

Visitor Registration System feature update

APR 2025

Agenda

1. Introduction to new features in VRS
 - Updates in elementary QR Code (currently used QR Code type)
 - New entry type: **Mobile Pass QR Code**
2. Demo on creating VRS event with mobile pass
3. Demo on redeem visitor profile on CUHK Mobile Pass app
4. Introduction of new VRS Scanner app
 - Updates on new VRS Scanner app
 - Installation guide
 - Demo on registration and general usage
5. Support Information
6. Q&A

Previous Situation (before Mar 2025)

- Dept admin registers their visitors via **Visitor Registration System (VRS)**.
- VRS generates **Elementary QR codes** (Static Code) for visitors
- Only **1-day pass** could be issued
 - Valid to scan for **at most 10 times** on that day.
- Can be read by handheld devices at CUHK entrances
 - Not by reader poles
- Events and records kept for 30 days

Current Situation (starting from Mar 2025)

- Upper limit of valid period of each Elementary QR code extended from 1 day to **3 days** (daily limit is still 10)
- Added new fields when creating event
 - **Campus Access**: For elementary QR Code, allow choice of QR Code to be scanned by security office device at Campus Entrance
 - **Event Officer In Charge person and Email**: For security office to confirm the event is a university event
 - **Event Category**: Select the event category based on the event nature
- Events and records kept for 365 days

New feature – Mobile pass QR Code (starting from now)

- Allow choice of entry type for the event
 - Elementary QR code (Static)
 - **Mobile Pass QR code (Dynamic)**
- Dept admin registers their visitors via VRS
- VRS sends **redeem links** to visitors via email
- Visitors use **CUHK Mobile Pass app** to show access QRCode
- **No daily limit** of Mobile Pass during the period
- Can be read by reader poles at CUHK entrances
- Mobile Pass QR Code **more secure**
- Upper limit of valid period of Visitor Mobile Pass is **14 days**



Comparison

Departments can choose Elementary QR code or Mobile Pass for visitors depending on their needs.

	Elementary QR code for visitors	Mobile Pass for visitors
Valid period	1 – 3 days	1 – 14 days
Daily limit	10	Unlimited
Accepted location	VRS handheld devices only	VRS handheld devices University entrance reader poles/readers
Activation steps done by visitor	<ul style="list-style-type: none">• Shows QRCode in the invitation email• Screenshot/Printed copy are accepted	<ul style="list-style-type: none">• Install CUHK Mobile Pass app• Redeem the visitor profile in the app• Shows the QRCode by the CUHK Mobile Pass app

Demo on creating VRS event with mobile pass (VRS web)

Step 1: Create Event

Visitor Registration System

Hello, Siu Ho Tung

Event

Email template

User

Event - Current [Past Event](#) Event / List

Information Technology Service Centre [+ Create](#)

Show 25 entries Search:

ID	Name	Event Date	Venue	Contact Person
No data available in table				

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

Visitor Registration System Disclaimer

- Pre-registered visitors will receive QR Codes or CUHK Mobile Pass activation links issued by respective Colleges / Faculties / Units using an online template developed by the University.
- VRS administrators have the option to issue QR Codes (valid for at most 3 days) or CUHK Mobile Pass activation links (valid for at most 14 days) to visitors.
- These QR Codes and CUHK Mobile Pass activation links are person specific and valid only for the date range specified by the issuing Colleges / Faculties / Units.
- For QR Codes, visitors should present their QR Codes for validation (as well as HKIDs for verification of identity if necessary) at campus entry points in order to gain entry in campus.
- For CUHK Mobile Pass activation links, visitors should download CUHK Mobile Pass and click the activation link in the received email for activation of CUHK Mobile Pass. Visitors should present their CUHK Mobile Pass for validation (as well as HKIDs for verification of identity if necessary) at campus entry points in order to gain entry in campus.
- **VRS administrators should only issue QR Codes or CUHK Mobile Pass activation links to visitors for participation of University official activities.**

[X Decline](#) [✓ Accept](#)

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Step 2: Fill in event details

Name*	VRS meeting with external visitor		
Venue*	Seminar Room 111, Pi Chiu Building 1/F		
Organizer*	Information Technology Services Centre		
Contact Person*	sunny		
Email	sunnychan@cuhk.edu.hk		
Contact Number	39438920		
Event Officer In Charge & Post*	Frank Leung, Computer Officer		
Event Officer CUHK Email*	franklsf@cuhk.edu.hk		
Entry Type*	Mobile Pass QRCode		
Event Category*	Meeting		
CampusAccess	<input checked="" type="checkbox"/>		
Event Date*	2025/04/28	Time*	23:59
QR Code Validity: From*	2025/04/17	Time*	00:00
QR Code Validity: To*	2025/04/28	Time*	23:59
QR Code Validity Count*	999		
Remarks			
Enable	<input checked="" type="checkbox"/>		

Security office may contact the person to confirm the event is a university official activity.

