

## OVERVIEW OF LOBBYWORKS

Lobbyworks is a visitor management system that enables each individual owner to login into the system with a unique username and password. Once logged into the system, lobbyworks allows our owners to pre-register their guest, contractor, vendor, or renter.

Once an owner completes the online registration for that person, the information is automatically populated into the system at the gatehouse. An hour prior to arrival; a pass containing the person's name and all information pertaining to their visit will print out at the gatehouse and be waiting for their arrival. The pass will need to be displayed in plain view on the driver's side dash while they are on the property.

Once your guest, contractor, vendor, or renter arrives; they will be issued their pass, their vehicle state and tag number will be entered into lobbyworks and then they will be signed in. You have the ability to check on the status of or update an arrival or departure time of anyone you have registered. If you have authorized a person for more than one day or the person enters the property more than one time during the day, then their pass will be re-scanned to validate that the pass has not expired, plus it will show that the person has left the property and re-entered the main gate.

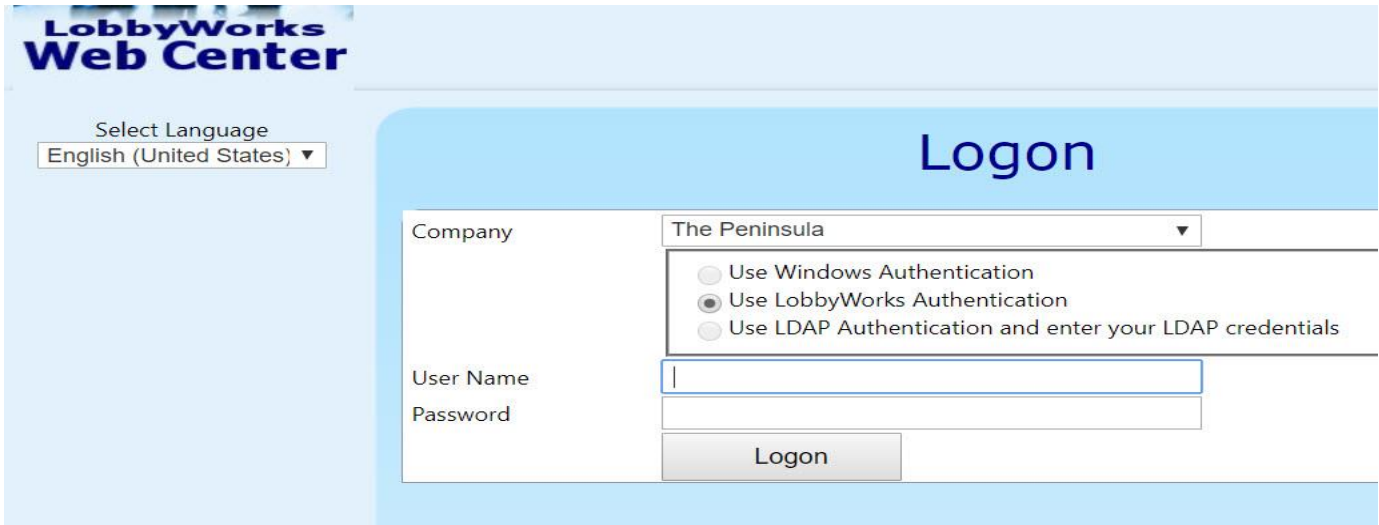
For your guest(s) that have unlimited access to the property (ie: children, parents, etc) you will need to register them online. Please set their pass to expire on 12/31/20—and it can be easily renewed in December, before it expires.

Please remember, that each household that owns property at the Peninsula will have their own unique username and password. The first time that you log onto lobbyworks, please use guest as the password. Lobbyworks will then require you to enter a new password. This password is not viewable by any of our staff or any administrator. If you ever need to have your password reset, please contact the Peninsula Community Association at 302.947.2036 or the gatehouse at 302.947.4456. We have the ability to reset your password to guest and then you will follow the instructions above to enter your new password.

*The Lobbyworks Visitor Management System is used for various types of facilities (ie: colleges, office complexes, factories, etc). Because of this, there will be some options that you will see that the PCA is not currently using.*

## LOGGING INTO LOBBYWORKS:

- 1) <https://penlw.advantechsecurity.net/lobbyworks> (takes you directly to the sign-in page – see picture below). At the login screen, type in your username and password. The company will always be The Peninsula. Use Lobbyworks Authentication should always be checked. Click login.



