Phone guide

FOR BUILDING MANAGEMENT

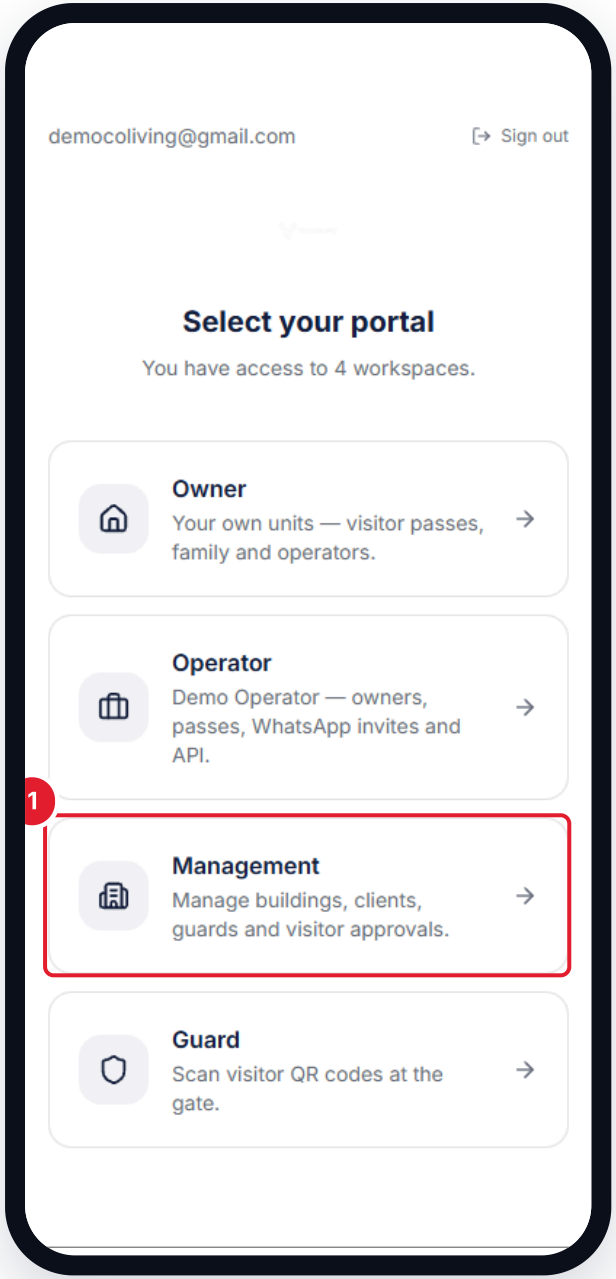
View visitors

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. More pages in the menu
5. Check the visitor log
6. Approve what is waiting
7. Choose how visitors prove who they are

