to List Save

Click "Import" to add visitors by batch

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Email Email Log Visit Log Import Create

Show 10 entries Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next

Download the Visitor Import template excel file.

Import

Upload Visitor

Choose File No file chosen Upload

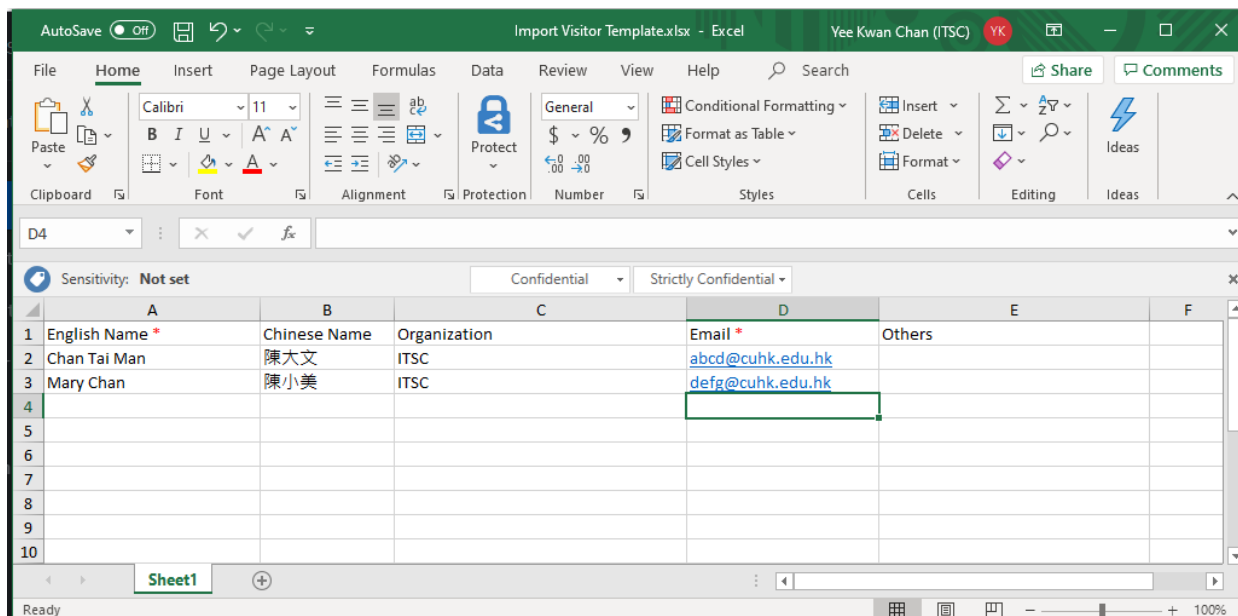
Download Visitor Import Template

Close

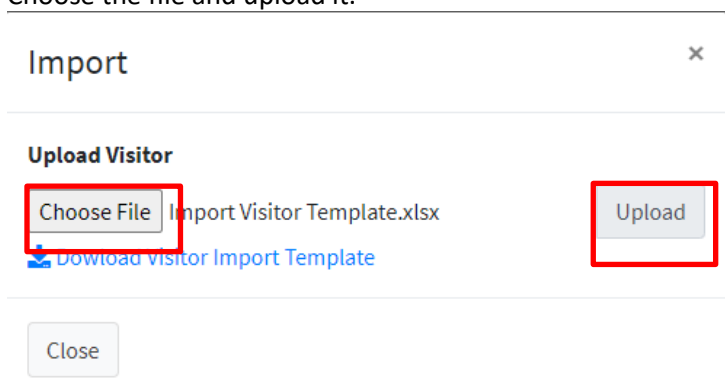
Fill in all the visitors' information and save the file.

Remarks:

Must fill in all the mandatory fields (*).



Choose the file and upload it.



Then the visitors' information will be imported into the system.







Visitor

Event: Testing ABC

Success
Imported 2 visitors

Email Email Log Visit Log Import Create

Show 10 entries Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1020	Chan Tai Man	陳大文	ITSC	abcd@cuhk.edu.hk	 
1021	Mary Chan	陳小美	ITSC	defg@cuhk.edu.hk	 

Showing 1 to 2 of 2 entries

Previous 1 Next

2. Edit Visitor

Click  to edit the visitor

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Email Email Log Visit Log Import Create

Show 10 entries Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳大文		abcd@cuhk.edu.hk	 

Showing 1 to 1 of 1 entries

Previous 1 Next

Edit the information and click "Save".

Event

Email template

User

Edit

ID: 1023

Name 1 / English Name: Chan Tai Man

Name 2 / Chinese Name: 陳大文


Organization:

Email: abcd@cuhk.edu.hk

Contact Phone Number:

Others:

QR Code



EZQDLOMR0000000066

QR Code Used Count: 0

Back to List Save



3. Delete Visitor

Click  to Delete Visitor



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Show 10 entries

Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳太文		abcd@cuhk.edu.hk	

Showing 1 to 1 of 1 entries

Previous 1 Next

4. Send Invitation

Select or unselect participants you want to send them invitation by checking the box or click the data row. Then click “Email”.