Elementary QRCode / Mobile Pass QRCode

For Security Office record/analysis

QRCode allowed to be used to enter CUHK entrance (Always allowed for Mobile Pass QRCode)

- Maximum duration is 14 days
- Unlimited QRCode scan count

Reminder on creating event

- Do not abuse the use of visitor QR Code
 - Only issue QR Codes for **participation of University official activities**
- Please make sure the following information are input correctly:
- **Event Officer in charge & post AND Event Officer CUHK Email**
- **Event Category:**

Ceremony	Conference	Course
Exhibition	Lecture	Interview
Meeting	New / Temporary Staff	New / Temporary Student
Seminar	Symposium	Visit
Workshop	Others	

- **Mobile Pass QRCode**: There is a waiting time of **3 hours** after dept admin creates visitor records in VRS for **University entrance reader poles/readers**

Recap to Create Mobile Pass QRCode Event

Visitor Registration System

Step 3: Create visitor

➤ No change in overall workflow

Visitor [Event](#) / [Details](#) / [Visitor](#)

Event: [VRS Demo event A](#) [Email](#) [Email Log](#) [Visit Log](#) [Import](#) [+ Create](#) [Export Visitors](#)

Show entries Search:

ID	Full Name	Organization	Email	
No data available in table				

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

Step 4: Create visitor

- The Full Name field will be displayed in the visitor profile page of the CUHK Mobile Pass app
 - “Name 1/English Name” & “Name 2/Chinese Name” fields → **“Full Name”** field
- The redeem link will be shown in visitor detail page

Visitor of VRS meeting with external visitor

Create

Full Name*	Tom Chan 陳大文
Organization	
Email*	tomchan@test.cuhk.edu.hk
Contact Phone Number	
Others	

15:25 91%

CUHK Mobile Pass

 **Visitor Information**

Visitor name
Tom Chan 陳大文

Issue department
Information Technology Services Centre

Event name
VRS meeting with external visitor

Valid period
2025/04/17 00:00 - 2025/04/28 23:59



Current time
25/04/17 15:25:09

QR Code refreshes in 28 sec

QR Code Valid Period
2025/04/17 15:25:07 - 2025/04/17 15:25:37

||| ○ <

Step 5: Send invitation email

Visitor [Event](#) / [Details](#) / [Visitor](#)

Event : [VRS meeting with external visitor](#) [Email](#) [Email Log](#) [Visit Log](#) [Import](#) [+ Create](#) [Export Visitors](#)

1 visitor(s) selected
Show entries Search:

ID	Full Name	Organization	Email	
8064	Tom Chan 陳大文		tomchan@test.cuhk.edu.hk	✎ 🗑
8065	Mary Lam		marylam@test.cuhk.edu.hk	✎ 🗑
8066	Sunny Chan		sunnychan@cuhk.edu.hk	✎ 🗑

Showing 1 to 3 of 3 entries [Previous](#) [1](#) [Next](#)

Step 6: Send invitation email (2)

Email x

1 visitor(s) selected

Sender*

Send From*

Subject

Content

B ***I*** **U** ~~**A**~~ **S** **X²** **X** Source Sans Pro 16 **A**

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 url: {RedeemUrl}
- Your redeem code: {RedeemCode}

Best Regards,

Visitor Registration System

Close Send

RedeemUrl/RedeemCode: redeem link to be used to activate the mobile pass profile

Demo on redeem visitor profile (CUHK Mobile Pass app)

Visitor action (1)

➤ Visitor receives an invitation email

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:
 - 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.
 - 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 Sunny Chan,

Department defined email content

We are looking forward to seeing you at CUHK to join the event:

VRS meeting with external visitor

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

- Your redeem url: <https://cts2.itsc.cuhk.edu.hk/VRSRedeem/?vid=4A0FA0PRLMSLGKOM8066>

- Your redeem code: 4A0FA0PRLMSLGKOM8066

Best Regards,

Visitor Registration System

Visitor action (2a)