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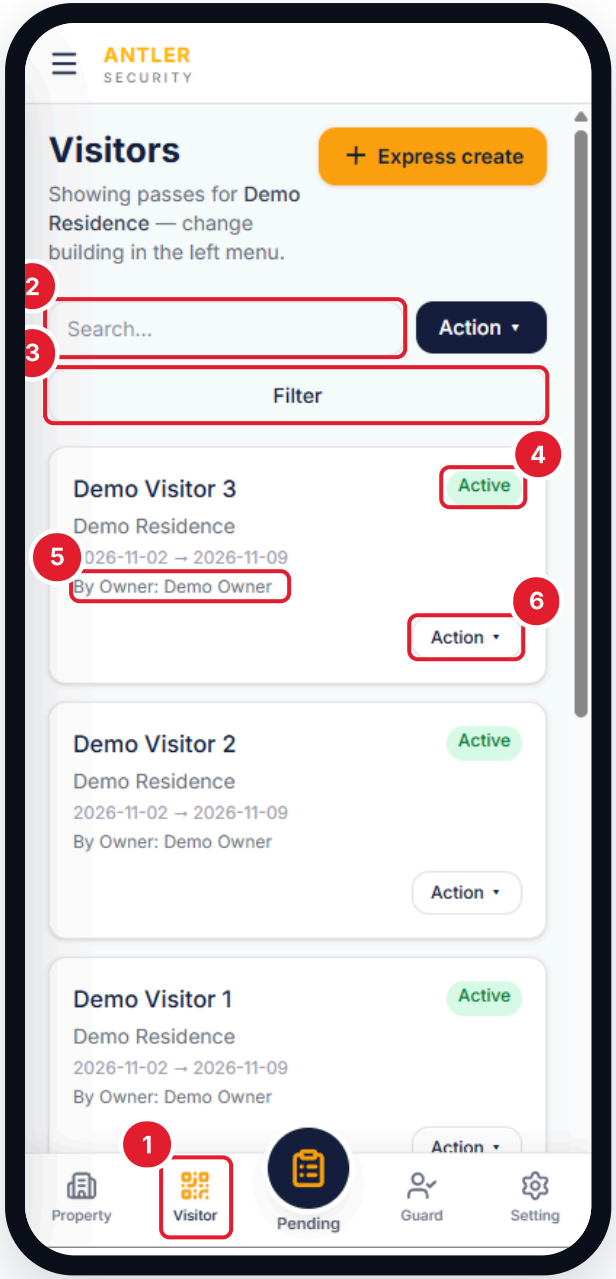


STEP 1

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.

1. Tap **Management**.

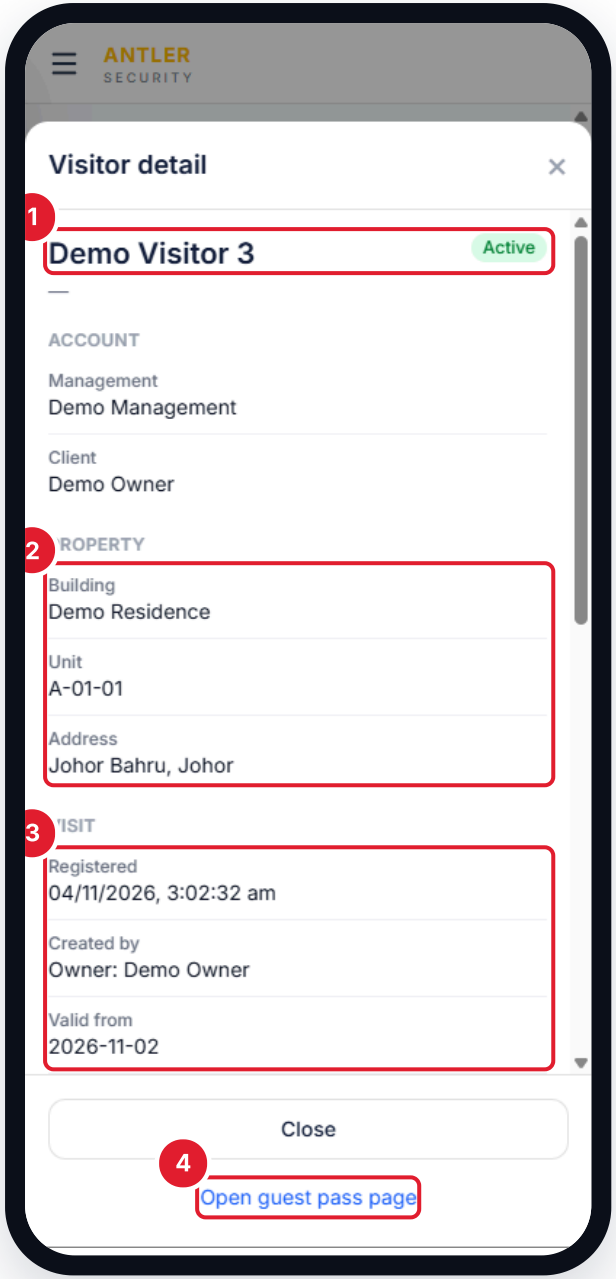


STEP 2

See all visitor passes

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

1. **Visitor** in the bottom menu opens this list.
2. Search by visitor name, unit or phone.
3. **Filter** by status or by who created the pass.
4. Status: Active, Pending approval, Expired, Revoked or Rejected at gate.
5. Who created the pass (owner, operator or guard).
6. **Action → View detail** for the full record.