Visitor Registration System

Hello, Siu Ho Tung

Event

Email template


User

Visitor

Event: Testing

Show 10 entries

Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳太文		abcd@cuhk.edu.hk	
1024	Mary Chan			defg@cuhk.edu.hk	

Showing 1 to 2 of 2 entries

Previous 1 Next

It shows the email sender and content. You can edit fields if you need. Then click “Send” to send out invitation email.



Email

2 visitor(s) selected

Sender

xx@xx

Send From

abcd@admin.com

Subject

Visitor Registration System Receipt

Content

B **I** **U** **S** **X²** **X₃** Source Sans Pro 16 **A**

Dear {Visitor},

We are looking forward to see you at CUHK.
Please show the QRCode below when entry {Venue}
{QRCode}

The code valids at {Period}

Best Regards,
Visitor Registration System
{Remarks}

Close

Send

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Show 10 entries

Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳太文		abcd@cuhk.edu.hk	
1024	Mary Chan			defg@cuhk.edu.hk	

Showing 1 to 2 of 2 entries

Previous 1 Next

Success

Email send successfully

Email Email Log Visit Log Import Create



5. View Email History Log

Click "Email log" to view email history log.

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Email Email Log Visit Log Import Create

Show 10 entries Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳太文		abcd@cuhk.edu.hk	✉ ✖
1024	Mary Chan			defg@cuhk.edu.hk	✉ ✖

Showing 1 to 2 of 2 entries

Previous 1 Next

Email Log

Search:

ID	Sender	Receiver	Subject	Date
185	abcd@admin.com	abcd@cuhk.edu.hk	Visitor Registration System Receipt	26/1/21 12:11:38 PM
186	abcd@admin.com	defg@cuhk.edu.hk	Visitor Registration System Receipt	26/1/21 12:11:38 PM

Showing 1 to 2 of 2 entries

6. View Participants Checked-in History Log

Click "Visitor log" to view participants checked-in history log.

Remarks:

The system will only keep record for 30 days after the visit day.

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Visitor

Event: Testing

Email Email Log Visit Log Import Create

Show 10 entries Search:

ID	Name 1 / English Name	Name 2 / Chinese Name	Organization	Email	
1023	Chan Tai Man	陳太文		abcd@cuhk.edu.hk	✉ ✖
1024	Mary Chan			defg@cuhk.edu.hk	✉ ✖

Showing 1 to 2 of 2 entries

Previous 1 Next

Visit Log

Search:

ID	Visitor Name	Visit Time	Reader	Remark
No data available in table				

Showing 0 to 0 of 0 entries

Export



C. Manage the Email Template

The system will show this email template as default email in all the events under this department. For example, you can list out the department contacts/ information in the email contact

Click “Email template” at the left menu bar.

Choose the department and edit the email subject and content for static/dynamic entry type respectively. Click “Save” when finish.

Static QRCode event:

The screenshot shows the 'Email Template' configuration page in the Visitor Registration System. The left sidebar has a menu with 'Event', 'Email template' (highlighted), and 'User'. The main content area is titled 'Email Template' and shows a dropdown menu for 'Information Technology Service Centre'. Below this, there are two tabs: 'Static QRCode Email' (selected) and 'Mobile Pass QRCode Email'. The 'Email Subject' field contains 'Visitor Registration System Receipt (ITSC)'. The 'Email Content' field is a rich text editor with a toolbar and contains the following text: 'Dear {Name},', 'We are looking forward to see you at CUHK.', 'Please show the QRCode below when entry {Venue}', '{QRCode}', 'The code valids at {Period}', 'Best Regards,', 'Visitor Registration System', and '{Remark}'.

Remarks: Please make sure you include **{QRCode}** in the email
{QRCode}: The visitor QRcode image

Mobile Pass QRCode Event:

The screenshot shows the 'Email Template' configuration page in the Visitor Registration System, specifically for a 'Mobile Pass QRCode Event'. The left sidebar has a menu with 'Event', 'Email template' (highlighted), and 'User'. The main content area is titled 'Email Template' and shows a dropdown menu for 'Information Technology Service Centre'. Below this, there are two tabs: 'Static QRCode Email' and 'Mobile Pass QRCode Email' (selected). The 'Dynamic Email Subject' field contains 'Visitor Registration System Receipt (MobilePass) - ITSC'. The 'Dynamic Email Content' field is a rich text editor with a toolbar and contains the following text: 'Dear {Visitor},', 'We are looking forward to seeing you at CUHK to join the event:', '{Event}', 'Please follow the redeem instructions at the top to register your CUHK Mobile Pass:', '- Your redeem uri: {RedeemUrl}', '- Your redeem code: {RedeemCode}', 'The code is valid at {Period}', 'Best Regards,', and 'Visitor Registration System'.



