Phone guide

FOR SECURITY GUARDS

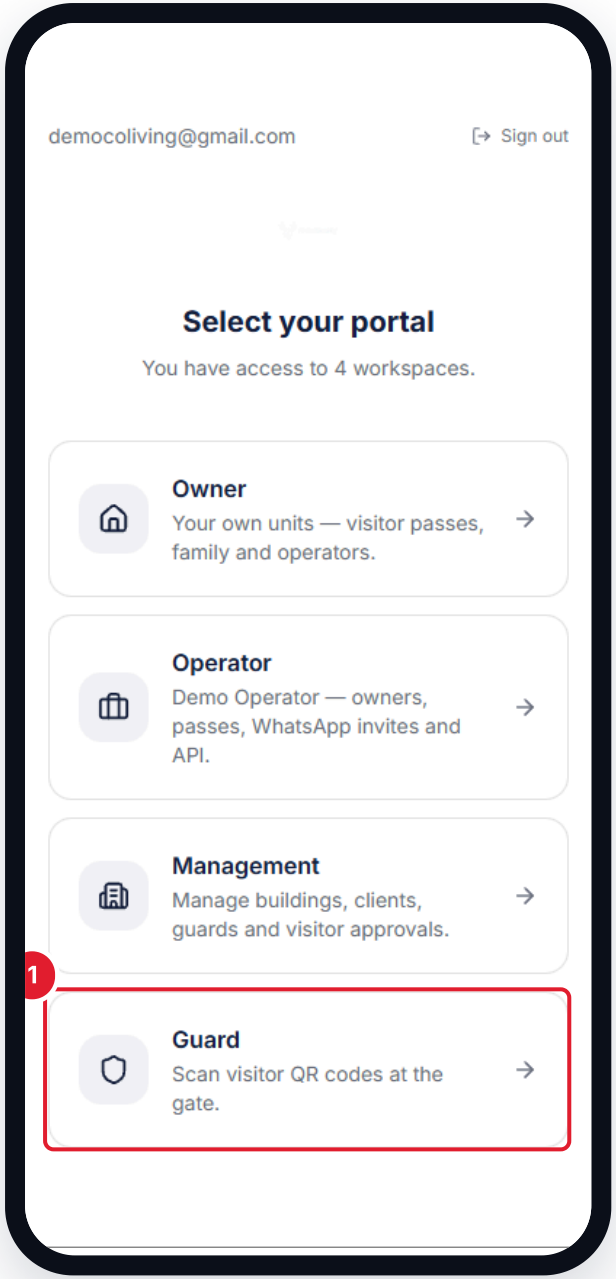
Scan a visitor pass

No visitor book, no copying IC numbers. The visitor shows a QR code, you scan it with the phone, check the details, and tap Check in.

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AntlerSecurity · security.antlerzone.com · Antlerzone Sdn Bhd · November 2026

