Phone guide

FOR OPERATORS

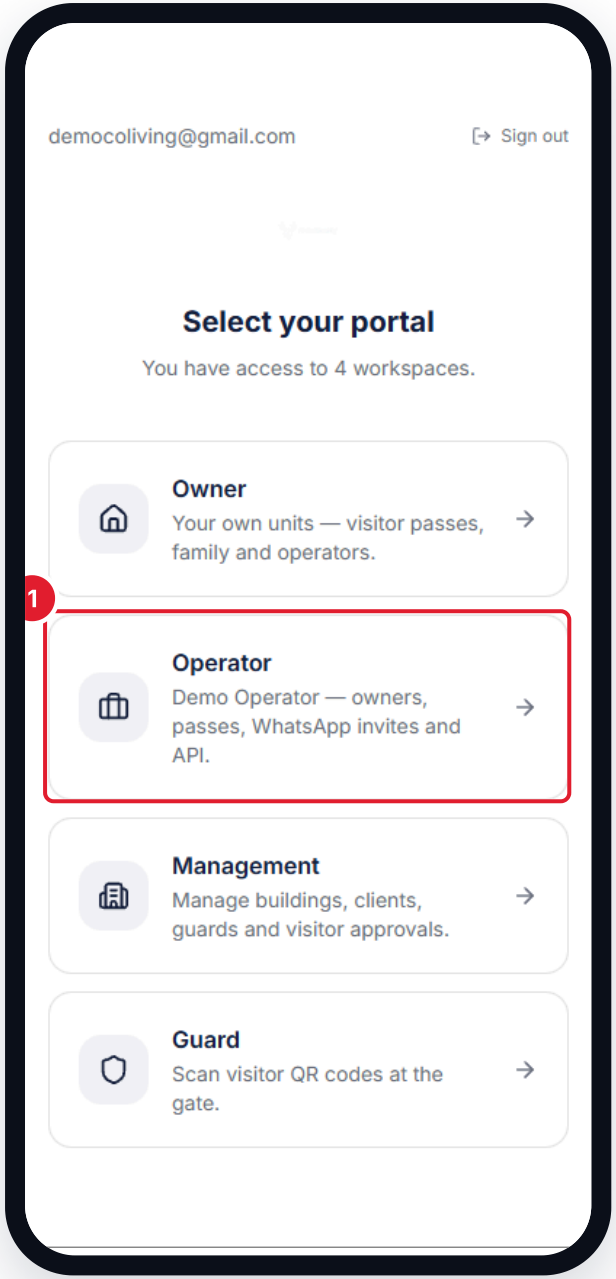
Create a visitor pass

All your units are in one place — your own and every unit an owner has authorised you for. Give a visitor a pass in two ways: fill in the details yourself (A), or send the visitor a link (B).

IN THIS GUIDE

1. Open the Operator workspace
2. All units in one list
3. Go to History
4. A. Fill in the visitor's details
5. A. Contact and dates
6. A. The pass is ready
7. A. Check the pass
8. A. Or copy the pass link
9. B. Send the visitor a link
10. B. Copy the link and send it
11. The visitor opens the link
12. The visitor fills in their details
13. The pass appears on the same link

