Desktop guide

FOR BUILDING MANAGEMENT

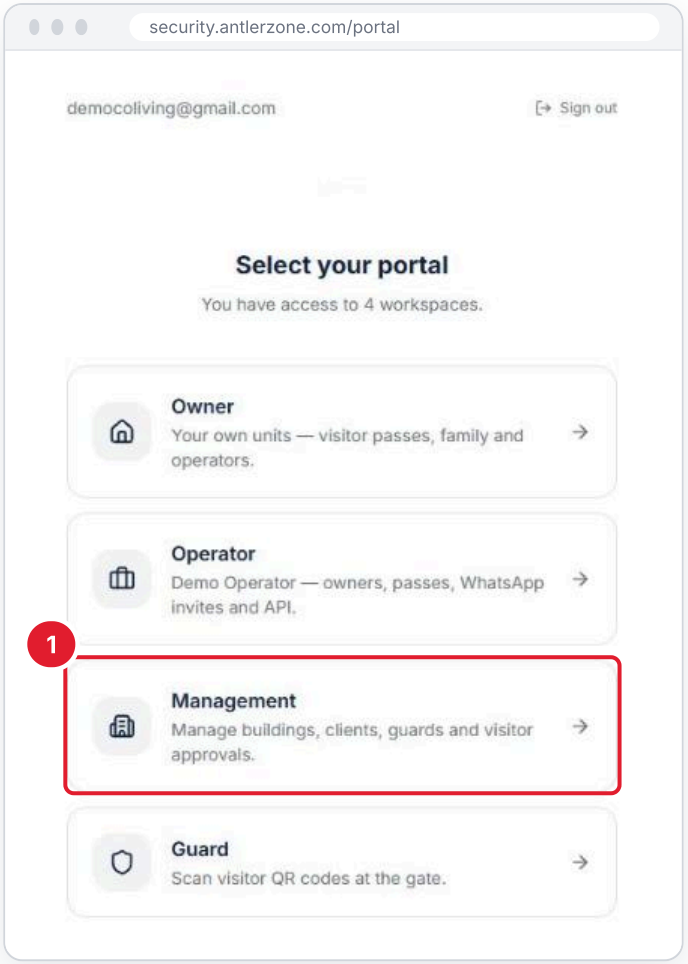
View visitors

See every visitor pass for your building, who created it, and what happened at the gate — and choose whether visitors must show an NRIC photo. From your phone or your office computer.

IN THIS GUIDE

1. Open the Management workspace
2. See all visitor passes
3. Read the visitor detail
4. Filter the list
5. Check the visitor log
6. Approve what is waiting
7. Choose how visitors prove who they are