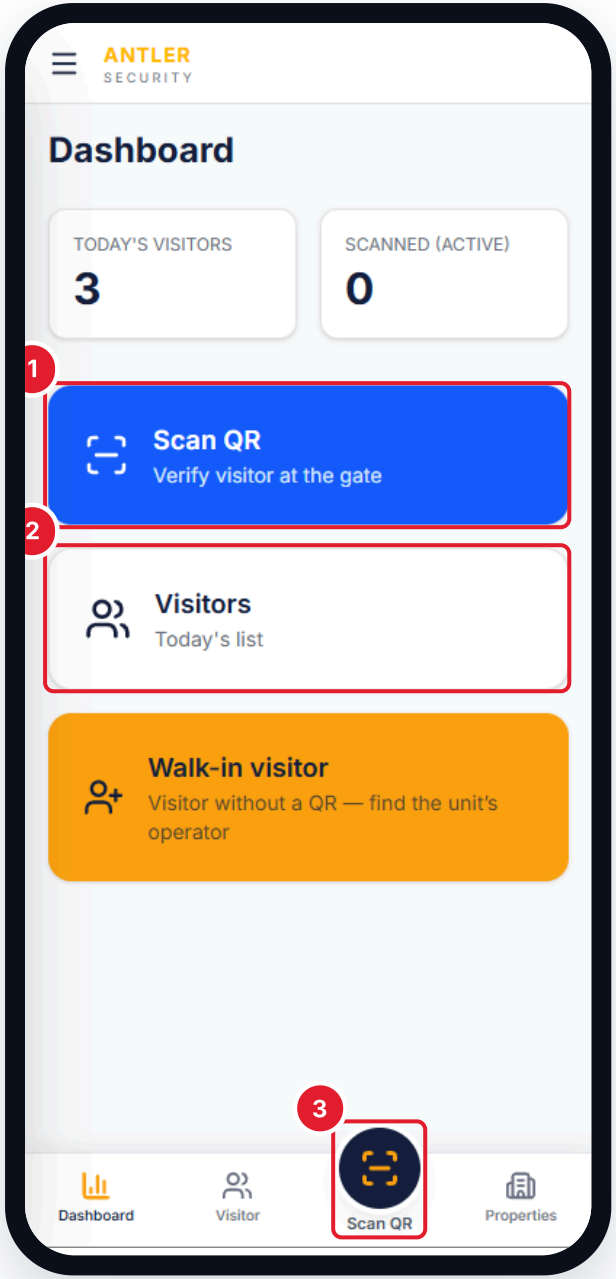


STEP 1

Open the Guard workspace

Sign in to the AntlerSecurity app (or security.antlerzone.com) with your email. One login can hold several roles, so pick the one you need.

1. Tap **Guard**.



STEP 2

Start from the dashboard

The dashboard shows today's visitors and how many have been scanned.

1. **Scan QR** — the visitor is at the gate.
2. **Visitors** — today's expected visitors.
3. Scan QR is also always in the bottom menu.



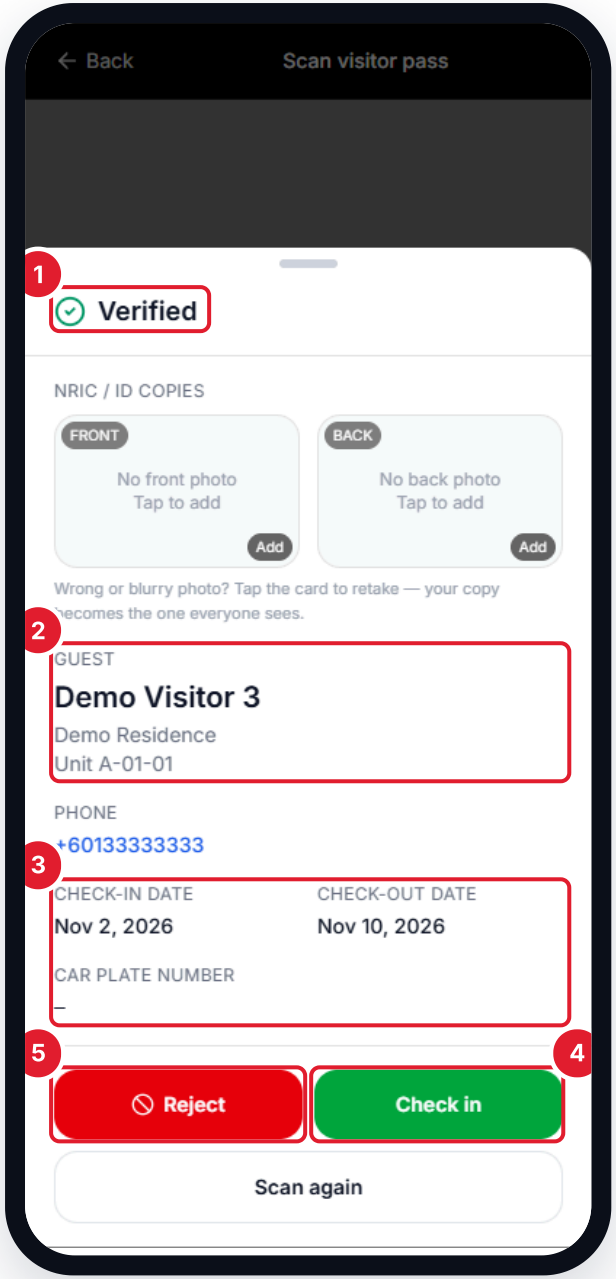
STEP 3

Scan the visitor’s QR

Point the camera at the QR code on the visitor’s phone. It reads by itself — no button to press.

1. Fit the QR inside the frame.

> The visitor’s QR changes every minute, so a screenshot of an old QR will not work.