The screenshot shows the 'LobbyWorks Web Center' login interface. On the left, there is a 'Select Language' dropdown menu currently set to 'English (United States)'. The main area is titled 'Logon' in a large blue font. Below the title, there is a 'Company' dropdown menu set to 'The Peninsula'. To the right of the company menu are three radio button options: 'Use Windows Authentication', 'Use LobbyWorks Authentication' (which is selected), and 'Use LDAP Authentication and enter your LDAP credentials'. Below these options are input fields for 'User Name' and 'Password'. A 'Logon' button is positioned at the bottom right of the form.

- 2) [www.peninsulamembers.com](http://www.peninsulamembers.com) (this is the members page). On the left side of the page under the heading "Member Central", scroll down to "Lobbyworks - Guest Registration" and click on this link. It will open the page that has the "how to user guide" and there is the link to take you directly to the Lobbyworks sign in page. Please make sure you use your Lobbyworks user id and password to access the Lobbyworks Visitor Management System. The user guide will give you step by step instructions, including pictures to assist you in using the Lobbyworks Visitor Management System.



- 3) <http://peninsula-delaware.com/homeowners/> (this is the owner's page). Click on the green box "Open Lobbyworks" and a new web page will open with the Lobbyworks sign-in page displayed (it will look like the sign in page pictured above in section 1).




## Changing your password:

You will see the screen below, which is where you will change your password from "guest" to your own unique password. Remember, we cannot see your password; we can only reset it to "guest". After you enter your unique password twice, click "change password".

The image shows the "LobbyWorks Web Center" interface. On the left, it says "You are logged in as Welch, William" and has a "Log off" link. The main area is titled "Logon Password Change" in large blue letters. Below this is a blue header bar that says "CHANGE PASSWORD". Underneath is a form with four fields: "Company" (The Peninsula), "User Name" (Welch1007), "New Password" (with a cursor), and "Confirm New Password". At the bottom of the form is a "Change Password" button.

## Using Lobbyworks:

The first screen you will see after changing your password will be used to navigate LobbyWorks. From this screen (pictured below); you can update your information by going to Personal Profile (remember to save the changes) and register guests by going to Pre-registered Visits.

The image shows the "LobbyWorks Web Center" interface. On the left, it says "You are logged in as Welch, William" and has a "Log off" link. Below this is a sidebar menu with icons and links: "Personal Profile", "Pre-registered Visits", "Group Visitors", "Active Visits" (which is highlighted), "Denied Visitors", and "Help". The main area is titled "Active Visits" in large blue letters. Below this is a table with the following columns: "Authorize/Sign out", "Status", "Last Name", "First Name", "Company", and "Host". Above the table, it says "There are no items".

To update your personal information, click Personal Profile and update the available fields (indicated with arrows). Remember to click save when finished.

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile**
- Pre-registered Visits
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Personal Profile

First Name	William	←
Last Name	Welch	←
Host Company	The Peninsula	
Host Site	Site1	
Host Building	Building1	
Department	21813 Peninsula Esplanade, Peninsula Gatehous	→
Phone	3029474456	←
Mobile Phone		←
E-mail	pcasecsupv@gmail.com	←
Alternate Host 1		←
Alternate Host 2		←

☒ Send visits notification to myself.  
☐ Send visits notification to delegated host.

←

## PRE-REGISTERING A VISITOR:

Click on **Pre-Registered Visits** on the left hand column.

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Pre-registered Visits

There are no items

	Edit	Last Name	First Name	Company	Date Expected	Host Employee
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Click on **Pre-Register New Visitor**. The Pre-Register New Visitor page will open (see following picture).

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula
Host Site	Site1
Host Building	Building1
Visit Category	_Guest
First Name*	
Last Name*	
Company	

[Continue](#)

\* indicates mandatory field

Enter the required information: Click the drop down menu for Visit Category, and then select the type of visit (Guest, Rental, Contractor/Vendor, Realtor).

Enter you guest or renters first name and last name. If you have a realtor, delivery, contractor or vendor coming; enter their first name, last name and company name. If you do not know the delivery, contractor or vendors first and last name; please enter the company name in the first name, last name and company name slots. See below pictures.