- Install “CUHK Mobile Pass” app from app store



- Click the redeem link in the invitation email on their mobile phone

Visitor
Registration
System

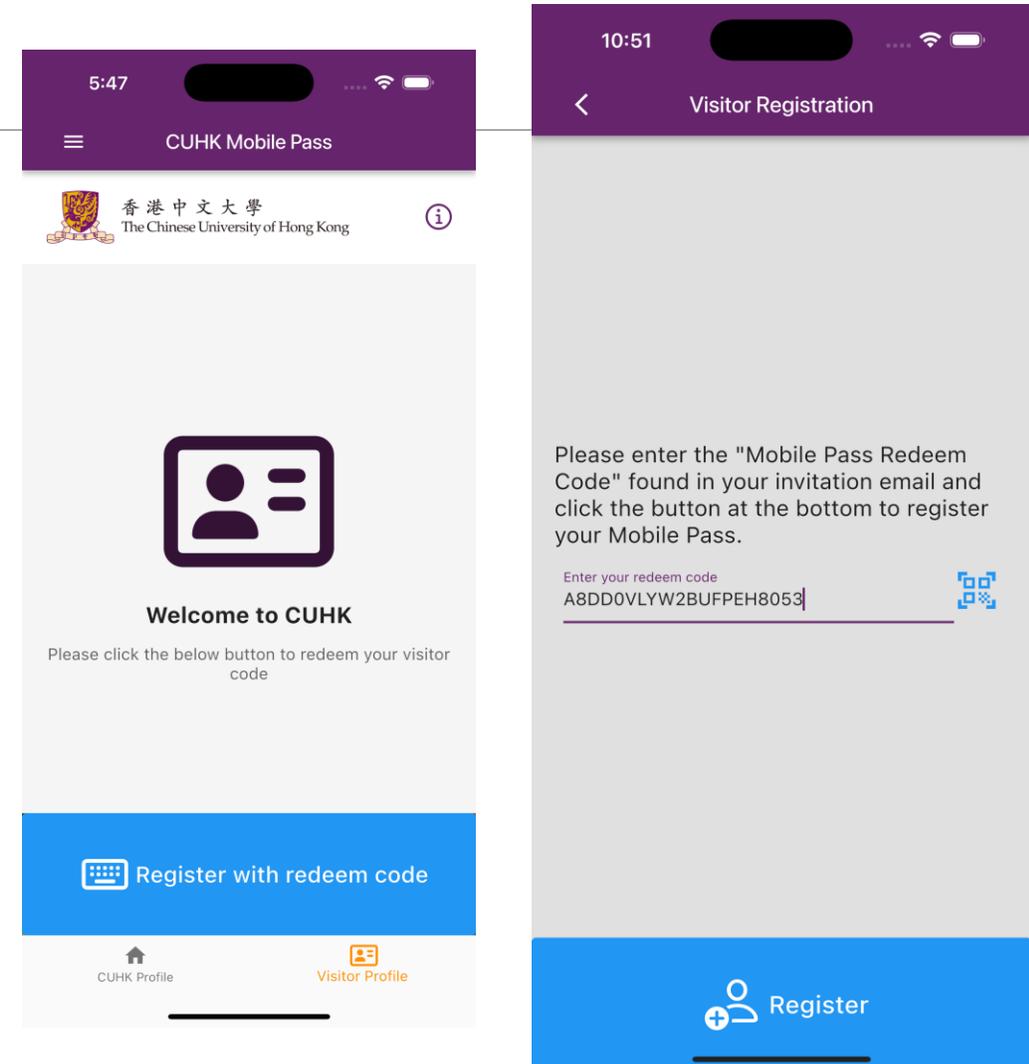
Redeem visitor
profile

Visitor action (2b)

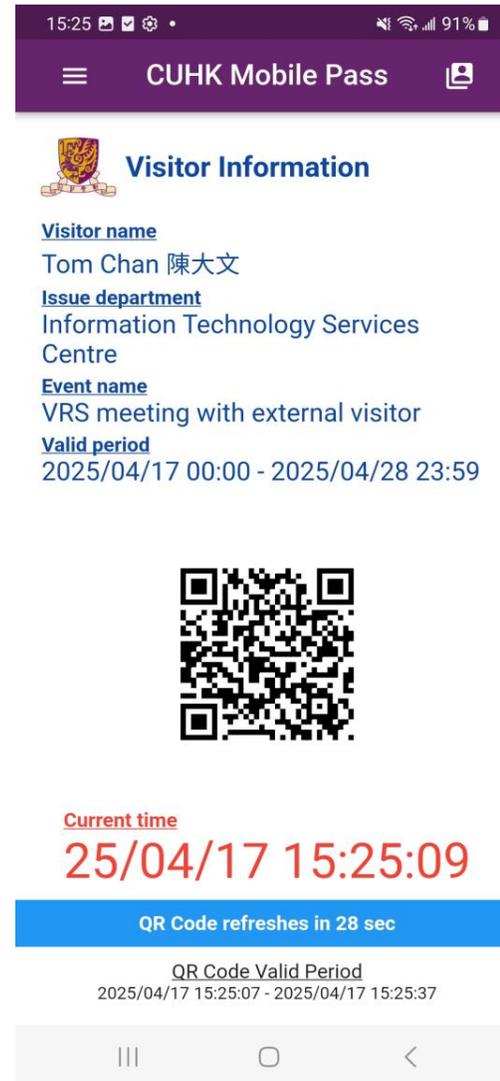
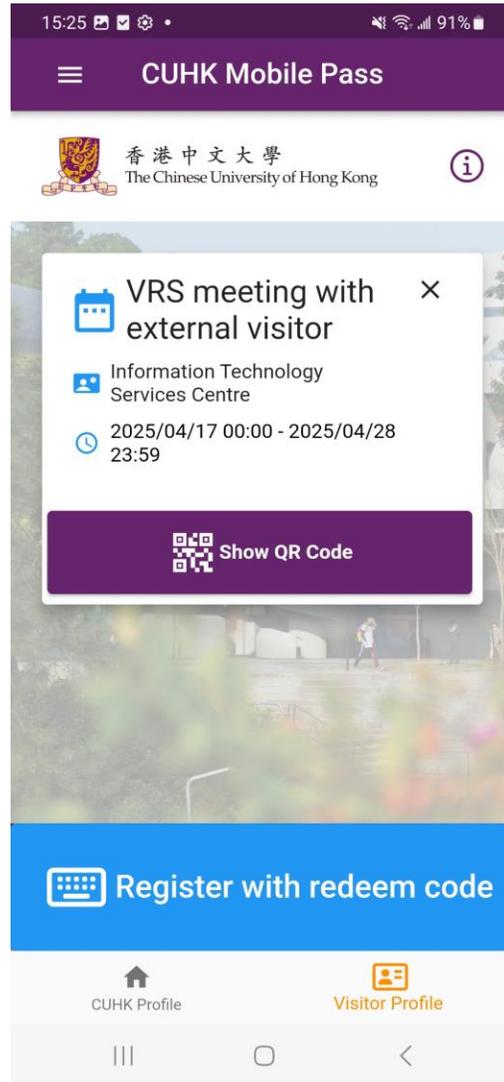
➤ Scan redeem QRCode/Enter redeem code with the CUHK Mobile Pass app