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

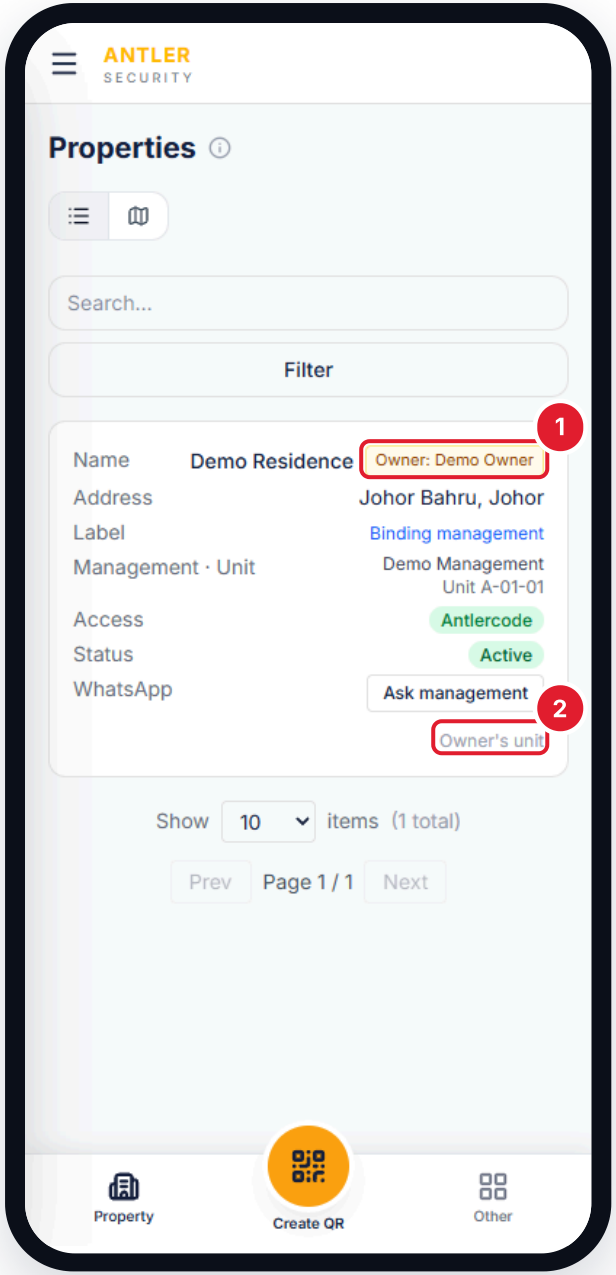


STEP 1

Open the Operator 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 **Operator**.



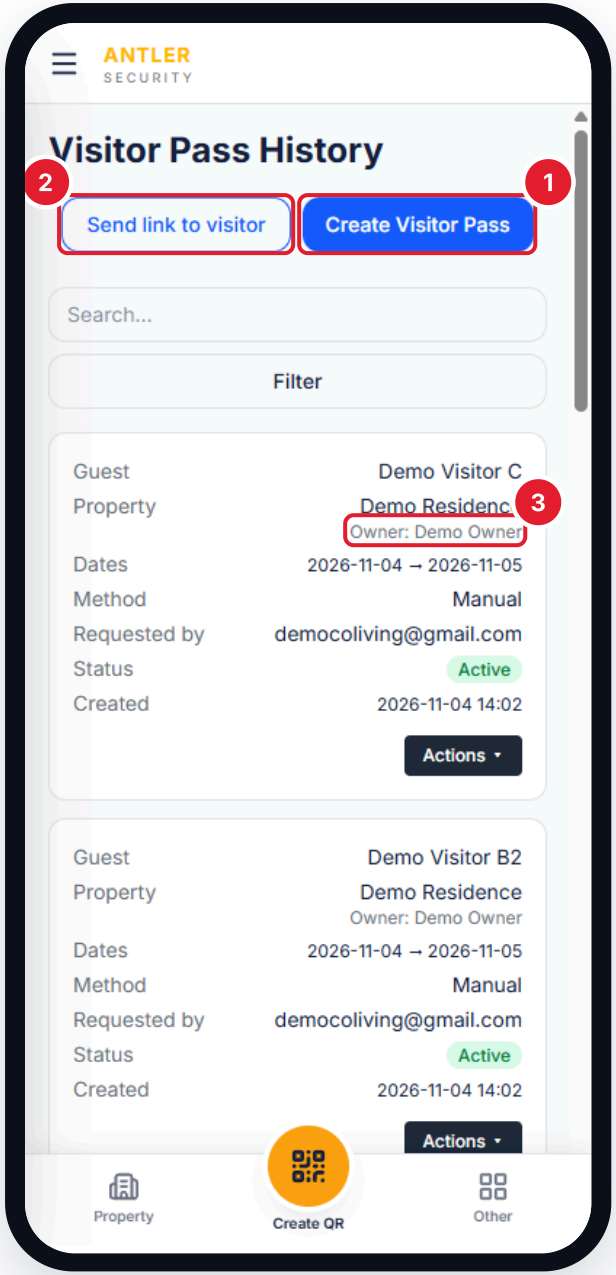
STEP 2

All units in one list

Property shows every unit you can use. Units an owner authorised you for are in the same list — no switching.

1. The owner who authorised you.
2. “Owner’s unit” — the owner keeps its settings; you create passes.

> A unit is missing? Ask the owner to add you and tick that unit (see the Owner guide).



STEP 3

Go to History

History lists every pass for all your units. Both ways of creating a pass start here.