Remarks: Please make sure you include {RedeemUrl} and {RedeemCode} in the email

{RedeemUrl}: The link to be used by the visitor to redeem the visitor profile with CUHK Mobile Pass app

{RedeemCode}: The code to be used by the visitor redeem the visitor profile in case the redeem link not working properly

For Mobile Pass QR code event, instructions (ITSC defined, could not be changed) to redeem the visitor profile will be displayed in the header of the email. The sample email is as follows:

Instructions for Redeeming the CUHK Mobile Pass :

1. Install the CUHK Mobile Pass App from: [Apple App Store](#) or [Google Play Store](#)
2. Register the CUHK Mobile Pass with the redeem code by 1 of the following way:
 - o If you are accessing the email on your mobile device installed with CUHK Mobile Pass App, click the redemption link in the email to launch the CUHK Mobile Pass App.
 - o If you are accessing the email from device other than the one with CUHK Mobile Pass App installed, click the redemption link and use your mobile device to scan the QRCode displayed on the website.

ITSC defined email header

Dear Mr. Visitor,

We are looking forward to seeing you at CUHK.

Please follow the redeem instructions at the top to register your CUHK Mobile Pass:

- Your redeem url: <https://www.cuhk.edu.hk>

- Your redeem code: welcome to CUHK

The code is valid at 2025/03/28 10:06 - 2025/03/28 12:06

Best Regards,

Visitor Registration System

Department defined email content

D. Manage the User

You can manage the system user(s) here. When you add the user, you should also set his/her access right. For example, which department the user belongs to? Which role should be assigned to the user?

Remarks:

One user can select one role (Department Administrator/ Department User).

Please refer Appendix A to see the access right of different roles.

User can belong to more than one department under the same role.

Click "User" at the left menu bar.

1. Create User

Click "Create" to create user



Visitor Registration System

Hello, Siu Ho Tung

Event
Email template
User

User

Office of Student Affairs

+ Create

Show 25 entries

Search:

Staff ID	Name	Role	Department	Enable	
248XXX	Testing 2	Department User	ITSC, Information Technology Service Centre, Office of Student Affairs, United College	Yes	<input checked="" type="checkbox"/>
395XXX	Siu Ho Tung	Department Administrator	Information Technology Service Centre, Office of Student Affairs	Yes	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

Previous 1 Next

Fill in the user's information.

Click "Save" when finish,

Visitor Registration System

Hello, Siu Ho Tung

Event
Email template
User

User - Create

Create

Staff ID* 556677

Name* Chan Tai Man

Email abcd@cuhk.edu.hk

Phone 12345678

Role* Department Administrator

Department* Information Technology Service Centre

Enable ☒

Back to List Save

2. Edit User

Click ☒ to edit user

Visitor Registration System

Hello, Siu Ho Tung

Event
Email template
User

User

Office of Student Affairs

+ Create

Show 25 entries

Search:

Staff ID	Name	Role	Department	Enable	
248XXX	Testing 2	Department User	ITSC, Information Technology Service Centre, Office of Student Affairs, United College	Yes	<input checked="" type="checkbox"/>
395XXX	Siu Ho Tung	Department Administrator	Information Technology Service Centre, Office of Student Affairs	Yes	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

Previous 1 Next

Edit user's information and click "Save".



香港中文大學
CUHK

資訊科技服務處
Information Technology
Services Centre

Visitor Registration System Introduction and Service Request Guide

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

User - Create

Create

Staff ID*

556677

Name*

Chan Tai Man

Email

abcd@cuhk.edu.hk

Phone

12345678

Role*

Department Administrator

Department*

Information Technology Service Centre *

Enable

☒

Back to List

Save



6. Appendix A

There are nine roles involved in the Visitor Registration System and their responsibilities.

Role Name	Data Access Scope	Functions
Dept User	Department Data	<ul style="list-style-type: none"> Create and manage (e.g. edit, delete) events Register and manage visitors Send invitation to visitors Browse visiting records and generate visiting reports Dept User covers all Dept Validator's features
Dept Admin	Department Data	<ul style="list-style-type: none"> Create "Dept User" and the corresponding management Dept Admin covers all Dept User features
Dept Validator	Department Data	<ul style="list-style-type: none"> Run the mobile application to validate visitors' QR codes and CU Link cards
Central User	All Data	<ul style="list-style-type: none"> Same as "Dept User" Central User covers all Central Validator's features
Central Admin	All Data	<ul style="list-style-type: none"> Create "Dept Admin", "Central User" and the corresponding management Central User covers all Central User, Dept Admin and Log Reader's features
Central Validator	All Data	<ul style="list-style-type: none"> Same as "Dept Validator"
Log Reader	All Data	<ul style="list-style-type: none"> Can access all visiting logs, including all archived logs and generate visiting reports
System Admin	All Data	<ul style="list-style-type: none"> Create "Central Admin" and the corresponding management
Technical Notes		
<ul style="list-style-type: none"> A user can only be one role Central validator and dept validator don't have the access right of the web-based administration system 		