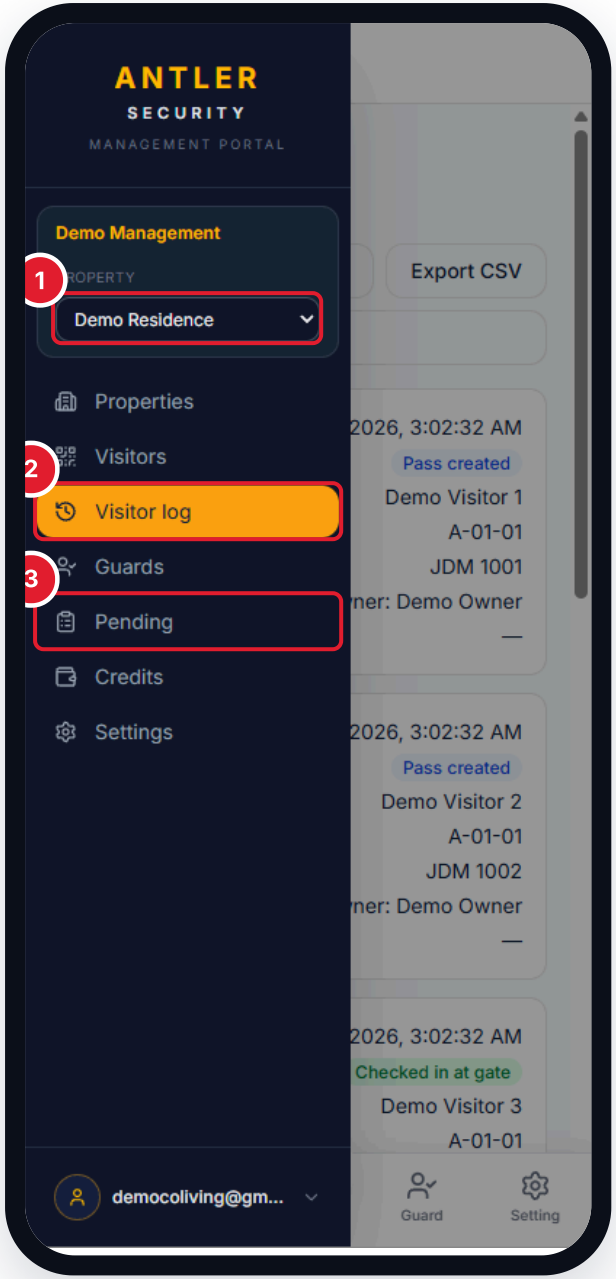
STEP 3

Read the visitor detail

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

1. Visitor name and pass status.
2. Building, unit and address.
3. When it was registered, who created it, valid dates. Scroll for purpose, remark and contact.
4. **Open guest pass page** shows exactly what the visitor sees.