1. **A. Create Visitor Pass** — you fill in the details. (Also the **Create QR** button.)
2. **B. Send link to visitor** — the visitor fills them in.
3. Which owner's unit the pass is for.



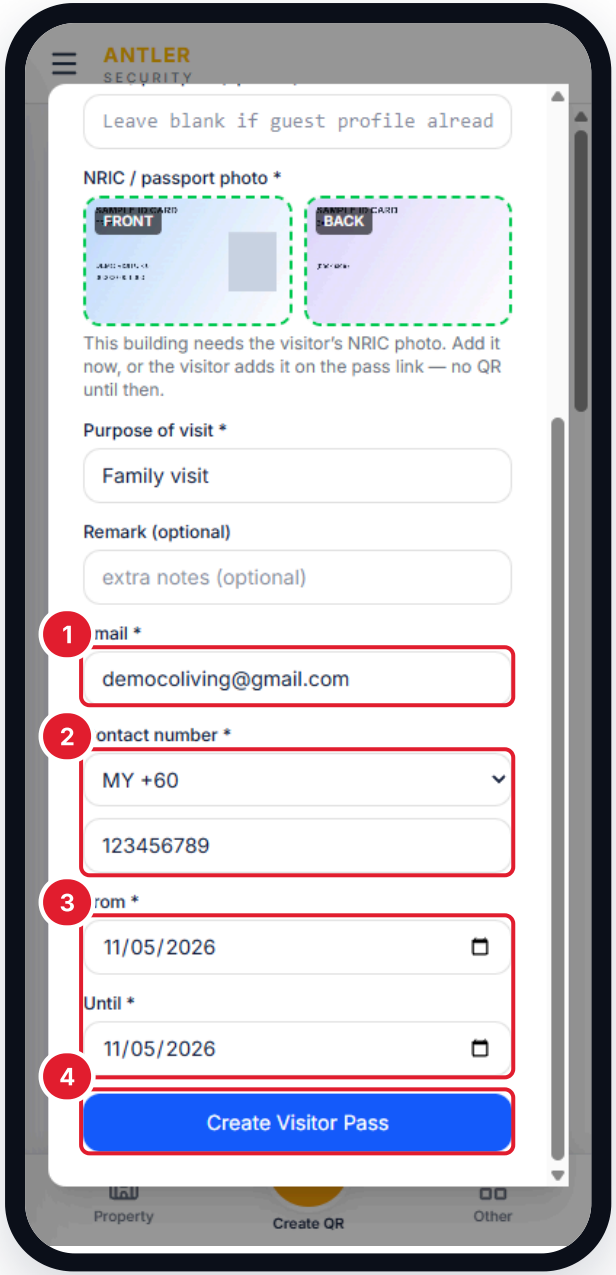
STEP 4

A. Fill in the visitor's details

Tap **Create Visitor Pass**. Fields with * are required.

1. Unit. Owners' units show "Owner: ...".
2. Visitor's name.
3. NRIC photo, front and back (only if the building asks).
4. Purpose of visit.

> Only shown if the building asks for it. No photo yet? The visitor adds it on the pass link (B1: no QR until then).