○ Example redeem link:

<https://vrs.itsc.cuhk.edu.hk/Content/VisitorRedeem/?vid=9GK07DP2TZPD6AUD1638>



Use of CUHK Mobile Pass app



VRS entered event/visitor details

QRCode automatically refresh every 30 seconds

Running clock/timer

New VRS Scanner app for department

Background

- New app to support integration with CUHK Mobile Pass
- Aging of blue scanner device causes degrade in performance:
 - Battery life
 - Malfunction of buttons
- Logistics to obtain a new handheld device is not very convenient



Comparison

	Existing VRS Scanner app	Revamp VRS Scanner app
Authentication	Tap CULink Card	CUHK OnePass Login + Device lock and App pin
Supported device	ITSC provided 4" "Blue" device	Any Android devices with OS version 6.0 or above and Camera function
Supported VRS QRCode type	Elementary QR Code	CUHK Mobile Pass QRCode Elementary QR Code
Device Performance/maintainability	Not optimal as the device aging	Better performance as new mobile device could be used
Security	Both app does not store any personal information/visit log on device	

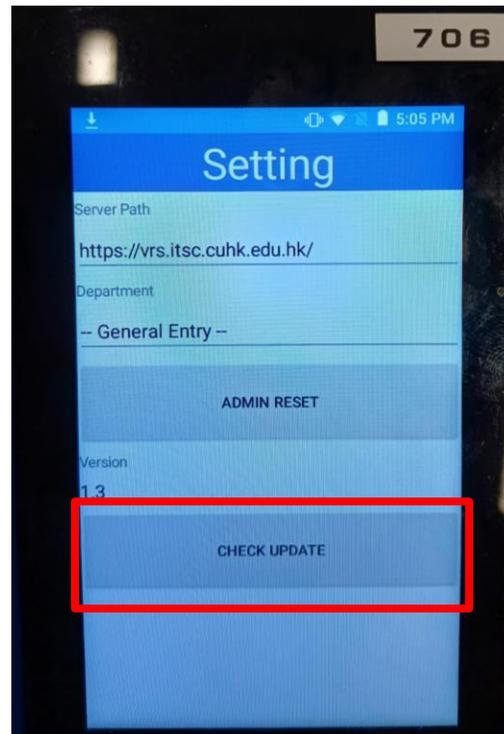
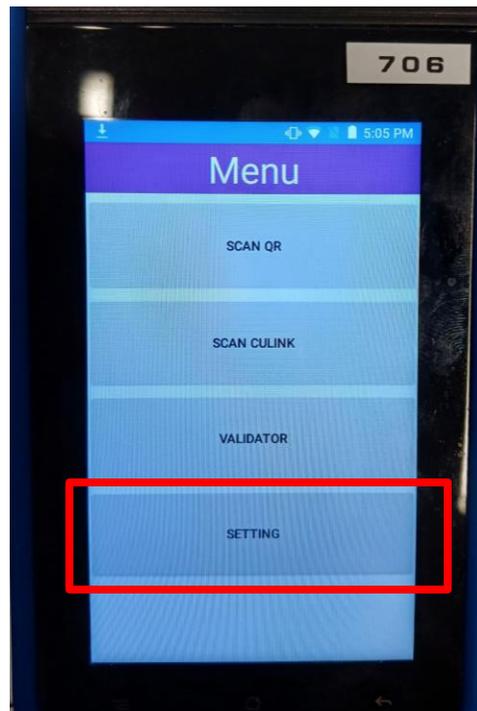
Steps to use new VRS scanner app