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

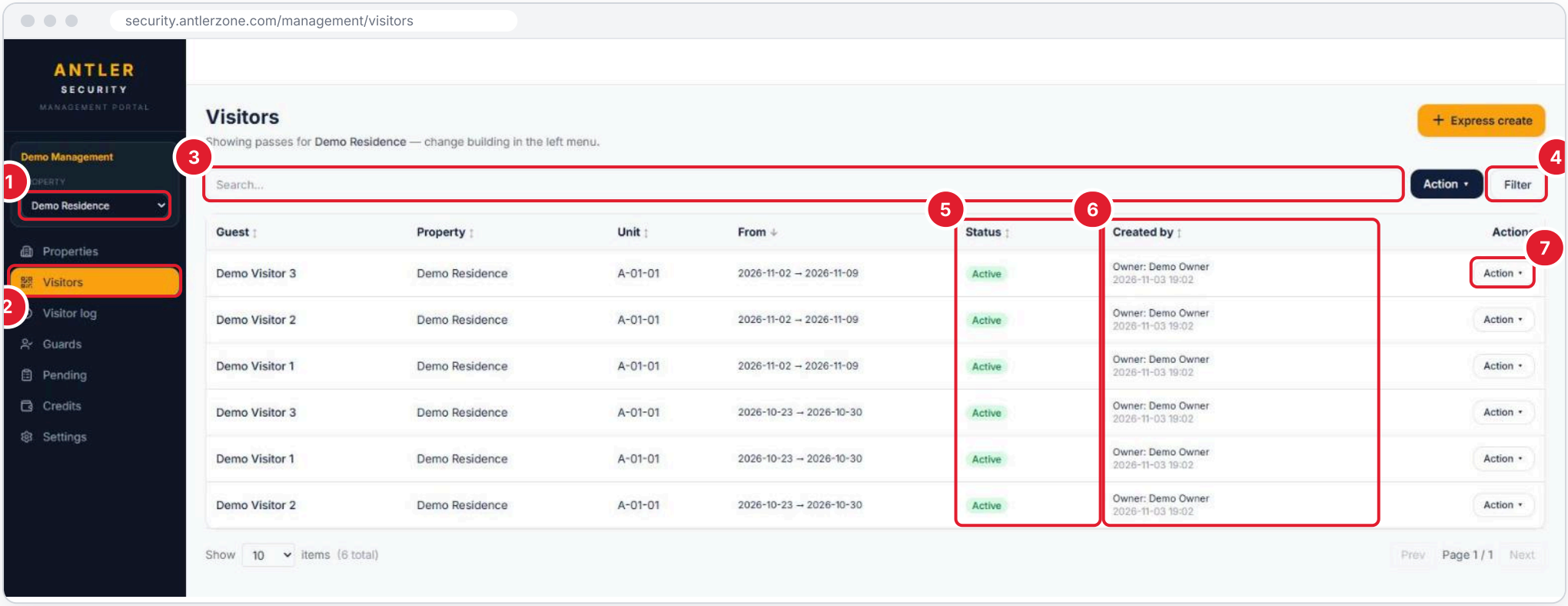


1 Tap **Management**.

STEP 1

Open the Management 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.

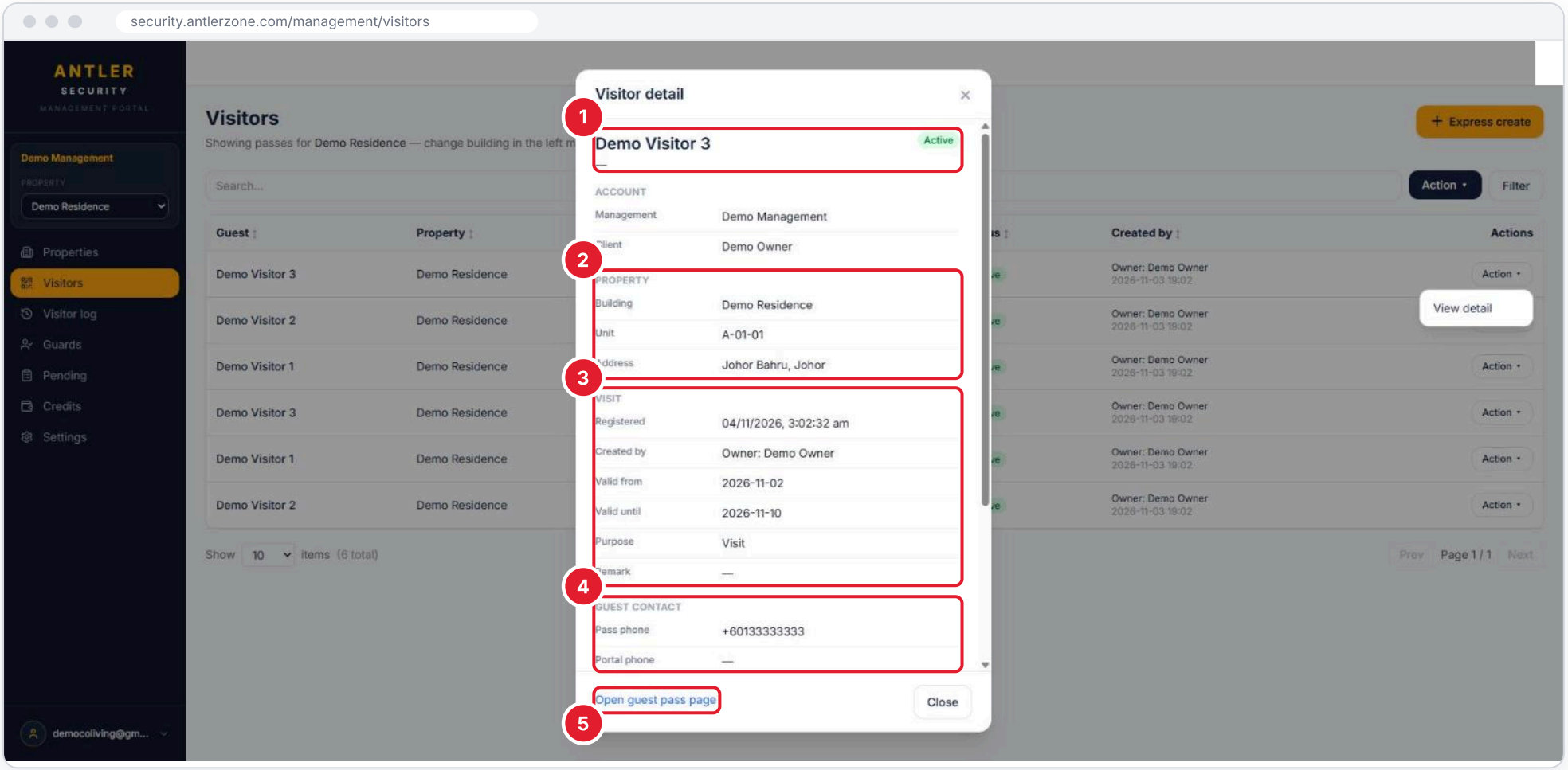


STEP 2

See all visitor passes

Visitors lists every pass for the building you picked, newest first.