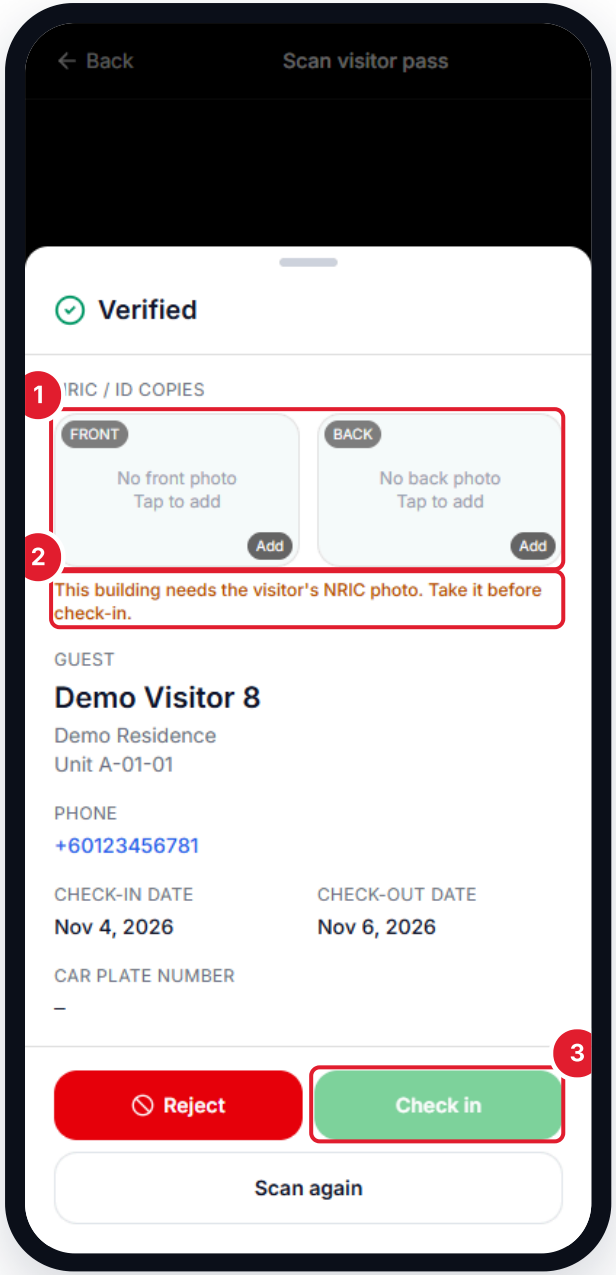
STEP 4

Check the visitor

If the pass is valid you see **Verified** and the visitor's details. Compare with the person in front of you.

1. **Verified** = valid pass for today.
2. Visitor name, building and unit.
3. Visit dates and car plate.
4. All good? Tap **Check in**.
5. Something wrong? Tap **Reject**.

> A blacklisted visitor shows a red BLACKLISTED warning before you check them in.