1. Download and install the latest APK file by:

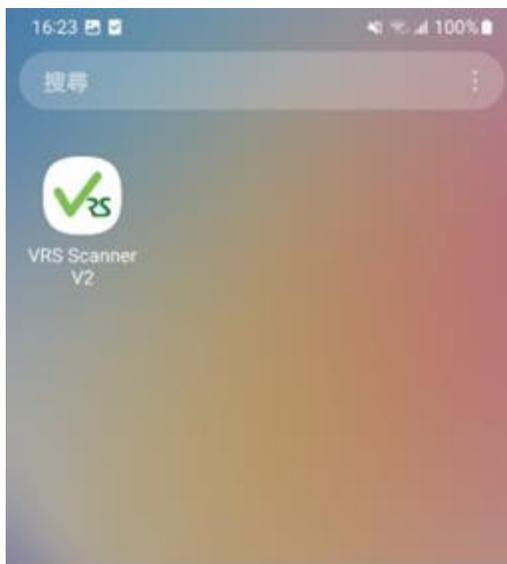
a) Visiting <https://vrs.itsc.cuhk.edu.hk/ReaderRevServices/DownloadScannerApp>

b) Click "Check update" on existing VRS scanner app setting page

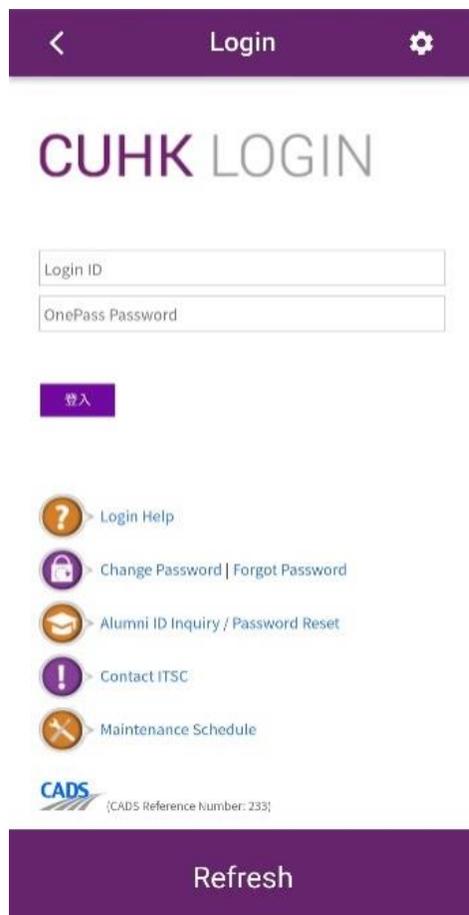
2. Setup **device lock** on your android device



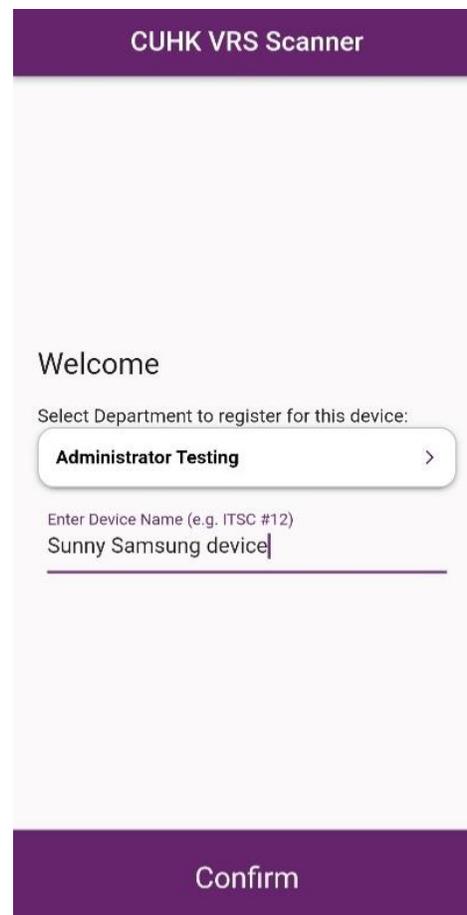
Registration flow of new VRS scanner app



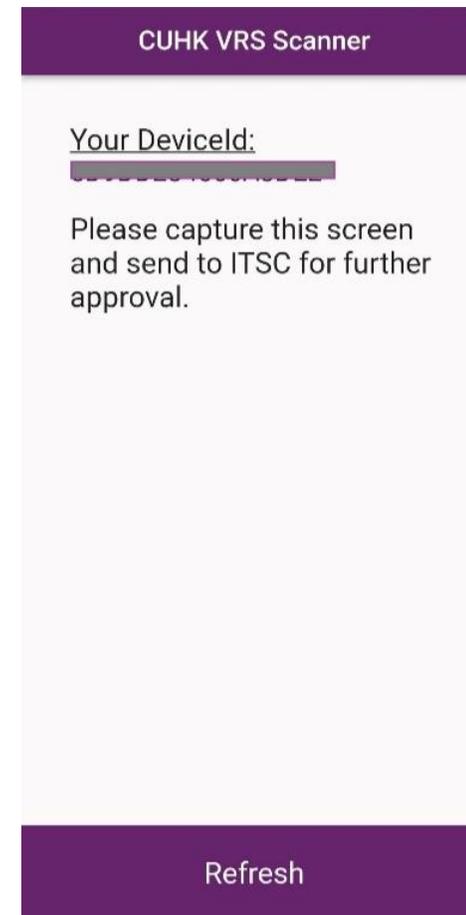
Open “VRS Scanner V2”