1. Pick the building (if you manage more than one).
2. **Visitors** in the left menu.
3. Search by visitor name, unit or phone.
4. **Filter** by status or creator.
5. Pass status.
6. Who created the pass, and when.
7. **Action → View detail** for the full record.



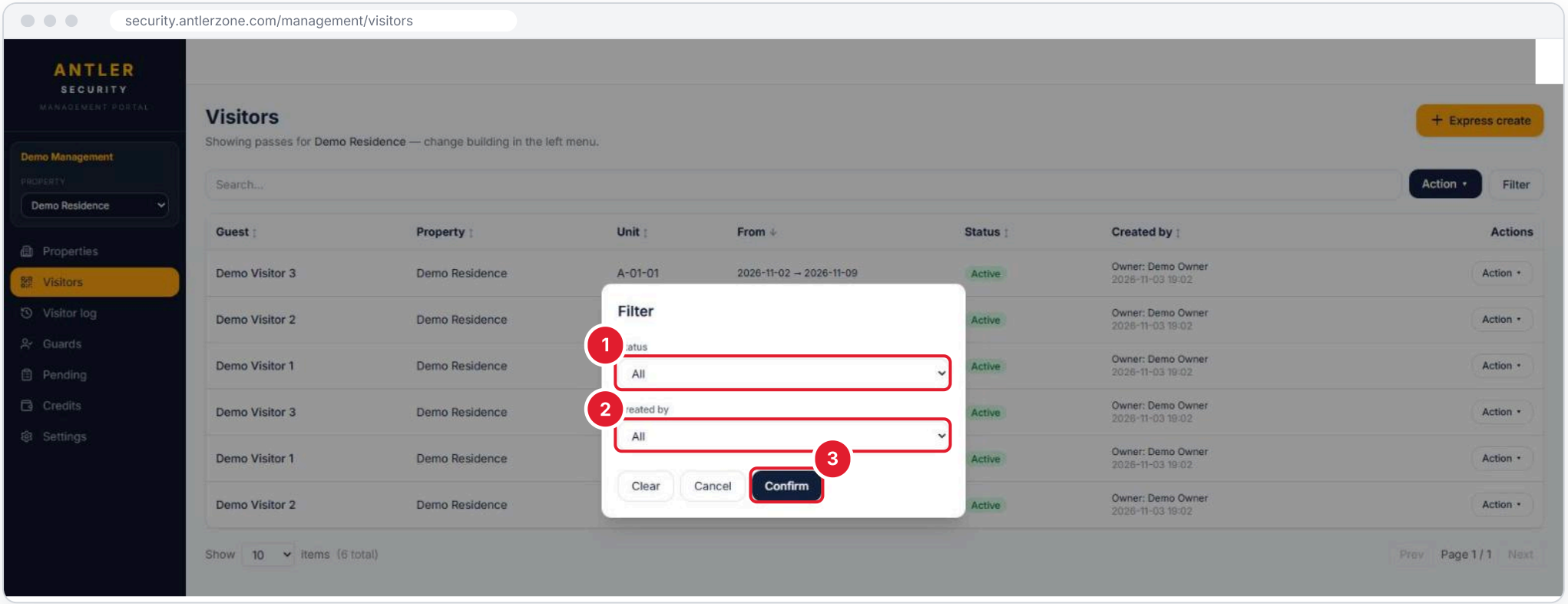
STEP 3

Read the visitor detail

The full record of one pass: building, unit, dates, purpose, contact and who created it.

> IC number and IC photos are hidden 90 days after a pass ends.

1. Visitor name and pass status.
2. Building, unit and address.
3. Registered time, created by, valid dates, purpose.
4. Visitor contact (scroll for more).
5. **Open guest pass page** shows what the visitor sees.