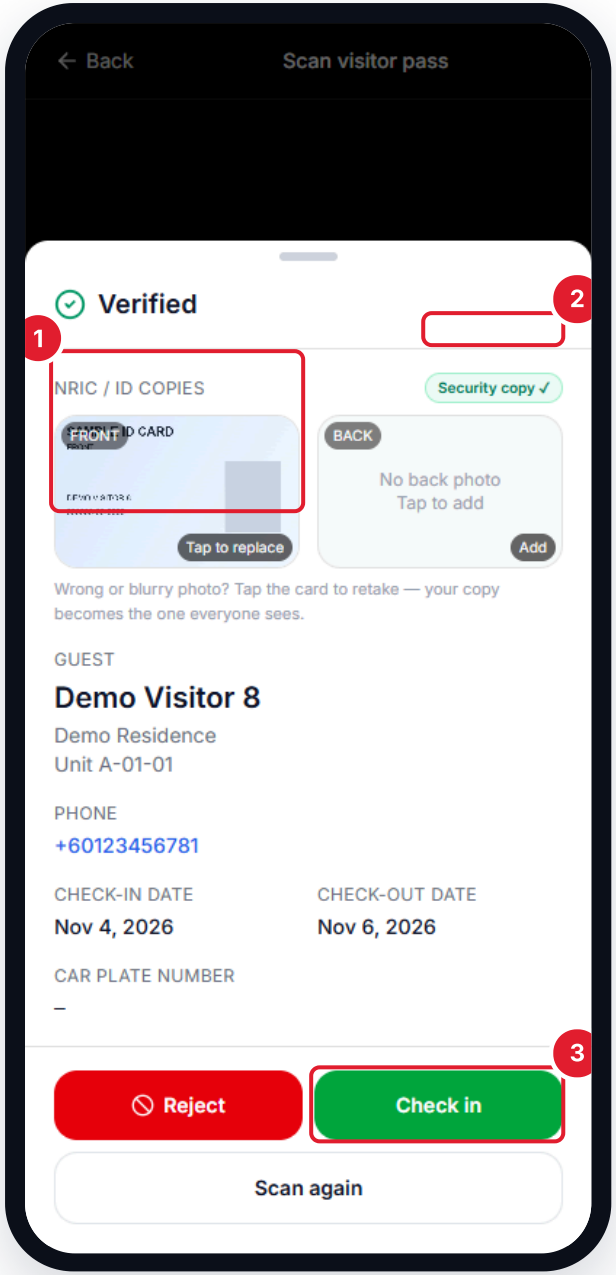


STEP 5

If the building needs an NRIC photo

Some buildings ask the guard to take the visitor's NRIC photo when there is none yet.

1. Tap **Front**, then **Back**, to photograph the IC / passport.
2. This reminder shows when a photo is needed.
3. **Check in** unlocks after the photo.



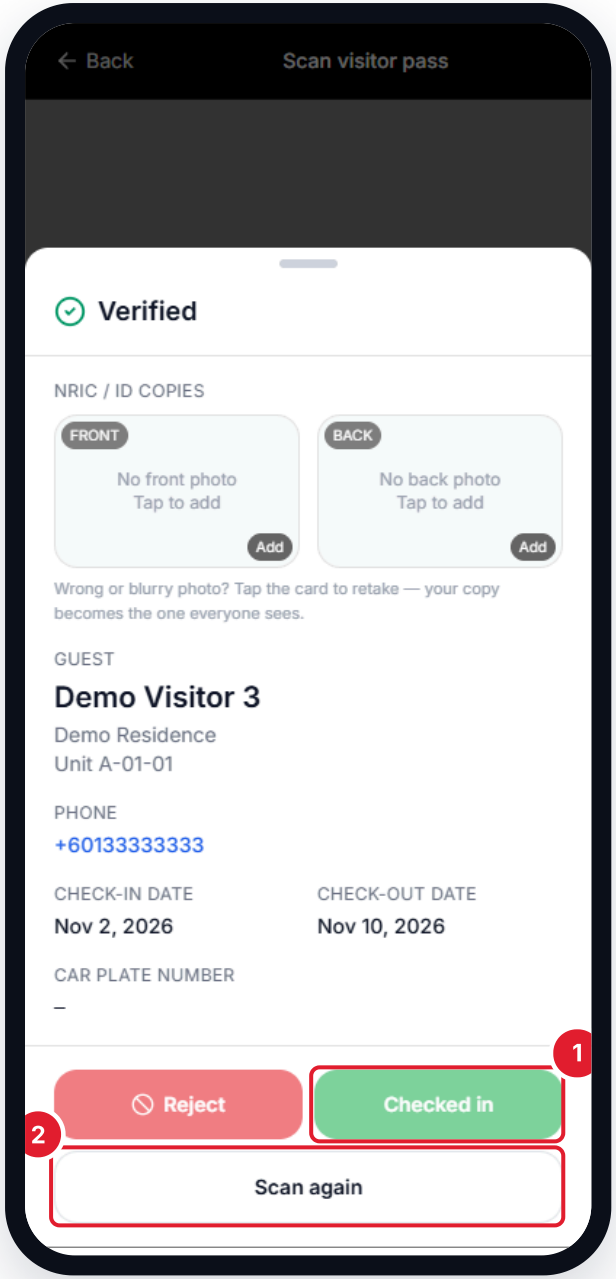
STEP 6

Photo saved — check in

The photo is saved to the visit. Management can see it too.

1. Your photo. Tap it to retake if it is blurry.
2. “Security copy ✓”
3. Tap **Check in**.

> Visitor already added a photo on the pass link? Then you simply see it here — just check in. A blue tick means the visitor verified their identity on their own profile.