#### Guests:

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula
Host Site	Site1
Host Building	Building1
Visit Category	_Guest
First Name*	Mickey
Last Name*	Mouse
Company	

[Continue](#)

\* indicates mandatory field





**Contractors/Vendors/Deliveries (Person's name is not known):**


**LobbyWorks  
Web Center**


You are logged in as Welch,  
William


[Log off](#)


 Personal Profile

 **Pre-registered Visits**

 Group Visitors

 Active Visits

 Denied Visitors

 Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula ▼
Host Site *	Site1 ▼
Host Building *	Building1 ▼
Visit Category	_ Contractor/Vendor ▼
First Name *	?
Last Name *	?
Company	George Sherman HVAC

Continue


\* indicates mandatory field


**Contractors/Vendors/Deliveries (Person's name is known):**


**LobbyWorks  
Web Center**


You are logged in as Welch,  
William


[Log off](#)


 Personal Profile

 **Pre-registered Visits**

 Group Visitors

 Active Visits

 Denied Visitors

 Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula ▼
Host Site *	Site1 ▼
Host Building *	Building1 ▼
Visit Category	_ Contractor/Vendor ▼
First Name *	Fred
Last Name *	Flintstone
Company	Megee Plumbing

Continue


\* indicates mandatory field


## Rentals:


**LobbyWorks  
Web Center**


You are logged in as Welch,  
William


[Log off](#)


 Personal Profile

 **Pre-registered Visits**

 Group Visitors

 Active Visits

 Denied Visitors

 Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula ▼
Host Site	Site1 ▼
Host Building	Building1 ▼
Visit Category	_Rental ▼
First Name*	George
Last Name*	Jones
Company	

Continue


\* indicates mandatory field


## For Realtors:


**LobbyWorks  
Web Center**


You are logged in as Welch,  
William


[Log off](#)


 Personal Profile

 **Pre-registered Visits**

 Group Visitors

 Active Visits

 Denied Visitors

 Help

## Pre-register new visitor

**Pre-register new visitor**

Host Company	The Peninsula ▼
Host Site	Site1 ▼
Host Building	Building1 ▼
Visit Category	_Guest ▼
First Name*	Whoopie
Last Name*	Goldberg
Company	Flying Carpet Realty

Continue

\* indicates mandatory field

Then click “continue”. The screen will look like the picture below.

**Please be sure to complete the following fields on the registration form:  
These are the only fields that are required to be completed.**

**Visit Category** - Guest, Contractor/Vendor, Rental.

**First Name, Last Name, Company Name & Host Employee** will already be filled in.

**Date Expected** - This is the arrival date. You can change the time, but 8 am is the default time.

**Expire Date** - This is the date the pass will expire. You can change the time, but 23:59 is the default expiration time.

**Preauthorized** – **DO NOT check this box. Doing so will result in the Gatehouse NOT being notified you have visitors coming.**

**Visit Note** - Not required, but any additional notes can be entered here.

**Homeowner Agreement** – This section contains important information. Please read this section. The default setting is “I Disagree”. You must select “I Agree”.

Click on **Finish**. If you need to correct the first or last name or company information, hit “Back”. Then just select “I Agree” and click Finish.

The screenshot shows the 'Pre-registered Visits' form in the LobbyWorks Web Center. The user is logged in as Welch, William. The form includes a sidebar with navigation links: Personal Profile, Pre-registered Visits (selected), Group Visitors, Active Visits, Denied Visitors, and Help. The main form area is titled 'Pre-registered Visits' and contains a 'Pre-register new visitor' section. This section has several dropdown menus: Host Company (The Peninsula), Host Site (Site1), Host Building (Building1), Visit Category (\_Guest), Host Employee\* (Welch, William), and Alternate Host 1. Below these are text input fields for First Name\* (Whoopie), Last Name\* (Goldberg), and Company (Flying Carpet Realty). A callout box with an arrow points to these three fields, stating 'Verify first/last name & Company name (if applicable)'. Below the input fields is a 'Visit Note' section with a text area containing the text 'You can add notes in this section.' Below the Visit Note is a 'Custom Information' section with a 'Card #' field. Below the Card # field is a scrollable text area containing a disclaimer: 'As a host, I am aware of the Peninsula Community Association policies and take upon myself the responsibility to ensure that my visitors follow all policies and guidelines, including: - Visitors must display their visitor pass on the dash of their vehicle. - Passes cannot be copied, duplicated, or transferred to anyone else. - Visitors must not enter restricted areas, construction sites or the golf course after hours.' A callout box with an arrow points to this disclaimer, stating 'Please read this section. It contains important information.' Below the disclaimer are two radio buttons: 'I Agree\*' (selected) and 'I DisAgree'. A callout box with an arrow points to the 'I Agree\*' radio button, stating 'Click "I AGree"'. Below the radio buttons are three buttons: 'Back', 'Cancel', and 'Finish'. At the bottom of the form, there is a note: '\* indicates mandatory field' and an upward-pointing arrow.