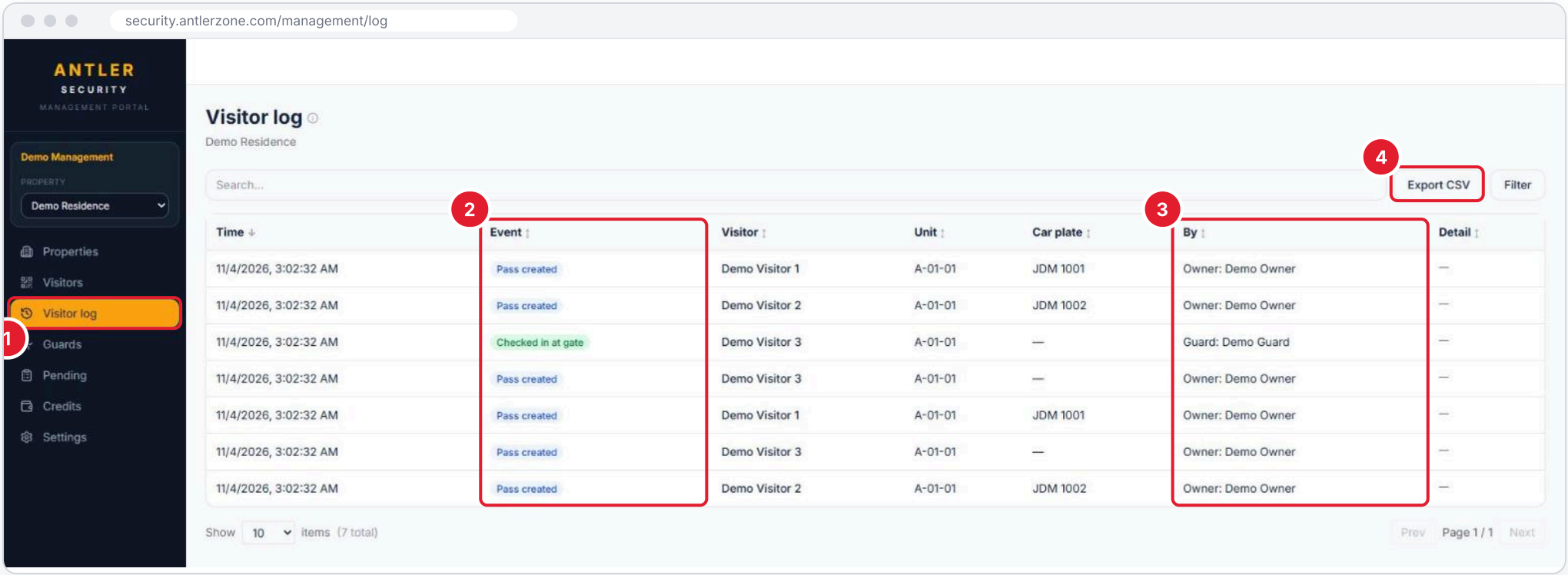


STEP 4

Filter the list

Narrow the list down, for example to see only passes waiting for approval or visitors rejected at the gate.

1. **Status**: Active, Pending approval, Expired, Revoked, Rejected at gate.
2. **Created by**: owner, operator or guard.
3. **Confirm** to apply. **Clear** resets.