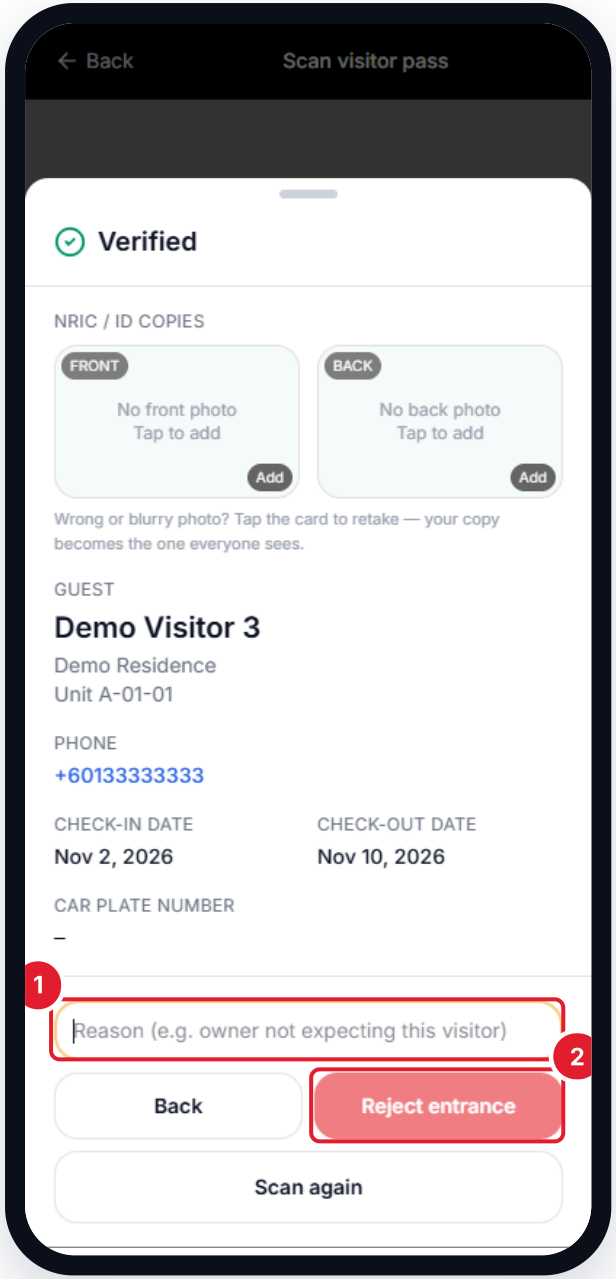
STEP 7

Checked in

The visit is recorded in the visitor log, and the person who created the pass is told the visitor has arrived.

1. **Checked in** — done.
2. **Scan again** for the next visitor.

> There is no check-out. The guard only checks visitors in.