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

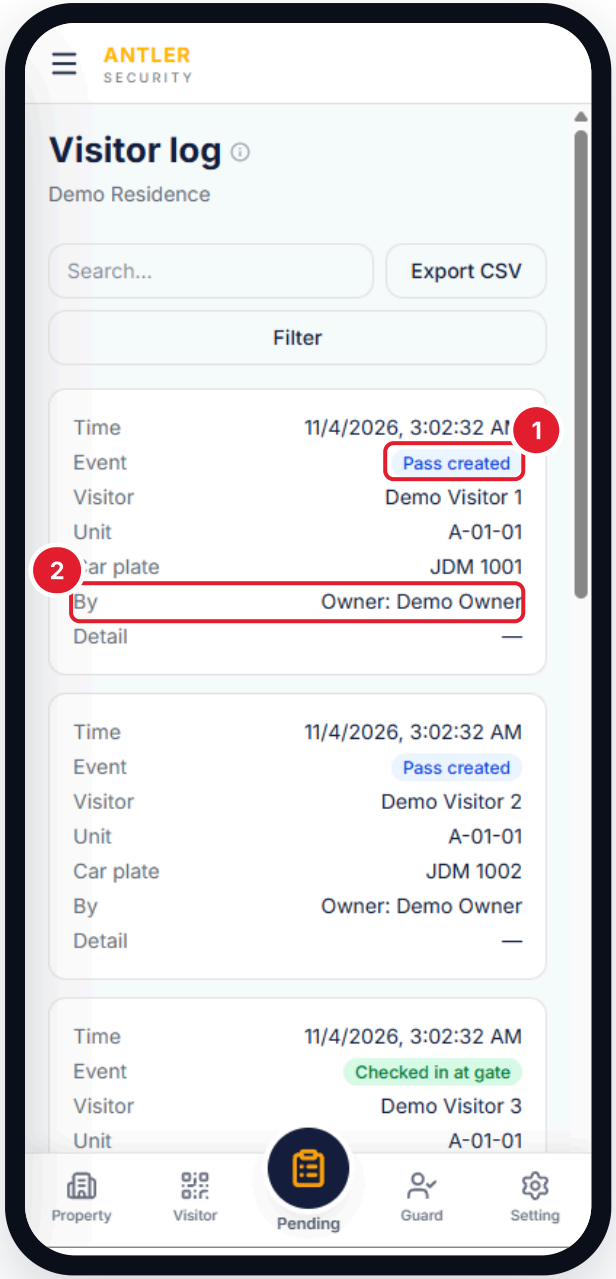


STEP 4

More pages in the menu

Tap ☰ at the top left to open the full menu.

1. Managing more than one building? Switch building here.
2. **Visitor log** — every event at the gate.
3. **Pending** — passes and requests waiting for you.