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

[Personal Profile](#)

[Pre-registered Visits](#)

[Group Visitors](#)

[Active Visits](#)

[Denied Visitors](#)

[Help](#)

## Pre-registered Visits

**Pre-register new visitor**

Host Company: The Peninsula

Host Site: Site1

Host Building: Building1

Visit Category: \_Guest

First Name\*: Whoopie

Last Name\*: Goldberg

Company: Flying Carpet Realty

Host Employee\*: Welch, William

Alternate Host 1:

Visit Note: You can add notes in this section.

Custom Information: Card #

Please read this section. It contains important information.

As a host, I am aware of the Peninsula Community Association policies and take upon myself the responsibility to ensure that my visitors follow all policies and guidelines, including:

- Visitors must display their visitor pass on the dash of their vehicle.
- Passes cannot be copied, duplicated, or transferred to anyone else.
- Visitors must not enter restricted areas, construction sites or the golf course after hours.

☒ I Agree\* ☐ I DisAgree

Back Cancel Finish

\* indicates mandatory field

Verify first/last name & Company name (if applicable).

Click "I AGree"



Your visitor will appear in your profile (see 1<sup>st</sup> picture below picture). Once they have been signed in, your visitor will no longer appear under Pre-Registered Visits. It will appear under Active Visits (see 2<sup>nd</sup> picture below).

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

### Pre-registered Visits

[Delete](#) [Pre-register new visitor](#)

<input type="checkbox"/>	Edit	Last Name	First Name	Company	Date Expected	Host Employee
<input type="checkbox"/>		<u>Goldberg</u>	Whoopie	Flying Carpet Realty	12/7/2017 8:00:00 AM	Welch William
1						

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits
- Group Visitors
- Active Visits**
- Denied Visitors
- Help

### Active Visits

Authorize/Sign out	Status	Last Name	First Name	Company	Host
	Signed In	Goldberg	Whoopie	Flying Carpet Realty	Welch William
1					

## Editing Pre-Registered Visitors:

- Click on **Pre-Registered Visits** to view visitors that have not yet been signed in by the gatehouse.
- To edit a visit, click on **their underlined last name**. This will take you to the pre-registration screen and allow you to edit the information. When finished editing, click on **Finish**.

## Deleting Pre-Registered Visitors:

- To delete a visit, click on the **check box** to the left of their name and then click delete. Please note that only Visitors that have NOT arrived can be deleted.
- The system will ask you "Are you sure you want to delete the selected records?" You must select YES or NO.

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Pre-registered Visits

[Delete](#) [Pre-register new visitor](#)

	Edit	Last Name	First Name	Company	Date Expected	Host Employee
<input checked="" type="checkbox"/>		Clause	Santa		12/7/2017 8:00:00 AM	Welch William
1						

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits**
- Group Visitors
- Active Visits
- Denied Visitors
- Help

## Pre-registered Visits

[Delete](#) [Pre-register new visitor](#)

	Edit	Last Name	First Name	Company	Date Expected	Host Employee
<input checked="" type="checkbox"/>		Clause			12/7/2017 8:00:00 AM	Welch William

Are you sure you want to delete the selected Records?

[Yes](#) [No](#)

## PRE-REGISTERING A GROUP:

Click on Groups Visitors in the left column. Then click on Pre-Register New Group. See below picture.

**LobbyWorks Web Center**

You are logged in as Welch, William

[Log off](#)

- Personal Profile
- Pre-registered Visits
- Group Visitors**
- Active Visits
- Denied Visitors
- Help

## Group Visitors

[Delete](#) [Pre-register new group](#)

There are no items

	Edit	Group Name	Date Expected	Host	Group Members Count
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The group registration window will open. See picture below.