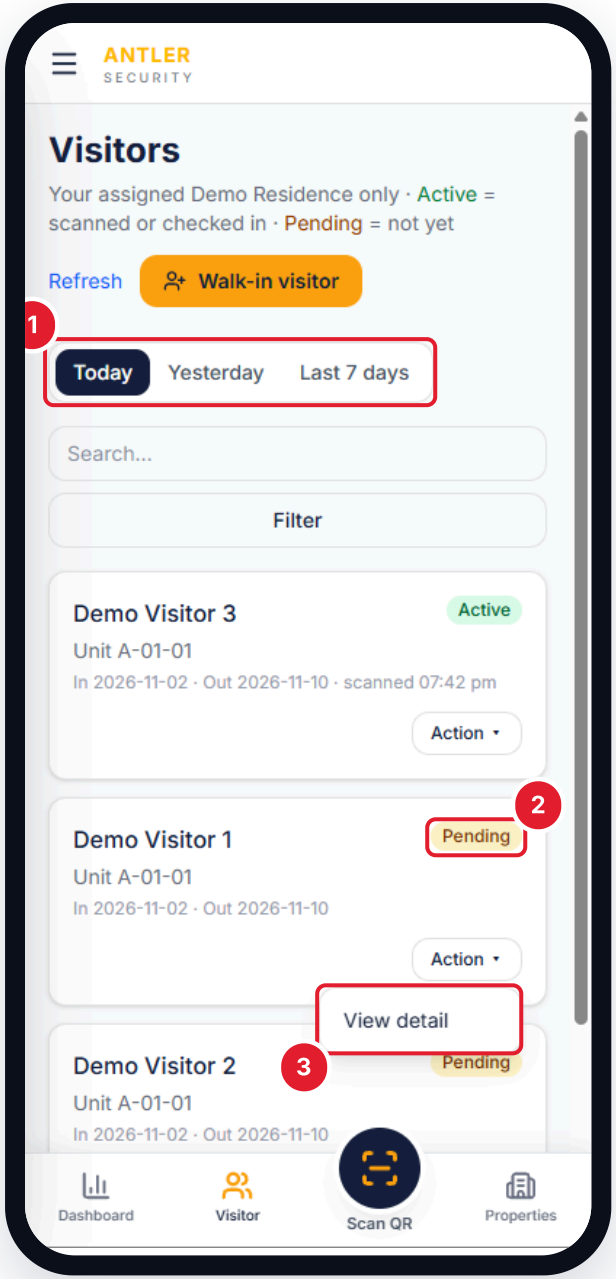
STEP 8

Rejecting a visitor

Only if something is wrong — for example the owner is not expecting this visitor.

1. Write the reason (required).
2. Tap **Reject entrance**.

> Management sees the rejection and the reason under “Rejected at gate”.

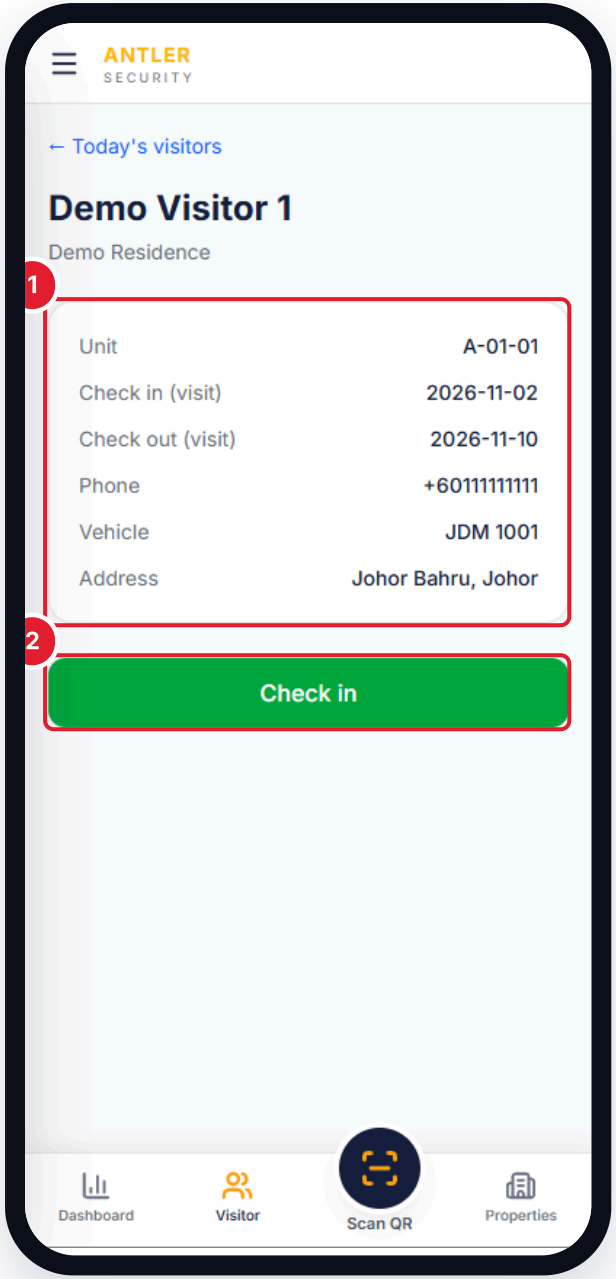


STEP 9

See today's visitors

Visitors lists everyone expected today. **Active** = already scanned, **Pending** = not arrived yet.

1. Today, Yesterday or Last 7 days.
2. Not arrived yet.
3. **Action → View detail**.



STEP 10

Visitor detail

Unit, dates, phone and car plate of one visitor. You can check them in from here too.

1. Visitor details.
2. **Check in**.

> Guards only see the operator’s phone number, never the owner’s.