CUHK OnePass login

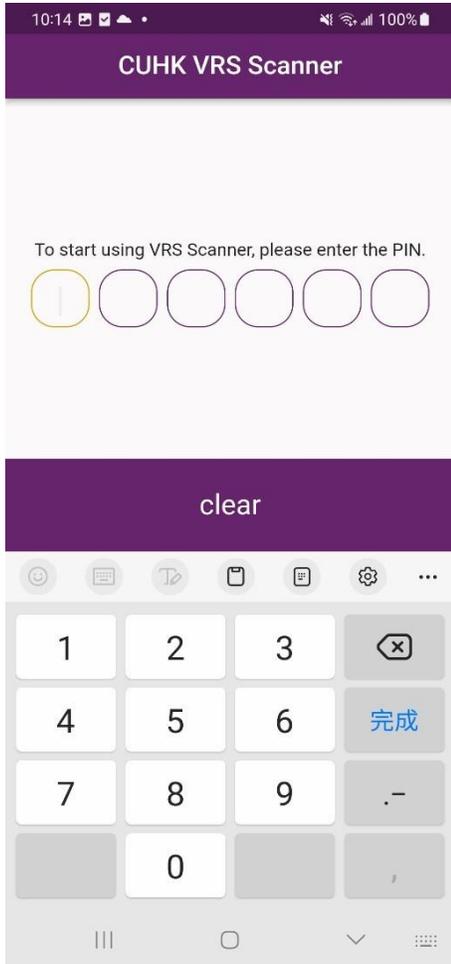


Select department and enter device name for registration

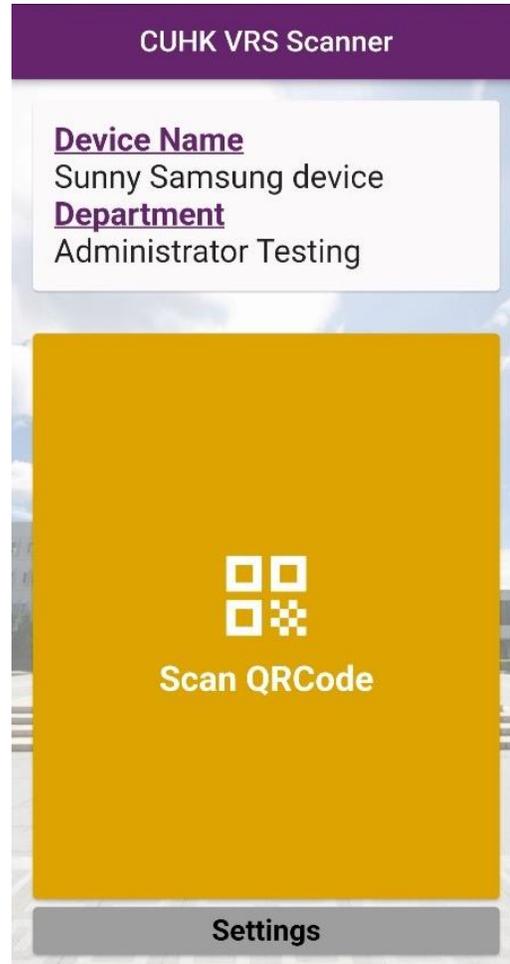


Capture the screen with DeviceID and submit request to ITSC service desk at <http://cuhk.service-now.com/>