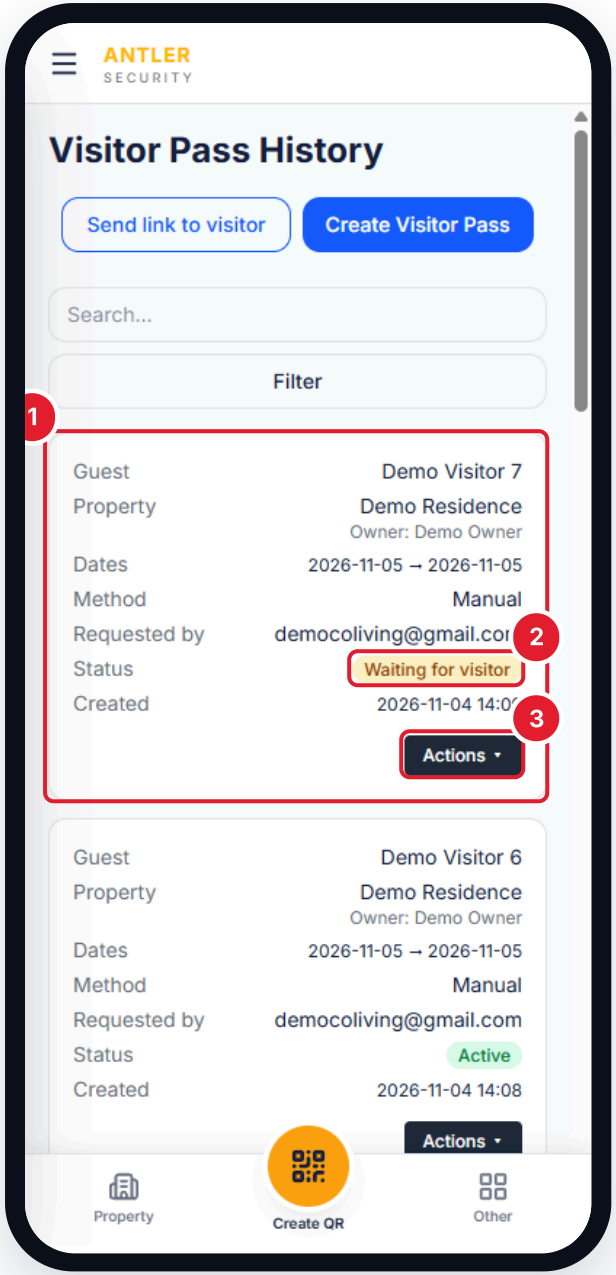


STEP 5

A. Contact and dates

Scroll down to finish the form.

1. Visitor's email — the pass link is sent here.
2. Visitor's phone.
3. Visit dates.
4. Tap **Create Visitor Pass**.



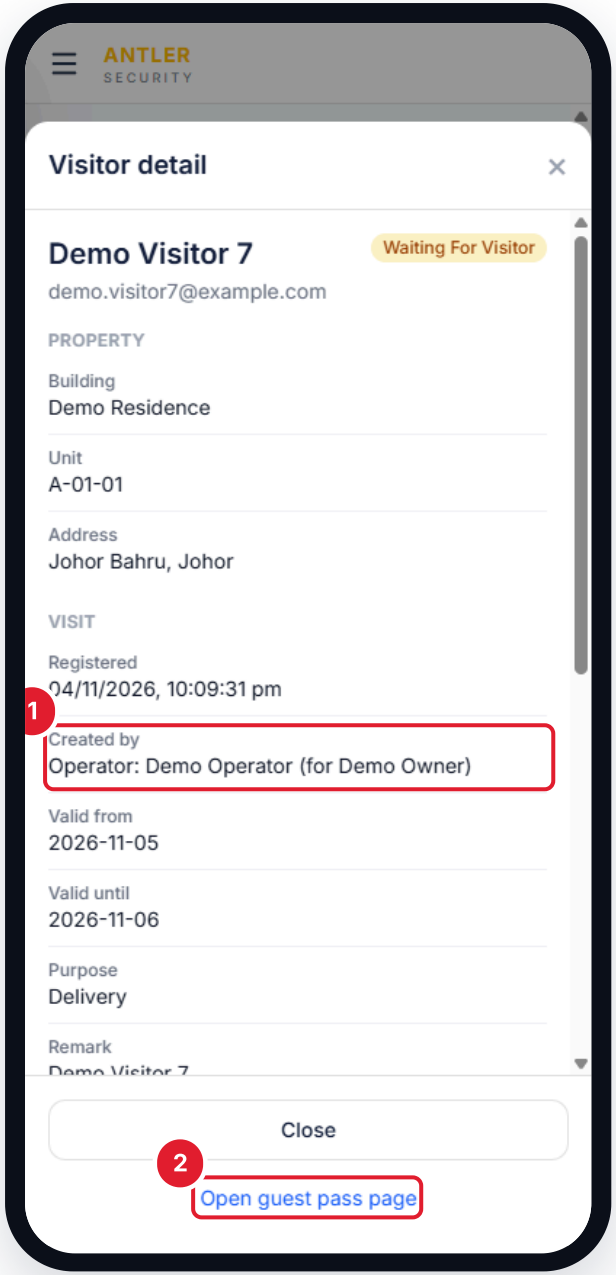
STEP 6

A. The pass is ready

The new pass is at the top of History, and its link is copied for you — paste it to your visitor. The visitor also gets an email.