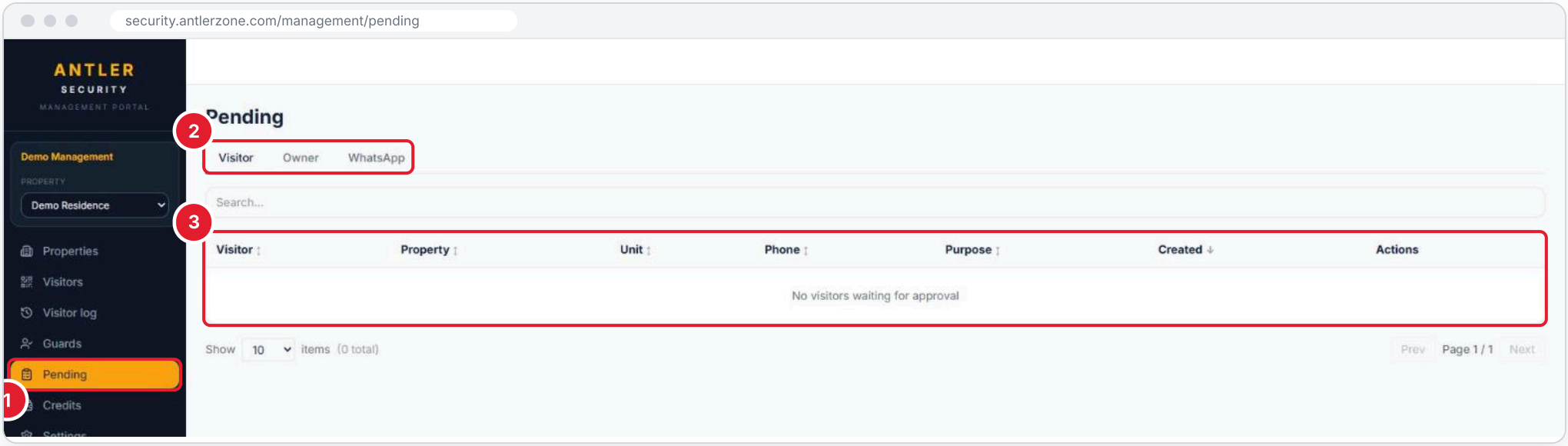


STEP 5

Check the visitor log

One line per event, with the time and who did it. This replaces the paper visitor book.

1. **Visitor log** in the left menu.
2. Event: pass created, checked in at gate, rejected at gate.
3. Who did it.
4. **Export CSV** for a report.

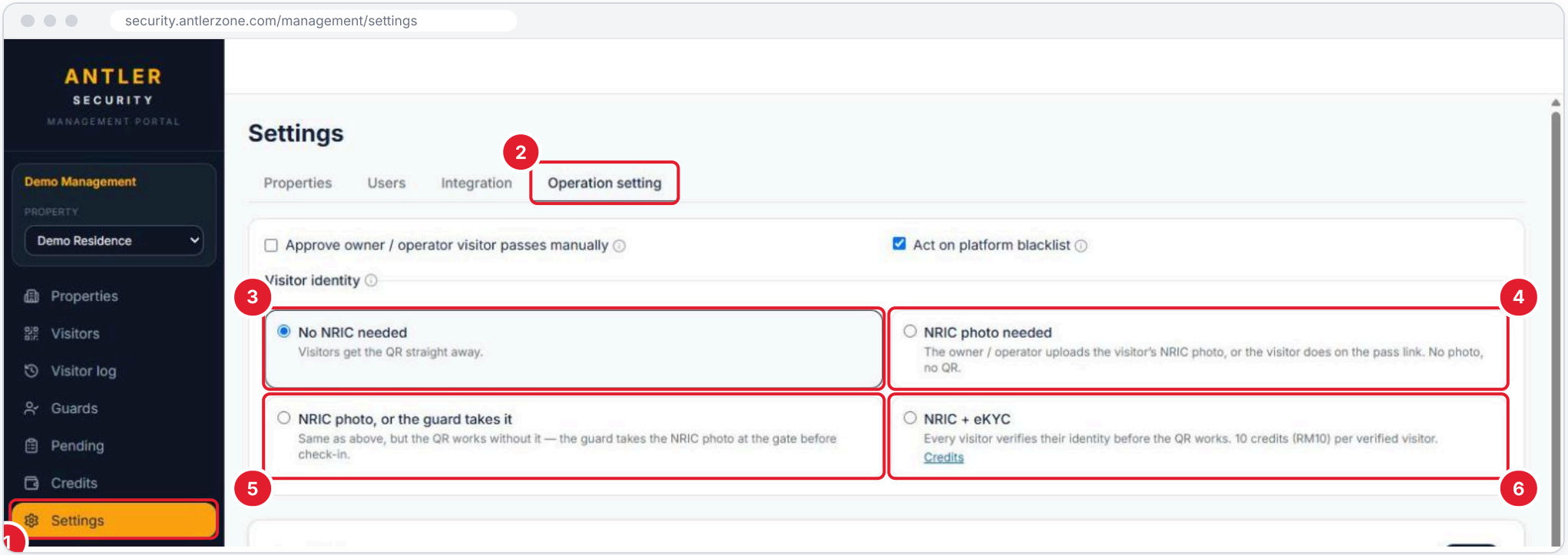


STEP 6

Approve what is waiting

If your building approves passes by hand, new passes wait here until you approve or reject them. Owner join requests and operator WhatsApp requests also land here.

1. **Pending** in the left menu.
2. Visitor passes, owner requests, WhatsApp requests.
3. Approve or reject each item from its row.



STEP 7

Choose how visitors prove who they are

In **Settings › Operation setting**, pick one option for the building. It applies to every pass from owners and operators.

> MyDigital ID / Singpass give no IC photo, so the photo options still ask for one. Guards and management see the NRIC photos; they are hidden automatically 90 days after the pass ends.

1. **Settings** in the left menu.
2. **Operation setting**.
3. **No NRIC needed** (default) — QR straight away.
4. **NRIC photo needed** — no photo, no QR.
5. **NRIC photo, or the guard takes it** at the gate.
6. **NRIC + eKYC** — RM10 per verified visitor.