Scan QRCode Usage



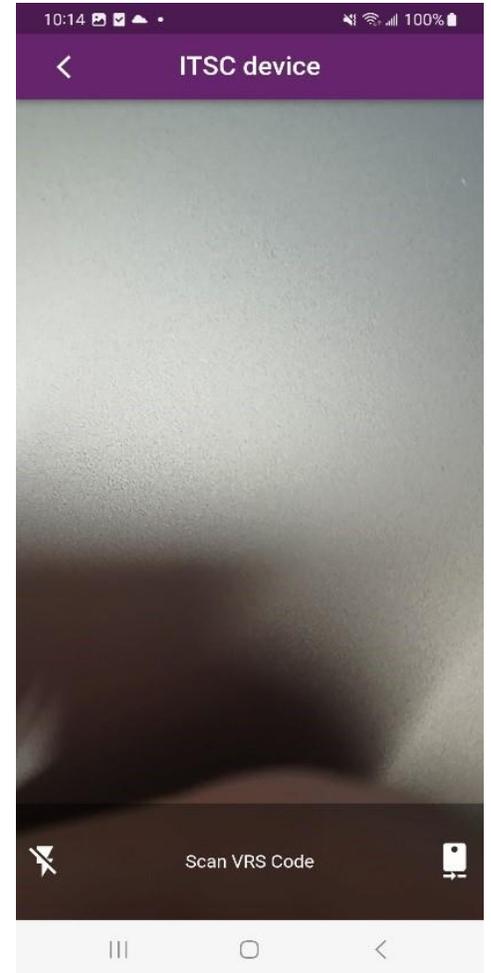
Use Pin for authentication



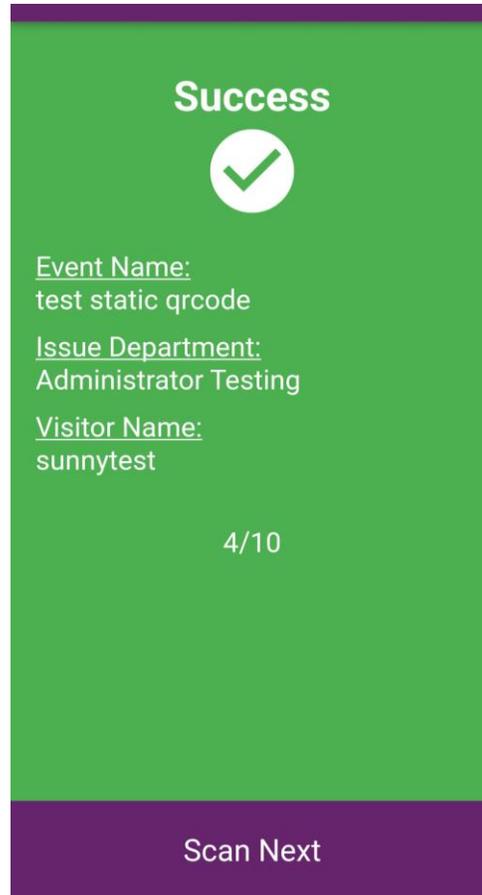
Main menu



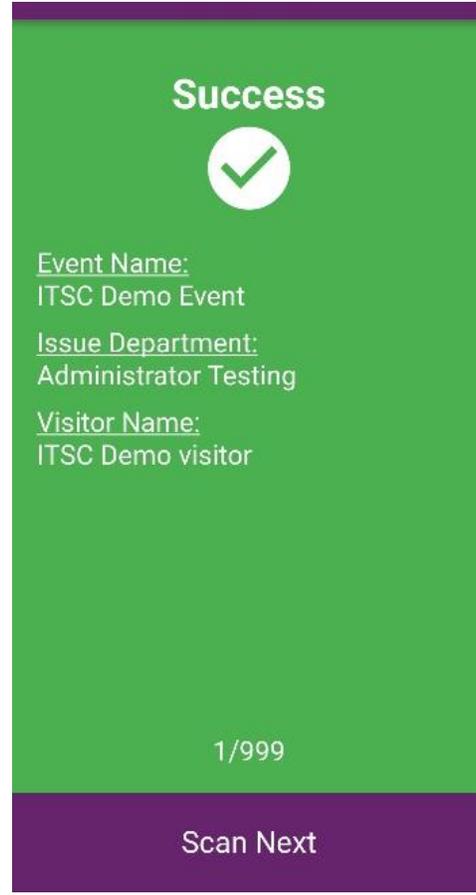
QRCode scanner



Scan QRCode Result



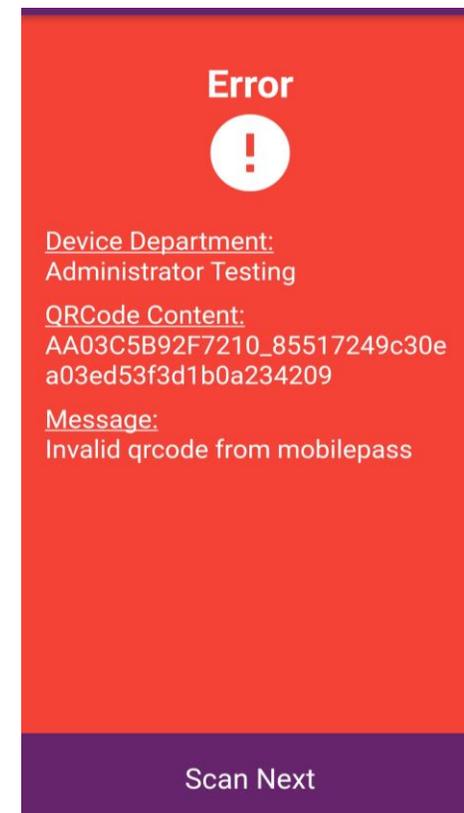
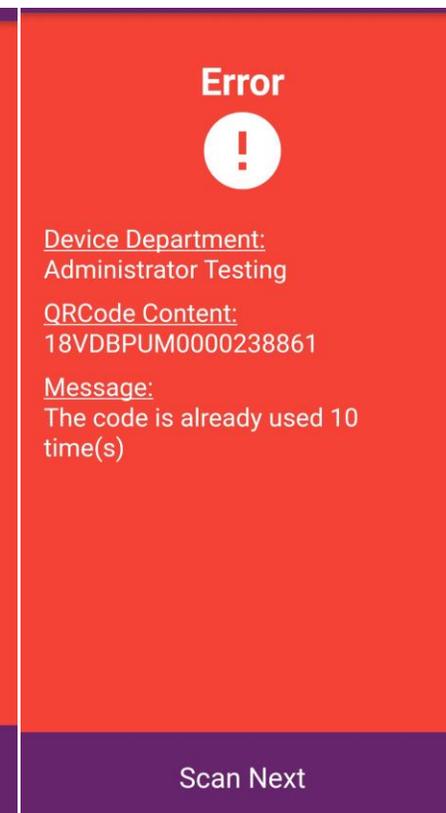
Elementary QR Code