1. Your new pass.
2. "Waiting for visitor" = the visitor still has to add the NRIC photo. Otherwise it shows **Active**.
3. **Actions → View detail / Copy text.**

> Typed the wrong email? **Actions › Edit email.**

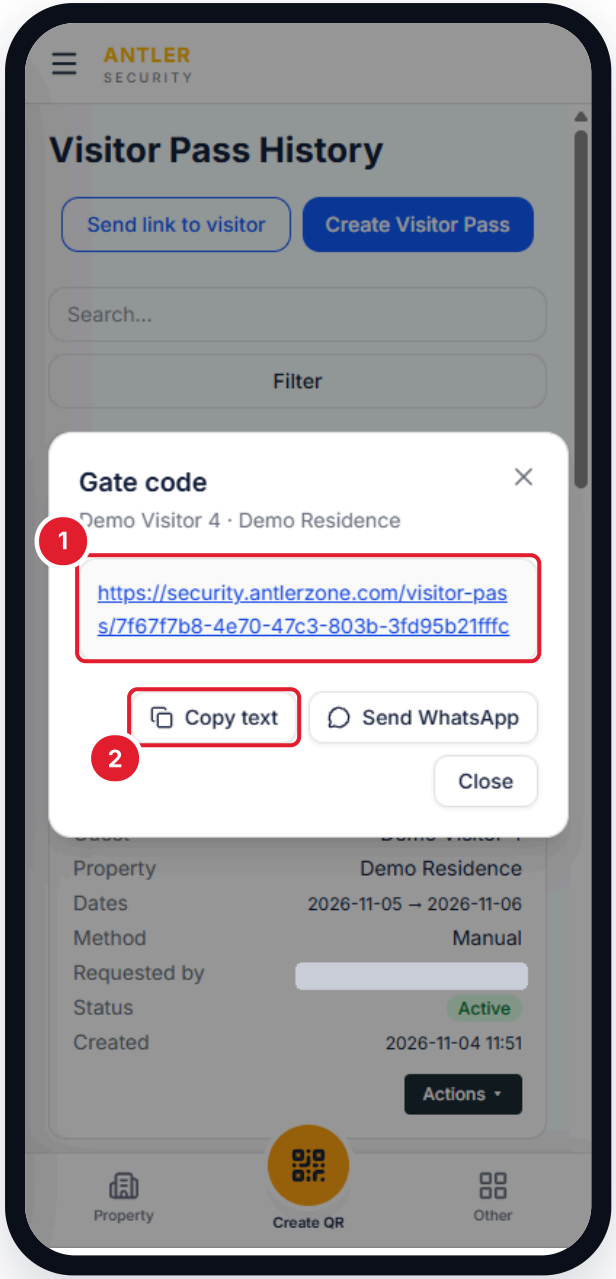


STEP 7

A. Check the pass

View detail shows the full record — including who created it.