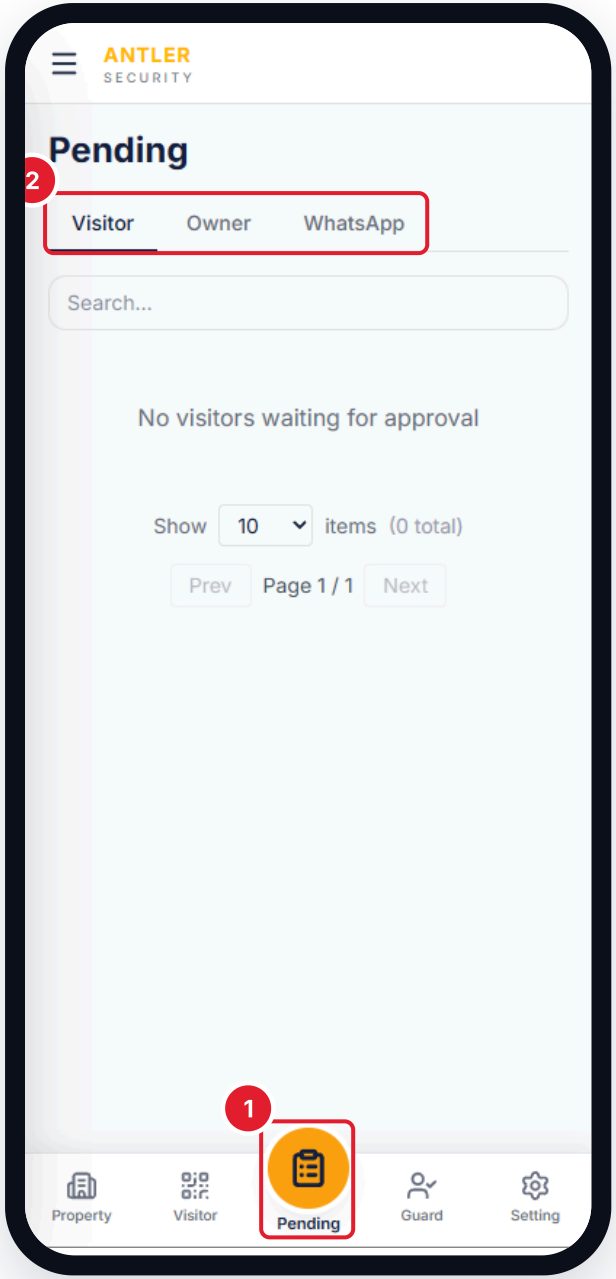
STEP 5

Check the visitor log

One line per event — pass created, checked in at gate, rejected at gate — with the time and who did it. This replaces the paper visitor book.

1. What happened.
2. Who did it (owner, operator or guard).

> Need a report? Use **Export CSV** on the website.



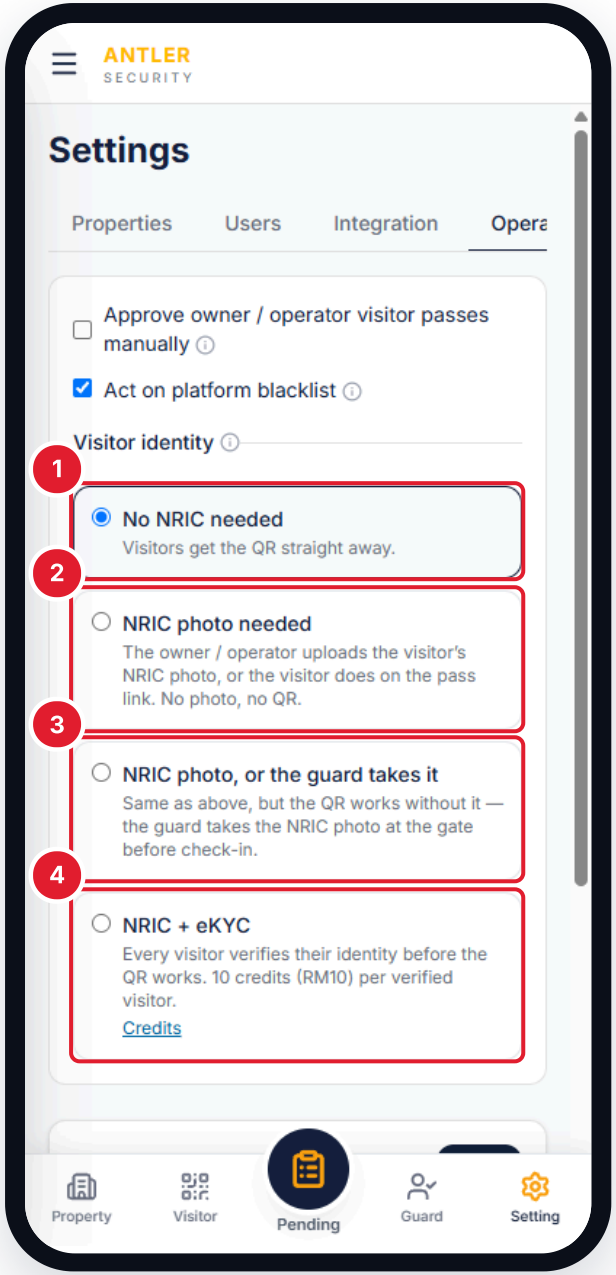
STEP 6

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 WhatsApp requests from operators also land here.

1. **Pending** in the bottom menu.
2. Visitor passes, owner requests, WhatsApp requests.

> Nothing waiting? The list shows “No visitors waiting for approval”.



STEP 7

Choose how visitors prove who they are

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

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

> 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.