Mobile Pass QR Code

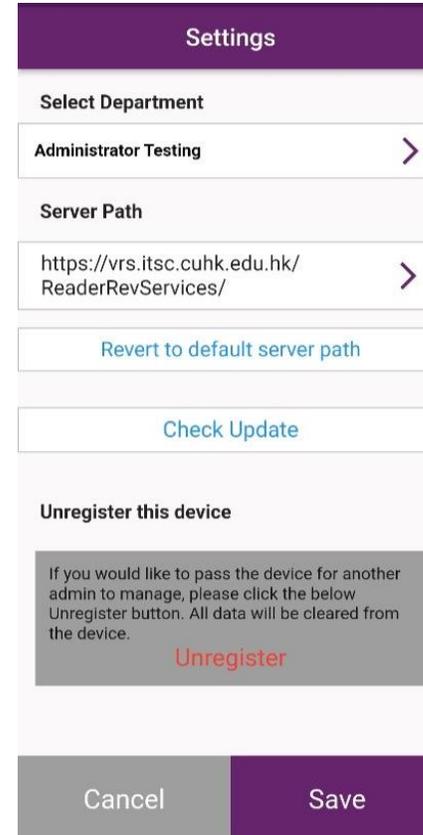
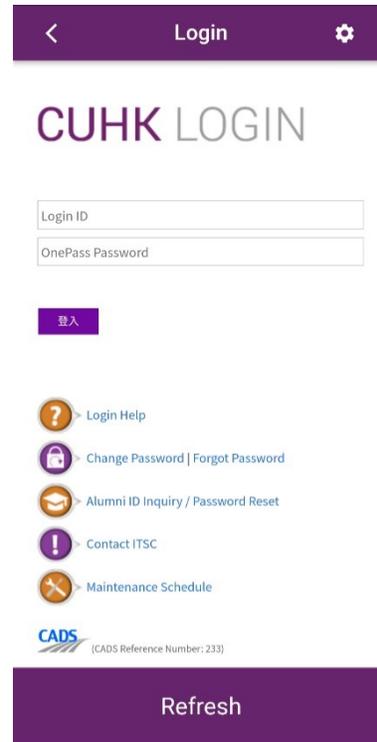
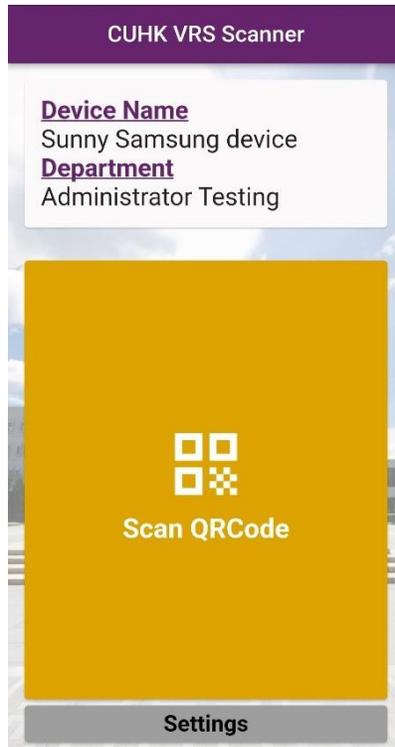


Elementary QR Code



Mobile Pass QR Code:
Screenshot not
accepted

Device Settings



- **Select Department:**

- Change the device department (if any)

- **Server Path:**

- Update the VRS server path (usually remains unchanged unless ITSC notice)

- **Unregister:**

- Unregister this device so that this device can be passed to another admin to manage (New registration is needed)

- Login with the CUHK OnePass account **used to register this device**

Support for VRS

- User guide
 - <https://www.scu.cuhk.edu.hk/index.php/en/vrs-content>

- Enquires
 - SCU: **3943 5403 Mr. Ng** / 3943 7999 Control Room
 - ITSC Service desk: <http://cuhk.service-now.com/>
 - Cloud Applications -> Visitor Registration System

Support for Central Door Access



- ITSC office door access
 - 2023 Summer : support staff Mobile pass
 - 2025 March: support visitor Mobile pass
- This feature is for Central Door Access System only
 - Contact CDA Admin (cpsm@itsc.cuhk.edu.hk) for details.
 - Actual cost may vary case by case

Event - Current [Past Event](#)

Information Technology Services Centre

Show 25 entries

ID	Name	Event Date	Venue
13572	QR Code for new colleagues reporting duty on 14 Apr 2025	2025/04/17 23:59	ITSC, 2/F, Pi Chiu Building, The Chinese University of Hong Kong
13558	CUHK Meeting on Copilot Usage	2025/04/22 15:00	ITSC, Seminar Room 111, 1/F Pi Chiu Building, The Chinese University of Hong Kong

Showing 1 to 2 of 2 entries

Message from Security Office

- Elementary code: Validity Count should set according to event nature
- Strongly recommend to use Mobile Pass QRCode for event more than 1 day
 - Mobile Pass QRCode more reliable and secure
- For event period longer than 14days, please use “Temporary Campus Admission Card”
 - [2021 TemplateforTemporaryCampusAdmissionCard.pdf](#)
- Mobile pass QR Code could NOT use to take school bus

Q & A

THANK YOU