1. Created by you, for the owner's unit.
2. **Open guest pass page** — exactly what the visitor sees.



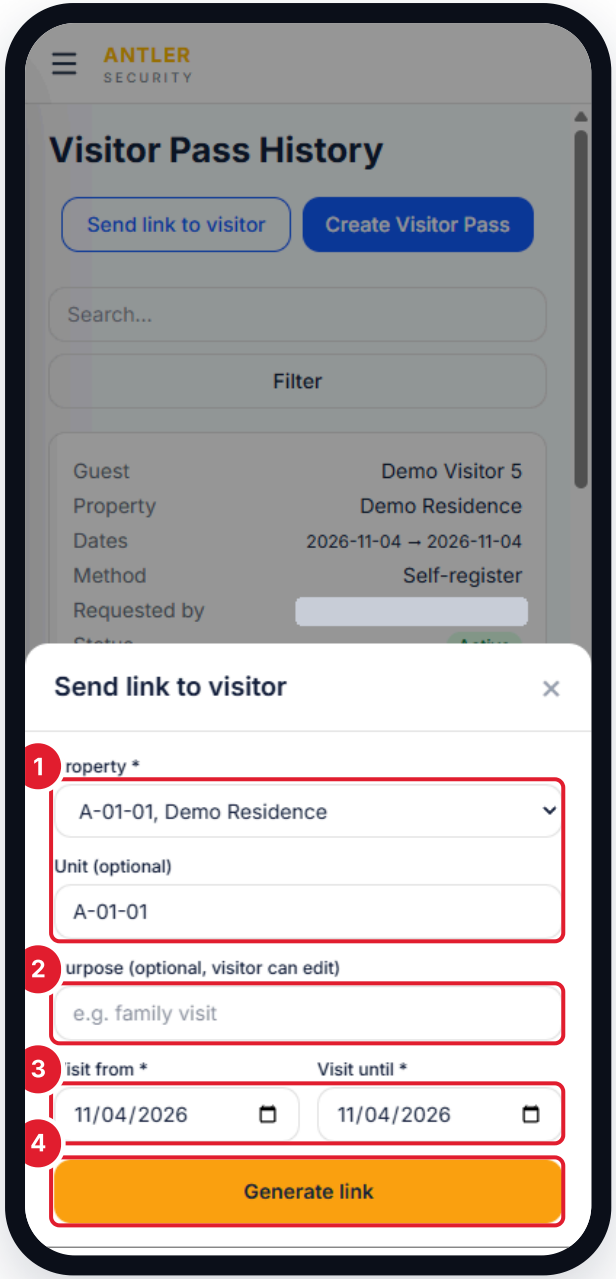
STEP 8

A. Or copy the pass link

Actions → Copy text shows the visitor's pass link at any time.

1. The visitor's pass link.
2. **Copy text**, then send it to the visitor.

> The visitor also gets an email with the link.

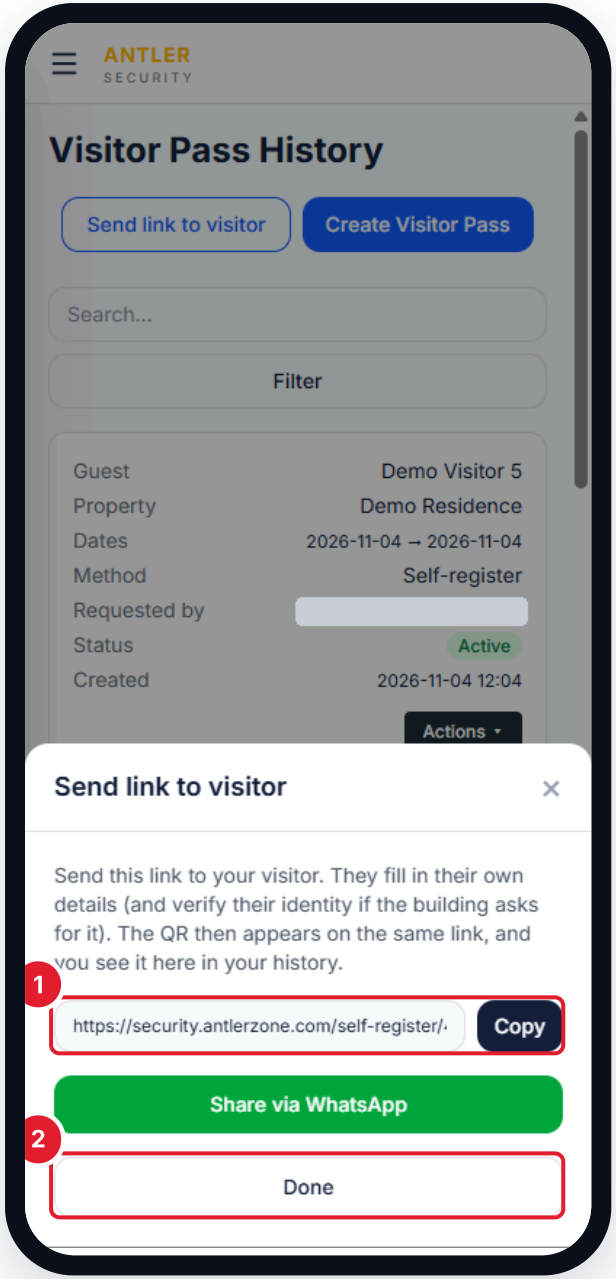


STEP 9

B. Send the visitor a link

Tap **Send link to visitor**. You set the unit and dates; the visitor fills in everything else.