**Please be sure to complete the following fields on the registration form:  
These are the only fields that are required to be completed.**

**Visit Category** – Guest or Rental.

**Group Name** – Enter the group's name.

**First Name, Last Name, Host Employee** will already be filled in.

**Date Expected** - This is the arrival date. You can change the time, but 8 am is the default time.

**Expire Date** - This is the date the pass will expire. You can change the time, but 23:59 is the default expiration time.

**Preauthorized – DO NOT check this box. Doing so will result in the Gatehouse NOT being notified you have visitors coming.**

**Visit Note** - Not required, but any additional notes can be entered here.

**Adding Names** - Now you will need to enter each visitor's first and last name. After entering the first & last name, click Add->. Repeat this step for each group member. If you need to delete a person; Click on their name in the Group Visit Members, Then click <-Remove.

**Homeowner Agreement** – This section contains important information. Please read this section. The default setting is "I Disagree". You must select "I Agree".

Click on **Finish**. If you need to correct the first or last name or company information, hit "Back". Then just select "I Agree" and click Finish.

You are logged in as Welch,  
William

[Log off](#)

- Personal Profile
- Pre-registered Visits
- Group Visitors**
- Active Visits
- Denied Visitors
- Help

## Group Visitors

**Pre-register new group**

### NEW VISITORS GROUP/EVENT

Host Company	The Peninsula
Host Site	Site1
Host Building	Building1
Category	_Guest
Group Name*	
Purpose	Meeting
Security Level	Not Required
Host Employee	Welch William
Alternate Host 1	
Alternate Host 2	

Group visits must have a group name.

Date Expected	12/7/2017	at	8	:	00
Expire Date	12/7/2017	at	23	:	59

To change arrival & departure dates & times, click on each box & a drop down menu will appear.

Visit Location	Building1
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Visit Note

Enter any necessary notes here.

Notify Visitor ☐

### Visitor's Groups

Visitor's Company

First Name\*

Last Name\*

E-mail

Mobile Phone

Driver Id

Add ->

<- Remove

### Group Visit Members

Group guest names will appear in this box.

Upload CSV file for import group visitors.

No file chosen

Custom Information

Card #

As a host, I am aware of the Peninsula Community Association policies and take upon myself the responsibility to ensure that my visitors follow all policies and guidelines, including:

- Visitors must display their visitor pass on the dash of their vehicle.
- Passes cannot be copied, duplicated, or transferred to anyone else.
- Visitors must not enter restricted areas, construction sites or the golf course after hours.

☐ I Agree\* ☐ I DisAgree

Please read this section as it contains important information.

Click I Agree.

## Editing and Deleting Pre-Registered Groups:

- To edit a pre-registered group visit, follow the same instructions used to edit a pre-registered visit.
- To delete a pre-registered group visit, follow the same instructions used to delete a pre-registered visit.

## Viewing Daily Visitors:

To view the visitors who have entered the property, click **Active Visits** (this means they have been signed in – see 1<sup>st</sup> picture below). This will display all the visitors who have entered the property today. **You will not be able to search for visitors from the past.**

To view the visitors who have NOT have been signed in, click **Pre-Registered Visits** (see 2<sup>nd</sup> picture below). This will display all the visitors who have been pre-registered and not yet arrived.

The screenshot shows the 'Active Visits' page in the LobbyWorks Web Center. On the left sidebar, the user is logged in as 'Welch, William' and can click 'Log off'. The sidebar menu includes: Personal Profile, Pre-registered Visits, Group Visitors, **Active Visits** (highlighted), Denied Visitors, and Help. The main content area is titled 'Active Visits' and contains a table with the following data:

Authorize/Sign out	Status	Last Name	First Name	Company	Host
	Signed In	Goldberg	Whoopie	Flying Carpet Realty	Welch William

Below the table, the number '1' indicates one active visit.

The screenshot shows the 'Pre-registered Visits' page in the LobbyWorks Web Center. On the left sidebar, the user is logged in as 'Welch, William' and can click 'Log off'. The sidebar menu includes: Personal Profile, **Pre-registered Visits** (highlighted), Group Visitors, Active Visits, Denied Visitors, and Help. The main content area is titled 'Pre-registered Visits' and includes buttons for 'Delete' and 'Pre-register new visitor'. Below these buttons is a table with the following data:

	Edit	Last Name	First Name	Company	Date Expected	Host Employee
		Goldberg	Whoopie	Flying Carpet Realty	12/7/2017 8:00:00 AM	Welch William

Below the table, the number '1' indicates one pre-registered visit.