1. Unit.
2. Purpose (optional).
3. Visit dates.
4. **Generate link**.

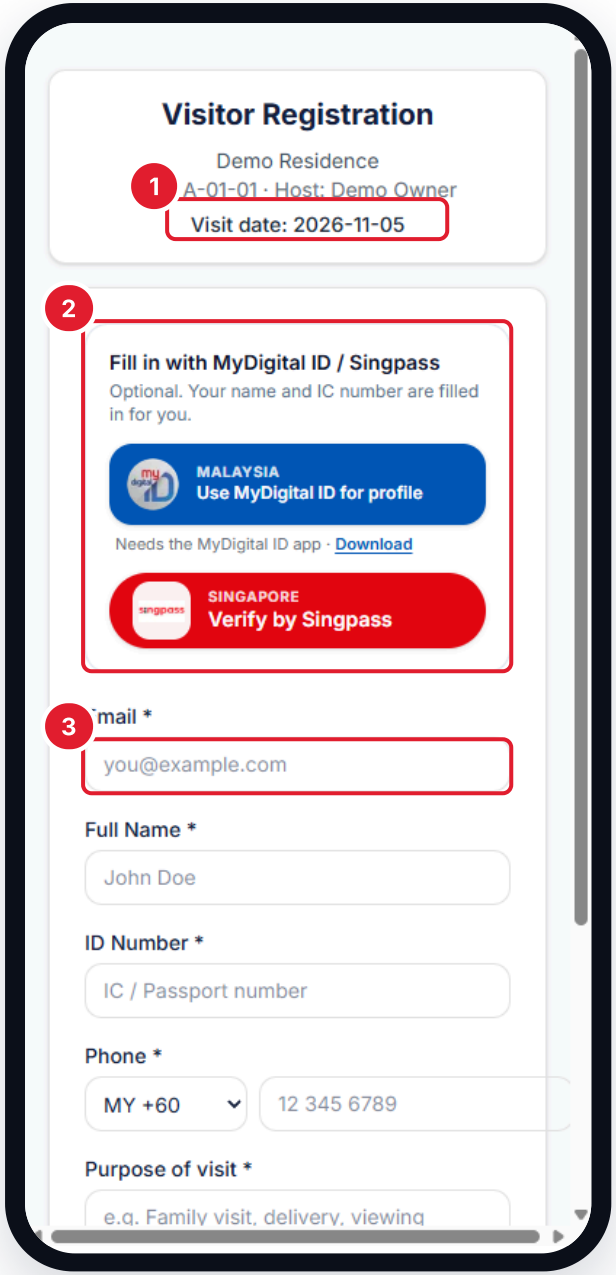


STEP 10

B. Copy the link and send it

Send this link to your visitor by WhatsApp, email or SMS.

1. Tap **Copy**.
2. **Done**.



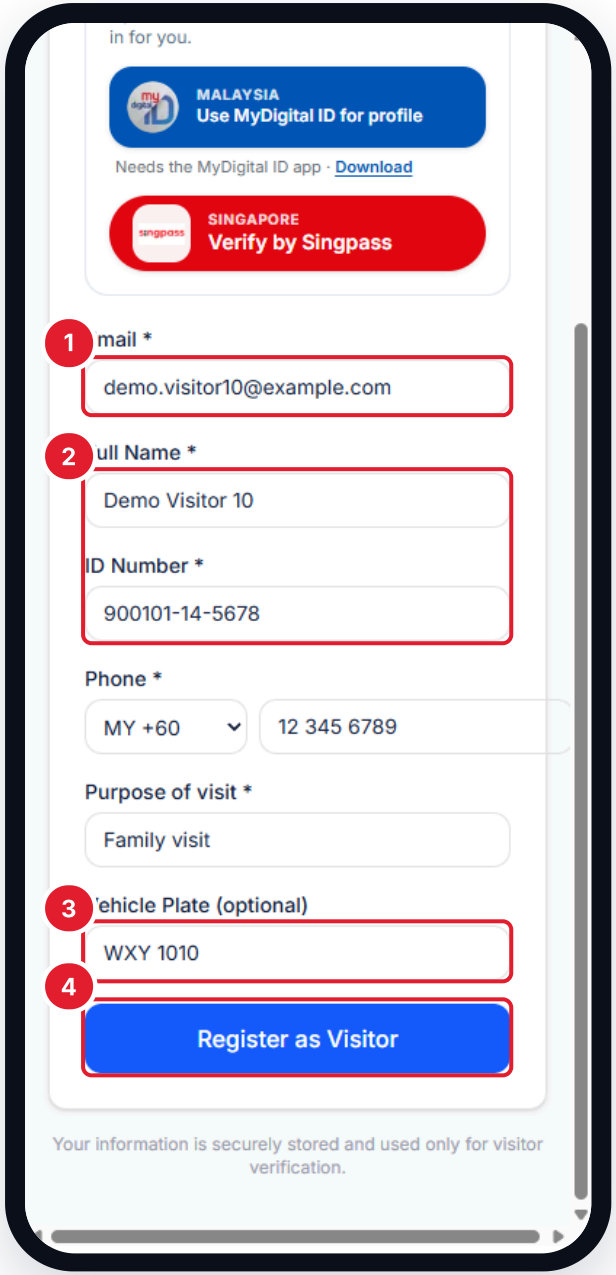
STEP 11

The visitor opens the link

The building, unit and visit date are already filled in by you. The visitor only adds their own details.

1. Visit date you chose. The visitor cannot change it.
2. Optional: **MyDigital ID** / **Singpass** fills in the name and IC number. It does not verify the visitor.
3. **Email** comes first.

> Email already has an account? The form shows “Log in directly” so the visitor can sign in and skip typing.



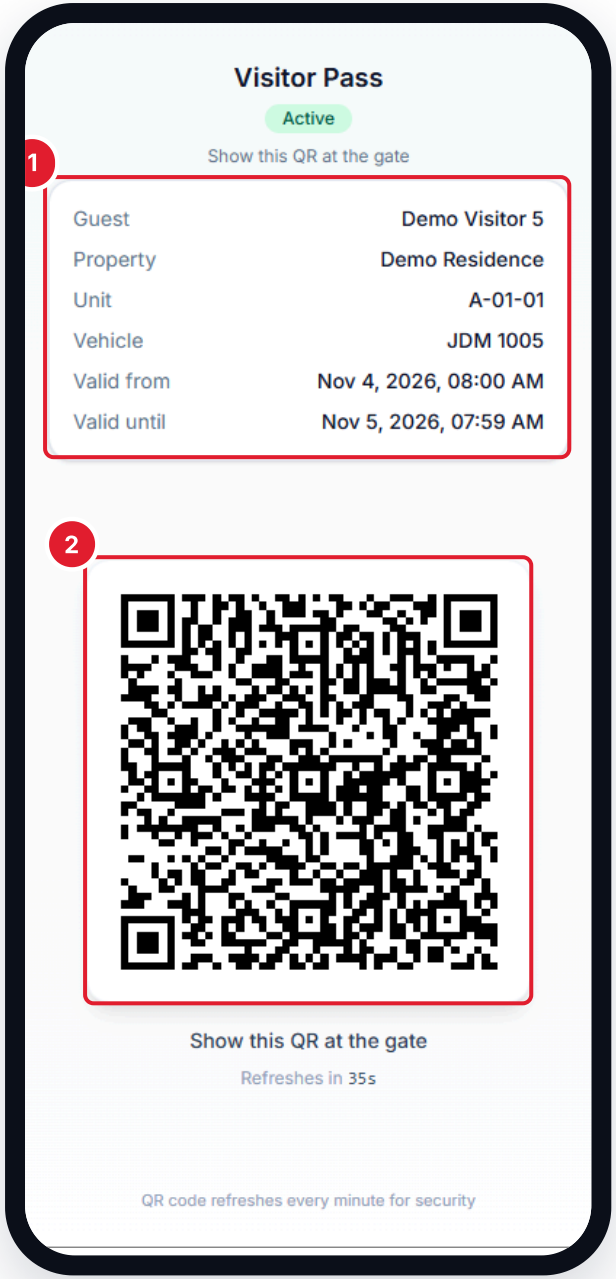
STEP 12

The visitor fills in their details

Fields with * are required. Then tap **Register as Visitor**.

1. Email. A new email gets an account automatically; an existing account just gets the pass.
2. Name and ID number (locked if filled in by MyDigital ID / Singpass).
3. Car plate, if they drive in.
4. Tap **Register as Visitor**.

> If the building asks for an NRIC photo, the form also shows Front / Back photo boxes.



STEP 13

The pass appears on the same link

Straight after registering, the visitor's QR pass opens on the same link. Opening the link again later always shows the pass.

1. Details the visitor entered.
2. QR to show at the gate.

> You get a notification, and the pass shows in your History with Method "Self-register". If the building approves passes by hand, the QR appears once management approves.